HOW TO PAY A PARKING TICKET

You have four options to pay the fine.

- **ONLINE**
- **IN PERSON**
- **BY MAIL**
- **OVER THE PHONE**

**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

**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.
- Any ticket issued by a Parking Enforcement Officer is uploaded to the City’s online system the same day. Handwritten tickets may take longer to be added to the system.
- For out-of-state plates or unknown ticket numbers, please call the Parking Clerk at 617-635-4410.

**STILL NEED HELP?**

CONTACT: PARKING CLERK
- 617-635-4410
- 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 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.
You have four options to pay the fine.

**ONLINE**

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

**PAY WITH ONLINE PORTAL**

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

Learn more about Boston PayTix.

**IN PERSON**

**BY MAIL**

**OVER THE PHONE**

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**ONLINE**

**IN PERSON**

**BY MAIL**

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

**OVER THE PHONE**

**THE LETTER NEEDS TO INCLUDE:**

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

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Last updated 4/5/15

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**Annotations**

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.
You have four options to pay the fine.

### ONLINE

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

### 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.

### OVER THE PHONE

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

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