



Mayor Michelle Wu

About City of Boston Departments

Age Strong Commission—We enhance lives of those 55+ with meaningful programs, resources, and connections so we can live and age strong in Boston together.

Analytics Team—Through better understanding and usage of data, we work to increase the quality of life for residents and enhance City government. Our analysis and visualizations focus on improving how the City operates.

Animal Care and Control—We investigate cases of animal abuse, offer vaccine clinics and hold adoption hours. Our officers also inspect licensed animal kennels, veterinarian hospitals, pet groomers, and special animal exhibitions.

Archaeology—Established in 1983, we promote and preserve Boston's many archaeological resources through curation, excavation, and education.

Archives & Records Management—We manage, preserve, and provide access to the municipal government records of Boston. The records we keep enable people to inspect what Boston municipal government has done, allow officials and agencies to review their actions, and help citizens hold government accountable. Through our work, we guarantee ready access to essential evidence that documents the rights of citizens, the actions of municipal officials, and Boston's historical municipal experience.

Arts & Culture—We enhance the quality of life, the economy, and the design of the City through equitable access to arts and culture in every community, public institution, and public places. Key areas of work include support to the cultural sector through grants and programs, as well as the production and permitting of art in public places.

Assessing—Our mission is to accurately assess property and provide prompt and courteous help to the public. We determine the value of property in Boston for the purpose of taxation.

Auditing—We prepare the City's annual financial statements, and review and process all financial transactions for accuracy, completeness, and compliance. We also implement fiscal controls over departmental spending, and provide technical assistance to City departments and agencies.

Black Male Advancement—Our office strives to improve outcomes and reduce systemic barriers to advancement for Black men and boys living in Boston. Our goal is to ensure Black men and boys have support to thrive and share in our City's prosperity.

311—311 is an easy-to-remember telephone number that connects you with highly-trained Constituent Service Center representatives who are ready to help you with requests for non-emergency City services and information. The BOS:311 app helps residents and visitors improve City neighborhoods by reporting non-emergency issues like potholes, graffiti, non-shoveled sidewalks, etc.

Boston Bikes—Works to make bicycling in Boston fun, safe, and convenient. We help plan and design streets for bicycling, manage the City's public bike share program, and add bike parking. We also host fun rides and events and teach Bostonians of all ages how to ride safely and responsibly in the City.

Updated November 1, 2022

Boston Centers for Youth & Families (BCYF)—Our mission is to enhance the quality of life for children, youth, individuals and families through a wide range of programs and services. We partner with community center councils, agencies, and businesses to support neighborhood needs. We also manage 36 facilities, including community centers and pools.

Broadband & Cable—We also work with cable franchises and broadband companies to advocate for residents. Our office enforces contractual and regulatory obligations for cable operators, produces government and education access television, and advocates for customers in disputes with cable operators. We are also expanding the City's fiber network and supporting efforts to bridge the digital divide.

Budget—We build and carry out the Mayor's Operating Budget and Capital Plan. Our office promotes the high quality delivery of services to Boston's residents in a cost effective way. We evaluate City programs and then use our analysis to build, present, and manage the Mayor's Operating Budget.

City Clerk—We accept, file, record, and maintain all municipal records for Boston. For the public, we issue various licenses (e.g. weddings) and permits (e.g. parking) and can notarize and attest to documents.

City Council—The 13-person legislative body and constituent advocate branch of the City of Boston. The council is made up of (4) at-large councilors that represent the entire City, and (9) district councilors that represent specific areas of the City. The (13) councilors create, pass, and amend local laws, approve the City's budget every year, and connect constituents to resources, services, and City departments.

City Hall To Go—We bring City Hall services to convenient locations all across the City in a truck. Services include but are not limited to: Parking ticket appeal, discrimination claim filing, handicap parking, dog licenses, register to vote, youth pass, etc.

Civic Organizing—We work to reduce barriers, expand opportunities for and encourage Boston residents to be active citizens in their neighborhood through community service events.

Consumer Affairs and Licensing—We advocate and mediate for Boston consumers to fight deceptive business practices in and outside of the City before they turn into court cases. We also work with the Attorney General to educate the public on topics like credit rights and consumer scams.

Commission for Persons with Disabilities—Our mission is to increase opportunities for people with disabilities by facilitating full and equal participation in all aspects of life within the City of Boston. This includes reducing architectural, procedural, attitudinal, and communication barriers as well as promoting equity in housing, education, employment, transportation, and civic activities.

Digital Team—Alongside departments, we work on digital initiatives and tools to make online interactions beautiful, welcoming, and highly useful for residents. Our small group of design, engineering, and content specialists keep the City focused on end users and their needs.

Diversity—We work to address racial and gender inequities in the City's workforce. Our goal is to give those underrepresented in the City more chances for work and advancement.

Economic Opportunity & Inclusion—Promotes policies that help businesses grow while fostering economic inclusion and equity.

Equity & Inclusion—We're advancing racial justice and social, economic and health equity in the City of Boston. Our mission is to ensure that every resident has fair access to City resources and opportunities. We achieve this by embedding equity and inclusion into our current City practices, building our collective capacity on issues of racial and social justice, and fostering a more welcoming and accessible city.

Election—Directs all municipal, state, and federal elections within Boston. We also register voters, conduct an annual census, and educate the public on voting.

Emergency Management—We enhance the City's capacity to prevent, protect against, respond to, and recover from major emergencies.

Emergency Medical Services—We are Boston's municipal Emergency Medical Service, and one of three public safety agencies who respond to 9-1-1 calls.

Environment—Centered around Boston's just transition to a thriving green economy and a citywide Green New Deal, our work focuses on achieving carbon neutrality while working to mitigate and prepare for the effects of climate change, including flooding, sea level rise, and extreme weather. We also enhance environmental justice and quality of life in Boston by protecting air, water, climate, land and historic resources.

Equity and Inclusion—We're advancing racial justice and social, economic, and health equity in the City of Boston. Our cabinet actively works to align the City's plans and policies through a unified equity lens. We aim to root out institutional injustice, both inside and outside of City Hall, through local and national partnerships.

Fair Housing and Equity—We work to prevent discrimination and ensure fair and equitable access to housing for all people of Boston.

Food Justice—We improve the accessibility and affordability of healthy and multicultural food in Boston. Our goal is to create food-secure communities with vibrant and inclusive food cultures.

Housing—We are responsible for housing the homeless, developing affordable housing, and managing the City's real estate. We also work to ensure that renters and homeowners can find, maintain, and stay in their homes.

Human Resources—We help departments attract, motivate, retain, and develop qualified and productive employees.

Human Services—Our cabinet promotes and ensures the well-being of Boston residents, especially those with the greatest needs (e.g. aging residents, persons with disabilities, youth, veterans).

Immigrant Advancement—Strives to strengthen the ability of immigrants to fully and equitably participate in economic, civic, social, and cultural life in Boston. We also promote the recognition and public understanding of the contributions of immigrants to the City.

Innovation and Technology—Our team makes sure the networks, computers, and systems that support the City are secure and effective. We also manage the City's websites and technologies focused on service delivery.

Inspectional Services—Our goal is to protect and improve the quality of life for all Boston residents by administering and enforcing building, housing, health, sanitation, and safety regulations mandated by City and State governments. Our mission is to serve the public by protecting the health, safety, and environmental stability of Boston's business and residential communities.

Intergovernmental Relations—We coordinate interactions between City government and federal, state, City Council, and other local governments. We assist City departments with advocacy and prospecting for public and private grants. We also serve as a liaison between the Mayor’s Administration and the Boston City Council.

Labor Relations—We create and promote a work environment that fosters a positive and effective relationship between labor and management. We represent the Mayor, the City, and City Departments in all labor matters before state courts and agencies, and other forums. We also negotiate and administer the City’s collective bargaining agreements with the Unions that represent City of Boston employees. We also offer training and advice to managers and supervisors on labor matters.

Landmarks Commission—We work to protect Boston’s historic resources while promoting the environmental benefits of our existing historic buildings.

Language and Communications Access—We ensure meaningful access to the information and services residents need through translation, interpretation and assistive technology.

Law—We provide legal services to the Mayor, City Council and City departments regarding their official capacities within City government.

LGBTQ+ Advancement— Tasked with empowering, protecting and promoting the rights, dignity, and advancement of Boston’s LGBTQ+ residents. We are responsible for developing policy, community oriented programming, and providing resources for the city’s multiracial, multigenerational, multicultural and multilingual LGBTQ+ community.

Library—The Boston Public Library is the first large, free municipal library in the United States. Our system includes a central library, 25 branches, a map center, a business library, and a website filled with digital content.

Licensing—We grant and regulate various types of alcohol and food licenses for restaurants, nightclubs, and other establishments in Boston. We also hold hearings on violations and license applications.

Mayor’s Office—We provide executive leadership, as well as set priorities and goals for the City and its neighborhoods.

Neighborhood Services—Our staff attends community meetings, assists residents with city services, shares important information directly with neighborhoods, and helps the City respond to emergencies. We provide a forum for both groups and individuals to express concerns, request services, and extend opinions. We also serve to disseminate information and facilitate delivery of City services. We encourage, facilitate, and maximize resident input and participation in all aspects of government.

New Urban Mechanics—Founded in 2010 by the “Urban Mechanic” Mayor Menino, we are one of the nation’s first civic research and design team. We work on everything from the future of mobility to City infrastructure to collective well-being. We work across departments and communities to explore, experiment, and evaluate new approaches to government and civic life with experiments and prototypes.

Parking Clerk—We collect and mediate disputes of fines and fees from parking tickets. We also manage Boston’s resident parking program.

Parks and Recreation—We create and maintain clean, green, safe, and accessible open space in more than 2,300 acres of park land throughout Boston, including more than 35,000 street trees.

Police Accountability—The Office of Police Accountability and Transparency (OPAT) exists to investigate complaints of police misconduct. Our office ensures that the Boston Police Department’s internal affairs review process is fair and thorough. We also review existing and proposed Boston Police policies and procedures.

Press Office—The Mayor’s Press Office oversees communications and media relations strategies.

Procurement—We buy the highest quality products for the City at the lowest possible price. Our department selects vendors through public bidding and processes purchase orders and contracts.

Property Management—We maintain and manage various City of Boston buildings. We are responsible for layout and space planning for City departments, building security, and events. We also help coordinate improvement projects for City properties.

Public Facilities—We support other City of Boston departments in the planning, design, construction, and major renovations of City-owned buildings.

Public Health Commission—An independent public agency that aims to protect, preserve, and promote the health and well-being of all Boston residents, particularly those who are most vulnerable. Public service and access to quality health care are the cornerstones of our mission.

Public Records—We keep and disseminate public records. Under Massachusetts law, every person has a right to access public government records.

Public Safety—We study, develop, and create violence intervention and prevention programs and policies.

Public Works—We ensure that Boston’s streets, sidewalks, and bridges are safe, clean, and attractive. We also operate Boston’s recycling program with an annual diversion of approximately 44,000 tons.

Recovery Services—As the first municipal recovery office in the United States, we used a highly localized, collaborative approach to address substance use and addiction in Boston.

Registry—We provide information on how to get a birth certificate, how to get a death certificate, how to get a marriage certificate, and how to get married.

Resilience and Racial Equity—We’re focused on social and economic resilience in a City affected by historic and persistent divisions of race and class. We lead efforts to help Boston plan for and deal with catastrophes and slow-moving disasters, like persistent racial and economic inequality.

Retirement—We are the fiduciary for the Boston Retirement System, a governmental defined benefit plan.

Returning Citizens—Our office supports those who return to Boston after being released from state, federal, and county facilities each year.

Schools—We are committed to transforming the lives of all children through exemplary teaching in a world-class system of innovative, welcoming schools. Our responsibility is to ensure every child has great teachers and great school leaders.

Small Business Development—Our team provides all small business owners and entrepreneurs with the tools and guidance to successfully start, grow, and build a business in Boston.

Supplier and Workforce Diversity—We support diverse businesses in accessing City contracts. We also monitor workforce diversity on private and public construction projects in Boston. We have 2 offices: The Supplier Diversity Program and the Boston Residents Jobs Policy Office.

Tax Collection—Our work in the Collecting Division involves collecting property taxes and all other monies due to the City.

Tourism, Sports and Entertainment—We support the tourism industry in Boston by producing events, supporting film and TV production, and marketing the City to conventions and visitors. Our mission is to advance tourism in Boston and promote participation in public celebrations from Boston residents and visitors to our City.

Transportation—Our mission is to plan, build, maintain, and operate our streets in a manner that increases access to opportunities, promotes safety and resilience, and fosters the highest quality of life for everyone living, working, and visiting our City.

Treasury—We receive and care for all monies, property, and securities the City acquires by virtue of any statute, ordinance, gift, devise, bequest, or deposit. In addition, we pay all warrants, drafts, bonds, and approved executions against the City.

Veterans Services—We recognize, engage, and advocate for our veterans and their families, by connecting them with the services and resources they've earned.

Water and Sewer Commission—Established in 1977, the Boston Water and Sewer Commission provides water and sewer services to more than one million residents, workers, students, shoppers, conventioners, hospital patients, and visitors each day.

Women's Advancement—Our mission is to promote gender equity by empowering women and removing systemic barriers to their advancement.

Workforce Development—We support programs that provide Boston's workers with tools for economic advancement. These include educational opportunities, job training, and financial coaching. We seek to ensure the full participation of all Boston residents in the City's economic vitality and future.

Worker Empowerment—This cabinet, equipped with oversight and resources, is charged with advancing the well-being of all working Bostonians in both the public and private sectors. It is charged with regulating, overseeing and improving workplace conditions and health for workers as well as expanding economic opportunity for workers through access to quality jobs, skills trainings and career pipelines.