



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

October 15, 2014

Austin 3-1-1 Updates

Austin 3-1-1 Smart Phone App Results:

- Service Requests Overview:
 - Over 1,600 Service Requests submitted through October 13th
 - 150 Service Requests submitted per week on average
 - Water Waste Report, Pothole Repair, Street Light Issue & Loud Music are the most reported department-specific requests
- App Download Overview:
 - Over 3,100 downloads of the App through October 13th
 - 1950 downloads took place in first two weeks of availability
 - 130 downloads per week on average since mid-August

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Austin 3-1-1 Phone App Community Engagement:

- Community Education & Marketing efforts underway
 - Social Media
 - Video guide on Austin 3-1-1 web page
 - Newsletters
- Community feedback has been positive
 - “Makes Life easier”
 - “Reliable”
 - “Great job on this app”

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Austin 3-1-1 Smart Phone App Next Steps:

- Next update of the application scheduled in November
 - New service requests added for Watershed Protection (Flooding)
 - Minor changes and updates to existing service requests
 - Support updates for the latest Apple & Android operating systems (iOS 8, etc.)
- Application updates will take place every 3 – 4 months

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Open 311 API Developer Portal:

- One developer has requested production access
- Additional developers established testing accounts for future use
- Other developers are exploring use of the API for data flows to maps and other sites

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Open Government Data Portal: (Socrata)

- Austin 3-1-1 Data Set added to portal in January
- Over 100,000 service requests posted to site this year
- New City Council District added to Austin 3-1-1 data sets on the portal

For More Information:

- Cindi Perez, Austin 3-1-1 Process Manager
 - Cindi.Perez@austintexas.gov
- Bill Starks, Austin 3-1-1 BSA Sr. (Project Manager)
 - Bill.Starks@austintexas.gov