

Street Conditions Observation Unit (SCOUT) Application

User Guide

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**CITY OF NEW YORK
DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOMMUNICATIONS**

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Introduction

The Street Conditions Observation Unit (SCOUT) is a team of inspectors in the Mayor's Office of Operations whose mission is to drive every City street once per month and report conditions that negatively impact quality of life to 311. Reports transmitted from the SCOUT inspectors' handheld devices enter the 311 system and are routed to the relevant agency for appropriate corrective action—just as when a New Yorker calls 311.

The goal of the SCOUT program is to improve street level quality of life in City neighborhoods and to further the responsiveness of City government to quality-of-life conditions.

The SCOUT application allows anyone to see the conditions that have been discovered by the SCOUT team and to monitor the progress of the efforts to repair those issues.

To learn more about SCOUT via the Mayor's Office of Operations Web site, after navigating to the application, click on the "Scout Info" button that appears below the orange SCOUT banner. Or, visit the page directly at:
<http://www.nyc.gov/html/ops/html/scout/about.shtml>.

Navigating to the SCOUT Application

To access the SCOUT application, browse to: www.NYC.gov/scout. You may also access a link to the SCOUT application via www.NYC.gov, the City's official Web site, or the Mayor's Office of Operations Web page (<http://www.nyc.gov/html/ops/html/scout/about.shtml>).

Accessing SCOUT Data via NYCityMap

SCOUT data is also available through the NYCityMap (<http://www.NYC.gov/citymap>).

Identifying SCOUT Coverage

When you first arrive at the SCOUT application, a map color-coded by coverage date will display. Areas in red are those that were visited by the SCOUT team within the past 10 days. Areas in orange were visited between 11 and 20 days ago, and areas in yellow were visited between 21 and 30 days ago. All areas will be visited at least once a month.

You can return to the coverage view at any time by clicking on the “Scout Home” button below the orange SCOUT banner near the top of the screen.



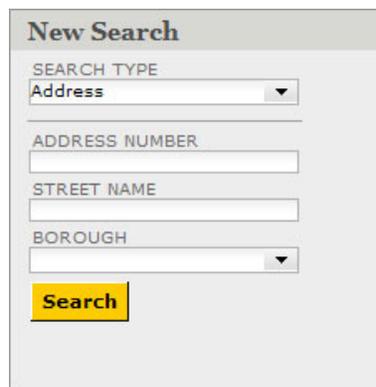
NOTE: If you arrive at the SCOUT application after entering an address in the [NYCityMap \(www.NYC.gov/citymap\)](http://www.NYC.gov/citymap), the address you entered will be automatically passed to SCOUT. Instead of the coverage map, you will see the result of a SCOUT address search using that address.

Searching for a Location

You can search for a specific address or intersection by using the “New Search” module to the right of the map. You can search by address, intersection, Community Board, City Council District, or ZIP code.

Searching by Address

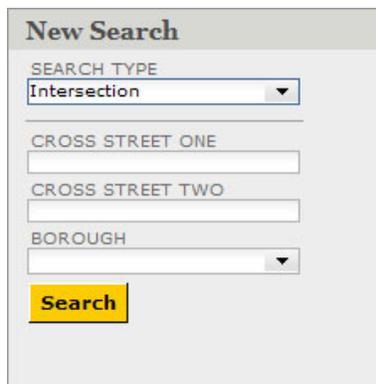
Select “Address” in the “SEARCH TYPE” drop-down menu. Enter the building number in the “ADDRESS NUMBER.” field, the street name in the “STREET NAME” field, and select the borough from the “BOROUGH” drop-down menu. Then click the “Search” button in the lower-left of the module, or press the “Enter” key. The map will automatically center and zoom in on that address. The selected area will also be marked with a star icon.



The screenshot shows a form titled "New Search". It has a "SEARCH TYPE" dropdown menu with "Address" selected. Below it are three text input fields: "ADDRESS NUMBER", "STREET NAME", and "BOROUGH". The "BOROUGH" field is a dropdown menu. At the bottom left of the form is a yellow "Search" button.

Searching by Intersection

Select “Intersection” in the “SEARCH TYPE” drop-down menu. Enter the cross streets in the “CROSS STREET ONE” and “CROSS STREET TWO” fields, and select the borough from the “BOROUGH” drop-down menu. Then click the “Search” button in the lower-left of the module, or press the “Enter” key. The map will automatically center and zoom in on that intersection. The selected area will also be marked with a star icon.



The screenshot shows a form titled "New Search". It has a "SEARCH TYPE" dropdown menu with "Intersection" selected. Below it are three text input fields: "CROSS STREET ONE", "CROSS STREET TWO", and "BOROUGH". The "BOROUGH" field is a dropdown menu. At the bottom left of the form is a yellow "Search" button.

Searching by Community District

Select “Community District” in the “SEARCH TYPE” drop-down menu. Select the district from the “COMMUNITY DISTRICT” drop-down menu. Then click the “Search” button in the lower-left of the module, or press the “Enter” key. The map will automatically center and zoom in on the area represented by that Community District. The selected area will also be outlined.



The screenshot shows a web form titled "New Search". It contains two drop-down menus. The first is labeled "SEARCH TYPE" and has "Community District" selected. The second is labeled "COMMUNITY DISTRICT" and is currently empty. Below the menus is a yellow "Search" button.

Searching by City Council District

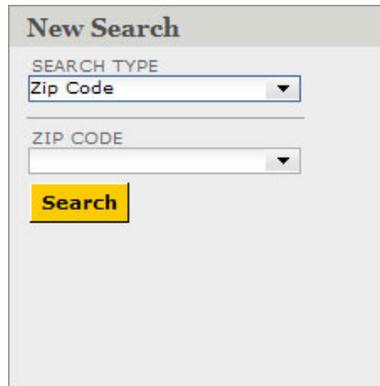
Select “City Council District” in the “SEARCH TYPE” drop-down menu. Select the district number in the “CITY COUNCIL DISTRICT” drop-down menu. Then click the “Search” button in the lower-left of the module, or press the “Enter” key. The map will automatically center and zoom in on the area represented by that City Council district. The selected area will also be outlined.



The screenshot shows a web form titled "New Search". It contains two drop-down menus. The first is labeled "SEARCH TYPE" and has "City Council District" selected. The second is labeled "CITY COUNCIL DISTRICT" and is currently empty. Below the menus is a yellow "Search" button.

Searching by ZIP Code

Select “ZIP Code” in the “SEARCH TYPE” drop-down menu. Select the code from the “ZIP CODE” drop-down menu or type it into the field. Then click the “Search” button in the lower-left of the module, or press the “Enter” key. The map will automatically center and zoom in on the area represented by that ZIP code. The selected area will also be outlined.



The image shows a web form titled "New Search". It contains two dropdown menus. The first is labeled "SEARCH TYPE" and has "Zip Code" selected. The second is labeled "ZIP CODE" and is currently empty. Below the dropdowns is a yellow "Search" button.

The Map

Once you do a search, you will see a map of the area you searched for, possibly displaying orange dots of various sizes. The orange dots represent Service Requests within the area and are explained further in the [Service Request](#) section below. This section discusses the icons and tools you can use to manipulate the map.

Cursors

Clicking on any of the three buttons in the top center of the map will change your cursor and thereby change the action that will take place when you click on the map. The first two, the hand and magnifying glass buttons, will zoom or pan the map, respectively. This functionality is described below in the [Zooming](#) and [Panning](#) sections. The third is used to select locations on the map to get information, as described below in the [Getting Information](#) section. In addition to your cursor changing appearance, the button you have most recently selected will be highlighted in red.



Zooming

There are three different ways to change the level of magnification. The first is via the “Zoom” tool. Click on the “Magnifying Glass” icon in the top center of the map and the cursor will change to a small magnifying glass. You can then click anywhere on the map to zoom in one level of magnification and re-center the map on the spot you clicked. If you click and drag the magnifying glass, you can select an area of the map that you wish to see, and it will zoom in to show that area.



You can also jump directly to a certain level of magnification by using the “Zoom” bar in the upper-left corner of the map. The white bar indicates the current level. Click on any other area of the bar to zoom to that level. The very right will zoom in all the way; the very left will zoom out all the way.



Finally, you can zoom in and out one level at a time, without re-centering the map, by clicking on the “Plus” (zoom in) and “Minus” (zoom out) buttons directly to the right and left of the “Zoom” bar.

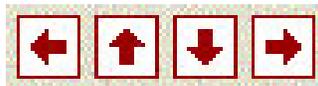
Panning

The map can be panned in all directions to cover the entire City. To pan the map, select the “Pan” tool by clicking on the hand icon at the top of the map. After you do so, the

cursor will change to a small image of that hand. You can then click anywhere on the map and drag it in any direction. Once you release the mouse button, the map will shift in the way you just dragged it as if it were a paper map.



You can also pan the map in small increments by clicking on one of the four arrow buttons located to the right of the “Zoom” bar at the top of the map. Clicking any one will move the map a bit in that direction.



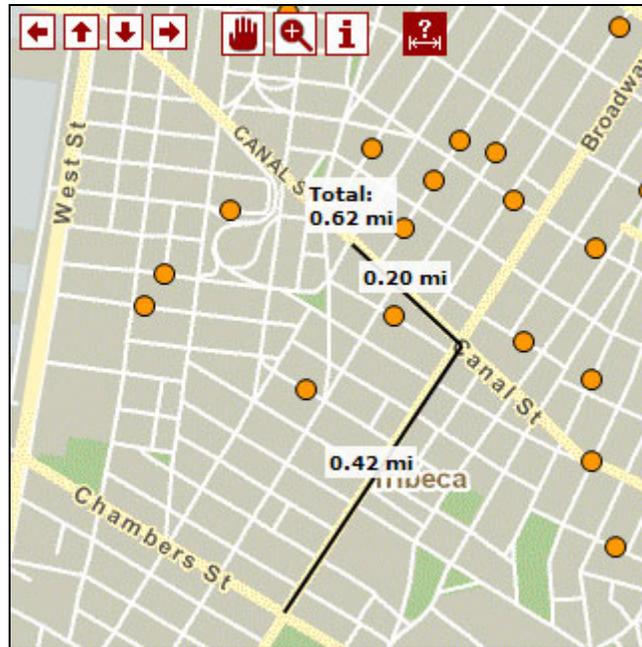
Getting Information

Clicking on the “i” button at the top center of the map will change the cursor into an arrow with an “i” next to it. With this cursor, you can click on any orange dot on the map to get information about the Service Requests that have been opened for that location. More information is available in the [Service Requests](#) section of this guide.



Measuring Distances

You can measure distances on the SCOUT map by clicking on the icon to the right of the others at the top of the screen. Then click anywhere on the map and a line will start from that location. Move the cursor around to get the distance from that point. Clicking again will mark the first distance and then begin measuring from the new start point.



Service Requests

The principal goal of the SCOUT application is to give you access to information about the quality-of-life issues the SCOUT team has discovered and the progress of their repair. After performing a search, these are reflected on the map via orange dots representing SCOUT complaint types.

Each dot represents one or more Service Requests. The size of the dot represents the number of Requests reported for that specific location. The “Service Requests” module to the right of the map will show what the different sizes mean for the search you have made.



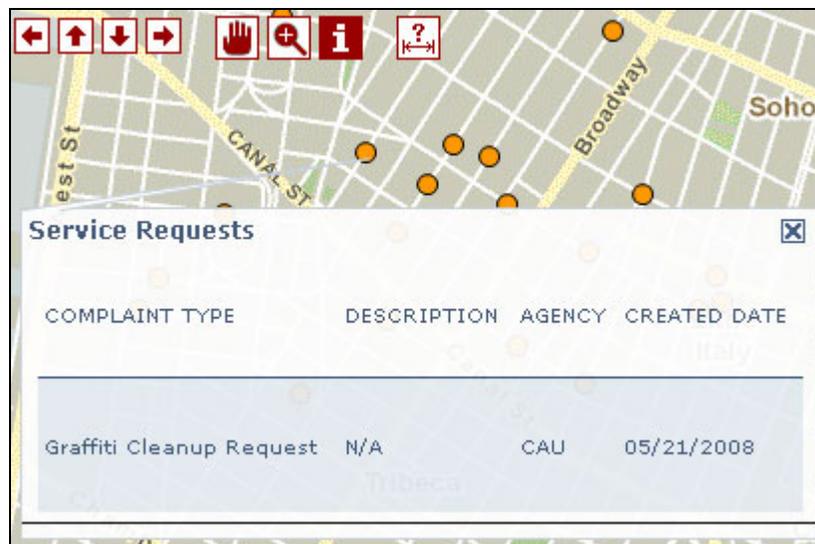
Filtering Service Requests

By default, the application will show all of the Service Requests for the area covered by the map. If you would like to view only certain complaint types, use the “COMPLAINT TYPE” drop-down menu at the top of the “Service Requests” module to select the type of Service Request you would like shown.



Getting a List of Service Requests

To get the “i” symbol next to the cursor, which will activate the ability to obtain more information, click on the “i” button at the top of the map. Then click on any orange dot to see a list of the Service Requests that dot is indicating. (If there is only one Service Request, only that one will appear.) The list will show the type of complaint for each Request, as well as the agency that Request was directed to and the date of the Request’s creation. If the list is too long to fit in the pop-up window at once, there will be a scrollbar to the right of it that will let you scroll through the list. Click on the small box with an x in the upper-right of the list to close it, or on any of the Service Requests to get more information about that particular Request.



Getting Service Request Details

To get detailed information about a Service Request, click on that Request in the Service Request List that pops up when you click on any orange dot with the “Information” cursor. The pop-up window will change to display the following information about that Request:

- *SR ID* – the unique identification code for the Service Request.
- *Complaint Type* – the type of complaint made in the Request.
- *Agency* – the City agency to which the request was directed.
- *Descriptor* – a brief description of the problem.
- *Created Time* – the date and time when the Request was made.
- *Status* – the current status of the Request. If the status is “Open,” work is still underway to correct the problem. If the status is “Closed,” the problem has already been corrected.



To get even more detailed information about the Service Request and its status, click the “Click here for Status” link which will enable you to look up the Request using the [311 Service Request Look-Up](#).

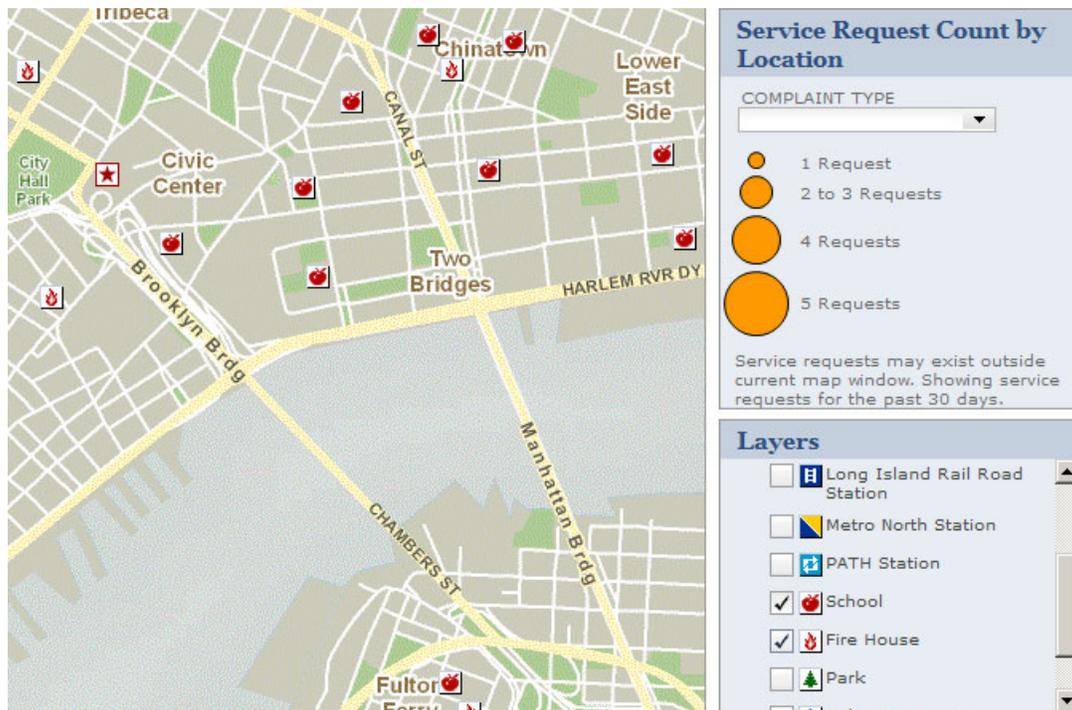
To close the pop-up window, click the “x” icon in the top right corner of the window. To return to the previous Service Request list view window, click the “<” icon.

Points of Interest

In addition to displaying Service Request information and coverage, SCOUT can show the locations of many different points of interest, such as train stations, schools, parks, and fire houses. At any time, you can view all examples of a certain type of point of interest that are located on the current map by using the “Points of Interest” menu to the right of the map. Check the boxes next to the points of interests you are interested in and they will appear on the map. You can check as many as you would like to see at one time.



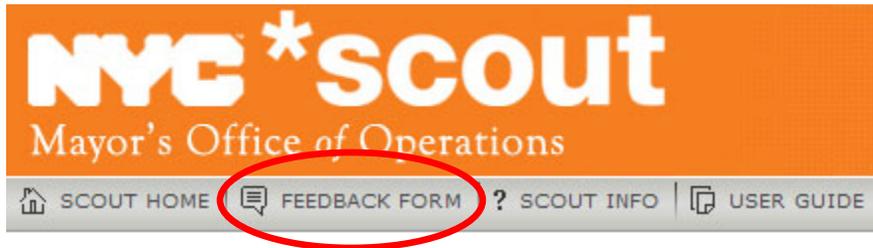
When the points of interest are on the map, they will appear as small icons identical to the icons on the menu. Moving your cursor over one of the icons will reveal more details about that specific point of interest.



NOTE: Certain points of interest require a minimum level of magnification to display properly. If the map is zoomed out too far, they will display as gray checkboxes on the menu and you will not be able to select them. Zoom in until the boxes turn white.

Submitting Feedback

To report issues, concerns, or general comments you have about SCOUT, click on the “Feedback Form” button below the orange SCOUT banner near the top of the screen.



Downloading the User Guide

You may download a copy of this user guide by clicking on the “User Guide” button below the orange SCOUT banner near the top of the screen.

