



311 - Service Request

Release #1

DATA DICTIONARY (v 1.0)

Data Dictionary - Revision History

Project Name, Release 2.0, [Short Name]

Version	Change Highlights	Author	Date	Comments
1	Created	C. F.		First Draft
2				
3				

Column Name	Description	Expected Values
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, Cancelled, Closed, Pending, +
Due Date	Date when responding agency is expected to update the SR. This is based on the Complaint Type and internal Service Level Agreements (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 particualr school or a citywide issue.	Y; N; BLANK
Vehicle Type	If the incident is a taxi, this field describes the type of TLC vehicle.	Car Service; Commuter Van; Green Taxi
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	Grand Central Station; Intersection; JKF Airport; La Guardia Airport; New York-Penn Station; Other; Port Authority Bus Terminal
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.	Roadway; Ramp
Bridge Highway Segment	Additional information on the section of the Bridge/Highway were 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	Manhattan Bound; Staten Island Bound
Ferry Terminal Name	Used when the incident location is Ferry, this field indicates the ferry terminal where the incident took place.	

Notes

This is NOT the Service Request (SR) # provided to the initiating customer. SR #s are not available in this data set.

[illegible]

[illegible]