

Lessons Learned in Service Delivery: Civil Society and Private Sector Perspectives

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phil@openplans.org



Open Government Partnership

Annual Meeting
Brasilia, Brazil
April 18, 2012



OpenPlans



NYC Real-Time Bus Information





OpenTripPlanner

- 1: Tue, Feb 21st 7:45pm - Tue, Feb 21st 8:08pm
- 2: Tue, Feb 21st 7:43pm - Tue, Feb 21st 8:09pm
- 3: Tue, Feb 21st 8:02pm - Tue, Feb 21st 8:28pm

Start at Southwest Oak Street

Walk to SW 5th & Pine
 Stop ID 7631
 About 1 minute - 0.1 mi

Bus 33-McLoughlin to Clackamas Community College
 7:49pm Depart SW 5th & Pine
 Stop ID 7631
 4 minutes
 7:54pm Arrive SW Madison & 1st
 Stop ID 3635

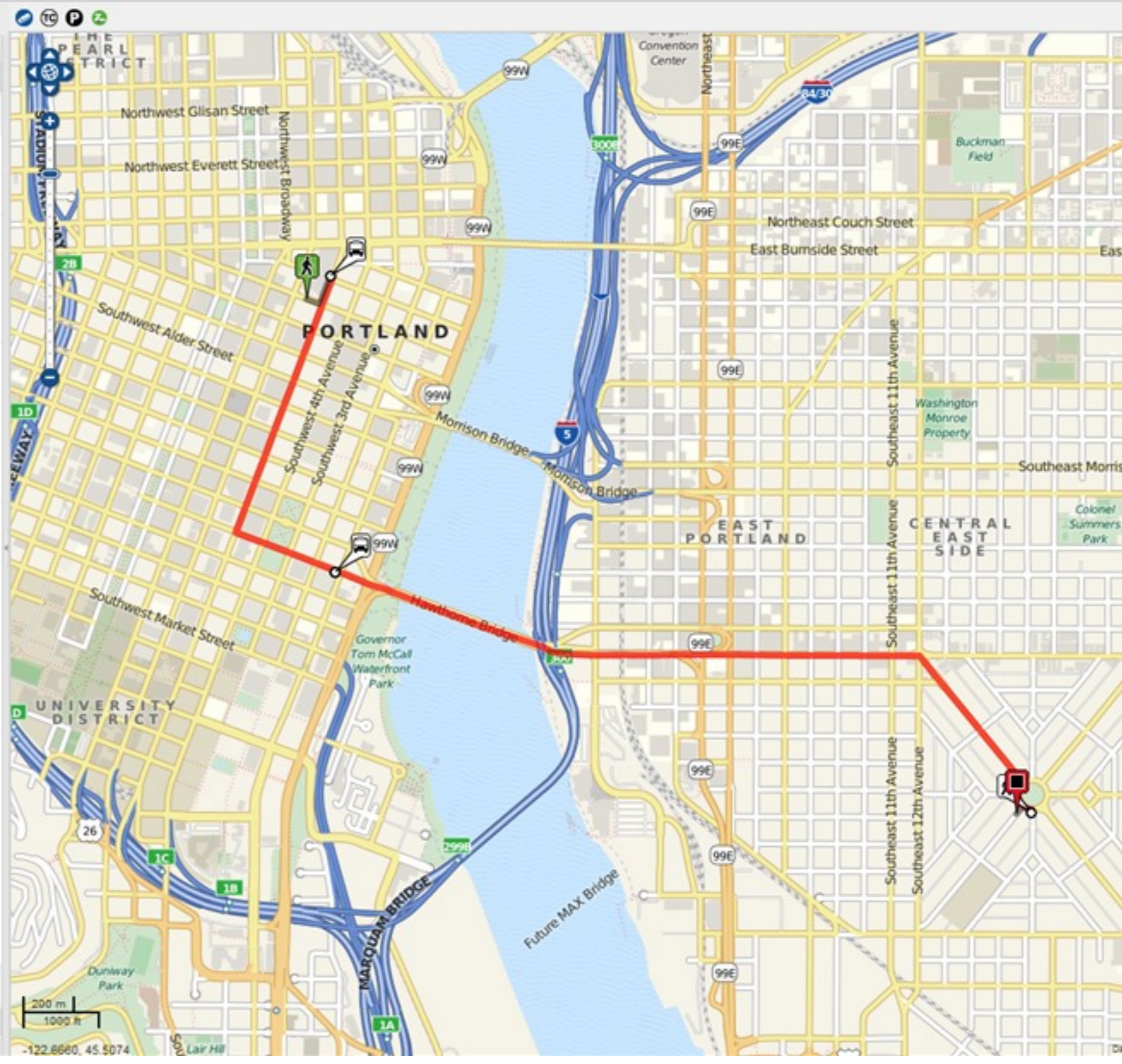
Bus 10-Harold St to 94th & Foster via 136th Ave
 7:59pm Depart SW Madison & 1st
 Stop ID 3635
 6 minutes
 8:05pm Arrive SE Ladd & 16th
 Stop ID 3311

Walk to Southeast Elliott Avenue
 About 1 minute - 227 ft

End at Southeast Elliott Avenue

Trip details
 Fare \$2.10
 Travel Tue, Feb 21st 7:45pm
 Valid February 21st, 2012 @ 7:31pm
 Time 23 minutes
 Walk 0.1 mi

Reverse Edit Print



Controls

Current Location:

Start Date:

Start Time:

Use Purple Line:

Single Isochrone

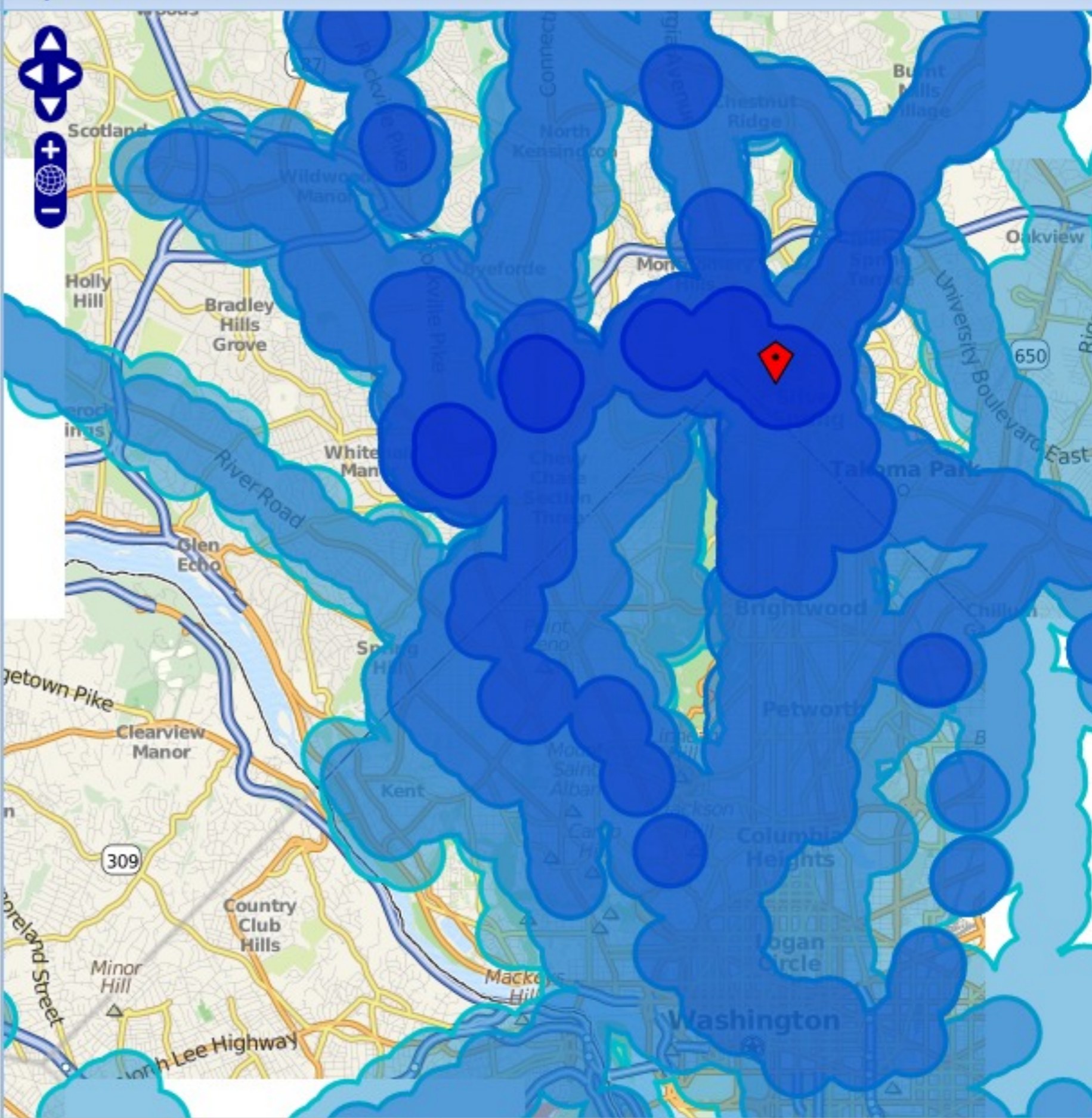
Max Time (min.):

Isochrone Series

Number:

Interval (min.):

Map



Open311

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



911 for Emergency Action

311 for Emergent Action



Report



Map

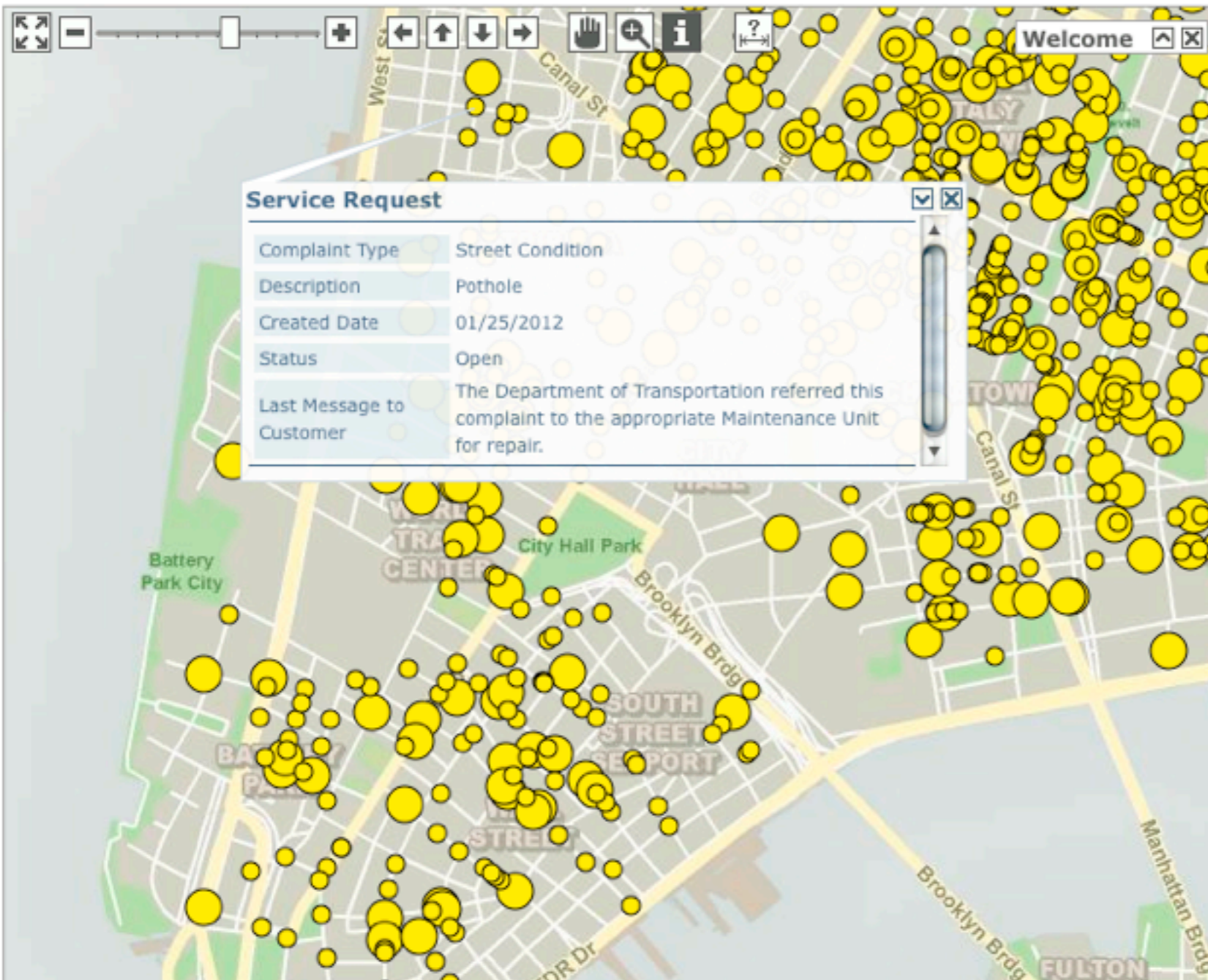


Track





Find NYC Government Information and Services



SEARCH LAYERS

Search

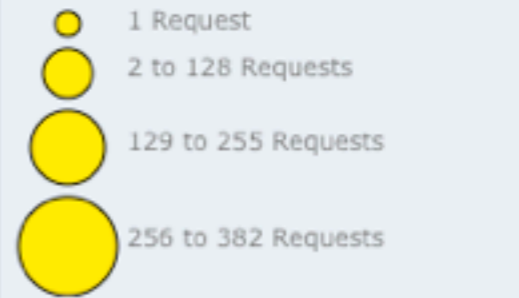
LOCATION TYPE
All of NYC

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.

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:

Type:

Start Date:

End Date:

San Francisco City Limits

Supervisor Districts 2010

Parcels

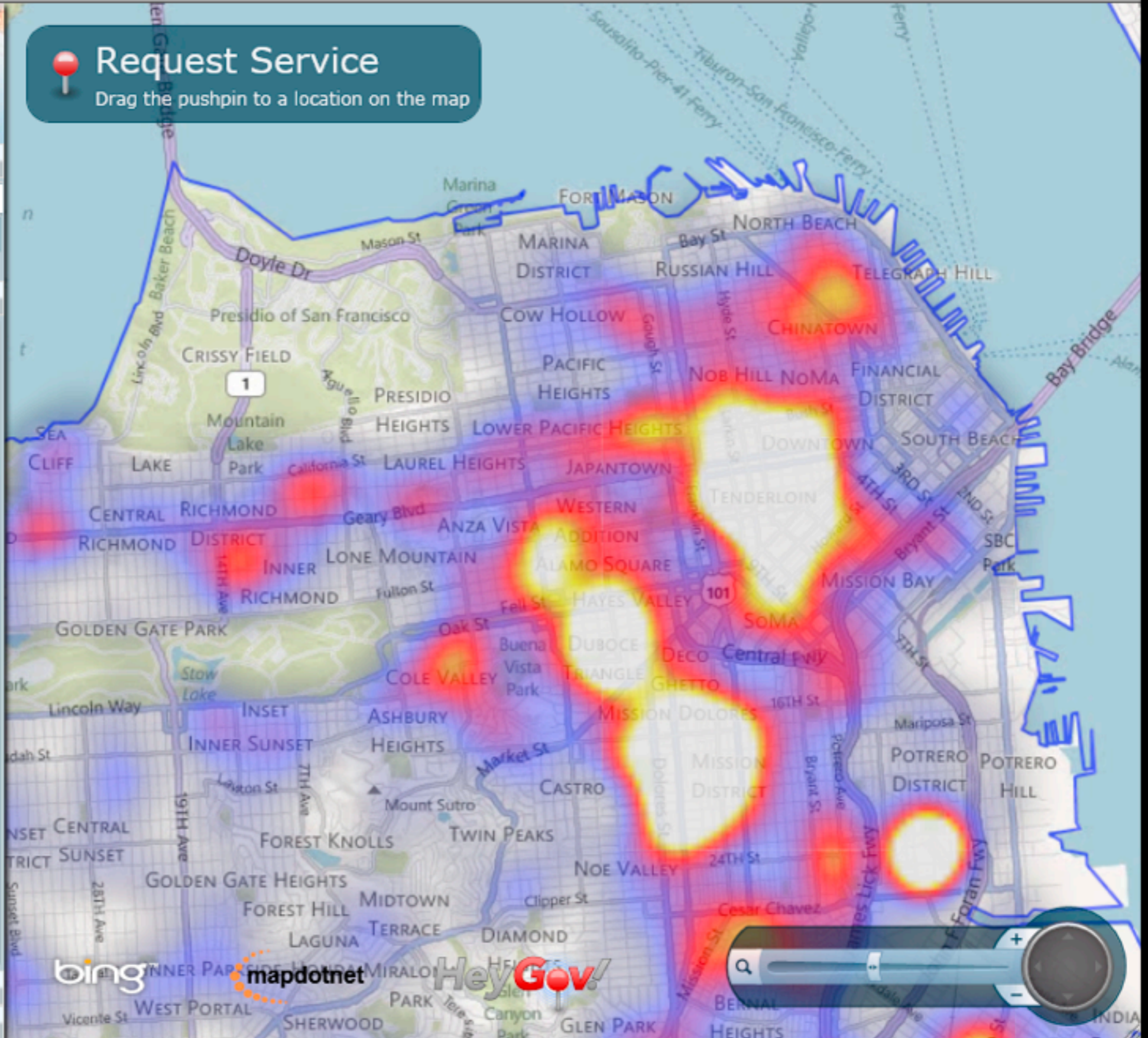
Print

About HeyGov!



Request Service

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:





Connect with Facebook / Login / Sign up

Citizens | Orgs | Gov | Media

New Haven Downtown

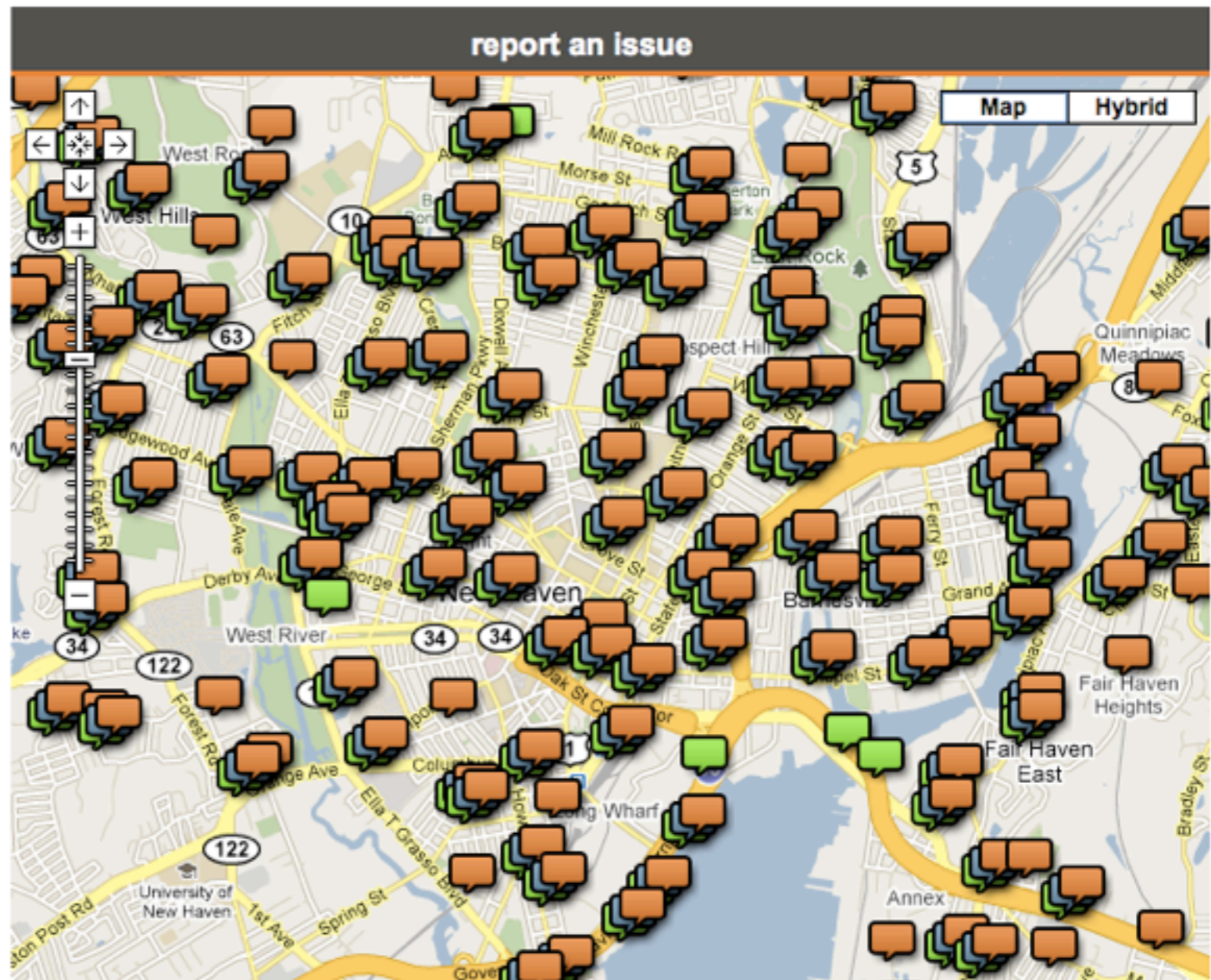
follow New Haven change city follow Downtown generate widget

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](#)



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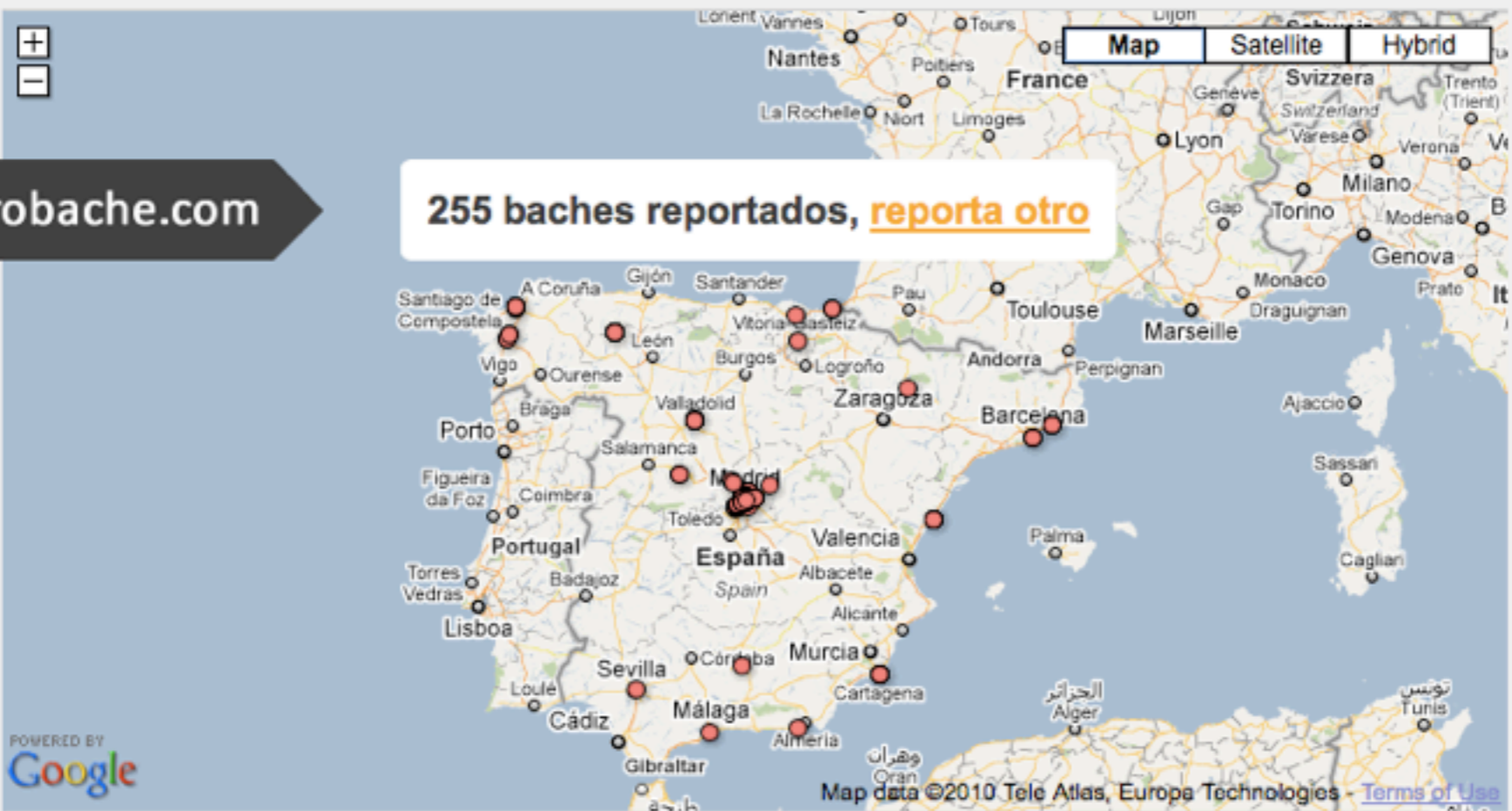
Feedback / Q&A



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

Straat & plaats of postcode

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

Amsterdam



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



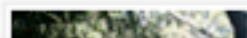
Report #10001458 Child Hazard
13 Caraway Crescent, Point Cook VIC 3030
Acknowledged, 21 hours ago



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

< Giv et praj

Find praj på kort

Indre by

Affald

OK

Affald på gaden

Andet

Fyldt aviscontainer

Fyldt offentlig skraldespand

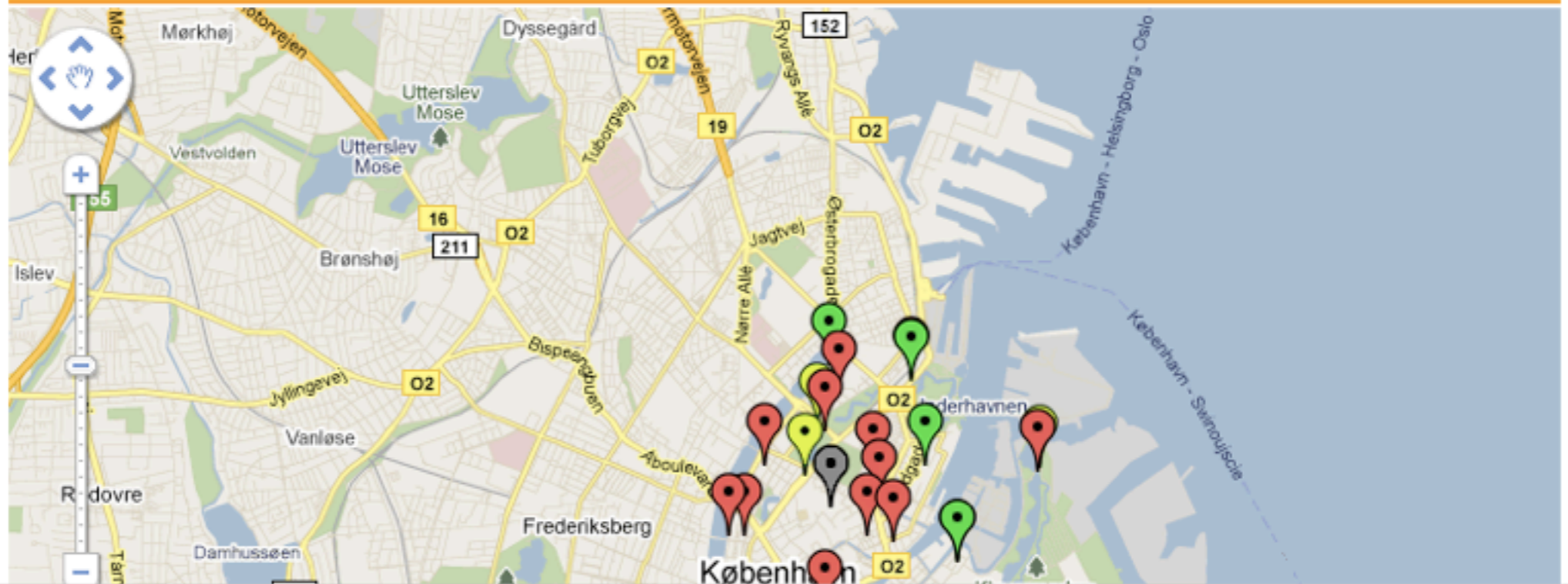
Ødelagte eller løse affaldskurve

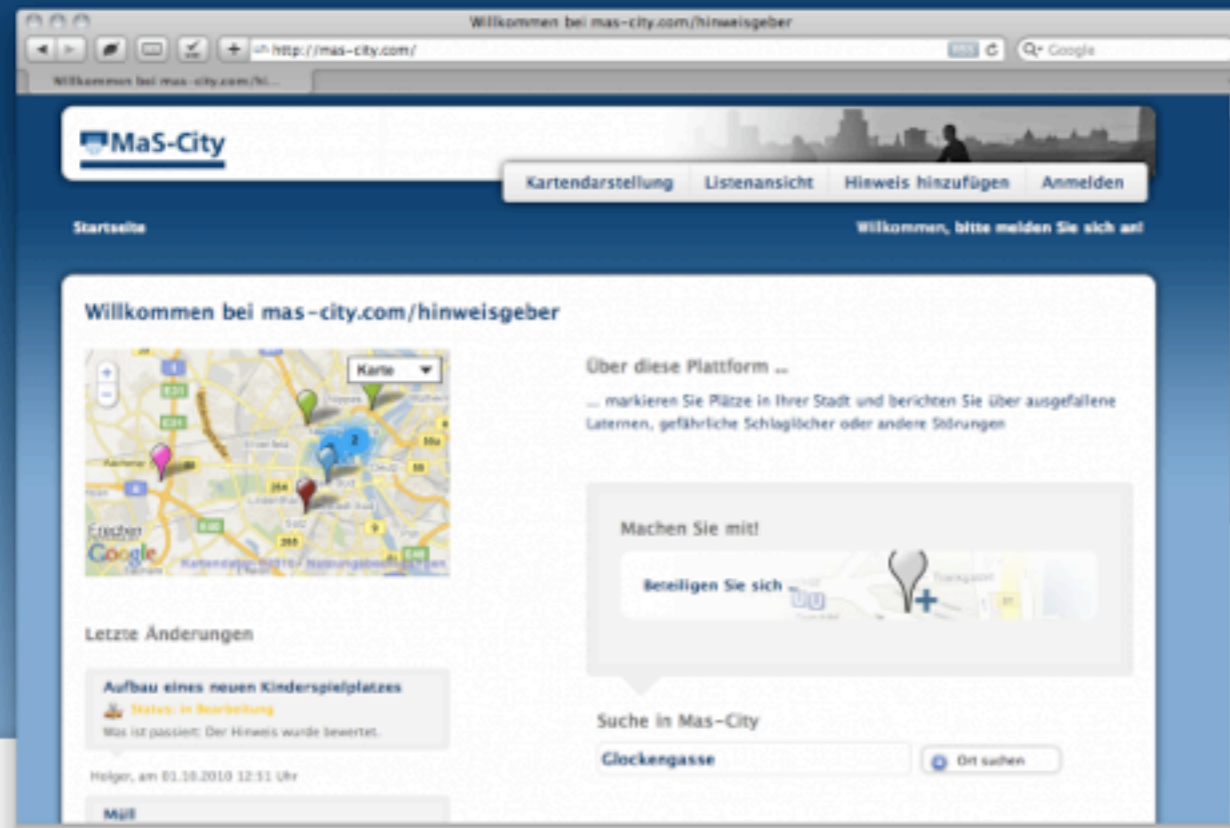
Ødelagte eller løse affaldskurve

Ødelagte eller løse affaldskurve

Ødelagte eller løse affaldskurve

Filter





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.



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

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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

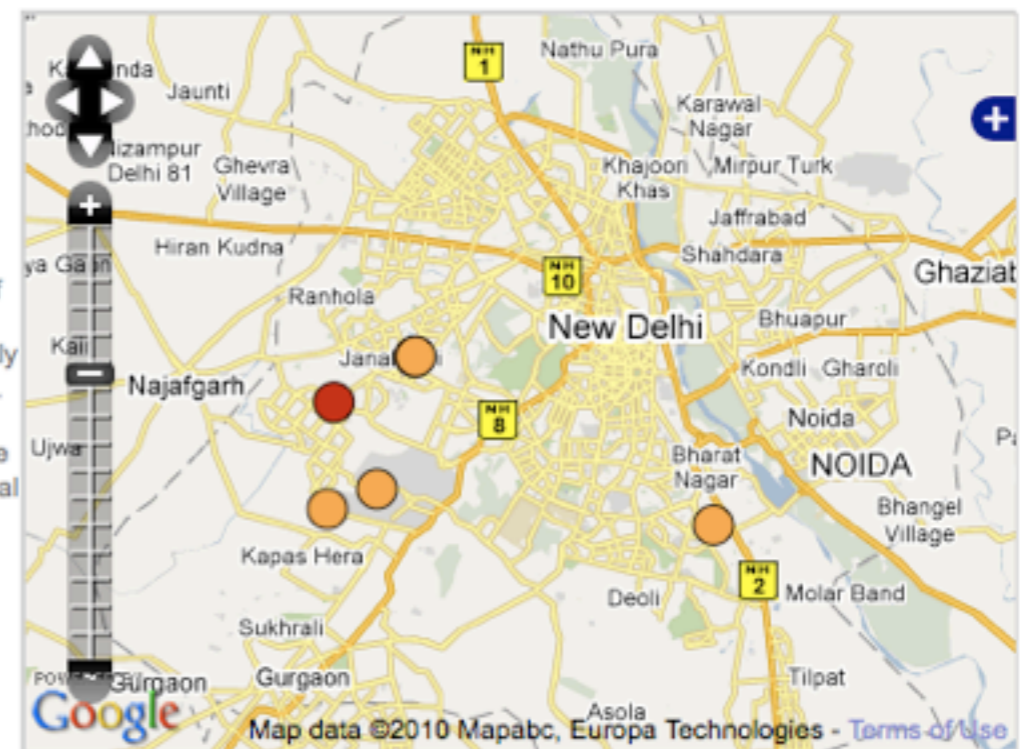
Mar 18 2010

TIME

11:01

CATEGORY

[ROAD RELATED](#)



 INCIDENT

 NEARBY INCIDENT

Ushahidi.com

HOME

REPORT AN INCIDENT

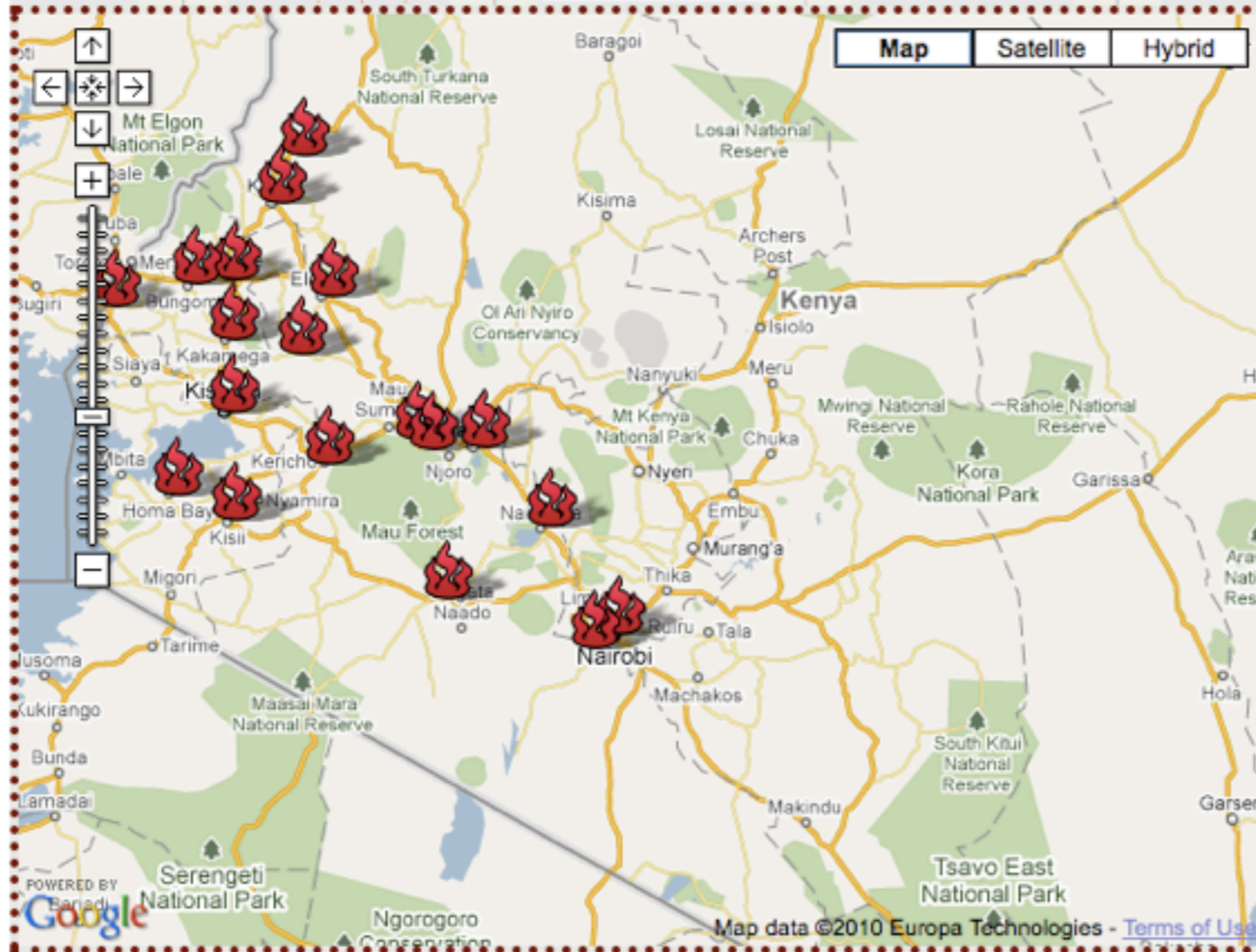
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BLOG

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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](#), [Civillians](#), [Looting](#), [Rape](#), [Peace](#)



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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:

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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

[+ SUBMIT INCIDENT](#)

Ushahidi-Haiti @ **Tufts UNIVERSITY**

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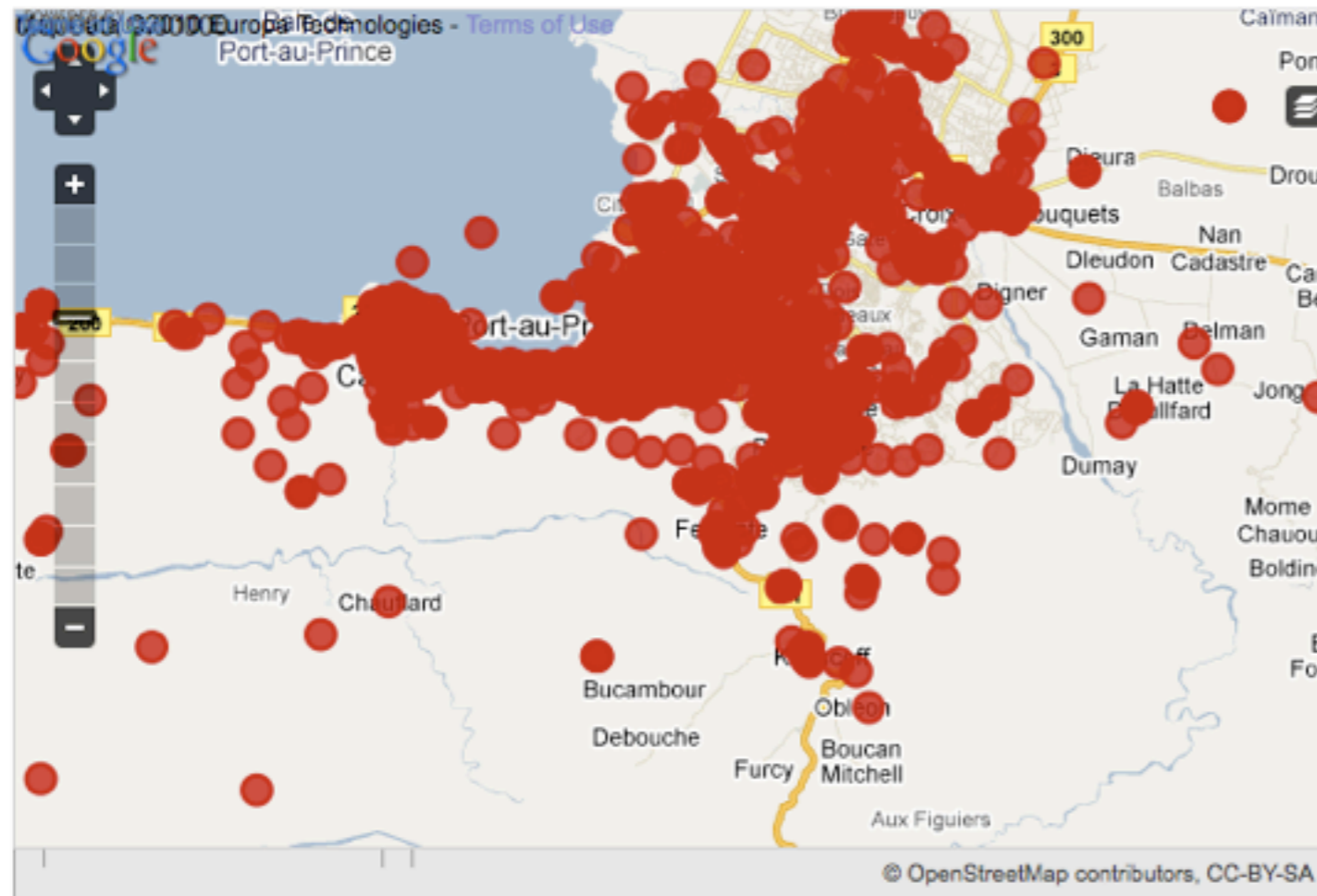
[HOW TO HELP](#)

[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](#)

Clearly a need for a standard

Benefits of an Open Standard

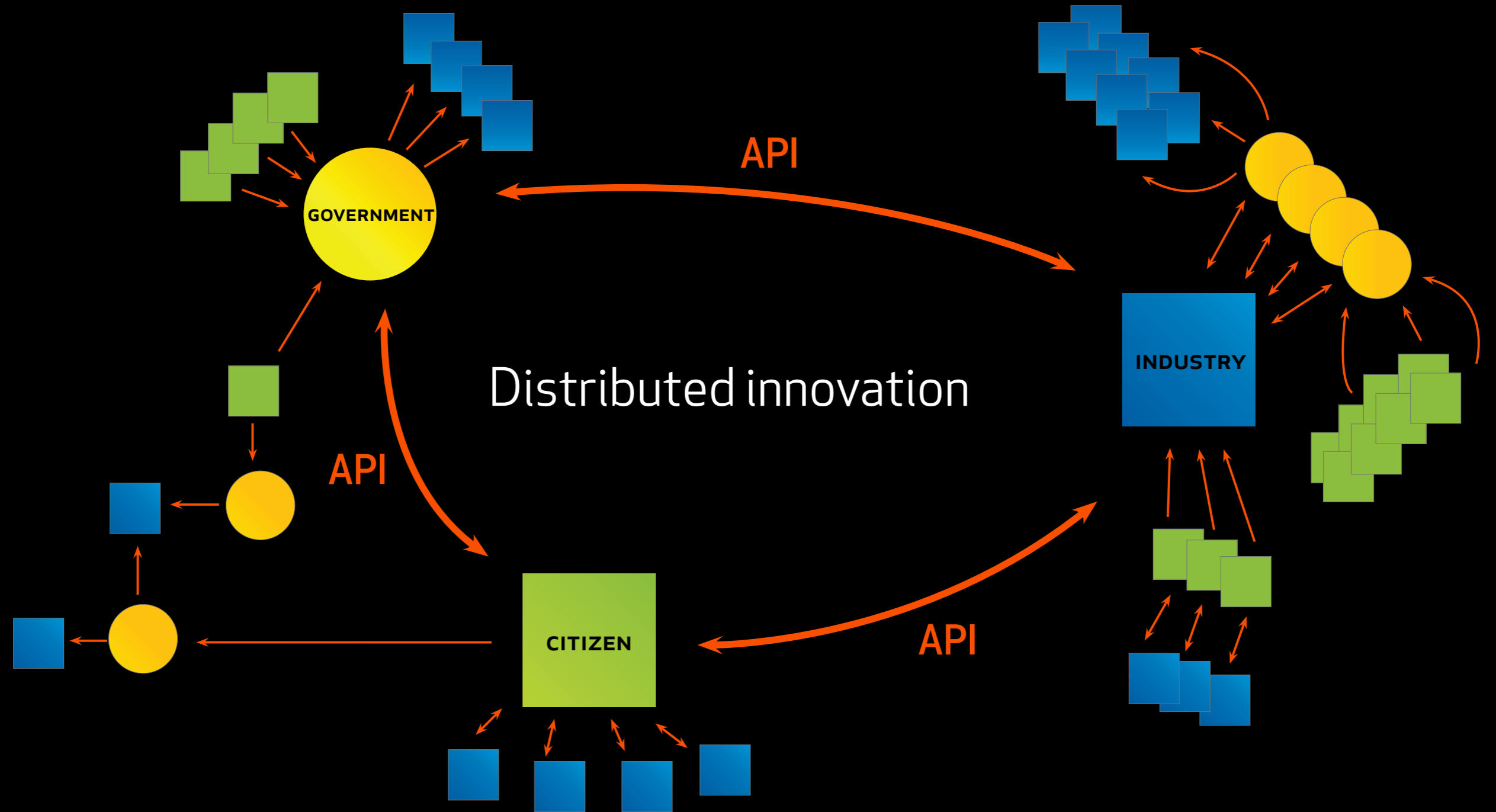
Interoperability

Shareability

Consistency

Ubiquity

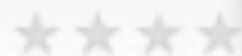
Efficiency





CITY AND COUNTY OF SAN FRANCISCO
311 CUSTOMER SERVICE CENTER





BLOG

PHOTOS & VIDEO

BRIEFING ROOM

ISSUES

the ADMINISTRATION

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Open Government Initiative

TRANSPARENCY ♦ PARTICIPATION ♦ COLLABORATION

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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

Open311

GeoReport v2

Established March 2011



Vancouver
Seattle
Portland

Edmonton

San Francisco

Toronto

Southamton
Barnet →

Grand Rapids
Chicago

Boston
New Haven
New York City
Philadelphia
Baltimore
Washington D.C.

St Louis

Tuscon

Houston

New Orleans

Miami

Dominican Republic

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

iPod
10:35 PM
Bloomington



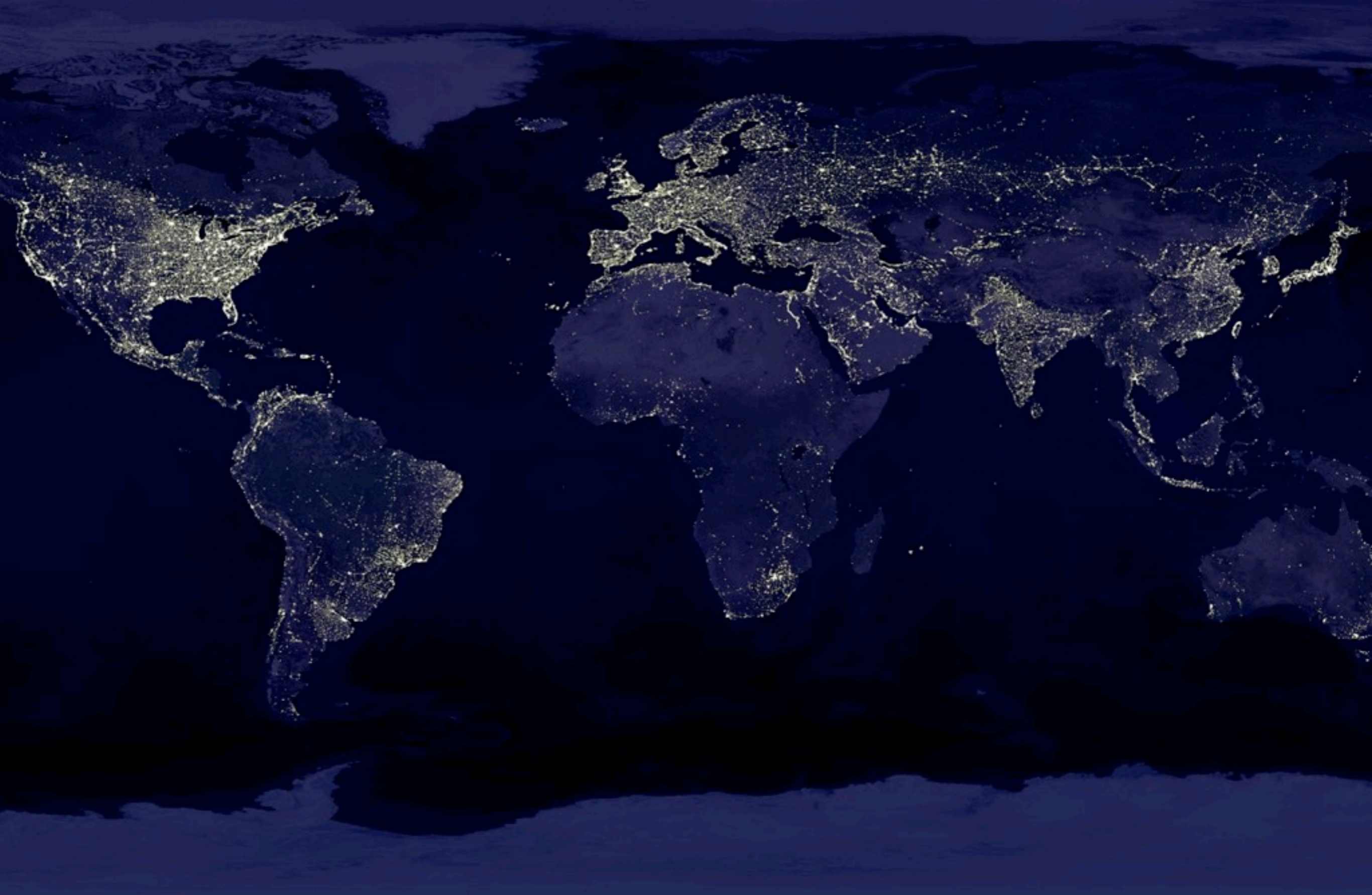
City of Bloomington, IN
bloomington.in.gov
Open311 Issue Reporter

Home

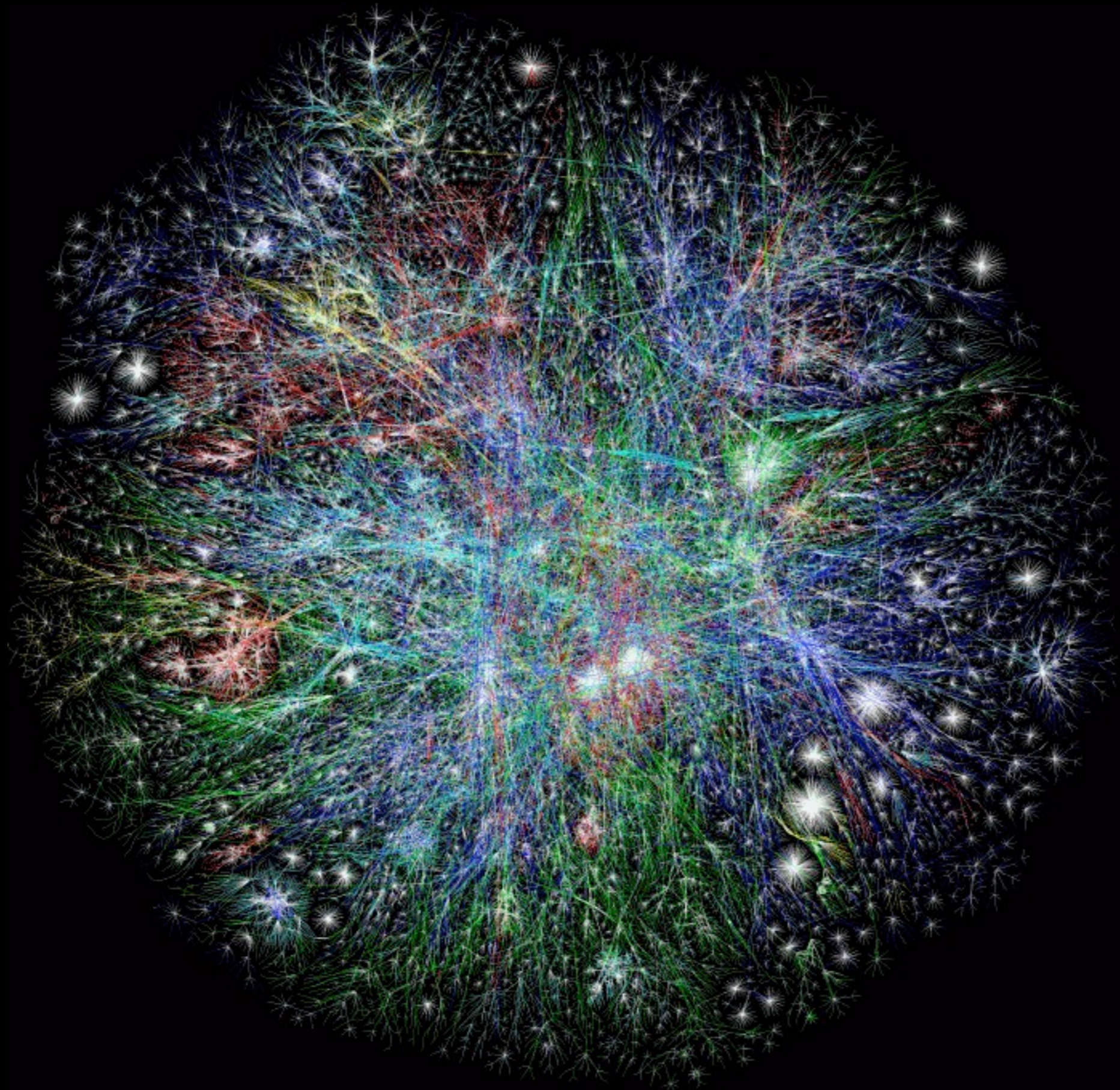
Report

My Reports

Report To



A Civic Network?



Looking Ahead

Open3 / /

Patterns of Interaction

- ✓ **Issue Report:** Request / Report
 - ✓ **Inquiry:** Ask / Search
-
- ✓ **Ideation:** Answer / Suggest

wiki.civiccommons.org/Collaboration_Platforms

Inquiry API

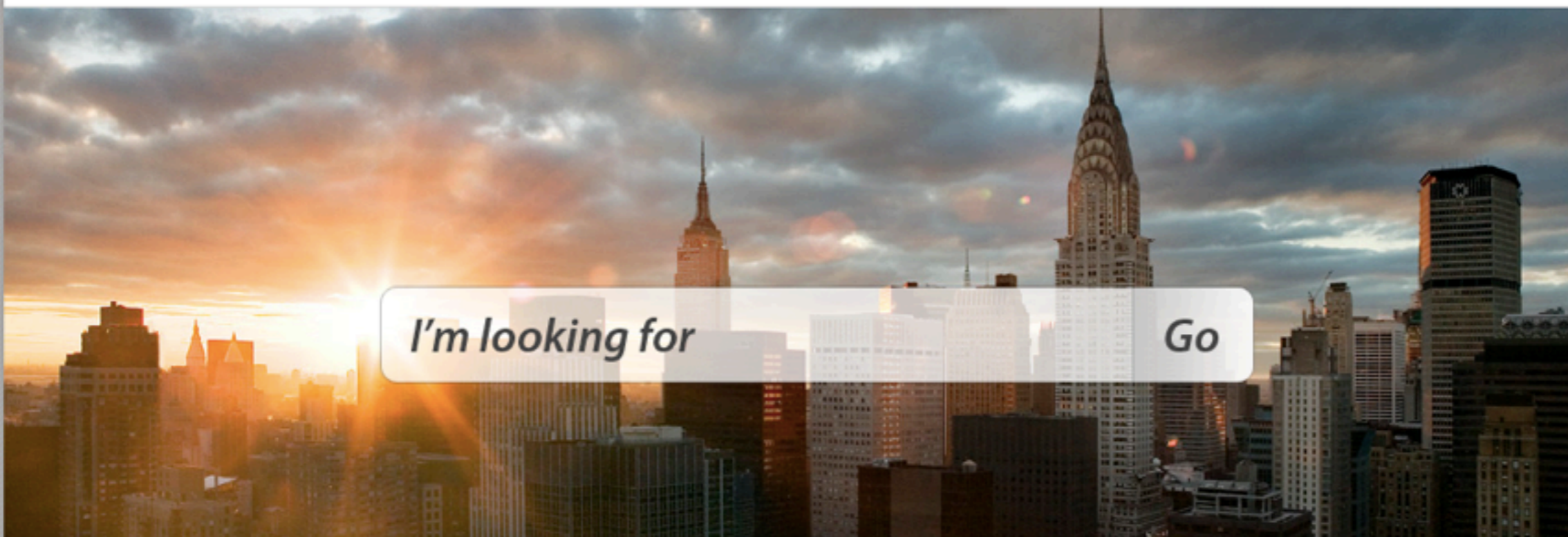


The Official Website for New York City

Visitors

311 Online

My NYC



I'm looking for

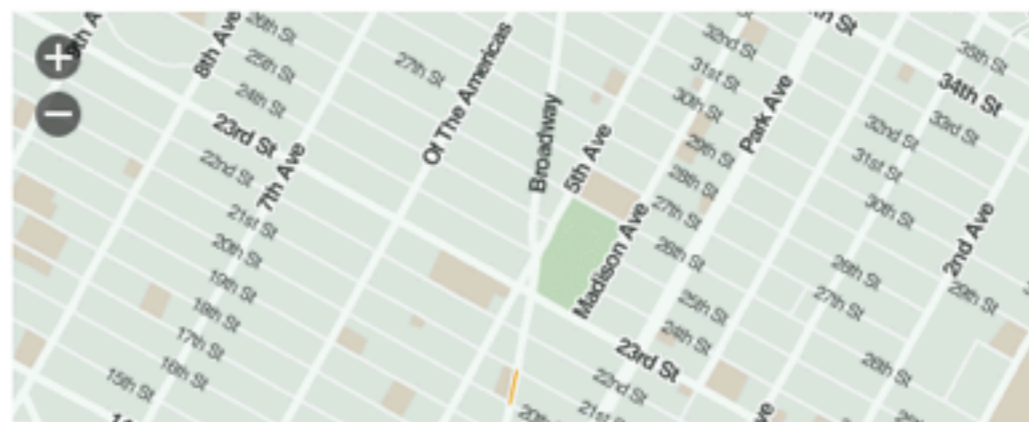
Notify NYC: Due to a water main break in the vicinity of Jerome and Tremont Ave.. →

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



Not just informal questions, but also
formal requests for information:

“Open FOI”



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 »](#)

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



ALAVATELI

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[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

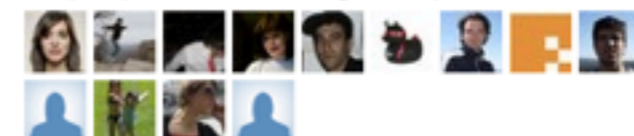
Twitter Facebook Inbox

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.



Suggest Ideas



U.S. Department of State

Skip to content

OpenState SHARE YOUR IDEAS



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Campaigns

All Ideas

Off Topic

1. Transparency

Data Availability, Information Quality, Accountability...

2. Participation

Public Feedback & Involvement, Tools & Strategies...

3. Collaboration

Working Together: Governments, Businesses, Non-Profits...

4. Innovation

New Ways of Doing Business, New Tools...

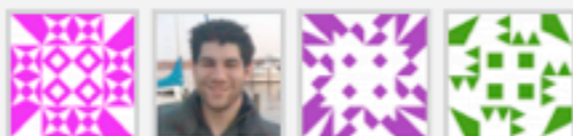
5. Help Us Improve This Dialog Site

[Tell Us How to Improve this Site](#)

Public Feedback & Involvement, Tools & Strategies... : Browse Recent Ideas

How can our agency encourage two-way conversations with the public to share ideas and expertise to improve our work? What specific tools and strategies should we use to encourage these public conversations?

Moderators



Recent (8) Popular (8) Hot (0)



I agree

1
vote

PUBLIC FEEDBACK & INVOLVEMENT, TOOLS & STRATEGIES... »

U.S. Center 2010 Cancun initiative

The U.S. Center 2010 Cancun is a great idea. You should organize more and more initiative regarding the Center.



I disagree

[Add your comment](#)

Submitted by [Community Member](#) 1 year ago



I agree

1
vote

PUBLIC FEEDBACK & INVOLVEMENT, TOOLS & STRATEGIES... »

U.S. Center 2010 Cancun initiative

The U.S. Center 2010 Cancun is a great idea. You should organize more and more



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](#)

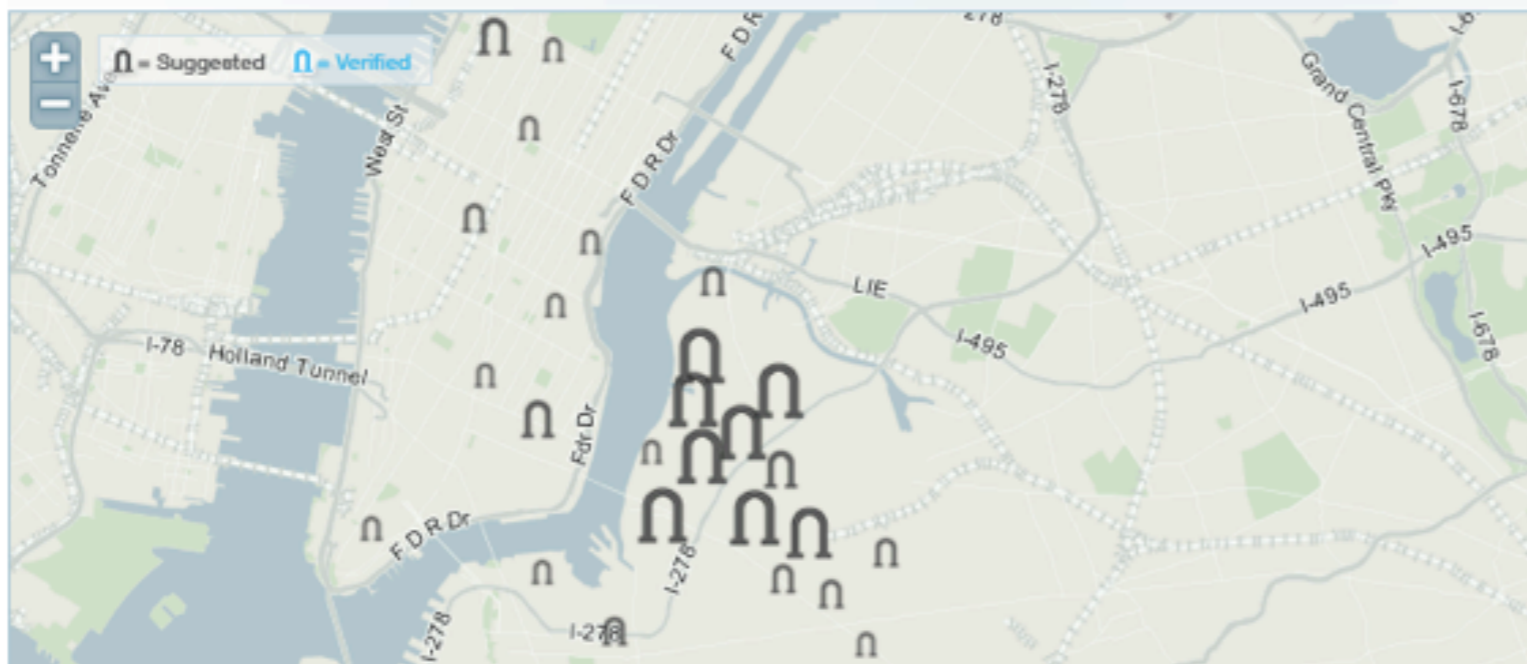
[CREATE A PETITION](#)


Integration with
Urban Planning

&

Participatory Budgeting

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.

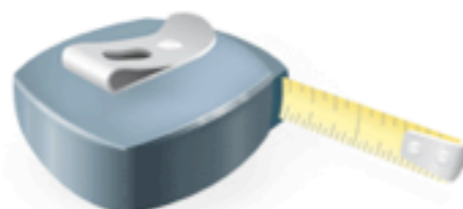
Spot it.



Map it.



Check it.





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 (green line)
 - striped route (yellow line)
 - on-street signed route (dotted green line)

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



Areito en Jarabacoa

Portal de Presupuesto Participativo - Alcaldía del Municipio de Jarabacoa



Sobre PP

Documentos

Seguimiento de Casos

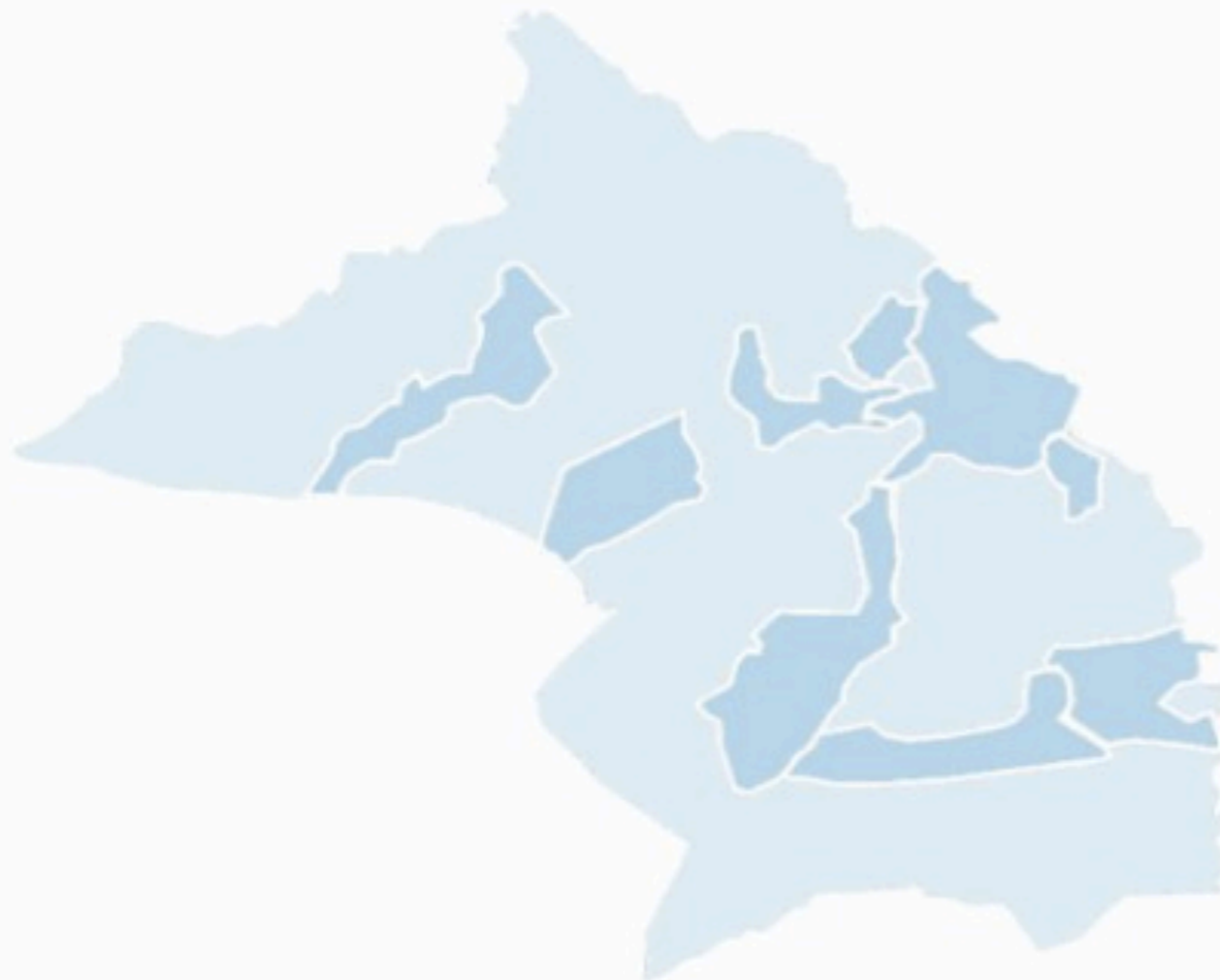
Novedades

Otros ya preguntaron



Anímate! Sugiere una obra [aquí](#)

COMPARTE ESTO EN:



Clickea sobre el paraje para obtener más información de en que se gasta tu dinero del **Presupuesto Participativo** en tu comunidad

- Angosto
- Avenida La Confluencia
- Barrio Blanco
- Barrio Don Bosco
- Cabirma
- Corocito
- Jumunucu
- La Colonia
- La Javilla
- La Lomita
- La Pelada
- La Peña
- La Quebrada
- Llano Del Higo
- Palo Blanco
- Pedregal
- Pinar Quemado
- Venecia
- Yabacoa

[Mi paraje no esta en la lista](#)



ATENCIÓN CIUDADANA



ALUTA
CONTINUA
SEMPRE

9 de junho
às 18h

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 |

POWERED BY Google

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



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Community | Overview

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OR

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Text input field for asking a question

Ask a question. We'll look for answers.

Continue

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

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COMMUNITY STATS

TOTAL

| | |
|---------------|-----|
| Topics posted | 238 |
| People | 239 |
| Employees | 25 |

Join the community

Thanks!

Open311

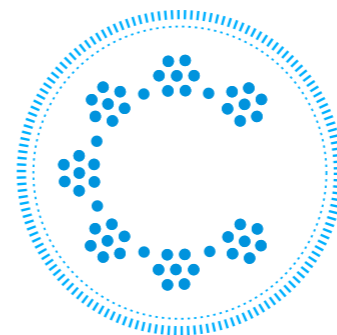
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