



Service Request Location Accuracy Assessment

June 2022

Pursuant to Local Law 66 of 2021

City of New York

Office of Technology & Innovation

Matthew C. Fraser, Commissioner

Service Request Location Accuracy Assessment

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Introduction

New York City's 311 system seeks to provide the public with quick, easy access to all New York City government services and information while offering the best customer service. NYC 311 is committed to equitable and transparent service. The 311 service request intake map is a visual representation of the location, frequency and concentration of service requests filed through the 311 system.

Local Law 66 of 2021 requires an assessment of the 311 service request intake map in order to determine the feasibility of improving the location accuracy of this map. The New York City Office of Technology & Innovation (OTI) has undertaken an assessment, the results of which are included in this report.

Local Law 66 of 2021

**LOCAL
LAWS OF
THE CITY OF NEW
YORK FOR THE YEAR
2021**

No. 66

Introduced by Council Members Holden, Gjonaj, Louis, Rosenthal, Riley, Barron, Gennaro and Yeger.

**A LOCAL
LAW**

In relation to an assessment of the 311 service request intake map

Be it enacted by the Council as follows:

Section 1. Assessment of 311 service request intake map. a. Definitions. For the purposes of this section, the following terms have the following meanings:

311 service request intake map. The term “311 service request intake map” means an interactive map accessible through any website or mobile device application used by the 311 customer service center for the intake of 311 requests for service or complaints.

Department. The term “department” means the department of information technology and telecommunications.

b. The department shall conduct an assessment of the 311 service request intake map to determine the feasibility of improving the location accuracy of the 311 service request intake map.

c. No later than one year after the effective date of this local law, the department shall submit to the council a report of the results of the assessment conducted pursuant to subdivision b of this section.

§ 2. This local law takes effect immediately and is deemed repealed upon the submission of the report required pursuant to subdivision c of section 1 of this local law.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on May 12, 2021 and returned unsigned by the Mayor on June 14, 2021.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 66 of 2021, Council Int. No. 1755-A of 2019 to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.

Service Request (SRs) Location Submission Issues

There are three main issues impacting the accuracy of incident locations submitted using the 311 website, call center and mobile application:

1. 311 Service Request incident locations must always be associated to one of the following address types rather than a specific location (Latitude/Longitude) identified by the user to accommodate shortcomings in legacy agencies backend systems:

- Street Address
- Intersection
- Blockface
- Landmark/Place

Even when a user's device shows their exact location, the incident is associated with the nearest standard address, occasionally resulting in inaccurate location information being shared with agencies.

2. There currently is not a way to report Service Requests on or in the following locations using the 311 mobile application:
 - on a Bridge
 - on a Highway
 - on a Subway Pier
 - in a Parking Lot
 - in a Tunnel
 - in a Subway Station
 - in a Vacant Lot

Proposed Improvements & Timeline

Under new leadership at OTI, a key strategic priority is to accelerate and simplify the delivery of City services and modernize supporting technologies. The NYC311 call center, website, mobile application, social media and other channels are being continually improved to help City residents more seamlessly access government services. Improving location accuracy across 311 channels is an integral component of this strategy.

1. Go beyond the limited address types.

Instead of limiting the choice of the user to report the incident to associated with a street address, intersection, blockface or landmark, allow users to submit Service Requests for precise locations (Latitude/Longitude), by either leveraging their mobile device's location services, or manually picking a point on a map via a pin drop.

Timeline: This work has been initiated. Foundational work in progress for the NextGen GIS project to modernize NYC's GIS infrastructure and solutions is a part of this effort. It is expected to be completed by the first quarter of 2023.

2. Expand location types.

Allow users to easily identify and submit Service Requests associated with a location on a Bridge, Highway, Subway or Pier and in a Parking Lot, Tunnel, Subway Station or Vacant Lot.

Timeline: This work has been initiated. Availability of different location types will be rolled out between the third quarter of 2022 and the first quarter of 2023.

3. Standardize across applications.

Work with agencies to upgrade their applications to accept and appropriately leverage the new location information.

Timeline: This work has begun and will be ongoing.

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