**C109771-102822**

Based on our conversation on January 5, 2023, we provided data as described below for all service requests in the Motorola PremierOne CSR application created from January 1, 2018, to December 31, 2022, from any source (not just the Find It, Fix It mobile app), but restricted to the service request types that were available to the public through the mobile app during that time period.

Format:

* The data is provided as Excel spreadsheets.
* The files contain multiple worksheets with data for service requests, custom attributes, activities, and attachments for each service type. Data in these four areas can be associated via the ID numbers provided.
* Service requests
  + These are the primary records around which the data in the application are organized.
  + Each *Service requests* worksheet has columns for:
    - Service Request ID
    - Service Request Number
    - Service Request Type
    - Created Date
    - Method Received
    - Location
    - Location Details
    - Status
    - Status Date
    - Details
  + Service request types are labeled as they are presented in the Motorola CSR application. The prefix indicates the (primarily) responsible City department, with “SEA” indicating cross-departmental services. These differ from the more customer-friendly service names used in the public-facing web portal and mobile app.
* Custom attributes
  + Custom attributes configured for a service vary from one service type to another, and vary from one service request to another depending on conditional logic and workflow process.
  + Each *Custom attributes* worksheet has columns for:
    - Service Request ID
    - Flex Notes ID
    - Display Order
    - Flex Question
    - Flex Question Answer
* Activities
  + Activities represent the workflow process for the service request. Workflow processes and their various possible paths vary from one service request type to another.
  + Each *Activities* worksheet has columns for:
    - Service Request ID
    - Activity ID
    - Activity Type
    - Assigned Resource Name
    - Activity Created Date
    - Activity Due Date
    - Activity Completed Date
    - Outcome
    - Activity Details
* Attachments
  + Attachments may be photos submitted through the Find It, Fix It mobile app, files submitted through the public web portal, or files attached by City staff.
  + Attachments may be associated to the service request as a whole or to a specific activity in the service request.
  + Attachments are provided as URLs, which should be accessible to the requester.
  + Each *Attachments* worksheet has columns for:
    - Service Request ID
    - Activity ID
    - Attachment ID
    - Attachment Path

Data limitations:

* A record’s current service request type may in rare cases differ from the original service requested by the customer if City staff changed it in the course of processing the request.
* This data set does not include certain submissions in the Find It, Fix It mobile app that do not create records in the Motorola CSR application, such as submissions with locations outside the mobile app’s service boundary.
* This data set excludes records created by City staff for technical testing purposes that do not contain actual service requests.
* The data may not reflect the universe of customer interactions with the City, just the ones recorded in the Motorola CSR application. For some service request types, the responsible department may use the application to record all requests from all intake channels, while for another, the responsible department may use it for customer self-service but record requests received directly by the department (via phone or email) in another department line-of-business application.
* For records originating from the Find It, Fix It 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.
* Due to changes in usage over time, the Details field may contain text provided by the customer or may contain text entered by City staff. The source will not be apparent from this data extract.
* Custom attributes may be values provided by the customer at intake, either as self-service through the web portal or mobile app or as recorded by City staff from an email or phone call, or may be internal attributes entered by the City staff who process the service request. The source 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.
* Custom attributes and activities for a particular service type may vary due to changes in configuration or technical problems that may have occurred during this time period.
* Some service request types were launched, discontinued and/or resumed during this time period and may not have data for the entire time period.

Per 2/21/2023 email

We deleted the contents of any cell that included the following terms, information or number/letter formats:

Terms:

1. “d.o.b.”
2. “DOB”
3. “Birth”
4. “Birthday”
5. “SSN”
6. “SS”
7. “Social Security”
8. “Account”
9. “Bank”
10. “credit card”
11. “wdl”
12. “Driver’s license”
13. “medical”

Formats:

1. Social Security number: XXX-XX-XXXX, XXXXXXXXX, XXX XX XXXX
2. SCL/SPU account numbers: 10-digit number
3. Credit card number: 16-digit number (various formats may apply)
4. Driver’s license format: 1-7 Alpha + any combination of Alpha/Numeric \* for a total of 12
5. Phone number
6. Email address
7. Address

Limitations:

* The deletion of emails, addresses and phone numbers may have resulted in the deletion of some internal notes (notes that included City of Seattle employee’s contact information).