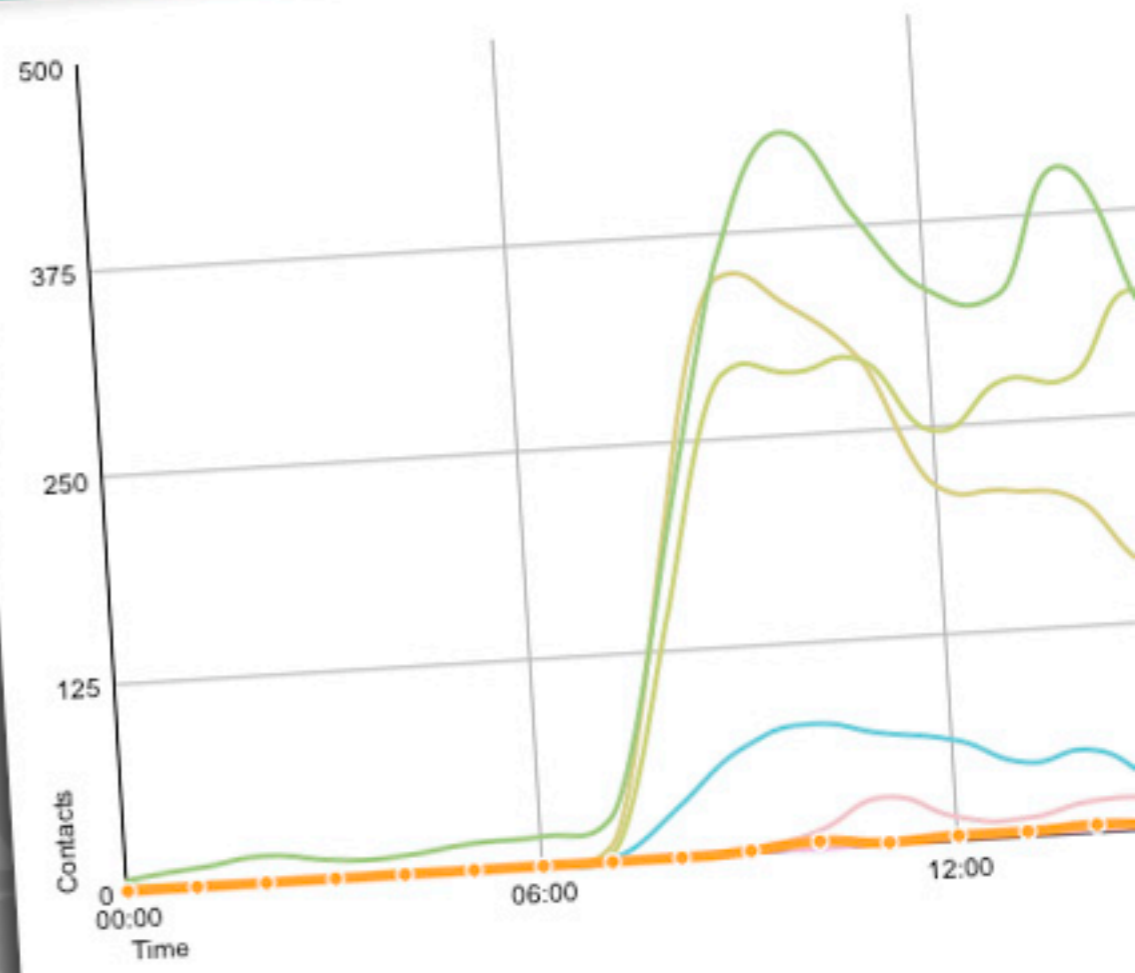


Yerba

### CONTACTS PER HOUR

FOR THE MOST ACTIVE SERVICES



- Homes & Neighbourhoods (3360)
- Environment & Culture (2655)
- Chief Executive's (2232)
- Constituencies (462)
- Development (113)

# Open311 Webinar

Philip Ashlock | Open311.org | March 2012



**OpenPlans**



Open311



Shareabouts



OpenBlock



PlanningPress

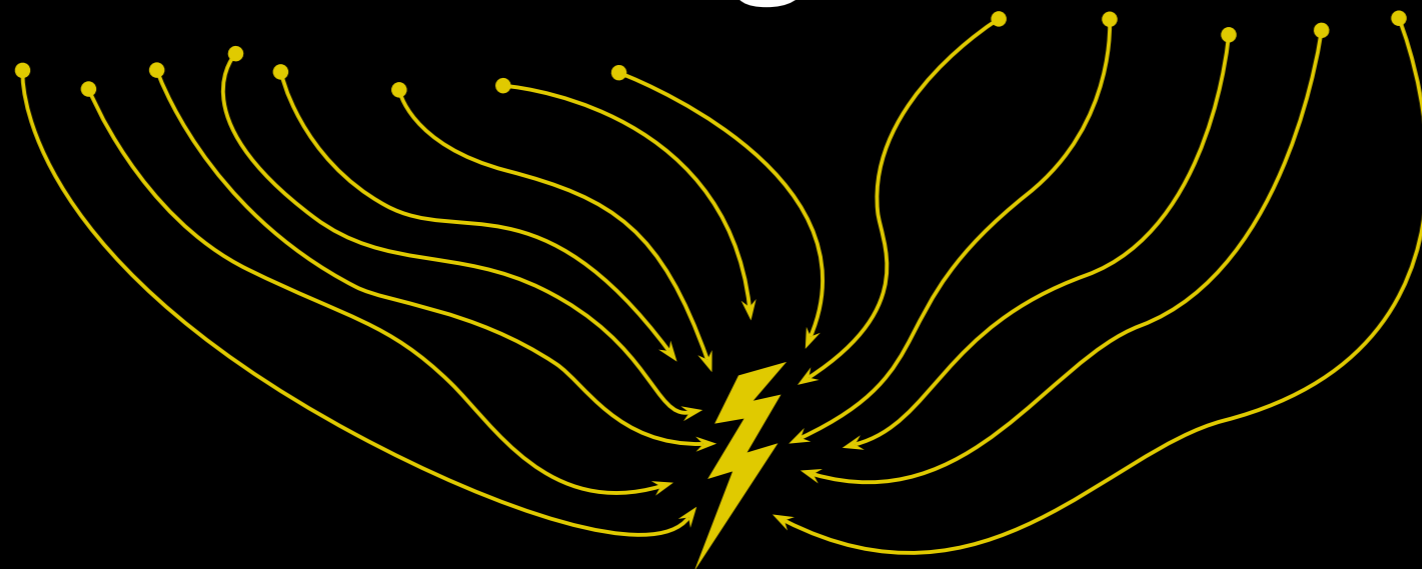
# *Open311*

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



911 for Emergency Action

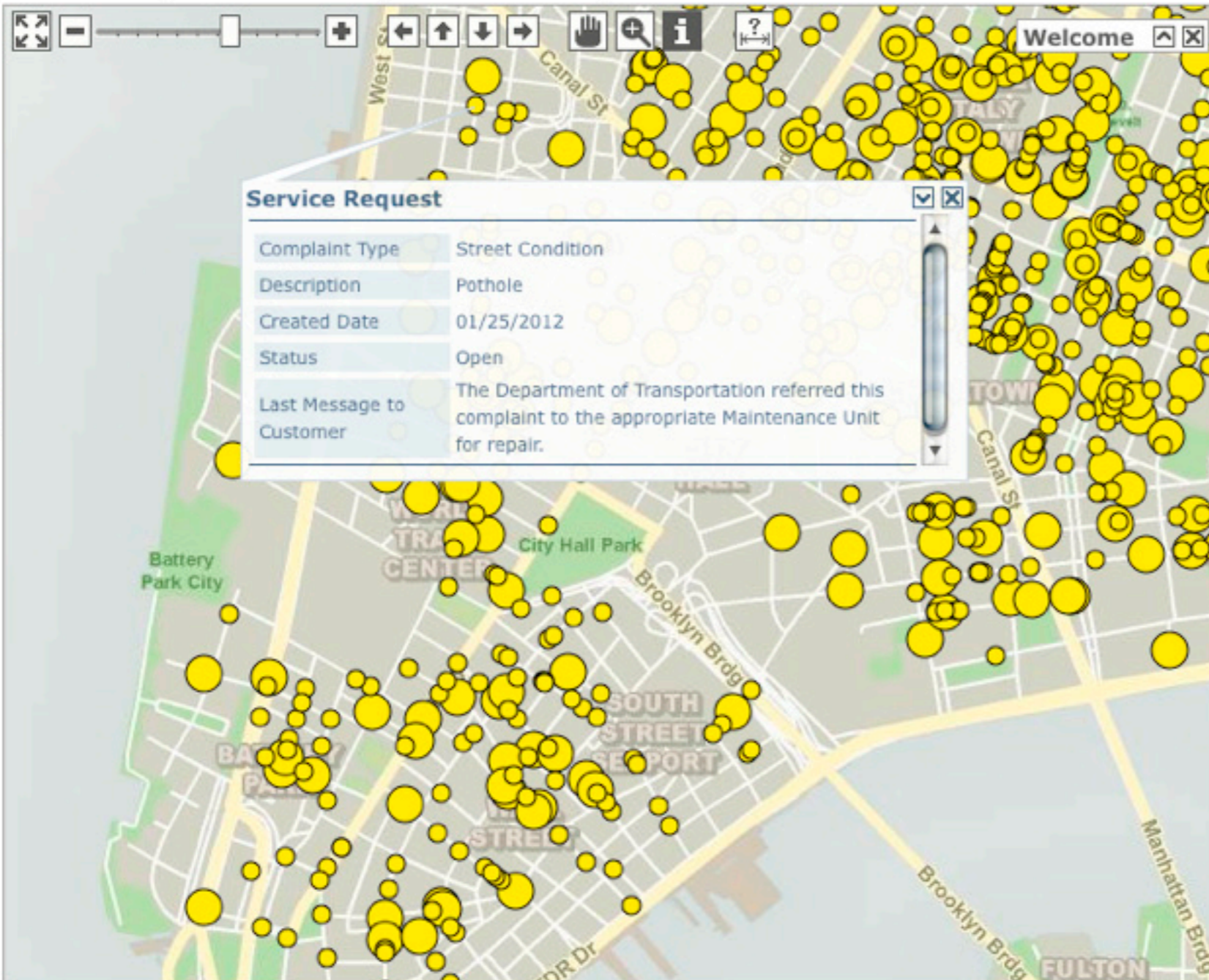
311 for Emergent Action





# Find NYC Government Information and Services

Home About 311 Feedback



SEARCH LAYERS

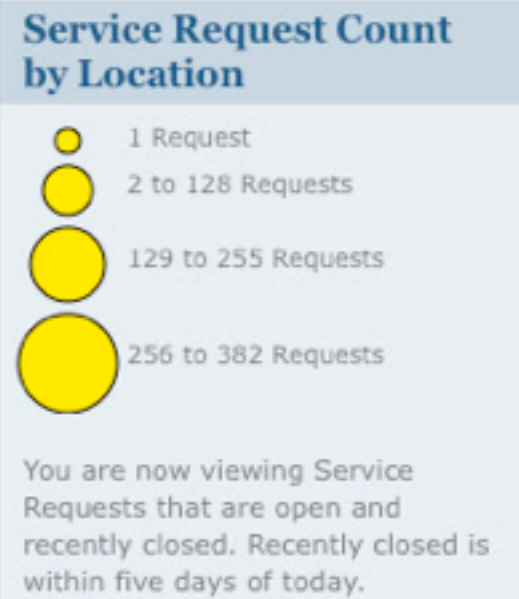
**Search**

LOCATION TYPE  
All of NYC

SERVICE REQUEST CATEGORY  
All Categories

[Advanced Search](#)

**Search**



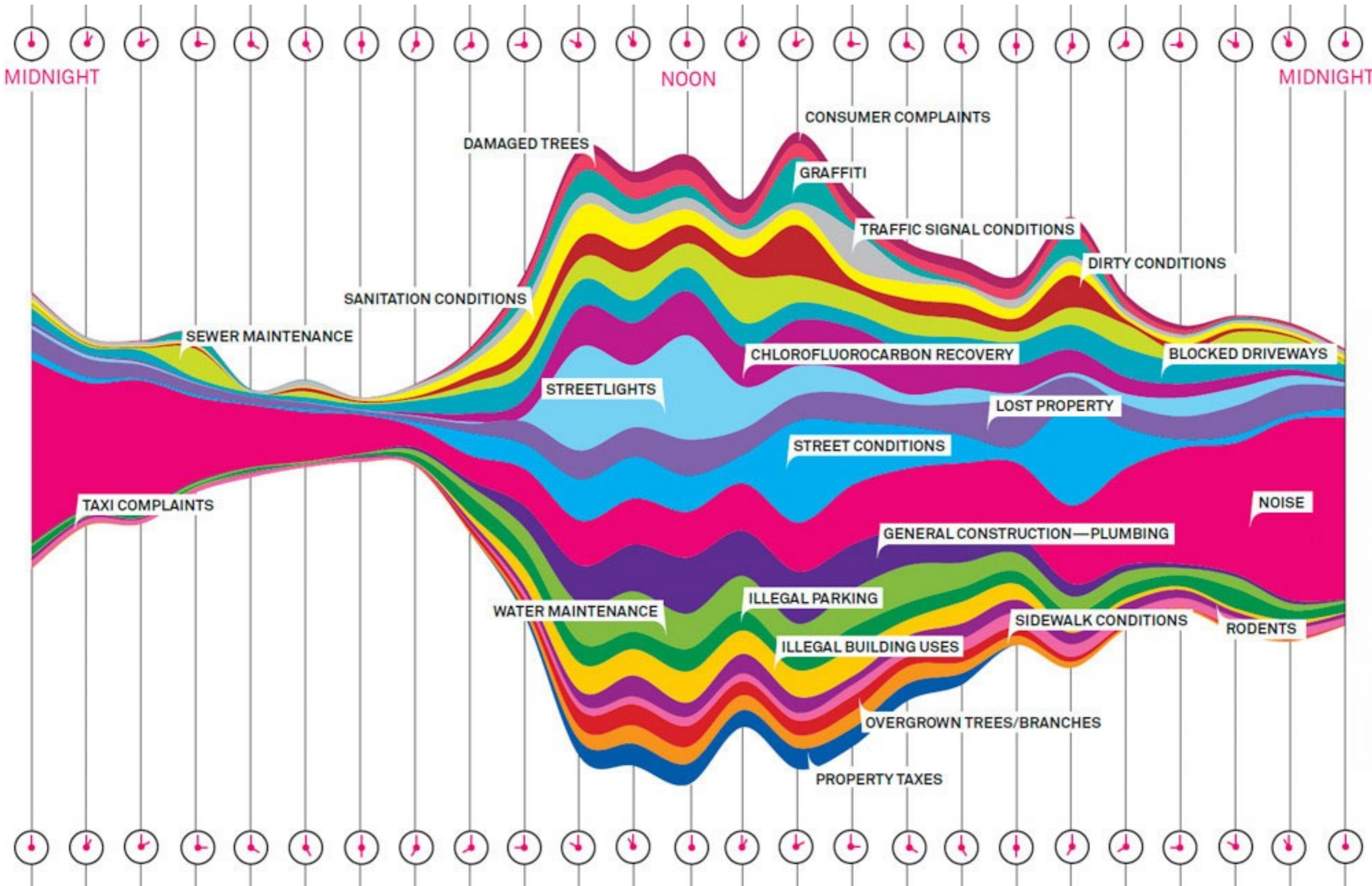


Illustration: Pitch Interactive

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

# 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

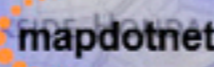
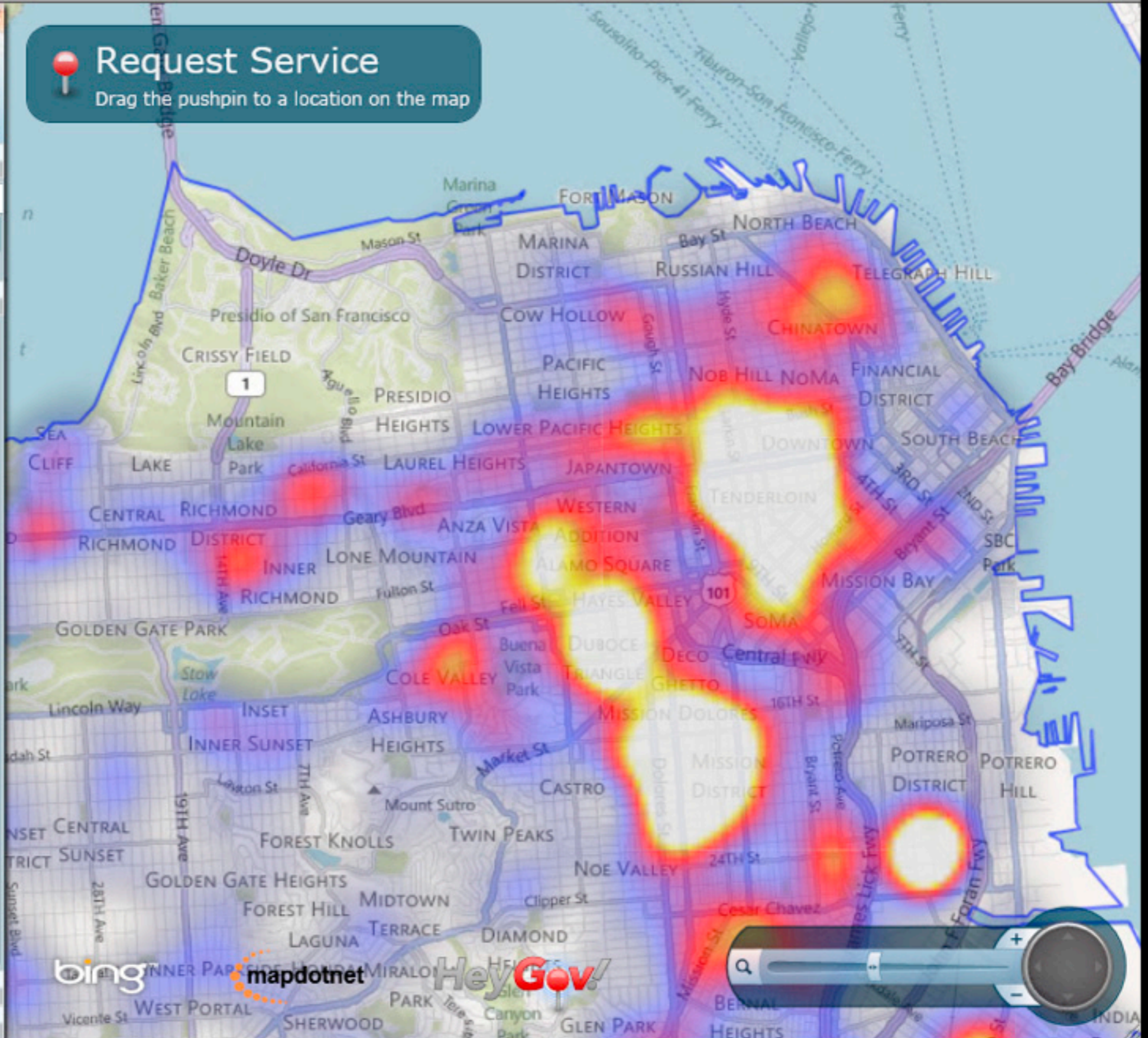
Print

About HeyGov!



## Request Service

Drag the pushpin to a location on the map





# Wedding Open Source to Government Service Delivery

<http://eaves.ca/2009/02/25/wedding-open-source-to-government-service-delivery/>



# *The Civic Long Tail*

# Public bug trackers for real world problems



Bugzilla



**trac**

**GeoTrac**

*Spatial Issue Management*



Search

[Login](#) | [Preferences](#) | [Help/Guide](#) | [About Trac](#)

[Wiki](#) | [Timeline](#) | [Roadmap](#) | [Browse Source](#) | **[View Tickets](#)** | [Search](#)

[← Previous Ticket](#) | [Back to Query](#) | [Next Ticket →](#)

## Ticket #17043 (reviewing defect (bug))

### UI fix for select form element


Opened [3 months ago](#)  
Last modified [3 months ago](#)

Reported by:	 <a href="#">ptahdunbar</a>	Owned by:	
Priority:	<a href="#">normal</a>	Milestone:	<a href="#">Awaiting Review</a>
Component:	<a href="#">Administration</a>	Version:	<a href="#">3.1</a>
Severity:	<a href="#">trivial</a>	Keywords:	<a href="#">has-patch</a> <a href="#">commit</a>
Cc:			

#### Description

Select elements with loooong option values give the possibility for those fields to span outside of it's meta box. It looks really ugly and it's a simple fix.

#### ▼ Attachments

- [ticket.17043.diff](#)  (320 bytes) - added by [ptahdunbar](#) [3 months ago](#).
- [Screen shot 2011-04-04 at 9.15.41 AM.png](#)  (12.0 KB) - added by [ptahdunbar](#) [3 months ago](#).

# GeoTrac

Spatial Issue Management

VIEW ALL ISSUES

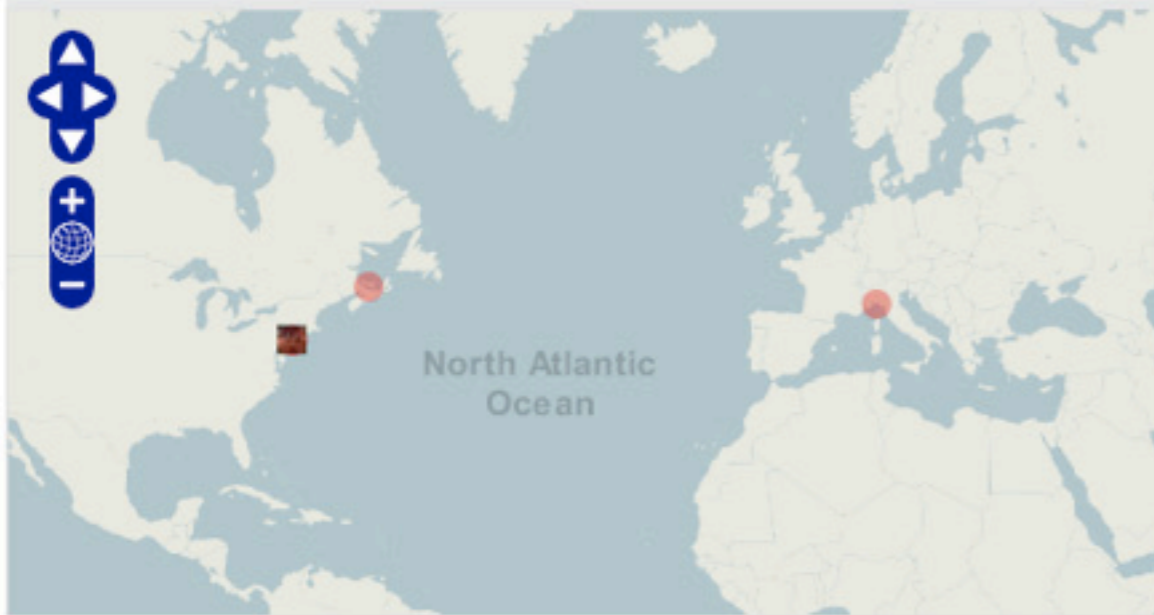
CREATE WATCH REPORTS

WHAT THIS IS ABOUT

SEARCH

Report an Issue

### New Issues



[muretto parzialmente crollato](#)

March 30

[This is the new office](#)

October 14

[Large pothole](#)

September 29

[Dead Rat](#)

September 29

[Large pot hole on North River Road](#)

September 25

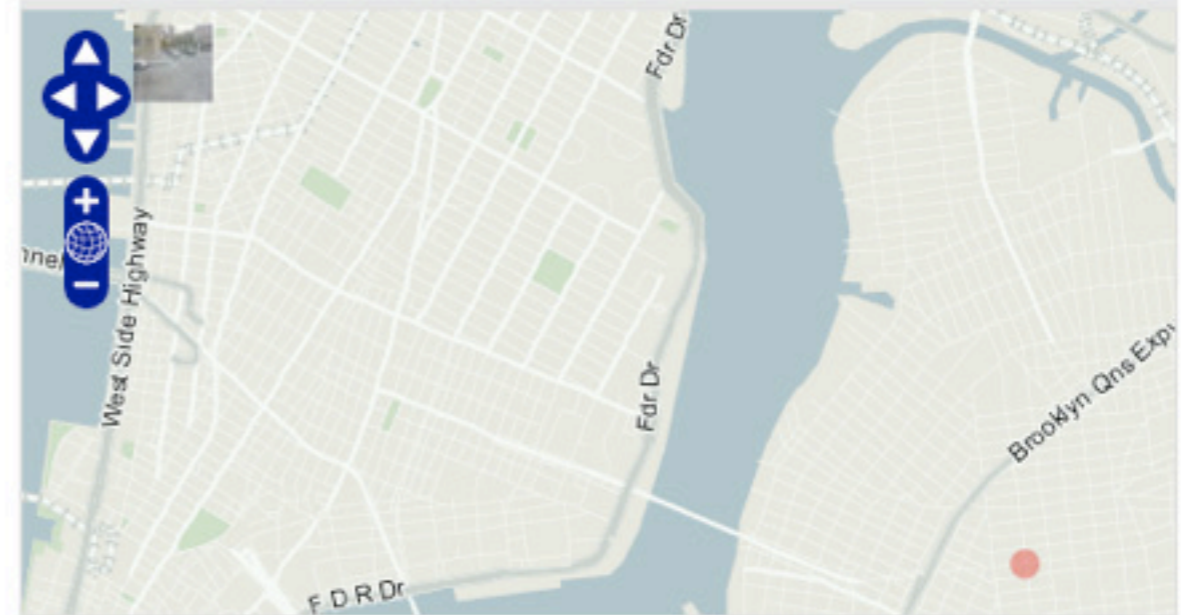
[Test bar](#)

September 22

32 New Issues in total

[See Query View](#)

### Active Issues



[Pothole on Grand](#)

September 3

[Oil covering road](#)

August 7

2 Active Issues in total

[See Query View](#)

# *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](#)

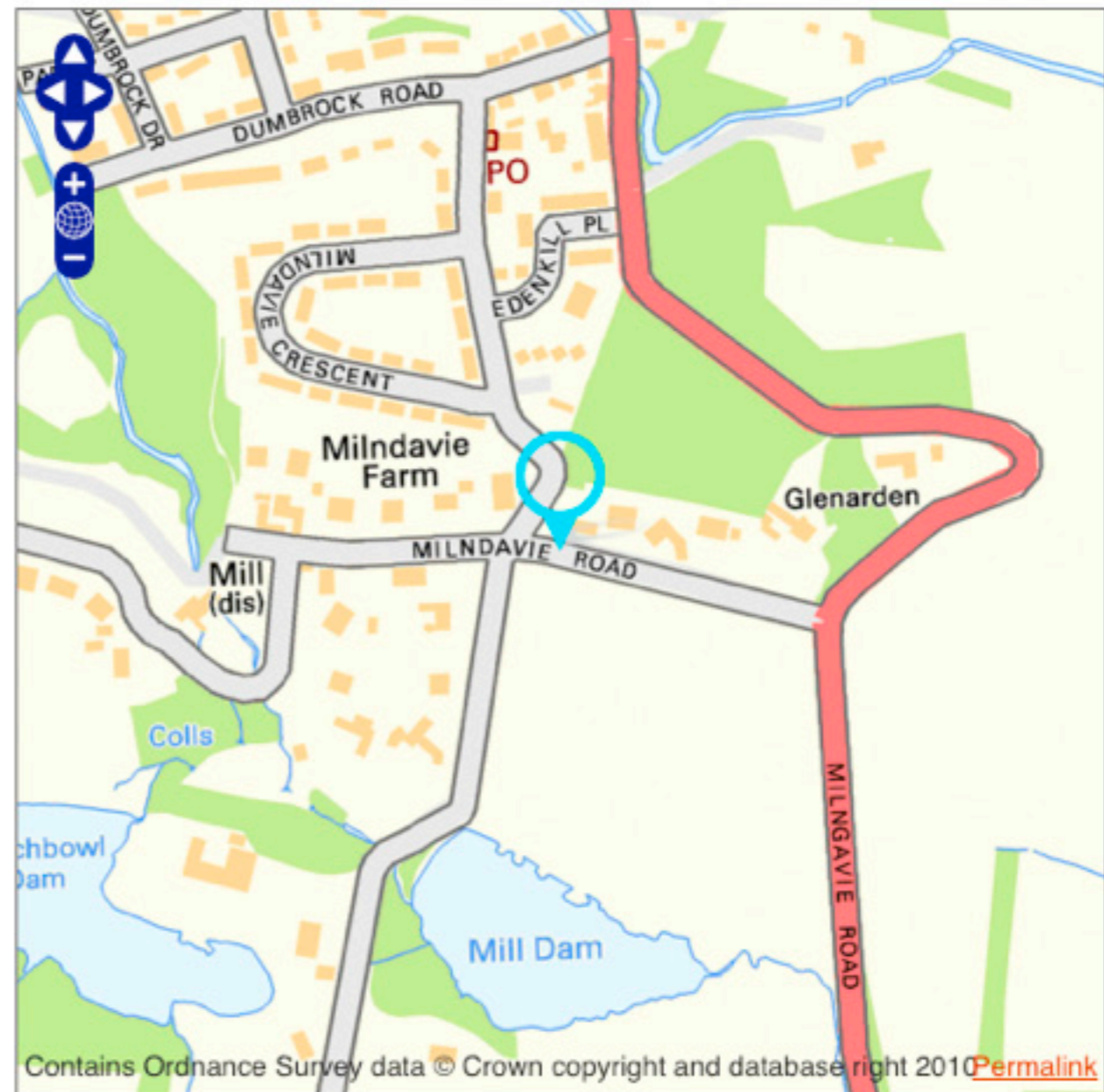
[More problems nearby](#)

[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:





Connect with Facebook / Login / Sign up

Citizens | Orgs | Gov | Media

# New Haven Downtown

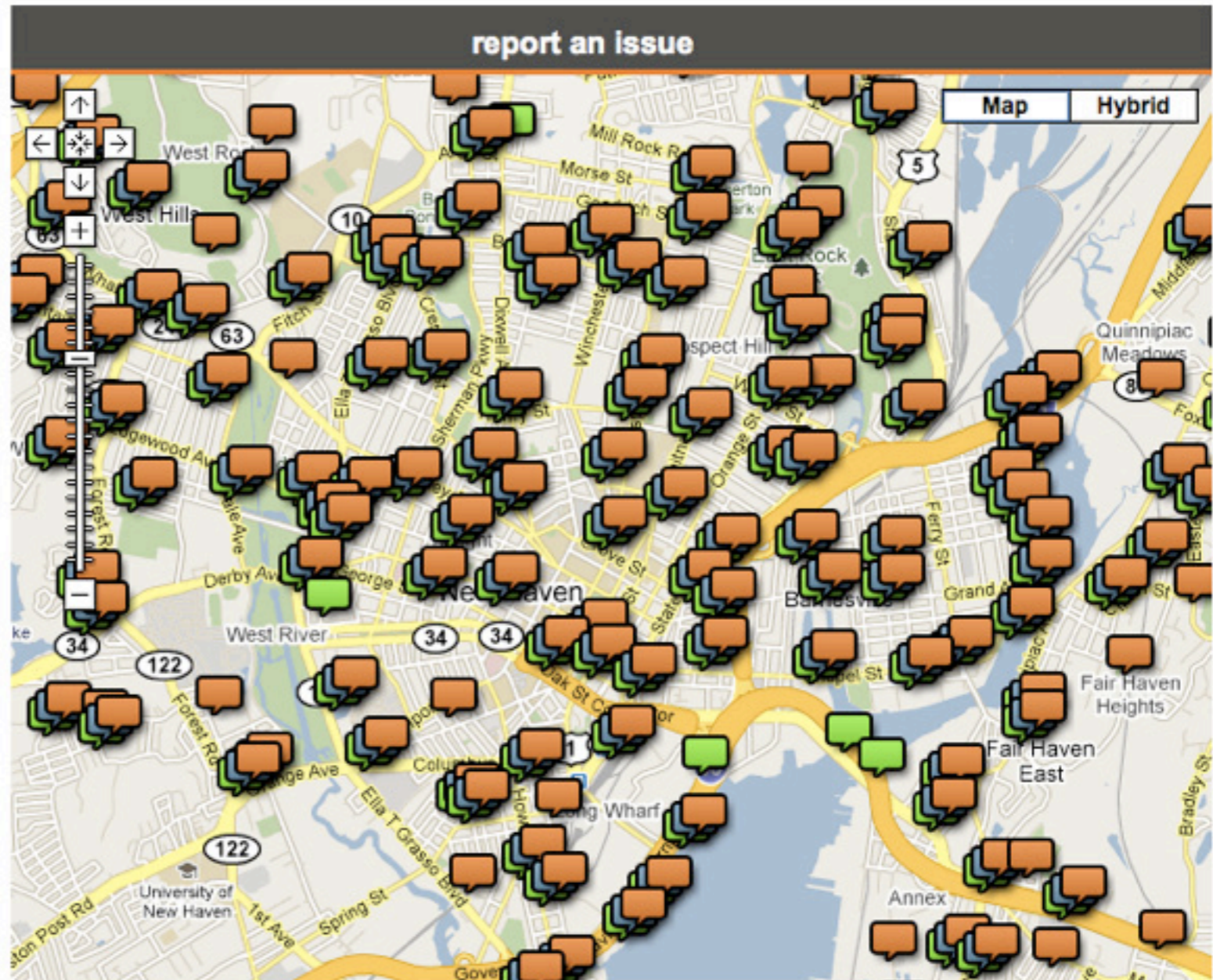
follow New Haven change city follow Downtown generate widget

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 Truck](#)



Follow us

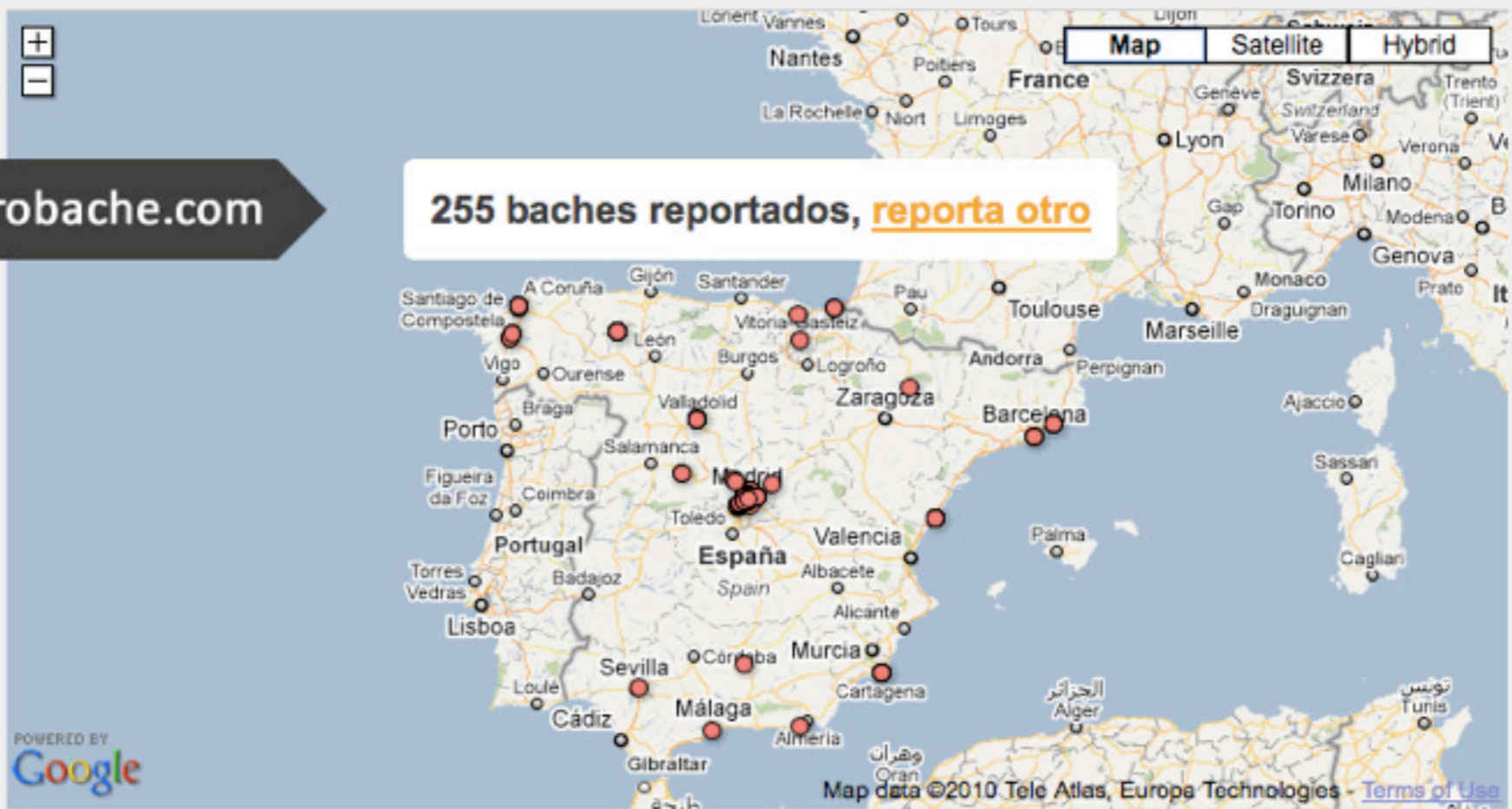
Feedback / Q&A



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](#)



sugerencias

### 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

Staat & 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

POWERED BY Google

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



# Neat Streets

COMMUNITY MATTERS



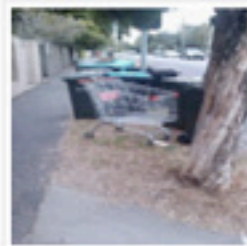
## We Manage Your Reports



### 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**





# Giv et praj

SAMMEN OM BYEN

Indre by Affald

OK

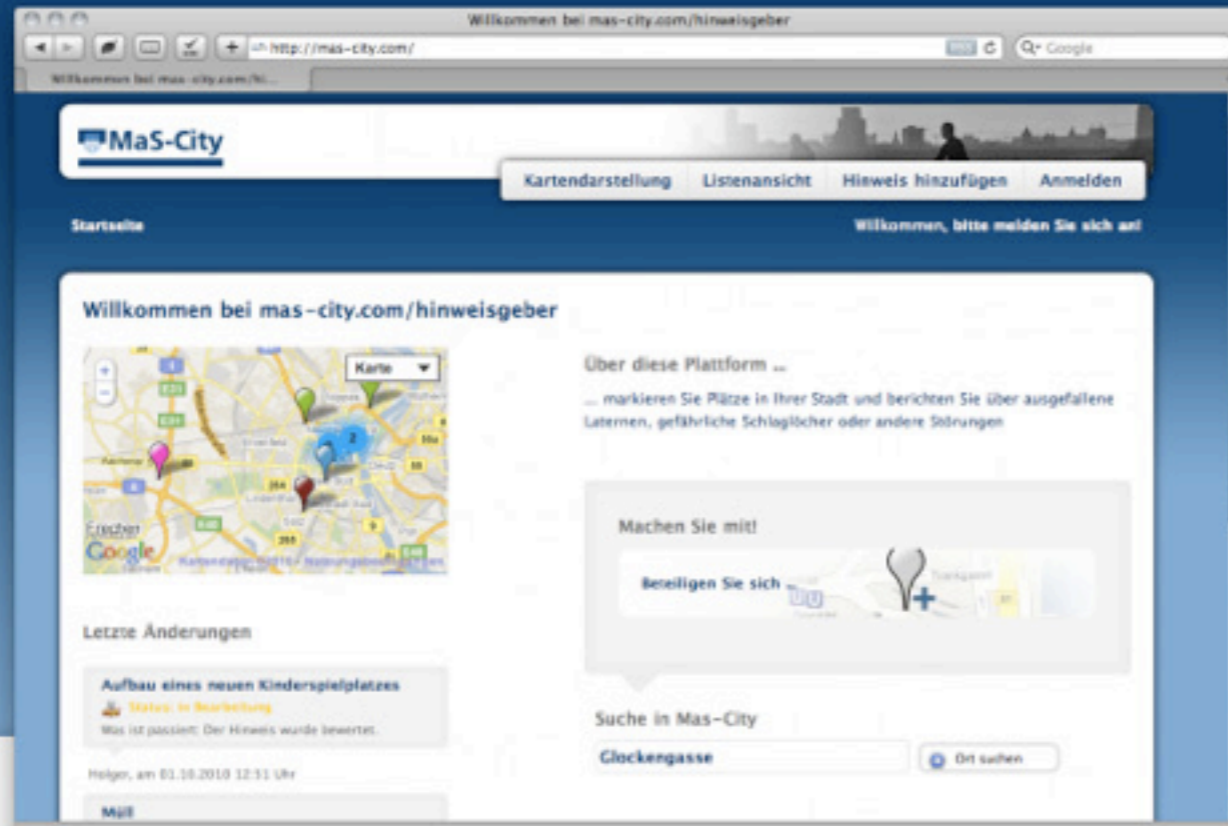
- Affald på gaden
- Andet
- Fyldt aviscontainer
- Fyldt offentlig skraldespand
- Ødelagte eller løse affaldskurve
- Ødelagte eller løse affaldskurve
- Ødelagte eller løse affaldskurve
- Ødelagte eller løse affaldskurve

Filter



< Giv et praj

Find praj på kort



## Willkommen!

Mark-a-Spot ist eine lizenzkostenfreie, internetbasierte Software für Online-Dialoge und bürgerorientiertes Anliegenmanagement.

Sie ermöglicht den Betrieb einer offenen Plattform, auf der Zustände und Bedingungen im öffentlichen Raum dargestellt, bewertet und kommentiert werden können.

**Demo Version 1.6**

*Mark-a-Spot ist eine lizenzkostenfreie, internetbasierte Software für Online-Dialoge und bürgerorientiertes Anliegenmanagement.*

**ishki** We hear you!



أكثر من طريقة لتوصّل صوتك للناس **ishki.com**

Leaderboard 728px X 90px | On home page and inside pages

Ishki.com is the first Arabic site specialized in receiving complaints from people, as means to deliver unheard voices to the world, public opinions and allow the participation of people and their problems and concerns to search for solutions.

- عربي
- English

COMPLAINTS

PETITIONS

DR. SHAKEEB

DISCUSSIONS

Search



Login

Username: \*

Password: \*

 Remember

Log in

Login دخول

Sign up now!

## TARGETED COMPLAINTS

أمانة عمان أو غرفة التجارة و الصناعة الأردن school الحكومة الشعب المجتمع، الناس خارج الأردن رئيس الوزراء زيت الزيتون سائقين السيارات شرطة السير كل الناس

[more tags](#)

## TAG CLOUD

اسرائيل جرب والعب حارة زبال حكومة Jordan

حياتكم حياتي سواقة سيارة سير مخالفات ملا عمي

[more tags](#)


## Featured Complaints

[Most recent](#)
[Most discussed](#)
[Most viewed](#)

### الانجليزي يا عزيزي

حكينا من قبل عن مشكلة تحدث الاهالي مع ابنائها بالانجليزية...لكن اليوم شفت شي- أضحككتي: عادة منقول أن الأطفال يتكلمون الانجليزي أكثر من العربي لكثرة تواجدهم مع الخادمت الوافدات.. اليوم شفت الأب يتكلم

Posted by: [shawwa1](#) about 1 week 2 days ago!

1 comment [Read more](#)



### شكوى بحق الكلية العلمية الإسلامية

## HOT PETITIONS

- لويش التوقيت الصيفي  
Submitted by [ramiattily](#) 19 weeks 12 hours ago
- مناهج المدارس  
Submitted by [shawwa1](#) 27 weeks 2 days ago
- زحمة شوارع دبي  
Submitted by [dpac\\_312](#) 1 year 8 weeks ago
- بدي اسافر واعمل فلوس



# 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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[REPORTS](#)
[GET ALERTS](#)
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[PARTNERS](#)
[ABOUT US](#)
[SUBMIT A REPORT](#)

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

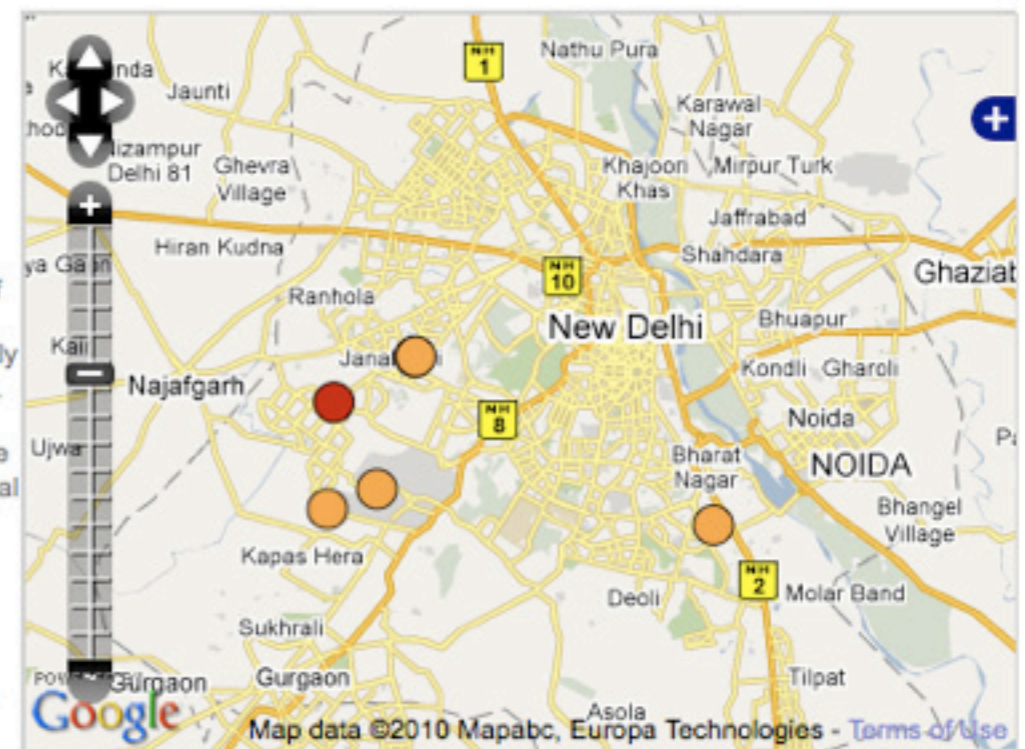
Mar 18 2010

#### TIME

11:01

#### CATEGORY

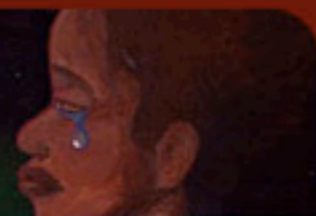
[ROAD RELATED](#)



INCIDENT

NEARBY INCIDENT

# Ushahidi.com



HOME

REPORT AN INCIDENT

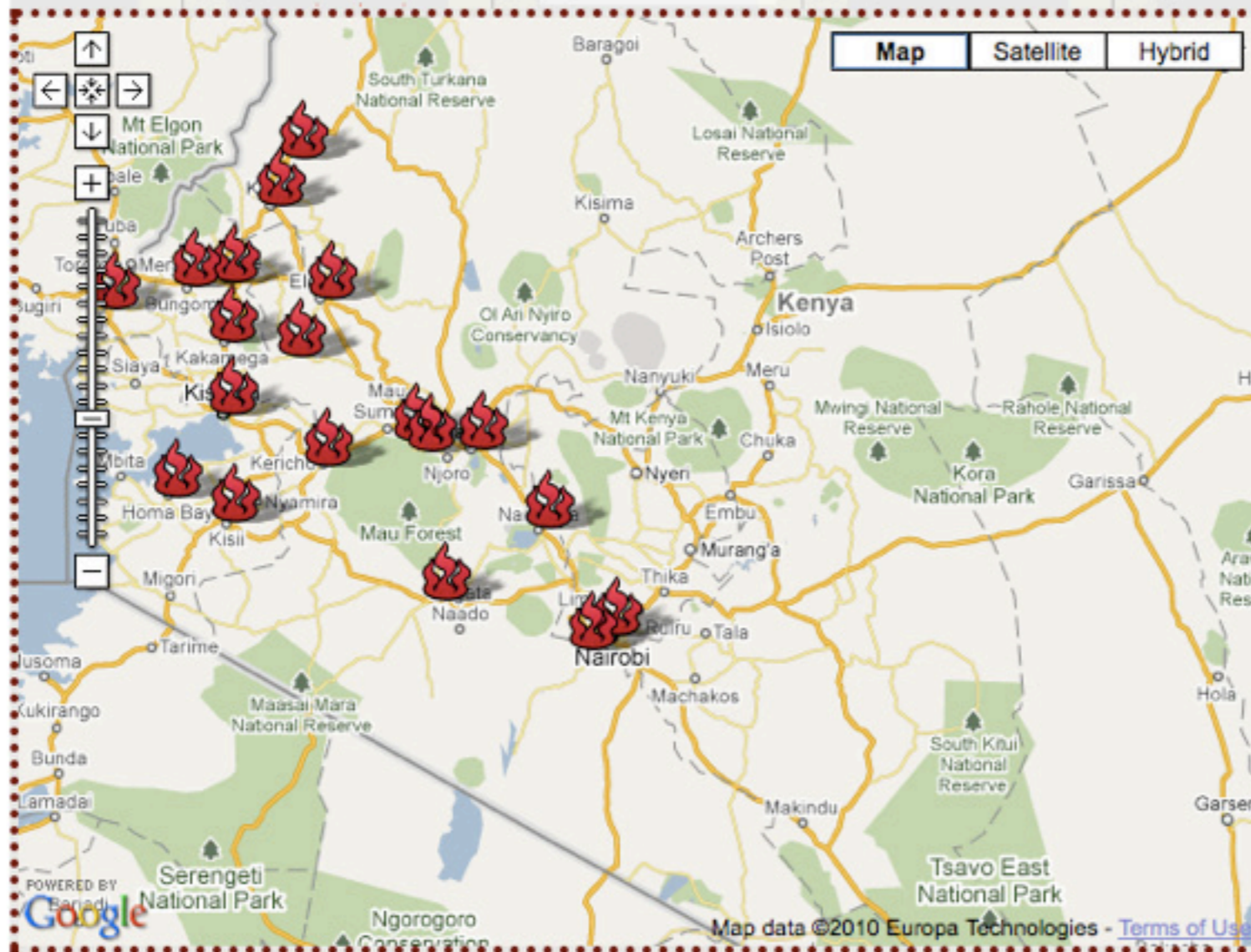
CONTACT US

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)

Subscribe To Ushahidi News

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





SHARE

+ SUBMIT A REPORT

HOME

REPORTS

NEWS

SUBMIT A REPORT

GET ALERTS

CONTACT US

ABOUT US

FILTERS → REPORTS NEWS PICTURES VIDEO ALL VIEWS → CLUSTERS TIME

+ CATEGORY FILTER



ALL CATEGORIES

VIOLENCE

PROPERTY

QUALITY OF LIFE

+ OTHER LAYERS

ZONE 1

ZONE 2

ZONE 3

ZONE 4

ZONE 5

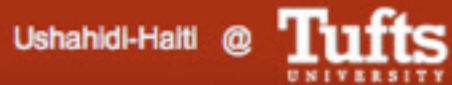
ZONE 6

ZONE 7

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



Search Reports Here:

[DOWNLOAD REPORTS \(3515\)](#)

[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

[+ SUBMIT INCIDENT](#)

[HOME](#)

[REPORTS](#)

[SUBMIT INCIDENT](#)

[GET ALERTS](#)

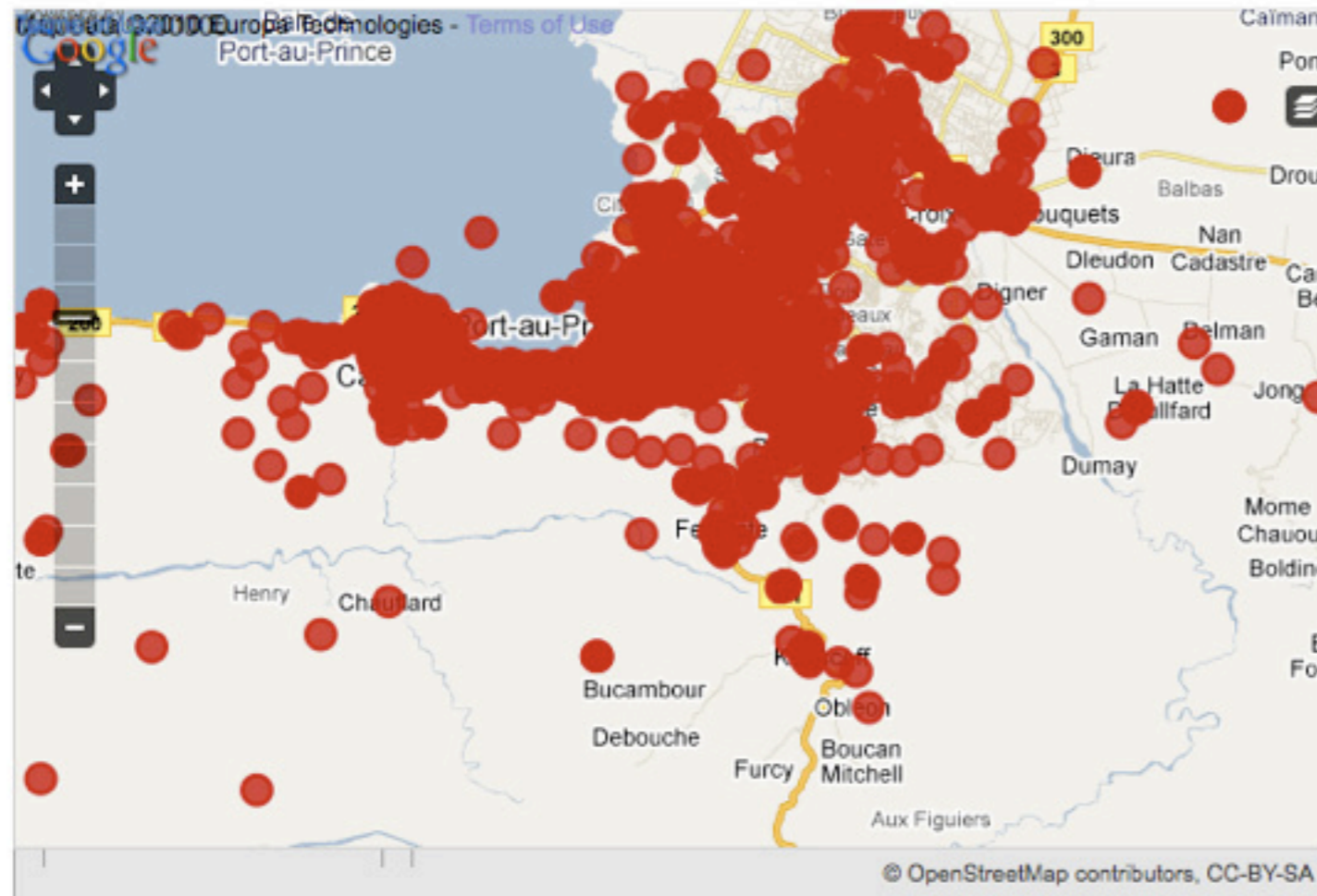
[CONTACT US](#)

[HOW TO HELP](#)

[ABOUT](#)

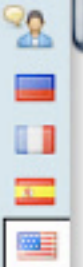
FILTERS → [REPORTS](#) NEWS PICTURES VIDEO TODO VIEWS → [CLUSTERS](#)

↓ CATEGORY FILTER



- 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

↓ TIMELINE OF EVENTS



# Reinventing the Wheel

Does every city need its own app?



Boston



NYC



Portland



Pittsburgh







Washington D.C. Open 3 | | API

*Launches in Summer 2009*

# Benefits of an Open Standard

Interoperability

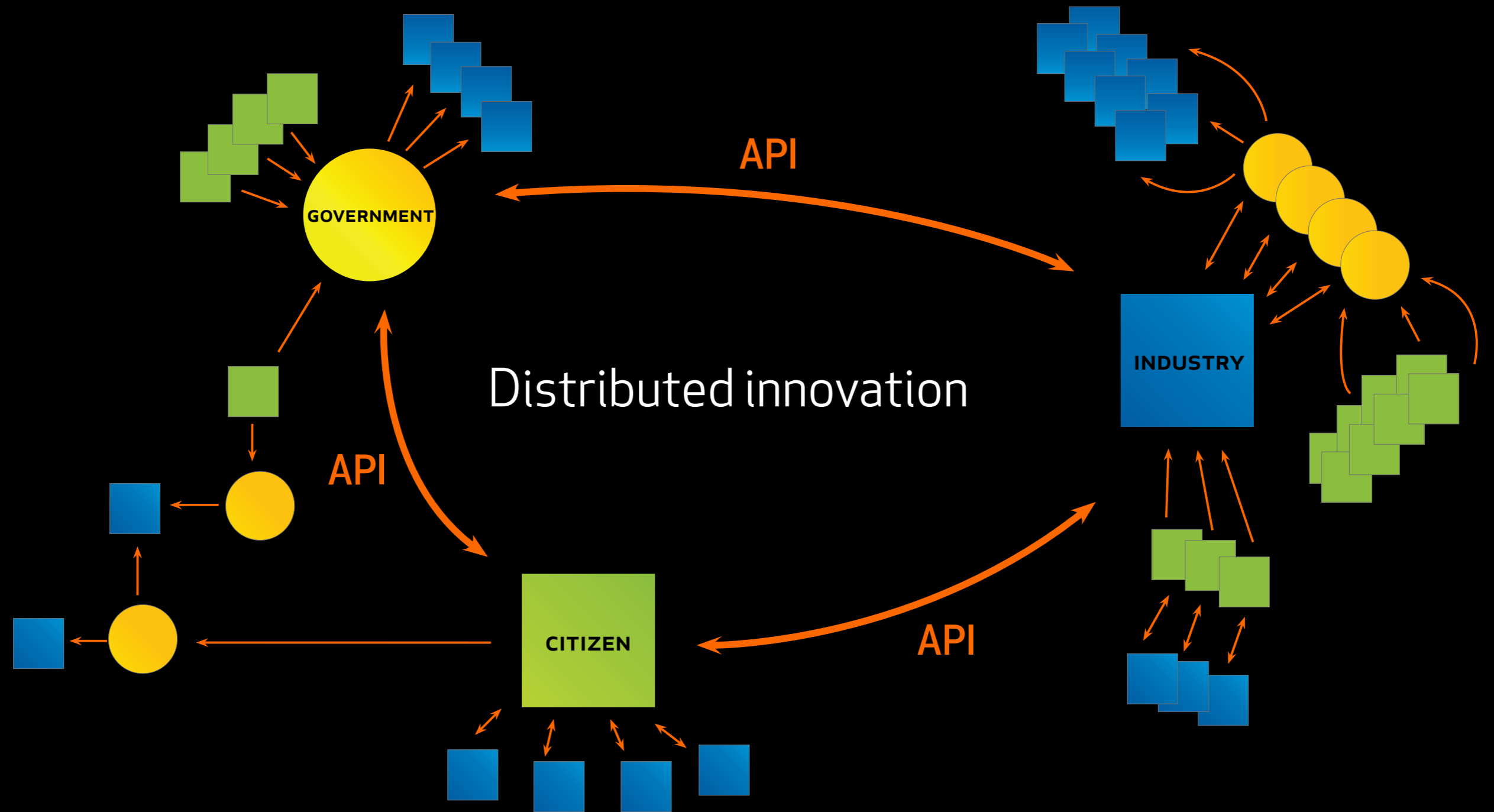
Shareability

Consistency

Ubiquity

Efficiency





## A COLLABORATIVE MODEL AND OPEN STANDARD FOR CIVIC ISSUE TRACKING



### Learn More

Open311 provides open communication with public services and local government.



### Show Support

Pledge support for the implementation of Open311 in your city or service.



### Help Develop

Help us develop Open311 apps and refine the spec to ensure wider interoperability.

#### FROM THE BLOG



### 311 Pioneering Baltimore Continues to Lead with Open311

BY PHILIP ASHLOCK

“

The new 311 Mobile App allows citizens to have real-time collaboration with their government.

- [Mayor Rawlings-Blake](#)



The City of Baltimore has a long history of leading the way with 311. In 1996 they were the first city to deploy the 311 short code and unified call center and in 1999 the city launched CitiStat pioneering the use of statistics based performance management. Now both of these innovations can be amplified by a much more open and collaborative relationship between Baltimoreans and their government through [Open311](#).

This week Baltimore announced that they have deployed the [Open311 API](#) placing them among the [select cities](#) which have implemented the [GeoReport v2 standard](#). The city also launched a mobile app to provide its citizens with a much richer and more engaging interaction with the 311 system and, by

#### OPEN311 | GEOREPORT API

**Open311**  
GeoReport v2

[View the GeoReport v2 API Specification](#)

#### OPEN311 | CITIES

The following are some of the cities which have implemented the [GeoReport v2](#) standard:

San Francisco, California  
Washington D.C.  
Boston, Massachusetts  
Baltimore, Maryland



CITY AND COUNTY OF SAN FRANCISCO  
311 CUSTOMER SERVICE CENTER





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# Open Government Initiative

TRANSPARENCY + PARTICIPATION + COLLABORATION



About Open Government | Open Gov Blog | Around the Government | Innovations Gallery

## Open 311

Subscribe

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*



Vancouver

Seattle

Portland

San Francisco

Edmonton

Tuscon

Houston

New Orleans

Miami

Toronto

Grand Rapids

Chicago

St Louis

Bloomington

Washington D.C.

Baltimore

Philadelphia

New York City

New Haven

Boston

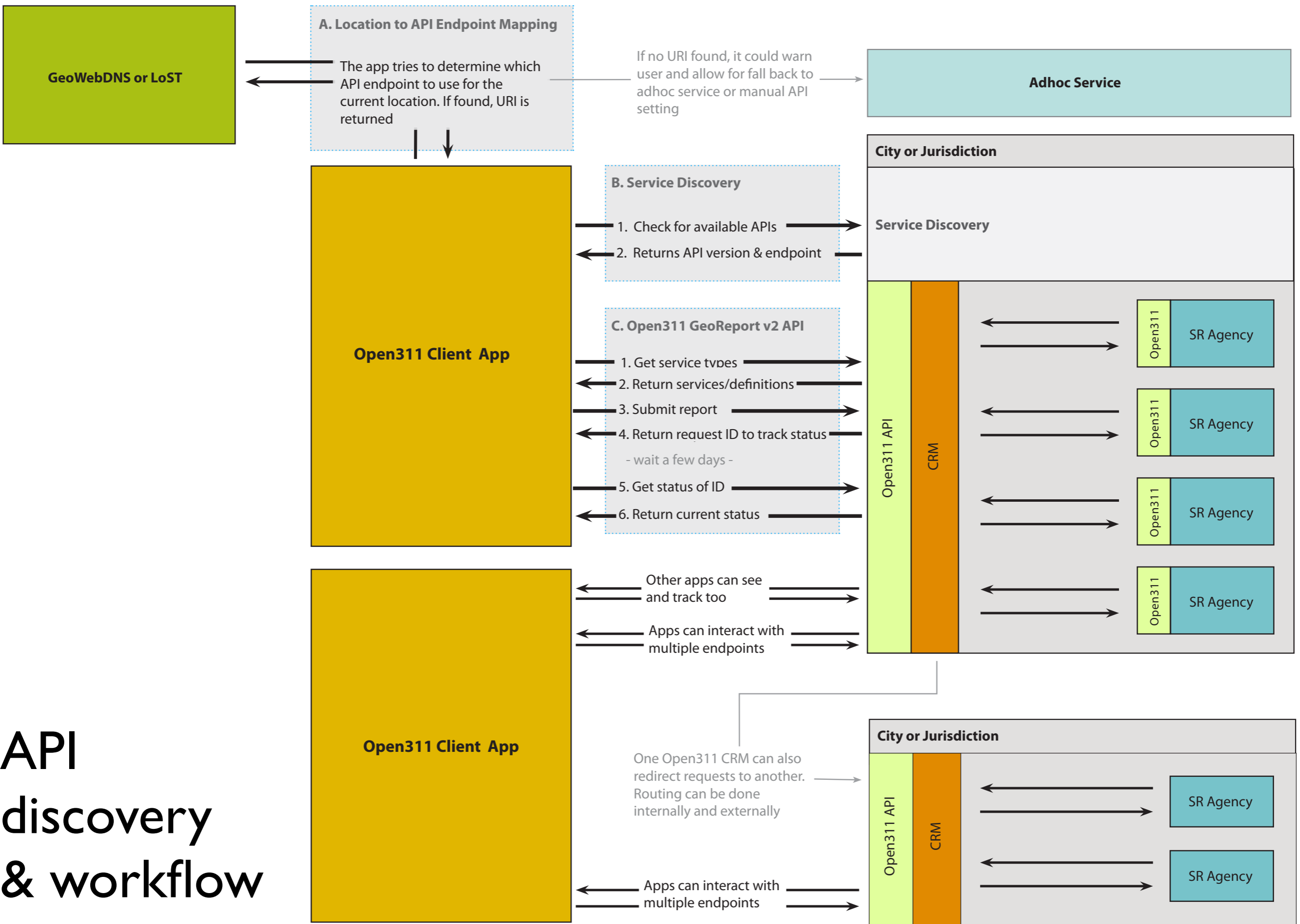
Southamton

Barnet

See [http://wiki.open311.org/GeoReport\\_v2/Servers](http://wiki.open311.org/GeoReport_v2/Servers)

Dominican Republic

# API discovery & workflow



# Open311 GeoReport v2 Stats

~35 city endpoints

~10 independent implementations

~ 8 vendor supported products

~ 5 open source servers

~ 4 open source clients

~ 5 client libraries

For details see:

[http://wiki.open311.org/GeoReport\\_v2/Servers](http://wiki.open311.org/GeoReport_v2/Servers)

[http://wiki.open311.org/GeoReport\\_v2/Support](http://wiki.open311.org/GeoReport_v2/Support)

[http://wiki.open311.org/GeoReport\\_v2/Resources](http://wiki.open311.org/GeoReport_v2/Resources)





*Open311*

*Open Source*

*[wiki.open311.org/Open\\_Source](http://wiki.open311.org/Open_Source)*



Store

Mac

iPod

iPhone

iPad

iTunes

Support



# iTunes Preview

What's New

What is iTunes

What's on iTunes

iTunes Charts

How To

## GeoReporter

By City of Bloomington

Open iTunes to buy and download apps.

[View More By This Developer](#)



### 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](#)

[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+

### iPhone Screenshots



# GeoReport v2 Server

The *GeoReport API* allows developers to build applications to report non-emergency issues such as graffiti, potholes, and street cleaning directly to government organizations like cities and counties.

[Learn more »](#)

## API

- [Service List](#)
- [Service Definition](#)
- [Create Service Request](#)
- [Query Multiple Service Requests](#)
- [Query a Single Service Request](#)
- [Lookup Request ID from Token](#)

## REGISTER FOR AN API KEY

Register for an API key to report non-emergency issues directly to Miami-Dade County.

[Register »](#)

## FORK ON GITHUB

Download, fork, pull, file issues, and more with the GeoReport v2 Server repository on Github.

[GeoReport on GitHub »](#)

## Service List Available service request types

### Formats

JSON, XML

### HTTP Method

GET

### API Key Required

NO

### Request

GET /services.json?jurisdiction\_id=miamidade.gov

### Response

### OPEN VS CLOSED REQUESTS IN 2011



Open and Closed Service Requests

### SIDEWALK REQUESTS VS REST



Sidewalk Proportions

### SIDEWALK OPEN VS CLOSED



2011 Sidewalk Requests

### SOMA SIDEWALK REQUESTS



Neighborhood Proportions

### SIDEWALK CLEANINGS BY MONTH



### TOP TEN REQUEST TYPES

Sidewalk_Cleaning	11948
Illegal_Dumping	3231
Abandoned_Vehicle	2799
SFHA - Urgent - Priority	1631
Pavement_Defect	1497
Street_Cleaning	1322
Graffiti	737
SFHA - Emergency - Priority	734
Cans_Left_Out_24x7	702
Damaged_Tree	688

### SIDEWALK REQUESTS BY NEIGHBORHOOD

South of Market	440
Mission	141
Western Addition	90
Excelsior	82
Bayview	71
Castro/Upper Market	53
Bernal Heights	42
Inner Richmond	42
Ocean View	40
Visitacion Valley	32

### CLUSTERS OF REQUESTS IN SAN FRANCISCO



SF Service Requests on Face: X

apps.facebook.com/sf\_requests/?fb\_source=canvas\_bkmk\_top

facebook

Email  Password  Log In

Keep me logged in Forgot your password?

[Sign Up](#) Facebook helps you connect and share with the people in your life.

**Open311** San Francisco


### Report a problem in your neighborhood

Category

Details

Photo  No fil...hosen

Address   Click location on the map



Map Satellite

Email Address  This contact info lets departments contact you

SF Service Requests · Report/Contact this App · English (US) Mobile · Find Friends · Badges · People · Pages · About · Advertising · Create a Page · Developers · Careers · Privacy · Terms · Help

Open311 Facebook App

**Open311 Request**

[Open311 Dashboard](#)

[Inbox](#)

**Admin Menu**

[File new request](#)

[Open311 Data List](#)

Search  Status

<input type="checkbox"/>	<u>Service Request Id</u>	<u>Service Name</u>	<u>Status</u>	<u>Description</u>	<u>Address</u>	<u>Date Created</u>	<u>Request Date</u>	<u>Agency Responsible</u>
<input type="checkbox"/>	000006	Sidewalk or Curb	open		821 folsom st san francisco	2011-08-31 21:58:16.0	08/31/2011	
<input type="checkbox"/>	000002	Litter Receptacles	open		548 Market St. San Francisco, CA 94104	2011-08-20 22:53:39.0	06/05/2011	
<input type="checkbox"/>	000003	Sidewalk Cleaning	open		33 New Montgomery Street. San Francisco , CA 94607	2011-08-23 14:57:57.0	06/17/2011	

3 items found, displaying all items.

1

Export: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

Delete



## Mark-a-Spot GeoReport v2 API

This demo simulates a client like a mobile app, backend CRM or something similar. This RESTfull client requests and receives responses provided by a **Mark-a-Spot Community-Instance** at **open311.mas-city.com** for San Francisco.

Click on the Submit button to post or send in a test report through a **webform there**.

### Send Request

Simulating a Service Request with Method POST using random Coordinates and saving a PNG into the Mark-a-Spot instance.

Service Code is 490 "Curb and Gutter Repair"

URL: `http://open311.mas-city.com/open311/requests.xml`

URL: `http://open311.mas-city.com/open311/requests.json`

Request Header: ('Authorization',  
'TRUEREST username=sysadmin@markaspot.org&password=test123&apikey=MasAPIkey')

```
1 array('jurisdiction_id' => 'SomeCity',
2   'lat' => '37.771627559765,
3   'long' => '-122.411627559765,
4   'service_code' => '490',
5   'media_url' => 'http://cakephp.org/img/cake-logo.png');
6
```

Mark-a-Spot

@markaspot

Demo Instance

Code repository



[Report an issue](#)[All reports](#)[About](#)[Contact](#)

BETA

FixMyStreet

## How to interact with FixMyStreet via code

FixMyStreet offers a beta API modelled on the emerging [Open311 GeoReport v2](#) standard.

### XML in email notifications to councils

When an Issue is confirmed by submitter, an email notification is sent to the designated council email address. The email includes XML similar to the following:

```
<request>
  <jurisdiction_id>taupodc.govt.nz</jurisdiction_id>
  <fixmystreet_issue_id>123</fixmystreet_issue_id>
  <service_name>Street lighting</service_name>
  <service_code><!--empty--></service_code>
  <lat>-43.543266</lat>
  <long>172.68926</long>
  <address_string>190 Cashel St</address_string>
  <email>foo@example.com</email>
  <device_id><!--empty--></device_id>
  <account_id><!--empty--></account_id>
  <first_name>Jim</first_name>
```

## Open311 API for the mySociety FixMyStreet server

At the moment only searching for and looking at reports work.

This API implementation is work in progress and not yet stabilized. It will change without warnings in the future.

- [Open311 initiative web page](#)
- [Open311 specification](#)

At most 20 requests are returned in each query. The returned requests are ordered by requested\_datetime, so to get all requests, do several searches with rolling start\_date and end\_date.

The following Open311 v2 attributes are returned for each request: service\_request\_id, description, lat, long, media\_url, status, requested\_datetime, updated\_datetime, service\_code and service\_name.

In addition, the following attributes that are not part of the Open311 v2 specification are returned: agency\_sent\_datetime, title (also returned as part of description), interface\_used, comment\_count, requestor\_name (only present if requestor allowed the name to be shown on this site).

The Open311 v2 attribute agency\_responsible is used to list the administrations that received the problem report, which is not quite the way the attribute is defined in the Open311 v2 specification.

With request searches, it is also possible to search for agency\_responsible to limit the requests to those sent to a single administration. The search term is the administration ID provided by [MaPit](#).

Examples:

- [discovery information](#)  
[http://www.fixmystreet.com/open311/v2/discovery.xml?jurisdiction\\_id=fiksgatami.no](http://www.fixmystreet.com/open311/v2/discovery.xml?jurisdiction_id=fiksgatami.no)
- [list of services provided](#)  
[http://www.fixmystreet.com/open311/v2/services.xml?jurisdiction\\_id=fiksgatami.no](http://www.fixmystreet.com/open311/v2/services.xml?jurisdiction_id=fiksgatami.no)
- [list of services provided for WGS84 coordinate latitude 60 longitude 11](#)  
[http://www.fixmystreet.com/open311/v2/services.xml?jurisdiction\\_id=fiksgatami.no&lat=60&long=11](http://www.fixmystreet.com/open311/v2/services.xml?jurisdiction_id=fiksgatami.no&lat=60&long=11)
- [Request number 1](#)  
[http://www.fixmystreet.com/open311/v2/requests/1.xml?jurisdiction\\_id=fiksgatami.no](http://www.fixmystreet.com/open311/v2/requests/1.xml?jurisdiction_id=fiksgatami.no)



## Main Menu

- > FixMyStreet
  - > Report a problem
  - > All reports
  - > Local alerts
  - > Help
  - > Contact

## Online Services

- > Barnet Council

## Contact

**Council Address**

North London Business Park  
(NLBP),  
Oakleigh Road South,  
London.  
N11 1NP

[View map of Barnet](#)

**Phone Number**

020 8359 2000

**Text Number (SMS)**

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With request searches, it is also possible to search for agency\_responsible to limit the requests to those sent to a single administration. The search term is the administration ID provided by [MaPit](#).

Examples:

- > [discovery information](#)  
`http://barnet.fixmystreet.com/open311/v2/discovery.xml?jurisdiction_id=fiksgatami.no`
- > [list of services provided](#)  
`http://barnet.fixmystreet.com/open311/v2/services.xml?jurisdiction_id=fiksgatami.no`



# Southampton City Council

MyCouncil   
click here for videos

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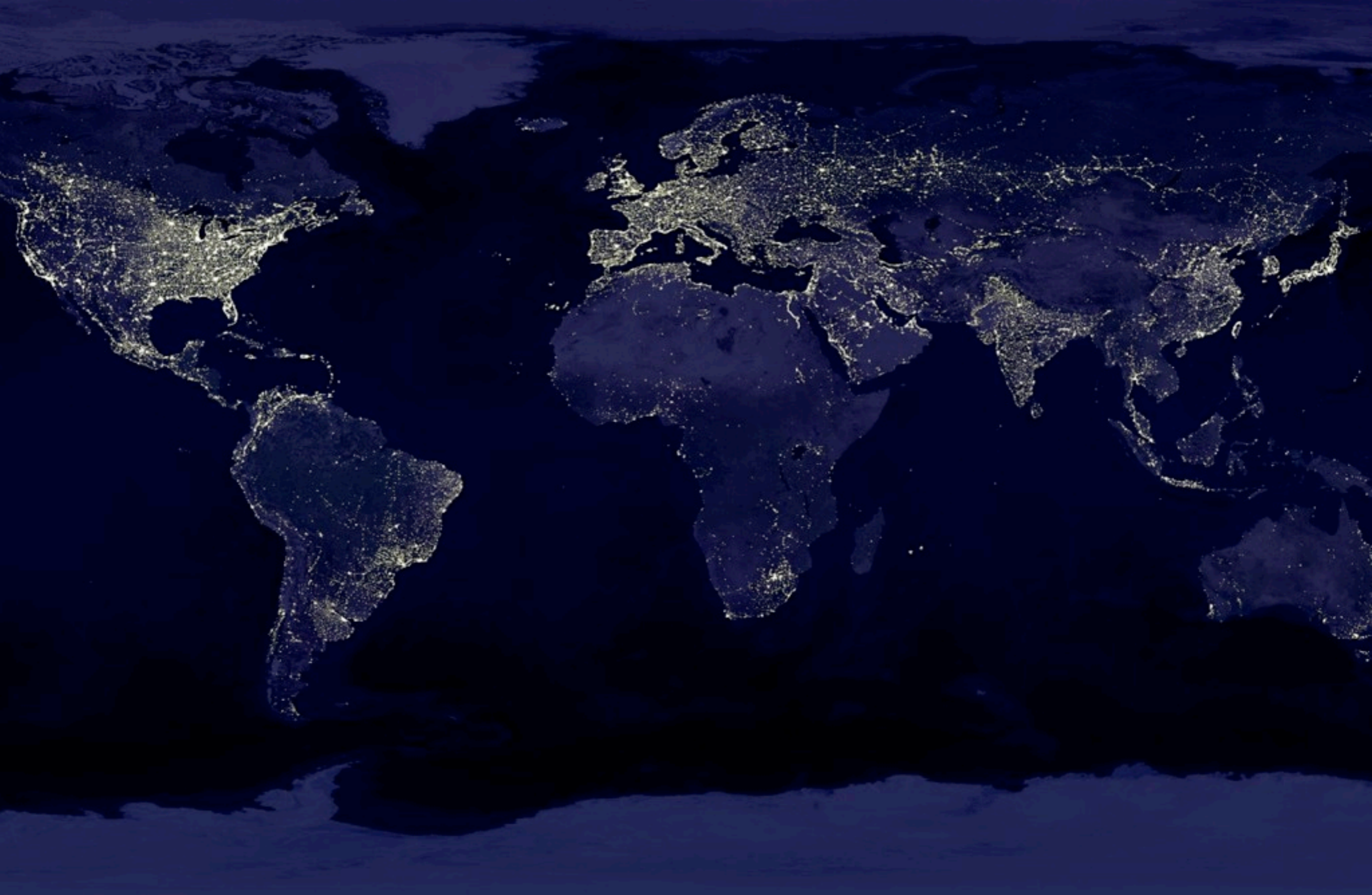
The Open311 v2 attribute agency\_responsible is used to list the administrations that received the problem report, which is not quite the way the attribute is defined in the Open311 v2 specification.

With request searches, it is also possible to search for agency\_responsible to limit the requests to those sent to a single administration. The search term is the administration ID provided by [MaPit](#).

Examples:

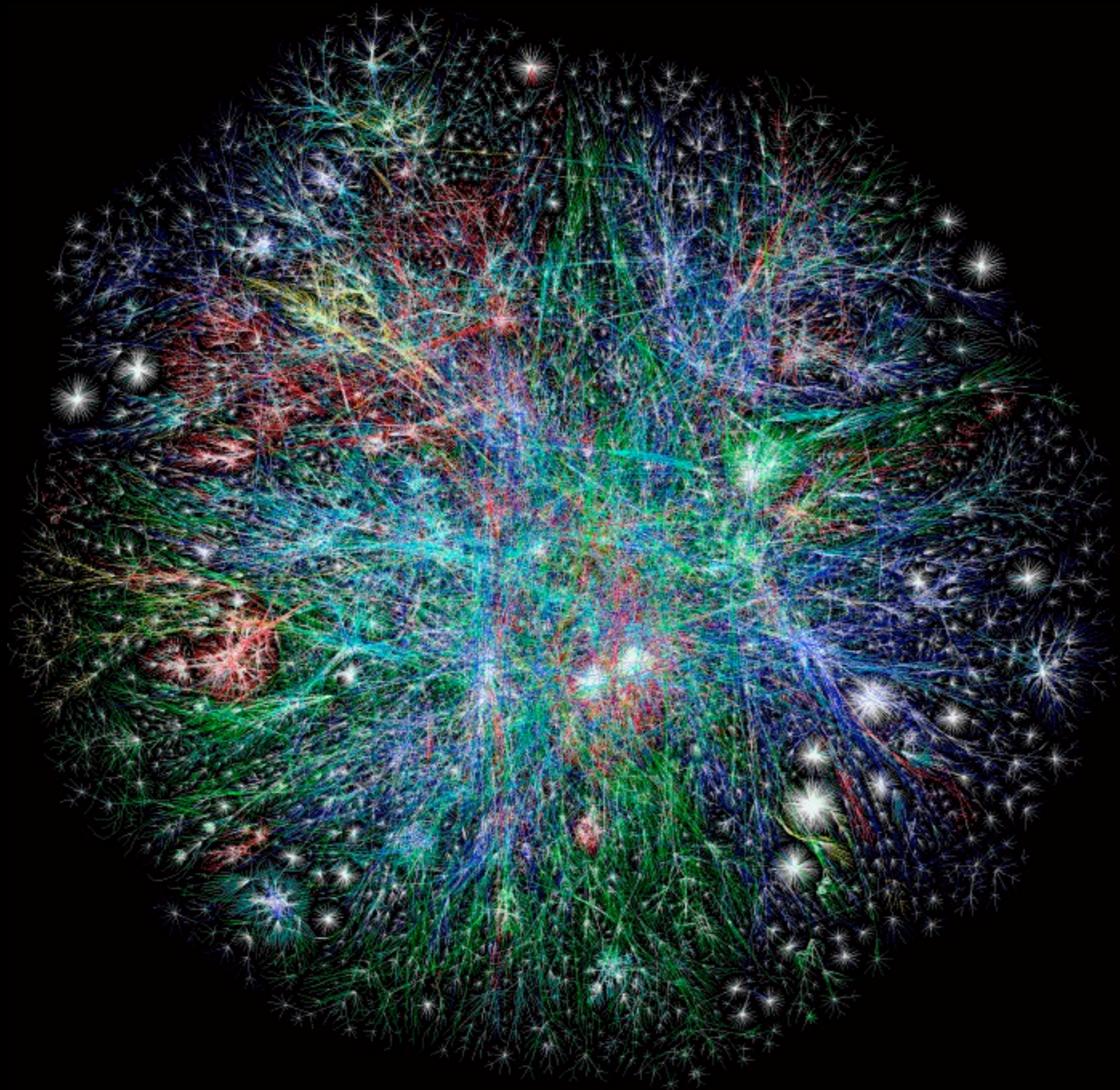
- [discovery information](#)  
[http://southampton.fixmystreet.com/open311/v2/discovery.xml?jurisdiction\\_id=fiksgatami.no](http://southampton.fixmystreet.com/open311/v2/discovery.xml?jurisdiction_id=fiksgatami.no)
- [list of services provided](#)  
[http://southampton.fixmystreet.com/open311/v2/services.xml?jurisdiction\\_id=fiksgatami.no](http://southampton.fixmystreet.com/open311/v2/services.xml?jurisdiction_id=fiksgatami.no)
- [list of services provided for WGS84 coordinate latitude 60 longitude 11](#)  
[http://southampton.fixmystreet.com/open311/v2/services.xml?jurisdiction\\_id=fiksgatami.no&lat=60&long=11](http://southampton.fixmystreet.com/open311/v2/services.xml?jurisdiction_id=fiksgatami.no&lat=60&long=11)
- [Request number 1](#)  
[http://southampton.fixmystreet.com/open311/v2/requests/1.xml?jurisdiction\\_id=fiksgatami.no](http://southampton.fixmystreet.com/open311/v2/requests/1.xml?jurisdiction_id=fiksgatami.no)

All open requests reported before 2011-02-19 to Trenchard (id 1691) ([See RSS on Google Maps](#))



***The Civic Network?***

**A National 311 API?**



# 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.

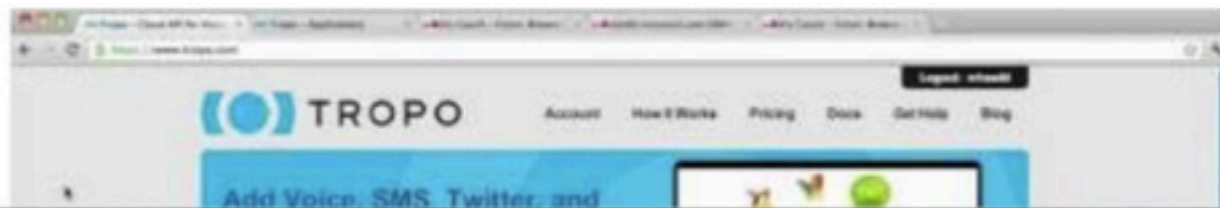
There are lots of reasons why you might want to collect a caller's address over the phone.

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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- github
- Groovy
- Hackathon
- IM
- international
- Java
- JavaScript
- mashup
- mashups
- meetup
- node.js
- opengov
- philadelphia
- phono
- PHP
- Python
- Ruby
- SMS
- speech
- screencast
- sip
- Skype
- recognition
- text to speech
- transcription
- Tropo
- tts
- Twitter
- Video
- voice
- webapi
- Web API

### Archives

- » October 2011
- » September 2011

*Looking Ahead*

# Needs

- Improved docs (eg iodocs)
- Validator

# Future

- GeoReport 2.x & 3
- Other APIs

# Inquiry API



# Wiki

216.133.196.146 talk for this ip address log in / create account

Login with OpenID

page

discussion

view source

history

## Inquiry v1

Note: some of this content is NYC-specific (such as URLs and Category values). Future updates to the specification will need to have these items separated out.

Note: NYC's implementation is case-sensitive.

While it's not required, please consider registering for NYC's endpoint to be informed about any updates or changes to their API. Their registration page and more information can be found on [nyc.gov](http://nyc.gov)

## Get Services

Services are services and information that are offered to the public

The Get Services functionality consists of two methods. The first method, "Get Service List", retrieves a list of all of the services when invoked. The second method, "Get Service", retrieves detailed information about the Service requested when invoked.

## Get Service List

This method retrieves a list of links to all services and a brief description of each Service. This method takes a category or a type as an optional input. If a category is provided, the list of Services returned will be restricted such that only Services which belong to that category will be included in the response.

### URL

[http://<content\\_api\\_root>/services/<category>.<content\\_type>](http://<content_api_root>/services/<category>.<content_type>)

### Sample URLs

#### Contents [\[hide\]](#)

#### 1 Get Services

##### 1.1 Get Service List

###### 1.1.1 URL

###### 1.1.1.1 Sample URLs

###### 1.1.2 Inputs

###### 1.1.3 Response Structure

###### 1.1.3.1 Field Descriptions

##### 1.2 Get Service

###### 1.2.1 URL

###### 1.2.1.1 Sample URLs

###### 1.2.2 Inputs

###### 1.2.3 Response Structure

###### 1.2.3.1 Field Descriptions

#### 2 Get Facilities

##### 2.1 Get Facility List

###### 2.1.1 URL

###### 2.1.1.1 Sample URLs

###### 2.1.2 Inputs

###### 2.1.3 Response Structure

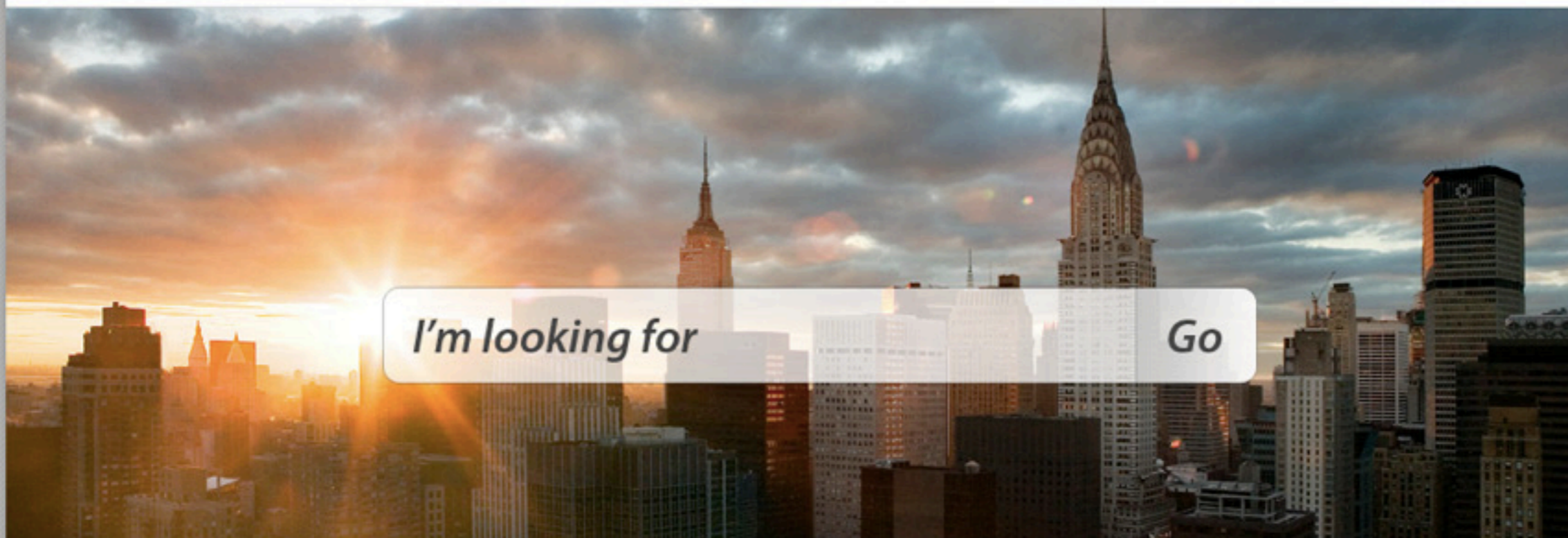


The Official Website for New York City

Visitors

311 Online

My NYC



I'm looking for

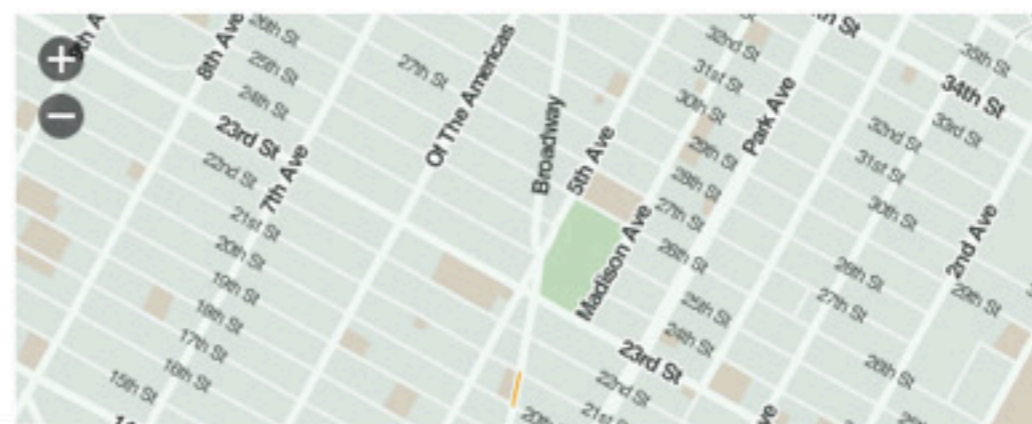
Notify NYC: Due to a water main break in the vicinity of Jerome and Tremont Ave.. →

City Offices & Agencies: Office of the Mayor

### Common tools, topics, and searches

- ↔ **Schools.** Register your child for school and learn more about NYC schools.
- ↔ **Buildings.** Look-up your building or file a new building permit.
- ↔ **Parking tickets.** Pay for your ticket and get more information.

### My Neighborhood



## NYC.gov 311

Find something



Transportation, Streets, and Sidewalks



Environment and Sanitation



Property, Buildings and Homes



Education and Employment



Business and Finance



Social Services



Health and Medicine



Public Safety and Law



Government and Civil Services





Asynchronous Inquiry  
with Status?



Friday, October 14, 2011

[Log in](#) [Register](#)

# MuckRock / FOI

[News](#) | [Submit Request](#) | [FOI Requests](#) | [Account Information](#) | [About](#) | [Blog](#)[All Requests](#)

## FOI Requests

1 2 3 4 ...

[Next page »](#) [Last page »](#)

<a href="#">Title</a>	<a href="#">User</a>	<a href="#">Status</a>	<a href="#">Jurisdiction</a>	<a href="#">Date</a>
<a href="#">Exemption b(2) list (USNCB)</a>	<a href="#">witnesses</a>	Processing	United States of America	Aug. 26, 2011
<a href="#">Documentation of Tornado Damage in Western Ma. in 2011</a>	<a href="#">JackCarroll</a>	Processing	Massachusetts	June 6, 2011
<a href="#">FOIA Nonpayment List (IRS)</a>	<a href="#">witnesses</a>	Processing	United States of America	Sept. 20, 2011
<a href="#">technical report bibliography (WDTIC, JAG)</a>	<a href="#">witnesses</a>	Awaiting Response	United States of America	Oct. 14, 2011
<a href="#">Occupy Wall Street Surveillance (USSS)</a>	<a href="#">witnesses</a>	Awaiting Response	United States of America	Oct. 13, 2011
<a href="#">Occupy Wall Street Surveillance (FBI)</a>	<a href="#">witnesses</a>	Awaiting Response	United States of America	Oct. 13, 2011
<a href="#">NRC2009051346 (USCIS)</a>	<a href="#">witnesses</a>	Awaiting Response	United States of America	Oct. 12, 2011
<a href="#">http://www.muckrock.com/foi/list/ port. (USMC)</a>	<a href="#">witnesses</a>	Awaiting Response	United States of America	Oct. 12, 2011



Hello! You can make Freedom of Information requests within United States of America at [MuckRock.com](http://MuckRock.com)

English [español](#)



ALAVATELI

[Home](#)

[Make a request](#)

[View requests](#)

[View authorities](#)

[Read blog](#)

[Help](#)

# View and search requests

Keywords

Made between

and

Showing

[all requests](#) | [successful requests](#) | [unsuccessful requests](#) | [unresolved requests](#)

Search

4 FOI requests found

I would like a picture of the queen

Successful. by [Mallinator Authority](#) to [Bob Smith](#) on 11 October 2011.

**Successful.**

“ Here is something you might be interested in. On 11 October 2011 09:17, Bob Smith <[FOI #660 email]> wrote:...

Have you a photo of a tiny monkey?

Successful. by [Mallinator Authority](#) to [M. Hanuman](#) on 3 October 2011.

**Successful.**

“ thanks.

How many pieces of toast?

“ No toasts at all... just some crumbs. I

What if anyone could answer?

E-Government New York City Government Open Innovation Open Data New York City Hackathons Edit

### How can NYC government improve nyc.gov? Edit

What are your ideas for making nyc.gov more usable, search-driven and user-centric. Edit

Add Comment • Wiki • Flag Question

6 Answers • Create Answer Wiki

#### David Klatt

4 votes by Rachel Sterne, Lee Yount Jr, Brendon Lavernia, and Craig Montuori

One thing that jumps out for me is the broad range of information nyc.gov gives me. It's helpful stuff, but I'm less interested in the Mayor's bio and more interested in "Do I need to move my car today?"

What if one corner of the site gave me information I can use this afternoon -- or information that I didn't know I needed (i.e. If you move to NY and bring your car, you have 30 days to pick up a NYS drivers license).

What if I could plug in my zip code and curate a module in the top right-hand corner of NYC.gov? It might show me up-to-the-minute news about alternate side parking, any changes to services in my neighborhood, when and where my neighbors meet to talk about our neighborhood, plus the police blotter from local precinct.

Add Comment • Thank • Jul 14, 2011

#### Kristina Cabezas

I agree with a lot of the responses above, but perhaps we can look at a mashup of solutions. So yes, have a dashboard, but make it a personalised dashboard that pulls in location information, interests and needs for each logged in user either by aggregating their other profiles or by asking some quick and easy questions upon sign up and using cookies to recall things they've looked into previously to build a personalized library.

Follow Question

Options

#### Related Questions Edit

How great will the new park's effect be on property value in and around Brooklyn Heights?

What is parking like in East Village (NYC neighborhood)?

What do NYC tech entrepreneurs like most about being based in NYC?

Where can I find the cheapest long term parking in NYC?

What was the biggest Gov 2.0 success story in 2010 and what can other government agencies learn from that example?

See more related questions

#### Share Question

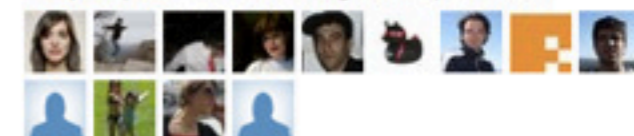
Twitter Facebook Inbox

#### Question Stats

Latest activity Jul 21, 2011.

This question has been viewed 1678 times; it has 1 monitor with 20424 topic followers and 0 aliases exist.

13 people are following this question.



# *Patterns of Interaction*

<b>Issue Report:</b>	Request / Report
<b>Inquiry:</b>	Ask / Search
<b>Ideation:</b>	Answer / Suggest

[wiki.civiccommons.org/Collaboration\\_Platforms](http://wiki.civiccommons.org/Collaboration_Platforms)

Search results for:

bike



in

All neighborhoods

SEARCH

MAP

LIST

# 118 IDEAS

← PREVIOUS PAGE 1 OF 20 NEXT →

All 132

Projects 11

Resources 3

Ideas 118

More bike lanes in black/brown neighborhoods!!!

Posted 2 weeks ago via web

Allow people to move around with bikes, rent from one station, return at the destination. It's one big city bike rentals.

Posted 4 weeks ago via web

Ed D. said —

I love my bike lanes. That's why I created a blog about My favorite! shoreparkwayviews.blogspot.com/

Posted 4 weeks ago via web

anthony t. said — more bike lanes!

Posted 2011-12-19 21:26:57 via web

Bikes Everywhere

Posted 2011-12-08 14:00:06 via web

add more bike lanes on Court st & Smith st in Carroll Gardens

Posted 2011-11-08 17:47:28 via web

# NYC BigApps Ideas

FOLLOW 618

New York City challenged the public to share ideas for apps for residents, businesses, and visitors.

Congratulations, winners! And thanks to everyone who voted and participated! We hope these ideas will help fuel the NYC BigApps 3.0 challenge launching later this year.

## Winners Gallery

### TOP 10 IDEAS



I want an NYC app that has a visual, color coded map of all street parking rules, regulations and street cleaning schedules.

Submitted 4 months ago by Will T.



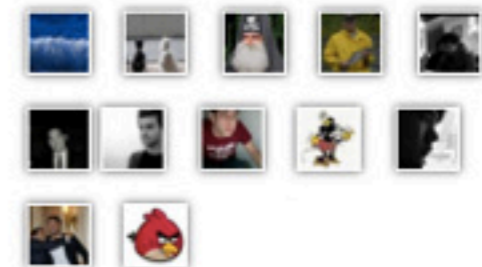
I want an NYC app that aggregates all the volunteer initiatives available, its cause and allows me to register/participate

Submitted 4 months ago by Christopher B.



I want an NYC app that aggregates bike accident data to make/help petition for safer bike

## Recent Followers



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## Share

714 259

[Tweet](#) [Like](#) [EMAIL](#)





# WE *the* PEOPLE

YOUR VOICE IN OUR GOVERNMENT

Help make We the People even better. Share your feedback on how this new platform can improve.

NEW FEATURE

Share Your Feedback

### WE PETITION THE OBAMA ADMINISTRATION TO:

Grant voters the ability to vote for the President of the United States by dissolving the electoral college.

**14,233** Signatures [FIND OUT MORE](#)

Reject the Keystone XL Pipeline

**6,250** Signatures [FIND OUT MORE](#)

Fully Legalize Same-Sex Marriage Across The Nation

Legalize and Regulate Marijuana in a Manner Similar to Alcohol.

### Recent Petitions

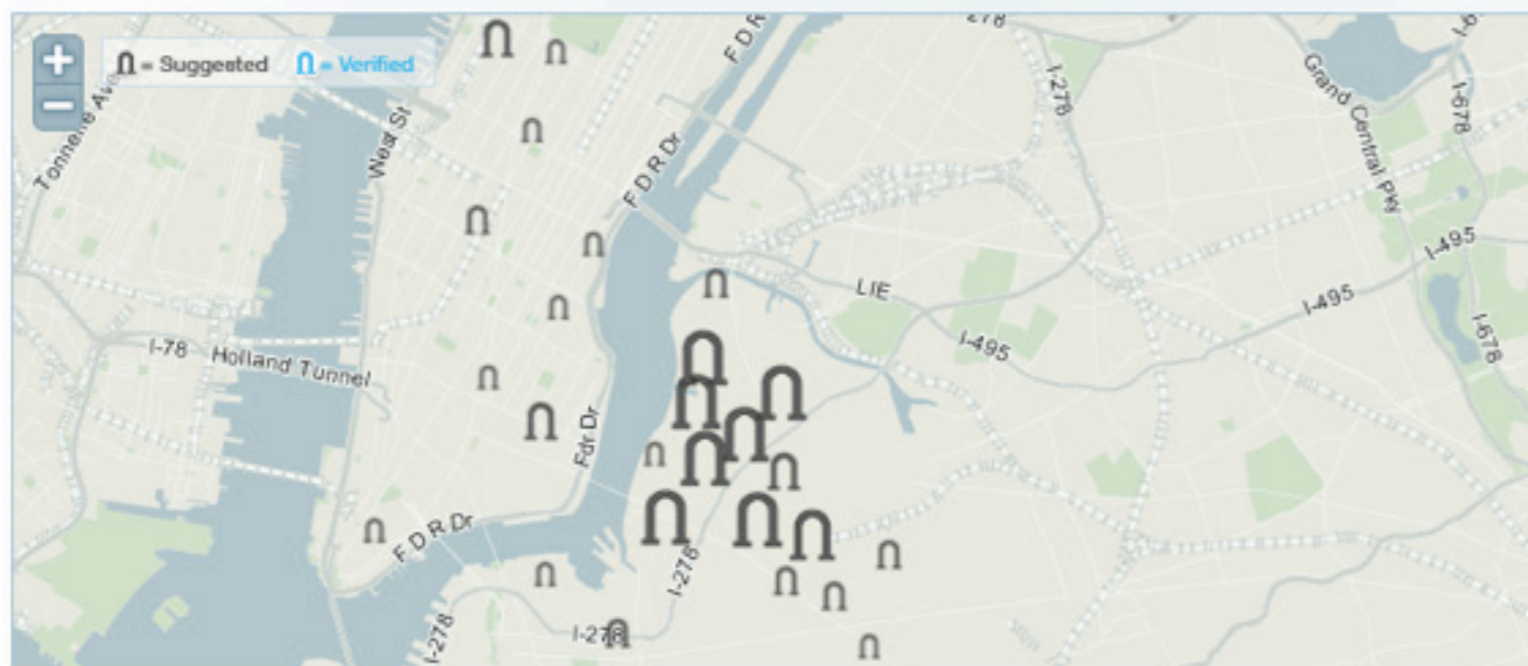
- Not let Jason Hernandez die in federal prison.
- Demand an Amendment to the U.S. Constitution to End Marijuana, Marihuana, Cannabis and Hemp Prohibition.
- Remove restrictions that prevent spouses of Legal Permanent Residents (Green Card Holders) to be reunited with families.

[History of Petitions](#)


[Helpful Hints](#)

[CREATE A PETITION](#)

Small steps to fix your city. Take action for better bike parking!



 Twitter users can submit racks using this easy syntax

 Smartphone users can make suggestions by snapping a photo and emailing.

Bike rack requests submitted to See Click Fix will be incorporated into FixCity when tagged with the term "bike rack".

**SeeClickFix**  
 power to the community 

#### Latest News

**Comment & Vote on Rack Suggestions!** Anyone can now comment on existing rack suggestions and registered users can show their support for a location by "hearting" it.

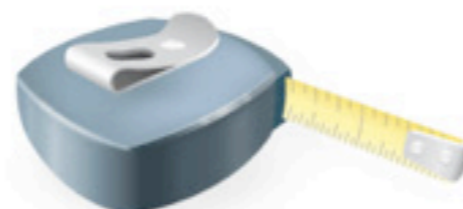
Spot it.



Map it.



Check it.





# New York City Bike Share

Help shape NYC's new transit option



Nick wants a Castle Hill station. [Check it out](#) →

**Tell us where you'd like to see a bike share station**

Click "Suggest Station", then drag the map pin to make adjustments.

Click "Confirm Station" when you're done, and tell us why it's a good location.

**SUGGEST STATION**

Fred suggested this station in Williamsburg.

Lots of traffic here at pier, will get used frequently.

**Support Station! 7 Supporters**

Share this station: [f](#) [t](#) [e](#) [s](#)

Legend:  
 - separated cycle path  
 - striped route  
 - on-street signed route

## What Is Bike Share?

Bike share is a network of thousands of

## Bike Share in NYC

Bike Share in NYC will be run by [Alta](#)

## Get Involved

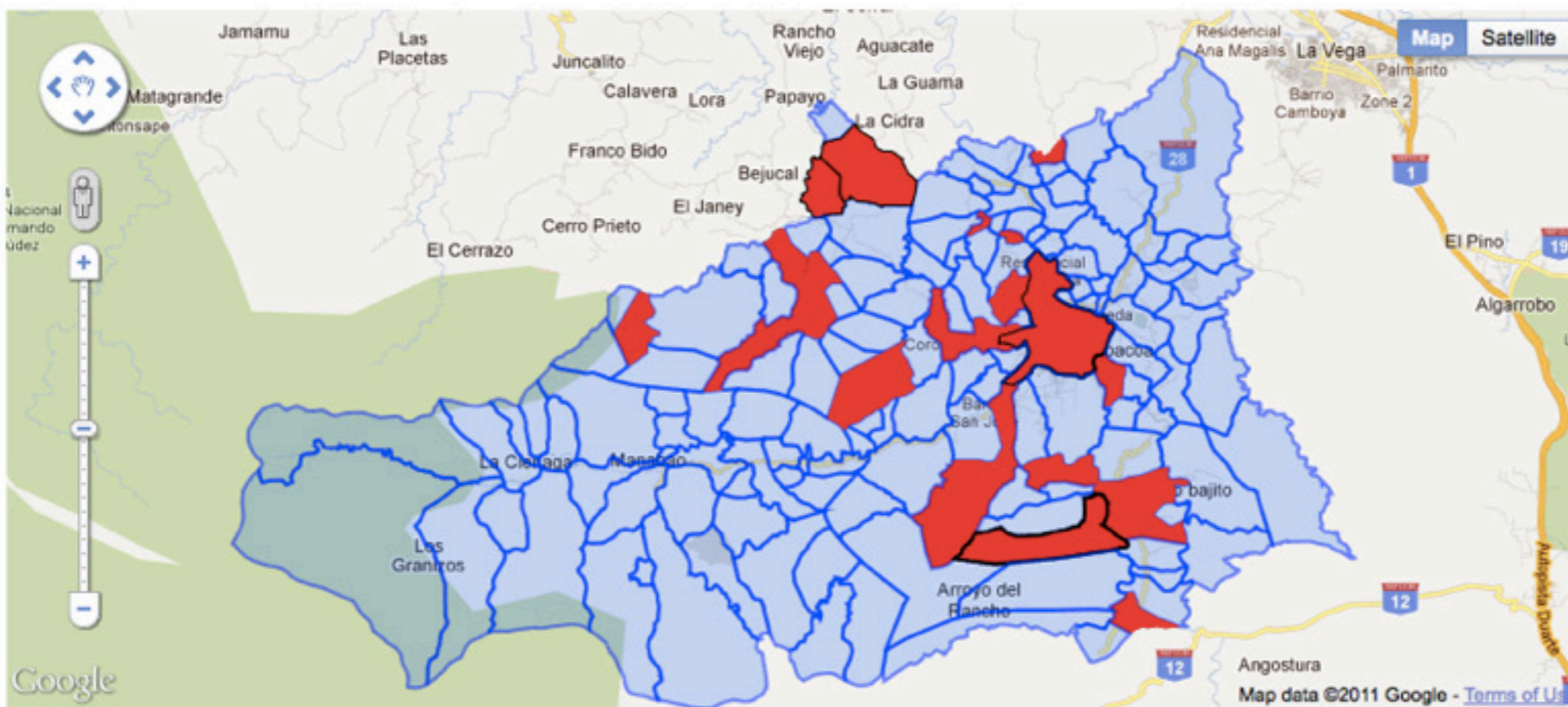
NYC DOT and [Alta Bicycle Share](#) invite



# PRESUPUESTO PARTICIPATIVO AYUNTAMIENTO JARABACOA

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- [Sobre PP](#)
- [Comunidades PP](#)
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# Participatory Budgeting in New York City

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## Get Updates

Sign up for updates from:

- D8 Melissa Mark-Viverito (Manhattan/Bronx)
- D39 Brad Lander

## Participatory Budgeting for New York City

New York City is about to experience a new kind of democracy. Over the next several months, we will undertake an exciting initiative to put budgeting decisions directly in the hands of the people those decisions will impact most - the residents of our districts.

Participatory budgeting is grassroots democracy at its best. Residents of four diverse City Council districts from Manhattan, Brooklyn, Queens, and the Bronx, will come together to decide what to do with the districts' capital funding budget, the part of the budget that is used to repair streets, improve parks, buy school technology, or build bike lanes. Community members will exchange and debate ideas, work together to turn ideas into project proposals, and then decide what ideas get funded at the ballot box. The process will make budgeting more transparent and accessible. It will open up participation to people who have never been involved before. And it will make budgeting more effective, because who knows better what is needed in our communities than the people who live there?



Four New York City Council Members are launching Participatory Budgeting

## Recent Updates

- Launching the Participatory Budgeting Process

[more](#)

## Upcoming Events

### Saturday, October 15

6:30pm 45th District Assembly (Flatbush)

### Monday, October 17

6:30pm 39th District Assembly (Kensington)

6:30pm 45th District Assembly (Brooklyn Cc)

7:00pm 32nd District Assembly (Breezy Poi)

### Wednesday, October 19



Unify these interactions?

# Verbeterdebuurt

Publieke beta  
Wij zijn nog volop in ontwikkeling.

- [Kaart](#)
- [Over Verbeterdebuurt](#)
- [Voor gemeentes](#)
- [Veelgestelde vragen](#)
- [Blog](#)
- [Partners](#)
- [English](#)
- [Contact](#)

**Stadsdeel Centrum (Amsterdam)**  
Dit stadsdeel doet mee.

Map	Satellite	Hybrid
Nieuw probleem	Nieuw idee	Uitleg kaart

Map data ©2011 Google - [Terms of Use](#)

Hondenpoep - Oudeschans Open      Een Diep Gat In Een Gleufvorm In De Duifjessteeg - Duifjessteeg 4-16 Open      Bestrating Oudeschans - Oudesc



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Ask a question. We'll look for answers.

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Highlights

Recent Activity (1 new topic today)

### FREQUENTLY ASKED QUESTIONS

**Honorary Texan**  
alexandros drosinos asked · 5 replies · Last reply 4 months ago by Concerned Citizen  
✓ Answered ☆ 6

**Can I renew my Texas vehicle registration online?**  
Gretchen Geils Bruce asked · 4 replies · Last reply 4 months ago by Jim  
✓ Answered ☆ 3

**goat milk license**  
fredrick asked · 1 reply · Last reply 3 months ago by James W  
✓ Answered ☆ 2

[Frequently asked](#) | [Answered](#) | [Needs answer](#) | [Recent](#)

### POPULAR IDEAS

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\*\*\* Get Satisfaction is a public site and is viewed by all who visit. These posts will be removed.

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COMMUNITY STATS	TOTAL
Topics posted	238
People	239
Employees	25

Join the community



Thanks!

# Open311

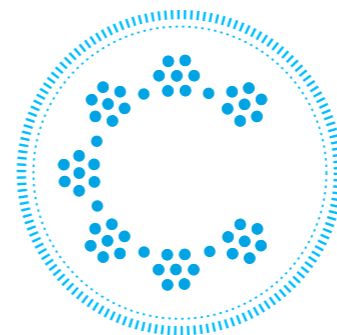
[www.open311.org](http://www.open311.org)



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