

SUBCOMMITTEE REPORT

(Please use one report for each subcommittee recommendation)

Subcommittee Name	Information Systems
Subcommittee Chairperson(s)	Laura Meixell
Title of recommendation	Open 311
Describe the recommendation	Pittsburgh should expand upon it's 311 program by adopting the Open 311 standard, increasing transparency around the City's response process, and making 311 data available to the public. The 311 system constitutes a common "front door" for many citizens requiring City services or information and by developing better ways to use the system we can improve the customer service experience in the City of Pittsburgh.
Is this an immediate or long-term recommendation?	<p>First 100 Days: Adoption of the Open311 standard and development of read/write API.</p> <p>First year: Improved documentation of city department response processes and integration of response expectations into 311. AskPGH application improved and expanded to better communicate frequently asked questions.</p> <p>First term: Incorporate response parameters as performance metrics for city departments.</p>
How will this address our challenge or reach our goals?	By collecting requests from citizens using the Open311 standard and making the system open via a read/write API, Pittsburgh can work with developers to implement dynamic tools for citizens to get information, make service requests, and track the City's response. Where citizens do not need to request a service but instead are looking for information about a city-related topic, a centralized, perhaps question based content management system should be integrated into the 311 to make this easier.
What are the obstacles to implementation?	<ol style="list-style-type: none"> 1. Identifying basic technology solutions for API hosting 2. Working with developers to build and implement input and tracking systems for citizens and city departments. 3. Improving "triage" response processes from city departments and integrating performance management.

Who needs to be involved?	The recommendation is a City-wide initiative: Mayor, CIS, and each city department that responds to 311 requests.
What city resources need to be invested?	CIS hosting resources, Prioritization of 311 response process City departments.
What will be different if the recommendation is adopted?	Customer service will be improved. The City will be more transparent. A variety of applications may be built by developers to assist in input of requests, tracking of progress, management of requests, or another aspect of the data not yet anticipated.
Describe any background materials that you consulted.	Open311.org, " Open 311: A Platform for Municipal Collaboration by Philadelphia CDO Mark Headd ", 311 pages for Chicago and Philadelphia
Have other cities implemented this recommendation?	A growing number of cities such as Chicago and Philadelphia already use the open standard to track and manage public space and public services. The City of Chicago uses 311 Service Tracker , an open source program that helps citizens and government departments understand the nature and progress of requests. Chicago also has Super Mayor Emanuel , a small, fun program that provides an example of how developers can build informative applications on top of Open 311 data. For finding information, the AskPGH application on the city website, based on Honolulu Answers , can help citizens find comprehensive, easy to understand answers to the most-asked questions.
Are there any other considerations?	

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27**.