More Sources of Unstructured Data Than Ever Before

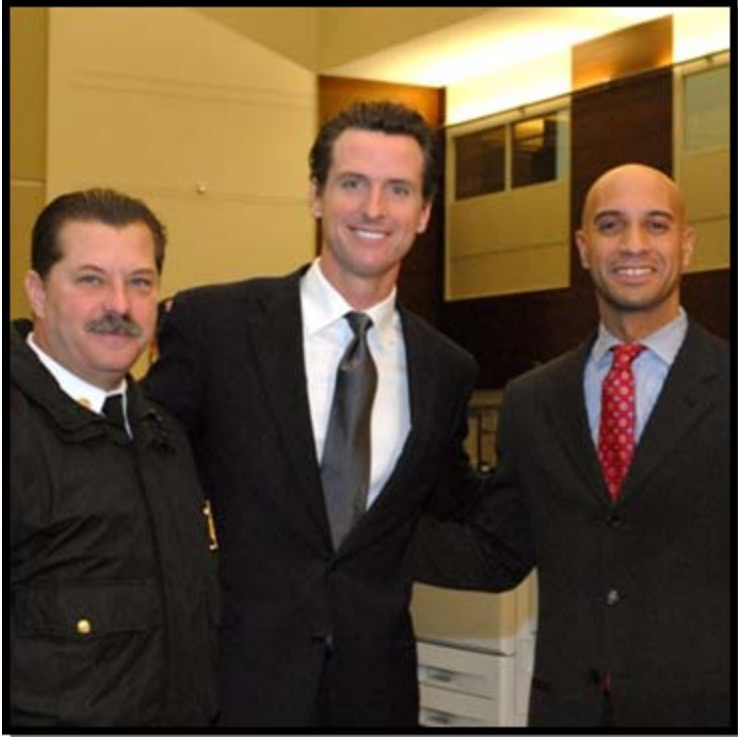**She could also be Tweeting 311?**

By msanto

50% of the unstructured data DC received during snowmageddon could not be mapped!

DC's 311 system works because it <u>requires</u>:

• Classification of the problem.

• Verifies the location while the customer is still on the phone or Web site.

• Routes the problem to the correct agency.

• Tracks the resolutions including who closed the ticket and why

The Solution (in progress)

San Francisco and D.C. Launch Open311 APIs

S.F. Mayor Newsom with D.C.
Mayor Fenty in D.C. 311 Call Center

Open 311 will allow:

- Government and 3rd Party developers to produce applications that write directly to 311 systems.

- Citizens get the interface they want.

- Governments get the structured data they need.

http://open311.org