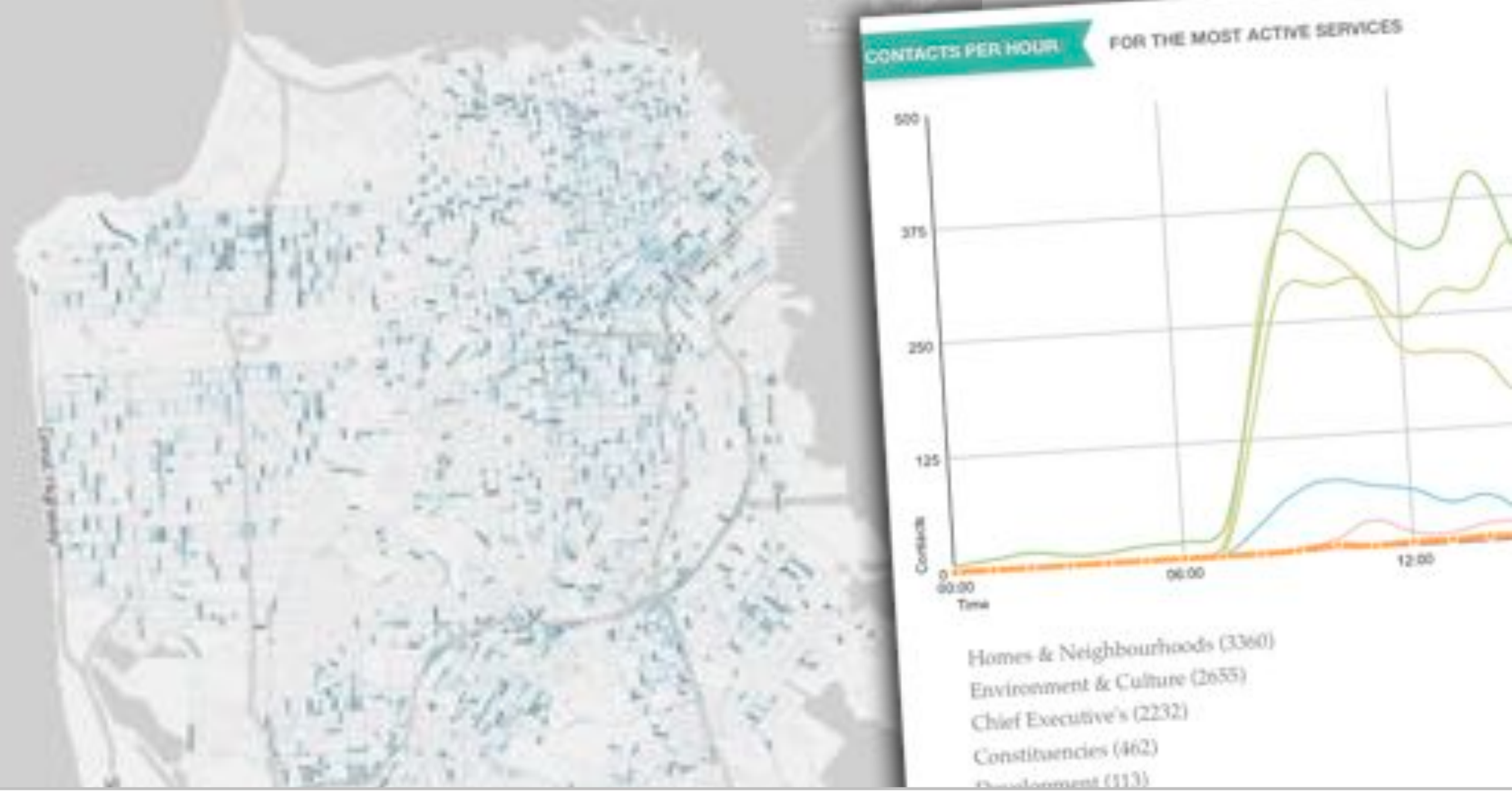


Intro to Open311

Philip Ashlock | November 2017

What is 311?

A universal point of contact

to

ask questions

&

report problems

311 stats for Chicago

NYC 311 receives over 50,000 calls a day

Open311

An open communication standard for public services & local government

FixMyStreet
Barnet Borough Council
Previous
Next
Person living in a caravan
Pothole
Merry rubbish
Miss
Cogestion in hampden road
Dumping
Dumped Car
Abandoned car
Street light not working
Pavement damaged/cracked
Sunken Manhole
Sunken manhole

Open311 is not a product

nor is it a specific piece of software

Open311 is a specification

When people say "Open311" they're talking about the technical specification - or instances where tools implement the specification.

The technical specification for the Open311 GeoReport v2 API is http://wiki.open311.org/GeoReport_v2

GET Service List

Purpose	provide a list of acceptable 311 service request types and their associated service codes. These request types can be unique to the city/jurisdiction.
URL	https://{API endpoint}/services.{format}
Sample URL	https://api.city.gov/dev/v2/services.xml?jurisdiction_id=city.gov
Formats	XML (JSON available if denoted by Service Discovery)
HTTP Method	GET
Requires API Key	No

Required Arguments

Field Name	Description	Notes & Requirements
`jurisdiction_id`		This is only required if the endpoint serves multiple jurisdictions

Response

Field Name	Description	Notes & Requirements
services ≥		
service ≥		
`service_code`	The unique identifier for the service request type	

Open311 is a protocol

This particular kind of protocol is a web API *(Application Programming Interface)*

Specifically, the Open311 GeoReport v2 API is a web-based API that allows different applications to both view and create 311 service requests.

Open311 is a standard

Just as with other standardized technologies like the web or email, Open311 is a technical standard that *many* different products and services can implement.

If they comply with the standard, the tools are interoperable and can be used interchangeably.

Open?

"Open" is used to mean 2 things:

1. Open311 encourages 311 data to be ***open*** to the public.
2. Open311 is an ***open*** standard so anyone is free to use it and implement it without licenses, permission, fees, etc

What is "open" 311 data like?

311 Online Service Request Map

www.nyc.gov/apps/311snmap/

Residents | Business | Visitors | Government | Office of the Mayor | Search | Email Updates | Contact Us

NYC 311

Find NYC Government Information and Services

Home | About 311 | Feedback

Welcome

Service Request

Complaint Type	Street Condition
Description	Pothole
Created Date	01/25/2012
Status	Open
Last Message to Customer	The Department of Transportation referred this complaint to the appropriate Maintenance Unit for repair.

SEARCH | LAYERS

Search

LOCATION TYPE

All of NYC

SERVICE REQUEST CATEGORY

All Categories

Advanced Search

Search

Service Request Count by Location

1 Request

2 to 128 Requests

129 to 255 Requests

256 to 382 Requests

You are now viewing Service Requests that are open and recently closed. Recently closed is within five days of today.

Battery Park City

City Hall Park

Brooklyn Bridge

Manhattan Bridge

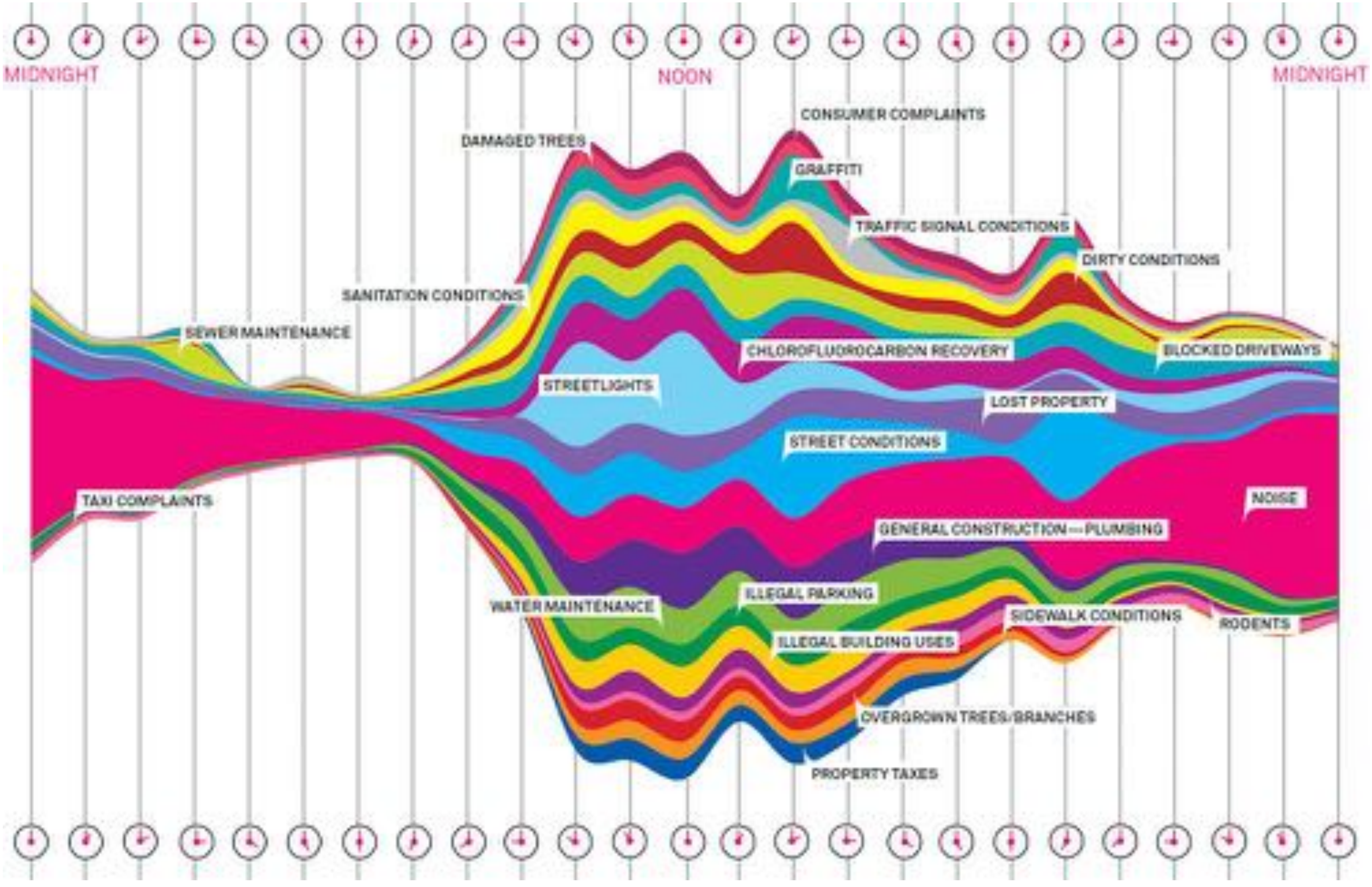


Illustration: Pitch Interactive

Appeared in “What a Hundred Million Calls to 311 Reveal About New York” by Steven Johnson in Wired Magazine

HeyGov!

www.heygov.com/default.aspx?MapID=SanFran311

City and County of
San Francisco
311

Powered by Windows Azure

Search

Enter a Service Request Number

Request # | Address | Parcel ID

Legend

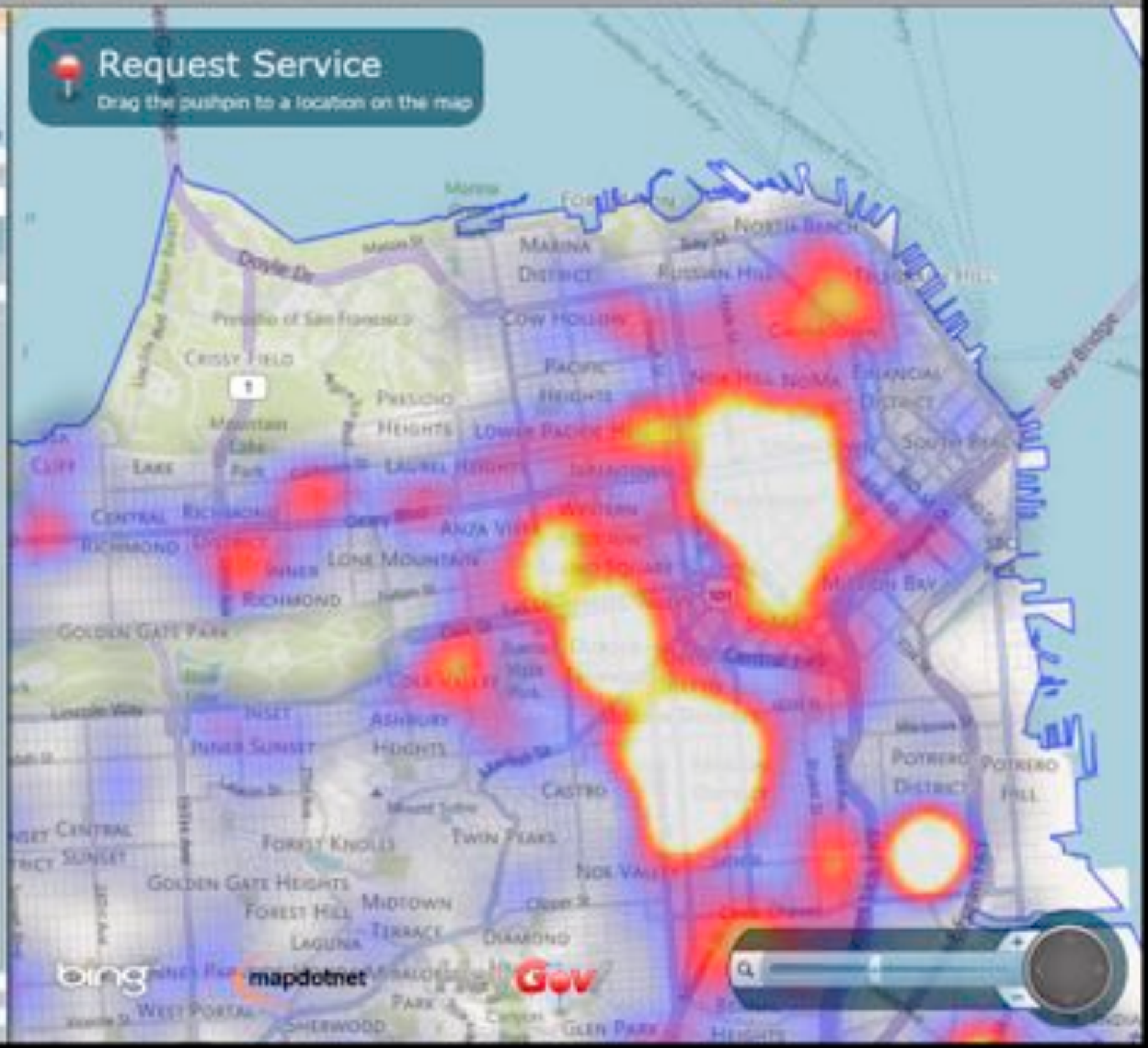
- Service Request
- Closed
- Open
- ✓ Enable Hot Spot
- Sensitivity:
- Status: Open
- Type: All
- Start Date: 1/19/12
- End Date: 2/2/12
- San Francisco City Limits
- Supervisor Districts 2010
- Parcels

Print

Done | **About HeyGov!**

Request Service

Drag the pushpin to a location on the map



Some Recent History

Potholes and Water – Viewing a problem :: FixMyStreet

www.fixmystreet.com/report/229350

Report a problem Your reports All reports Local alerts Help mysociety DONATE OUR SITES

FixMyStreet

Potholes and Water

Reported in the Potholes category by Andy GRiffiths at 17:42 today

Sent to Stirling Council 2 minutes later

There are several potholes at the junction of Milndavie road and Old Mugdock road on the east side of the junction. There is also water ponding across the road from the field which in cold weather freezes and is a serious hazard:

Offensive? Unsuitable? Tell us

More problems nearby

Email me updates

Provide an update

Please note that updates are not sent to the council. If you leave your name it will be public. Your information will only be used in accordance with our privacy policy

Update:

SeeClickFix: Downtown : Activity

http://en.seeclickfix.com/downtown_new-haven/feeds

Google

SeeClickFix
power to the community

Connect with Facebook / Login / Sign up

Citizens | Orgs | Gov | Media

New Haven › Downtown

follow New Haven

change city follow Downtown generate widget

Downtown | Report an Issue | who's watching | activity map | find an issue

Activity | Issues

Today

- Comment added to Huge Pothole
- Comment added to people's laundromat driver ...
- Issue created people's laundromat driver ...
- Comment added to Dangerous driving on Edwards
- Comment added to Illegal Rooster
- Comment added to Dangerous driving on Edwards
- Another person wants Unite Our Fire Departments fixed.
- Another person wants street signs fixed.
- Another person wants Bring back a full-service s... fixed.
- Comment added to In road pedestrian signs ne...
- Comment added to Bring back a full-service s...
- Comment added to Bring back a full-service s...
- Another person wants Huge Pothole fixed.
- Comment added to Huge Pothole
- Comment added to Pot holes
- Comment added to Pothole
- Comment added to Huge Pothole
- Comment added to Speeding Public Works Trucks

report an issue

CitySourced - City of San Jose, California - Report graffiti, potholes, trash and other civic blight with your smartphone to your public officials.

www.citysourced.com/neighborhood/2543/us/california/santa-clara-county/city-of-san-jose

Google

CITY SOURCED

Mobilizing Civic Engagement™

Login | Join now! It's free

ABOUT DOWNLOAD NEIGHBORHOODS CONTACT BLOG

US > California > Santa Clara County > City of San Jose

0

Tweet

Share

City of San Jose, California

Downloa

Graffiti
San Jose, CA
05/16/2012 @ 05:38 PM PDT

Graffiti - In Parks
San Jose, CA
05/15/2012 @ 04:28 PM PDT

Parks General Issue
San Jose, CA
05/15/2012 @ 03:20 PM PDT

Graffiti
San Jose, CA
05/15/2012 @ 03:48 PM PDT

Graffiti
San Jose, CA
05/15/2012 @ 03:39 PM PDT

Explore this City by Neighborhood | Zip Code

Almaden Valley
Cambrian Park
North San Jose

Take Action!

Follow this City

Reinventing the Wheel

Should everyone have a custom app? Or just different branding?

Boston

NYC

Portland

Pittsburgh

Problems with proliferation

- Governments can't easily manage or control all these different apps and communication channels.

- People don't always have clear expectations set for whether government can respond or act.

- Many apps aren't actually connected to the official government CRMs.

- Most apps aren't compatible with one another and everyone has a different app.

Voice
IVR
SaaS
Cloud Integration
Mobile
Web
Smart Phone
API
Tablet
PC / Web
CRM
SMS

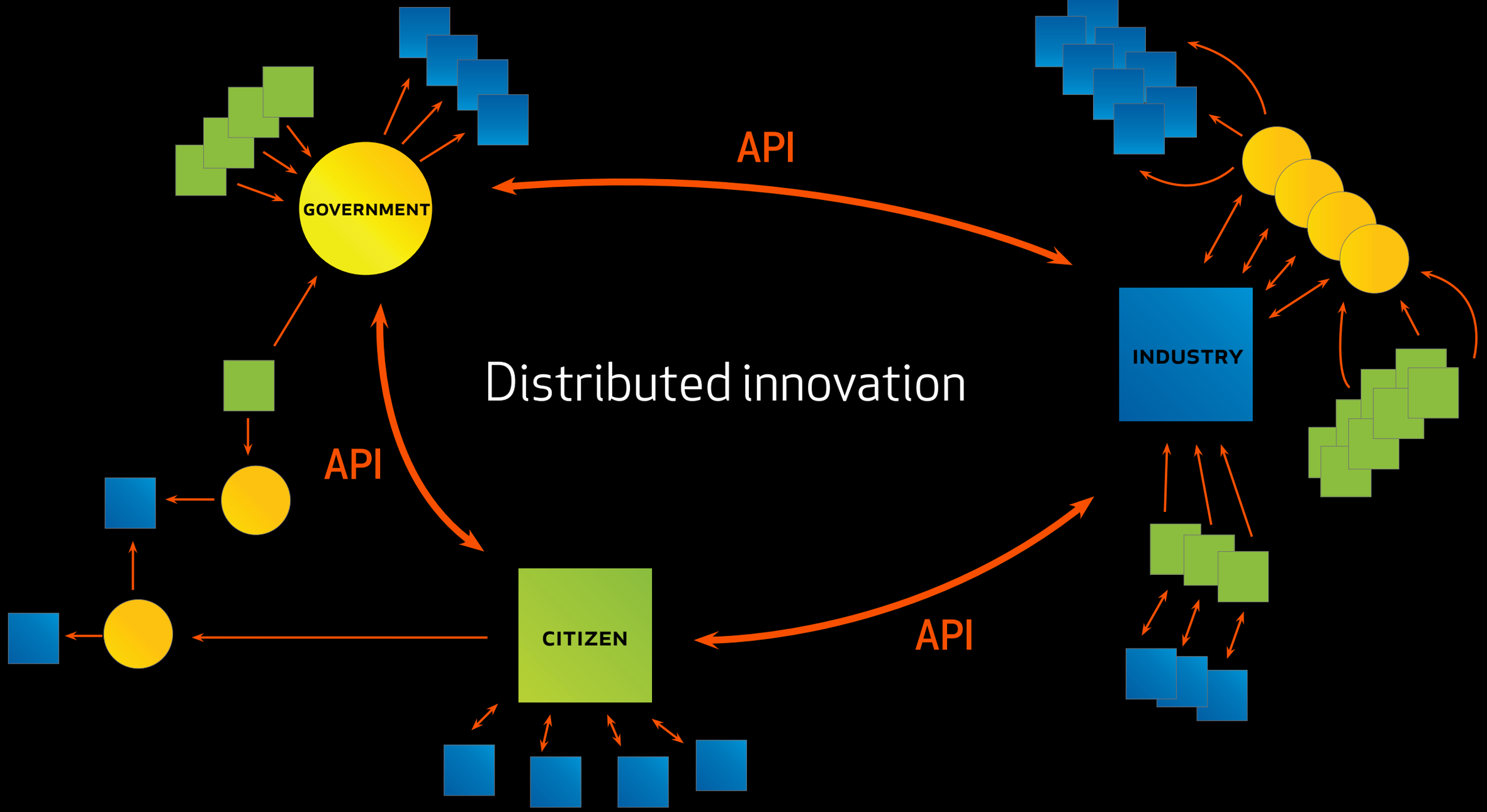
Benefits of a web API

- Governments can control which apps connect and how they are used.

- Governments can provide automated responses and show SLA's where appropriate.

- Many different apps and communication channels can simultaneously connect to the official CRM.

- With many apps and services working interoperably using the same API, people and government have more choice.


API
GOVERNMENT
INDUSTRY
Distributed innovation
API
CITIZEN
API

Benefits of an open standard

Interoperability

Consistency

Ubiquity

Efficiency

Shareability

How Open311 was born

DIY
city

Open311 DevCamp

New York City *October 24, 2009* *http://open311.eventbrite.com*

311

Open 311 | The White House

http://www.whitehouse.gov/blog/2010/03/03/open-311

Google

The WHITE HOUSE PRESIDENT BARACK OBAMA

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Home > The Administration > Open Government Initiative

Search WhiteHouse.gov | Search

Open Government Initiative

TRANSPARENCY & PARTICIPATION & COLLABORATION

OPEN GOV

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Open 311

Subscribe

Posted by Vivek Kundra on March 03, 2010 at 12:46 PM EST

I'm on the road today joining San Francisco Mayor Gavin Newsom and San Francisco CIO Chris Vein for an event to highlight San Francisco's Open 311 API (Application Programming Interface) initiative. This is a great approach that ties together efforts in San Francisco, Boston, the District of Columbia, Portland, and Los Angeles to open more services to citizens, and to use data to drive progress in people's lives. Too often, people grumble that their complaints about government – be it city, county, state, or federal – get swallowed by the bureaucracy. Open 311 is an answer to that problem, placing the role of service evaluator and service dispatcher in the power of citizens' hands. Through this approach, new web applications can mash publicly available, real-time data from the cities to allow people to track the status of repairs or improvements, while also allowing them to make new requests for services. For instance, I can use the same application to report a broken parking meter when I'm home in the District of Columbia or traveling to cities like Portland, Los Angeles, Boston, or San Francisco. This is the perfect example of how government is simplifying access to citizen services. Open 311 is an innovation that will improve people's lives and make better use of taxpayer dollars.

The event which will take place at the 311 Customer Service Center in San Francisco, California will be streamed live below starting at 2:30 p.m. EST/11:30 a.m. PST.

UPDATE: This event has concluded, but you can watch it in its entirety by clicking here.

TAX SAVINGS TOOL

Get Started

WHITE HOUSE BLOGS

The White House Blog

Middle Class Task Force Blog

Open311

GeoReport v2

Established March 2011

See http://wiki.open311.org/GeoReport_v2/Servers

Open311 Worldwide

Open311 GeoReport v2 Cities

United States of America

Baltimore, MD
Bloomington, IN
Boston, MA
Brookline, MA
Chicago, IL
Columbus, IN
Grand Rapids, MI
Peoria, IL
San Francisco, CA
Newark, NJ
Raleigh, NC
Richmond, VA
Howard County, MD
Huntsville, AL
New Haven, CT
Brookline, MA
Washington D.C.
Philadelphia, PA

Germany

Cologne
Bonn
Rostock
Gießen
Brühl
Annaberg-Buchholz
Siegburg

Finland

Helsinki
Turku

Canada

Toronto, ON
Quebec, QC *
Surrey, BC *

Others:

Darwin, Australia
Lamía, Greece
Greenwich, UK
Southhampton, UK *
Zürich, Switzerland *
Zaragoza, Spain *
Lisboa, Portugal *
Dar es Salaam, Tanzania *
Edo State, Nigeria *
Cebu, Philippines *

Open311 GeoReport v2 Stats

~ 35 city endpoints

~ 10 vendor supported products

~ 5 open source servers
~ 7 open source clients
~ 6 client libraries

For details see:
http://wiki.open311.org/GeoReport_v2/Servers
http://wiki.open311.org/GeoReport_v2/Support
http://wiki.open311.org/GeoReport_v2/Resources

connectedbits

SeeClickFix

MOTOROLA

KANA. LAGAN A Division of KANA

HeyGov!

CitiVox

mark A spot

joget

CITY SOURCED

PublicStuff

Innovation from the Open311 Community

311 FM

www.311.fm/compare

Google

311.FM

About Open311 Open311 Documentation 311 Labs

Enter a city, neighborhood or ward

Search

Filters

Map

List

Compare

Browse

Tuesday

Day of week with the most service requests

Wednesday

TOP 5 SERVICE REQUESTS

	Tuesday		Wednesday
1	Rodent Baiting / Rat Complaint 40%	1	Street Lights All / Out 24%
2	Street Lights All / Out 21%	2	Rodent Baiting / Rat Complaint 21%
3	Graffiti Removal 15%	3	Tree Debris 20%
4	Pothole in Street 6%	4	Building Violation 6%
5	Traffic Signal Out 5%	5	Traffic Signal Out 5%

COMPARE ALL SERVICE REQUESTS

Select service requests to compare

Street Light 1 / Out

Street Light 1 / Out

Tuesday	Wednesday
6% (162/2766)	8% (100/1286)

Feedback

Open311

Open Source

wiki.open311.org/Open_Source

(2) SF Service Requests on Facebook

apps.facebook.com/sf_requests/?ref=ts

facebook

Search

Phillip Ashlock Home

Open311 San Francisco

Report a problem in your neighborhood

Category --- Select a Category ---

Details

Photo Browse...

Address Map it Click location on the map

Email Address

First

Last

This contact info lets departments contact you for more information. Your email also allows you to track your service request.

Autofill with Facebook

Recommendations More

Sponsored Create an Ad

Anna Maessig likes Brooklyn Institute for Social Research.

Brooklyn Institute for Social Research

Like

Steve Bessler, Hana Kato and Laura Rengstorf like Facebook Marketing Solutions.

Facebook Marketing Solutions

Like

East Coast Music Festival

FIREFLY music festival

Don't miss The Black Keys, The Killers, Jack White & more at Firefly Music Festival!

12,967 people like Firefly Music Festival.

Epica Wines

Overheard in Michigan...
"Well-made wines, easy drinking."
Cheers, Michael N.!

Chat (Offline)

SF Service Requests · Report/Contact this App · English (US) About · Advertising · Create a Page · Developers · Careers · Privacy · Terms · Help

Open311 Dashboard

open311.codeforamerica.org/map/#14.00/37.7835/-122.4066

Open311 Dashboard

San Francisco: 311 Requests in 2011 YTD

Density

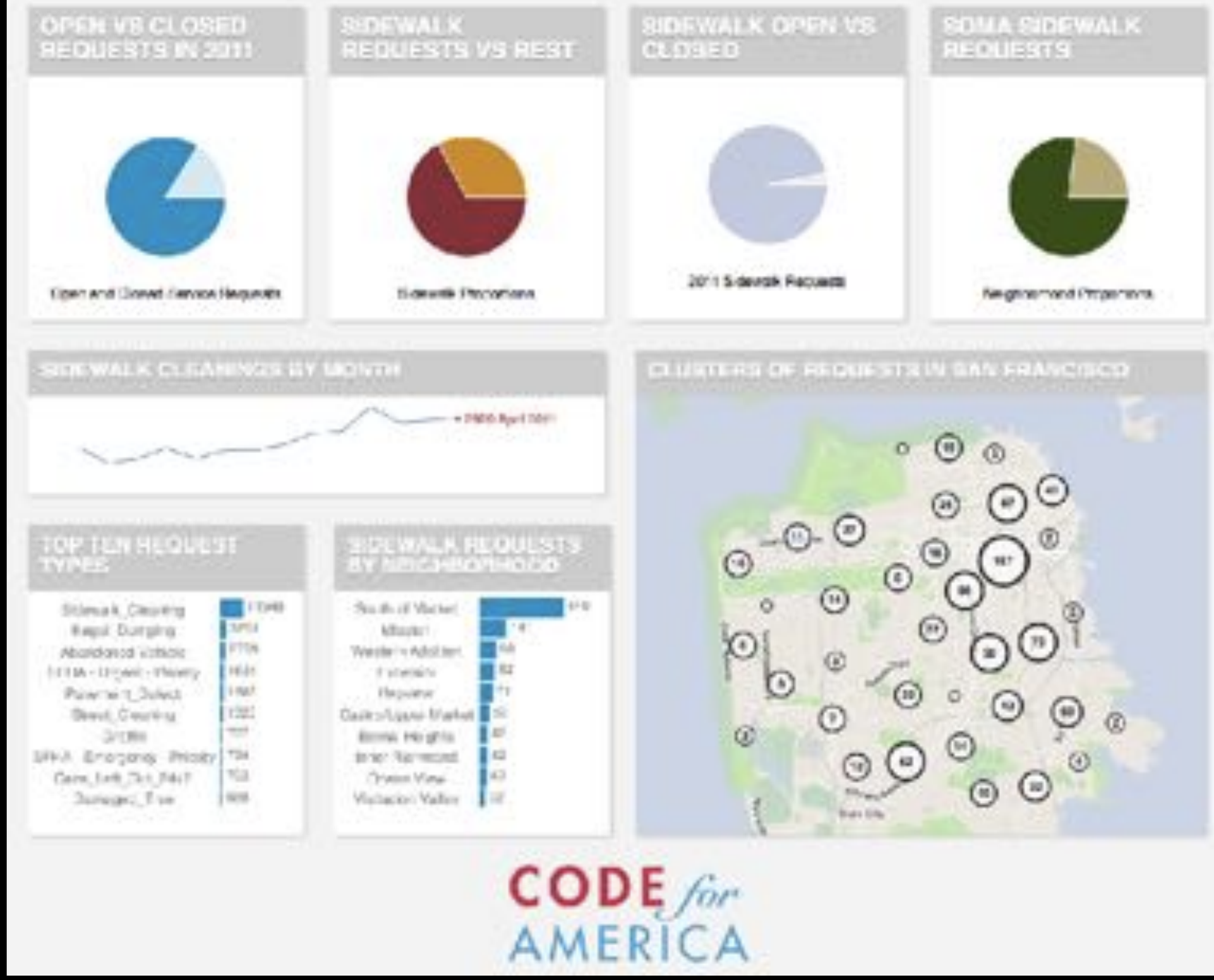
Downtown

TOTAL	RANK
3501	4

REQUEST	TOTAL
RCS - Cancelled Queue	283
Sidewalk Cleaning	244
Illegal Dumping	238
RCS - Escalated KB	192
Dept. of Public Health	169

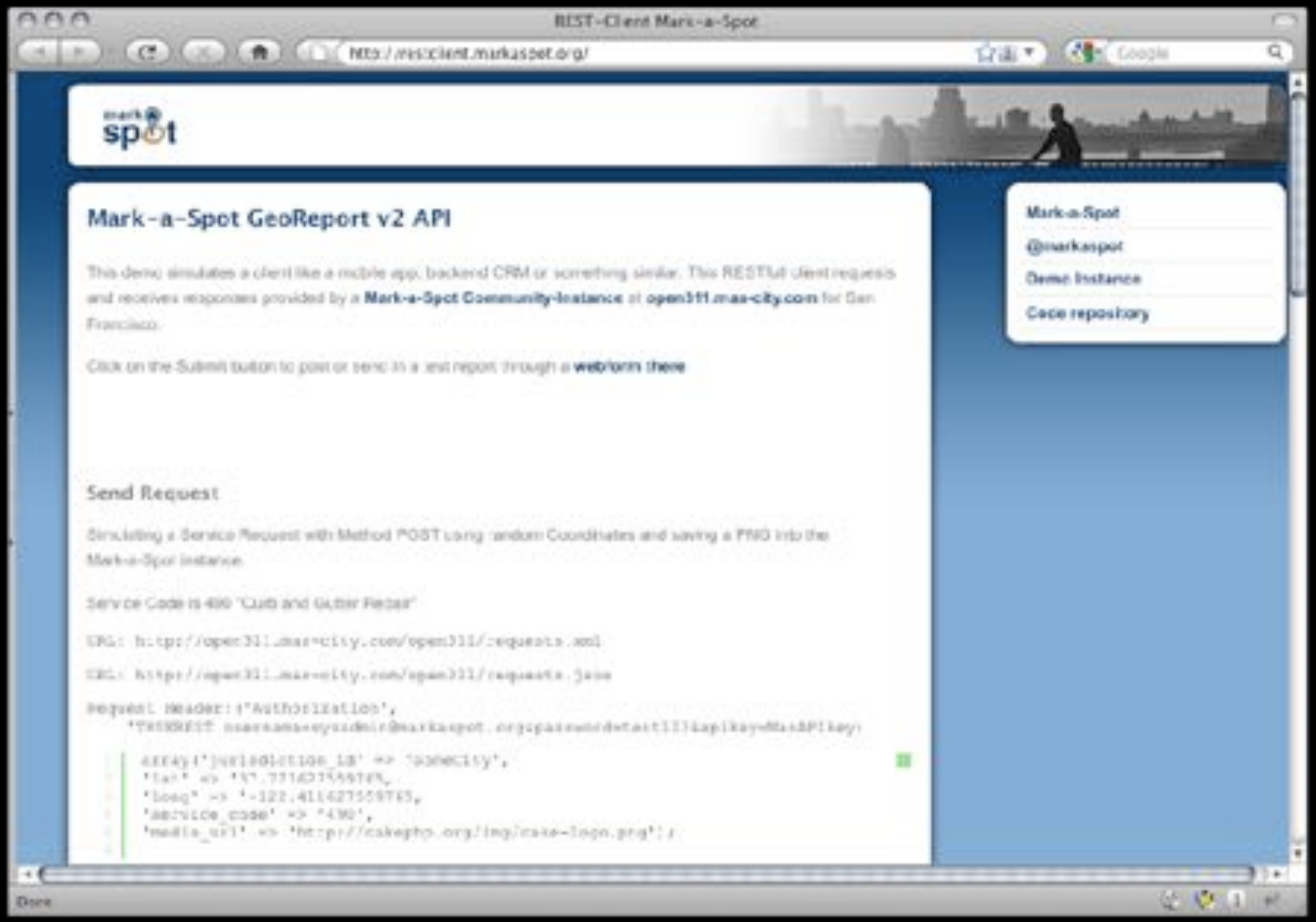
Low to High Density

CODE for AMERICA Open311 Polymaps

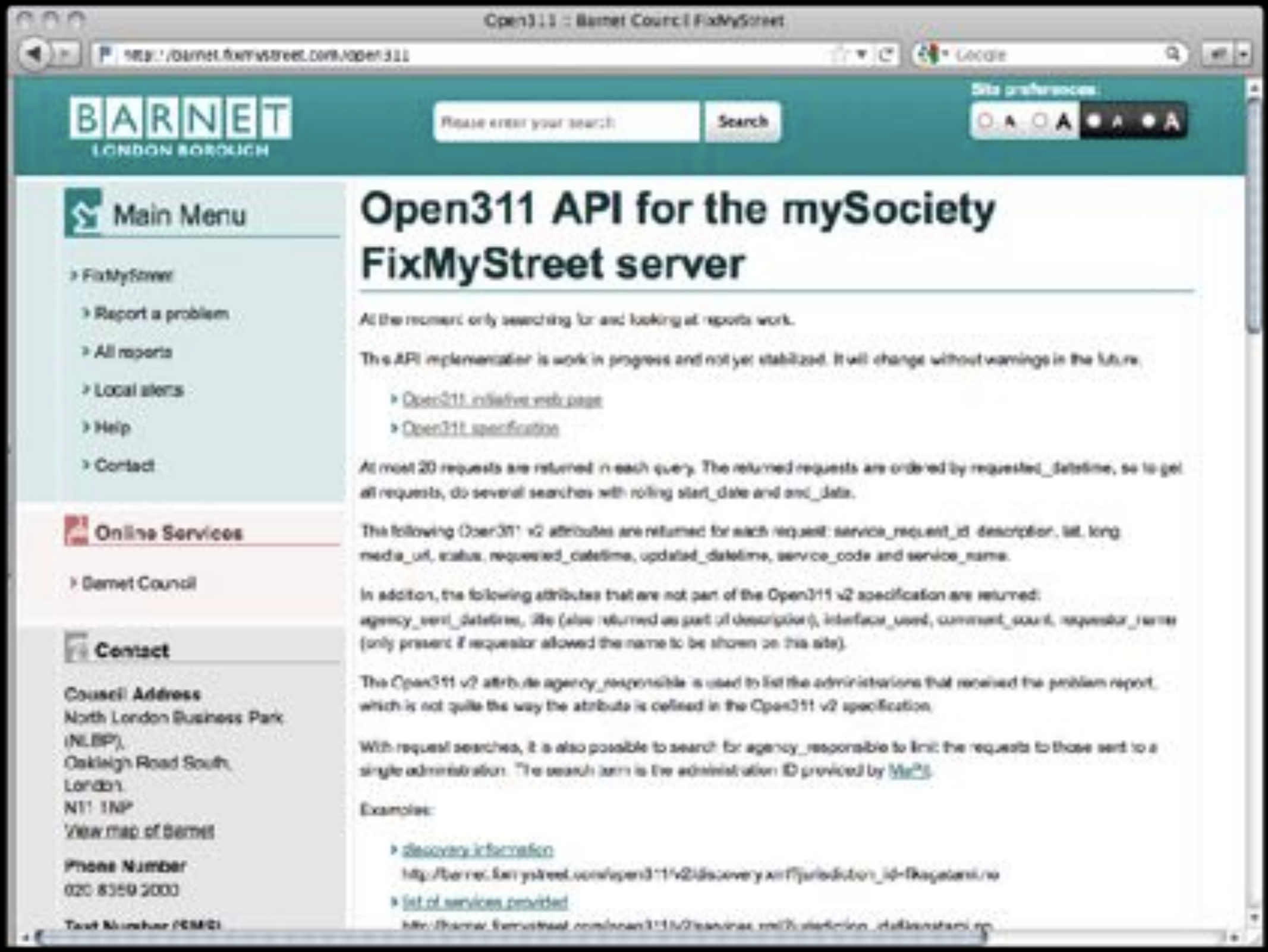


Open311 Dashboard

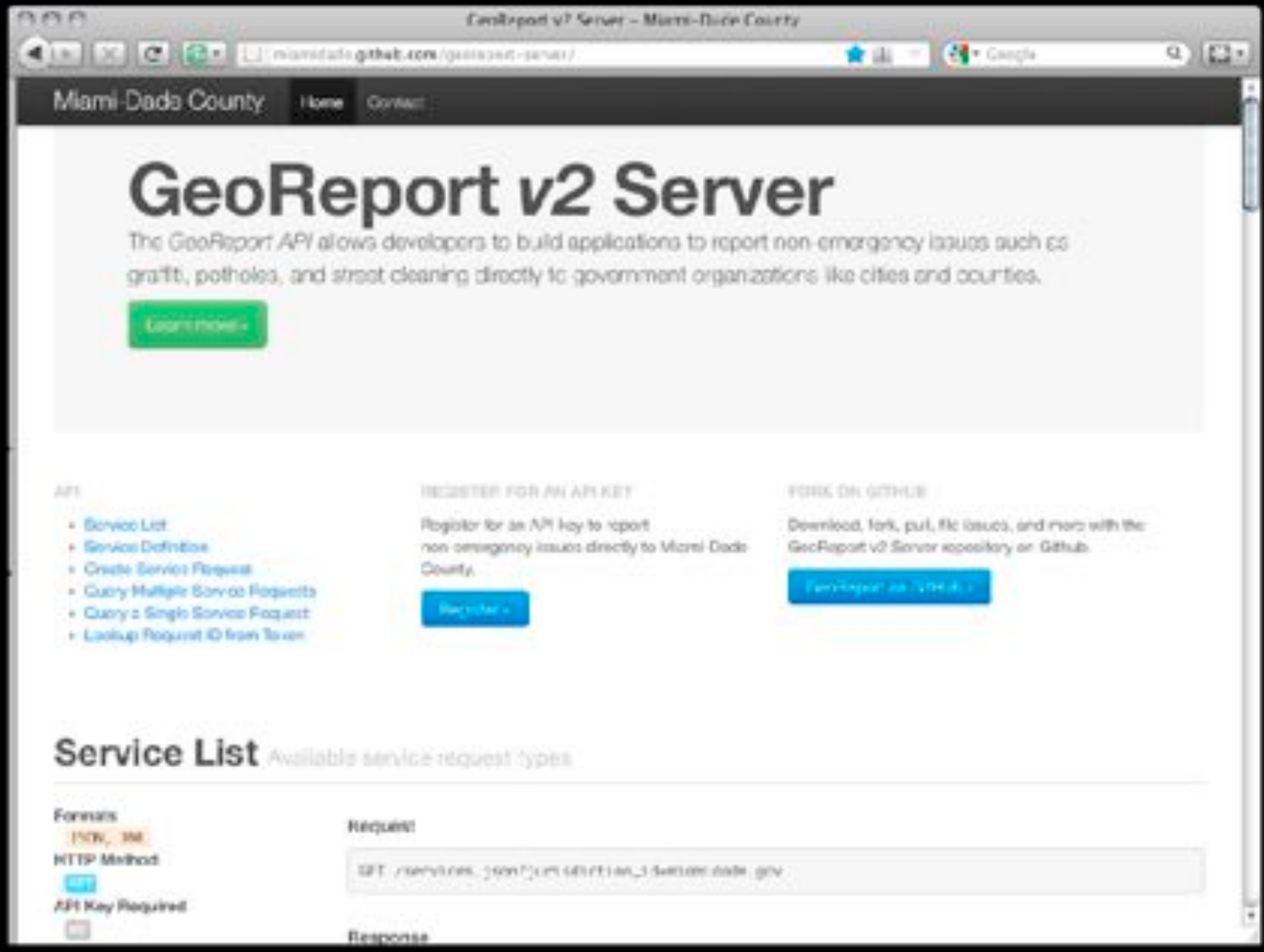
Open311 on Joget



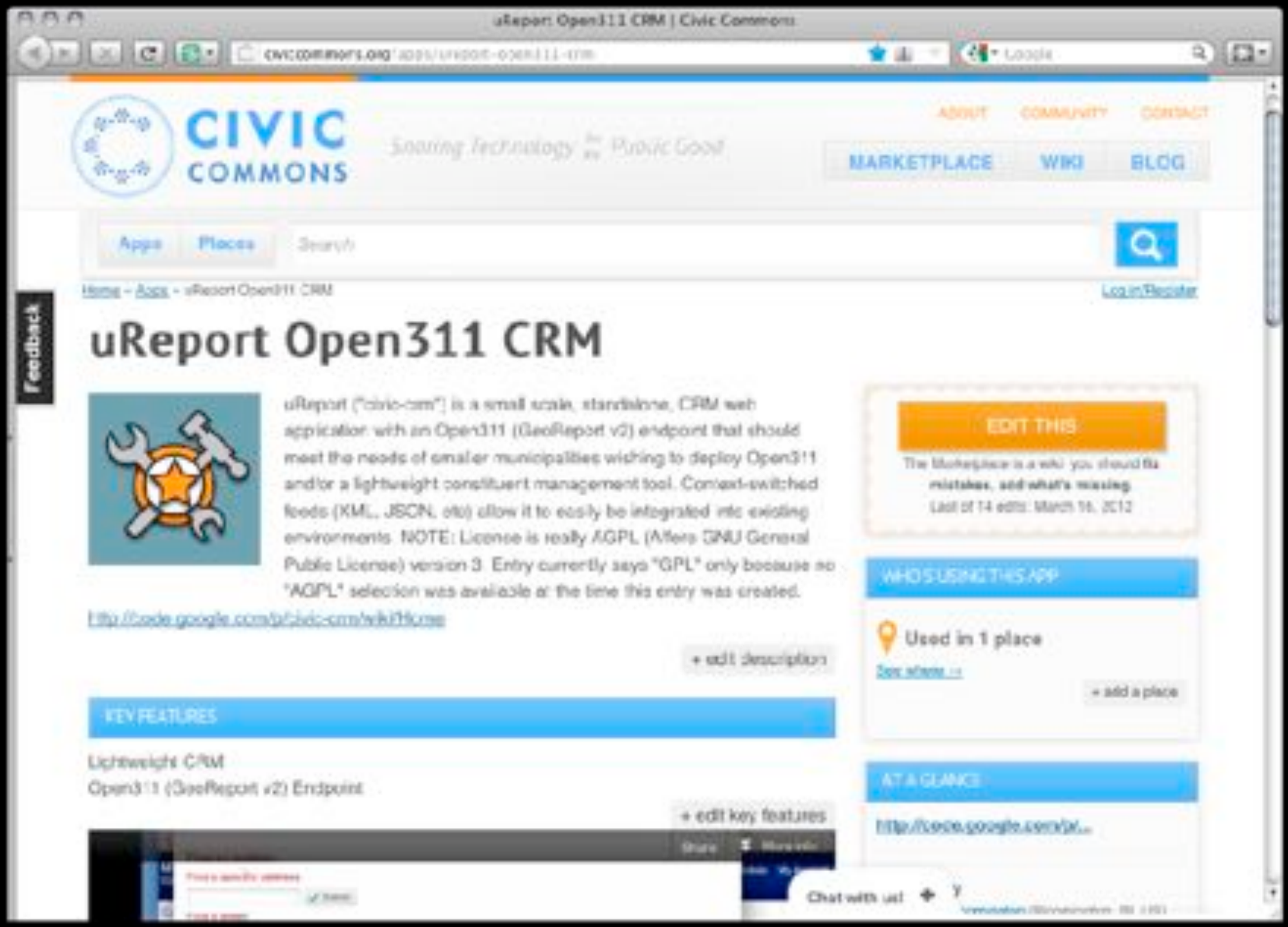
Open311 on Mark a Spot



Open311 on FixMyStreet



Open311 Server from Miami-Dade County



Open311 on uReport CRM from Bloomington

GeoReporter for iPhone, iPod touch (4th generation), iPad 2 Wi-Fi, and iPad 2 Wi-Fi + 3G on the iTunes App Store

itunes.apple.com/us/app/georeporter/id483704759?mt=8

Google

Store Mac iPod iPhone iPad iTunes Support

iTunes Preview

What's New What is iTunes What's on iTunes iTunes Charts How To

GeoReporter

View More By This Developer

By City of Bloomington

Open iTunes to buy and download apps.

View In iTunes

Free

Category: Business
Released: Jan 23, 2012
Version: 1.0.2
Size: 1.2 MB
Language: English
Seller: City of Bloomington, Indiana
© 2011 City of Bloomington
Rated 4+

Description

GeoReporter is an Open311 constituent reporting tool. GeoReporter should work for any organizations with an Open311 GeoReport v2 compliant endpoint server.

City of Bloomington Web Site » GeoReporter Support »

...More

iPhone Screenshots

ChicagoMayorsOffice
@ChicagosMayor

Follow

Rolling out #Open311 and #ServiceTracker w @CodeForAmerica. Track services, get email updates, and submit pics. bit.ly /ata7Qd

Reply Retweet Favorite

15 RETWEETS **4** FAVORITES

10:27 AM - 14 Sep 12 · Embed this Tweet

311 Service Tracker

servicetracker.cityofchicago.org

311 Service Tracker CHICAGO

Find out the status of your 311 service request

Request #, e.g. 12-01637177 SUBMIT

Don't know your service request number? Call 311.

Recent Service Requests

Street Lights All / Out	#12-01637177	*1 hour ago*
Traffic Signal Out	#12-01637174	*1 hour ago*
Pothole in Street	#12-01637172	*1 hour ago*

Daily Brief

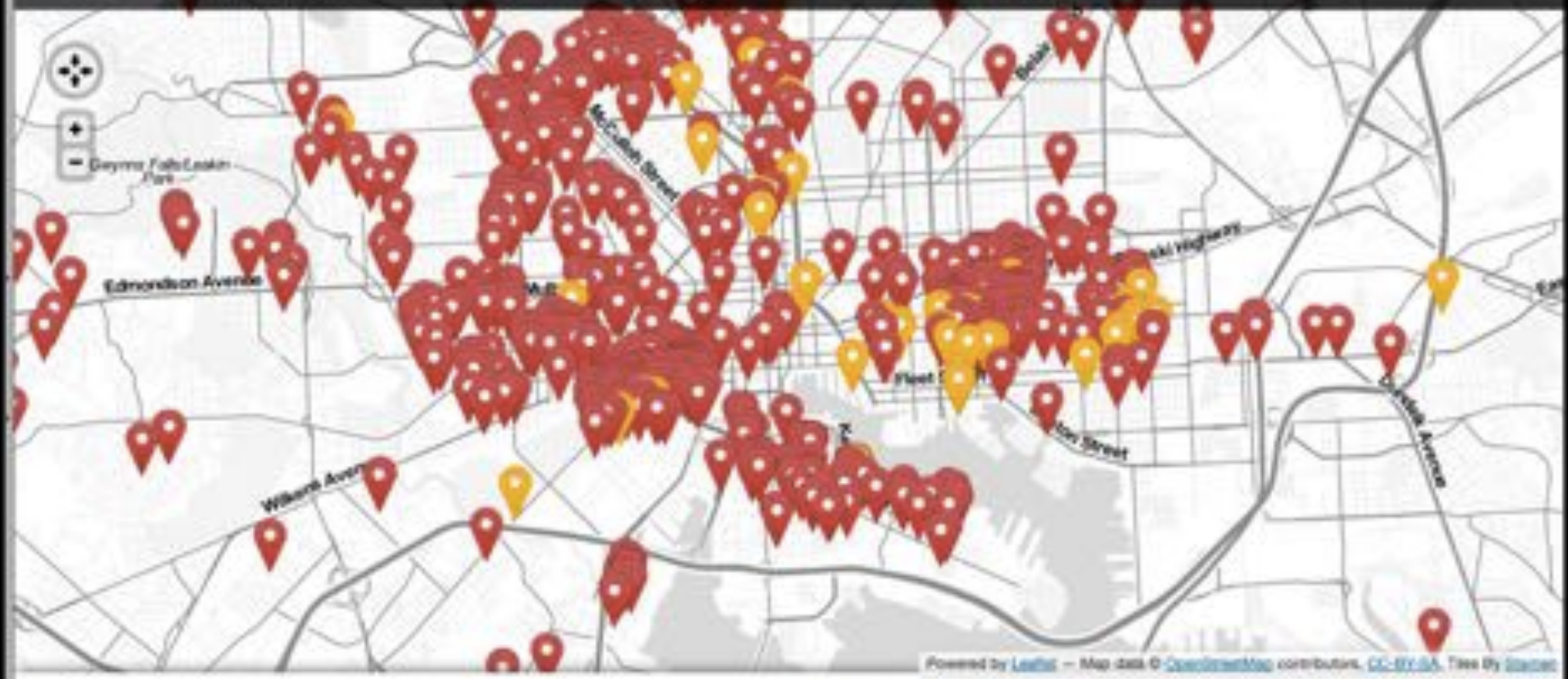
dailybrief.311labs.org/baltimore

Google

The Daily Brief BETA for the morning of Wednesday September 19, 2012

LABS Experiment

FILTER Neighborhood: All Service: All Status: All



BALTIMORE

Service requests available through the city's Open311 API.

Transferring data from api.mongohq.com...

OPEN

3400 requests *

* display max is 1000 requests

OPENED YESTERDAY

58 requests

CLOSED YESTERDAY

0 requests

311 FM

www.311.fm

Google

311.FM

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311 FM

www.311.fm/compare

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Enter a city, neighborhood or ward

Search

Filters

Map

List

Compare

Browse

Pick two areas to compare: 2 vs 3

	WARD: 2		WARD: 3
	OPENED	CLOSED	OPENED	CLOSED
	2766	2411	1286	978
265	# of service requests open for over a month		178
16	Average # of days to close a service request		16
Afternoon	Time of day when service requests are usually closed		Afternoon

Feedback

311 Labs

311labs.org

Experiments Open311 About Contact Us

WELCOME TO LABS

311

Pushing the boundaries of civic data - one service request at a time

Feedback

★ FEATURED APP:

The Daily Brief

Get a snapshot of what is going on in your city now based on Open311 data.

Check out cities that are currently using it:

Call center relevance?

Telephone & SMS Accessibility from a web API?

Ribbit

Asterisk

twilio
CLOUD COMMUNICATIONS

tring me
Next Generation Communication Platform

cloudvox
call your code

jaduka

CallFire

tropo

Speech Enabling Open311 | The Tropo Blog

http://blog.tropo.com/2011/08/09/speech-enabling-open311/

Account Login

TROPO

How it Works Pricing Docs Get Help Blog

Speech Enabling Open311

August 9th, 2011 by Mark Headd

Since SpeechTEK is this week, I thought it was a good time to update a post I did several months ago on using speech recognition to capture a street address.

There are lots of reasons why you might want to collect a caller's address over the phone.

In open government circles, there has been a lot of interest lately in using automated IVR systems to help gather non-emergency service requests for municipalities. This makes a lot of sense – many municipalities enable non-emergency service reporting through the use of a designated abbreviated dialing number – 3-1-1 – so there is a long history of reporting these issues using the telephone.

Address collection is used quite often in IVR systems, but typically relies on expensive proprietary or "black box" components that might not be suitable for all use cases. This is particularly true for municipalities and local governments who are under financial pressure and who need to do more with less.

In this post, I'll show how to build a sophisticated address collection system that can be used for almost any city or town, large or small. All of the code for this example is on GitHub (and under active development) and many of the components I will use are free or open source.

Here is a screen cast demonstrating the system running on the Tropo platform.

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Archives

- October 2011
- September 2011

Open311 Specifications

✓**GeoReport** v2 Service Requests

✓**Inquiry** v0.1 FAQ Knowledgebase

✓ **Ideation**: Answers/suggestions

Open311
&
OpenReferral (211)

Open311
&
NextGen 911

Open311
&
NG 911 location

- Dispatch Location
- Requester Location

"That's how we rescued the 11,000 people, leaning in on how the public was self-selecting to use social media, because they couldn't get through on 911 calls,"

"We decided for the next disaster, we can't be a pick-up game. We have to be looking in advance what we need to develop."

A good, first step would be some sort of national guidelines that describe how agencies can and should use social media to help federal agencies during presidentially declared natural disasters, Stosz said.

"We need to come up with some kind of required national protocol for social media for geo-tracking and locating and targeting search and rescue," she said. "We don't have that yet."

Vice Adm. Sandra Stosz
The Coast Guard's deputy commandant for mission support

Source: Recent hurricanes have the Coast Guard rethinking social media's role in rescue and response. Nicole Ogrysko, Federal News Radio, September 21, 2017

Thanks!

Open311

www.open311.org

Philip Ashlock

philip.ashlock@gsa.gov