Your All Day, Any Day, Info Center

**TO:**        Austin Community Technology & Telecommunications Commission

**FROM:**    Austin 3-1-1

**DATE:**     November 8, 2013

**SUBJECT:**  Citizen Model Platform Project update

Dear Commissioners,

Here are updates on our progress with the project:

**Austin Open Government Database 311 Data Set**

The work to set up the initial Austin 311 service request data set for the City of Austin Open Government data web page continues to make significant progress. We are working with the CTM Socrata database team and Motorola Solutions to complete the data transfer setup and related processes for the service requests, and have commenced testing of the query tied to the reports system that will feed the information to the web page. The estimated availability for the public data set is the end of the year.

**Smart Phone App & Open 311 API**

The project team is working with internal and departmental subject matter experts to finalize the configuration required to establish the application test platform. Due to longer than anticipated time required to complete this setup, I am estimating the soft launch of the phone app will take place early next year, and projected go-live to the public will take place in February.

**Automated 2-way database interfaces**

The automated two-way database interface portion of the project is in the planning phase. The project team has collected an initial set of data mapping requirements for the departments that utilize CSR and Maximo as part of the planning and project estimation effort, and to also assist in

the continuing engagement with the city technology and architecture leadership teams to ensure synergy and coordination with current technology initiatives.

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

Thank you.


Bill Starks, PMP

Project Manager

Austin 3-1-1


CC:

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