The Boston Globe Magazine

December 4, 1999

Boston’s Urban Mechanic

Can Mayor Menino’s nuts-and-bolts approach revive the city?

By John Powers
“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.”
4 LESSONS

1. How You Build is Just as Important as What you Build

2. Build Things That People Want and Need

3. Use Technology to Build Trust

4. Be Delightful
OUR APPROACH

EXPLORE  EXPERIMENT  EVALUATE (+ HAND-OFF)

potential projects

scale

end

fail
Build Things That People Want and Need
Use Technology to Build Trust
Q: Can technology be used to build trust?
“Help!”

Broken Sidewalk at Intersection Of Joy St & Joy Pl

Submitted 21 Oct 2015 at 12:50 PM

OPENED Case Closed, Case Resolved. Bricks replaced. Closed by Public Works Sidewalk Construction Team 23 minutes ago

“Done.”

Broken Sidewalk at Intersection Of Joy St & Joy Pl

Submitted 21 Oct 2015 at 12:50 PM

CLOSED Case Closed, Case Resolved. Bricks replaced. Closed by Public Works Sidewalk Construction Team 23 minutes ago
Surfacing the Submerged State: Operational Transparency Increases Trust in and Engagement with Government

Ryan W. Buell  
Harvard Business School

Ethan Porter  
University of Chicago

Michael I. Norton  
Harvard Business School
Key results...

1. Users who received a team photo, report ~60% more requests

2. Users who received a team photo, report ~35% more request types

3. This behavior change endures for at least 13 months
Be Delightful
Heart of the City
Heart of the City
BOSTON SMART CITY PLAYBOOK

The age of the “Smart City” is upon us!

It’s just that, we don’t really know what that means. Or, at least, not yet.

monum.github.io/playbook
Smart City Plays

1. Stop sending sales people
2. Solve real problems for real people
3. Don't worship efficiency
4. Better decisions, not (just) better data
5. Platforms make us go "_(ツ)_/" 
6. Towards a "public" privacy policy
Thanks!
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