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More information: [Customer Service Bureau - Customer Service Bureau | seattle.gov](#)

City of Seattle Customer Service Requests – Metadata

Purpose

The City of Seattle uses Motorola Solutions' PremierOne CSR application to manage and track service requests from the public. Requests are routed directly to appropriate departments for management.

Customers can report selected issues and request information via the [Customer Service Requests](#) web portal or the [Find It, Fix It](#) mobile app or by contacting the [Customer Service Bureau](#) or City departments by phone or email.

The City's Department of Finance and Administrative Services is the business owner of the PremierOne CSR application and manages the application jointly with Seattle Information Technology on behalf of the City departments that use the application to manage their services.

This data set is being made available through the City of Seattle's [Open Data Program](#). The Open Data Program makes the data generated by the City of Seattle openly available to the public for the purpose of increasing the quality of life for our residents; increasing transparency, accountability and comparability; promoting economic development and research; and improving internal performance management.

Data Description

This data set contains selected information for service requests received in the current year to date and the previous four calendar years, for service request types that are or were available to the public via the Customer Service Requests web portal and/or Find It, Fix It mobile app.

The data set does not include data elements that contain or may contain personally identifiable information. Specifically, the data set does not include customer names or contact information, photos or other attached files or free-form text provided by customers, such as text responses to custom fields or text entered under "Additional Details" in the web portal or under "Description" in the mobile app.

The data set includes data collected from the customer at the point of intake and does not include data related to the City's response to or resolution of the service request, beyond the current status of the service request.

Data Caveats

- The data does not represent the entirety of customer interactions with the City. It only includes interactions recorded in the PremierOne CSR application. For a given City service, the responsible department may choose not to use the PremierOne CSR application, use it to record requests from all intake channels, or use it only for customer self-service while recording direct requests (via phone or email) in a separate line-of-business application.
- The service request type, location or other attributes may have been added, updated, or corrected by City staff during the service provision process. Therefore, these values may differ from the original submission by the customer.

- Some attributes may or may not have missing values, depending on whether the responsible department requires the information from the customer and how the service request was received.
- There may be gaps in data due to changes in service request configuration or technical problems that may have occurred during this time period.
- Some service requests may have invalid locations or locations outside of the Seattle city limits boundary. These records may not have a value for the location coordinates, latitude/longitude, Council district, police precinct and/or neighborhood.
- Some service request types may have been launched, discontinued and/or resumed during particular timeframes and may not have data for the entire time period.
- For certain service request types, the data may include requests reported internally by City staff, in addition to those from the public.
- Some service requests may be duplicated in the data set, in that a service request may have been received from the customer as one service request type and then copied to a new service request of a different type for routing to the correct City department.

Update Frequency

The data set refreshes daily and contains data current through the previous calendar day.

Attributes

Below are the data columns in the data set, the datatype for each column and a description of what the column values represent.

Column	Datatype	Description
Service Request Number	Text	The unique record number of the service request. Format: YY-#####
Service Request Type	Text	The name of the service requested
City Department	Text	The department primarily responsible for the service request type
Created Date	Date/Time	The date and time the service request was created
Method Received	Text	The channel through which the service request was received Note: “Citizen Web”, “Citizen Web Intake App” = Customer Service Requests web portal “Find It Fix It Apps” = Find It, Fix It mobile app “Mass Entry” = manual mass entry by City staff “PremierOne CSR Mobile Apps” = mobile app intake by City staff
Status	Text	The current status of the service request
Location	Text	The location of the service request
X_Value	Number	The X (state plane) coordinate of the service request location (validated locations only)
Y_Value	Number	The Y (state plane) coordinate of the service request location (validated locations only)

Latitude	Number	The latitude coordinate of the service request location (validated locations only)
Longitude	Number	The longitude coordinate of the service request location (validated locations only)
Latitude/Longitude	Point	Georeferenced column for map visualizations (validated locations only)
ZIP Code	Text	The USPS postal code for the service request location
Council District	Text	Seattle City Council district for the service request location (validated locations within the Seattle city limits only) (map)
Police Precinct	Text	Seattle Police Department precinct for the service request location (validated locations within the Seattle city limits only) (map)
Neighborhood	Text	Neighborhood for the service request location (validated locations within the Seattle city limits only) (map)

Public Records

Requests for customer service request data beyond the scope of this data set should be submitted through the [Public Records Request Center](#). For more information about public records requests, please visit <https://www.seattle.gov/public-records>.