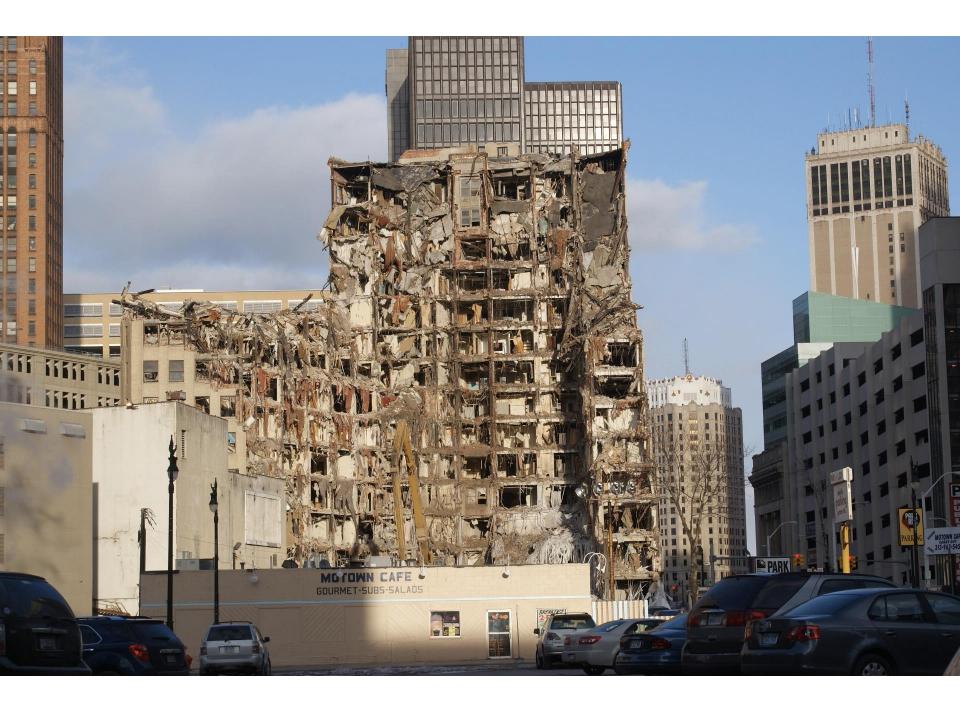
# THE MAYOR'S OFFICE OF NEW URBAN MECHANICS

BOSTON

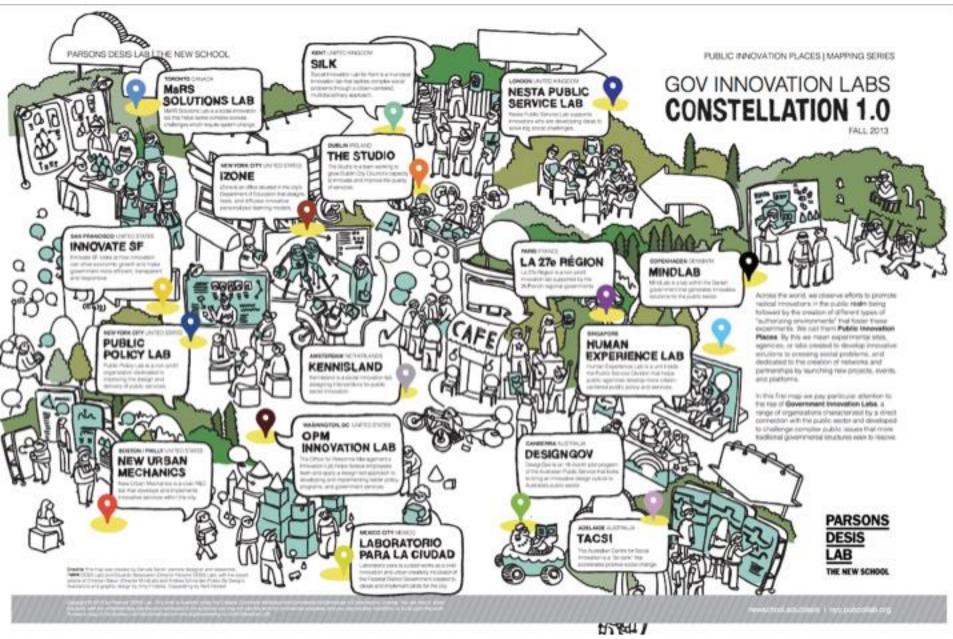


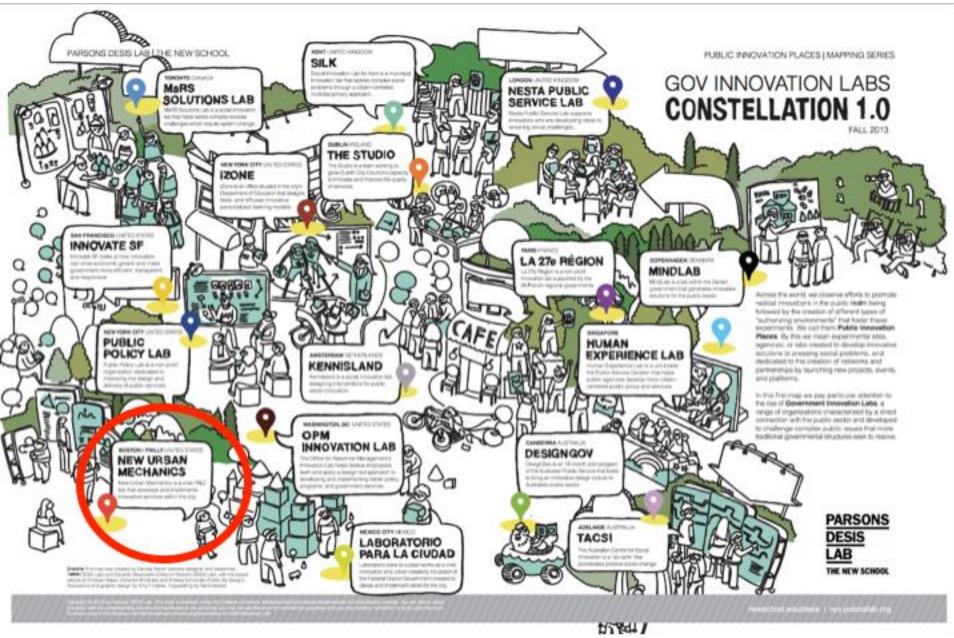


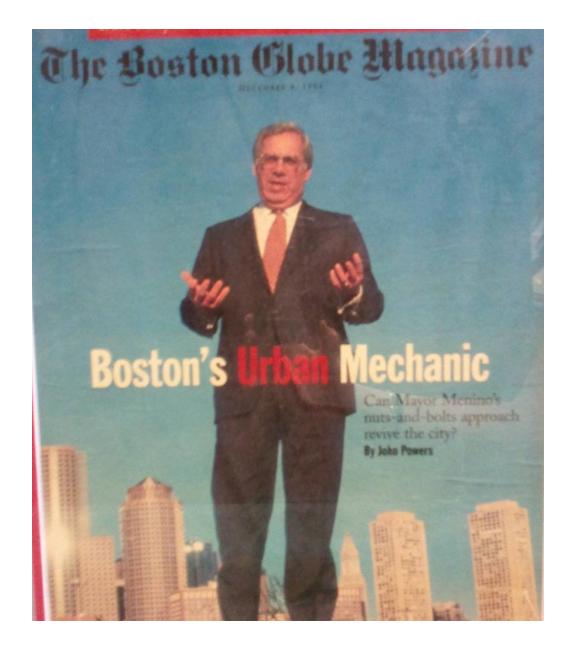




People would argue that governments anywhere in the world do not have many incentives to overcome inertia. With no profit motive, no threat of organisational failure and an often deeply entrenched noninnovative culture, there is simply no pressure for government to innovate, I360's Kamal Hassan shows that this need not be the case.







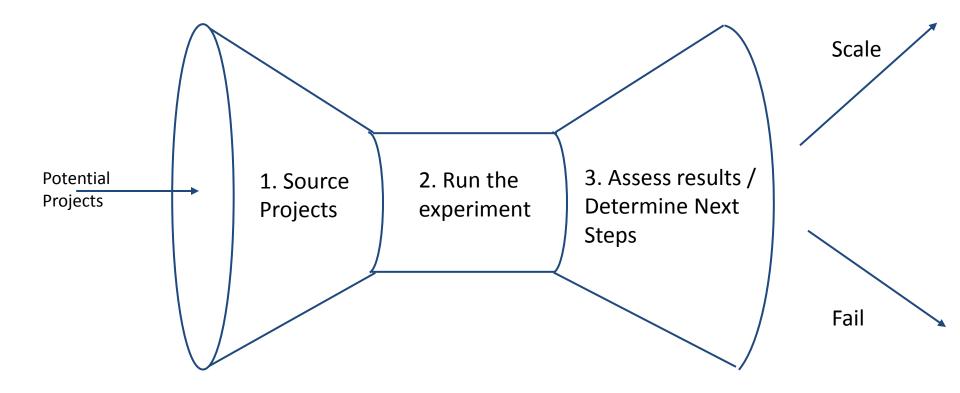




"As Boston approaches its 400th birthday, our goal is a thriving, healthy, and innovative city for all; one community that is a global leader for the 21st century."

- Mayor Martin J Walsh

### **MONUM Innovation Pipeline**



## What we've learned

- 1. Build things that people want / need
- 2. Exceed Expectations
- 3. Encourage and Enable Civic Behavior
- 4. Be Delightful

### Build Things that People Want / Need

#### TABLE OF CONTENTS | CHOOSING & SCHOOL

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#### **Verification of City of Boston Residency**

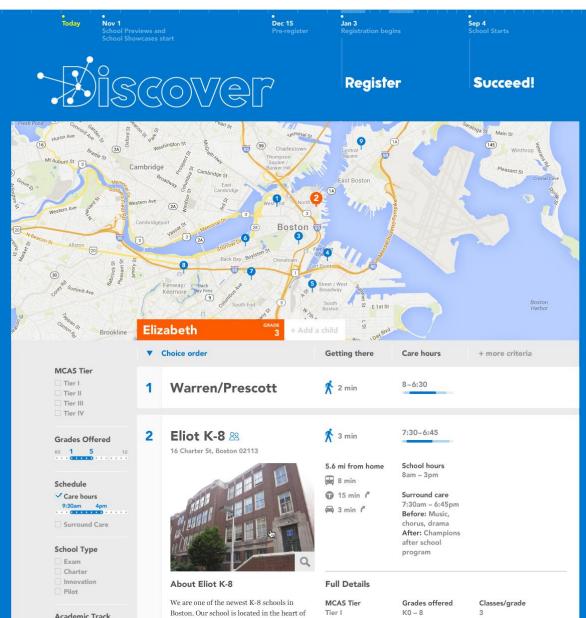
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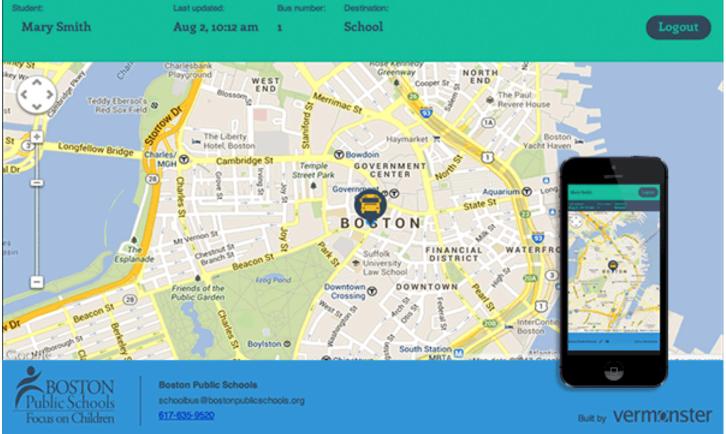
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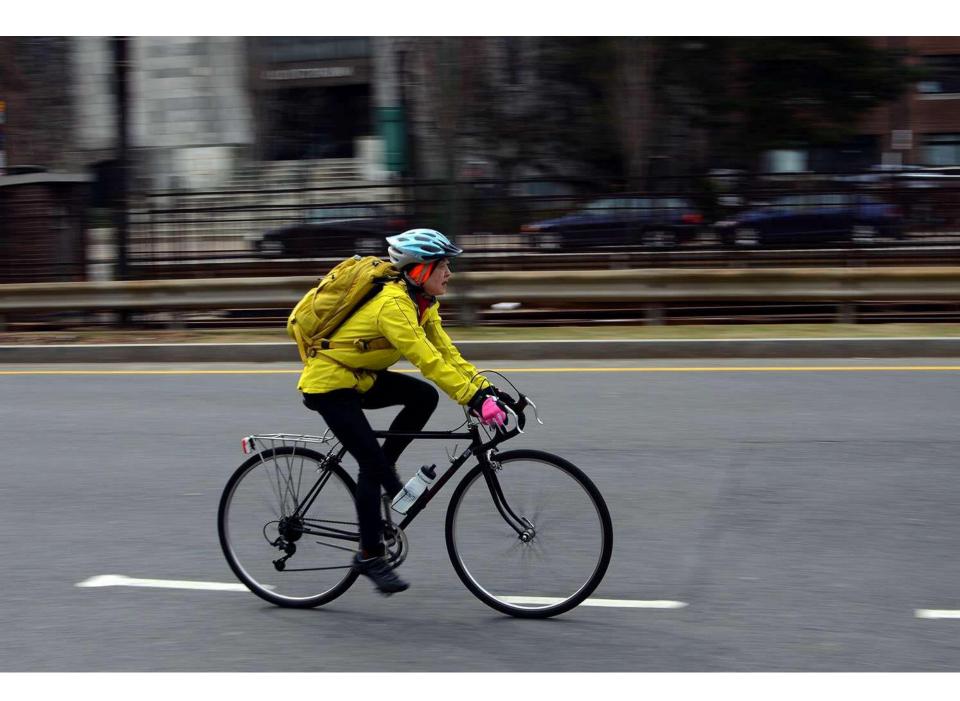








<u>Sweet\_T</u> @PutItOnMy\_Tab\_ 4 Sep Thx @BostonSchools for the "Where's My School Bus?" feature. Bus is late, but I'm slightly less annoyed b/c I can track it live. Great idea.









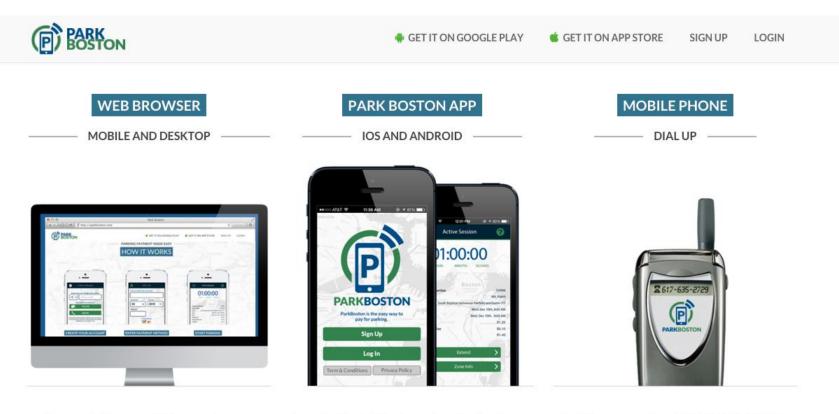


## Where Can I Use ParkBoston

Look for the new ParkBoston decals on the meters. ParkBoston will be rolling out its service throughout the city. Be sure to look for specific zone number displayed on the signs and meters.







Use your desktop or mobile browser to access ParkBoston with the same functionality as the app.



Don't have a smartphone? Dial (617) 635-2729 to pay by phone.







### **CLASSIC ARCADE GAMES**

BUBBLE HOCKEY TOURNAMENT WITH MAYOR WALSH AND BOSTON BRUIN LEGEND RICK "NIFTY" MIDDLETON

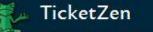
### PARKBOSTON GIVEAWAYS

541 TREMONT ST / SOUTH END 11:30am-2:30pm









## The easiest way to pay a parking ticket. Try it for yourself:

Install TicketZen on your phone:

Scan the barcode on this imaginary ticket with TicketZen: If prompted to select a city, pick Boston. (3) Behold the magic!



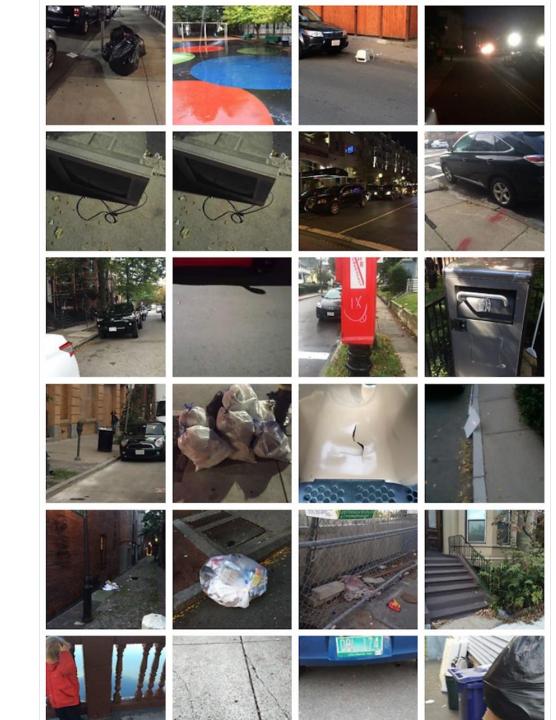


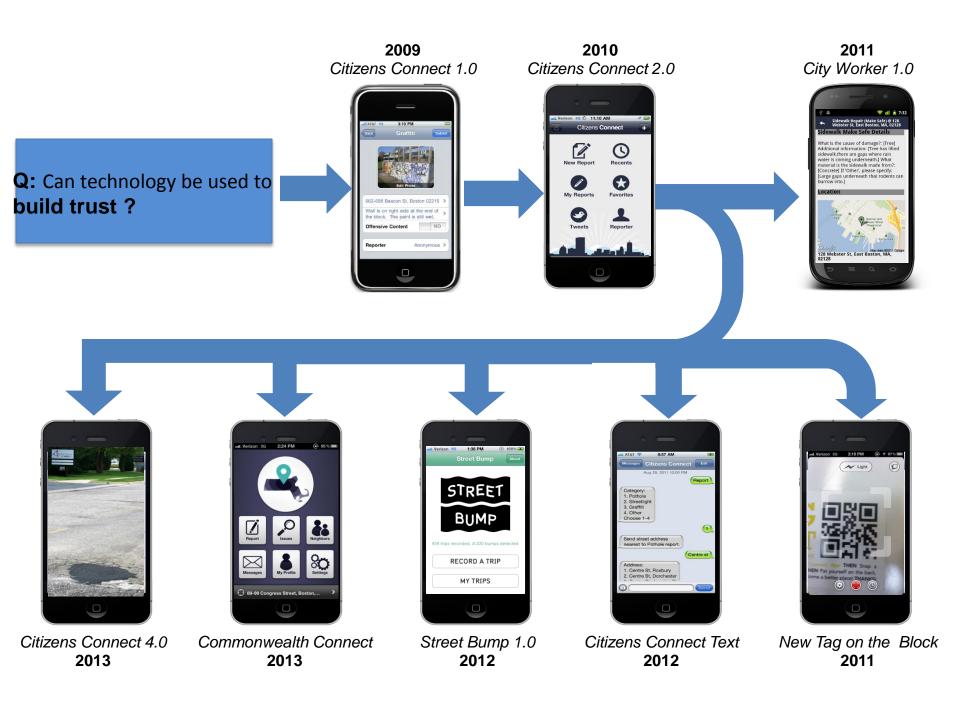
Sorry, TicketZen for Android is limited to Boston for now.





### **Exceed Expectations**







Introducing
BOS:311
For non-emergency Boston city services

Carrier © 6:24 PM 7 - C BOS:311 +		
New Report	Recent	
My Reports	Favorites	
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How can	we help?	

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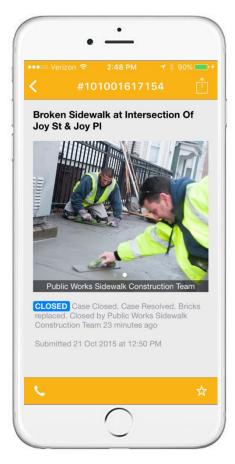
## **BE THE FIRST TO FIND**

## **A 311 PHONE**





"Done."









### Encourage and Enable Civility



#### Your Community. Your Future. Your Move.

Community PlanIt is a game that makes planning playful, and gives everyone the power to shape the future of their community.

**REGISTER | LEARN MORE** 

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**Discover Your** 

All Games

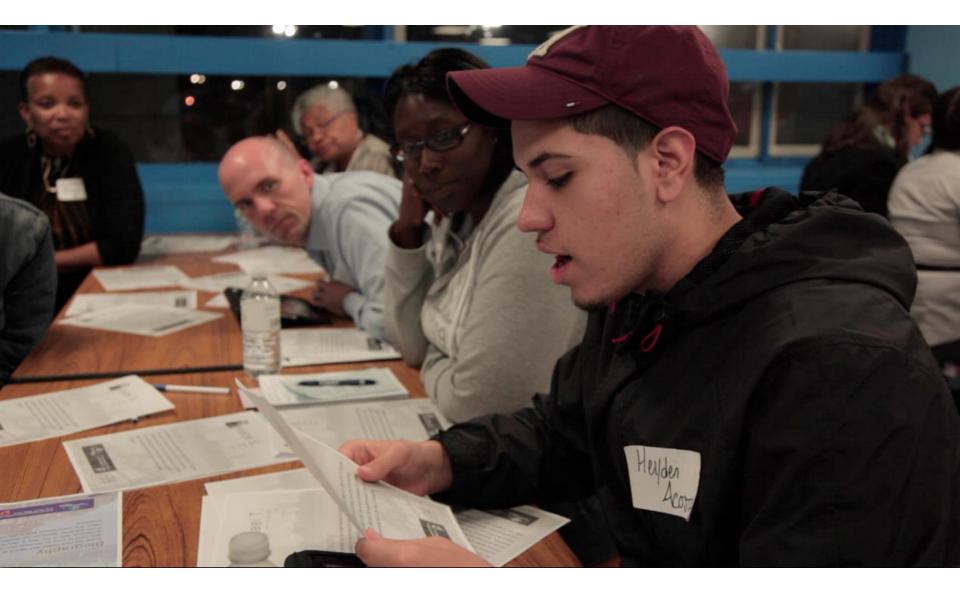
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Me too!



I LIKE IT

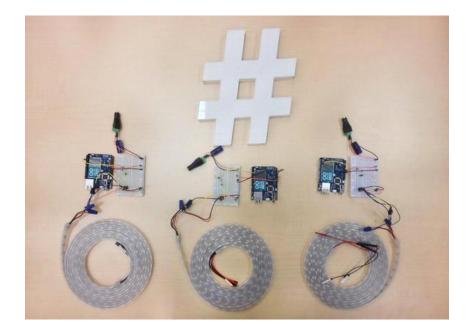




#### Be Delightful























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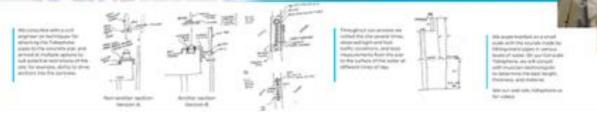
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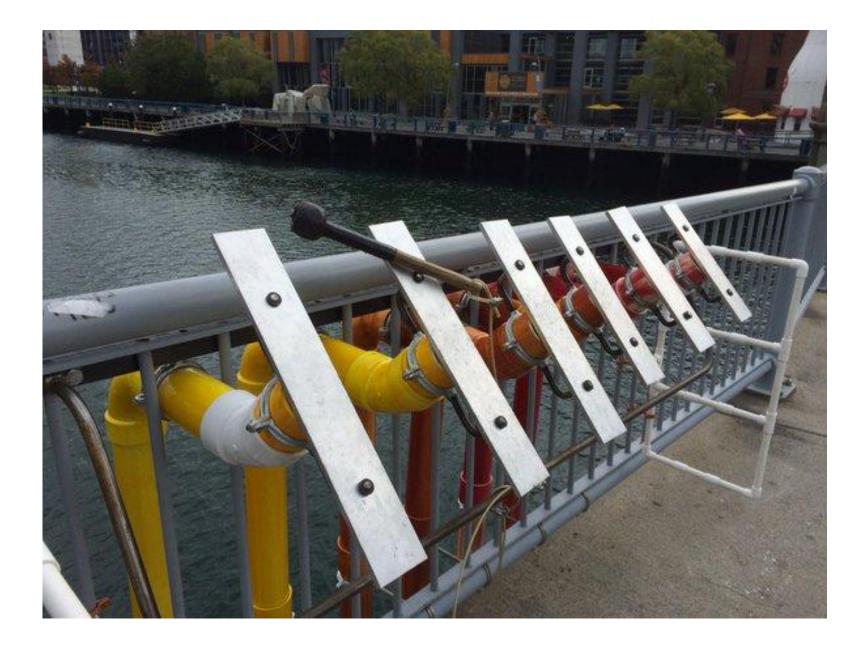
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# CITY HALL TO GO

#### MAYOR THOMAS M. MENINO

This Vehicle Does Not Take Cash Payments.

#### car

- · Pay a Parking Ticket
- · Dispute a Parking Ticket
- · Request a Residential Parking Permit
- · Renew a Residential Parking Permit
- · Request a Handicap Parking Space
- · Sign up for Street Cleaning Alerts
- · Sign up for Snow Alerts
- Order a Meter Card
- Pay Excise Taxes

#### home

- · Get Recycling Bin Stickers
- · Pay Property Taxes
- · Request a Certificate of Residency

### HI family

- · Get an e-Library Card
- · Request a Birth Certificate
- · Request a Death Certificate
- · Request a Marriage Certificate
- · Register to Vote

#### r pets

· Get a Dog License

#### **\***plus

- Ask a Question
- · Submit a Service Request
- · Seasonal Services



All requests for official documents will be processed promptly. Birth, marriage, death, and residency certificates, parking permits and meter cards will be mailed.



## What's next?

- 1. Research Agenda / Chief Research Officer
- 2. Housing Innovation Lab
- 3. Transportation Nudges
- 4. Education Experience Lab

## Thanks! @newurbacnmechs

New Urban Mechanics-