



# HOW TO PAY A PARKING TICKET

HOME > PAY AND APPLY > HOW TO PAY A PARKING TICKET

Last updated 4/5/15

1 — You have four options to pay the fine.

- 2 ONLINE + show
- 3 IN PERSON + show
- BY MAIL + show
- OVER THE PHONE + show

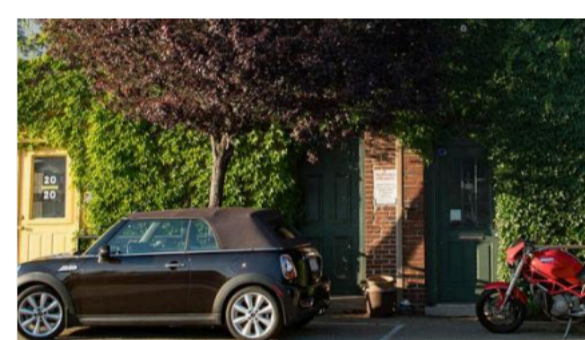


## PAYMENT INFO:

- ▶ **Online or over the phone:** We only accept debit or credit cards from Mastercard or Visa.
- ▶ **In person:** You can pay with cash, a cashier's check, a money order, or a debit card or credit card from Mastercard or Visa.
- ▶ **By mail:** We only accept personal checks or money orders.

## MORE RESOURCES

- [How to Appeal a Parking Ticket](#)
- [How to Get a Resident Parking Permit](#)
- [Boston PayTix Mobile App](#)



Guide:  
**HAVING A CAR IN THE CITY**

5

## KEEP IN MIND

- ▶ You must pay the fine **within 21 days** of getting your ticket to avoid an additional penalty.
- ▶ [If you appeal your ticket](#) and we deny your appeal, you must pay your ticket **within 10 days** or **request a hearing**. To request a hearing with the Office of the Parking Clerk, call 617-635-4410.
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- ▶ For out-of-state plates or unknown ticket numbers, please call the Parking Clerk at 617-635-4410.

## STILL NEED HELP? 7

CONTACT: [PARKING CLERK](#)

617-635-4410

[PARKING@BOSTON.GOV](mailto:PARKING@BOSTON.GOV)

1 CITY HALL SQUARE  
ROOM 224  
BOSTON, MA 02201-2007  
UNITED STATES

# Annotations

**1 ACTION**  
Moved subheading (“You have four options to pay the fine”) outside of the blue box heading.

**REASON**  
Users were not seeing that information, maybe due to banner blindness and therefore not understanding the tabs/options to pay.

**2 ACTION**  
Changed tabs to accordions.

**REASON**  
Similar to no.1, users were skipping right over the tabs and not understanding the different methods or options in How-tos.

This change tested positively. Most users preferred accordions visually. All users understood their function and became aware of the different ways to pay a ticket, whereas they were not aware of the options and information available in the tabs.

**3 ACTION**  
Used + show/- hide.

**REASON**  
Of the multiple different ways to use accordions (+/-, chevrons, carets), the +/- is a clearer affordance<sup>2</sup> for a menu change. Carets indicate that the interaction that happens after clicking will be a movement to the right or a new page. +s indicate a change right there in-page.

Every user test showed that users know accordions' function, but including the text with the icon just ensures that users will know what to expect.

**4 ACTION**  
Kept from original site.

**REASON**  
Keeping information that will determine which accordion a user clicks outside of the accordions is important to users, as they tested negatively when it was removed and they had to search for important information that was dependent on completing their task.

**5 ACTION**  
Inserted line similar to mobile version under the accordions.

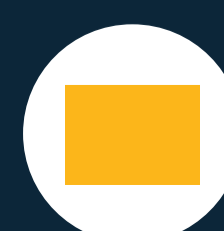
**REASON**  
Users were mistaking “Keep in Mind” for an open accordion for the phone method.

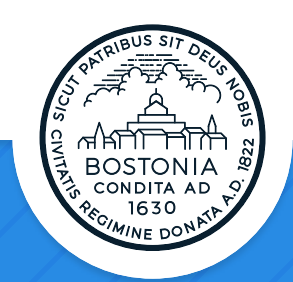
**6 ACTION**  
Turned “More Resources” into a right side column.

**REASON**  
Though this might fall victim to the selective attention effect, we thought this might encourage users to spend more time engaging the rest of the site and exploring.

**7 ACTION**  
Changed contact box to “Still Need Help?” section at the end of page.

**REASON**  
The wording and placement encourages users to figure out what to do on their own and use calling for information as a last resort.





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You have four options to pay the fine.

## ONLINE - hide

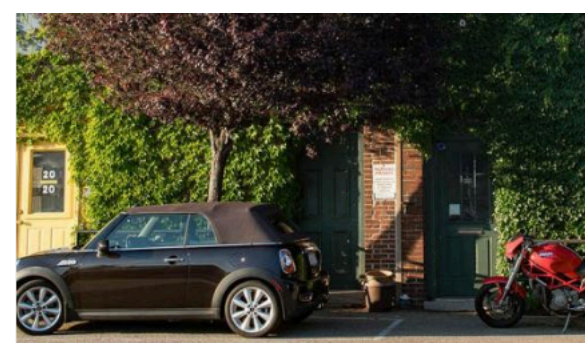


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Guide:  
**HAVING A CAR IN THE CITY**

1 We only accept debit or credit cards from Mastercard or Visa for online payments.

## OPTION 1 PAY WITH ONLINE PORTAL

3 [PAY PARKING TICKET](#)

You can use our online portal to pay your ticket with your notice/ticket number, plate number, or registration.

## OPTION 2 OR USE THE BOSTON PAYTIX APP

You can look up unpaid tickets, avoid late fees with reminders, and make secure payments.

[Learn more about Boston PayTix.](#)

## IN PERSON + show

## BY MAIL + show

## OVER THE PHONE + show

## KEEP IN MIND

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# Annotations

1 **ACTION**  
Put information specific to that option/method inside accordion.

**REASON**  
Users were more likely to understand the process and complete their tasks when important information was in multiple places.

2 **ACTION**  
Changed "step" to "option."

**REASON**  
The steps in the How-tos are almost never sequential, which could possibly confuse users

3 **ACTION**  
Consolidated steps 1 and 2 from the original site and combined them with a big call to action button.

**REASON**  
We found in our research that users struggle with the second link because of the third party system, and many end up calling because of this. That second link is reachable in the first, so we suggest directing users to that first link. A big call to action also helps cut down time on task.





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You have four options to pay the fine.

- ONLINE** + show
- IN PERSON** + show
- BY MAIL** - hide

! We only accept personal checks or money orders for payments by mail.

## \$ PAYMENT INFO:

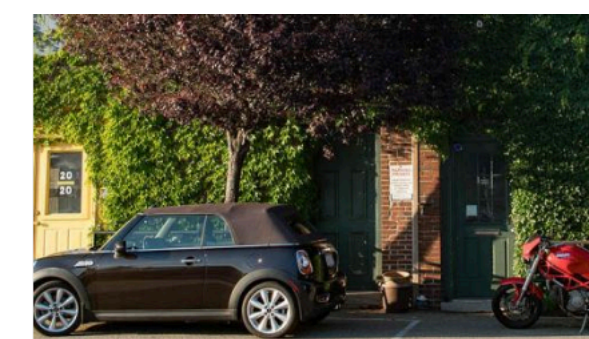
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Guide:  
**HAVING A  
CAR IN THE  
CITY**

## 1 WRITE TO US

### THE LETTER NEEDS TO INCLUDE:

- ▶ your ticket and registration number
- ▶ your name and address, and
- ▶ your payment for the fine.

### 2 MAIL THE LETTER TO:

City of Boston  
P.O. Box 55800  
Boston, MA 02205

## OVER THE PHONE

 + show

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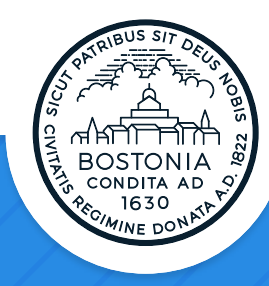
1 **ACTION**  
Consolidated two steps.

**REASON**  
The steps were forced separation and could've been together.

2 **ACTION**  
Lined up content under this accordion in two columns.

**REASON**  
Users expressed unhappiness with the hierarchy of the information in this step no matter which one we put first.





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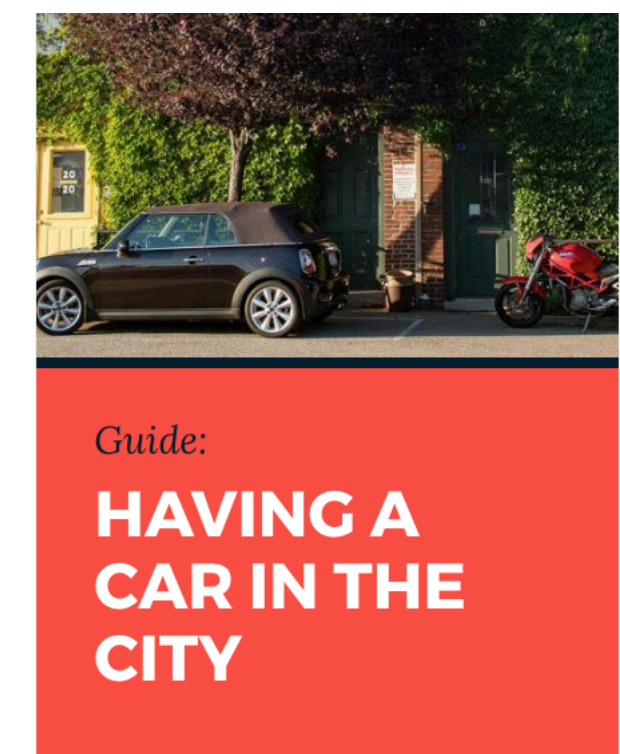


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! We only accept debit or credit cards from Mastercard or Visa for payments made over the phone.



## HAVE YOUR INFO READY FOR THE CALL

Find your parking ticket number. If you lost your ticket number, use your plate or registration number.



## CALL THE CITY

You can reach us at 617-635-3888. We're available 24 hours a day, seven days a week.

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