

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

### Overview

This resource documents the changes made to the 311 Cases Dataset

### Background

This dataset includes cases generally associated with a place or thing (for example parks, streets, or buildings) and created July 1, 2008 or later. Cases generally logged by a user regarding their own needs (for example, property or business tax questions, parking permit requests) are not included. See the Program Link and detailed attachment below for more information.

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

We schedule updates to the dataset so it is refreshed every morning around 10 am with any information that changed the previous day. This document will identify any time the structure of the data changes or when we add or modify a service.

Within an hour or so, the updates are also visible in our SF311 Data Explorer:

<https://sf.connect.socrata.com/>

### Other Resources

Frequently Asked Questions about 311 Data:

[http://support.datasf.org/customer/en/portal/articles/2429403-311-case-data---faq?b\\_id=13410](http://support.datasf.org/customer/en/portal/articles/2429403-311-case-data---faq?b_id=13410)

311 Data exploration and mapping tool: <https://sf.connect.socrata.com/>

How to track a particular 311 case: <https://sf311.org/track-case>

General questions about 311 service: <https://sf311.org/help>

How to connect to Open311 API: <https://sf311.org/help/open311-applications>

## Changes

Changes made January 2020 .....	1
Update to Status Notes .....	1
Changes made May 2019 .....	1
Update to data in Street and Sidewalk Cleaning .....	1
Changes made February 2019.....	1
Column Added - Street .....	1
Changes made August 2018.....	1
Category Removed - Homeless Concerns.....	1
Reclassified Needles and Human Waste.....	2
Changes made April 2018.....	2
Category Added - Parking Enforcement .....	2
Changes Made April 2017.....	2
Update of Open311 to Open311/Mobile .....	3
Better Conformance to the Open311 API column identifiers.....	3
Graffiti classification update.....	3
San Francisco Housing Authority (SFHA) classification update .....	3
Better identification of departments in 'General Requests' .....	4
Separation of Homeless Concerns from other General Requests.....	4
Separation of Encampment Data from other cleaning requests .....	5
Update of Neighborhoods.....	5
Addition of Police Districts .....	5
Addition of Latitude and Longitude as separate columns.....	5
Detailed API Changes.....	6

## Changes made January 2020

### Update to Status Notes

We realized the Status Notes were incomplete. The field should contain the current status and, when closed, it should include both the Closure Reason and the Closure Description. The field was only getting the Closure Description. Sample differences - cases will receive both columns of closure information:

CLOSURE REASON (CURRENTLY MISSING)	CLOSURE DESCRIPTION (CURRENTLY INCLUDED)
Unable to Locate	Per DPW, Exact address is needed.
Case Resolved	I didn't see anything
Comment Noted	The report has been logged...
Case Resolved	

## Changes made May 2019

### Update to data in Street and Sidewalk Cleaning

We realized our request process in Street or Sidewalk Cleaning has an option of Human/Animal Waste that was shortened in our Open Data to 'Human Waste'. The dataset has been updated to show the category includes both kinds of waste as 'Human or Animal Waste'.

## Changes made February 2019

### Column Added - Street

We added a column for 'Street.' This column will show the street part of an address, the first street of two streets in an intersection, or a Point of Interest (such as a park), if the Point of Interest isn't associated with a street address.

## Changes made August 2018

### Category Removed - Homeless Concerns

This category of request was removed from mobile and self-service options. The change was made on the basis that concerns for an individual should be directly relayed to a dispatcher to ensure a timely and appropriate response. Existing requests of this type will continue in the dataset.

## **Reclassified Needles and Human Waste**

In April 2008, Medical Waste and Human Waste were grouped under the category of Homeless Concerns. This change was reverted, and these items are reported as Street and Sidewalk Cleaning Items. The historical cases have been updated accordingly.

## **Changes made April 2018**

### **Category Added - Parking Enforcement**

A new request type of Parking Enforcement was added to the request types available in the SF311 system.

## **Changes Made April 2017**

These changes are:

- 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 revised categorizations at:

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

Implementation of these changes will require a complete re-publishing of the entire data set which will take most of a day and they will take place on 4/19/2017

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're removing the separation between public and private property and focusing on what the graffiti is on. We've also heard that for many people, all graffiti is offensive. Based on these two concerns, we're making 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 are combining 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 are separating 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 update will all locations with consistent neighborhood data.

## Addition of Police Districts

We are adding 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 are adding 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

Field Name	Description	Data Type	Current API field name:	New API field name:
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
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



<b>Field Name</b>	<b>Description</b>	<b>Data Type</b>	<b>Current API field name:</b>	<b>New API field name:</b>
Address	Human readable address or description of location	Plain Text	Address	address
Street	Primary Street of the associated address. Parks may have a park name instead of a street name. Requests not associated with an address will be blank.	Plain Text	(Added 2/19)	street
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	neighborhood
Police District	San Francisco Police District as defined in 'Current Police Districts'	Number	(Added 4/17)	police_district
Latitude	Latitude of the location, using the WGS84 projection	Decimal Degrees	(Added 4/17)	lat
Longitude	Longitude of the location, using the WGS84 projection	Decimal Degrees	(Added 4/17)	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
Media URL	A URL to media associated with the request, e.g. an image.	URL	media_url	media_url