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City of Austin
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MEMORANDUM

TO: AUSTIN COMMUNITY TECHNOLOGY & TELECOMMUNICATIONS COMMISSION

FROM: AUSTIN 3•1•1

SUBJECT: CITIZEN MODEL PLATFORM PROJECT UPDATE

DATE: APRIL 6, 2015

CC: CINDI PEREZ, AUSTIN 3•1•1, PROCESS MANAGER
           STEPHEN ELKINS, CHIEF INFORMATION OFFICER, CTM
           JAWANA GUTIERREZ, VICE PRESIDENT OF CUSTOMER CARE

Dear Commissioners,

Here are the latest updates on our progress with the project:

- **Austin Open Government Database 311 Data Set: Complete and in service**

  The data set was first placed into service in January, 2014. We added views by council districts to the website. To date, over 150,000 service requests have been published to the data set.

- **Smart Phone App & Open 311 API Portal: Complete and in service**

  The Smart Phone App and Open 311 API Portal are available for use by the public. Over 6,900 service requests have been submitted via the platform to date.

  The App and Portal service request types have been revised with support from our vendor and the departments to add requests, refine scope and improve geographic processes. Additional requests will be added this summer for several departments, and we will continue to work on system refinements.

  The Open 311 API Portal is available for developers. One external developer, "SeeClickFix" is currently utilizing the access to submit service requests and receive updates via the portal.

- **ESB & CSR – Maximo Automated 2-way database interface: Complete and in service**

  The Enterprise Service Bus (ESB) system installation is complete, and the initial interface between Austin 3-1-1 (Motorola Solutions CSR) and Maximo via the ESB is operational for 16 Watershed Protection service request types. We are in the progress of adding interface services for Public Works, and expect to add others to the interface by the end of 2015.

- **ESB & CSR – AMANDA Automated 2-way database interface: Work in progress**

  Planning for the interface between CSR, the ESB and the AMANDA database is in progress. We are working with Austin Code and CTM to establish the interface this year.

We will be happy to address any requests for clarification from the commission.

Thank you.

Bill Starks, PMP
Project Manager
Austin 3-1-1