Dealing with Data Project Proposal - Group 2

NYC 311

<u>Overview:</u>

NYC 311 runs on a knowledge database that houses over 7000 pieces of information on over 3600 services from various city agencies and non-profit organizations. 311 services are available in 180 languages. Calls are answered 24 hours a day, 365 days of the year . These calls can also be made via Skype, which is an asset for customers who might be calling from remote locations without having to incur calling charges. In sum, 311 is "New York City's online website and phone number for government information and non-emergency services".

<u>Objective</u> :

Each 311 request for service is categorized into one of 278 complaint types, ranging from a call to report a "Broken Parking Meter" to "Request Xmas Tree Collection." Common 311 requests for information include the status of a parking ticket, the location of towed vehicles, or information about government assistance programs. Data on the subset of 311 contacts which include a complaint/request for service is available via [New York's Open Data portal](#) for 2010 through the present. We want to perform a trend analysis to see what complaints have become more and less common over the past 5 years. We want to also see if we can predict what the mix will be 1 year from now.

Action Items:

- We are planning to use various tools such as python to clean the data set (remove the redundant fields if necessary).
- We will analyse this data and categorize these data sets values into tables using SQL and E/R Diagrams.

Challenges which we would be facing primarily are about cleaning and analysing the data we require and loading the dataset in an efficient fashion.