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Marlborough Community Hotline Activated

-FOR IMMEDIATE RELEASE-

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MARLBOROUGH – Today, Mayor Arthur Vigeant activated the Marlborough Community Hotline. This service can be used when you need information or assistance regarding city services. To call the City of Marlborough’s Community Hotline please dial **(508) 251-5622**.

This service is a Constituent Service Hotline open 24 hours a day, seven days a week, activated when there is a need. It is monitored by the Mayor’s Office and community volunteers during business hours and by the Marlborough Dispatch Center during non-business hours.

Why is this service provided? Marlborough Community Hotline is a non-emergency hotline that residents can use to find information about services or report problems. This service frees up emergency lines and allows the City of Marlborough to offer the highest quality constituent service during events and times of need.

What is the difference between the hotline and **911**? **(508) 251-5622** is the number to call to obtain information and access all non-emergency City services. **911** is the number to call in case of **emergency** (health issue, fire, crime in progress).

Can I request services or report a problem without calling the Marlborough Non-Emergency Community Hotline? There are several ways residents can request city services other than calling the hotline. You find a list of City of Marlborough department numbers and emails at the following link <https://www.marlborough-ma.gov/department>. You can also sign up for City of Marlborough Alert Notifications at, <https://marlboroughportal.bbcportal.com/>. Additionally, you can submit public service “See, Click, Fix” requests at, <https://www.marlborough-ma.gov/rubbishrecycling/pages/get-it-fixed-using-our-mobile-app>

Please always call 911 in an emergency! A 911 operator is a life-line for citizens and emergency personnel responding to issues.