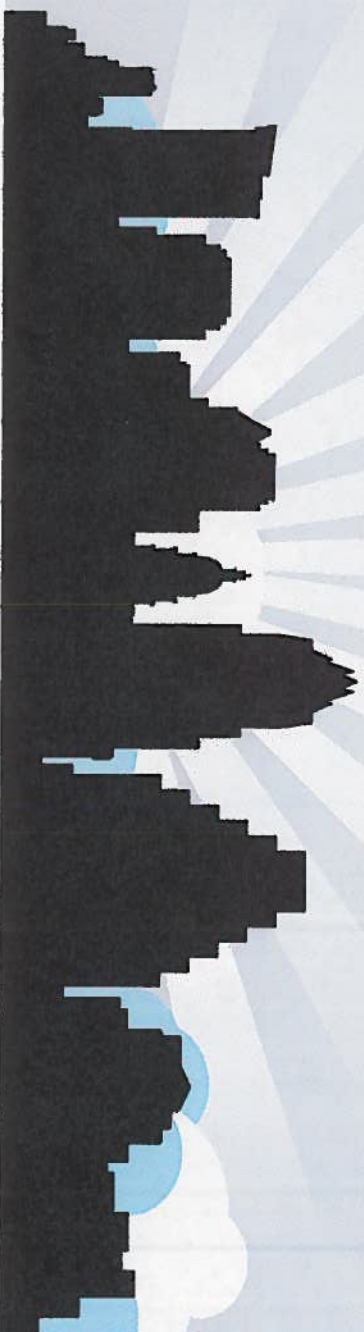




Your All Day, Any Day, Info Center

Citizen Model Platform Contract Amendment Discussion

February 13, 2013



Thank

Austin 3-1-1 System Overview

Motorola Solutions Citizen Service Request (CSR):

- Captures and relays citizen service requests to departments
- Allows for tracking and updates to outcomes tied to these requests
- ASP hosted by Motorola Solutions using a Software as a Service (SaaS) model
- Similar to any remotely hosted database, additions or modifications to services must take into account security requirements

Commission Working Group Notes

Updates from the Working Group Meeting held on February 7th:

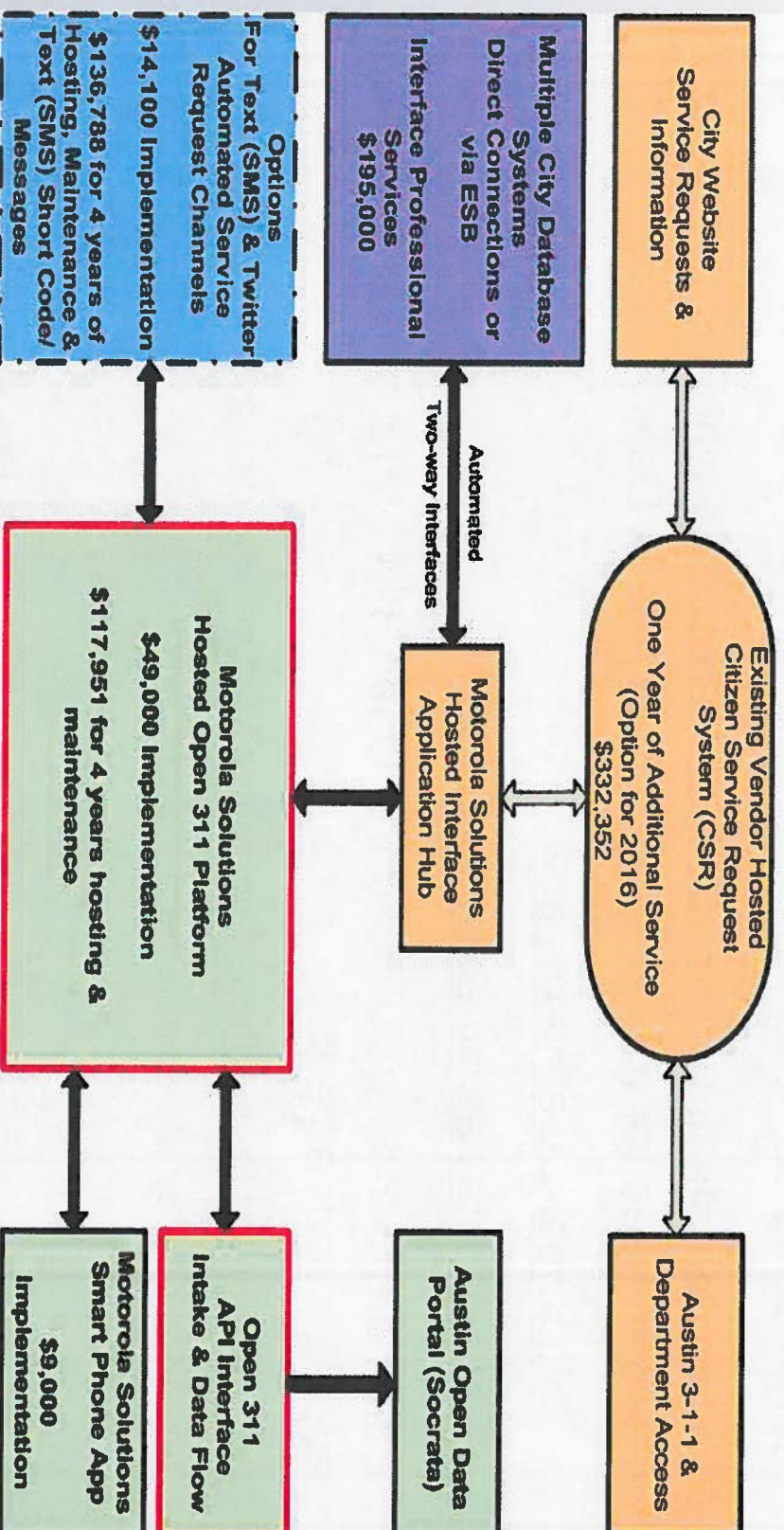
- Breakout of costs for the Mobile App from the overall Motorola Solutions CSR Citizen Mobile Module cost:
 - The Smart Phone App implementation is \$9,000
 - The Open 311 Module implementation is \$49,000
- The hosting and maintenance quoted is the same with or without the smartphone apps going live per Motorola Solutions:
 - Average yearly hosting and maintenance: \$29,000
 - 4-year total for hosting and maintenance: \$117,951
- Clarification: Optional Text (SMS) and Twitter Service Request automated channel components are separate from the Smart Phone App and Open 311 Platform

Motorola CSR Citizen Access Model

Motorola CSR Citizen Access Model Segments	Authority Requested
One Year of Additional Vendor Hosting and Maintenance Service for CSR (2016)	\$ 332,352
Multiple City Database Systems Connection - Interface Professional Services	\$ 195,000
Hosted Open 311 Data Portal Module Implementation	\$ 49,000
Hosted Open 311 Data Portal Module Hosting/Maintenance for 4 years	\$ 117,951
Motorola Solutions Smart Phone App Implementation	\$ 9,000
Options for Text (SMS) & Twitter Automated Service Request Channel Implementation	\$ 14,100
Options for Text (SMS) & Twitter Automated Service Request Channel Maintenance/Hosting for 4 years	\$ 136,788
Total Contract Amendment Spending Authority Requested	\$ 854,191

Motorola CSR Citizen Access Model

**Motorola Solutions CSR
Existing System &
Addition of Open 311 Portal
Spending Authority Request**



Austin 3-1-1

Baltimore 3-1-1 Example

- Motorola Solutions CSR is an ASP (SaaS) database in Baltimore (same setup as Austin)
- Baltimore data flows are in place to Socrata, which is the same platform used for the existing City of Austin Data Portal
 - <https://data.austintexas.gov/>
 - <https://data.baltimorecity.gov/>
- Baltimore 3-1-1 has utilized the Open 311 portal and smart phone apps for over a year
 - Additional citizen engagement with added service requests
 - Additional data available from the city

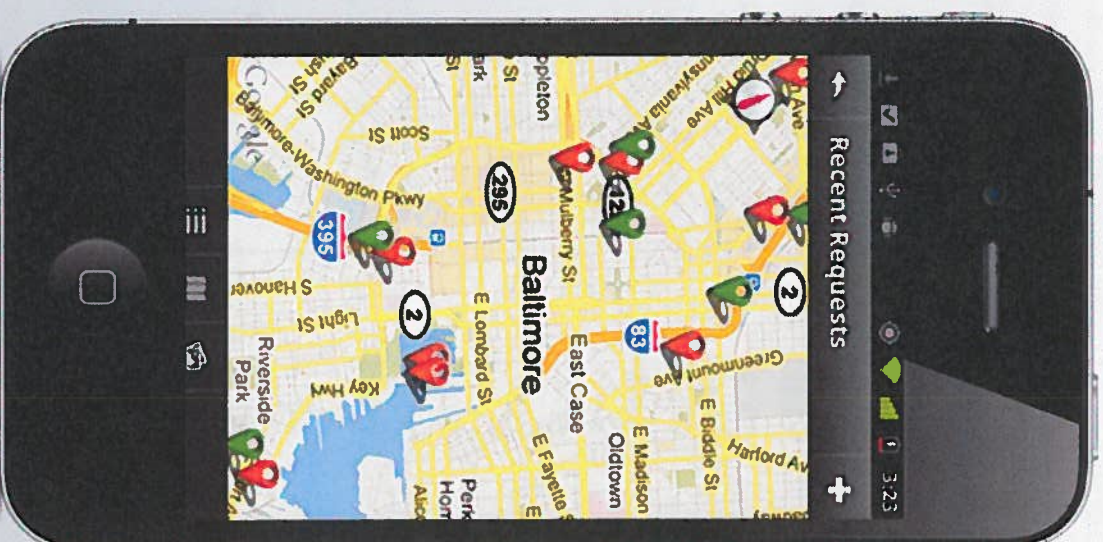
Baltimore Socrata Data Portal Example

PENBALTIMORE

311 Customer Service Requests

ServiceRequestNum	code	codeDescription	address	city	state	zip	created
1	12-03463256	RAT/SPR	SW-Rd RUDOL. Proactive	BALTIMORE CITY	MD	21218	OK
2	12-03463259	BCESTRU1	BCE (SUGRS) Out	BALTIMORE CITY	MD	21206	OK
3	12-03463294	TREEMRMO	Forestry Tree Removal	BALTIMORE CITY	MD	21218	OK
4	12-03463298	SCHDULE	SW-Bus-Scheduled	BALTIMORE CITY	MD	21220	OK
5	12-03463295	STREETL2	Trip-Slight Damaged/Unroad Damaging 900 WRTLE AVE	BALTIMORE CITY	MD	21201	OK
6	12-03463257	WWMATE13	WV Water Leak (Emergency)	BALTIMORE CITY	MD	21231	OK
7	12-03463253	DRNSTR	SW-Dng Street	BALTIMORE CITY	MD	21211	OK
8	12-03463244	SCHDULE	SW-Bus-Scheduled	BALTIMORE CITY	MD	21206	OK
9	12-03463243	DRNSTR	SW-Dng Street	BALTIMORE CITY	MD	21211	OK
10	12-03463242	WCDSPROP	HCO-Sanitation Property	BALTIMORE CITY	MD	21229	OK
11	12-03463245	SCHDULE	SW-Bus-Scheduled	BALTIMORE CITY	MD	21217	OK
12	12-03463246	WCDSPROP	HCO-Sanitation Property	BALTIMORE CITY	MD	21229	OK
13	12-03463240	WWMATE14	WV Water Service Repair	BALTIMORE CITY	MD	21223	OK
14	12-03463229	HCDMCMMA	SW-HCM	BALTIMORE CITY	MD	21223	OK
15	12-03463235	DRNSTR	SW-Dng Street	BALTIMORE CITY	MD	21217	OK
16	12-03463237	SWCRUT1	SW-Cruts Removal Unroaded	BALTIMORE CITY	MD	21201	OK
17	12-03463232	PL THEDBC	PL THUDR Bce Bng Complaint	BALTIMORE CITY	MD	21218	OK
18	12-03463231	HCDMCMMA	SW-HCM	BALTIMORE CITY	MD	21218	OK
19	12-03463233	HCDMCMMA	HCO-Maintenance Structure	BALTIMORE CITY	MD	21217	OK
20	12-03463235	ECEDULE	HCO-Regal Duffing	BALTIMORE CITY	MD	21218	OK
21	12-03463234	TREEMRMO	Forestry Tree Removal	BALTIMORE CITY	MD	21218	OK

Baltimore Smart Phone App



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