

Data Cleaning: NYC 311 Service Requests

This notebook downloads and cleans the 2024 NYC 311 service request data. We start by fetching the raw data from the Socrata API, then apply cleaning steps to prepare it for analysis.

Installing required packages

The next cell installs the `python-dotenv` package, which allows us to load environment variables from the `.env` file. This keeps our API token secure and out of the code. It also loads some other required packages for the notebook to run

```
In [ ]: #python3 == pip install python-dotenv
#python3 == pip install pandas
#python3 == pip install seaborn matplotlib plotly scikit-learn pyarrow

Collecting python-dotenv
  Downloading python_dotenv-1.2.1-py3-none-any.whl.metadata (25 kB)
Downloading python_dotenv-1.2.1-py3-none-any.whl (21 kB)
Installing collected packages: python-dotenv
Successfully installed python-dotenv-1.2.1
Requirement already satisfied: pandas in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (2.3.3)
Requirement already satisfied: numpy>=1.26.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas) (2.3.5)
Requirement already satisfied: tzdata>=2022.1 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas) (2.9.0.post0)
Requirement already satisfied: pytz>=2020.1 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas) (2025.2)
Requirement already satisfied: plotly in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas) (2025.2)
Requirement already satisfied: six>=1.5 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from python-dateutil>=2.8.2->pandas) (1.17.0)
Requirement already satisfied: seaborn in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from plotly) (0.12.1)
Requirement already satisfied: matplotlib in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from plotly) (12.6.0)
Requirement already satisfied: plotly in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas) (2025.2)
Requirement already satisfied: scikit-learn in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (1.7.2)
Requirement already satisfied: pillow>=8.1.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (22.0.0)
Requirement already satisfied: fonttools>=4.22.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (4.6.1.0)
Requirement already satisfied: kiwisolver>=3.1.1 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (1.4.9)
Requirement already satisfied: packaging>=20.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (25.0)
Requirement already satisfied: matplotlib in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from plotly) (12.6.0)
Requirement already satisfied: pyparsing>=3 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (3.2.5)
Requirement already satisfied: python-dateutil>=2.7 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (2.9.0.post0)
Requirement already satisfied: cycler>=0.10 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (0.12.1)
Requirement already satisfied: pillow>=8.1.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from matplotlib) (2025.2)
Requirement already satisfied: joblib>=1.2.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from scikit-learn) (1.16.3)
Requirement already satisfied: threadpoolctl>=3.1.0 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from scikit-learn) (3.6.0)
Requirement already satisfied: numpy>=1.15.1 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas<1.2->seaborn) (2025.2)
Requirement already satisfied: tzdata>=2022.7 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from pandas>=1.2->seaborn) (2025.2)
Requirement already satisfied: six>=1.5 in /Users/sagorika/Library/Python/3.14/Lib/python/site-packages (from python-dateutil>=2.7->matplotlib) (1.17.0)
```

Fetching and saving raw data

The next cell loads the environment variables, installs the python-dotenv package, and retrieves all 2024 NYC 311 records from the Socrata API. It handles pagination automatically and prints summary information about the fetched data. Finally, it saves the raw dataset as a parquet file for later cleaning steps.

```
In [ ]: # aborting fetch function for NYC 311
from pathlib import Path
import os
import sys

# loading environment variables
try:
    from dotenv import load_dotenv
    load_dotenv(Path('.').joinpath('.env'))
except ImportError:
    print("Warning: python-dotenv not installed. Install with: pip install python-dotenv")
    print("Continuing without .env file support...")

PROJECT_ROOT = Path('.').resolve()
if str(PROJECT_ROOT) not in sys.path:
    sys.path.append(str(PROJECT_ROOT))

from src.nyc311_api import fetch_nyc311_data

# reading Socrata app token from environment variable
APP_TOKEN = os.getenv("SOCRATA_APP_TOKEN")
if not APP_TOKEN:
    print("Note: SOCRATA_APP_TOKEN not found in environment. API calls may be slower.")

# fetching 2024 data
df_raw = fetch_nyc311_data(
    app_token=APP_TOKEN,
    limit=25000,
    year=2024,
)

print(f"DataFrame shape: {df_raw.shape}")
print(f"Columns: {list(df_raw.columns)}")
print(f"First few rows:")
print(df_raw.head().to_string())

raw_dir = PROJECT_ROOT / 'data' / 'raw'
raw_dir.mkdir(parents=True, exist_ok=True)

df_raw.to_parquet(raw_path, index=False)

print(f"Raw data saved to: {raw_path}")

raw_path
```

Starting data fetch for year 2024...

Using limit of 25,000 rows per request.

API token detected. Using authenticated requests.

```
Fetching page 1 (offset 0)... Received 25,000 rows (total so far: 25,000)
Fetching page 2 (offset 25,000)... Received 25,000 rows (total so far: 50,000)
Fetching page 3 (offset 50,000)... Received 25,000 rows (total so far: 75,000)
Fetching page 4 (offset 75,000)... Received 25,000 rows (total so far: 100,000)
Fetching page 5 (offset 100,000)... Received 25,000 rows (total so far: 125,000)
Fetching page 6 (offset 125,000)... Received 25,000 rows (total so far: 150,000)
Fetching page 7 (offset 150,000)... Received 25,000 rows (total so far: 175,000)
Fetching page 8 (offset 175,000)... Received 25,000 rows (total so far: 200,000)
Fetching page 9 (offset 200,000)... Received 25,000 rows (total so far: 225,000)
Fetching page 10 (offset 225,000)... Received 25,000 rows (total so far: 250,000)
Fetching page 11 (offset 250,000)... Received 25,000 rows (total so far: 275,000)
Fetching page 12 (offset 275,000)... Received 25,000 rows (total so far: 300,000)
Fetching page 13 (offset 300,000)... Received 25,000 rows (total so far: 325,000)
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Fetching page 83 (offset 2,050,000)... Received 25,000 rows (total so far: 2,075,000)
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Fetching page 85 (offset 2,100,000)... Received 25,000 rows (total so far: 2,125,000)
Fetching page 86 (offset 2,125,000)... Request timed out. Retrying in 2 seconds... (attempt 1/3)
Received 25,000 rows (total so far: 2,150,000)
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Fetching page 117 (offset 2,900,000)... Received 25,000 rows (total so far: 2,925,000)
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Fetching page 136 (offset 3,375,000)... Received 25,000 rows (total so far: 3,400,000)
Fetching page 137 (offset 3,400,000)... Received 25,000 rows (total so far: 3,425,000)
Fetching page 138 (offset 3,425,000)... Received 25,000 rows (total so far: 3,450,000)
Fetching page 139 (offset 3,450,000)... Received 8,320 rows (total so far: 3,458,320)
Last page reached.
```

Snapshot date (UTC): 2025-11-17 05:35:13 UTC

Total rows fetched: 3458320

Data frame shape: (3458320, 41)

```
Columns: ['unique_key', 'created_date', 'closed_date', 'agency', 'agency_name', 'complaint_type', 'descriptor', 'location_type', 'incident_zip', 'incident_address', 'street_name', 'cross_street_1', 'cross_street_2', 'intersection_street_1', 'intersection_street_2', 'address_type', 'city', 'landmark', 'status', 'resolution_description', 'resolution_action_updated_date', 'community_board', 'bbl', 'borough', 'x_coordinate_state_plane', 'y_coordinate_state_plane', 'open_data_channel_type', 'park_facility_name', 'park_borough', 'latitude', 'longitude', 'location', 'facility_type', 'bridge_highway_name', 'bridge_highway_segment', 'taxi_pick_up_location', 'vehicle_type', 'bridge_highway_direction', 'road_ramp', 'taxi_company_borough', 'due_date']
```

First few rows:

```
Raw data saved to: /Users/sagorika/Documents/HCD5/Final Project/A7/data/raw/nyc311_2024_raw.parquet

Out [ ]: PosixPath('/Users/sagorika/Documents/HCD5/Final Project/A7/data/raw/nyc311_2024_raw.parquet')

The next cell just outputs first few rows of the dataframe

In [ ]: print(df_raw.head().to_string())

unique_key      created_date      closed_date agency      agency_name      complaint_type descriptor
location_type incident_zip      city      incident_address      landmark status
resolution_description resolution_action_updated_date community_board      bbl      borough x_coordinate_state_plane y_coordinate_state_plane open_data_channel_type park_facility_name park_borough latitude longitude
location_facility_type bridge_highway_name bridge_highway_segment taxi_pick_up_location vehicle_type bridge_highway_direction road_ramp taxi_company_borough due_date
0  50989842  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
1  50989843  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
2  50989844  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
3  50989845  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
4  50989846  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
5  50989847  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
6  50989848  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
7  50989849  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
8  50989850  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
9  50989851  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
10 50989852  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
11 50989853  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
12 50989854  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
13 50989855  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
14 50989856  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
15 50989857  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
16 50989858  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
17 50989859  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
18 50989860  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
19 50989861  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
20 50989862  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
21 50989863  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
22 50989864  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
23 50989865  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
24 50989866  2024-01-01T00:00:00.000  2024-01-02T09:24:45.000  DOHMH  Department of Health and Mental Hygiene  Food Poisoning  1 or 2 Restaurant/B ar/Deli/Bakery  14642  711 MORRIS PARK AVENUE  MORRIS PARK AVENUE  WHITE PLAINS ROAD  HUNT AVENUE  WHITE PLAINS ROAD  HUNT AV  DEAD
25 50989867  2024-01-01T00:00:00.000  2024-01-02T09:24:45.0
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