Case Study: ReportIt! SMC

CROWDSOURCING ILLEGAL DUMPING INFO ON THE OPEN DATA PORTAL

The Problem:

Illegal dumping disrupts the cleanliness and quality of living in San Mateo County, not to mention the toll improper disposal takes on our environment. In addition, illegal dumping creates extra work for many County departments whose duties necessitate finding, cleaning up, or working around dumping sites.
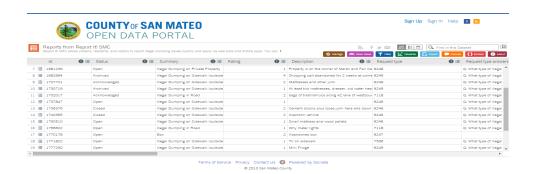
Affected Audiences:

Illegal dumping negatively impacts County residents, visitors, and departments such as the Office of Sustainability and the Department of Public Works, whose work involves illegally dumped items. Moreover, environmental mitigation efforts are also at risk from uncontained chemicals and debris.

The Data-Driven Response:

The County has implemented the web application ReportIt! SMC, where anyone with online access can report information about an illegal dumping incident. This data is uploaded to the County's Open Data Portal. Apart from accelerating the cleaning, sharing ReportIt! SMC's data on the portal informs future decisions — whether it's deciding where to place a recycling station or imposing a new fine zone. All departments and residents can access relevant information easily in the Open Data Portal.

ReportIt! SMC Data in the County's Open Data Portal

What data is being used and how is the data collected?

The location and type of an illegal dumping incident are reported by anyone with access to the online web application ReportIt! SMC. The data is then hosted in the County's Open Data Portal, where it can be easily accessed to resolve issues and applied to reveal data-driven trends.

What did data do?

Collecting data from residents creates a way to report illegal dumping instantly and accurately. It also prioritizes cleanup jobs around the County by allowing residents a stronger say in their local government's daily actions.

What are the benefits?

Hosting the data in San Mateo County's Open Data Portal allows anyone to view full datasets of reports and resolutions. Providing a platform to access data facilitates interdepartmental solutions and creates a more cohesive and efficient government strategy.

Feedback:

"Report It! SMC is an easy tool for residents to report illegal dumping issues. The Open Data Portal has a visualization and mapping feature that will help County staff to track...hot spots and create long-term strategies to reduce illegal dumping in [the] County."
-Andrea Chow, Office of Sustainability