

Intro to Open311



OpenPlans

Open311

*An open communication standard for
public services & local government*

*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 written specification - or instances where tools implement the specification.

The written 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
<code>jurisdiction_id</code>		This is only required if the endpoint serves multiple jurisdictions

Response

Field Name	Description	Notes & Requirements
<code>services</code>	⌵	
<code>service</code>	⌵	
<code>service_code</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 view and create 311 service requests.

Open311 is a standard

Just as with other standards-based things like the web or email, Open311 is a technical standard that many different products and services can support.

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

Open?

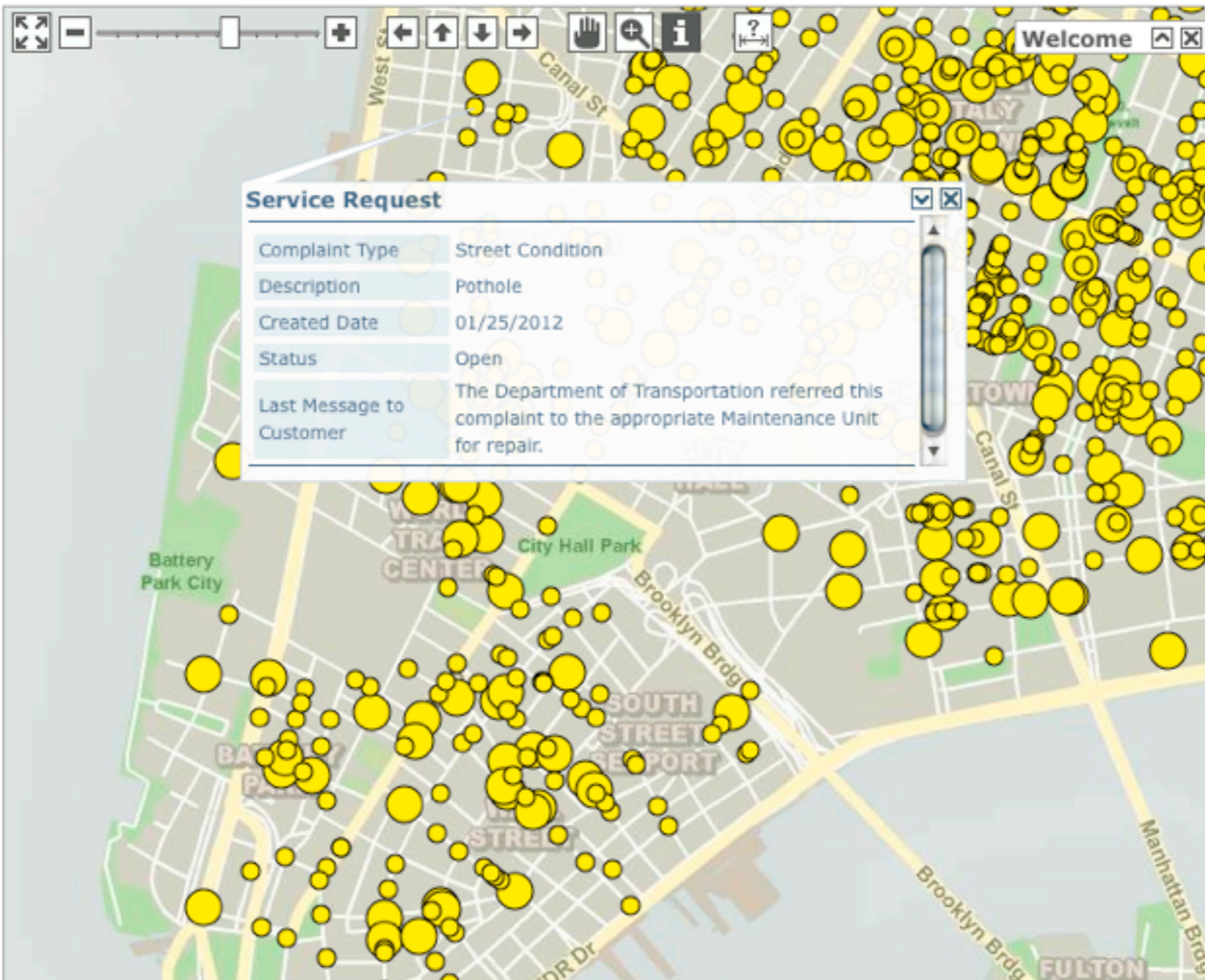
“Open” is used to mean 2 things:

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

What is open 311 data like?



Find NYC Government Information and Services

[Home](#)[About 311](#)[Feedback](#)[SEARCH](#)[LAYERS](#)

Search

LOCATION TYPE

All of NYC

SERVICE REQUEST CATEGORY

All Categories

[Advanced Search ?](#)[Search](#)

Service Request Count by Location



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

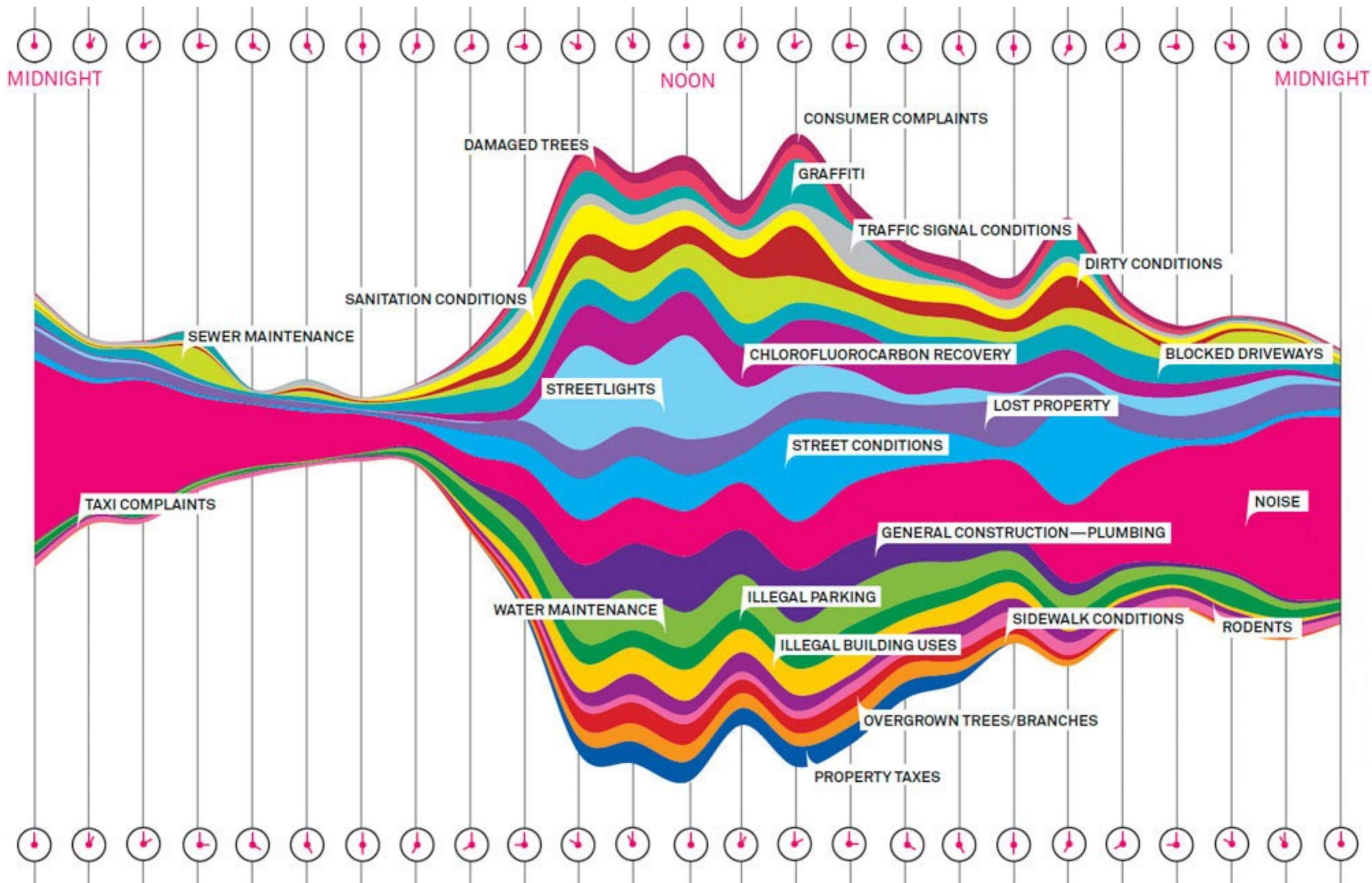


Illustration: Pitch Interactive

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

Powered by Windows Azure

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Request #	Address	Parcel ID
-----------	---------	-----------

Parcel ID

Open

Status: Open

Start Date: 1/19/12

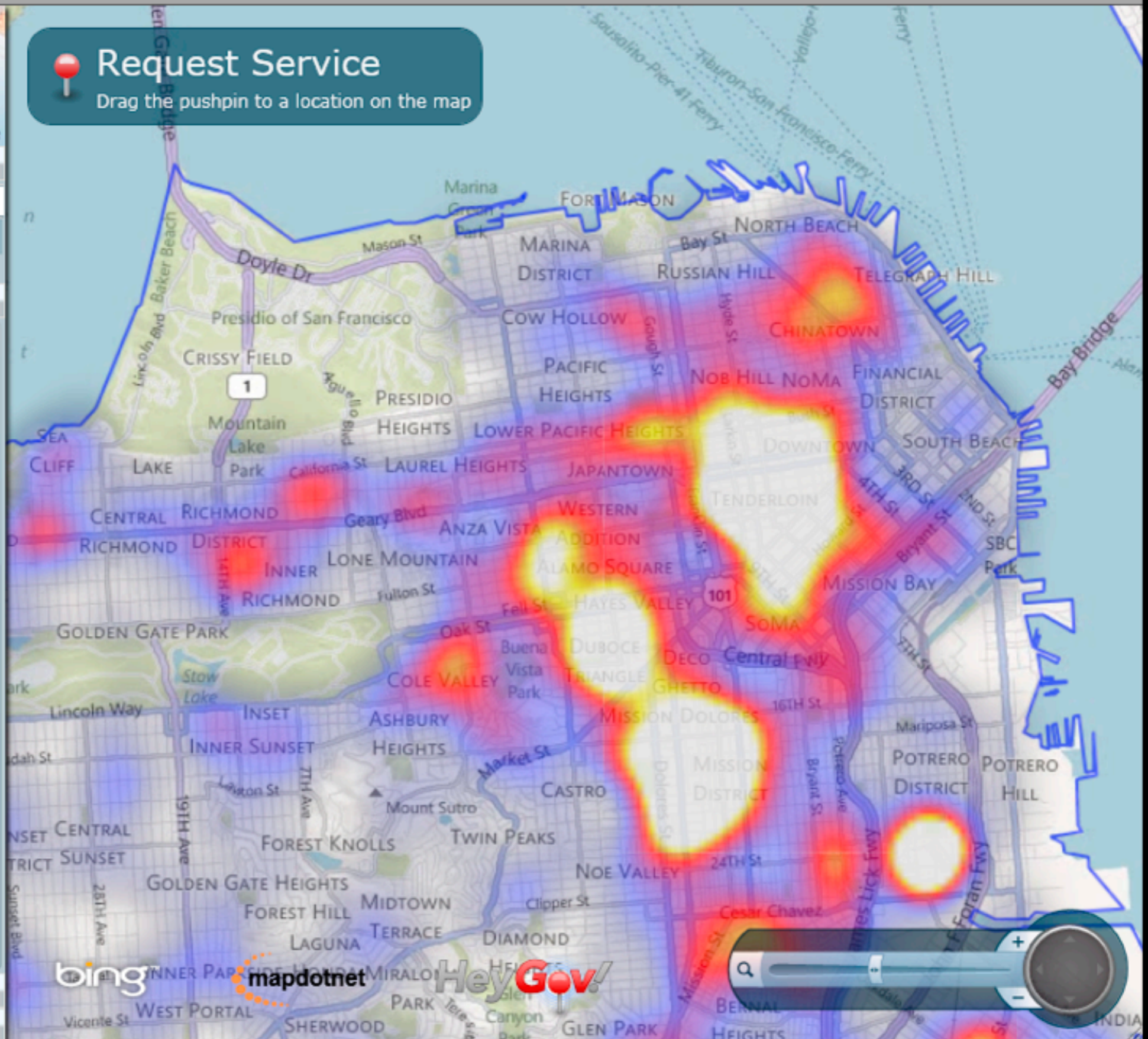
☐ San Francisco City Limits **Parcels**

Done

About HeyGov!



Drag the pushpin to a location on the map



Some Recent History



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](#)

Provide an update

[Email me updates](#) 

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:





New Haven > Downtown

[follow New Haven](#)

[change city](#) | [follow Downtown](#) | [generate widget](#)

Downtown

Report an Issue

who's watching

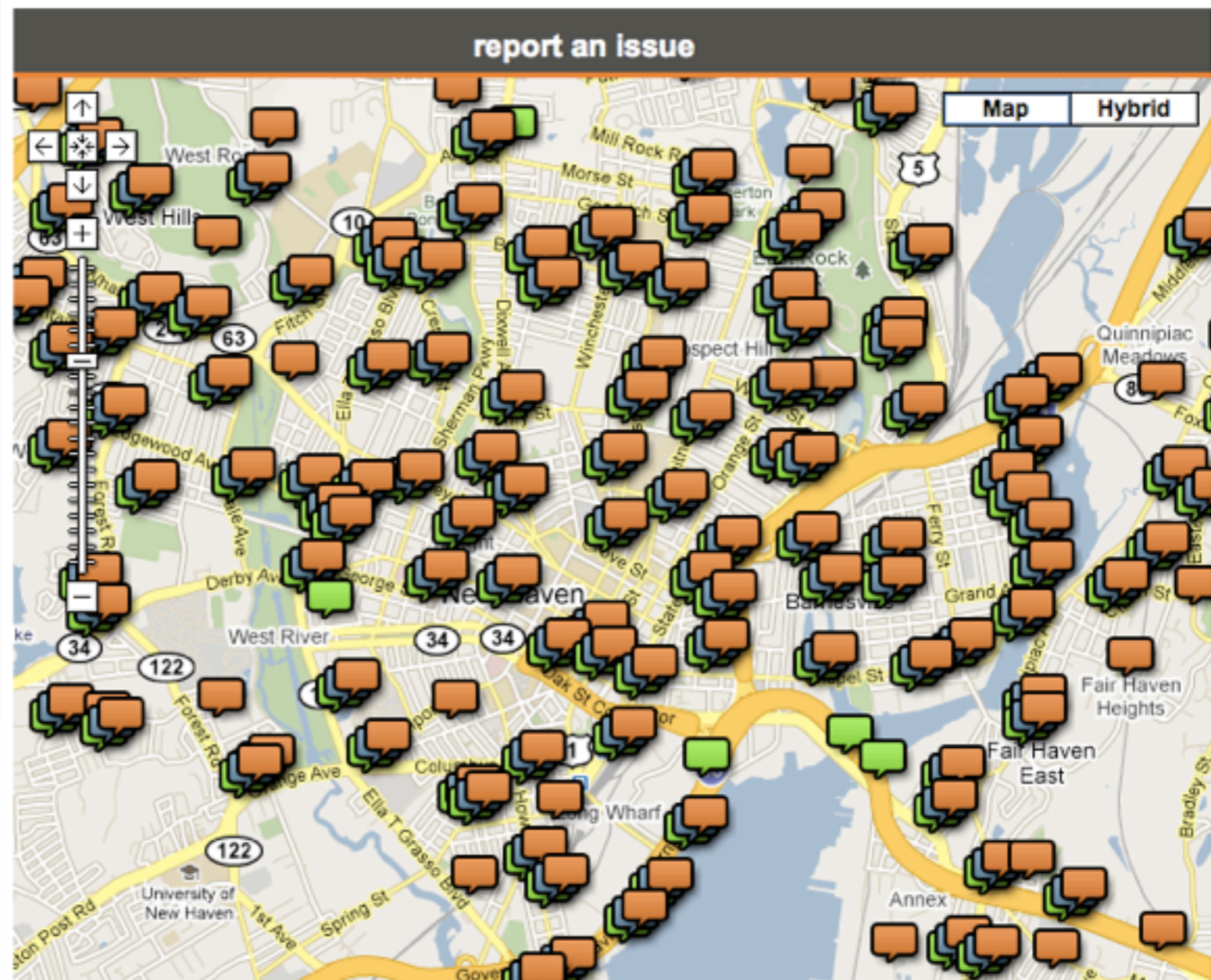
activity map

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 Truck](#)





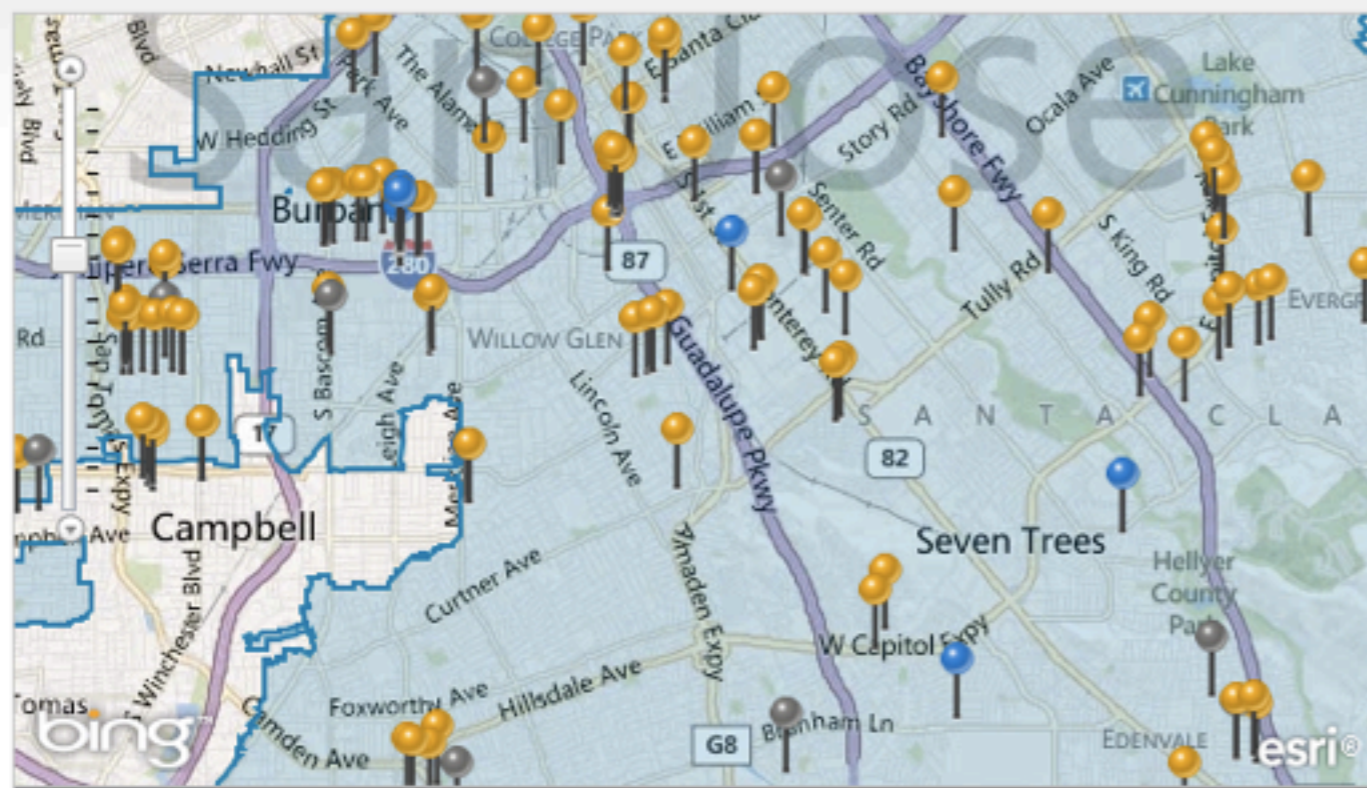
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[US](#) > [California](#) > [Santa Clara County](#) > [City of San Jose](#)

City of San Jose, California



[Get this City as a Widget!](#)



Graffiti

San Jose, CA

05/16/2012 @ 05:30 PM PST



Graffiti - In Parks

San Jose, CA

05/15/2012 @ 04:29 PM PST



Parks General Issue

San Jose, CA

05/15/2012 @ 03:20 PM PST



Graffiti

San Jose, CA

05/15/2012 @ 02:40 PM PST



Graffiti

San Jose, CA

05/15/2012 @ 02:39 PM PST

Download

0
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Take Action!

Follow this City



Un artículo de [El País](#) nos impulsó a hacer esto. En Madrid se realizan mas de 90 denuncias al día, sobre los socavones de la capital. Por desgracia estos datos no son públicos, y por eso queremos saber dónde y cuantos realmente hay... [leer más sobre el proyecto](#)

otrobache.com

255 baches reportados, [reporta otro](#)

últimos baches reportados

[+ reportar un bache](#)

reportado 1 veces

Plaza del General...

S/N

reportado 1 veces

M-856

S/N

reportado 1 veces

Carretera de Villaviciosa

S/N



Verbeterdebuurt

Publieke beta

Wij zijn nog volop in ontwikkeling.

Kaart

Ranglijsten

Over Verbeterdebuurt

Veelgestelde vragen

Blog

Contact

Straat & plaats of postcode Zoeken

Stadsdeel Centrum (Amsterdam)
Dit stadsdeel doet mee.

Kaart Satelliet Beide

Nieuw probleem Nieuw idee Uitleg kaart

Toon op de kaart

Soort melding

- ☒ Ideeën
- ☒ Problemen

Categorieën

- ☒ Afval
- ☒ Water en riolering
- ☒ Verkeer en bestrating
- ☒ Groen en speelvoorzieningen
- ☒ Straatmeubilair en verlichting
- ☒ Overlast
- ☒ Overig

Status

- ☒ Open
- ☒ Gesloten
- ☒ Geen reactie van gemeente

Amsterdam

Kaartgegevens ©2010 Tele Atlas - [gebruiksvoorwaarden](#)



Neat Streets

COMMUNITY MATTERS

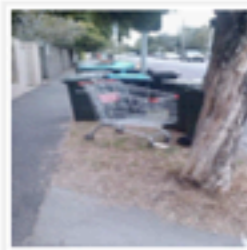


We Manage Your Reports



Reports From Australia and New Zealand

Showing 1-5 of 90

[Search](#)**Report #10001465**

177 Wattletree Rd, Malvern VIC 3144

New, 11 hours ago

**Report #10001458 Child Hazard**

13 Caraway Crescent, Point Cook VIC 3030

Acknowledged, 21 hours ago

**Report #10001454 Footpath**

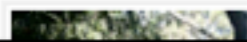
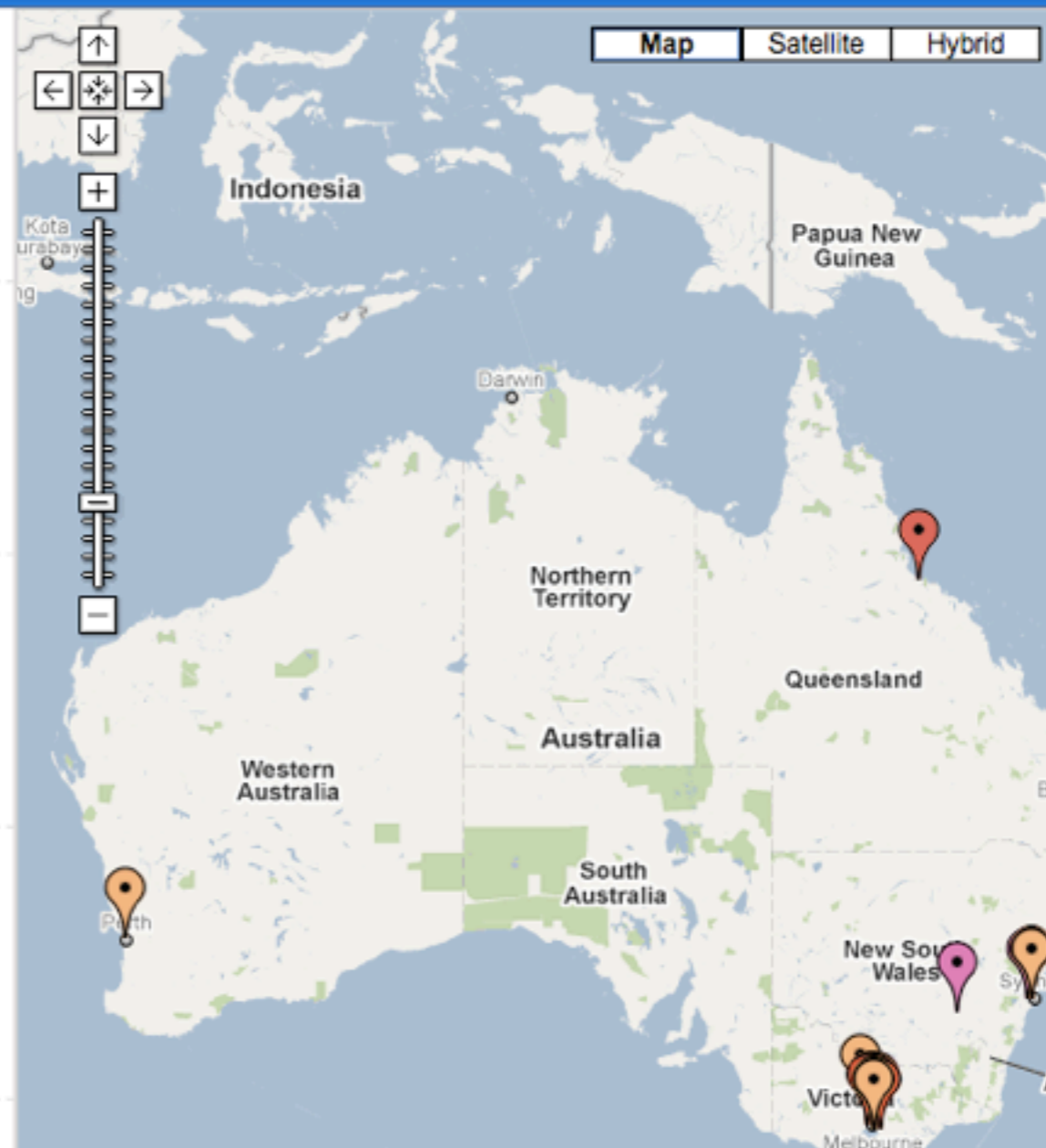
128 Glebe Point Rd, Glebe NSW 2037

Acknowledged, 21 hours ago

**Report #10001461 Graffiti/Tagging**

10 Raymond McMahon Blvd, Endeavour Hills VIC 3802

Acknowledged, 21 hours ago

**Report #10001452 Footpath**



KØBENHAVNS KOMMUNE

Indtast søgeord

Giv et praj

SAMMEN
OM BYEN

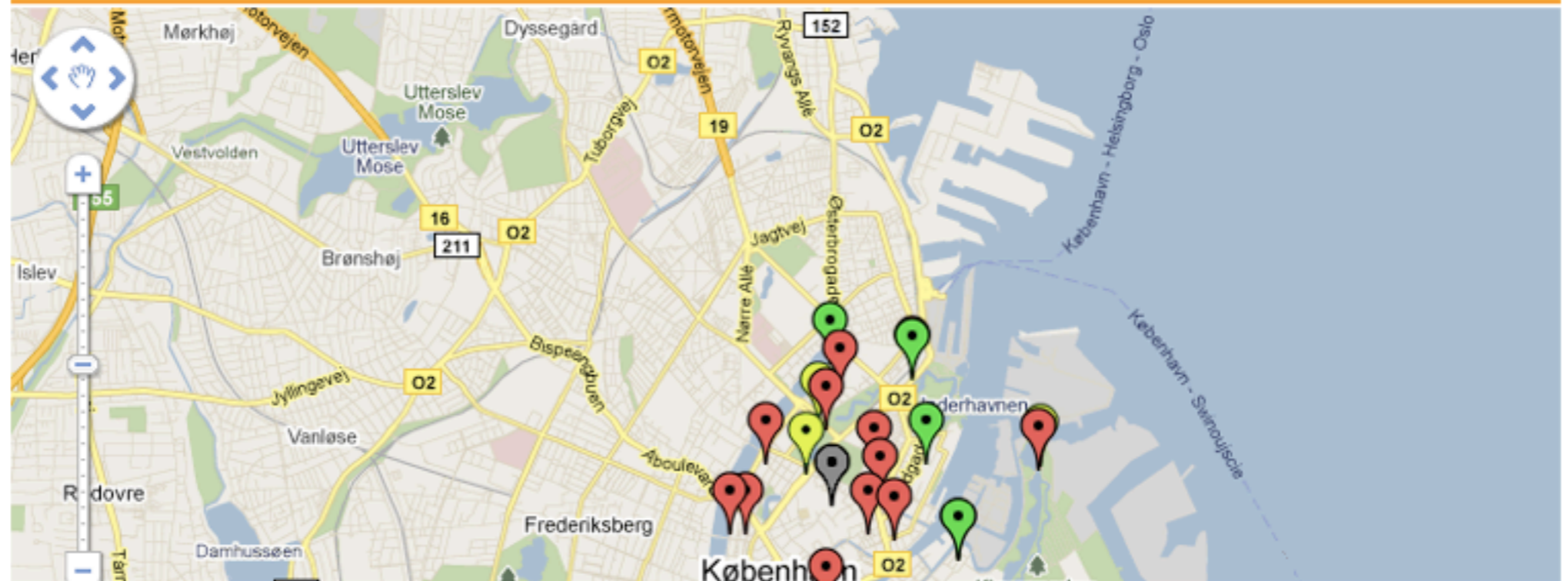
Indre by

Affald

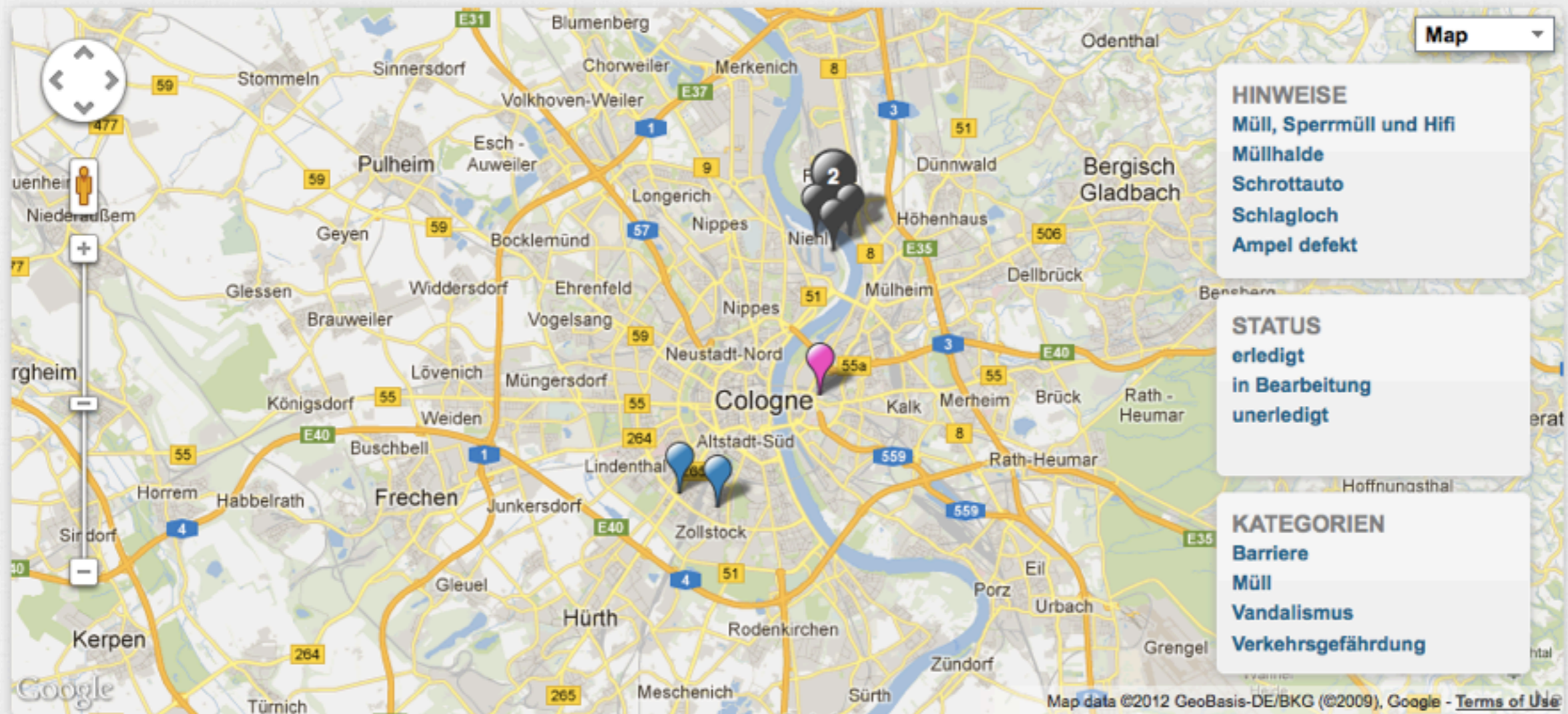
OK

☒ Affald på gaden☒ Andet☒ Fyldt aviscontainer☒ Fyldt offentlig
skraldespand☒ Ødelagte eller løse
affaldskurve☒ Ødelagte eller løse
affaldskurve☒ Ødelagte eller løse
affaldskurve☒ Ødelagte eller løse
affaldskurve

Filter



BÜRGERANLIEGEN
MaS-City

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**kiirti**

Enabling Effective Governance

**THE
NATIONAL
NETWORK
FOR INDIA.****TO REPORT AN ISSUE**call: **0512-302-6888**text: **kiirti nnfi {message}** to **56677**email: hitesh@omshom.com

FixOurCity Delhi

Report, View and Discuss Local Problems

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Report Details: Not verified

Damaged Road in Dwarka

Credibility: 0

INCIDENT DESCRIPTION

There is a patch on the main road of Dwarka which is perpetually damaged because water tankers use that crossing. Apart from the weight and frequency of the tankers which fill up at the DDA pumping station, water gets spilled continuously from the tankers. As a result, the road at this crossing is permanently damaged. It has been repaired many times, including replacing tar with concrete. But each time the road breaks up within a few months of the repair. Given the shortage of water in Dwarka, the water tankers are an essential life line for residents in this sub-city. So it is imperative that roads be built to meet the local transportation demand. The problem is also quite acute on many of the service roads, where the load bearing capacity seems much lower than the main roads. Consequently the damage caused by water tankers are quite serious.

LOCATION

On Dwarka Main Road, at the intersection between Sector 5 and 7, just after the bridge at the end of Madhu Vihar.

DATE

Mar 18 2010

TIME

11:01

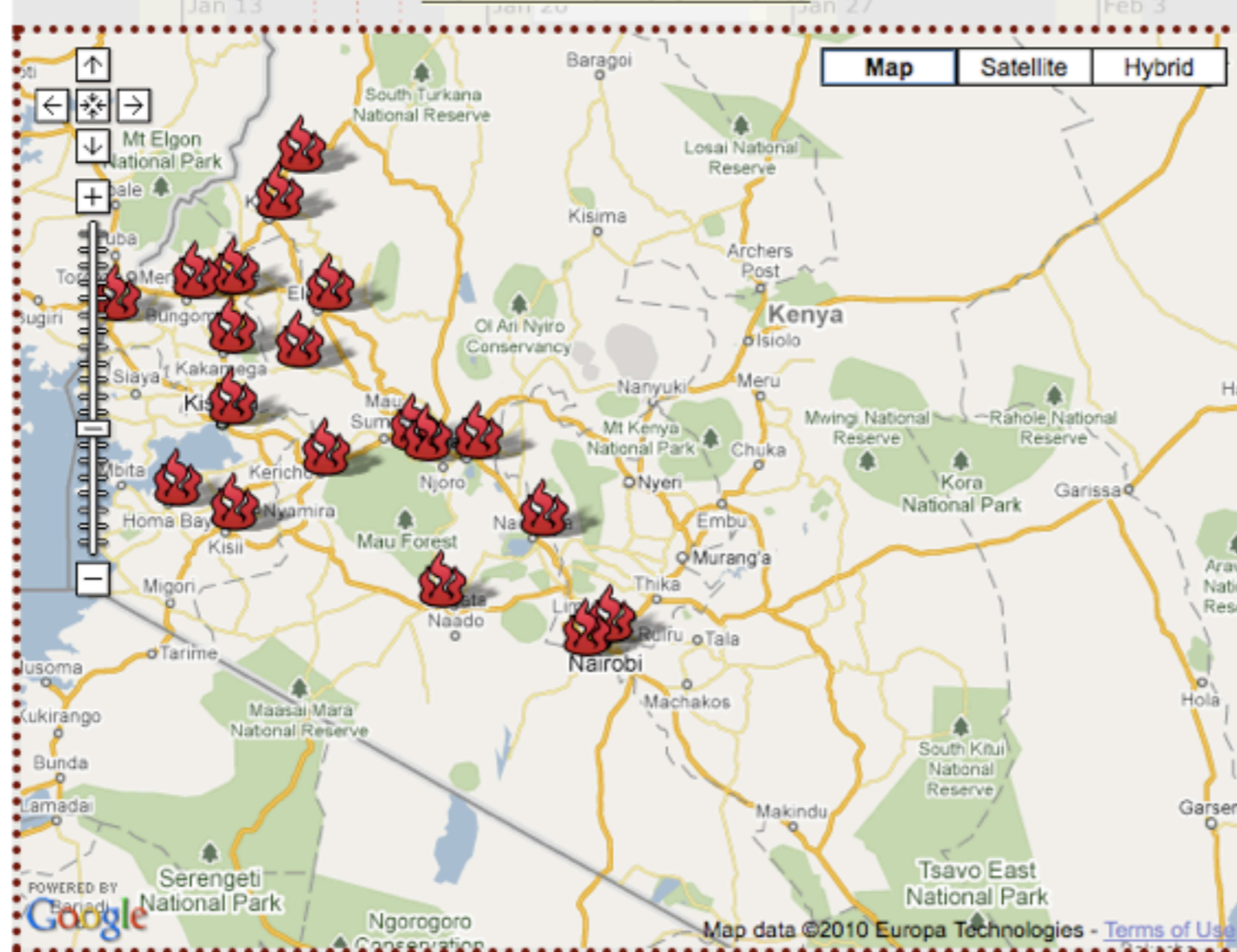
CATEGORY

[ROAD RELATED](#)

INCIDENT

NEARBY INCIDENT

Ushahidi.com

[HOME](#)[REPORT AN INCIDENT](#)[CONTACT US](#)[ABOUT](#)[BLOG](#)[HOW TO HELP](#)[View A Timeline Of Events »](#)[Filter By Category](#)

- ☒ **ALL CATEGORIES**
- ☐ RIOTS
- ☐ DEATHS
- ☐ PROPERTY LOSS
- ☐ GOVERNMENT FORCES
- ☐ CIVILIANS
- ☐ LOOTING
- ☐ RAPE
- ☐ PEACE EFFORTS
- ☐ INTERNALLY DISPLACED PEOPLE

[GO](#)[Submit An Incident!](#)[Submit Via SMS](#)

Send your SMS to **6007** on
your phone
(Safaricom/Celtel)

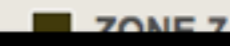
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TAGS: [ALL](#), [Riots](#), [Deaths](#), [Property Damage](#), [Government Forces](#), [Civilians](#), [Looting](#), [Rape](#), [Peace](#)



ABOUT US

↓ CATEGORY FILTER





In Haiti? Text **4636** (International: **+44 762.480.2524**) on Digicel or Comcel with your location and need. Report emergencies and missing persons.

Haiti

The 2010 Earthquake in Haiti

Ushahidi-Haiti @ **Tufts**
UNIVERSITY

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REPORTS RSS



Haitian Diaspora Community:

We need your help! [Help Us Help Haiti](#)



Announcement

Peace Dividend Marketplace can link you with goods and services in PAP: call 29 41 10 01



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HOW TO HELP

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FILTERS →

REPORTS

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PICTURES

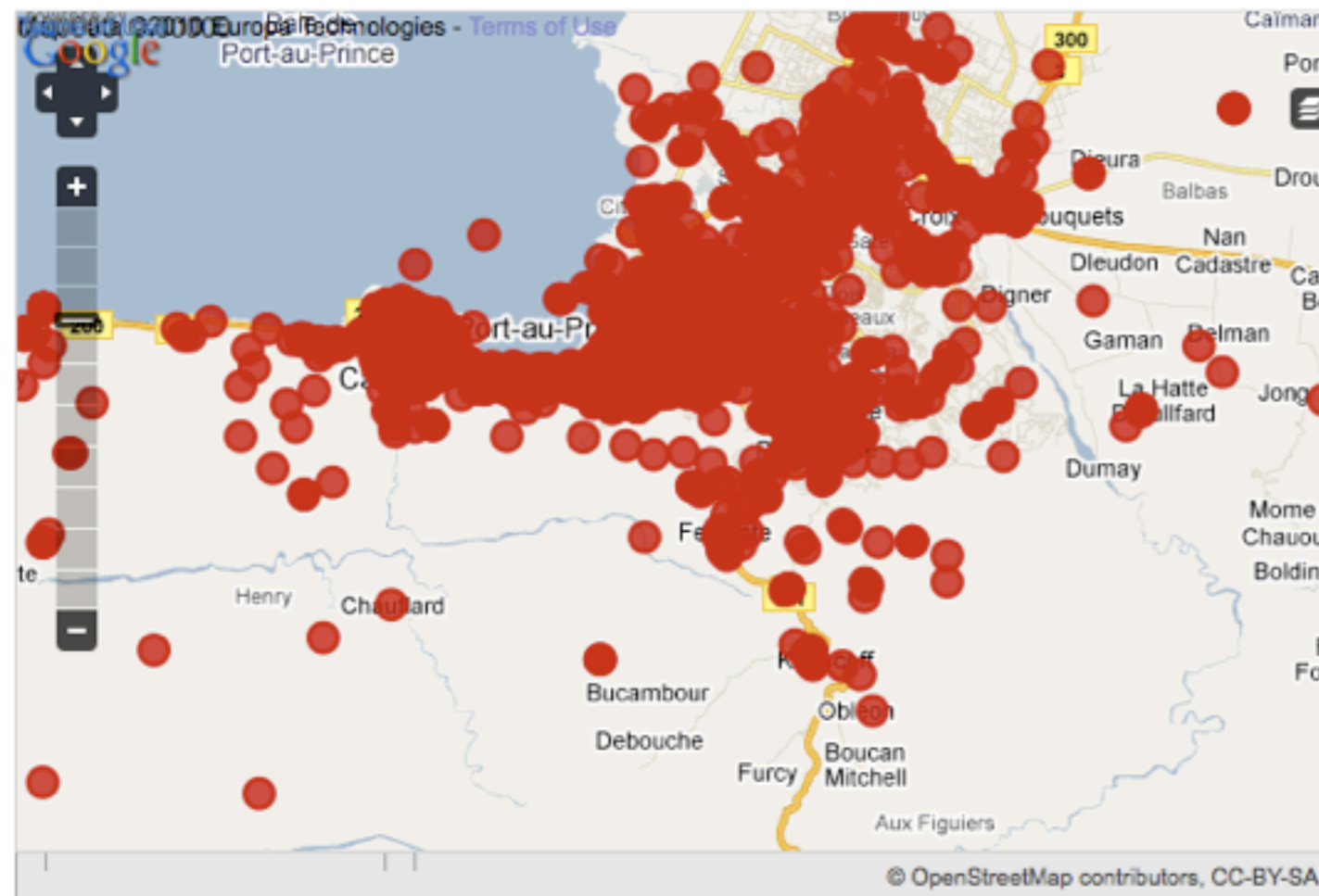
VIDEO

TODO

VIEWS →

CLUSTERS

↓ CATEGORY FILTER



↓ TIMELINE OF EVENTS

ALL CATEGORIES



1. URGENCES | EMERGENCY



4. MENACES | SECURITY THREATS



2. URGENCES LOGISTIQUES |
VITAL LINES



7. SECOURS | SERVICES
AVAILABLE



8. AUTRE | OTHER



3. PUBLIC HEALTH



5. INFRASTRUCTURE DAMAGE



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.



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.

Reinventing the Wheel

Cities have tried to standardized around the 311 phone number, but things aren't so simple as we move beyond the traditional telephone. Should everyone have a custom app? Or just different branding?



Boston



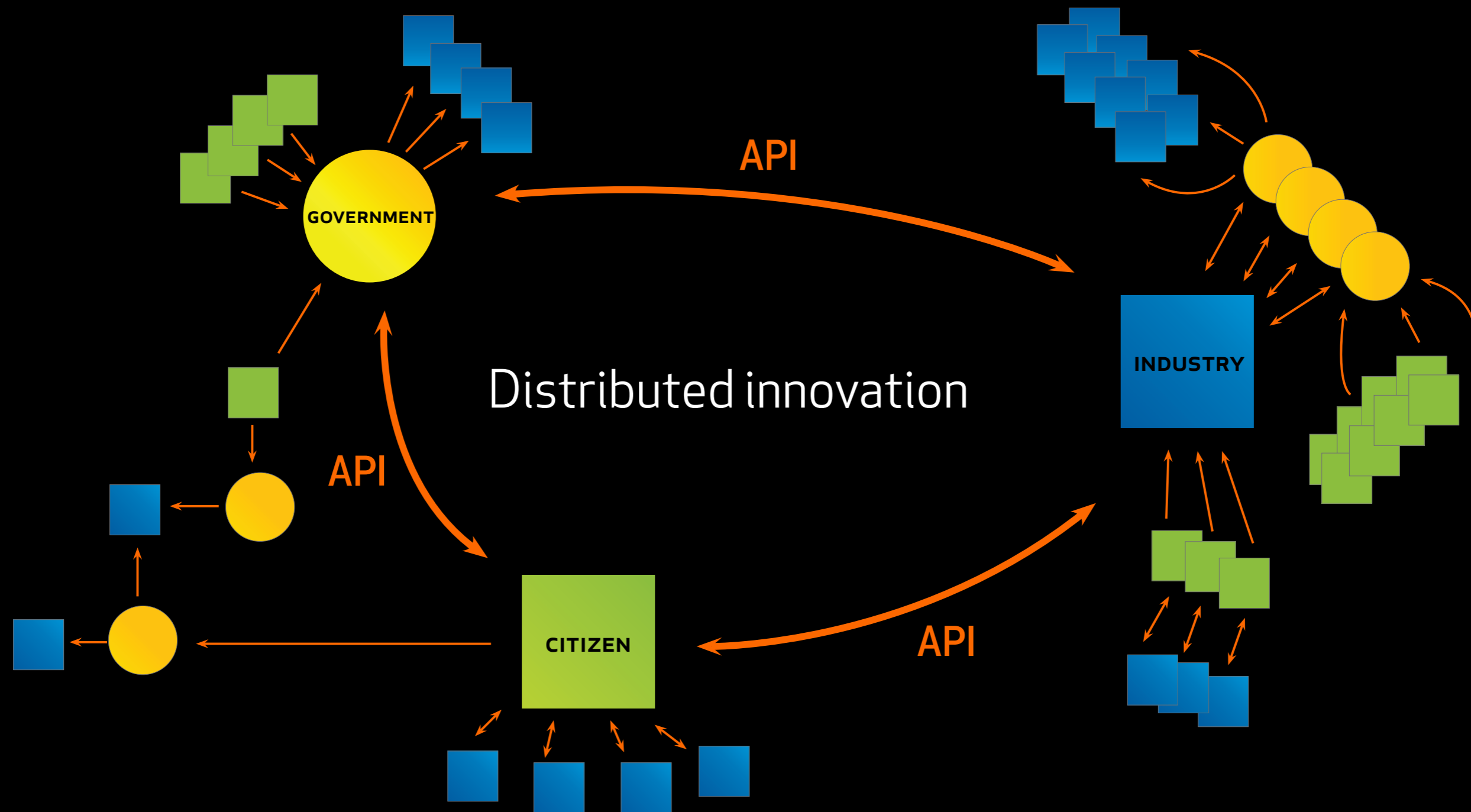
NYC



Portland



Pittsburgh



Benefits of an open standard

Interoperability

Consistency

Ubiquity

Efficiency

Shareability

How Open311 was born







Open311 DevCamp

New York City

October 24, 2009

<http://open311.eventbrite.com>





CITY AND COUNTY OF SAN FRANCISCO
311 CUSTOMER SERVICE CENTER



the WHITE HOUSE PRESIDENT BARACK OBAMA

★★★★



★★★★

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Open 311

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Posted by Vivek Kundra on March 03, 2010 at 12:48 PM EDT

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](#)

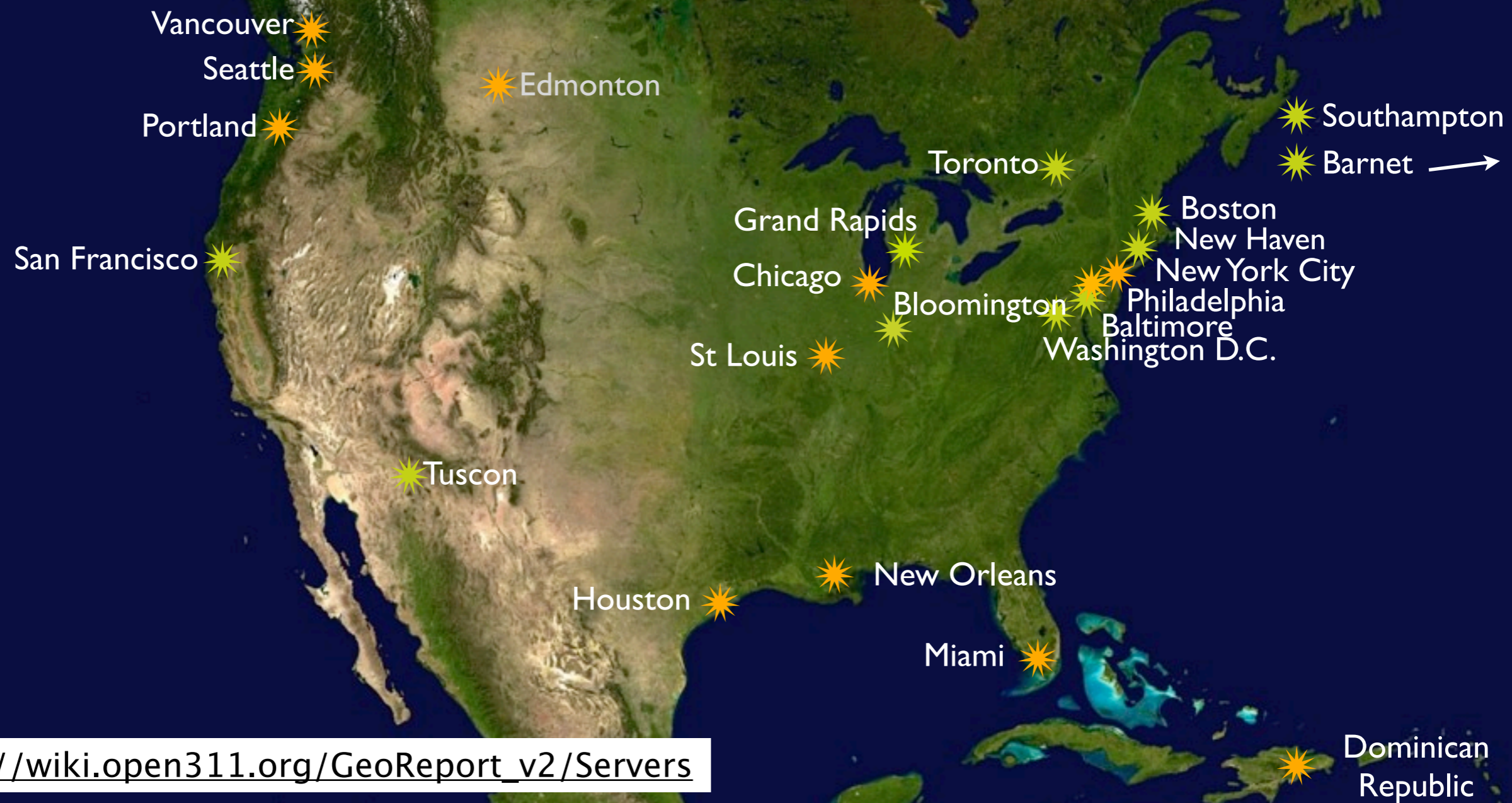
WHITE HOUSE BLOGS

[The White House Blog](#)[Middle Class Task Force Blog](#)

Open311

GeoReport v2

Established March 2011



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

Open311 GeoReport v2 Stats

- ~ 35 city endpoints
- ~ 10 vendor supported products
- ~ 5 open source servers
- ~ 5 open source clients
- ~ 5 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



SeeClickFix



KANA. LAGAN
A Division of KANA



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

Google

facebook

Philip Ashlock Home

Search

Open311 San Francisco

Report a problem in your neighborhood

Category
--- Select a Category ---

Details


Photo

Browse...

Address

Map it

Click location on the map



Map Satellite

Email Address
First
Last

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

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Recommendations

More

Sponsored

Create an Ad

Anna Muessig likes Brooklyn Institute for Social Research.

Brooklyn Institute for Social Research

Like

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

Facebook Marketing Solutions

Like


East Coast 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.I



Chat (Offline)

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

Open311 Dashboard

San Francisco: 311 Requests in 2011 YTD

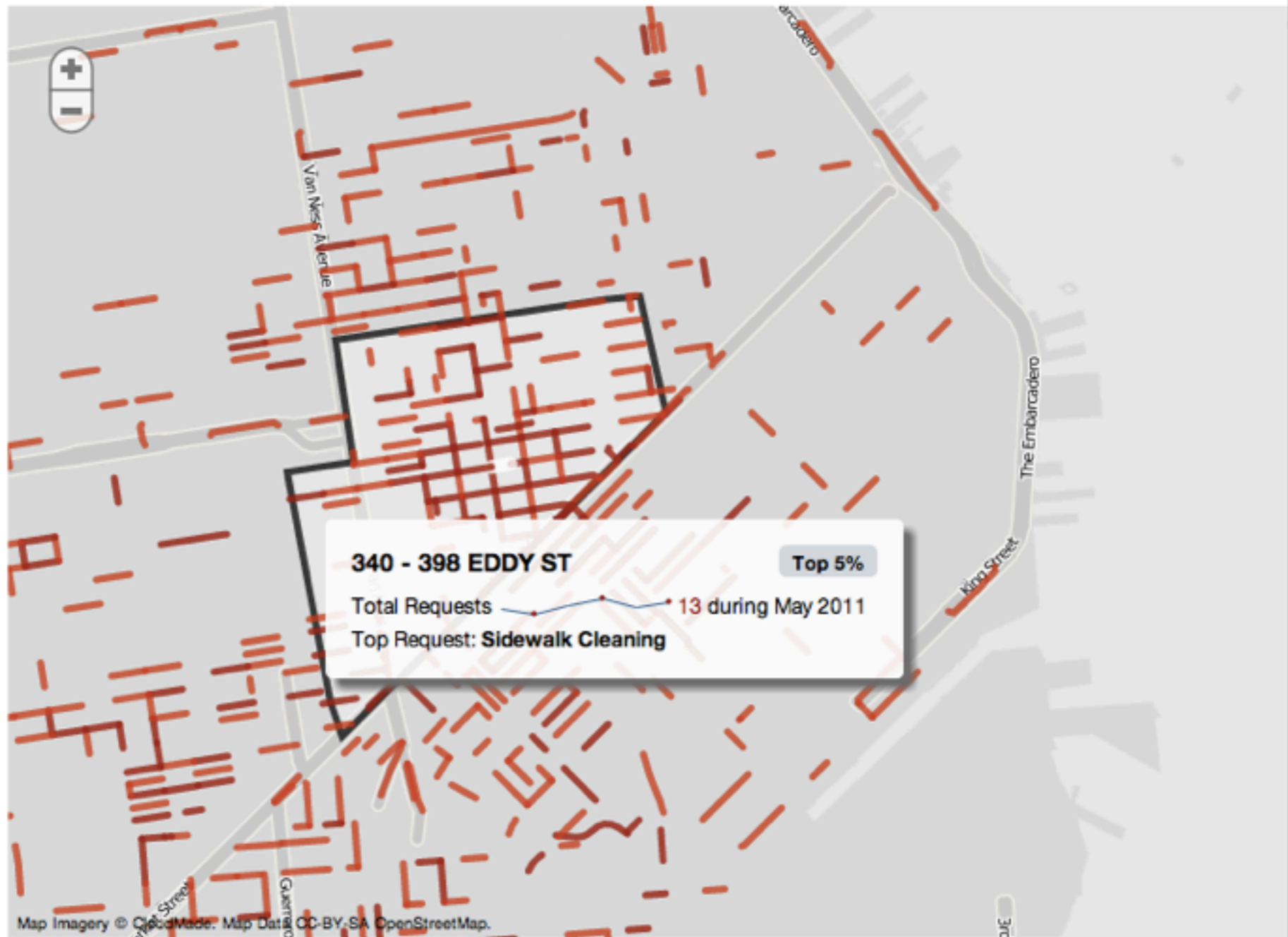
Density

Downtown

TOTAL
3501

RANK
4

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



BIRMINGHAM CITY COUNCIL

DATE (OR CHOOSE ANOTHER)

16/05/2012

8156

CONTACTS
IN TOTAL

32.0%
ON YESTERDAY

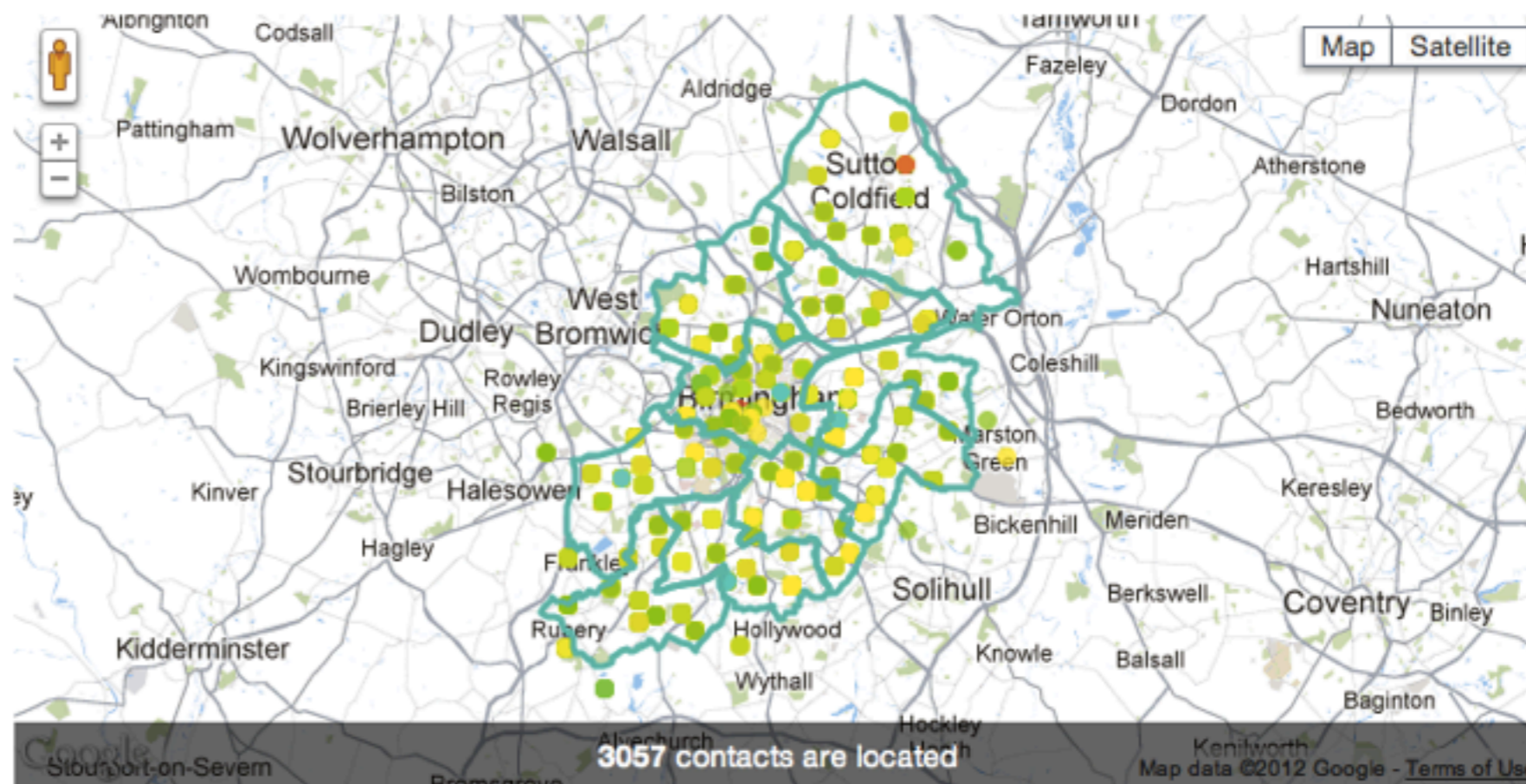
28.2%
ON PREV
WEDNESDAY

WHERE?

Edgbaston Constituency
Erdington Constituency
Hall Green Constituency
Hodge Hill Constituency
Ladywood Constituency
Northfield Constituency
Not assigned
Perry Barr Constituency
Selly Oak Constituency
Sutton Constituency
Yardley Constituency

WHO OR WHAT?

Adults & Communities



WEDNESDAY 16 MAY 2012

CONTACTS PER HOUR

FOR THE MOST ACTIVE SERVICES



10:35 PM
Bloomington



City of Bloomington, IN
bloomington.in.gov
Open311 Issue Reporter

Home

Report

My Reports

Report To

Call center relevance?

Telephone & SMS Accessibility from a web API?





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.

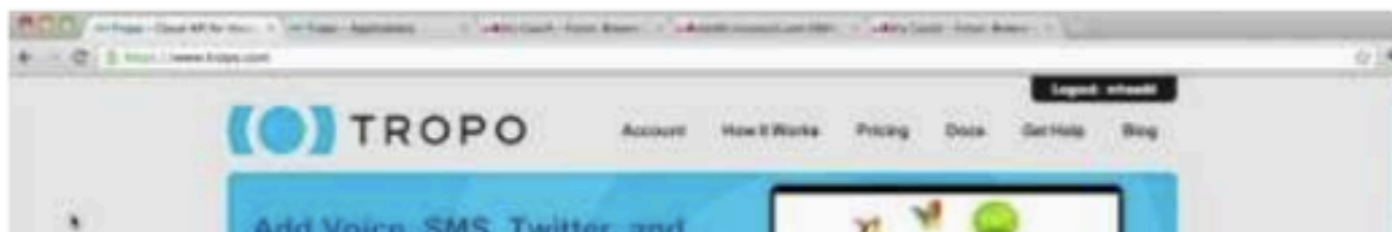
There are lots of reasons why you might want to collect a caller's address over the phone.

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

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» [September 2011](#)

Looking Ahead

Open311 Specifications

✓ GeoReport:	Service Requests
✓ Inquiry:	FAQ Knowledgebase
<hr/>	
✓ Ideation:	Answers/suggestions

Thanks!

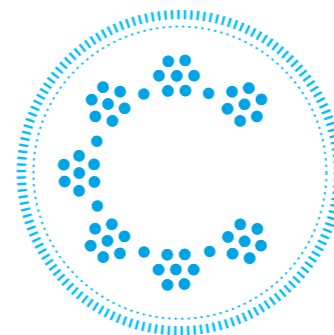
Open311

www.open311.org



OpenPlans
www.OpenPlans.org

Philip Ashlock phil@openplans.org



CIVIC
COMMONS

civiccommons.org

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Technical Appendix - Open311 GeoReport v2 Workflow

