

# BUILDING ENGAGING APPS THROUGH EXPERIMENTATION

**December 4, 2013** 









### *iPhone Application: Basic City Services Reporter*

### Goal: Help Constituents Report Problems So We Can Improve the City

### See



 Constituent sees a problem in the City they would like to see fixed.

### Select



Constituent opens
 City of Boston iphone
 application and selects
 the appropriate service
 request.

### Shoot



 Constituent shoots a photograph of the issue they are requesting service for.

### Submit



• Constituent submits the request, sending the service request type, the photo, and the x / y coordinates of the issue to the City. The City sends back a confirmation number.

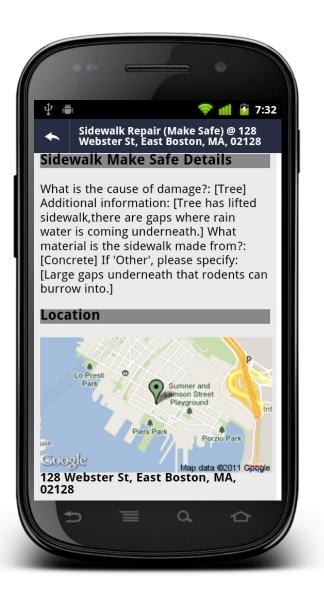




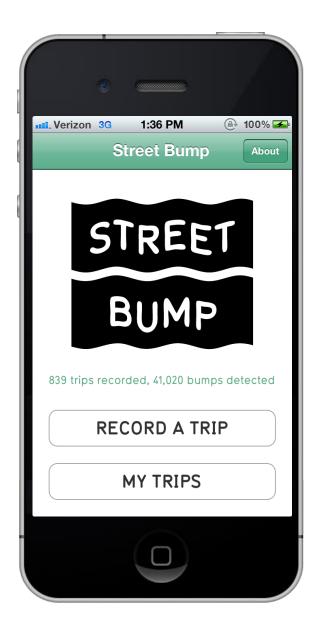






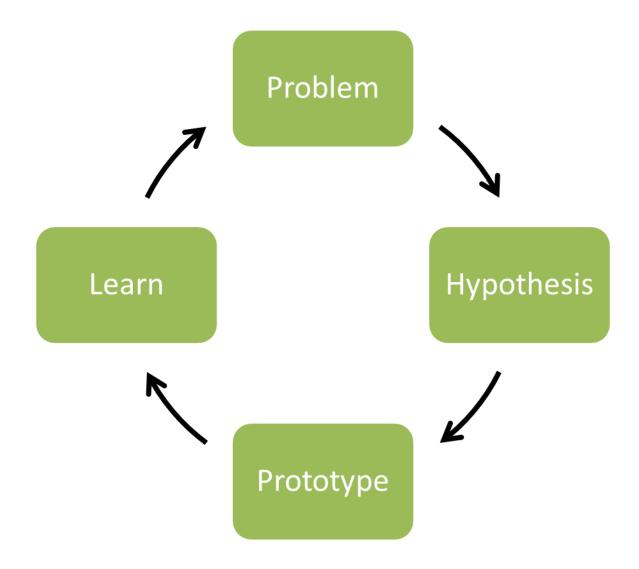






























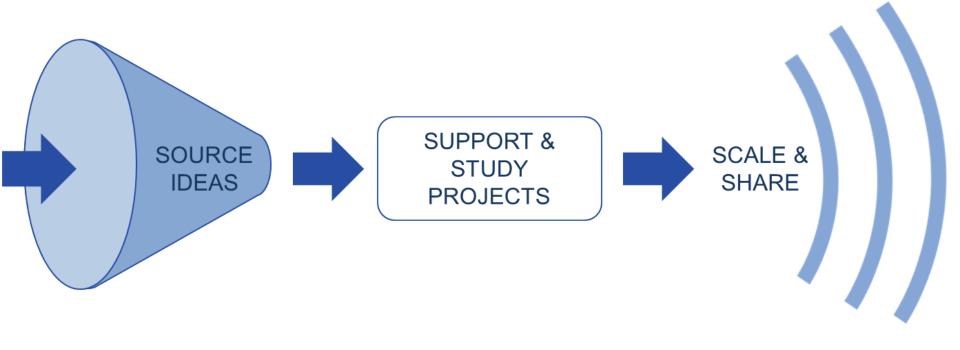












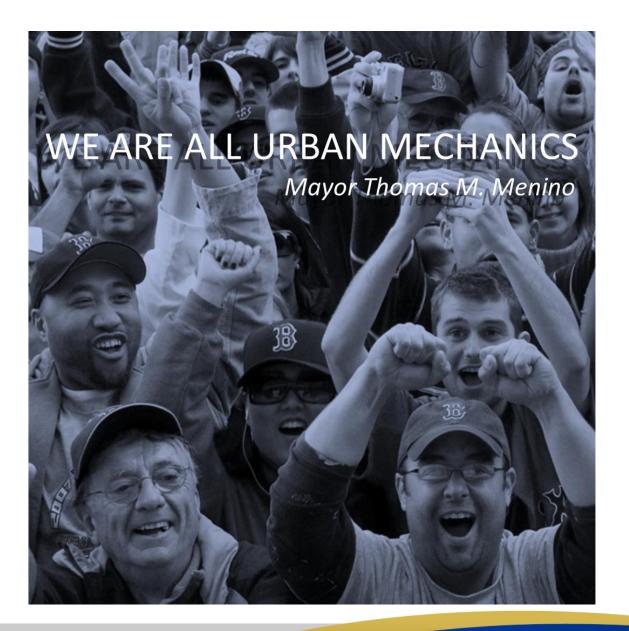


"Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody."

## — Jane Jacobs









## the MAYOR'S OFFICE of NEW URBAN MECHANICS

