PUBLIC WORKS COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

Daniel Lurie, Mayor

Correspondence Log

May 2, 2025, through May 15, 2025

Date Received	From	Subject
May 14, 2025	Vincent Yuen	311 shutting down API

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Hey Patrick,

This is disappointing to hear and will make it harder for us to help our city workers help keep the city clean. It also potentially throws a wrench in our hopes of piloting the trash detecting drone program we've been trying to compel SF Public Works to implement, as that uses the 311 API.

Unfortunately, I don't seem to hold much sway in what the powers that be decide to do or not do, but I've copied in my contacts of who might be able to convince 311 to keep the API open to the public. In the meantime, we'll do what we can in our ability to keep SF clean.

For example, today I've already kicked off the Masonic Avenue Cleanup, am leading back to back Ocean Beach cleanups with a corporate group, then a school group, then leading the Filbert Steps Cleanup, then the Mountain Lake Park Cleanup, then the SF City FC Cleanup. None of which requires an API key.

Best regards,
Vince
p: 415-940-3375

From: Patrick Mccabe <patrickmccb0@gmail.com>
Sent: Wednesday, May 14, 2025 9:01 AM
To: Vincent Yuen <info@refuserefusesf.org>
Subject: 311 shutting Down API

Hey Vincent,

Received news yesterday that 311 is shutting down the API they have had for a decade that enables Solve SF to communicate with 311.

This is interesting timing now that the app is gaining a lot of traction.

I'm discussing this with GrowSF today, but wanted to put it on your radar.

See email below:

Dear Open311 API User,

We regret to inform you that the Open311 API service will be **permanently discontinued on July 12, 2025**.

Since launching in 2010, the Open311 service has hosted a variety of applications. However, over time, developer support and usage have declined significantly.

As outlined in the Terms of Service, San Francisco 311 reserves the right to terminate this service at its discretion. The specification itself has not been updated in over a decade, and our systems have evolved well beyond what the API can support. Continued operation would require significant redevelopment efforts, which are not feasible given our resource constraints.

We understand this will significantly impact your application, and unfortunately, we do not have an alternative solution to offer.

Sincerely,

Carson Chin

Deputy Director | 311 Customer Service Center | (415) 226-9232 | carson.chin@sfgov.org | he/him/his