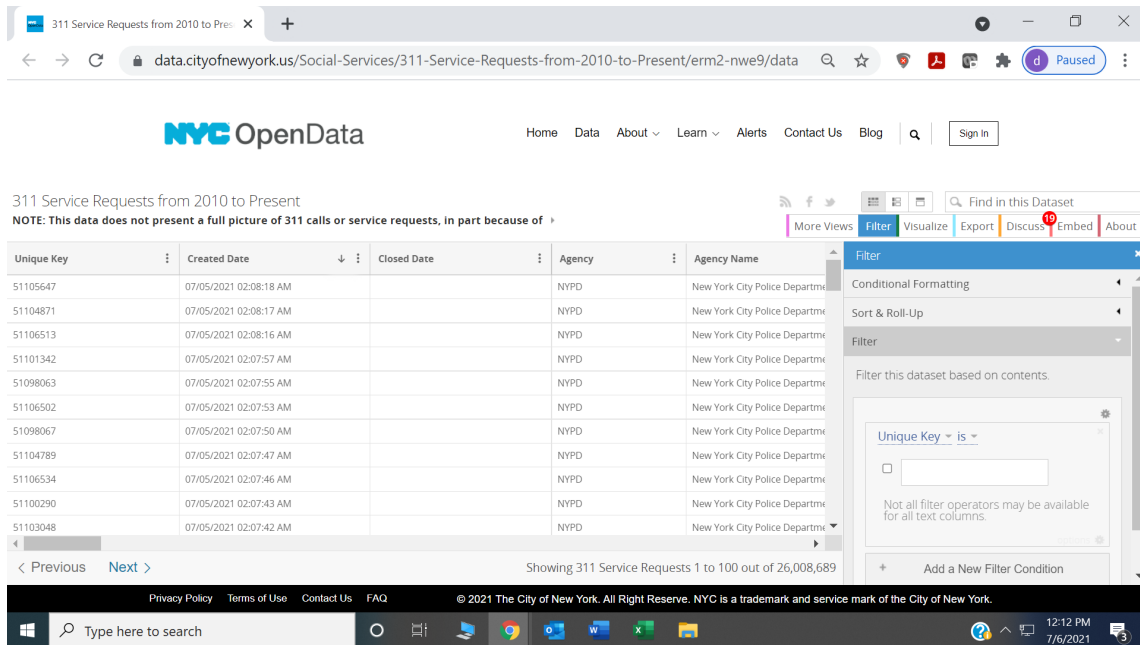


## How to Look up 311 Service Requests on Open Data

1. Go to <https://data.cityofnewyork.us/Social-Services/311-Service-Requests-from-2010-to-Present/erm2-nwe9/data> to view the data set containing 311 service requests since 2010.

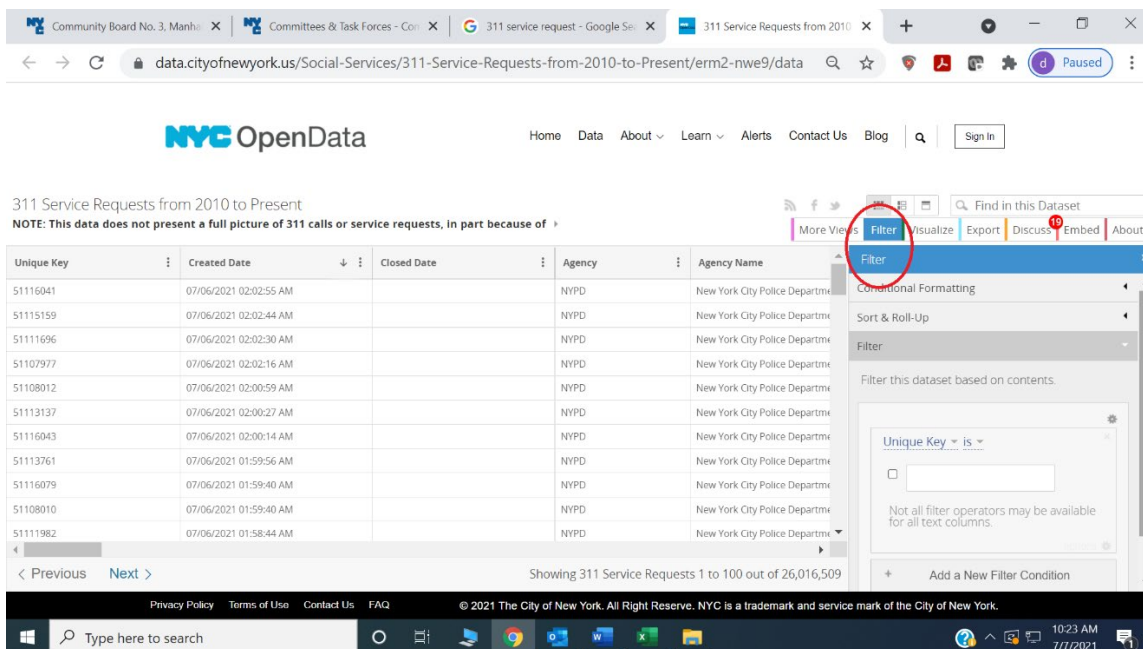
The link should open a page on your browser that looks like this:



The screenshot shows the NYC OpenData website with the '311 Service Requests from 2010 to Present' dataset. The 'Filter' window is open on the right side of the screen, showing options for filtering the data. The table displays columns: Unique Key, Created Date, Closed Date, Agency, and Agency Name. The data shows requests from 07/05/2021 02:08:18 AM to 07/05/2021 02:07:42 AM, all from the NYPD.

Unique Key	Created Date	Closed Date	Agency	Agency Name
51105647	07/05/2021 02:08:18 AM		NYPD	New York City Police Department
51104871	07/05/2021 02:08:17 AM		NYPD	New York City Police Department
51106513	07/05/2021 02:08:16 AM		NYPD	New York City Police Department
51101342	07/05/2021 02:07:57 AM		NYPD	New York City Police Department
51098063	07/05/2021 02:07:55 AM		NYPD	New York City Police Department
51106502	07/05/2021 02:07:53 AM		NYPD	New York City Police Department
51098067	07/05/2021 02:07:50 AM		NYPD	New York City Police Department
51104789	07/05/2021 02:07:47 AM		NYPD	New York City Police Department
51106534	07/05/2021 02:07:46 AM		NYPD	New York City Police Department
51100290	07/05/2021 02:07:43 AM		NYPD	New York City Police Department
51103048	07/05/2021 02:07:42 AM		NYPD	New York City Police Department

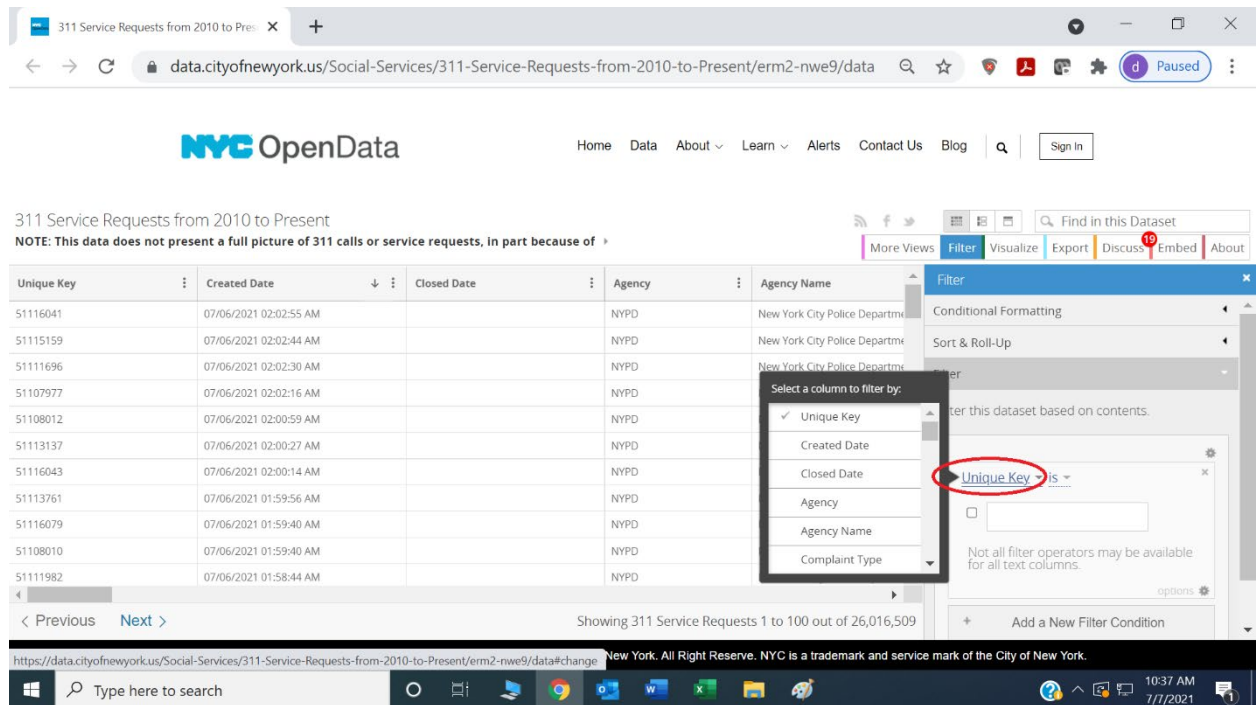
2. Look at the bottom-right corner of your screen to find the “Filter” window. You will use this window to set up filters to isolate only the data you need. *Note: The “Filter” window may have already been selected when you clicked the link in Step 1.*



The screenshot shows the NYC OpenData website with the '311 Service Requests from 2010 to Present' dataset. The 'Filter' window is open on the right side of the screen, showing options for filtering the data. The table displays columns: Unique Key, Created Date, Closed Date, Agency, and Agency Name. The data shows requests from 07/06/2021 02:02:55 AM to 07/06/2021 01:58:44 AM, all from the NYPD. The 'Filter' button in the top navigation bar is circled in red.

Unique Key	Created Date	Closed Date	Agency	Agency Name
51116041	07/06/2021 02:02:55 AM		NYPD	New York City Police Department
51115159	07/06/2021 02:02:44 AM		NYPD	New York City Police Department
51111696	07/06/2021 02:02:30 AM		NYPD	New York City Police Department
51107977	07/06/2021 02:02:16 AM		NYPD	New York City Police Department
51108012	07/06/2021 02:00:59 AM		NYPD	New York City Police Department
51113137	07/06/2021 02:00:27 AM		NYPD	New York City Police Department
51116043	07/06/2021 02:00:14 AM		NYPD	New York City Police Department
51113761	07/06/2021 01:59:56 AM		NYPD	New York City Police Department
51116079	07/06/2021 01:59:40 AM		NYPD	New York City Police Department
51108010	07/06/2021 01:59:40 AM		NYPD	New York City Police Department
51111982	07/06/2021 01:58:44 AM		NYPD	New York City Police Department

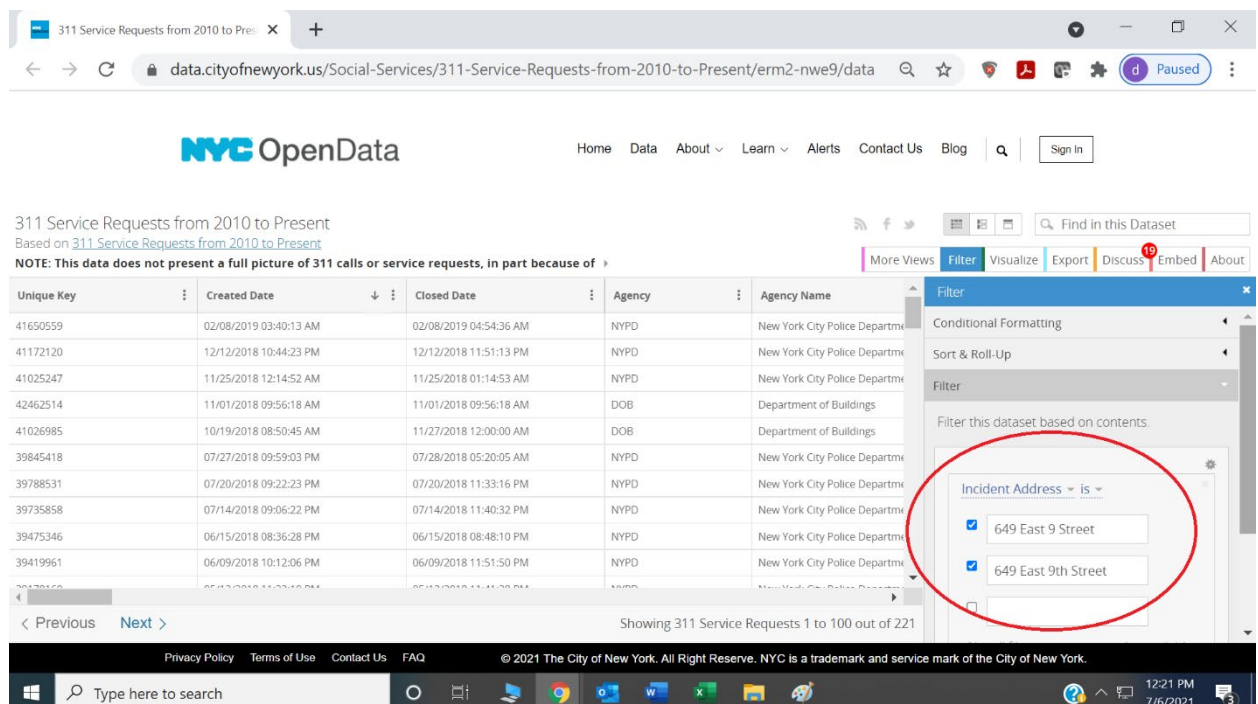
- To start setting up filters, click on “Unique Key” to open a drop-down menu, and scroll down to select “Incident Address.”



The screenshot shows the NYC OpenData website interface. The dataset is '311 Service Requests from 2010 to Present'. The 'Filter' panel is open, and the 'Unique Key' column is selected for filtering. The 'Incident Address' option is highlighted in the dropdown menu. The table shows columns: Unique Key, Created Date, Closed Date, Agency, and Agency Name. The first few rows of data are visible, showing requests from NYPD.

Unique Key	Created Date	Closed Date	Agency	Agency Name
51116041	07/06/2021 02:02:55 AM		NYPD	New York City Police Department
51115159	07/06/2021 02:02:44 AM		NYPD	New York City Police Department
51111696	07/06/2021 02:02:30 AM		NYPD	New York City Police Department
51107977	07/06/2021 02:02:16 AM		NYPD	New York City Police Department
51108012	07/06/2021 02:00:59 AM		NYPD	New York City Police Department
51113137	07/06/2021 02:00:27 AM		NYPD	New York City Police Department
51116043	07/06/2021 02:00:14 AM		NYPD	New York City Police Department
51113761	07/06/2021 01:59:56 AM		NYPD	New York City Police Department
51116079	07/06/2021 01:59:40 AM		NYPD	New York City Police Department
51108010	07/06/2021 01:59:40 AM		NYPD	New York City Police Department
51111982	07/06/2021 01:58:44 AM		NYPD	New York City Police Department

In the blank field, type in the building number and street name only, then make sure the checkbox next to the address is highlighted in blue. You can add multiple addresses if needed. *Note: You may want to include different versions of the same address (e.g., both 649 East 9 Street and 649 East 9th Street.)*



The screenshot shows the NYC OpenData website interface. The dataset is '311 Service Requests from 2010 to Present'. The 'Filter' panel is open, and the 'Incident Address' column is selected for filtering. The 'Incident Address' dropdown menu is open, showing a list of addresses with checkboxes next to them. The address '649 East 9 Street' is highlighted in blue.

Unique Key	Created Date	Closed Date	Agency	Agency Name
41650559	02/08/2019 03:40:13 AM	02/08/2019 04:54:36 AM	NYPD	New York City Police Department
41172120	12/12/2018 10:44:23 PM	12/12/2018 11:51:13 PM	NYPD	New York City Police Department
41025247	11/25/2018 12:14:52 AM	11/25/2018 01:14:53 AM	NYPD	New York City Police Department
42462514	11/01/2018 09:56:18 AM	11/01/2018 09:56:18 AM	DOB	Department of Buildings
41026985	10/19/2018 08:50:45 AM	11/27/2018 12:00:00 AM	DOB	Department of Buildings
39845418	07/27/2018 09:59:03 PM	07/28/2018 05:20:05 AM	NYPD	New York City Police Department
39788531	07/20/2018 09:22:23 PM	07/20/2018 11:33:16 PM	NYPD	New York City Police Department
39735858	07/14/2018 09:06:22 PM	07/14/2018 11:40:32 PM	NYPD	New York City Police Department
39475346	06/15/2018 08:36:28 PM	06/15/2018 08:48:10 PM	NYPD	New York City Police Department
39419961	06/09/2018 10:12:06 PM	06/09/2018 11:51:50 PM	NYPD	New York City Police Department

4. To set up additional filters, click on “Add a New Filter Condition.”

311 Service Requests from 2010 to Present  
Based on [311 Service Requests from 2010 to Present](#)  
NOTE: This data does not present a full picture of 311 calls or service requests, in part because of

Intersection Street 2	Address Type	City	Landmark	Fac
	ADDRESS	NEW YORK		N/A
	ADDRESS	NEW YORK		N/A
	ADDRESS	NEW YORK		N/A
	ADDRESS	NEW YORK		N/A
	ADDRESS	NEW YORK		N/A
ST MARKS PLACE		NEW YORK	1 AVENUE	
ST MARKS PLACE		NEW YORK	1 AVENUE	
CHARLES STREET		NEW YORK	HUDSON STREET	
ST MARKS PLACE		NEW YORK	1 AVENUE	
CHARLES STREET		NEW YORK	HUDSON STREET	

Showing 311 Service Requests 1 to 100 out of 291

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Then, repeat the procedure in Step 3 to set up additional filters. Here are examples of more filters you may want to add:

Filter

Borough is

☒ manhattan

☒ unspecified

☐

Not all filter operators may be available for all text columns.

Filter

Complaint Type is

☒ noise - commercial

☒ noncompliance with phased reopening

Not all filter operators may be available for all text columns.

options

In its entirety, this field says “noncompliance with phased reopening.”

To set up a filter for more recent data, you will need to change “Unique Key” to “Created Date” AND “is” to “is after”:

Filter

Created Date is after

☒ 07/01/2018 12:00:00 AM

☐

options

- After you've finished setting up all of the filters and have isolated only the data you need, you can download the data as an Excel sheet by exporting it. Select "Export" on the right side of the window, then click on "CSV" to download the data.

The screenshot shows the NYC OpenData website interface. At the top, there's a navigation bar with links like Home, Data, About, Learn, Alerts, Contact Us, Blog, and a search bar. Below this, the dataset title '311 Service Requests from 2010 to Present' is displayed. A table of data is visible, with columns for Unique Key, Created Date, Closed Date, Agency, and Agency Name. On the right side of the table, there's an 'Export' button circled in red. A dropdown menu is open from this button, showing various export options: SODA API, OData, Download, and a list of static formats including CSV (circled in red), CSV for Excel, CSV for Excel (Europe), JSON, RDF, RSS, and TSV for Excel.

- The data should open in Excel on your computer automatically. *Note: If you notice any cells with "#####", you'll need to widen that column in order to see the contents.*
- If you want to sort the data by address, first, highlight all the cells (Ctrl + A). Then, go to the menu bar at the top to select "Data," and click on the "Sort" icon.

The screenshot shows the Microsoft Excel application with the downloaded data. The 'Data' tab is selected in the ribbon, and the 'Sort' icon is circled in red. The spreadsheet contains multiple columns of data, including Unique Key, Created Date, Closed Date, Agency, Agency Name, and Address. The 'Address' column contains several cells with '#####' indicating that the column is too narrow to display the full text. The status bar at the bottom shows 'Average: 95712239.49 Count: 661 Sum: 20960980449'.

8. A pop-up window should appear. Under the “Sort by” drop-down menu, select “Incident Address.” Then, click on “OK.”

The screenshot shows a Microsoft Excel spreadsheet with a data table. A 'Sort' dialog box is open, and the 'Sort by' dropdown menu is set to 'Incident Address'. The dialog box also shows 'Sort On' as 'Cell Values' and 'Order' as 'A to Z'. The data table has columns for 'Unique Ke Created Date', 'Closed Da Agency', 'Agency Na Complaint Descriptor Location T Incident Z', 'Incident A Street Nar Cross Stre Cross Stre Intersectic Intersectic Address T City', and 'Landmark Faci'. The data rows show various incident records, including dates, agency names, and addresses.

Unique Ke Created Date	Closed Da Agency	Agency Na Complaint Descriptor Location T Incident Z	Incident A Street Nar Cross Stre Cross Stre Intersectic Intersectic Address T City	Landmark Faci	
4110			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4111			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4115			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4118			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4120			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4121			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4128			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4127			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4128			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4133			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4134			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4134			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
4289			1 35 WEST 8 WEST 8 ST MAC DOU AVENUE OF THE AMERICAS	ADDRESS NEW YORK	
46969733	7/24/2020 19:21	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10014 531 HUDS HUDSON S WEST 10 CHARLES S WEST 10 CHARLES STREET NEW YORK HUDSON STRE	
39735858	7/14/2018 21:06	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10009 649 EAST E EAST 9 ST AVENUE B AVENUE C	ADDRESS NEW YORK
39788531	7/20/2018 21:22	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10009 649 EAST E EAST 9 ST AVENUE B AVENUE C	ADDRESS NEW YORK
39845418	7/27/2018 21:59	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10009 649 EAST E EAST 9 ST AVENUE B AVENUE C	ADDRESS NEW YORK
41025247	11/25/2018 0:14	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10009 649 EAST E EAST 9 ST AVENUE B AVENUE C	ADDRESS NEW YORK
41172120	12/12/2018 22:44	##### NYPD	New York Noise - Co Loud Mus Club/Bar/	10009 649 EAST E EAST 9 ST AVENUE B AVENUE C	ADDRESS NEW YORK

9. Congrats, you’re finished!