



Your All Day, Any Day, Info Center

Citizen Model Platform Contract Amendment Discussion

February 13, 2013



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:

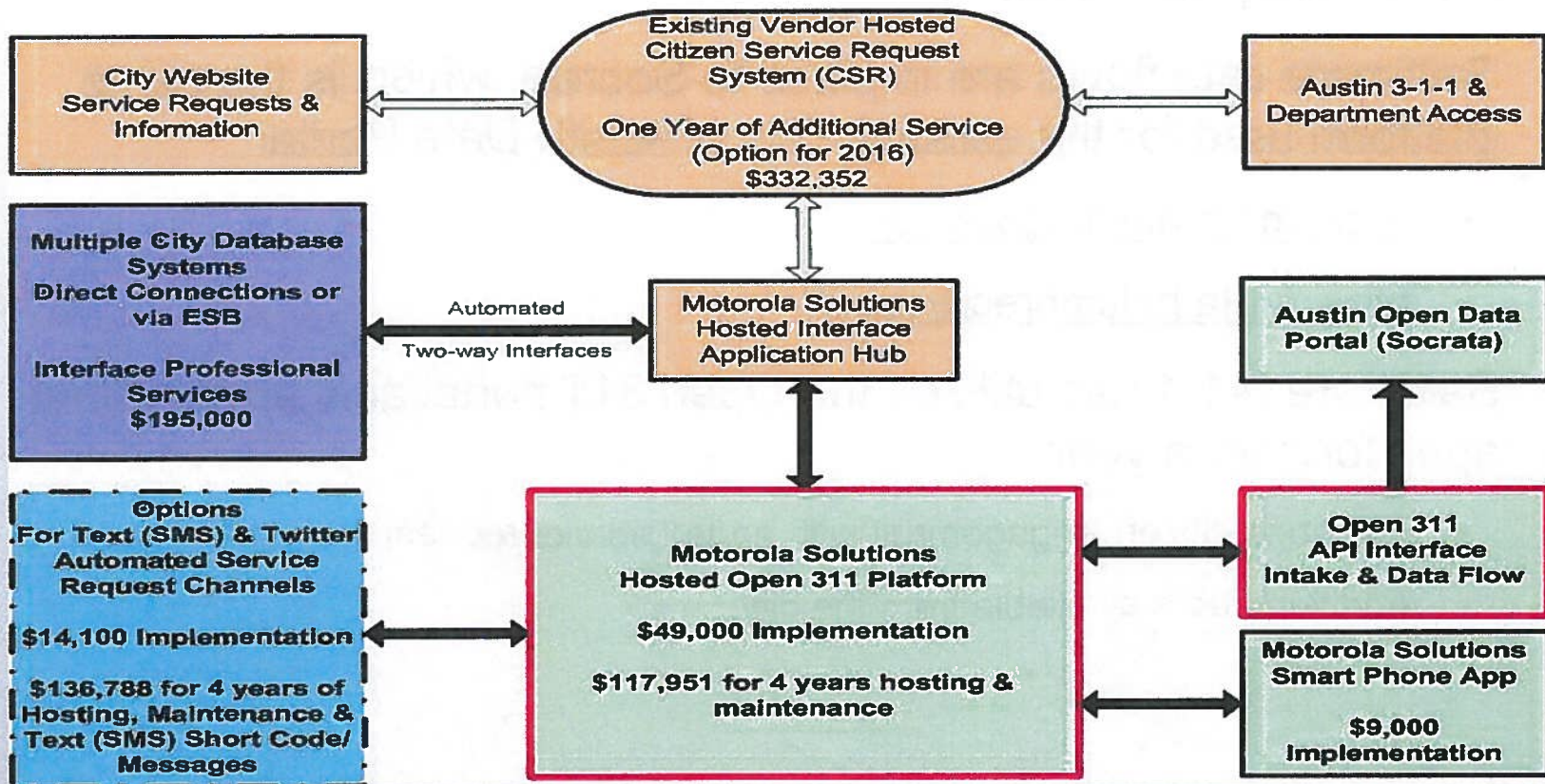
- Breakout of costs for the Mobile App from the overall Motorola Solutions CSR Citizen Mobile Module cost:
 - The Smart Phone App implementation is \$9,000
 - The Open 311 Module implementation is \$49,000
- The hosting and maintenance quoted is the same with or without the smartphone apps going live 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**



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

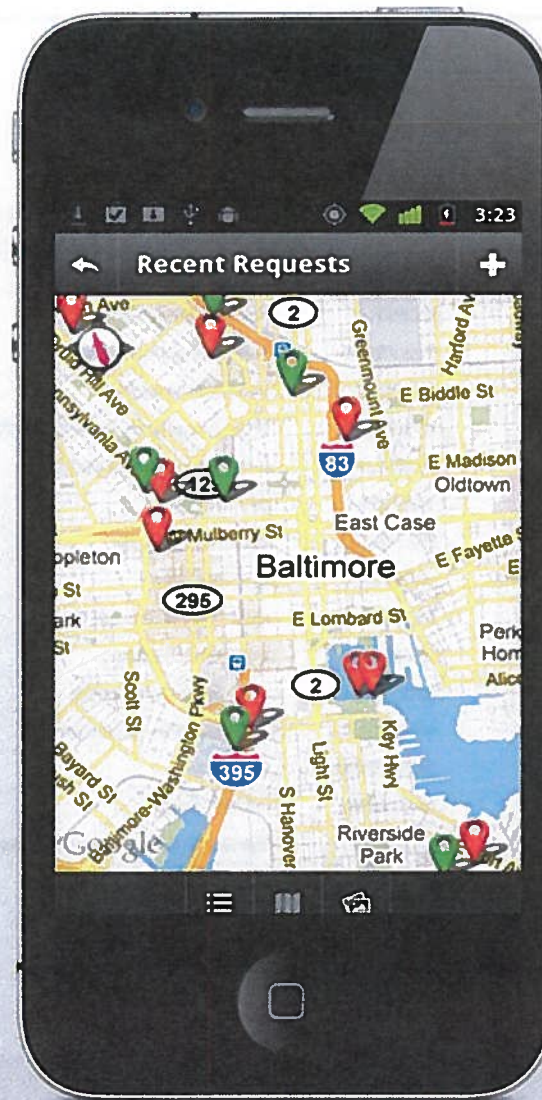
(i)PENBALTIMORE Help Sign Up

311 Customer Service Requests Find in this Dataset

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	serviceRequestNum	code	codeDescription	address	city	state	zip	created
1	12-004632576	RATRUBPR	SW-Rat Rubout - Proactive	1571 ABBOTSTON ST	BALTIMORE CITY	MD	21218	06/
2	12-00463250	BCESTU1	BCE-Slight(s) Out	3900 MARX AVE	BALTIMORE CITY	MD	21206	05/
3	12-00463264	TREEREMO	Forestry Tree Removal	2716 SAINT PAUL ST	BALTIMORE CITY	MD	21218	05/
4	12-00463258	SCHEDULE	SW-Bulk-Scheduled	1524 BYRD ST	BALTIMORE CITY	MD	21230	05/
5	12-00463255	STREETL2	TRM-SLight Damaged/Knocked Down/Rusted	900 MYRTLE AVE	BALTIMORE CITY	MD	21201	05/
6	12-00463257	WWWATE13	WW Water Leak (Exterior)	ALICE MARIA ST & S WOLFE E	BALTIMORE CITY	MD	21231	05/
7	12-00463253	DIRTYSTR	SW-Dirty Street	4030 FALLS RD	BALTIMORE CITY	MD	21211	05/
8	12-00463244	SCHEDULE	SW-Bulk-Scheduled	5545 FORCE RD	BALTIMORE CITY	MD	21206	05/
9	12-00463243	DIRTYSTR	SW-Dirty Street	3300 FALLS RD	BALTIMORE CITY	MD	21211	05/
10	12-00463242	HCDSPROP	HCD-Sanitation Property	4008 EDMONDSON AVE	BALTIMORE CITY	MD	21229	05/
11	12-00463245	SCHEDULE	SW-Bulk-Scheduled	2202 MCCULLOH ST	BALTIMORE CITY	MD	21217	05/
12	12-00463246	HCDSPROP	HCD-Sanitation Property	764 UPWARD ST	BALTIMORE CITY	MD	21229	05/
13	12-00463240	WWWATE14	WW-Water Service Repair	526 N CARROLLTON AVE	BALTIMORE CITY	MD	21223	05/
14	12-00463229	HCDHGWMA	SW-HGW	1021 W FAYETTE ST	BALTIMORE CITY	MD	21223	05/
15	12-00463235	DIRTYSTR	SW-Dirty Street	2500 FALLS RD	BALTIMORE CITY	MD	21217	05/
16	12-00463237	SWGRAFI	SW-Grass Removal Unscheduled	805 MCCULLOH ST	BALTIMORE CITY	MD	21201	05/
17	12-00463232	HLTH-HBC	HLTH-HN Bed Bug Complaint	729 E 22ND ST	BALTIMORE CITY	MD	21218	05/
18	12-00463231	HCDHGWMA	SW-HGW	1912 KENNEDY AVE	BALTIMORE CITY	MD	21218	05/
19	12-00463233	HCDMAINT	HCD-Maintenance Structure	1101 HARLEM AVE	BALTIMORE CITY	MD	21217	05/
20	12-00463225	ECEULLE	HCD-Illegal Dumping	4417 LOCH RAVEN BLVD	BALTIMORE CITY	MD	21218	05/
21	12-00463224	TREEREMO	Forestry Tree Removal	3103 ABELL AVE	BALTIMORE CITY	MD	21218	05/

Baltimore Smart Phone App



For More Information:

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