

Service Oshawa - Service Requests

Dataset Details	Metadata
Service Oshawa - Service Requests	This dataset contains information about requests for service, compliments and complaints received through Service Oshawa.
Coordinate System	NAD83 UTM Zone 17N
Release Date	November 9, 2016
Maintenance Frequency	Daily
Refresh Rate	Monthly
Business Unit	Service Oshawa

Fields	Description
Classification (CLASSIFICATION)	Concatenation of the Subject, Reason and Type fields defined below.
Subject (SUBJECT)	High level grouping of requests.
Reason (REASON)	More granular breakdown and grouping of related requests within a subject area.
Type (TYPE)	The most granular, detailed classification.
Created (CREATED DT)	Date and time that Service Oshawa staff entered the request.
Day (DAY)	Day of the week that Service Oshawa staff entered the request.
Day of Month (DAY OF MONTHLY)	Day of the month that Service Oshawa staff entered the request.
Day of Year (DAY OF YEAR)	Day of the year that Service Oshawa staff entered the request.
Week of Month (WEEK OF MONTH)	Week of the month that Service Oshawa staff entered the request.
Month (MONTH)	Month that Service Oshawa staff entered the request.
Quarter (QUARTER)	Quarter in which Service Oshawa staff entered the request.
Year (YEAR)	Year in which Service Oshawa staff entered the request.
Location (LOCATION)	Municipal address or intersection related to the request if known.
X Coordinate (XCOORD)	The longitude of the location related to the request. Not provided if restricted.
Y Coordinate (YCOORD)	The latitude of the location related to the request. Not provided if restricted.

Classification Code	Description
Animals	This group includes any service the City provides related to animals in the community including by-law complaints and inquiries, deceased, sick and wild animals on public and private property, lost and found pets, shelter services and adoption.
City Administration	Calls in this group relate to a variety of topics not included in other subjects including accessibility, administration of by-laws, communications, insurance claims, licensing and Service Oshawa.
Environment	Calls related to the anti-idling by-law.
Lighting and Utilities	This group includes calls about streetlights including malfunctioning lights, graffiti on equipment and requests for new streetlight installations.
Parks, Forestry and Cemetery	Requests related to the operation of City parks, trails, cemetery and open spaces as well as forestry services. Also included are calls about development of parks spaces and programs such as commemorative trees and benches.
Property, Zoning and Planning	This group includes private property by-law inquiries and complaints.
Public Safety and Emergency Management	Calls in this group relate to standing water on development sites and in City parks as well as inquiries and offers of assistance received in the event of a significant emergency and the activation of the Emergency Public Inquiry Centre.
Recreation and Culture	This group includes requests related to the operation of City recreation and culture facilities, programs and services.
Roads, Sidewalks and Boulevards	Calls regarding the maintenance of boulevard, roadway and sidewalks and related permits within the road allowance.
Taxes and Assessments	Requests related to the administration of property tax billing and accounts.
Transportation and Parking	Requests related to parking by-law enforcement, crossing guards, maintenance and operation of City parking facilities, parking permits as well as pedestrian and vehicular traffic related items.
Waste Collection	Calls in this category relate to the City's waste collection services and potential violations of the waste by-law including large item collections, missed collections, policy and operational issues.
Winter Control	This group includes requests related to winter control within the City road allowance and on City property as well as by-law complaints about the lack of winter control on sidewalks.

Disclaimer

The x, y coordinates provided are based on the placement of the address point within each parcel. It depicts the property closest to the service/information request. It is advised that the coordinates be used for reference purposes only. Not all requests, compliments and complaints received by the City are included here as some areas provide their own customer service and collect this information directly.