

# ***ANALYSIS OF NYC’S SERVICE REQUEST CALLS TO 311***

A report by:

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## ***Foreword***

A few years ago, Ben Wellington published an article<sup>i</sup> about mapping New York City’s noisiest neighborhoods, soon followed by another one producing results on the hidden circumstances behind New York City’s traffic’s permanent gridlock<sup>ii</sup>. Those two articles, published in the New Yorker, were meant for a wide somewhat upscale readership. However they revealed the fact that the author actually had used analytical and statistical methods based on a rich data base. That database (DB) is *NYC Open Data*<sup>iii</sup>, a trove of information geographically and temporally more precise than census tract scale data made publicly available by the US Federal Government. We tapped it. This report describes why, how and how much.

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i <https://www.newyorker.com/tech/elements/mapping-new-york-noise-complaints>

ii <https://www.newyorker.com/tech/elements/uber-isnt-causing-new-york-citys-traffic-slowdown>

iii <https://opendata.cityofnewyork.us/>

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# 1. Introduction

Since 2011, between 2,500 and 12,000 daily calls to 311 are recorded in New York City, NY (NYC). Those service request calls (SRCs) are logged with a slew of attributes (more than 50 fields are available per call), on the location of the incident, its nature (e.g. noise, public housing conditions, street potholes, stray animals, rodent sighting, ailing trees, barking dogs, unsanitary food establishments, etc.). SRCs' attributes include time and date, as well as geo-location of the incident, reason and object of the call. Simultaneously the NYPD, New York's Police Department, registers over 1000 daily felonies, misdemeanors and violations. This affords the curious analyst a rich overview on the type of issues being reported and about their frequency. It is also an invitation to scrutinize possible correlations between the statistics of geo-located 311 SRCs and other factors such as population density, type of criminality, median income and IRS declared jobless benefits in income tax returns. We will restrict our geographical reach to ZIP based neighborhoods in the 5 boroughs of NYC: Manhattan (1), Brooklyn (2), Queens (3), The Bronx (4), and Staten Island (5). All other ZIP codes are excluded.

In the end curiosity is what really subtexts every human endeavor. More specifically in our case, the motivation to embark on this study was to ascertain how much insight can be gained from multidimensional data with classical multi-variate analysis (MVA). Hence we present exploratory results based on Correspondence Analysis (CA), Principal Component Analysis (PCA), Clustering and Multiple Correspondence Analysis (MCA) to conduct data exploration, feature extraction and predictive modelling. Whenever suitable an effort is made to also offer a critical discussion of such results. As they stand, results presented in this document would certainly benefit from a comparison (perhaps at a later stage) with results obtained with the more diversified toolkit of Machine Learning.

A less theoretically minded question is ultimately to reveal evolution patterns in the interwoven urban and human fabrics of NYC, through the study of potential predictors on the scale of a ZIP code<sup>i</sup> area. This is more precise than the census tract scale which may normally includes many ZIP codes. Possible applications are many:

- predict crime,
- link complaints about urban nuisance to certain neighborhoods and illustrate those neighborhoods in terms of social-economical categories,
- produce the basis reference model to help decide where to locate what business for maximum attractiveness to customers and return on investment for investors,
- optimize resources to better manage dense urban areas.

Although we provide a Table of Contents, a brief description of how this report is organized seems in order.

- In section 2, we present the protracted process of extracting data from various databases. This included cleaning it (in particular in terms of missing values) and modifying it from a largely time based record format to a large location oriented frequency table. Data cleaning, while not intrinsically or conceptually difficult occupied about 170 hours of our time. This section sheds light on why and can be skipped if necessary.
- Section 3, encompasses the multivariate data analysis including CA and PCA on NYC311 SRCs, Clustering and MCA on 2 categorical variables and a total of 16 modalities and 1 (illustrative) supplementary variable and 2 response variables.
- Section 4, offers a general conclusion on obtained results and suggests new directions to pursue this work.



Fig. 1: NYC's five historical boroughs (source: Wikipedia)

<sup>i</sup> ZIP or "Zone Improvement Plan" is a territorial mapping used by the US Postal Service (USPS) since 1963 to optimize mail delivery.

Due to external constraints imposed on this work, results produced in this report were obtained exclusively by relying on custom R scripts. Notwithstanding those constraints, we cannot but warmly advise interested coders, not to code with R during the data cleaning phase. R is quirky at times, and has either scant or too much documentation to wade through at other times. Being FOSS, it benefits from a community based ecosystem, and it is correct to say that the answer to many questions during development can be crowd-sourced. This however does not normally include extremely specific situations, where the coder is largely left to her own device. All in all data cleaning with R can be done, but is at best irksome, grueling and slow depending on the exact nature of the task. Many R proponents will readily swear under oath that the same is true about any alternative to R, but heed our dispassionate advice: if you have the choice between R and Python for data cleaning, pick Python to go down the aisle and be forever thankful you did so.

All digital files (including input files, raw and processed data sets, scripts and result files) are made fully available to the reader, in a way which preserves the data structure and the files' hierarchical organization on any computing platform. Paths in adjoined scripts and occasionally in the body of this report are shown using Unix-like formats. However they can be transposed easily to any addressing format of the file system of your choice.

From the top containing folder “NYC311”, the complete project's file tree is organized as follows

```
NYC311/
|___ Bibliography/
|___ Data/
|   |___ Geolocation/
|   |   |___ 7 shape files for NYC ZIP codes perimeter 2D drawing.
|   |   |___ 20140400_nyc311_raw.csv
|   |   |___ 20150400_nyc311_raw.csv
|   |   |___ 2014_zip-income_10-14_raw.csv
|   |   |___ 2015_zip-income_10-14_raw.csv
|   |   |___ 20140400_nyc-crime-map_raw.csv
|   |   |___ 20150400_nyc-crime-map_raw.csv
|   |   |___ 2014_zip-irs-exempt-unemp.csv
|   |   |___ 2015_zip-irs-exempt-unemp.csv
|   |   |___ ...
|   |   |___ nyc_borough-zip.csv
|   |   |___ nyc311_00083-neighbors-common-border.csv # for ghost zip 00083 processing
|   |   |___ 20140400_nyc_whole-data-set.csv # April 2014 data-set at start of analysis
|   |   |___ 20150400_nyc_whole-data-set.csv # April 2015 data-set at start of analysis
|___ Report/
|___ Scripts/
|   |___ 00_nyc311_input-parameters.R # defines basic period parameters and more
|   |___ 01_nyc311_data-prep.R # clean up of raw data, serv. req. modalities reduction
|   |___ 02_nyc311_missing-impute.R # NN-imputation or direct localization (GoogleMaps API)
|   |___ 03_apportion-ghost-zip_prep.R # prepare ghost ZIPs' obs apportionment to neighbors
|   |___ 04_nyc311_calls-by-zip.R # consolidates service request calls modalities per ZIP
|   |___ 05_irs_median-inc-jobless.R # compute median income and joblessness per zip from IRS
|   |___ 06_nypd_data-prep.R # clean up raw data, reduce crime modalities to 3
|   |___ 07_nypd_crimes-by-zip.R # consolidates crime modalities per ZIP
|   |___ 08 Consolidate-by-zip.R # general consolidation
|   |___ 09_apportion-ghost-zip_proc.R # apportion ghost ZIP's categorical variables' counts
```

## 2. Data-sets

### 2-1. Terms and conditions of use

All raw data-sets used in this project are public and accessible for free under the US Freedom of Information Act<sup>i</sup> (FOIA). Their use is regulated by the terms and conditions of use pertaining to each governing body responsible for their publication

<sup>i</sup> The FOIA is a companion to the US Privacy Act of 1974 (5 U.S.C. 552a). Under the FOIA, anyone residing legally in the USA can make a request for a Federal Agency record.

or production. The web pages harboring those terms are:

- <http://www1.nyc.gov/home/terms-of-use.page> for ZIP code centric and time-based NYC311 SRC data
- <https://data.cityofnewyork.us/Business/Zip-Code-Boundaries/i8iw-xf4u> for geometric ZIP code area boundary data
- <https://www.irs.gov/statistics> for ZIP code-centric income tax declaration data made available by the IRS
- <https://www.census.gov/topics/income-poverty/income/data/tables/acs.html> for ZIP code-centric unemployment benefit declared to the IR

## 2-2. Data scope and preparation

Data was generally available from various location on the web, from 2011 onward. We specialized our study to the months of April 2014 and April 2015 in order to be able to handle the corresponding volume of data. Raw files are available in ods and cvs formats at NYC311/Data/. Census data on population densities per ZIP code area was only available to us for the year 2016.

### 2-2-1. Duplicates, missings, and imputations

Every downloaded data-set was already fully labelled. A rapid inspection of raw data shows that "NA" (non-assigned / not-available) or erroneous values, referred to as “missings”, exist, but in such proportion that dealing with them was tractable. As described below, we either imputed, re-imputed, suppressed or researched missings by cross-referencing them between DBs, with the goal of avoiding issues of data bias.

#### Service request calls (SRCs) to NYC 311:

The two data sets `yyyy0400_nyc311_raw.csv` contain the raw data of NYC SRCs for `yyyy={2014,2015}` as downloaded from *NYC Open Data*. That includes the call’s object (description), date, time, ZIP codes and/or location (in several forms) of the reported matter and other less relevant information. We checked that data-sets contains SRCs (heretofore referred to as “dupes”) from different callers with the same object. Tracking down dupes is inherently complex and we did not attempt it. More importantly, our study is concerned with people’s spontaneous and independent tendency to call NYC 311 about aspects of their urban environment, which are important to them. In that sense dupes need not be eliminated; they are significant and represent a natural weighting for the data-set’s observations. This will naturally influence observations’ weights as represented later by marginals (row sums) in frequency tables.

Raw (unfiltered) data characteristics are shown in Table 1. Figures 2 and 3 below represent missings for the period April 2014.

Period	Raw data’s obs number	Obs # with missing ZIP	Obs # missing all location info	Service requests’ modalities #	Unique ZIP
April 2014	81645	3206	2740	170	278
April 2015	101890	4231	3069	178	260

**Table 1:** Summary table of salient missings and other characteristics for raw NYC 311 SRCs data sets (before data cleaning). SRCs’ modalities are available in the 2 files:  
*Report/yyyy0400\_nyc311\_proc01\_modalities.csv* with `yyyy={2014,2015}`

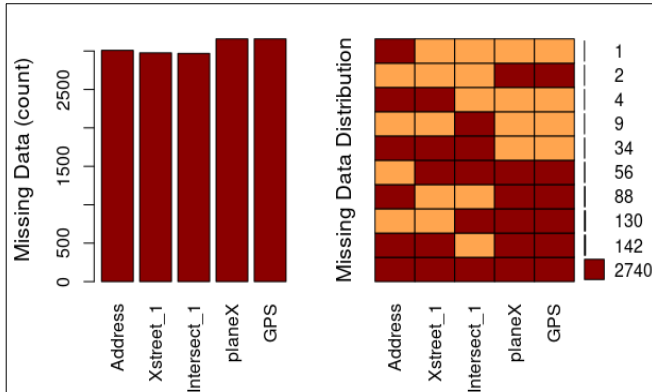
As can be observed on Figure 2 below, during the April 2014 period, 2740 observations or 3.4% of all observations, and 85.5% of the 3206 observations missing a ZIP code have no other geographic locator. Those observations cannot be attributed to any ZIP code and are therefore useless. Figure 3 compares the service request calls’ modality distributions for observations missing all location information (including a ZIP code and denoted “*loc-missing*”) and the whole data set. It is readily apparent that simply eliminating “*Loc-missing*” observations would disrupt our analysis in terms of the *SocServ* modality, while for other modalities the effect would be negligible.

For that reason, we proceeded to impute a ZIP code to the 466 RFC observations missing it in 2014, but not included in the *Loc-missing* subset of missings. In practice those observations miss a ZIP code but are nevertheless endowed with some other geolocation information:

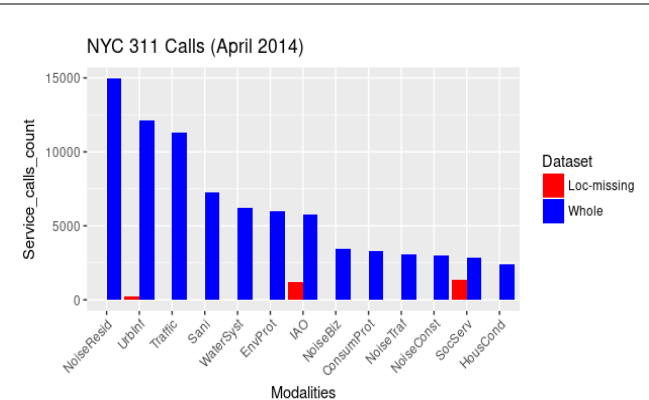
- an address, and/or
- 2 cross-streets in the form of (Xstreet\_1,Xstreet\_2), and/or
- an cross-road in the form of (Intersect\_1,Intersect\_2), and/or

- planar (Euclidian) coordinates (planeX, planeY), and/or
- GPS coordinates (latitude and longitude)

Imputation was done by fully implementing automated requests to GoogleMaps, through its API, in R, for each one of the aforementioned cases. As a result more than 97% of all 466 observations missing a ZIP code could be imputed for the April 2014 data-set. The rest including the *Loc-missing* subset of observations were given the bogus ZIP code “99999” to be used later as a supplementary observation.



**Fig. 2:** Analysis of missings for April 2014 on the 3206 raw observations missing a ZIP code.



**Fig. 3:** NYC 311 SRCs' modality distribution for the whole data-set (blue) and for observations missing all location information.

As there is no structural difference between the April 2014 and April 2015 data-sets, graphical analysis results for missings were only shown for April 2014. From Table 1, in April 2015, 3069 observations or 3.0% of all observations, and 72.5% of all observations missing a ZIP code have no other geographic locator. Here again we treat missings following the same pattern and with a similar success rate as before.

### NYPD's crime reports:

Crimes are reported according to 3 general categories, which coincide with the crime modalities used in our analysis. In decreasing order of severity, they are: **felonies**, **misdemeanors**, and **violations**. They are described and instances listed in Appendix B per the NYPD's DBs,

Data made publicly available by NYDP is completely devoid of ZIP information. However it does include planar localization and regular GPS coordinates. Because of the large amount of data involved in this study (close to 80,000 criminal observations) and of Google's imposed limitation on the number of queries (2500/day/account, as of 2018.04.30), relying on our Google Maps API's implementation to impute a ZIP code to each crime was not deemed practical. We therefore developed two original algorithms to determine the ZIP code of each NYPD crime observation based on its planar (Cartesian) coordinates.

The first algorithm to be developed was based on nearest neighbor topological distance. It uses previously compiled ZIP code areas with planar and/or GPS coordinates for SRCs to NYC 311. The ZIP code of the 311 SRC closest in space to a crime's GPS or planar coordinates is imputed to the crime. This method is approximate and yield mixed results.

The second algorithm is exact and yields excellent results. It determines the ZIP code of every crime observation based on its planar coordinates and shape-formatted ZIP boundaries mapping data, downloaded from the *NYC Open Data* repository and made available to the reader under `Data/Geolocation/`.

The latter algorithm is general and is implemented in the form of a function, `whichBoxF()`, available at `Scripts/06_nypd_data-prep.R`. It reaches its imputation target in more than 96% of all recorded observations. The rest, i.e. less than 4%, falls in the *missings* category and kept in supplementary observation with imputed bogus ZIP code “99999”. Tables 2 below summarizes missing ZIP code “99999” imputation for crime data collected by NYPD in April 2014 and April 2015. A Chi square test of the NYPD crime data-sets' missings show that there is a significant association between missings and crime modalities. Simply suppressing missings would introduce a bias in the distribution.

April 2014	Felony	Misdemeanor	Violation	Total	April 2015	Felony	Misdemeanor	Violation	Total
non-missings	11,327	22,094	4,784	38,205	non-missings	11,669	22,080	5,010	38,759
missings	481	985	64	1,530	missings	193	473	11	677
Total	11,808	23,079	4,848	39,735	Total	11,862	22,553	5,021	39,436

**Table 2:** Summary of missings after imputation for the NYPD's crime datasets in NYC

## 2-2-2. SRCs' modality dimensional reduction

Service Request Calls' modality dimensional reduction was conducted by applying filters tailored to the semantics of the raw data's two columns: "Complaint", and "Descriptor".

The reduced modalities data-sets exhibit 13 modalities down from 170 and 178 (in Table 1, for April 2014 and April 2015 respectively) according to the description and distribution of Table 3. Noise related complaints remain the first reason for SRC to 311 with overall frequencies in noise related calls of 31.1% and 31.5% in 2014 and 2015 respectively. Table 3 is based on data after ZIP cleaning and missings imputation.

SRC modality ranking change show that the perceived (and perhaps also real) traffic noise related SRCs increased markedly between April 2014 and April 2015.

Service request calls' modalities	Modality description	Service request call frequencies		Change in rank from 2014 to 2015
		April 2014	April 2015	
NoiseResid	Residential Noise	19.00%	17.50%	—
UrbInf	Urban Infrastructure	15.00%	13.40%	↘
Traffic	Traffic related Issues	14.30%	17.20%	↗
Sani	Unsanitary Conditions	9.20%	10.50%	—
WaterSyst	Water Systems	7.80%	7.60%	—
EnvProt	Environmental Protection	7.60%	5.90%	—
IAO	Inspect, Audit, Order	5.80%	5.20%	↘
NoiseBiz	Commercial Noise	4.40%	4.90%	↗
ConsumProt	Consumer Protection	4.20%	3.40%	↘
NoiseTraf	Traffic Noise	3.90%	5.40%	↗↗
NoiseConst	Construction Noise	3.80%	3.70%	↗
HousCond	Housing Conditions	3.10%	3.40%	—
SocServ	Social Services	1.90%	1.90%	—
Total number of SRCs		78825	98649	↗↗

**Table 3:** SRCs' consolidated modalities after dimensional reduction. The right most column indicates changes in modality ranking from 2014 to 2015.



### 2-2-3. ZIP code cleaning

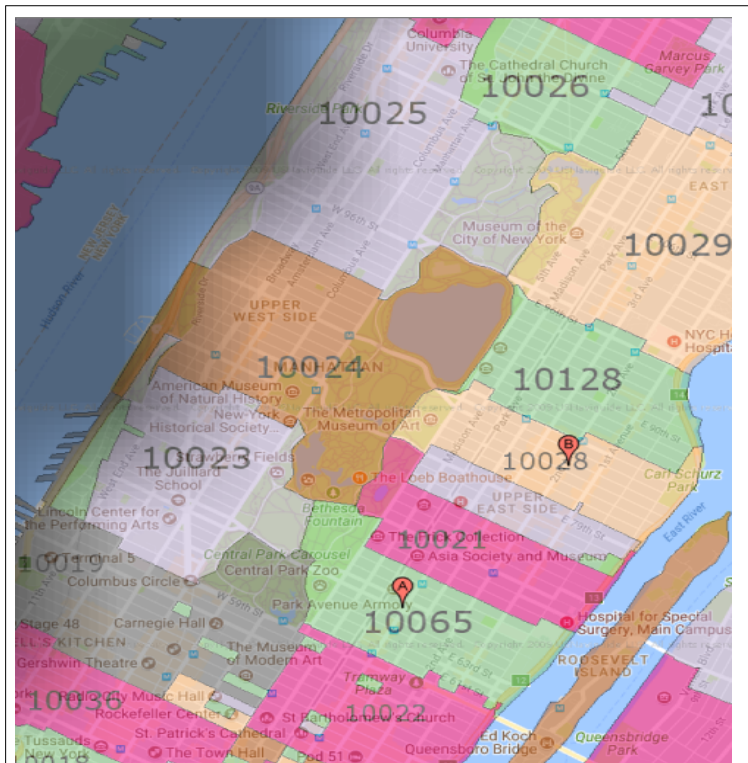
At this data preparation stage, our data consists of a mixture of correctly formed and ill-formed ZIP fields for each observation. An ill-formed ZIP code is a code that does not have 5 digits or does not exist officially or is otherwise not consistently found in federal US government DBs.

For our purposes, ill-formed ZIPs include ZIP+4 codes of the form 11355-1024, where the last four digits identify a geographic segment or a PO box within the five-digit ZIP delivery area. In those cases we simply suppress string characters ranging from position 6 to the end.

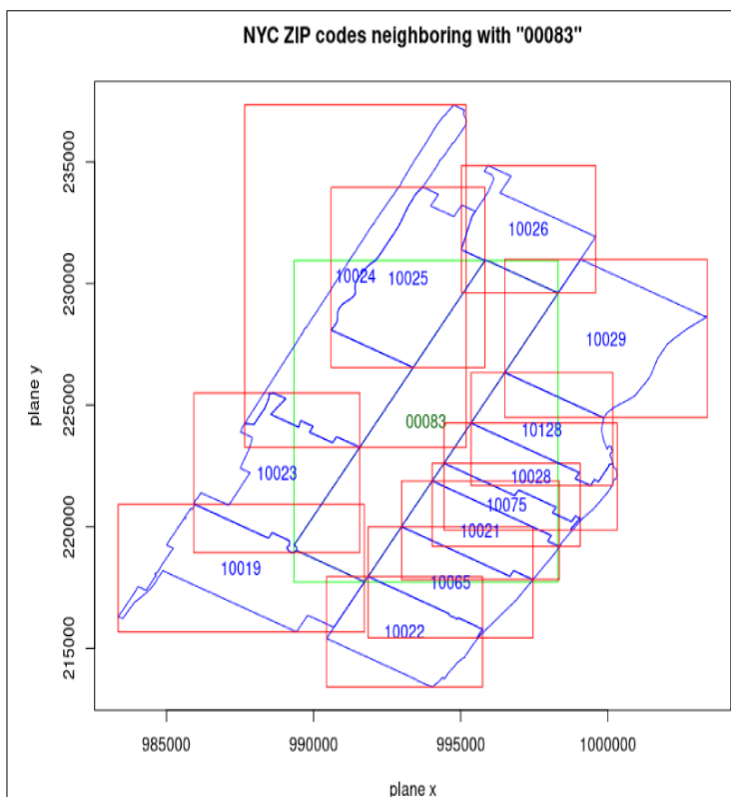
Other inadmissible ZIP codes are ghost ZIP codes. One of them appears in our DBs as “00083”. The NYC 311 service request call data-set includes it along with surrounding and overlapping ZIP codes. So do the NYPD’s crime DB, and the topological ZIP code area boundary DB also found in the *NYC Open Data* repository. Within the NYC area it designates the Central Park area in Manhattan. But because it overlaps with other official ZIP code areas surrounding it, observations identified by that ZIP code should be instead apportioned to neighboring ZIP code areas. Figure 4 (above) reveals the Zip mapping in that area, showing official ZIP code areas boundaries mapping Central Park in Manhattan.

ZIP code	Common boundary length (ft)	Common boundary length proportion (%)
00083	32,710.8	100.0
10019	2,651.4	8.1
10022	259.2	0.8
10065	2,341.4	7.2
10023	4,864.4	14.9
10021	2,150.5	6.6
10075	833.0	2.5
10028	1,889.7	5.8
10024	3,748.7	11.5
10128	2,371.1	7.2
10025	5,031.3	15.4
10029	3,749.0	11.5
10026	2,821.2	8.6

**Table 4:** 00083 ghost ZIP code area shared boundary analysis.



**Fig. 4:** Detail of the ZIP code area map of Manhattan, showing how neighboring ZIP code areas pave Central Park piece-wise.



**Fig.5:** New York City government ZIP code limits mapping Central Park in Manhattan and resorting to ghost ZIP code 00083 (at center in green).



Surrounding ZIP codes are 10019, 10022, 10065, 10023, 10021, 10075, 10028, 10024, 10128, 10025, 10029, and 10026.

The use of ZIP code 00083 is incompatible with IRS and Census Agency DBs. To overcome that difficulty we calculate the common boundaries between the 00083 ZIP code area boundary and surrounding ZIP areas boundaries. Our goal is to apportion observations attributed to ZIP code 00083 to surrounding ZIP codes areas proportionally to the lengths of the boundaries they share, and in a way which should remain modality agnostic.

Figure 5 represents the Cartesian topological mapping, and Table 3 shows the computed proportion of common boundary lengths between Central Park's 00083 ghost ZIP and surrounding ZIP code areas. The algorithm developed can operate on arbitrary sets of ZIP codes.

After correcting for ill-formed ZIP codes, ghost ZIP codes, and ZIP codes situated outside the 5-borough area, we observe respectively 208 and 206 unique observation ZIP codes in each one of our data sets: April 2014 and April 2015.

The starting point for our statistical analysis of section 3 are the two data-set located at:

```
NYC311/
|___ Data/
|   |___ 20140400_nyc_whole-data-set.csv
|   |___ 20150400_nyc_whole-data-set.csv
```

Inexplicably we note a few cases (fewer than 30 per data set) of missing response variables (“medianInc” and “j1Benefit”) in each data set. This means that the Internal Revenue Service (IRS) chose not to make the corresponding ZIP code area tax return data public.

### ***3. Multi-Variate Analysis***

#### ***3-1. Correspondence analysis (CA)***

#### ***3-2. Principal Component Analysis (PCA)***

#### ***3-3. Clustering and Multiple Correspondence Analysis (MCA)***

### ***4. Conclusions***

#### ***4-1. Section***

## **Appendices**

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### **Appendix A: Data-set's variables' dictionaries**

#### ***NYC 311 Service Request Calls – Raw Data Dictionary***

Column Name	Description
Unique Key	Unique identifier of a Service Request (SR) in the open data set
Created Date	Date SR was created Date in format MM/DD/YY HH:MM:SS AM/PM
Closed Date	Date SR was closed by responding agency. Date in format MM/DD/YY HH:MM:SS AM/PM
Agency	Acronym of responding City Government Agency
Agency Name	Full Agency name of responding City Government Agency
Complaint Type	This is the first level of a hierarchy identifying the topic of the incident or condition. Complaint Type may have a corresponding Descriptor (below) or may stand alone.
Descriptor	This is associated to the Complaint Type, and provides further detail on the incident or condition. Descriptor values are dependent on the Complaint Type, and are not always required in SR.
Status	Status of SR submitted: Assigned, Canceled, Closed, Pending, +... (Prior column indicates most frequent)
Due Date	Date when responding agency is expected to update the SR. This is based on the Complaint Type and internal SLAs. Date in format MM/DD/YY HH:MM:SS AM/PM
Resolution Action Updated Date	Date when responding agency last updated the SR. Date in format MM/DD/YY HH:MM:SS AM/PM
Resolution Description	Describes the last action taken on the SR by the responding agency. May describe next or future steps.
Location Type	Describes the type of location used in the address information
Incident Zip	Incident location zip code, provided by geo validation.
Incident Address	House number of incident address provided by submitter.
Street Name	Street name of incident address provided by the submitter
Cross Street 1	First Cross street based on the geo validated incident location
Cross Street 2	Second Cross Street based on the geo validated incident location
Intersection Street 1	First intersecting street based on geo validated incident location
Intersection Street 2	Second intersecting street based on geo validated incident location
Address Type	Type of incident location information available (Values: Address; Block face; Intersection; LatLong; Placename)
City	City of the incident location provided by geovalidation.
Landmark	If the incident location is identified as a Landmark the name of the landmark will display here
Facility Type	If available, this field describes the type of city facility associated to the SR
Community Board	Provided by geovalidation.
Borough	Provided by the submitter and confirmed by geovalidation.
X Coordinate (State Plane)	Geo validated, X coordinate of the incident location.
Y Coordinate (State Plane)	Geo validated, Y coordinate of the incident location.
Latitude	Geo based Lat of the incident location
Longitude	Geo based Long of the incident location

Location	Combination of the geo based lat & long of the incident location
Park Facility Name	If the incident location is a Parks Dept facility, the Name of the facility will appear here
Park Borough	The borough of incident if it is a Parks Dept facility
School Name	If the incident location is a Dept of Education school, the name of the school will appear in this field. If the incident is a Parks Dept facility its name will appear here.
School Number	If the incident location is a Dept of Education school, the Number of the school will appear in this field. This field is also used for Parks Dept Facilities.
School Region	If the incident location is a Dept of Education School, the school region number will be appear in this field.
School Code	If the incident location is a Dept of Education School, the school code number will be appear in this field.
School Phone Number	If the facility = Dept for the Aging or Parks Dept, the phone number will appear here. (note - Dept of Education facilities do not display phone number)
School Address	Address of facility of incident location, if the facility is associated with Dept of Education, Dept for the Aging or Parks Dept
School City	City of facilities incident location, if the facility is associated with Dept of Education, Dept for the Aging or Parks Dept
School State	State of facility incident location, if the facility is associated with Dept of Education, Dept for the Aging or Parks Dept NY
School Zip	Zip of facility incident location, if the facility is associated with Dept of Education, Dept for the Aging or Parks Dept
School Not Found	Y' in this field indicates the facility was not found (Y; N; BLANK)
School or Citywide Complaint	If the incident is about a Dept of Education facility, this field will indicate if the complaint is about a particular school or a citywide issue. (Y; N; BLANK)
Vehicle Type	If the incident is a taxi, this field describes the type of TLC vehicle.
Taxi Company Borough	If the incident is identified as a taxi, this field will display the borough of the taxi company.
Taxi Pick Up Location	If the incident is identified as a taxi, this field displays the taxi pick up location
Bridge Highway Name	If the incident is identified as a Bridge/Highway, the name will be displayed here.
Bridge Highway Direction	If the incident is identified as a Bridge/Highway, the direction where the issue took place would be displayed here.
Road Ramp	If the incident location was Bridge/Highway this column differentiates if the issue was on the Road or the Ramp.
Bridge Highway Segment	Additional information on the section of the Bridge/Highway where the incident took place.
Garage Lot Name	Related to DOT Parking Meter SR, this field shows what garage lot the meter is located in
Ferry Direction	Used when the incident location is within a Ferry, this field indicates the direction of ferry
Ferry Terminal Name	Used when the incident location is Ferry, this field indicates the ferry terminal where the incident took place.

### ***NYPD Crime Reports – Raw Data Dictionary***

CMPLNT_NUM	Randomly generated persistent ID for each complaint
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CMPLNT_FR_DT	Exact date of occurrence for the reported event (or starting date of occurrence if CMPLNT_TO_DT exists)
CMPLNT_FR_TM	Exact time of occurrence for the reported event (or starting time of occurrence if CMPLNT_TO_TM exists)
CMPLNT_TO_DT	Ending date of occurrence for the reported event if exact time of occurrence is unknown
CMPLNT_TO_TM	Ending time of occurrence for the reported event if exact time of occurrence is unknown
RPT_DT	Date event was reported to police
KY_CD	Three digit offense classification code
OFNS_DESC	Description of offense corresponding with key code (KY_CD)
PD_CD	Three digit internal classification code (more granular than Key Code)
PD_DESC	Description of internal classification corresponding with PD code; more granular than Offense Description (OFNS_DESC).
CRM_ATPT_CPTD_CD	Crime completion indicator (completed, attempted but failed, interrupted prematurely)
LAW_CAT_CD	Level of offense (felony, misdemeanor, violation)
JURIS_DESC	Jurisdiction responsible for incident. Either internal (Police, Transit, Housing) or external (Correction, Port Authority, etc.)
BORO_NM	The name of the borough in which the incident occurred
ADDR_PCT_CD	The precinct in which the incident occurred
LOC_OF_OCCUR_DESC	"Specific location of occurrence in or around the premises (inside, opposite of, in front of, at the rear of)
PREM_TYP_DESC	Specific description of premises (grocery store, residence, street, etc.)
PARKS_NM	Name of NYC park, playground or greenspace of occurrence if applicable (state parks are not included)
HADEVELOPT	Name of NYCHA housing development of occurrence if applicable
X_COORD_CD	X-coordinate for New York State Plane Coordinate System, Long Island Zone (NAD 83) in units of feet (FIPS 3104)
Y_COORD_CD	"Y-coordinate for New York State Plane Coordinate System, Long Island Zone (NAD 83) in units of feet (FIPS 3104)
Latitude	"Latitude coordinate for Global Coordinate System, WGS 1984, decimal degrees (EPSG 4326)"
Longitude	"Longitude coordinate for Global Coordinate System, WGS 1984, decimal degrees (EPSG 4326)"

## ***IRS Statistics of Income per ZIP code– Raw Data Dictionary***

### IRS Documentation Guide (year 2014)

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- B. Nature of Changes
- C. Population Definitions and Tax Return Addresses
- D. Disclosure Protection Procedures
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#### **A. Overview**

The Statistics of Income (SOI) division bases its ZIP code data on administrative records of individual income tax returns (Forms 1040) from the Internal Revenue Service (IRS) Individual Master File (IMF) system. Included in these data are returns filed during the 12-month period, January 1, 2015 to December 31, 2015. While the bulk of returns filed during the 12-month period are primarily for Tax Year 2014, the IRS received a limited number of returns for tax years before 2014 and these have been included within the ZIP code data.

#### **B. Nature of Changes**

The following changes have been made to the Tax Year 2014 ZIP Code data:

- Two new variables have been added for volunteer prepared returns: volunteered income tax assistance (VITA) and tax counseling for the elderly (TCE) prepared returns.
- Five new variables, related to the Affordable Care Act (ACA), have been added to the data: Excess advance premium tax credit repayment, Total premium tax credit, Advance premium tax credit, Health care individual responsibility payment, and Net premium tax credit. Please refer to section F for a complete list of variables and their corresponding names.

#### **C. Population Definitions and Tax Return Addresses**

- ZIP Code data are based on population data that was filed and processed by the IRS during the 2015 calendar year.
- State totals may not be comparable to State totals published elsewhere by SOI because of specific disclosure protection features in the ZIP code data.[1]
- Data do not represent the full U.S. population because many individuals are not required to file an individual income tax return.
- The address shown on the tax return may differ from the taxpayer's actual residence.
- State codes were based on the ZIP code shown on the return.
- Excluded were tax returns filed without a ZIP code and returns filed with a ZIP code that did not match the State code shown on the return.
- Excluded were tax returns filed using Army Post Office (APO) and Fleet Post Office addresses, foreign addresses, and addresses in Puerto Rico, Guam, Virgin Islands, American Samoa, Marshall Islands, Northern Marianas, and Palau.

#### **D. Disclosure Protection Procedures**

SOI did not attempt to correct any ZIP codes on the returns; however, it did take the following precautions to avoid disclosing information about specific taxpayers:

- ZIP codes with less than 100 returns and those identified as a single building or nonresidential ZIP code were categorized as "other" (99999).
- Income and tax items with less than 20 returns for a particular AGI class were combined with another AGI class within the same ZIP Code. Collapsed AGI classes are identified with a double asterisk (\*\*).
- All number of returns variables have been rounded to the nearest 10.
- Excluded from the data are items with less than 20 returns within a ZIP code.
- Excluded from the data are tax returns with a negative adjusted gross income.
- Excluded are tax returns representing a specified percentage of the total of any particular cell. For example, if one return represented 75 percent of the value of a given cell, the return was suppressed from the tabulation. The actual threshold percentage used cannot be released.

### E. File Characteristics

The ZIP code data are available in three formats:

- (1) Individual state excel files—14zp##xx.xls (## = 01-51; xx = AL-WY)
- (2) A comma separated file (.csv) with AGI classes —14zpallagi.csv
- (3) A comma separated file[2] without AGI classes(The AGI\_STUB variable has been set to zero for this file)—

14zpallnoagi.csv

For all the files, the money amounts are reported in thousands of dollars.

### F. Selected Income and Tax Items

<b>STATEFIPS</b>	The State Federal Information Processing System (FIPS) code
<b>STATE</b>	The State associated with the ZIP code
<b>ZIPCODE</b>	5-digit Zip code
<b>AGI_STUB</b>	Size of Adjusted Gross Income (AGI) 1 = \$1 under \$25,000 2 = \$25,000 under \$50,000 3 = \$50,000 under \$75,000 4 = \$75,000 under \$100,000 5 = \$100,000 under \$200,000 6 = \$200,000 or more
<b>N1</b>	Number of returns
...	...

### G. Endnotes:

[1] For complete individual income tax tabulations at the State level, see the historic table posted to Tax Stats at <http://www.irs.gov/uac/SOI-Tax-Stats---Historic-Table-2>.

[2] Does not include returns with adjusted gross deficit.

[3] The "Number of volunteer prepared returns" shows counts of returns prepared by IRS-certified volunteers to taxpayers with limited income, persons with disabilities, limited English speaking taxpayers, current and former members of the military, and taxpayers who are 60 years of age and older.

[4] "Qualified dividends" are ordinary dividends received in tax years beginning after 2002 that meet certain conditions and receive preferential tax rates. The maximum qualified dividends tax rate is 15%.

[5] Includes the Alaskan permanent fund, reported by residents of Alaska on Forms 1040A and 1040EZ's.

This fund only applies to statistics in the totals, and the state of Alaska.

[6] Earned income credit includes both the refundable and non-refundable portions. The non-refundable portion could reduce income tax and certain related taxes to zero. The earned income credit amounts in excess of total tax liability, or amounts when there was no tax liability at all, were refundable. See footnote 6 below for explanation of the refundable portion of the earned income credit.

[7] The refundable portion of the earned income credit equals total income tax minus the earned income credit. If the result is negative, this amount is considered the refundable portion. No other refundable credits were taken into account for this calculation.

[8] Income tax reflects the amount reported on Form 1040 line 56. It also includes data from Form 1040A and 1040EZ filers.

[9] "Total tax liability" differs from "Income tax", in that "Total tax liability" includes the taxes from recapture of certain prior-year credits, tax applicable to individual retirement arrangements (IRA's), social security taxes on self-employment income and on certain tip income, advanced earned income payments, household employment taxes, and certain other taxes listed in the Form 1040 instructions.

[10] Reflects payments to or with-holdings made to "Total tax liability". This is the amount the tax filer owes when the income tax return is filed.

[11] The amount of over-payments the tax filer requested to have refunded.



## Appendix B: NYPD crime categorization

Crime modalities are: felony, misdemeanor, and violation.

FELONY is the most serious of offenses and gives rise to a more thorough classification. Felonies are lettered, with Class A being the most serious and Class E being the least serious. They are also divided into a smaller sub category; violent and non violent. In the state of NY, a non-violent, Class D felony would call for 1 to 4 years of probation. However, a violent Class D felony would automatically require a prison sentence of at least 2 years. What characterizes each felony as violent or non-violent is usually the presence of a weapon (possession of a firearm) or bodily harm to another person (aggravated assault/battery). A Class A Felony (e.g a 1<sup>st</sup> degree murder) is punishable by life in prison, with or without parole, depending on the circumstances.

MISDEMEANOR is the second type of criminal offenses, less severe than felonies but more serious than violations. Misdemeanors can carry up to a year in jail. In addition to jail time, a person convicted of a misdemeanor can also be subject to fines, probation, community service or restitution (victim compensation). A classic case of a misdemeanor would be simple assault, possession of a small amount of marijuana, or driving under the influence.

VIOLATION (also known as “infractions”) is a minor offense. A speeding ticket, public intoxication, or jaywalking are some of the many petty offenses that could fall under the umbrella of violations. Violations are punishable by fines primarily, and do not result in jail or prison time.

In the subsequent listings, a number following a label within each category indicates the degree of the charge within that category, i.e. sub-categorization for judicial purposes.

### Felonies

RAPE 1 (means “1<sup>st</sup> degree rape”, etc.)  
 LARCENY, GRAND BY OPEN/COMPROMISE CELL PHONE ACCT  
 LARCENY, GRAND BY OPEN CREDIT CARD (NEW ACCT)  
 RAPE 3  
 FRAUD, UNCLASSIFIED-FELONY  
 LARCENY, GRAND BY DISHONEST EMP  
 BURGLARY, RESIDENCE, NIGHT  
 SEX CRIMES  
 RAPE 2  
 LARCENY, GRAND BY BANK ACCT COMPROMISE-REPRODUCED CHECK  
 SODOMY 1  
 LARCENY, GRAND BY THEFT OF CREDIT CARD  
 LARCENY, GRAND BY FALSE PROMISE-NOT IN PERSON CONTACT  
 LARCENY, GRAND FROM RESIDENCE, UNATTENDED  
 SEXUAL ABUSE  
 LARCENY, GRAND FROM BUILDING (NON-RESIDENCE) UNATTENDED  
 COERCION 1  
 PUBLIC ADMINISTRATION, UNCLASSIFIED  
 COMPUTER TAMPER/TRESSPASS  
 LARCENY, GRAND FROM OPEN AREAS, UNATTENDED  
 LARCENY, GRAND BY IDENTITY THEFT-UNCLASSIFIED  
 BURGLARY, RESIDENCE, UNKNOWN TIM  
 BURGLARY, RESIDENCE, DAY  
 LARCENY, GRAND BY FALSE PROMISE-IN PERSON CONTACT  
 TAMPERING 1, CRIMINAL  
 RAPE 1, ATTEMPT  
 LARCENY, GRAND BY CREDIT CARD ACCT COMPROMISE-EXISTING ACCT

LARCENY,GRAND BY BANK ACCT COMPROMISE-TELLER  
FORGERY,ETC.,UNCLASSIFIED-FELO  
NY STATE LAWS,UNCLASSIFIED FEL  
CRIMINAL CONTEMPT 1  
LARCENY,GRAND BY BANK ACCT COMPROMISE-ATM TRANSACTION  
LARCENY,GRAND BY ACQUIRING LOST CREDIT CARD  
MISCHIEF,CRIMINAL, UNCL 2ND  
ARSON 2,3,4  
RECKLESS ENDANGERMENT 1  
MISCHIEF, CRIMINAL 3 & 2, OF M  
LARCENY,GRAND OF VEHICULAR/MOTORCYCLE ACCESSORIES  
LARCENY,GRAND FROM STORE-SHOPL  
LARCENY,GRAND BY BANK ACCT COMPROMISE-UNCLASSIFIED  
LARCENY,GRAND BY ACQUIRING LOS  
LARCENY,GRAND FROM VEHICLE/MOTORCYCLE  
LARCENY,GRAND OF AUTO  
BURGLARY,COMMERCIAL,NIGHT  
LARCENY,GRAND FROM RETAIL STORE, UNATTENDED  
BURGLARY,COMMERCIAL,UNKNOWN TI  
LARCENY,GRAND FROM PERSON,PICK  
LARCENY,GRAND OF MOTORCYCLE  
LARCENY,GRAND BY EXTORTION  
WEAPONS POSSESSION 3  
FORGERY,DRIVERS LICENSE  
LARCENY,GRAND FROM PERSON,PERSONAL ELECTRONIC DEVICE(SNATCH)  
ROBBERY,OPEN AREA UNCLASSIFIED  
LARCENY,GRAND FROM NIGHT CLUB, UNATTENDED  
CONTROLLED SUBSTANCE,INTENT TO  
ASSAULT 2,1,UNCLASSIFIED  
CONTROLLED SUBSTANCE,POSSESS.  
ROBBERY,DWELLING  
IMPRISONMENT 1,UNLAWFUL  
STRANGULATION 1ST  
LARCENY,GRAND FROM EATERY, UNATTENDED  
STOLEN PROPERTY 2,1,POSSESSION  
LARCENY, GRAND OF AUTO - ATTEM  
BURGLARY,TRUCK NIGHT  
ROBBERY,PERSONAL ELECTRONIC DEVICE  
BURGLARY,UNCLASSIFIED,NIGHT  
LARCENY,GRAND OF BICYCLE  
ARSON, MOTOR VEHICLE 1 2 3 & 4  
WEAPONS POSSESSION 1 & 2  
CONTROLLED SUBSTANCE, SALE 5  
FORGERY,M.V. REGISTRATION  
ASSAULT 2,1,PEACE OFFICER  
ROBBERY,COMMERCIAL UNCLASSIFIED  
FORGERY-ILLEGAL POSSESSION,VEH  
ROBBERY,RESIDENTIAL COMMON AREA  
LARCENY,GRAND FROM PERSON, BAG OPEN/DIP  
CONTROLLED SUBSTANCE,SALE 1  
BRIBERY,PUBLIC ADMINISTRATION  
IMPERSONATION 1, POLICE OFFICER  
MARIJUANA, SALE 1, 2 & 3  
ROBBERY,PUBLIC PLACE INSIDE

MENACING 1ST DEGREE (VICT NOT  
CRIMINAL MIS 2 & 3  
ROBBERY, PAYROLL  
ROBBERY, HOME INVASION  
CONTROLLED SUBSTANCE, SALE 3  
LARCENY, GRAND FROM PERSON, PURS  
THEFT, RELATED OFFENSES, UNCLASS  
LARCENY, GRAND FROM PERSON, UNCL  
ROBBERY, CAR JACKING  
AGGRAVATED HARASSMENT 1  
BURGLARY, COMMERCIAL, DAY  
LARCENY, GRAND BY BANK ACCT COMPROMISE-UNAUTHORIZED PURCHASE  
ROBBERY, POCKETBOOK/CARRIED BAG  
CONTROLLED SUBSTANCE, POSSESSI  
UNAUTHORIZED USE VEHICLE 2  
CONTROLLED SUBSTANCE, INTENT T  
BURGLARY, TRUCK DAY  
MARIJUANA, POSSESSION 1, 2 & 3  
ROBBERY, OF TRUCK DRIVER  
CRIMINAL DISPOSAL FIREARM 1 &  
CONTROLLED SUBSTANCE, SALE 2  
LARCENY, GRAND BY OPEN BANK ACCT  
BURGLARY, UNCLASSIFIED, UNKNOWN  
FORGERY, PRESCRIPTION  
SODOMY 2  
GAMBLING 1, PROMOTING, BOOKMAKIN  
AGGRAVATED CRIMINAL CONTEMPT  
ROBBERY, CHAIN STORE  
FALSE REPORT 1, FIRE  
ROBBERY, PHARMACY  
ROBBERY, LICENSED MEDALLION CAB  
STOLEN PROPERTY-MOTOR VEH 2ND,  
LARCENY, GRAND OF TRUCK  
ROBBERY, LIQUOR STORE  
LARCENY, GRAND FROM PERSON, LUSH WORKER (SLEEPING/UNCON VICTIM)  
BRIBERY, POLICE OFFICER  
ARSON 1  
TRESPASS 1, CRIMINAL  
ROBBERY, UNLICENSED FOR HIRE VEHICLE  
CONTROLLED SUBSTANCE, SALE 4  
ROBBERY, BICYCLE  
OBSCENE MATERIAL - UNDER 17 YE  
ROBBERY, BANK  
ROBBERY, NECKCHAIN/JEWELRY  
LARCENY, GRAND PERSON, NECK CHAI  
ROBBERY, BODEGA/CONVENIENCE STORE  
DRUG PARAPHERNALIA, POSSESSE  
CUSTODIAL INTERFERENCE 1  
ESCAPE 2, 1  
PROMOTING A SEXUAL PERFORMANCE  
BURGLARY, UNCLASSIFIED, DAY  
ROBBERY, GAS STATION  
MENACING 1ST DEGREE (VICT PEAC  
USE OF A CHILD IN A SEXUAL PER

CONSPIRACY 2, 1  
SEX TRAFFICKING  
INCOMPETENT PERSON, KNOWINGLY ENDANGERING  
TAX LAW  
MANUFACTURE UNAUTHORIZED RECOR  
MISCHIEF, CRIMINAL 3&2, BY FIR  
ROBBERY, ON BUS/ OR BUS DRIVER  
ROBBERY, ATM LOCATION  
LARCENY, GRAND FROM TRUCK, UNATTENDED  
OBSCENITY 1  
CHILD ABANDONMENT  
INTOXICATED DRIVING, ALCOHOL  
HOMICIDE, NEGLIGENT, VEHICLE,  
MAKING TERRORISTIC THREAT  
BURGLARY, UNKNOWN TIME  
KIDNAPPING 2  
BAIL JUMPING 1 & 2  
FACILITATION 3, 2, 1, CRIMINAL  
SOLICITATION 3, 2, 1, CRIMINAL  
END WELFARE VULNERABLE ELDERLY PERSON  
AGGRAVATED SEXUAL ASBUSE  
LARCENY, GRAND FROM PIER, UNATTENDED  
ROBBERY, BAR/RESTAURANT  
SODOMY 3  
SUPP. ACT TERR 2ND  
LARCENY, GRAND OF MOPED  
LARCENY, GRAND FROM BOAT, UNATTENDED  
SALE SCHOOL GROUNDS 4  
KIDNAPPING 1  
ROBBERY, CHECK CASHING BUSINESS

## ***Misdemeanors***

ASSAULT 3  
LARCENY, PETIT FROM BUILDING, UN  
FRAUD, UNCLASSIFIED-MISDEMEANOR  
AGGRAVATED HARASSMENT 2  
SEXUAL ABUSE 3, 2  
CRIMINAL MISCHIEF 4TH, GRAFFIT  
SEXUAL MISCONDUCT, INTERCOURSE  
CRIMINAL MISCHIEF, UNCLASSIFIED 4  
MISCHIEF, CRIMINAL 4, BY FIRE  
MISCHIEF, CRIMINAL 4, OF MOTOR  
LARCENY, PETIT OF LICENSE PLATE  
CHILD, ENDANGERING WELFARE  
UNAUTHORIZED USE VEHICLE 3  
VIOLATION OF ORDER OF PROTECTI  
PUBLIC ADMINISTRATION, UNCLASS M  
LARCENY, PETIT BY CREDIT CARD U  
CUSTODIAL INTERFERENCE 2  
LARCENY, PETIT FROM OPEN AREAS,  
NY STATE LAWS, UNCLASSIFIED MIS  
LARCENY, PETIT FROM STORE-SHOPL

FORGERY, ETC.-MISD.  
LARCENY, PETIT FROM AUTO  
STOLEN PROPERTY 3, POSSESSION  
LARCENY, PETIT BY FALSE PROMISE  
CONTEMPT, CRIMINAL  
LARCENY, PETIT BY CHECK USE  
BRIBERY, COMMERCIAL  
MENACING, UNCLASSIFIED  
OBSTR BREATH/CIRCUL  
ADM.CODE, UNCLASSIFIED MISDEMEA  
LARCENY, PETIT OF VEHICLE ACCES  
LEWDNESS, PUBLIC  
CONTROLLED SUBSTANCE, POSSESSI  
MARIJUANA, POSSESSION 4 & 5  
WEAPONS, POSSESSION, ETC  
INTOXICATED DRIVING, ALCOHOL  
TRESPASS 2, CRIMINAL  
THEFT, RELATED OFFENSES, UNCLASS  
ACOSTING, FRAUDULENT  
MARIJUANA, SALE 4 & 5  
LARCENY, PETIT OF MOTORCYCLE  
LARCENY, PETIT OF BICYCLE  
RECKLESS ENDANGERMENT 2  
LEAVING SCENE-ACCIDENT-PERSONA  
IMPERSONATION 2, PUBLIC SERVAN  
RESISTING ARREST  
TRAFFIC, UNCLASSIFIED MISDEMEAN  
LARCENY, PETIT BY ACQUIRING LOS  
TRESPASS 3, CRIMINAL  
LARCENY, PETIT FROM TRUCK  
IMPRISONMENT 2, UNLAWFUL  
BURGLARS TOOLS, UNCLASSIFIED  
THEFT OF SERVICES, UNCLASSIFIE  
LARCENY, PETIT FROM BOAT  
LARCENY, PETIT BY DISHONEST EMP  
RECKLESS ENDANGERMENT OF PROPE  
TAX LAW  
UNAUTH. SALE OF TRANS. SERVICE  
PETIT LARCENY-CHECK FROM MAILB  
IMPAIRED DRIVING, DRUG  
ASSEMBLY, UNLAWFUL  
BAIL JUMPING 3  
FALSE REPORT UNCLASSIFIED  
RECORDS, FALSIFY-TAMPER  
SEXUAL MISCONDUCT, DEVIATE  
PROSTITUTION, PATRONIZING 4, 3  
SALE OF UNAUTHORIZED RECORDING  
DRUG PARAPHERNALIA, POSSESSE  
CHILD, ALCOHOL SALE TO  
GAMBLING 2, PROMOTING, UNCLASSIF  
CHECK, BAD  
FALSE REPORT BOMB  
LARCENY, PETIT OF AUTO - ATTEM  
RECKLESS DRIVING

AGRICULTURE & MARKETS LAW, UNCL  
TAMPERING 3, 2, CRIMINAL  
PROSTITUTION 4, PROMOTING & SECUR  
GENERAL BUSINESS LAW, TICKET SP  
LARCENY, PETIT OF BOAT  
POSSESSION HYPODERMIC INSTRUME  
ALCOHOLIC BEVERAGE CONTROL LAW  
GAMBLING, DEVICE, POSSESSION  
STOLEN PROP-MOTOR VEHICLE 3RD,  
CHILD, OFFENSES AGAINST, UNCLASS  
LARCENY, PETIT OF AUTO  
PUBLIC SAFETY, UNCLASSIFIED MIS  
LARCENY, PETIT OF MOPED  
DOG STEALING  
DIS. CON., AGGRAVATED  
RIOT 2/INCITING  
MENACING, PEACE OFFICER  
JOSTLING  
PERJURY 3, ETC.  
ESCAPE 3  
PUBLIC HEALTH LAW, UNCLASSIFIED  
COMPUTER UNAUTH. USE/TAMPER  
FALSE ALARM FIRE  
NUISANCE, CRIMINAL, UNCLASSIFIED  
WOUNDS, REPORTING OF  
LARCENY, PETIT FROM COIN MACHINE

## ***Violations***

HARASSMENT, SUBD 3, 4, 5  
HARASSMENT, SUBD 1, CIVILIAN  
MARIJUANA, POSSESSION  
ALCOHOLIC BEVERAGES, PUBLIC CON  
THEFT OF SERVICES- CABLE TV SE  
POSSES OR CARRY A KNIFE  
ADM. CODE, UNCLASSIFIED VIOLATIO  
PEDDLING, UNLAWFUL  
TRESPASS 4, CRIMINAL SUB 2  
DISORDERLY CONDUCT  
IMITATION PISTOL/AIR RIFLE  
PARK & R, UNCLASSIFIED VIOLATION  
NY STATE LAWS, UNCLASSIFIED VIO  
APPEARANCE TICKET FAIL TO RESP  
IMITATION PISTOL/AIR RIFLE  
TRAFFIC, UNCLASSIFIED INFRACTION  
LOITERING, GAMBLING, OTHER  
ENVIRONMENTAL CONTROL BOARD  
INAPPROPRIATE SHELTER DOG LEFT  
EXPOSURE OF A PERSON  
UNDER THE INFLUENCE OF DRUGS

## Appendix C: