

OFFERED BY COUNCILORS TANIA FERNANDES ANDERSON, COLETTA ZAPATA, FITZGERALD, FLYNN, MURPHY, PEPEN, SANTANA, WBER, WORRELL AND LOUIJEUNE



CITY OF BOSTON

IN THE YEAR TWO THOUSAND TWENTY FIVE

**RESOLUTION CALLING ON THE ADMINISTRATION
TO PROVIDE CONSTITUENT SERVICE SOFTWARE TO
IMPROVE CITY COUNCIL CONSTITUENT SERVICES
ADVOCACY, AND FOLLOW-UP.**

WHEREAS, The Boston City Council is committed to delivering timely, efficient, and effective responses to the needs and concerns of residents throughout the city; and

WHEREAS, Constituent services are a critical function of City Council offices, enabling councilors to assist residents with navigating city services, resolving local issues, and advocating for their needs with municipal agencies; and

WHEREAS, Effective constituent service requires robust systems to track, manage, and follow up on constituent inquiries, ensuring that each request is addressed promptly and outcomes are communicated clearly; and

WHEREAS, Many municipalities across the United States have implemented modern constituent relationship management (CRM) software that allows for streamlined tracking of service requests, improved coordination with city departments, and data-driven decision-making to enhance service delivery; and

WHEREAS, The City of Boston's current constituent service tools do not adequately equip City Council offices with the technology necessary to efficiently manage a high volume of constituent cases, leading to reduced capacity for proactive follow-up; and

WHEREAS, Investing in advanced constituent service software would empower City Council offices to track and manage constituent service cases more effectively, reducing response times, generate reports and data insights to identify recurring issues and advocate for systemic improvements; Increase accountability and transparency in constituent service delivery; Improve collaboration between council offices and city departments to expedite service resolution; and

WHEREAS, Enhanced constituent service technology aligns with the City of Boston's commitment to innovation, accessibility, and equity in public service delivery; and

WHEREAS, A citywide investment in constituent service software would contribute to more efficient governance, stronger resident engagement, and increased public trust in municipal government; ***NOW, THEREFORE BE IT***

RESOLVED: That the Boston City Council urges the Mayor and the City of Boston Administration to prioritize the procurement and implementation of modern Constituent Service Software for use by City Council offices, with a focus on enhancing constituent advocacy, streamlining follow-up processes, and delivering superior service to all residents of Boston.

Filed on: February 12, 2025