Civic Reporting MSc Project

Aims and Objectives

- **Outline the brief I was given by the council.**
- **The Evaluation Process – looking at what they already had and looking at Open311.**
- **The solution decided upon.**
- **Issues**
- **Lessons Learned**

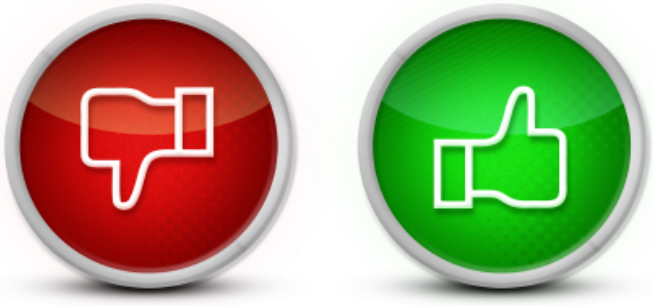
The brief I was given by the council

Clackmannanshire Council
www.clacksweb.org.uk

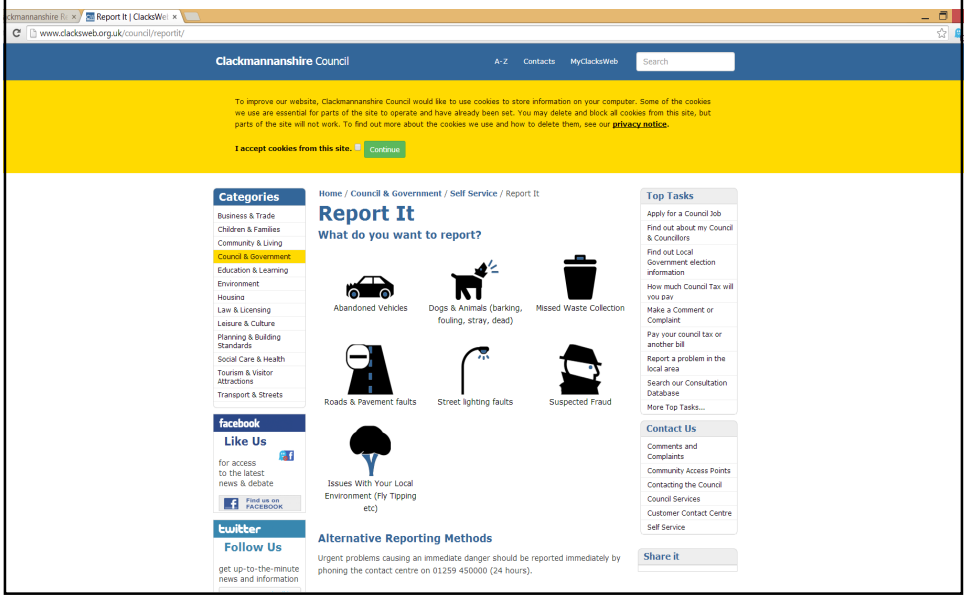
- To improve their “report it” functionality so that the users’ experience with the council was more transparent and open.

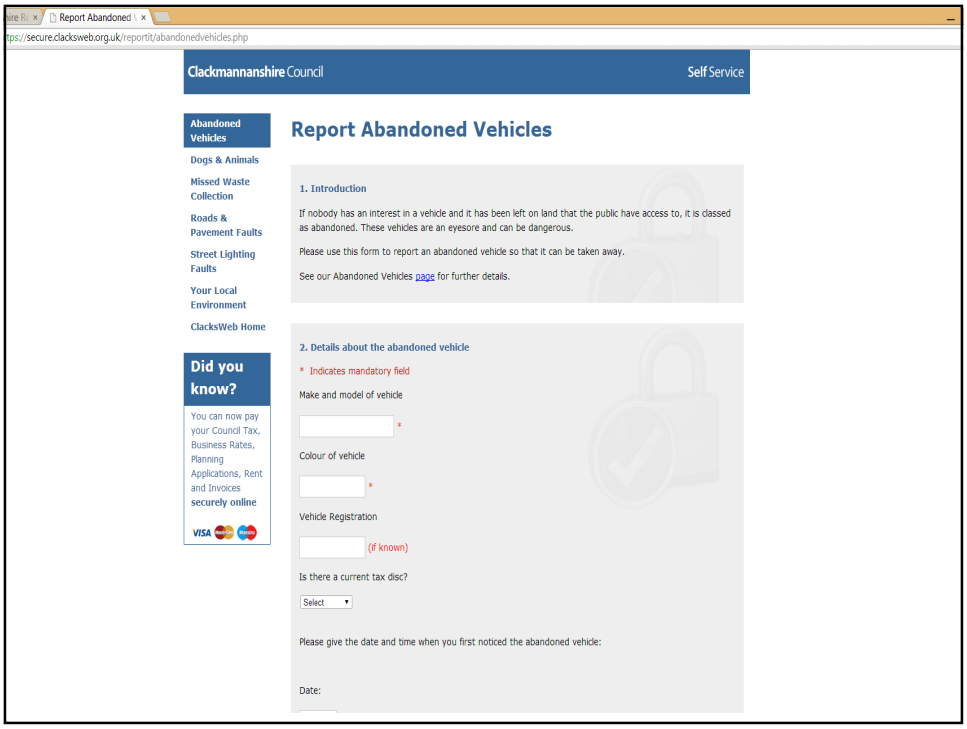
- They requested that I investigated the possibly of using a technology they had heard about regarding Open Data called Open311.

Evaluation Process



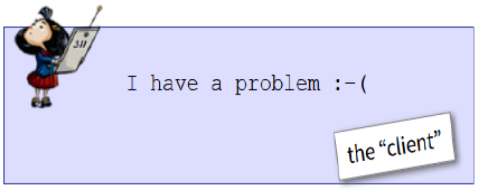
So what did they have already..?



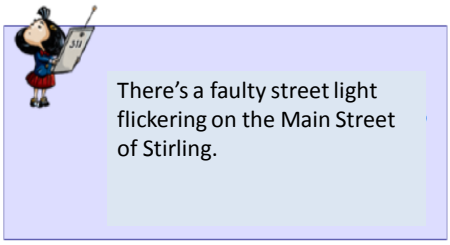


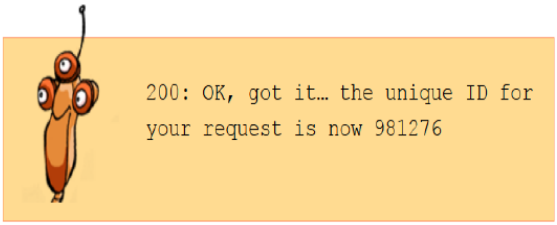
So what is Open311..?

- It's essentially a protocol.



Requesting a service needs a location





Tracking requests

Did anyone ask you for help yesterday?

Yes, I got two requests:

request 981299: TELE dirty teleport at the cantina (I'm waiting for a new brush)

request 971723: POT pothole at the junction of Kirk and Solo (I filled it in)

updatedcore.local:8083/georeport/v2/requests.xml

This XML file does not appear to have any style information associated with it. The document tree is shown below.


```
▼<service_requests is_array="true">
 ▼<request>
    <service_request_id>ad99-52</service_request_id>
    <status>closed</status>
    <status_notes>Emptied.</status_notes>
    <service_code>029</service_code>
    <service_name>Litter & Rubbish</service_name>
    <description>Overflowing bin</description>
    <agency_responsible/>
    <service_notice/>
    <address_id/>
    <requested_datetime>2014-08-05T06:18:26+01:00</requested_datetime>
    <updated_datetime>2014-08-05T06:24:03+01:00</updated_datetime>
    <address>Earn Court, FK10 1EB undefined</address>
    <zipcode/>
    <lat>56.113117259241</lat>
    <long>-3.7863028049469</long>
   ▼<media_url>
      http://updatedcore.local:8083/sites/updatedcore.local/files/styles/large/public/Overflowing%20Litter%20Bin.jpg?itok=Qm1kwjy2
    </media_url>
  </request>
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    <service_code>029</service_code>
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    <description>testing</description>
    <agency_responsible/>
    <service_notice/>
    <address_id/>
    <requested_datetime>2014-07-30T20:37:43+01:00</requested_datetime>
    <updated_datetime>2014-07-30T20:37:43+01:00</updated_datetime>
    <address>Dunvegan Court, FK10 1EB undefined</address>
    <zipcode/>
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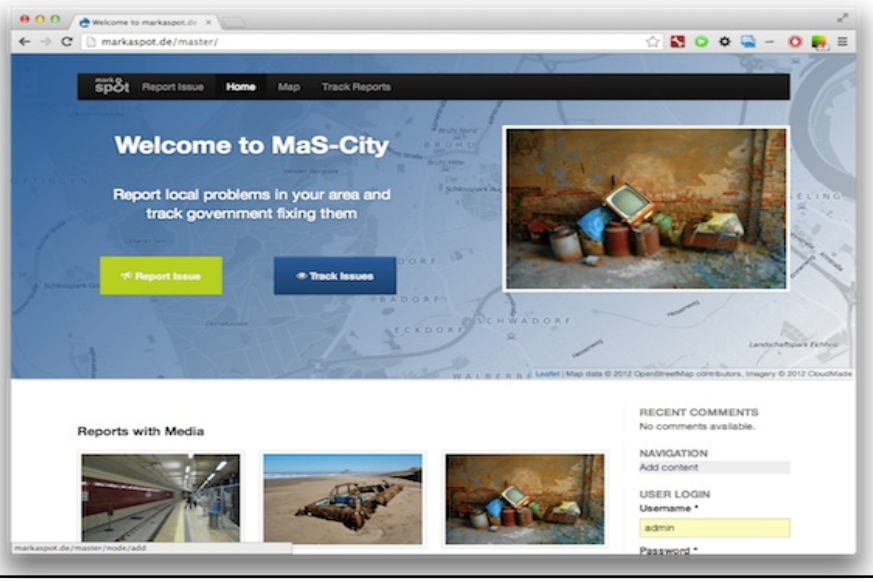
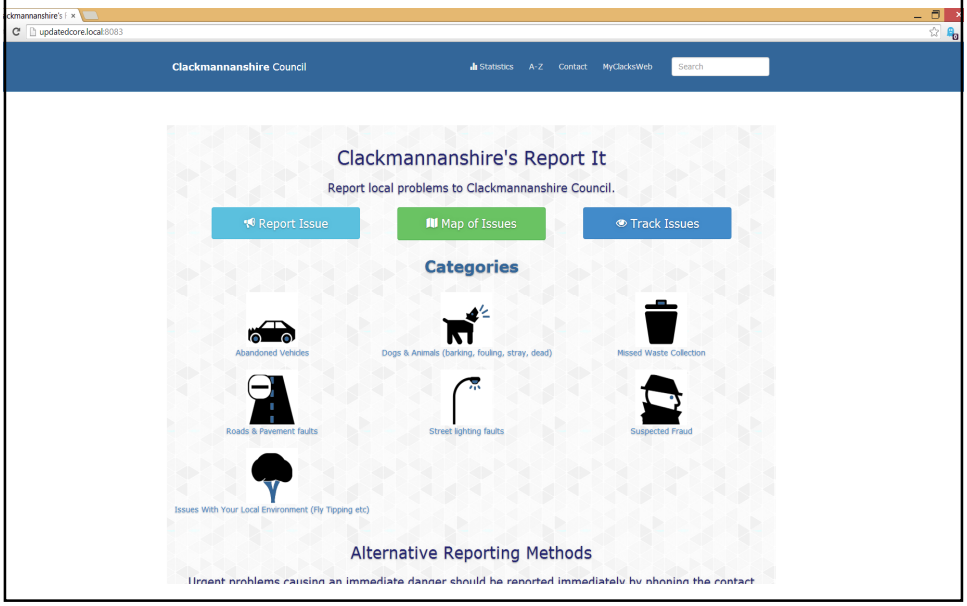
The Solution: Mark-a-Spot

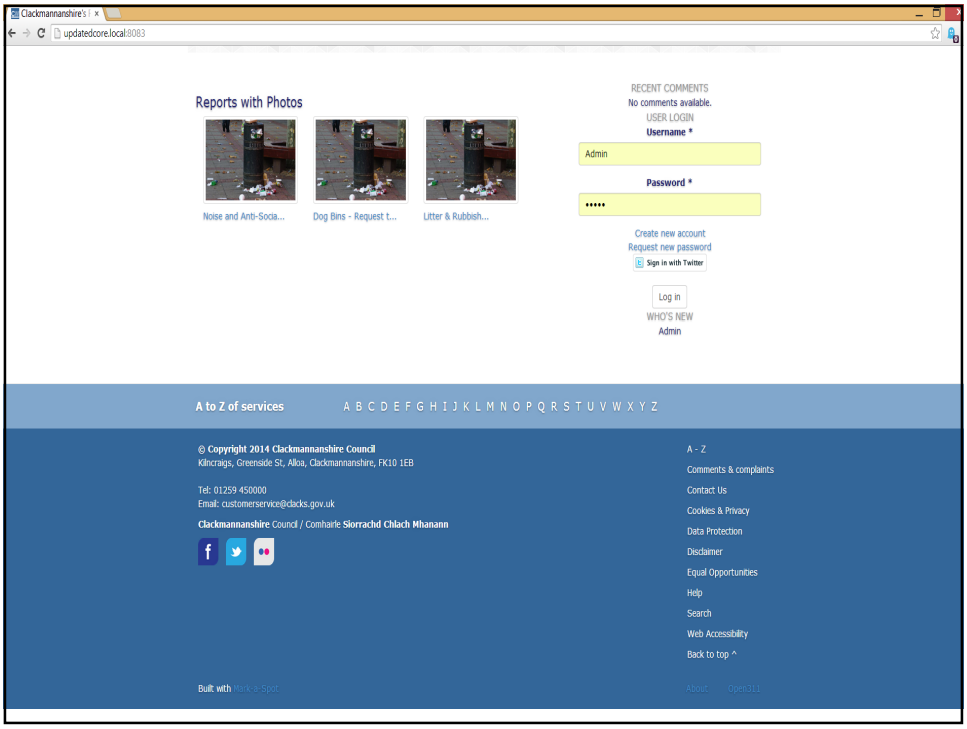


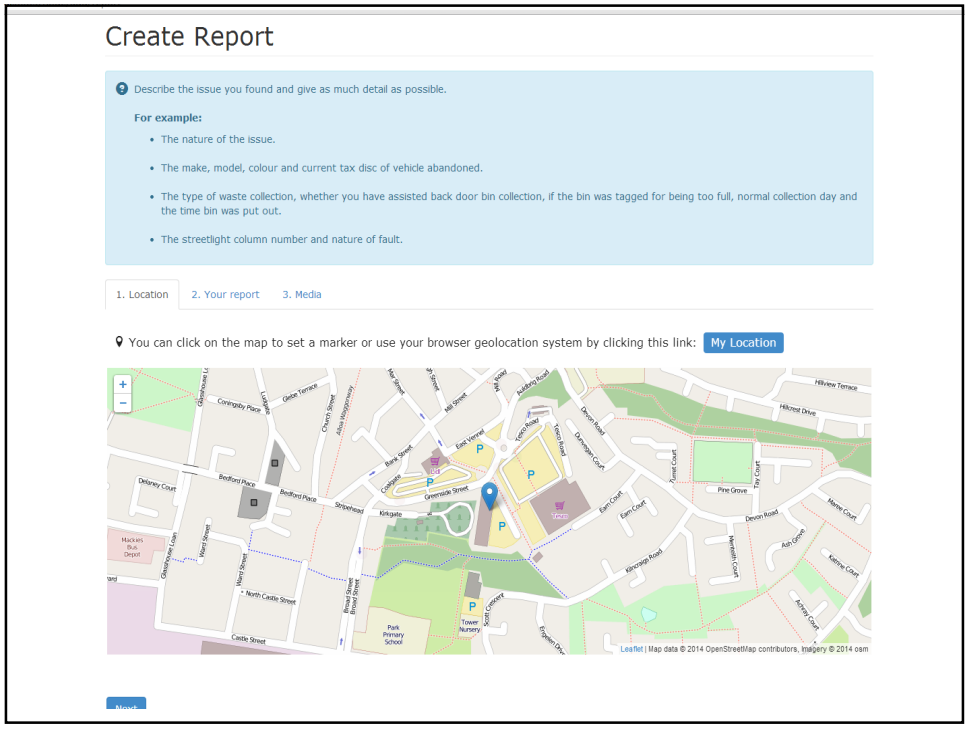
The Issues

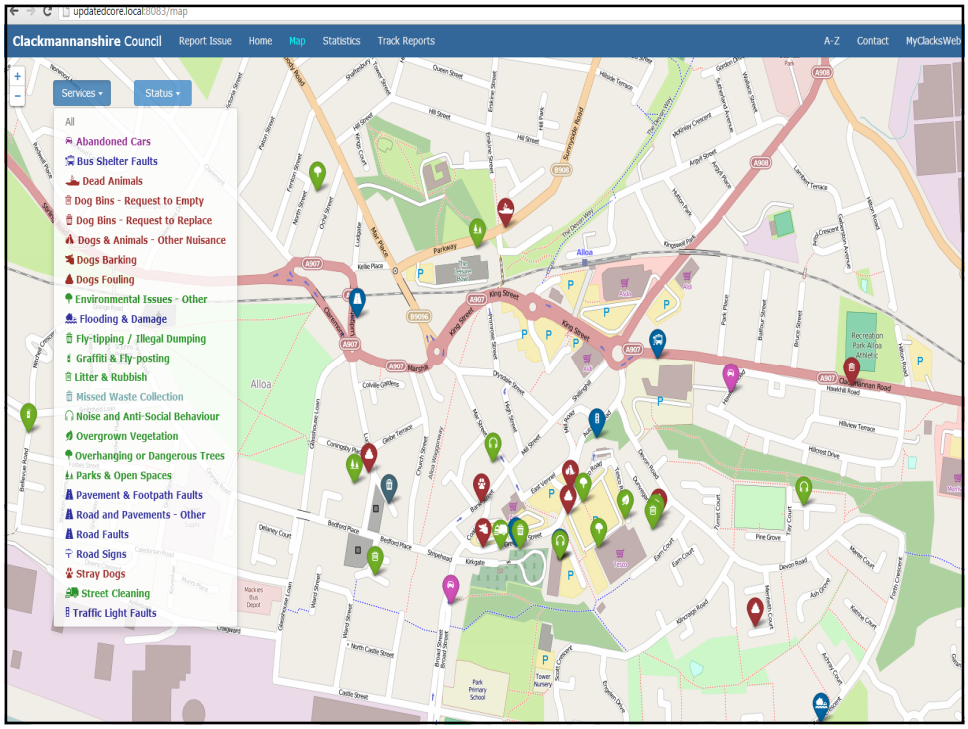
- Updating the Council's systems – legacy.
- It's a Drupal distribution which is good and at times it's bad.
- The bootstrap used here was done with LESS which needed an online compiler for dynamic changes. Decided against adapting the LESS files because of this reason and instead adapted the compiled CSS files. It was also easier for the inspector function to find it in the CSS files.

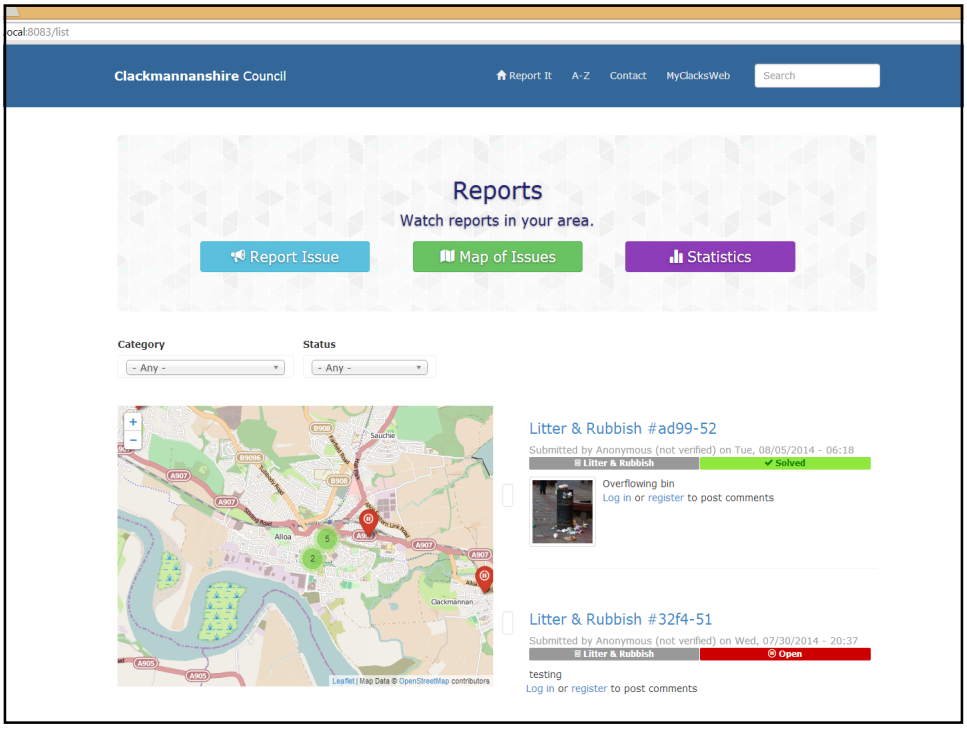
What does my styling look like..?

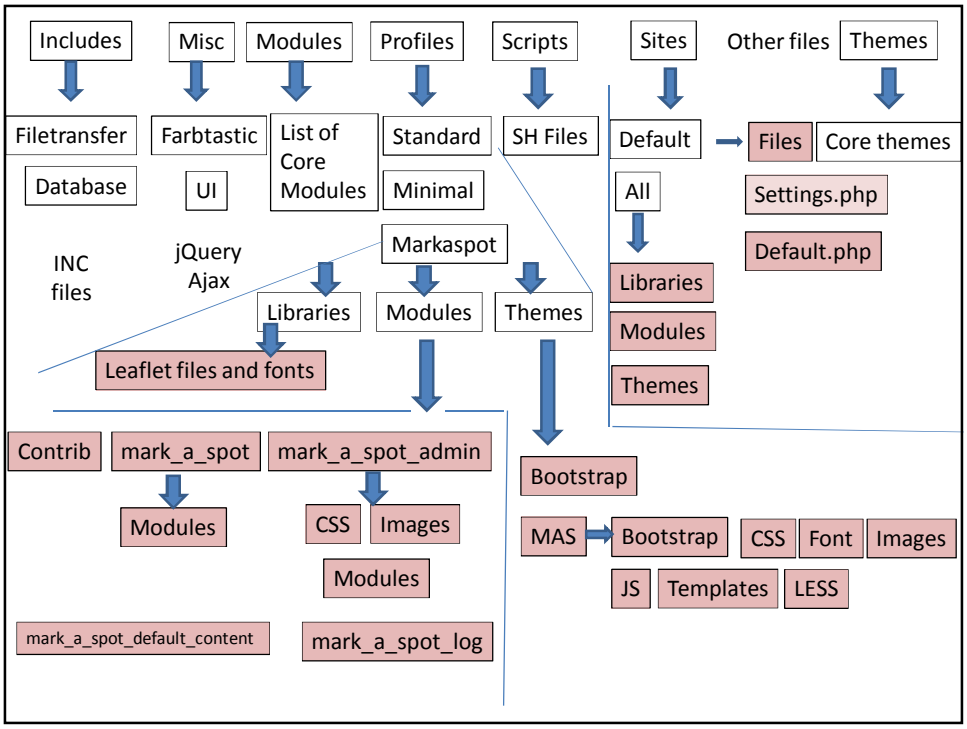


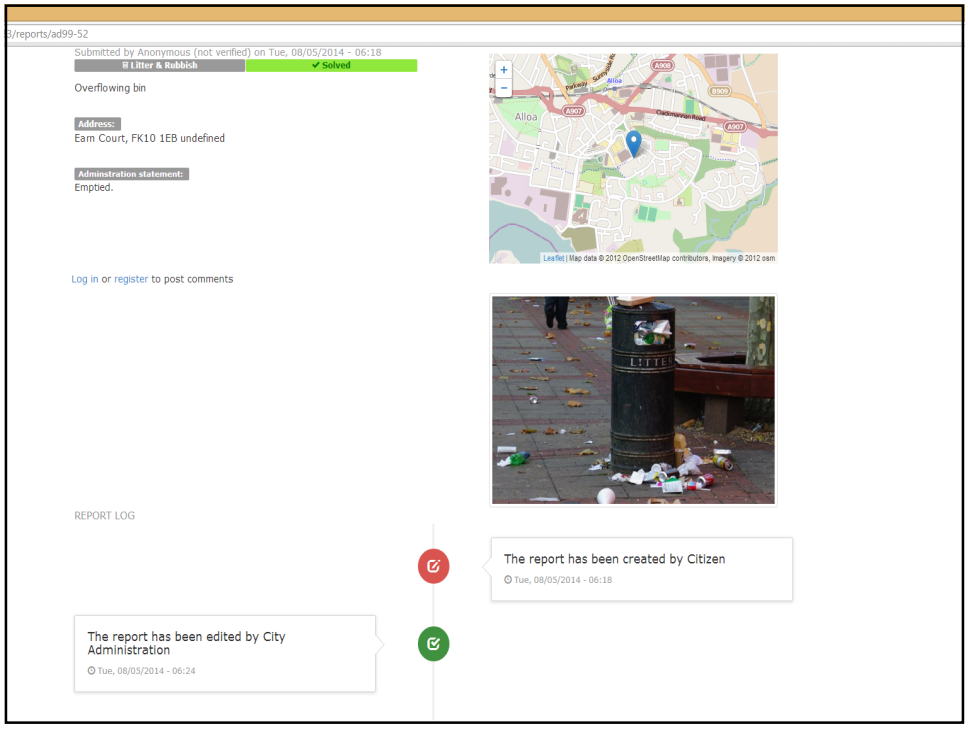



Create Report
Describe the issue you found and give as much detail as possible.
For example:
The nature of the issue.
The make, model, colour and current tax disc of vehicle abandoned.
The type of waste collection, whether you have assisted back door bin collection, if the bin was tagged for being too full, normal collection day and the time bin was put out.
The streetlight column number and nature of fault.
1. Location
2. Your report
3. Media
You can click on the map to set a marker or use your browser geolocation system by clicking this link:
My Location
Leaflet | Map data © 2014 OpenStreetMap contributors, Imagery © 2014 osm


updatedcore.local:8083/map
Clackmannanshire Council
Report Issue
Home
Map
Statistics
Track Reports
A-Z
Contact
MyClacksWeb
Services
Status
All
Abandoned Cars
Bus Shelter Faults
Dead Animals
Dog Bins - Request to Empty
Dog Bins - Request to Replace
Dogs & Animals - Other Nuisance
Dogs Barking
Dogs Fouling
Environmental Issues - Other
Flooding & Damage
Fly-tipping / Illegal Dumping
Graffiti & Fly-posting
Litter & Rubbish
Missed Waste Collection
Noise and Anti-Social Behaviour
Overgrown Vegetation
Overhanging or Dangerous Trees
Parks & Open Spaces
Pavement & Footpath Faults
Road and Pavements - Other
Road Faults
Road Signs
Stray Dogs
Street Cleaning
Traffic Light Faults
Alloa


Clackmannanshire Council
Report It
A-Z
Contact
MyClacksWeb
Search
Reports
Watch reports in your area.
Report Issue
Map of Issues
Statistics
Category
- Any -
Status
- Any -
Litter & Rubbish #ad99-52
Submitted by Anonymous (not verified) on Tue, 08/05/2014 - 06:18
Litter & Rubbish
Solved
Overflowing bin
Log in or register to post comments
Litter & Rubbish #32f4-51
Submitted by Anonymous (not verified) on Wed, 07/30/2014 - 20:37
Litter & Rubbish
Open
testing
Log in or register to post comments


Includes
Misc
Modules
Profiles
Scripts
Sites
Other files
Themes
Filetransfer
Database
Farbtastic
UI
List of Core Modules
Standard
Minimal
SH Files
Default
Files
Core themes
Settings.php
Default.php
All
Libraries
Modules
Themes
INC files
jQuery Ajax
Markaspot
Libraries
Modules
Themes
Leaflet files and fonts
Contrib
mark_a_spot
mark_a_spot_admin
Modules
CSS
Images
Modules
mark_a_spot_default_content
mark_a_spot_log
Bootstrap
MAS
Bootstrap
CSS
Font
Images
JS
Templates
LESS



Lessons learned

- You can have beautifully functioning systems that do the job but if they can't be incorporated into the legacy systems, then you need a workaround.
- Complex systems are great for extension but can be too complex sometimes.
- Open source is a good thing but not always free.

Summary

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- The solution decided upon.
- The Issues
- Lessons Learned.

Any Questions…?

References

- https://www.mysociety.org/2013/01/17/open311-explained/
- http://nodeone.se/en/what-is-drupal-cms
- https://icomoon.io/
- http://thenounproject.com/