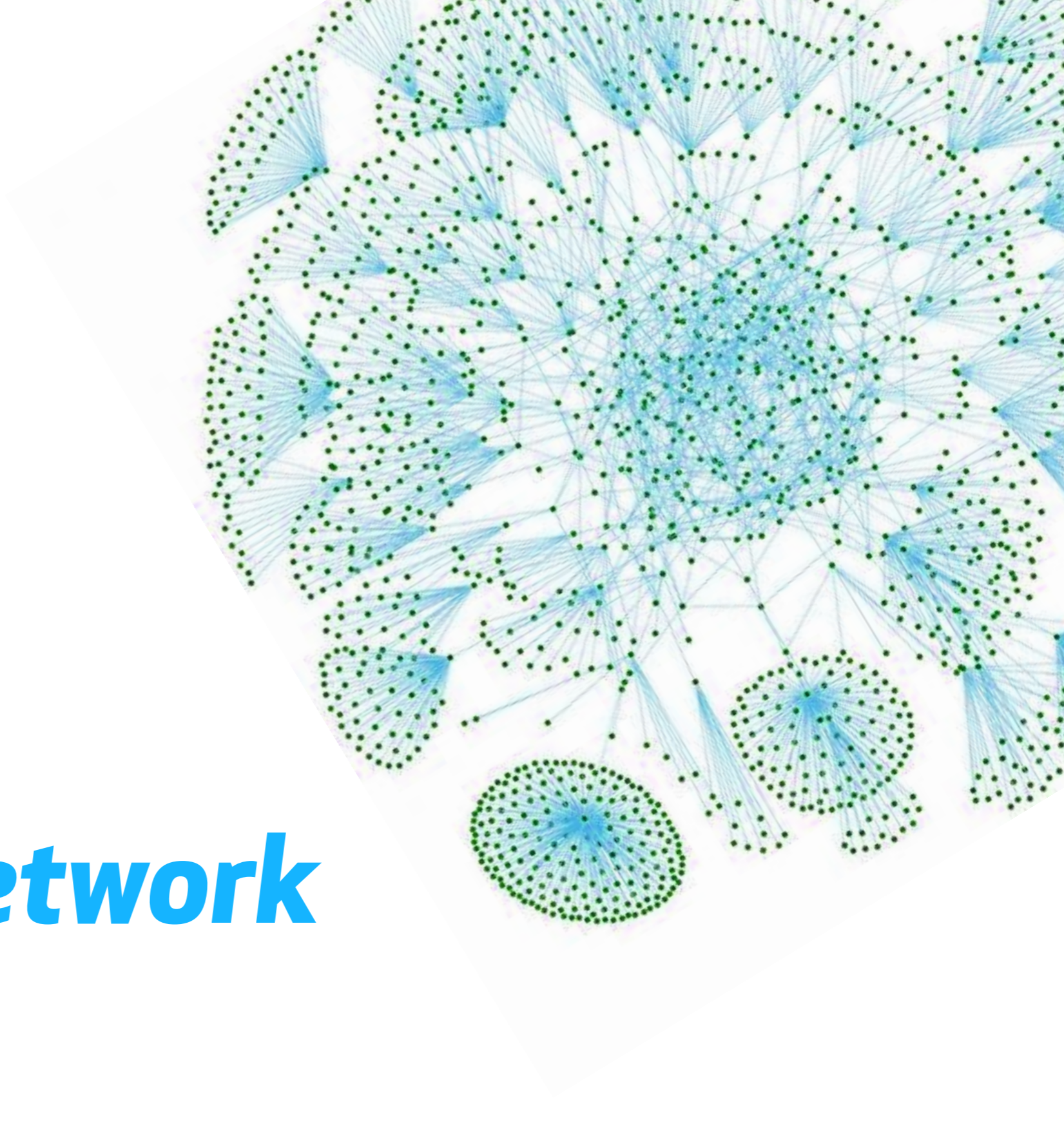


Open311 & The Civic Network

Philip Ashlock | OpenPlans.org | October 2010





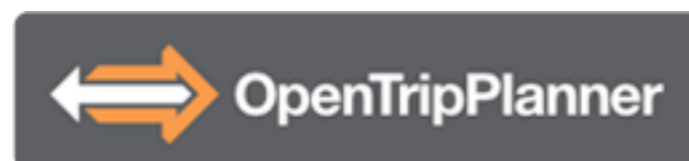
www.OpenPlans.org

We support a more informed, participatory, and livable society by engaging communities through journalism and open source software.



Civic Works

Civic Media



Open311

*A standard for real-world collaborative
issue-tracking.*

Public bug trackers for real world problems



Bugzilla



trac

GeoTrac

Spatial Issue Management

FixMyStreet

[Report a problem](#) [All reports](#) [Local alerts](#) [Help](#) [Contact](#)

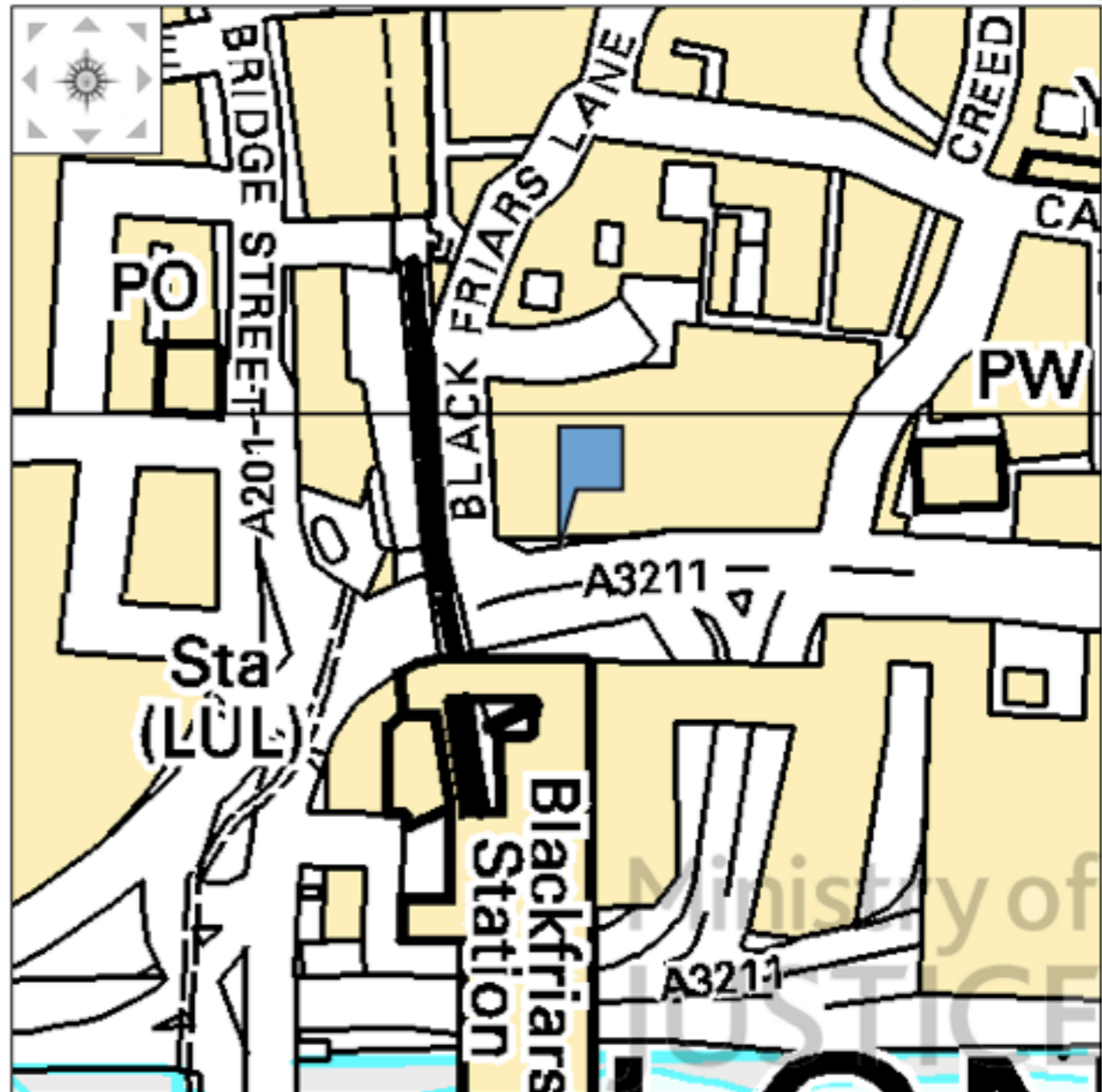
mysociety.org

This problem has been fixed.

Electronic sign malfunction (Java stack trace!)

Reported by Ed Randall at 16:31, Tue 20 January 2009
Sent to City of London Corporation 4 minutes later

The electronic screen within the fancy "City of London" sign outside 160, Queen Victoria Street has been displaying a Java stack trace for several weeks now, rather than the intended local area information and map.



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[Offensive? Unsuitable? Tell us](#)

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[More problems nearby](#)

Updates

[Email me updates](#)

GeoTrac

Spatial Issue Management

VIEW ALL ISSUES

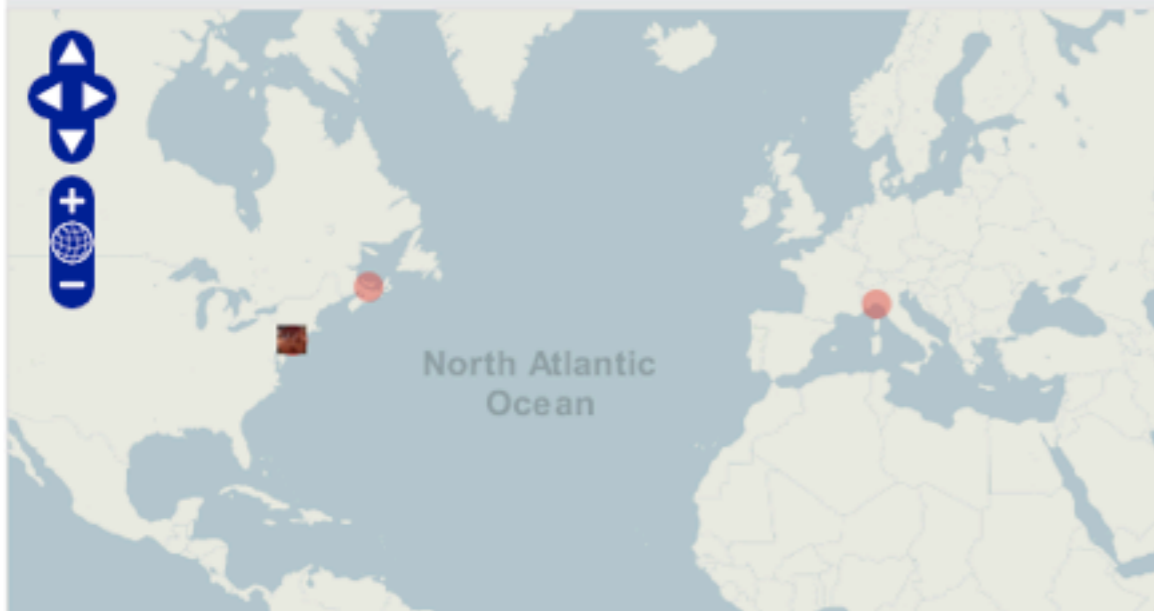
CREATE WATCH REPORTS

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

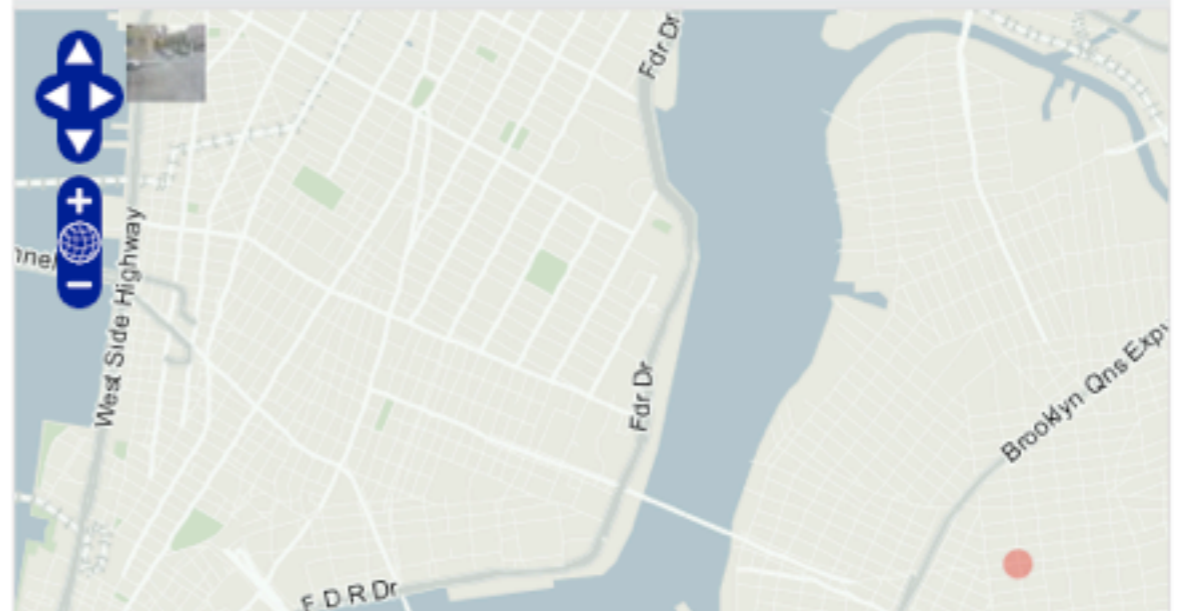
[Test bar](#)

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](#)

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:

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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](#)

Ushahidi-Haiti @ **Tufts UNIVERSITY**

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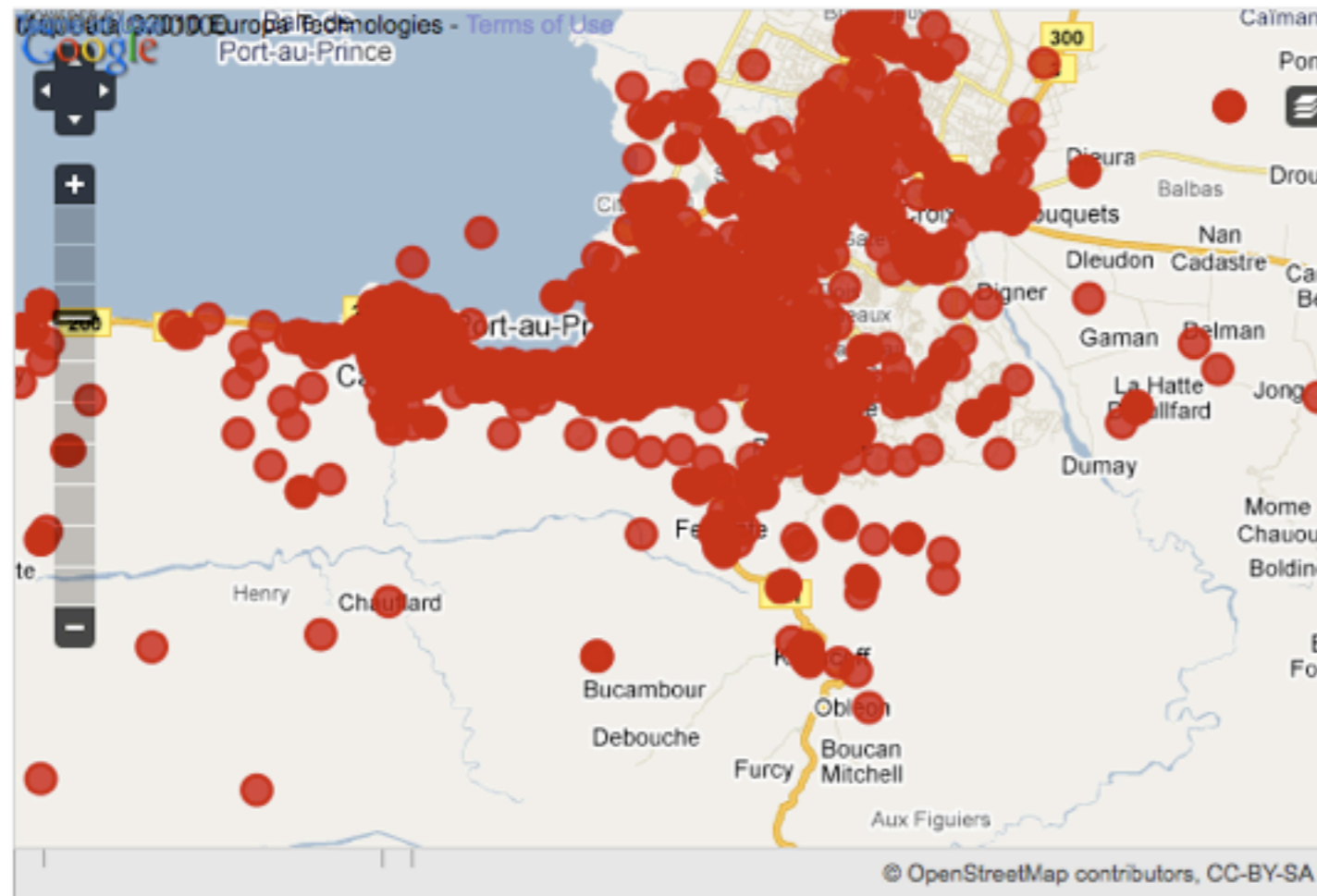
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-  **2. URGENCES LOGISTIQUES | VITAL LINES**
-  **7. SECOURS | SERVICES AVAILABLE**
-  **8. AUTRE | OTHER**
-  **3. PUBLIC HEALTH**
-  **5. INFRASTRUCTURE DAMAGE**

↓ [TIMELINE OF EVENTS](#)

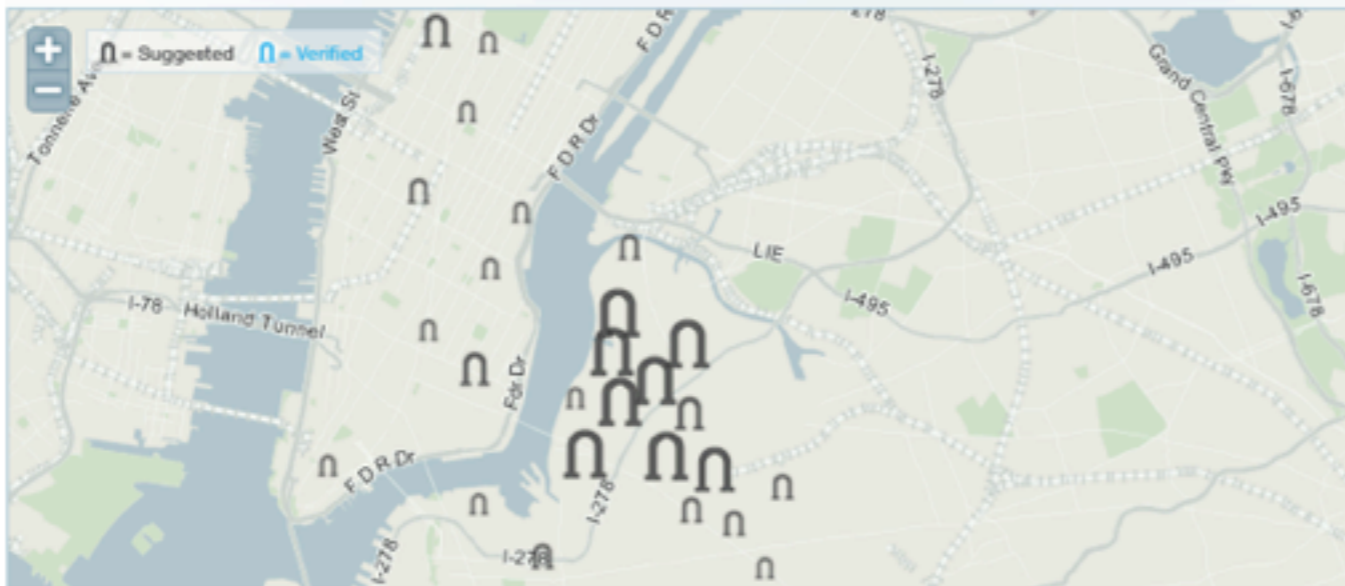
fixcity.org beta Bike Racks


 [Suggest a Rack](#)


 [View Racks](#)

 [Tools & Tips](#)

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".



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.

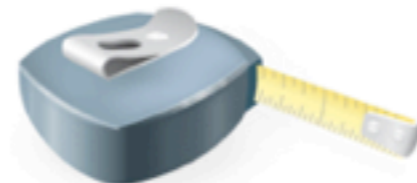
Spot it.



Map it.



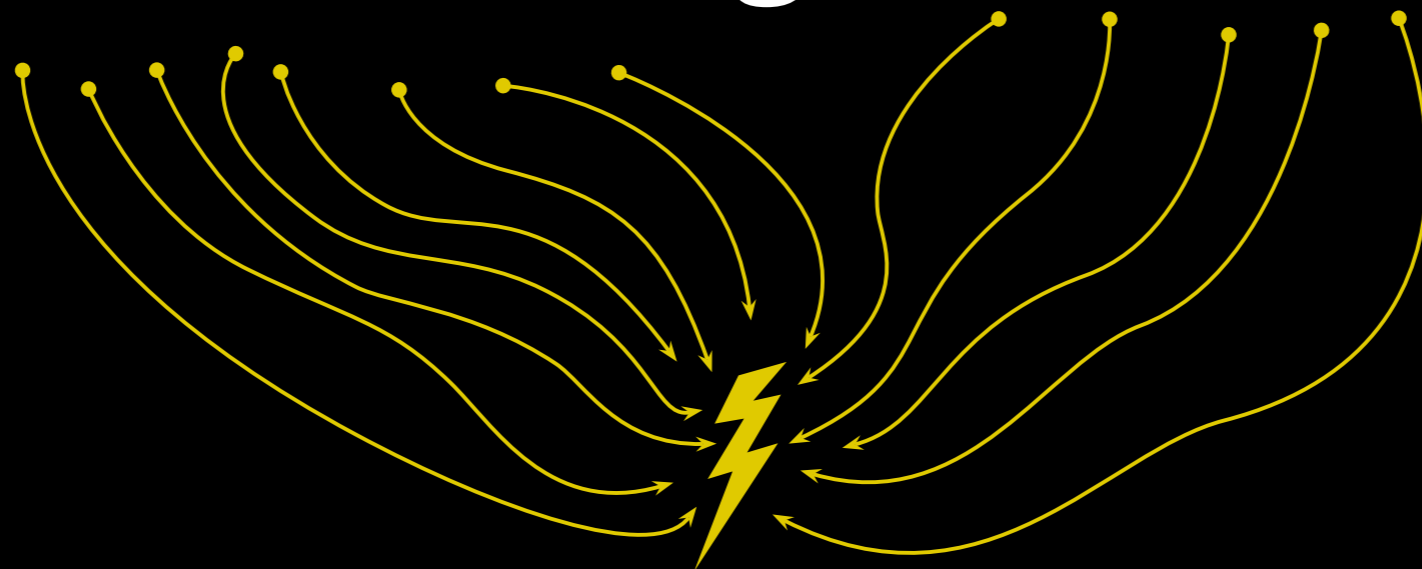
Check it.





911 for Emergency Action

311 for Emergent Action





CITY AND COUNTY OF SAN FRANCISCO
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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.

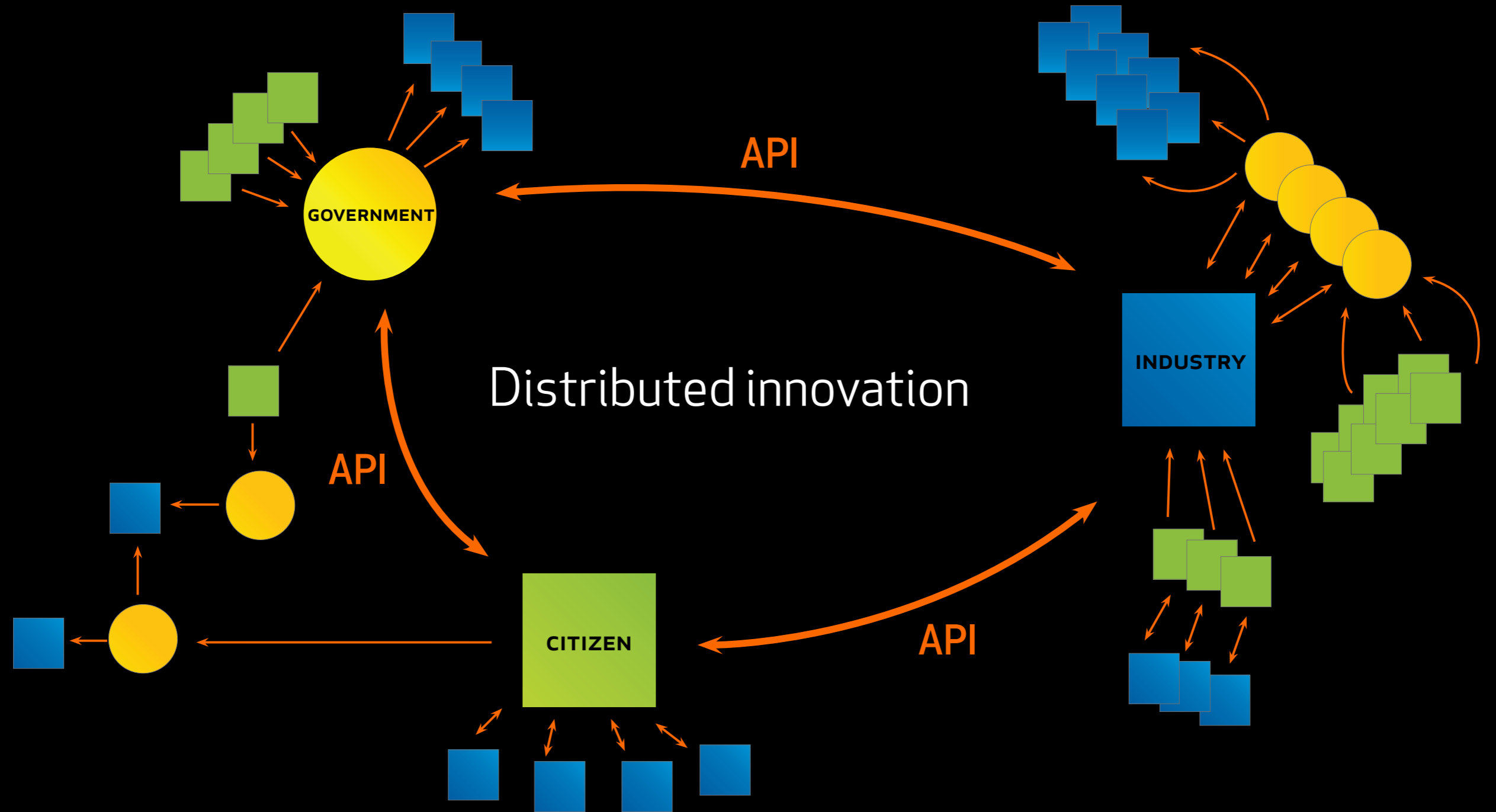
UPDATE: This event has concluded, but you can watch it in its entirety by clicking [here](#).

TAX SAVINGS TOOL

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WHITE HOUSE BLOGS

The White House Blog
Middle Class Task Force Blog



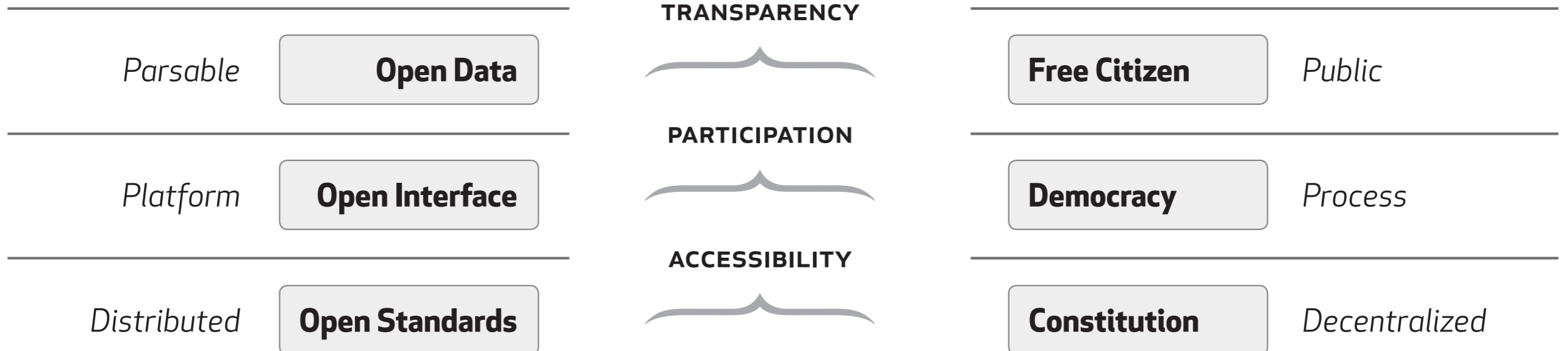


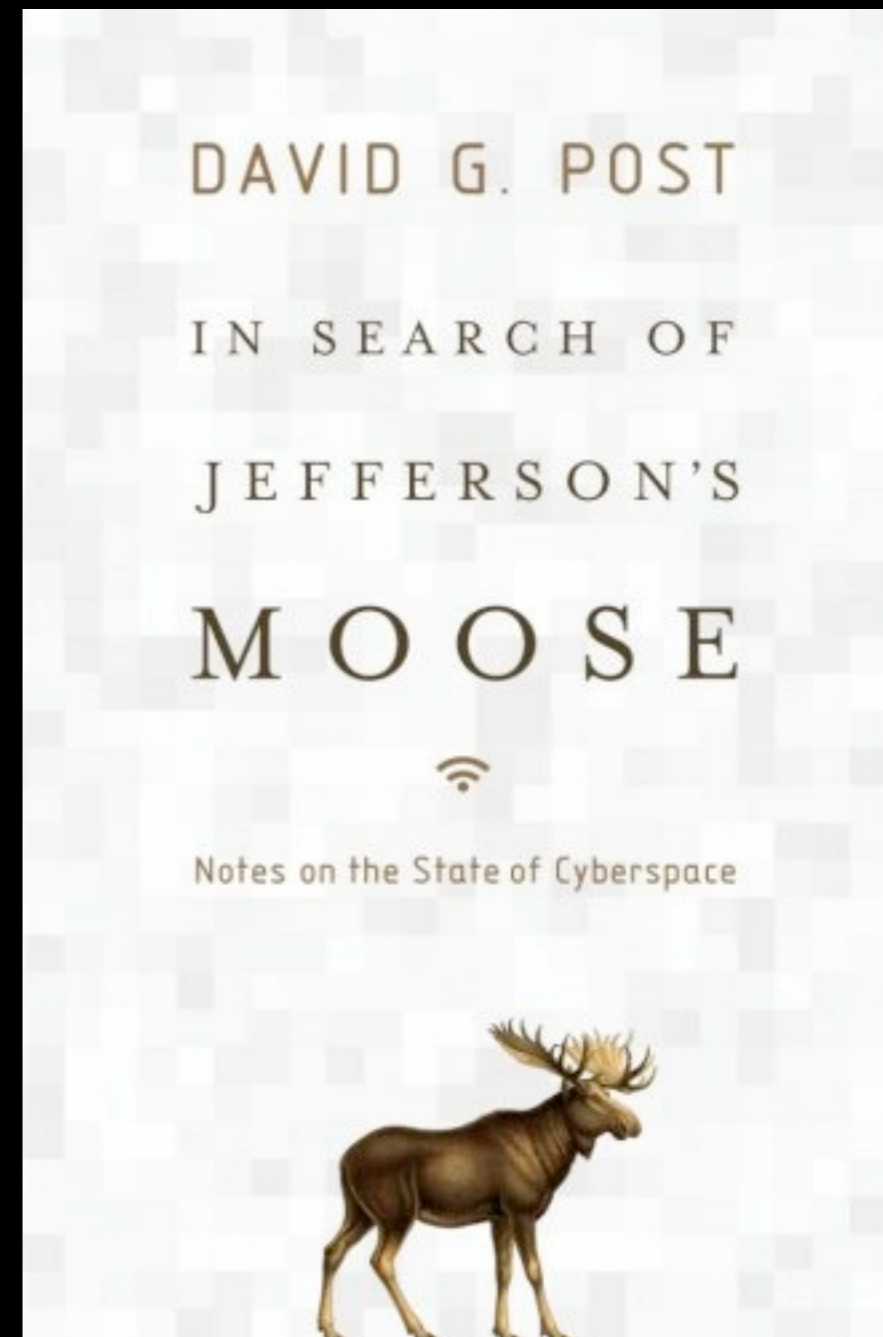
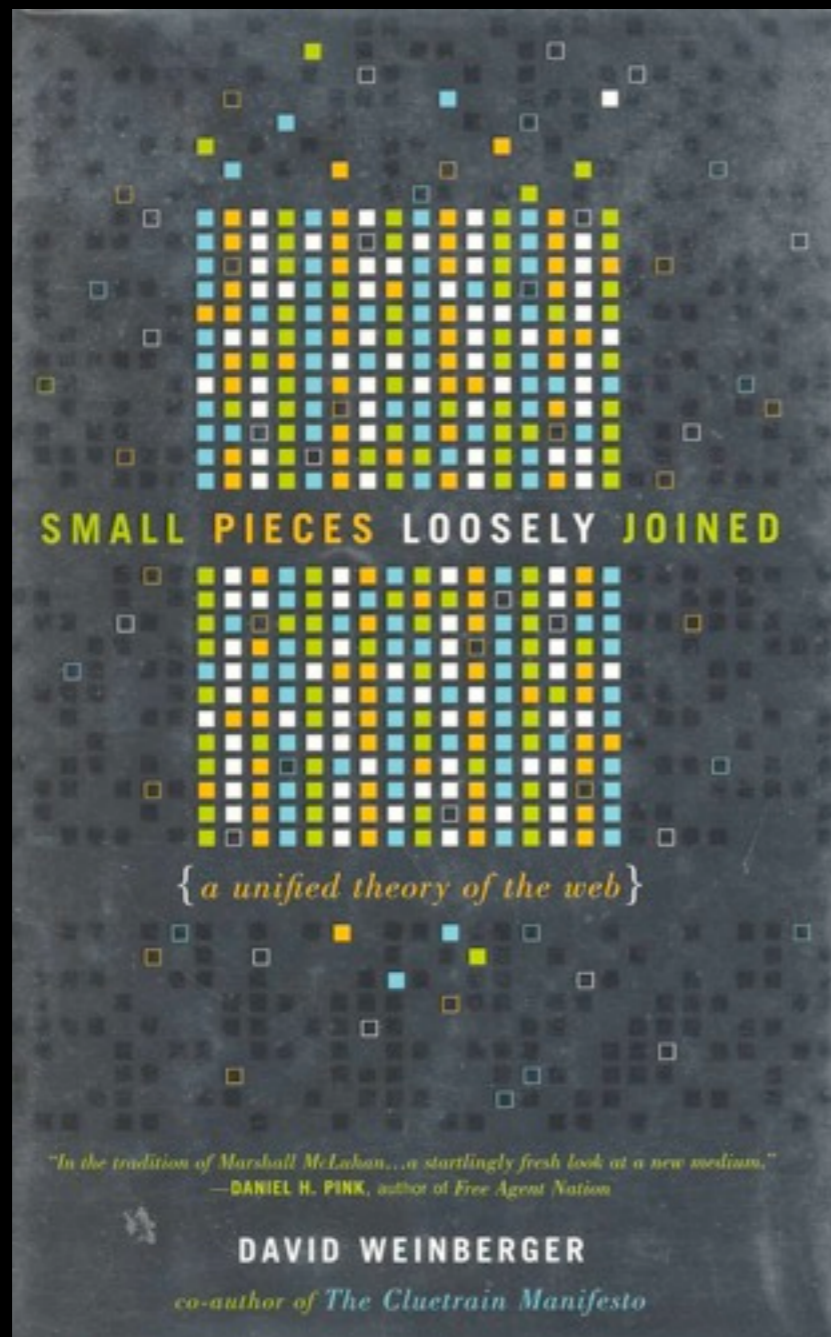
The Civic Network?

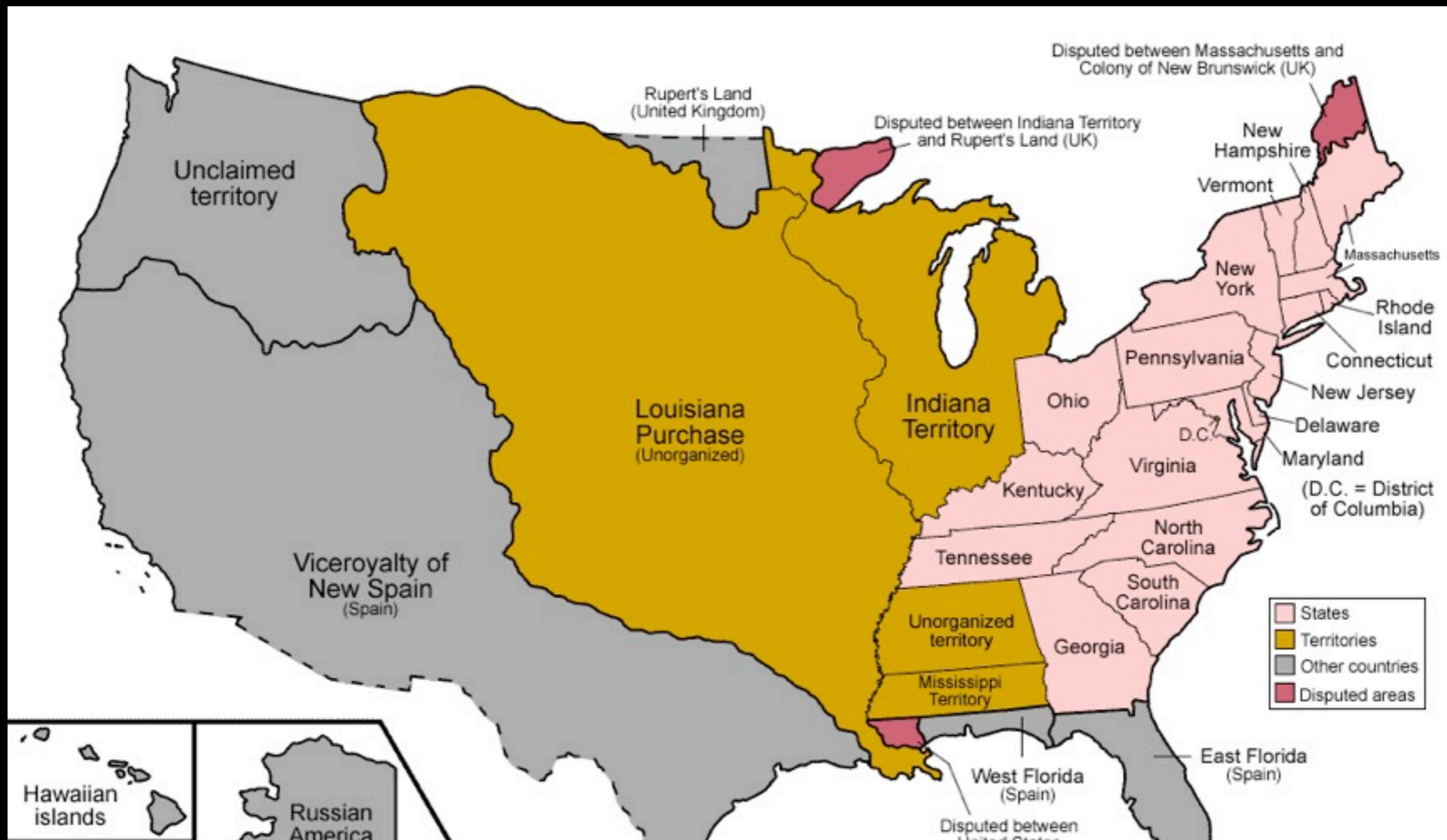
The Architecture of Participation

<http://bit.ly/webocracy>

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