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Boston City Hall launches live online chat, 'Citizen Connect Live'

Posted by Matt Rocheleau November 17, 2011 08:18 AM

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By Matt Rocheleau, Town Correspondent

Boston yesterday launched another way for residents to connect to the City Hall anytime.

[Citizens Connect Live](#), a live online chat on the city's website, [CityofBoston.gov](#), allowing constituents to contact Mayor Thomas M. Menino's 24-hour constituent service center based out of the eighth floor in City Hall.

"We do a lot with Citizens Connect. We've come a long way," spokeswoman Dot Joyce said today by phone. "And this is another way for residents to connect with us."

Area college students, who are paid by their schools to work in the City Hall's 24-hour call center, help staff the new system, she said.

"Chat agents will initially be available during normal business hours, and may direct users to online services and answer questions regarding city services," the city says on its website.

Residents can also [contact City Hall 24 hours a day, 365 days a year](#) by phoning the call center at 617-635-4500, downloading the Citizens Connect Mobile App to their Android or iPhone device, by texting "REPORT" or "REPORTAJE" to 617-505-1898, Tweeting [@CitizensConnect](#) or by visiting [CityofBoston.gov](#).

To speak in-person with someone from the constituent service office, residents can visit the Mayor's Office on the fifth floor of City Hall between 9 a.m. and 5 p.m. on weekdays.

To see a list of options for contacting Boston City Hall, [click here](#). To see a list of online city services, [click here](#).

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