
Austin 311 Redesign

— Cheyenne Clark —

Problem

As an Austin 311 user, it is difficult to see requests in a specific area or neighborhood.

User Considerations


Austinites:

- Filter request by type and status
- View requests near them
- Submit a request
- Search requests
- View submitted requests and follow up

Administrators:

- Review requests
- Remove spam
- Combine duplicate requests
- Update request statuses
- Send notifications to requester

Ideation

<p>Side bar Filters</p> 	<p>Clickable Map Points</p> <p>Map</p> 	<p>Multiple Search Criteria</p> 	<p>Complex Search Wizard</p> 
<p>Use current location to filter initial results</p> 	<p>Set location and view all nearby requests</p> 	<p>Sign up for nearby request submissions notifications</p> 	<p>Canned Tuna</p> 

Solution Sketch



↑
Filters

↑
Request List

Page:

Austin 311

Project:

Requests by Location

Client:

Author:

Cheyenne J. Clark

Notes:

Right Click to Set
Point or enter address

Toggle Types

Toggle Status

Left click to
drag map over
to desired area

Before and after

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View Requests Submit Request Austin, TX

View Requests - 320,809 found

Search


Sign - New at 1823 Crossing Pl
Request for speed limit sign
CLOSED Completed - 4 minutes ago #20-0020208

Other at 8301 Edgemoor Pl
Noise behind house from fiber optic installation
OPEN 7 minutes ago #20-00211043

Grass/Weeds Over 12" Tall at 2020 E 7th St Blackshear Prospect Hill
Tall grass and weeds
CLOSED [R] Transferred to Alternate System, 2020-080889 CC; Inspector Name: Joseph Yost; Inspector Phone: (512)974-9085; Address: City; Zip Code: - 16 minutes ago #20-00210999

Other at 618 Tillery St
New development under construction just ripped up plantings to pour concrete next to sidewalk. What happened to street trees?
OPEN 20 minutes ago #20-00211019


Trash/Debris on Property at 1909 San Gabriel St
A bunch of trash has been sitting here for weeks all over the ground and in trash bins. Smells awful. In front




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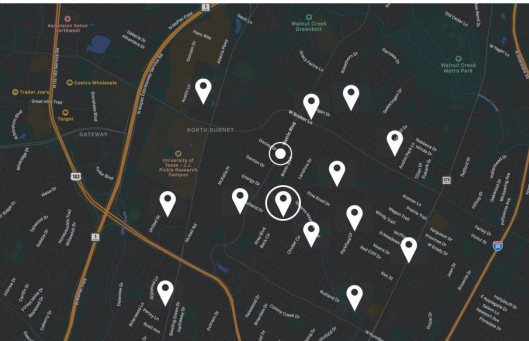
Status
[Open \(548\)](#)

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request view

submit request

Address: locate



open

closed

all	found animal - keep	other	sign - new
community engagement project	found dog (confined) pick up	park graffiti removal	sign - parking maintenance
construction items in a ROW	graffiti removal	park grounds maintenance	sign - traffic maintenance
dead animal collection	grass/weeds over 12" tall	pothole repair	street light issue
fireworks noise complaint	loose dog	school zone flasher - maintenance	street sweeping
flooding current (non-emergency)	loud commercial music	shared micromobility	water waste report
flooding past	junked/abandoned vehicle	sidewalk repair	wildfire prevention

Nearby Requests

📍 **Junked/Abandoned Vehicle**
open

1232 Braker Ln

This vehicle has been here for weeks.

📍 **Grass/Weeds Over 12" Tall**
open

3344 Pinner Dr

Bushes blocking sidewalk.

📍 **Grass/Weeds Over 12" Tall**
open

1515 Roadie Rd

Tree/bush in the median needs trimming. Visibility is impaired for NB traffic turning onto Gray Blvd.

📍 **Junked/Abandoned Vehicle**
open

5001 Rutland Dr

Obstructing Traffic.

📍 **Loose Dog**
open

9114 White Run Rd

Large orange hound on the loose.

Austin 311 Workflow - Checking Nearby Requests

Adam noticed a loose dog on his way home and would like to if anyone has reported or picked it up. He has opened 311.austintexas.gov to look.

Adam
Sees

Map set to a default location
Text input for entering in a location
Pins representing requests
Request list with requests near the entered address
Filters that filter the pins on the map by status and category

Adam
Does

Enters a location into the text inputs
Clicks locate

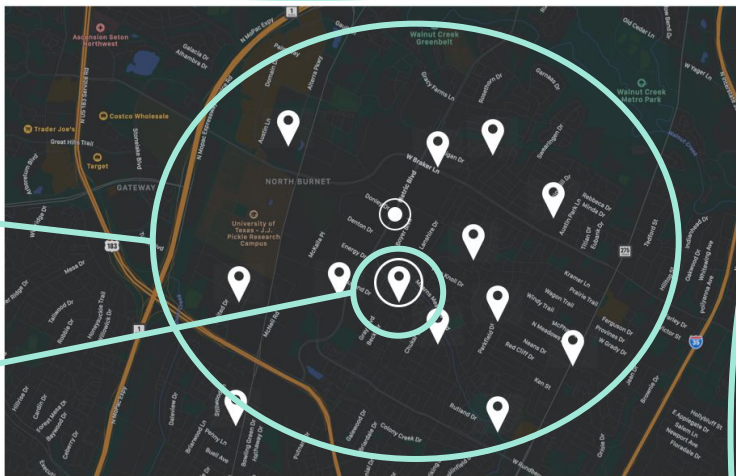
Map reorients around entered map location
Request list changes to requests near the entered map location

Clicks on pins nearest the requests to see if they match his query
Doesn't see anything that matches the dog he is looking for
Clicks "submit request"

Text Input for address

Address: 6112 Metric Blvd locate

Nearby Requests



Selected Requests

Status Filter

open closed

Category Filters

- all
- community engagement project
- construction items in a ROW
- dead animal collection
- fireworks noise complaint
- flooded current (non-emergency)
- flooded past
- found animal - keep
- found dog (confined) pick up
- graffiti removal
- grass/weeds over 12" tall
- loose dog
- loud commercial music
- junked/abandoned vehicle
- other
- park graffiti removal
- park grounds maintenance
- pothole repair
- school zone flasher - maintenance
- shared micromobility
- sidewalk repair
- sign - new
- sign - parking maintenance
- sign - traffic maintenance
- street light issue
- street sweeping
- water waste report
- wildfire prevention

Nearby Requests

- Junked/Abandoned Vehicle** 1232 Braker Ln open
This vehicle has been here for weeks.
- Grass/Weeds Over 12" Tall** 3344 Pinner Dr open
Bushes blocking sidewalk.
- Grass/Weeds Over 12" Tall** 1515 Roadie Rd open
Tree/bush in the median needs trimming. Visibility is impaired for NB traffic turning onto Gray Blvd.
- Junked/Abandoned Vehicle** 5001 Rutland Dr open
Obstructing Traffic.
- Loose Dog** 9114 White Run Rd open
Large orange hound on the loose.

Request List

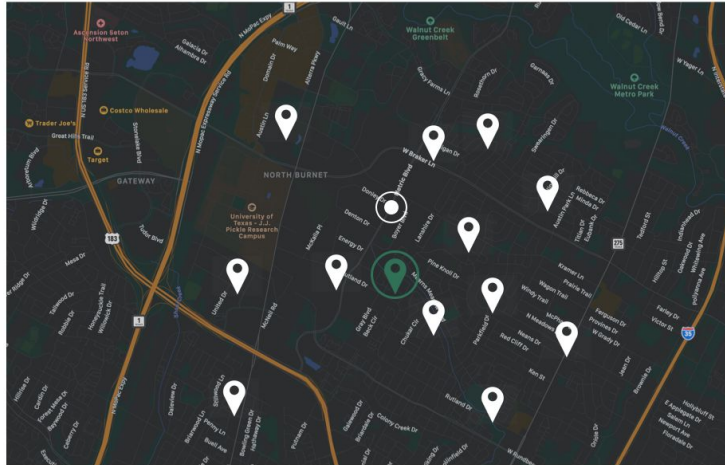
Open Status Filter View

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request view

submit request

Address:



open

closed

all	found animal - keep	other	sign - new
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Nearby Requests

Junked/Abandoned Vehicle

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Grass/Weeds Over 12" Tall

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Junked/Abandoned Vehicle

5001 Rutland Dr

Obstructing Traffic.

Loose Dog

9114 White Run Rd

Large orange hound on the loose.

Hover State View

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request view

submit request

Address:



open

closed

all	found animal - keep	other	sign - new
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Nearby Requests

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Junked/Abandoned Vehicle

5001 Rutland Dr

Obstructing Traffic.

Loose Dog

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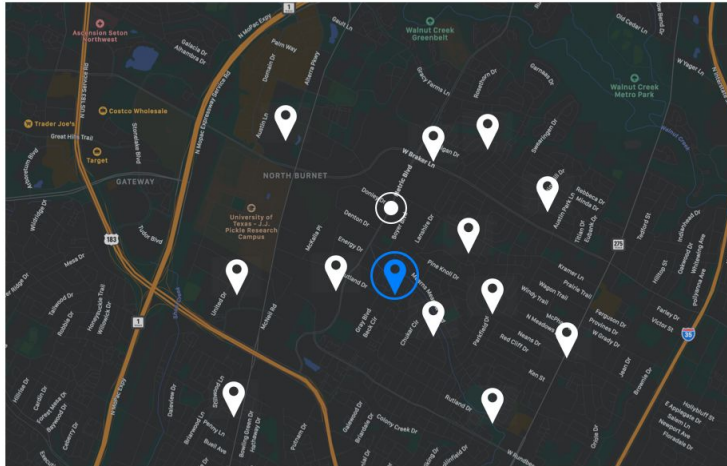
Closed Status Filter View

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request view

submit request

Address:



<input checked="" type="button" value="all"/>	found animal - keep	other	sign - new
community engagement project	found dog (confined) pick up	park graffiti removal	sign - parking maintenance
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