More Sources of Unstructured Data Than Ever Before

She could also be Tweeting 311?

DC’s 311 system works because it requires:

• 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

By msanto

50% of the unstructured data DC received during snowmageddon could not be mapped!
The Solution (in progress)
San Francisco and D.C. Launch Open311 APIs

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