# Austin 3-1-1
# Smart Phone App & Open 311 Update

October 8, 2014

# Austin 3-1-1 Updates

**Austin 3-1-1 Smart Phone App Updates:**

- The Austin 3-1-1 Smart Phone App was made available to the public at the end of July

- More than 1,400 Service Requests were submitted via the Austin 3-1-1 Smart Phone App since public launch

- More than 2,500 App downloads from the Google Play Store and Apple ITunes Store since go-live

**Community Engagement:**

- Community Education / Marketing

- Community feedback has been positive
    - "Makes Life easier"
    - "Reliable"
    - "Great job on this app"

# Austin 3-1-1 Updates

**Austin 3-1-1 Smart Phone App Service Requests**

- 13 service request types are currently available:
  - [Found Dog (Confined) Pick Up](#)
  - [Dead Animal Collection](#)
  - [Street Light Issue](#)
  - [Community Engagement Feedback](#)
  - [Loud Music](#)
  - [Park Grounds Maintenance](#)
  - [Graffiti Removal](#)
  - [Street Sweeping](#)
  - [Pothole Repair](#)
  - [Sidewalk Repair](#)
  - [Sign - New](#)
  - [Water Waste Report](#)
  - [Other](#)

- Water Waste, Pothole Repair and Graffiti Removal are the most department-specific service requests utilized on the Smart Phone App

# Austin 3-1-1 Updates

**Smart Phone App Next Steps:**

- Next update of the application scheduled to take place by early November

    - New service requests added for Watershed Protection (Flooding)
    - Changes and updates to existing requests as needed
    - Updates for the latest Apple & Android operating systems (iOS 8, etc.)

# Austin 3-1-1 Updates

**Open 311 API Developer Portal:**

- One provider of an application has requested production access to submit service request

- Open Austin is currently exploring an opportunity to use the API in a project with the Animal Services Office

- Other developers have established test accounts but have not moved forward with production requests

# Austin 3-1-1 Updates

**Open Government Data Page (Socrata)**

- The new City Council Districts have been added to existing 311 data sets

- A new view designed for review of requests by district is also online:

  **https://data.austintexas.gov/Government/311-Data-Council-District-Filtering/n8qi-da3b**

# For More Information:

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