

## **Changes to the Dataset: Case Data from San Francisco 311 (SF311)**

We made changes to the dataset 'Case Data from San Francisco 311 (SF311)' on April 20, 2017

<https://data.sfgov.org/City-Infrastructure/Case-Data-from-San-Francisco-311-SF311-/vw6y-z8j6>

These changes:

- Update the source of Open311 to Open311/Mobile
- Better Conformance to the Open311 API column identifiers
- Graffiti classification update
- San Francisco Housing Authority (SFHA) classification update
- Better identification of departments in 'General Requests'
- Separation of Homeless Concerns from other General Requests
- Separation of Encampment Data from other cleaning issues
- Update of Neighborhoods
- Addition of Police Districts
- Addition of Latitude and Longitude as separate columns

You can see the prior version at:

<https://data.sfgov.org/City-Infrastructure/SF311-Prior-Case-Data-Structure/bk8g-9b93>

The details of the changes are as follows:

### **Update of Open311 to Open311/Mobile**

Open311 is a standard (API) for submitting requests to agencies, and you can see more at: <http://www.open311.org/>. Most of the requests submitted using the Open311 API are mobile, so are renaming the term in the Source column from Open311 to Open311/Mobile.

### **Better Conformance to the Open311 API column identifiers**

We are updating some of the back-end data structure (API field names) to match the Open311 API. See page A-1

## Graffiti classification update

This change aligns the Graffiti list in DataSF with the SF311 Mobile application. We removed the separation between public and private property and focus on what the graffiti is on. We've also heard that for many people, all graffiti is offensive. Based on these two concerns, we made the following changes:

Column	Current Use	Updated Use
Category	Public or Private	Simplified to Graffiti
Request Type	Offensive or Non-Offensive	Object of Graffiti
Request Details	Object & Offensive status	Unchanged

## San Francisco Housing Authority (SFHA) classification update

Similar to Graffiti, the Request type was not easily understandable as it reflected the priority of the request and not the actual type of request. The data has been updated as follows:

Column	Current Use	Updated Use
Category	SFHA Requests	Unchanged
Request Type	Priority of Work	Type of Work
Request Details	Type of Work	Type and Priority

## Better identification of departments in 'General Requests'

General Requests are a simplified form used to route cases to most city agencies, but it was difficult to group cases based on the agency doing the work. This change makes the agency visible in the Category and simplifies the Request Type and Request Details. The data has been updated as follows:

Column	Current Use	Updated Use
Category	General Requests	General Requests and Agency
Request Type	Agency - Division - Type of Work	Type of Work
Request Details	Agency - Division - Type of Work	Agency - Type of Work

## Separation of Homeless Concerns from other General Requests

Homeless Concerns are handled in multiple categories, which made reporting more complex. We combined these requests into the overall category of Homeless Concerns, with the Request Type showing the breakdown of 'Individual Concerns, Human Waste, or Medical Waste:

Column	Current Use	Updated Use
Category	Multiple	Homeless Concerns
Request Type	Multiple	Request Type
Request Details	Type of Work	Detail of Request

## Separation of Encampment Data from other cleaning requests

Encampment cleaning is more personal than general street cleaning requests with additional concern for the individuals and their property. We separated Encampments from other cleanup to simplify the structure:

Column	Current Use	Updated Use
Category	Street and Sidewalk Cleaning	Encampment
Request Type	Varied	Encampment Reports
Request Details	Type of Work	Type of cleanup

## Update of Neighborhoods

The basis of neighborhood data was changed in 2012 to reflect the [SFFIND](#) neighborhoods; however, some neighborhoods included in prior years are not in the list. This updates all locations with consistent neighborhood data.

## Addition of Police Districts

We added an additional column to indicate the Police District associated with the location. The districts are represented in the dataset: [wkhw-cjsf](#)

## Addition of Latitude and Longitude as separate columns

We added additional columns to separate the Latitude and Longitude from the values from the Point field. This will simplify mapping in other applications.

Detailed API Changes

<b>Field Name</b>	<b>Description</b>	<b>Data Type</b>	<b>Current API field name:</b>	<b>New API field name:</b>
CaseID	The unique ID of the service request created.	Number	case_id	service_request_id
Opened	The date and time when the service request was made	Date & Time	opened	requested_datetime
Closed	The date and time when the service request was closed	Date & Time	closed	closed_date
Updated	The date and time when the service request was last modified. For requests with status=closed, this will be the date the request was closed	Date & Time	updated	updated_datetime
Status	A single-word indicator of the current state of the service request. (Note: GeoReport V2 only permits 'open' and 'closed')	Plain Text	status	status_description
Status Notes	Explanation of why status was changed to current state or more details on current status than conveyed with status alone	Plain Text	status_notes	status_notes
Responsible Agency	The agency responsible for fulfilling or otherwise addressing the service request.	Plain Text	responsible_agency	agency_responsible
Category	The human readable name of the service request type	Plain Text	category	service_name

<b>Field Name</b>	<b>Description</b>	<b>Data Type</b>	<b>Current API field name:</b>	<b>New API field name:</b>
Request Type	The human readable name of the service request subtype	Plain Text	request_type	service_subtype
Request Details	The human readable name of the service request details	Plain Text	request_details	service_details
Address	Human readable address or description of location	Plain Text	address	address
Supervisor District	San Francisco Supervisor District as defined in 'Supervisor Districts as of April 2012'	Number	supervisor_district	supervisor_district
Neighborhood	San Francisco Neighborhood as defined in 'SF Find Neighborhoods'	Plain Text	neighborhood	neighborhoods_sffind_boundaries
Police District	San Francisco Police District as defined in 'Current Police Districts'	Number		police_district
Latitude	Latitude of the location, using the WGS84 projection	Decimal Degrees		lat
Longitude	Longitude of the location, using the WGS84 projection	Decimal Degrees		long
Point	Combination of Latitude and Longitude for Socrata native maps	Plain Text	point	point
Source	Mechanism or path by which the service request was received; typically 'Phone', 'Text/SMS', 'Website', 'Mobile App', 'Twitter', etc but terms may vary by system.	Plain Text	source	source

<b>Field Name</b>	<b>Description</b>	<b>Data Type</b>	<b>Current API field name:</b>	<b>New API field name:</b>
Media URL	A URL to media associated with the request, e.g. an image.	URL	media_url	media_url