**Request #:** **C165627-010224**

**Request Summary:** Hello, I am requesting a log of all Unauthorized Camping Service Requests received by the Customer Service Bureau between January 1, 2023 and December 31, 2023. Please include all associated data which may be available, including service request number, date created, method received, location, location details, police precinct, latitude, longitude, the nature of inquiry and other tracked details. If possible, would you be able to disclose the log in .xlsx or .csv form? Thank you!

Based on our interpretation of this request, we are providing data for all Unauthorized Encampment service requests in the Motorola PremierOne CSR application created from January 1, 2023, to December 31, 2023. To expedite the response to your request, we ran an available report that did not include the names and contact information of the individuals that submitted the service requests. This is the same report we provided for your previous request (C129412-040423). If this report does not meet your needs, please let us know.

The data provided includes the data collected from the customer at the point of intake in the Find It, Fix It mobile app or similar information from other intake methods, not including customers’ personal information, and generally does not include data related to the City’s response to or fulfillment of the service request. Because they have been specifically requested, we will include calculated values for the police precinct and latitude and longitude for service request locations.

Format:

* The data is provided as an Excel spreadsheet.
* Each worksheet has columns for:
  + Service Request Number
  + Created Date
  + Method Received
  + Location
  + Location Details
  + Police Precinct
  + Latitude
  + Longitude
  + Custom fields specific to the service type
  + Attachment(s)
* There may be multiple attachments. Attachments are provided as URLs, and multiple URLs are separated by a single space. Due to a limitation of our reporting tool, this may cause the row to span and/or be followed by additional blank rows.

Data limitations:

* This data set excludes records created by City staff for technical testing purposes that do not contain actual service requests.
* For records originating from the mobile app, the data in the Location Details reflect the address displayed to the customer in the mobile app and the coordinates sent from it to the Motorola CSR application. These may differ from the address and coordinates that are validated when the record is created in the Motorola CSR application.
* The data in the location and custom fields may in some cases not be the value originally submitted from the mobile app. Particularly for certain fields in some service requests, City staff may have added, updated or corrected the information in the course of providing service. Any altered values will not be apparent from this data extract.
* The data includes URLs for all attachments in the record. Short of an individual review of records, we are unable in this extract to distinguish between photos or files provided by the customer on intake and photos or files attached subsequently by the customer or City staff.
* Some columns may or may not have missing values, depending on whether the responsible department requires the information from the customer or not and how the request was received.
* There may be gaps in data due to changes in configuration or technical problems that may have occurred during this time period.