Austin 3-1-1 Socrata Fact Sheet

Austin 3-1-1 is a proud contributor to the City of Austin Data Portal. We are excited to share service request data in the spirit of open government. The City's Data Portal is your open government resource. It consists of datasets approved by a City department presented in a user-friendly format. Austin 3-1-1 is committed to transparency and providing service requests information to the public. Many of Austin's citizens are innovative tech savvy data consumers. However, the Data Portal is intended for all of Austin's citizens. Its many datasets utilize simple yet effective tools to find the data you want. There are several video tutorials to help you interact with this data site.

Austin 3-1-1 will present data on more than 100 service requests and will have the following features:
- Service request data will be made public and displayed in an easily accessible format.
- Austin 3-1-1 data will be updated daily.

Citizens will find the following capabilities at the Austin 3-1-1 Data Portal:
- The Austin Data Portal allows for keyword searches as well as the ability to browse by categories and topics.
- Citizens can navigate within a dataset using intuitive capabilities, such as sorting and auto-filtering to create personalized views of the data.
- Not only do citizens have access to charts, maps, and other filtered views, but they can easily create interactive maps from location data or GIS files, like Esri shapefiles, KML/KMZ files, using either Google Maps, Bing Maps, or ESRI.
- Chart creation capabilities includes various chart types, such as Area, Bar, Column, Donut, Line, Pie, Time Line, Tree Map, and Heat Map.
- Data may be downloaded with many formats to choose from, including CSV, JSON, PDF, RDF, RSS, XLS, XLSX, or XML.
- Video guides (https://data.austintexas.gov/videos) introduce you to the basics of interacting with the data site.

Developers will be able to find tools and policies at http://dev.socrata.com/.