

Final deliverable

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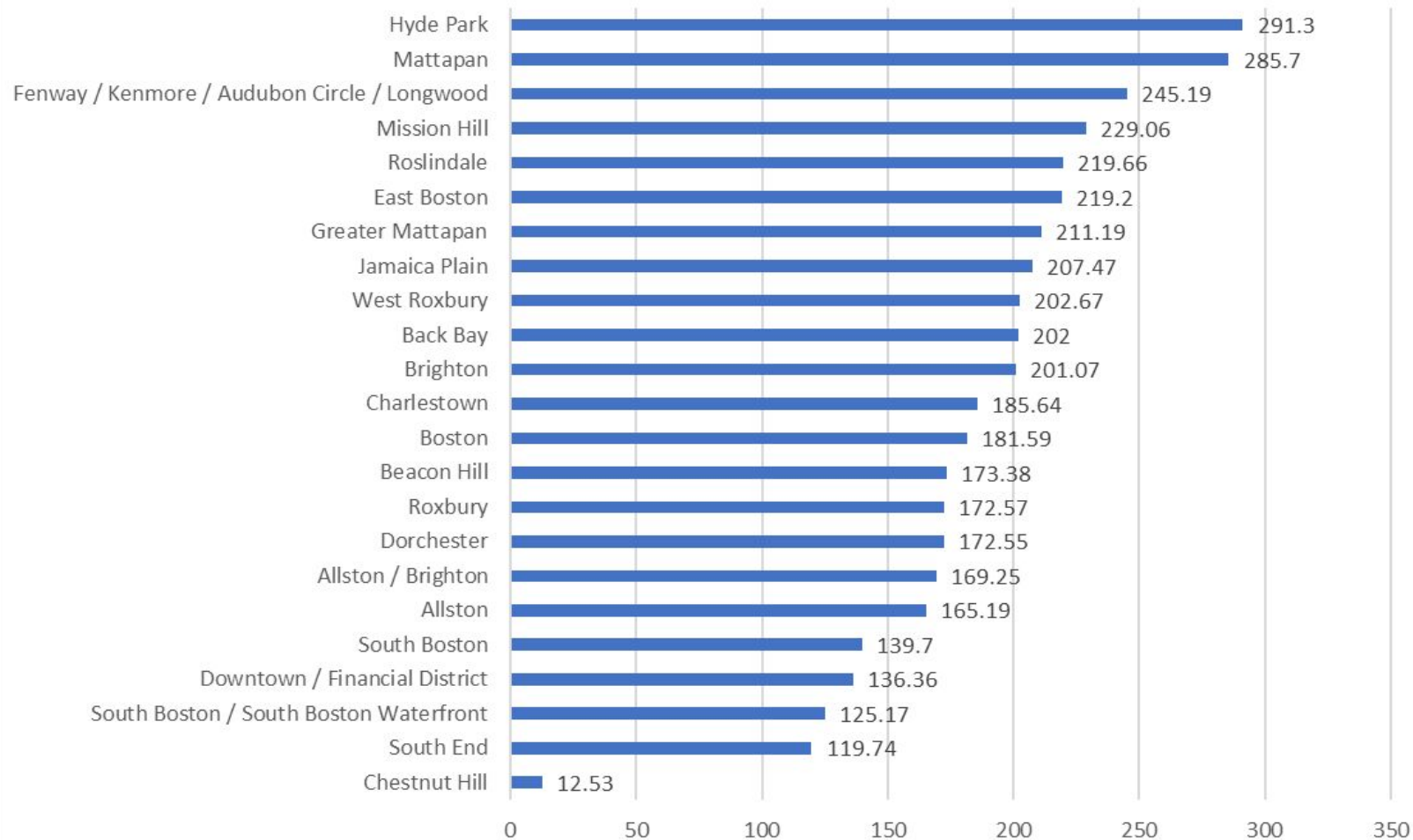
Extension project topic: Boston residents request city services

Question to answer: In the city's responses to Boston residents service requests, which neighborhood get served more quickly, which neighborhood get served slower? What are the characteristics of of those neighborhoods in terms of request services?



Analysis of 311 service request dataset in 2021

response time by neighborhood(hours)

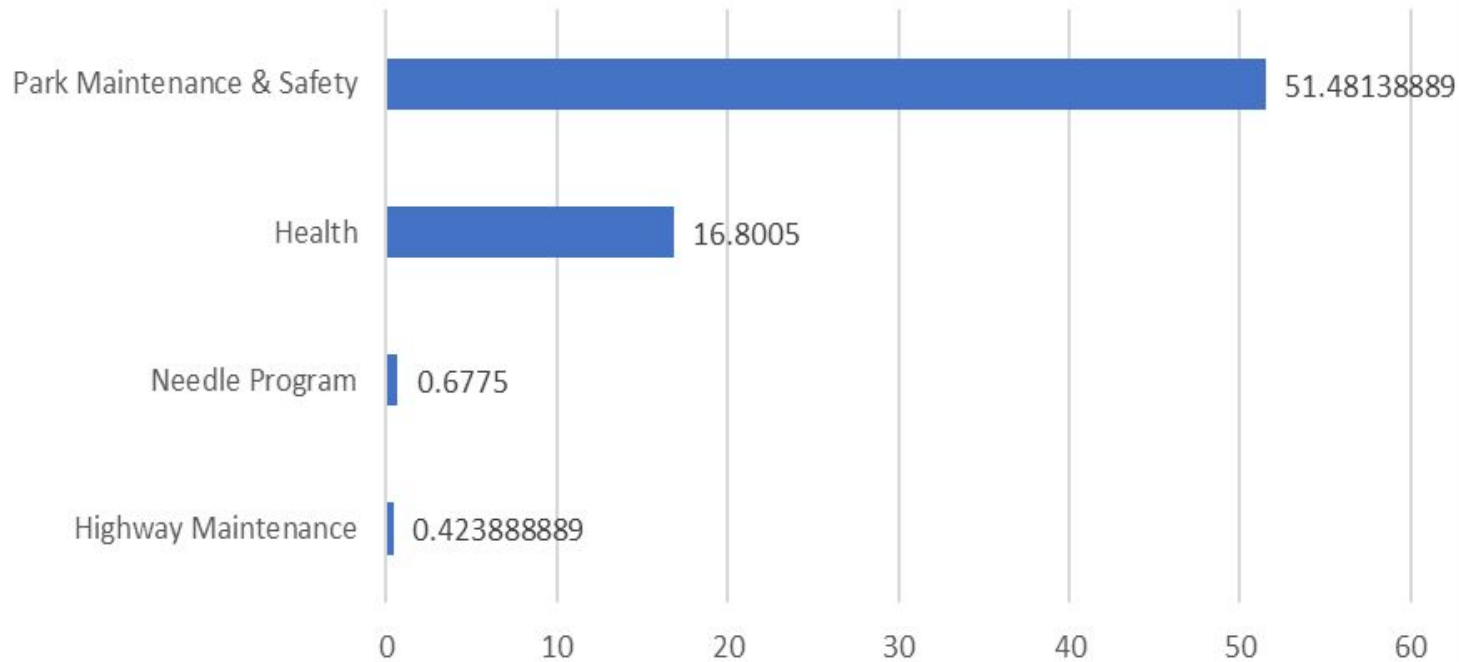




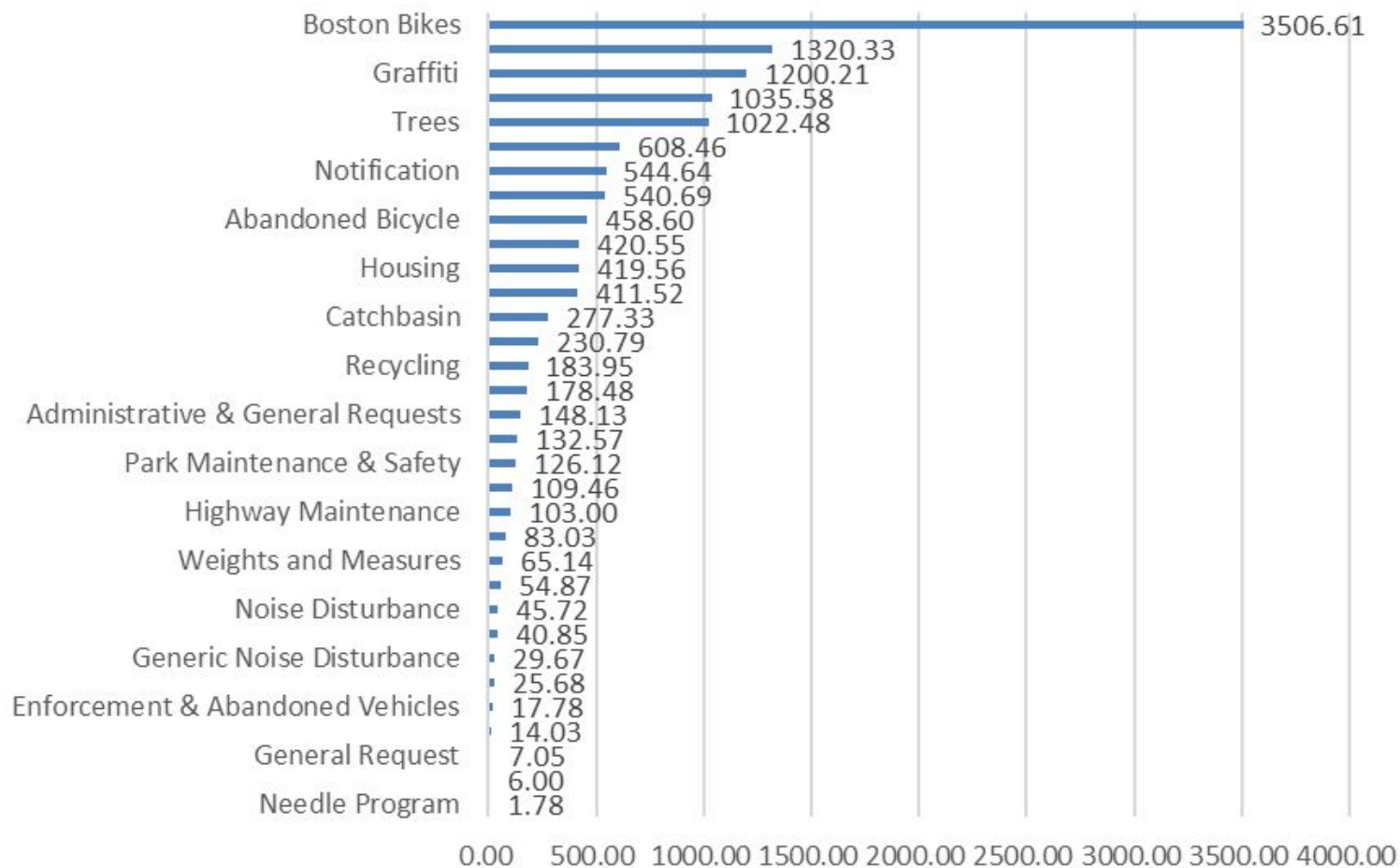
Conclusion of top 3 and bottom 3 neighborhoods in terms of service requests' response time

Chestnut Hill, South End and South Boston are the top 3 neighborhoods that are responded the most quickly, Hyde Park, Mattapan and Fenway/Kenmore are the 3 neighborhoods that are responded the slowest.

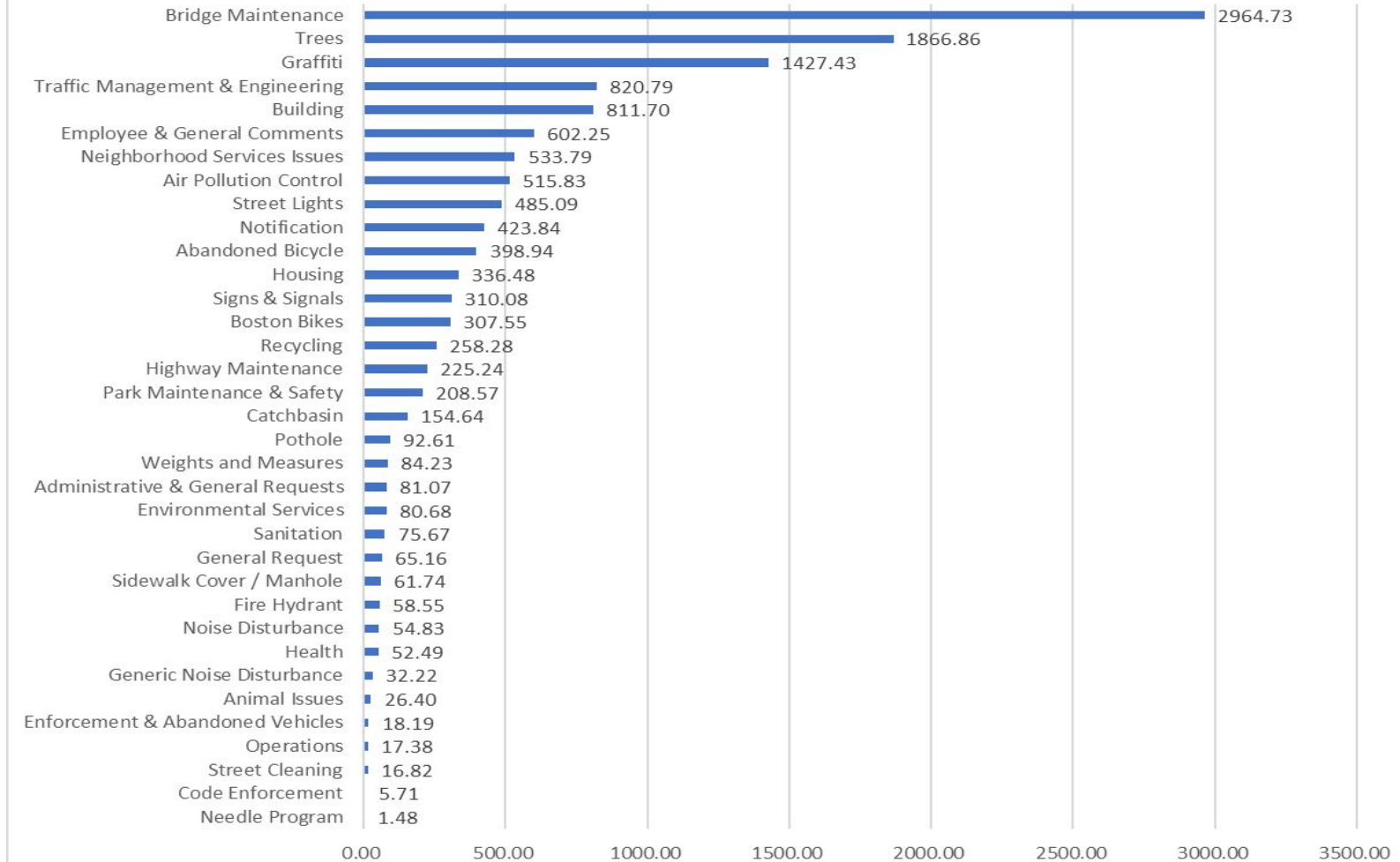
Chestnut Hill response time gap by reason category(in hr)



South End response time by reason categories(hrs)



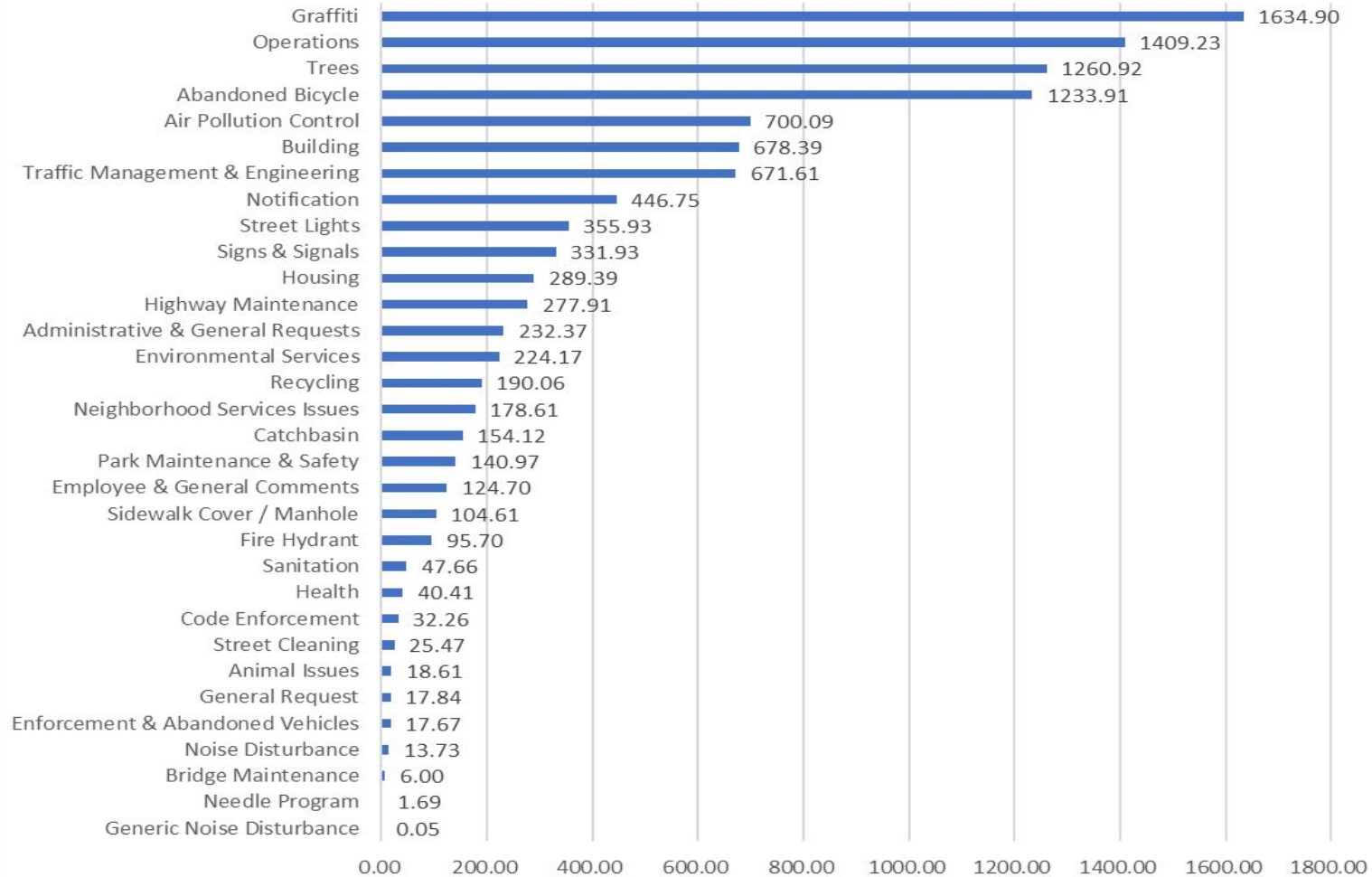
south boston waterfront response time gap by reason



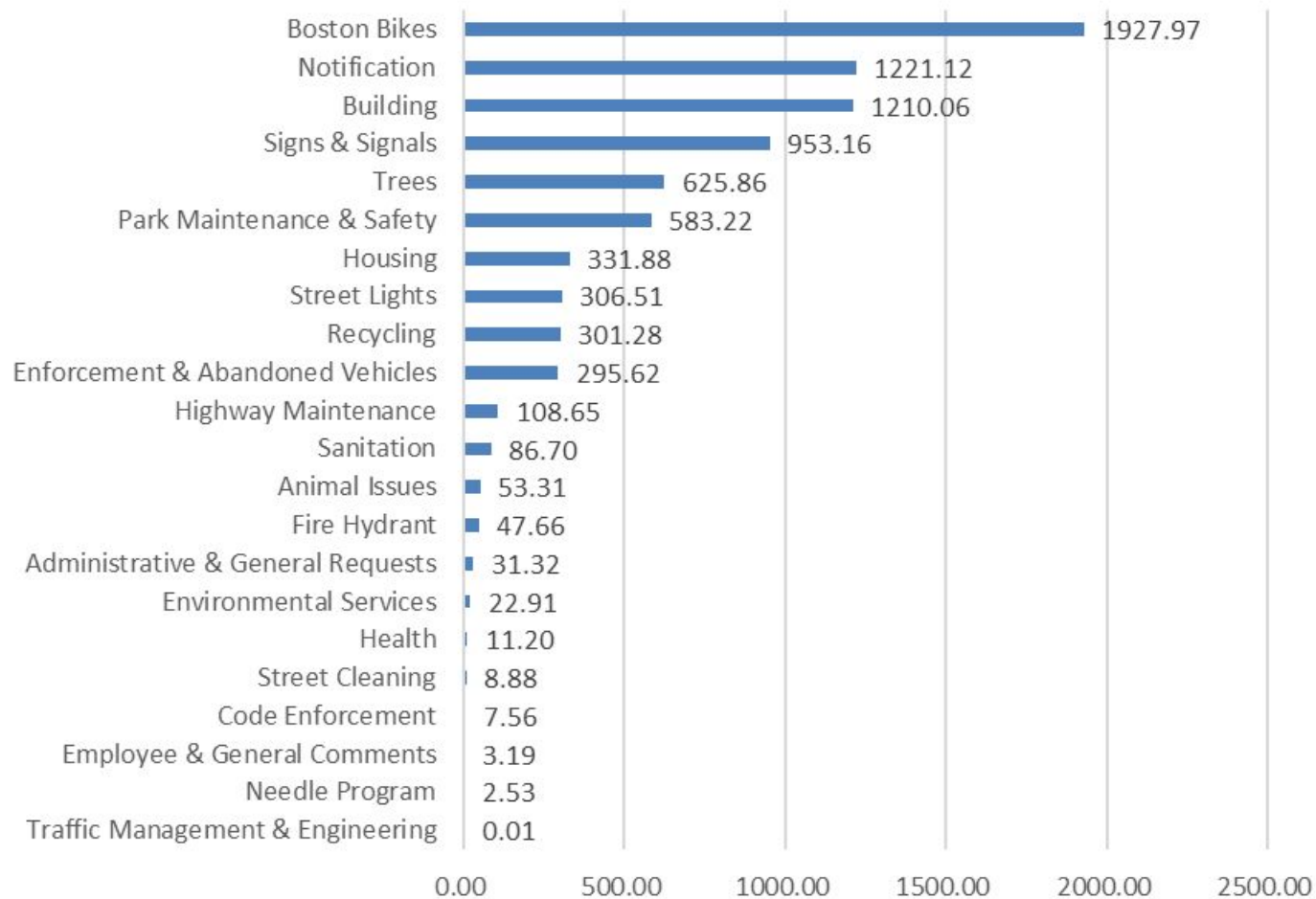


Top 3 slowest responded neighborhoods' response time by reason categories

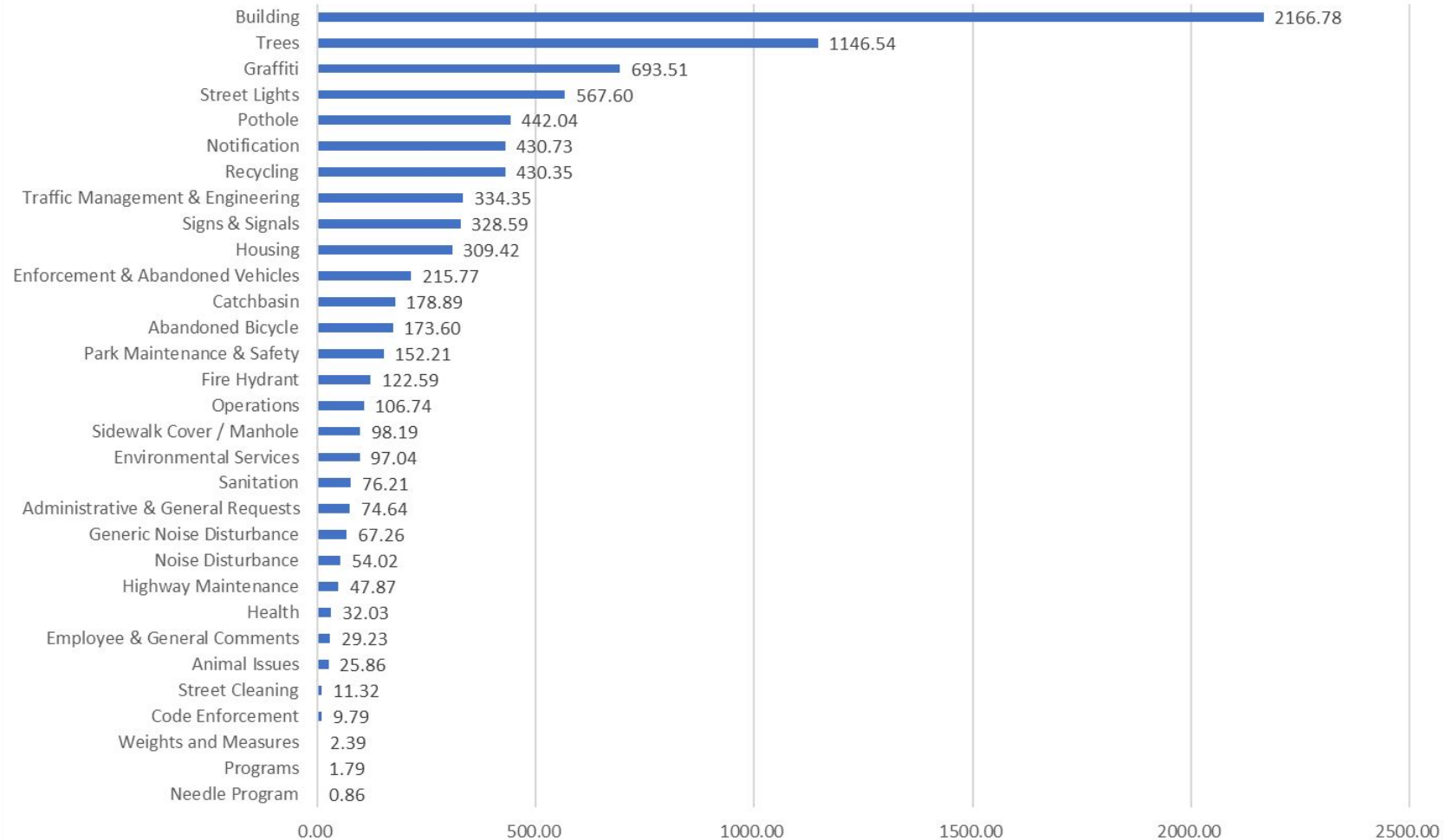
Fenway/Kenmore response time by reason categories(hr)



Mattapan response time by reason categories(hrs)



Hyde park response time by reason categories(hr)

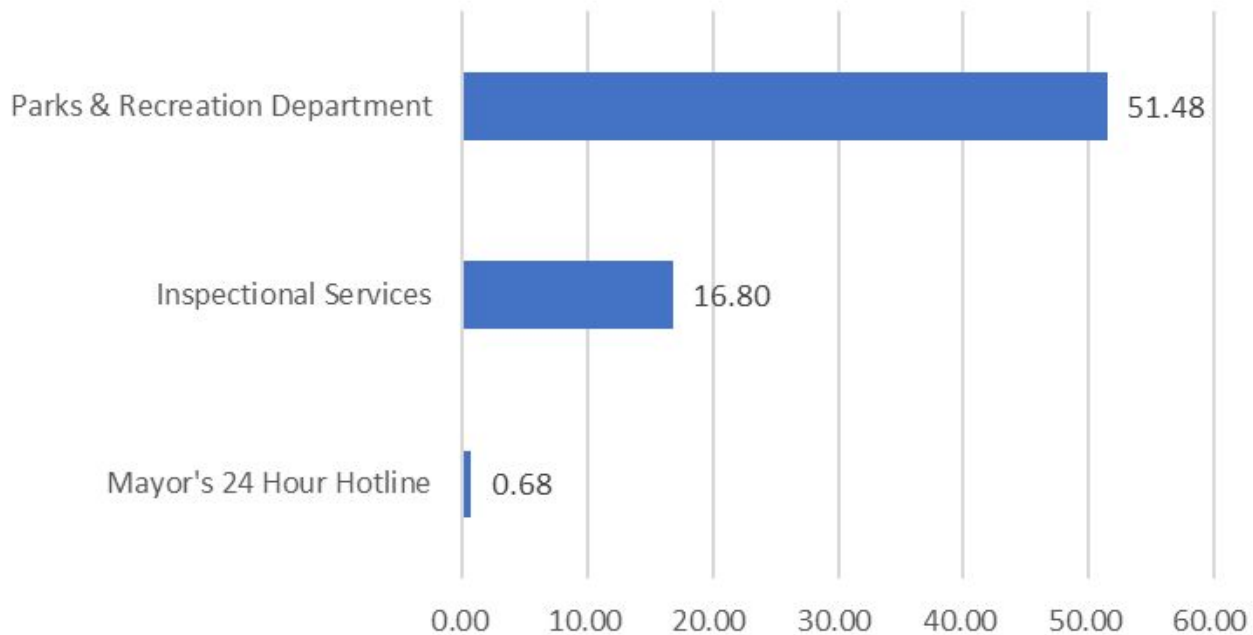




Top 3 most quickly responded neighborhoods' response time by subject categories



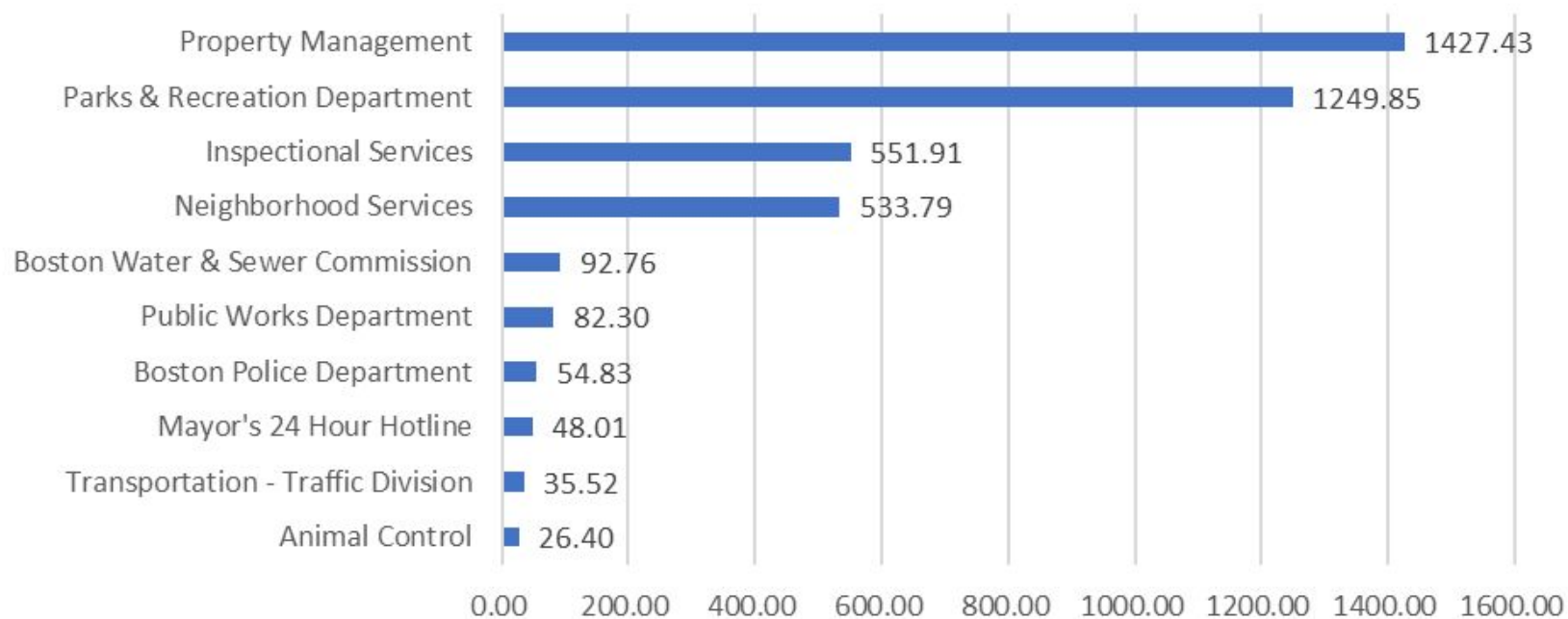
chestnut hill response time by subject(hrs)



South end response time by subject categories



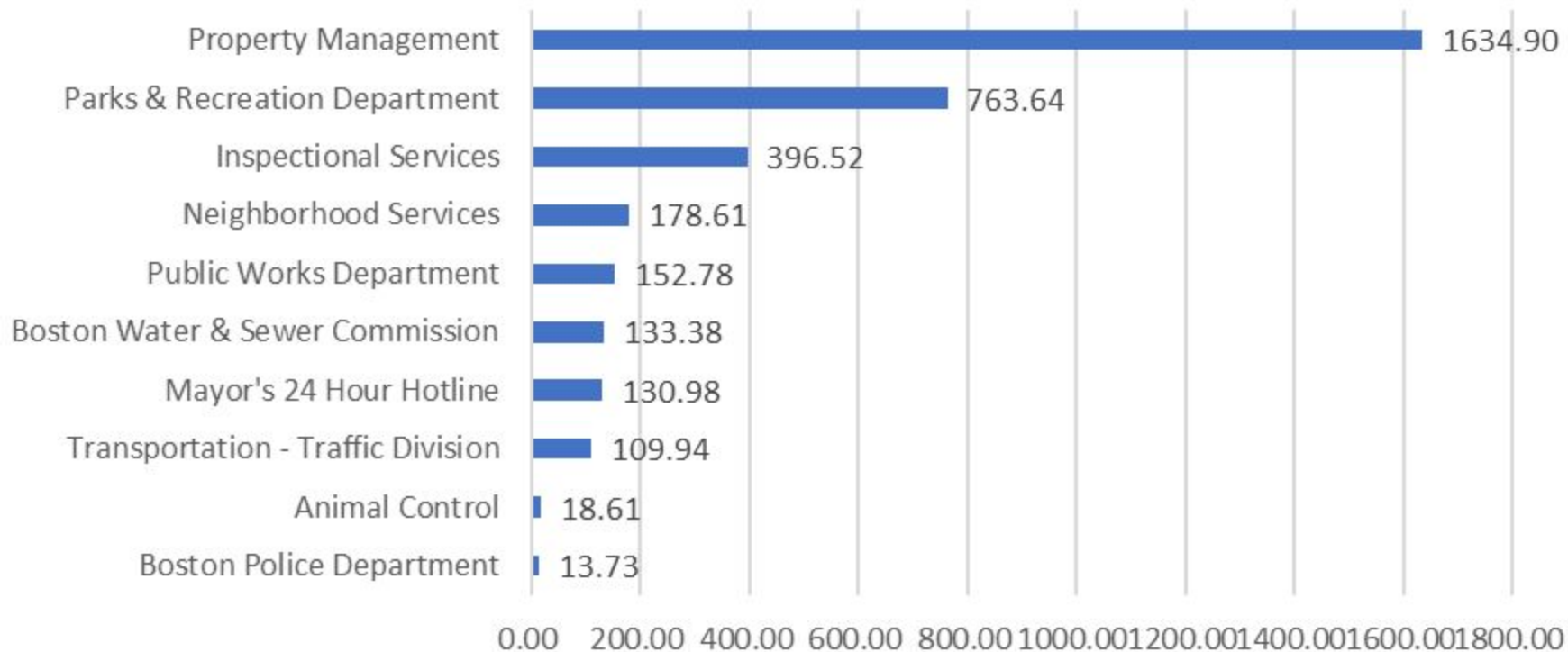
south boston waterfront response time by subject(hrs)



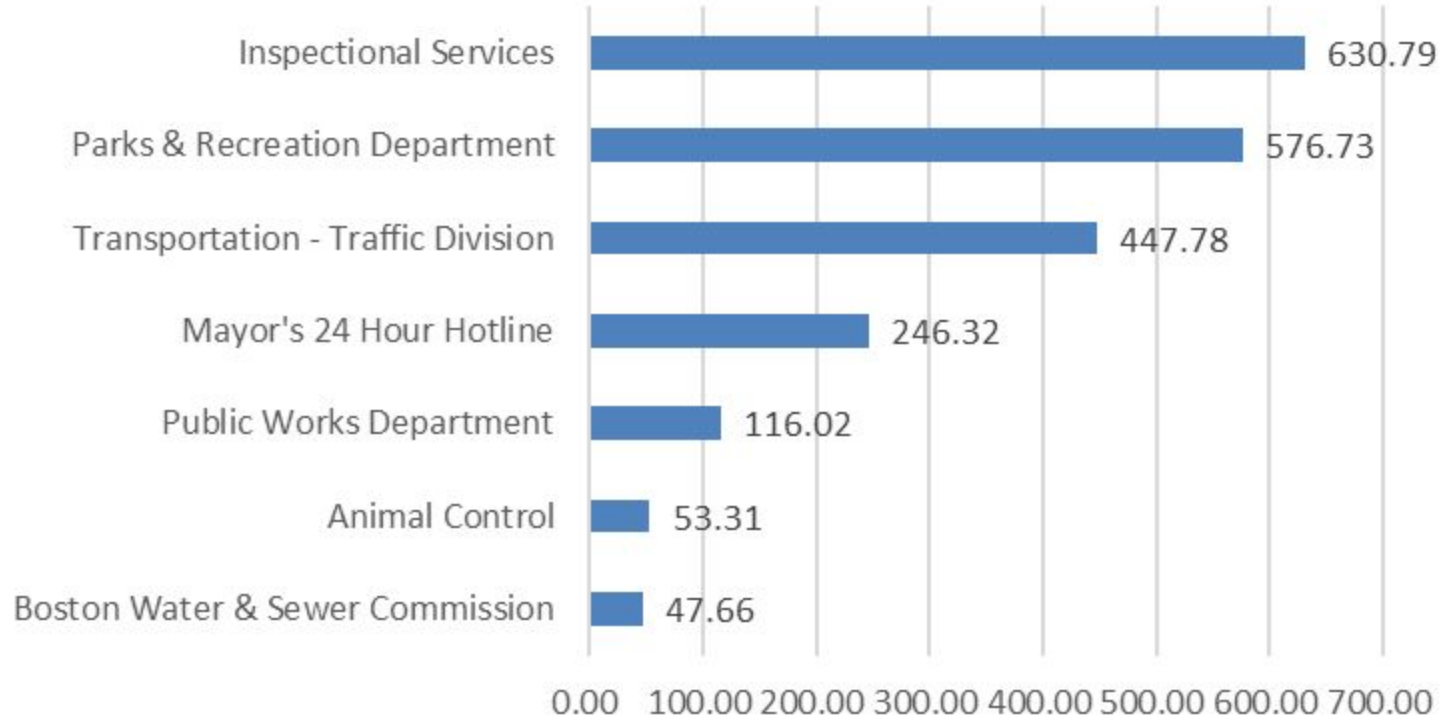


Top 3 slowest responded neighborhoods' response time by subject categories

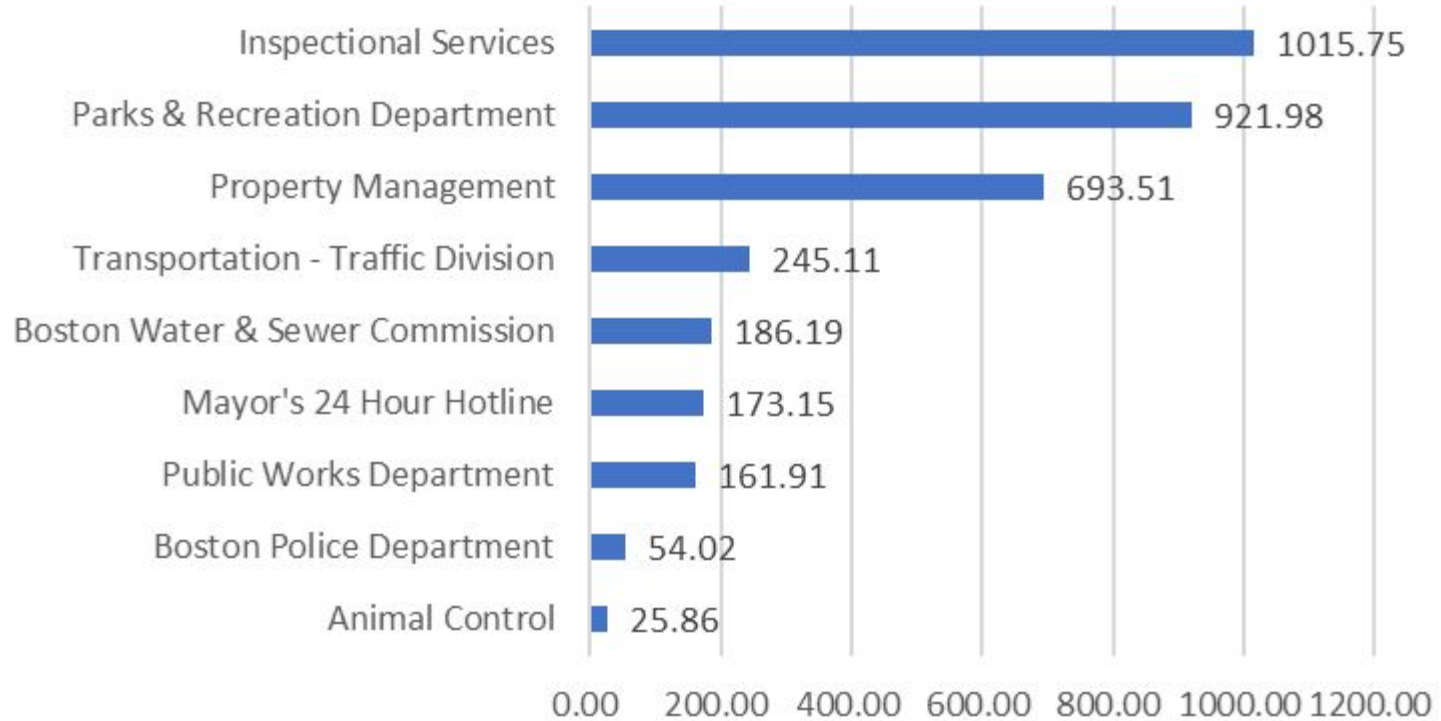
Fenway/Kenmore response time by subject(hrs)



Mattapan response time by subjects



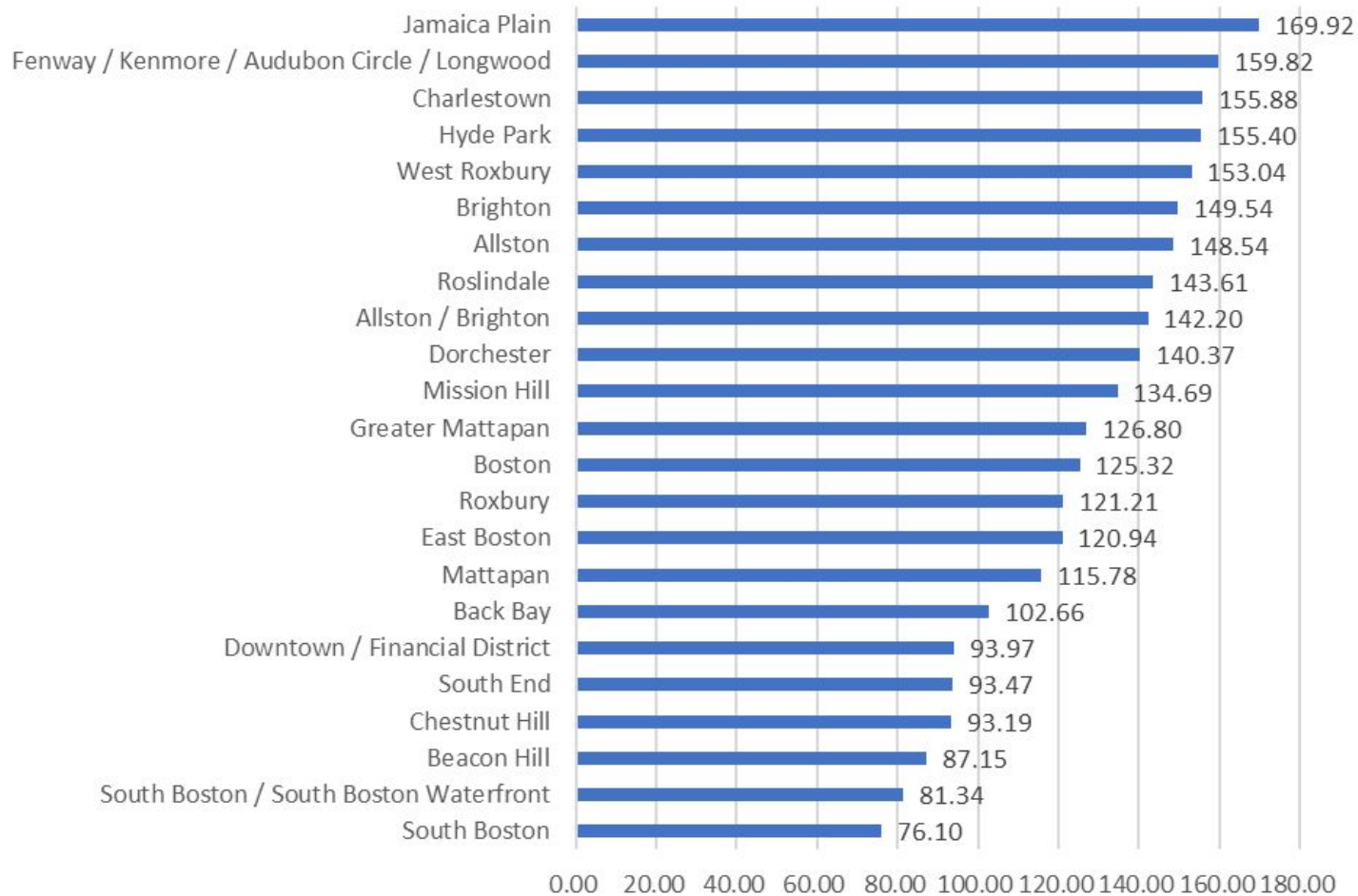
Hyde Park response time by subject(hrs)





Analysis of 311 service request dataset in 2022

service requests response time by neighborhood in 2022(hrs)





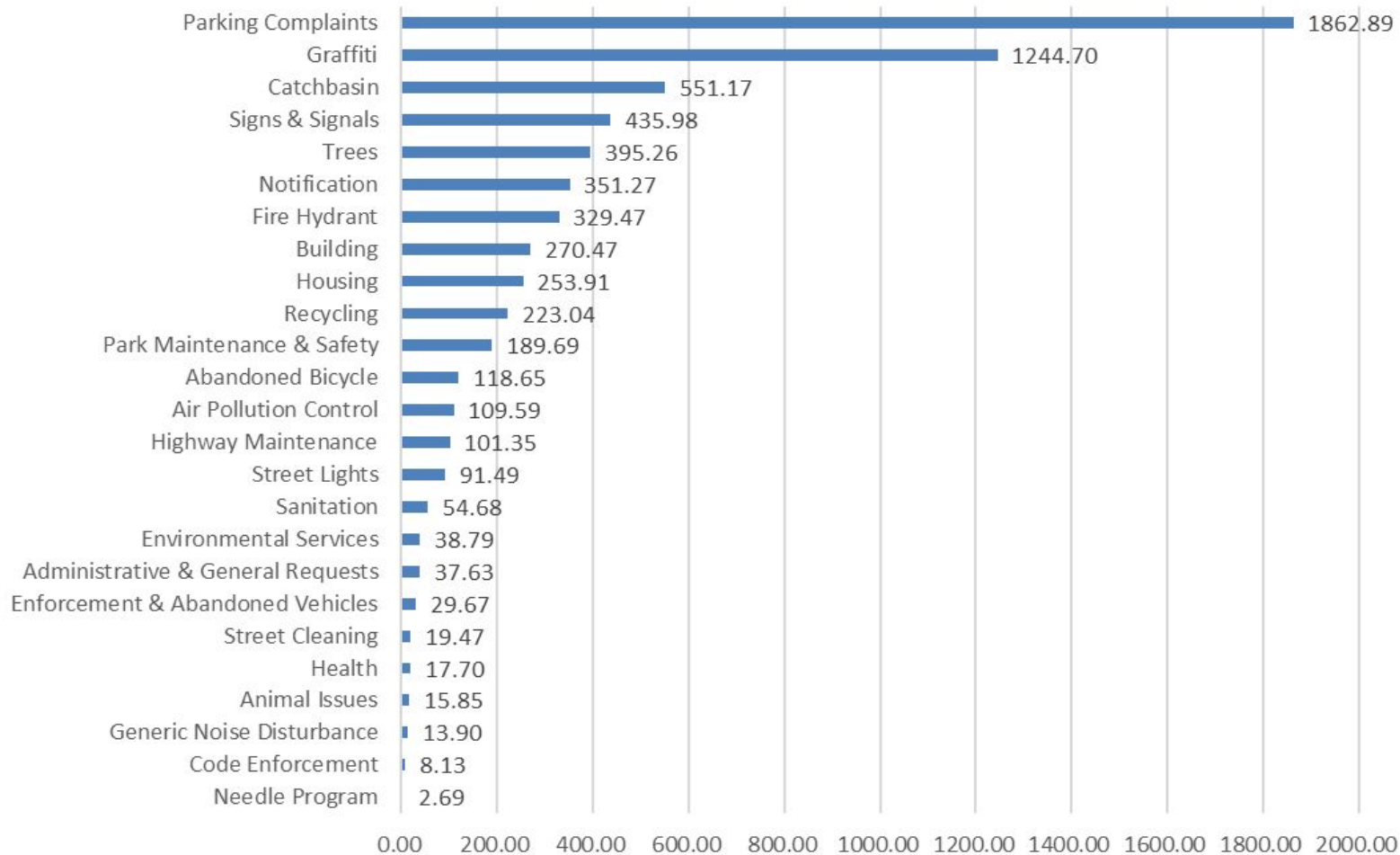
Conclusion of top 3 and bottom 3 neighborhoods in terms of service requests' response time

South Boston, South Boston / South Boston Waterfront and Beacon Hill are the top 3 neighborhoods that are responded the most quickly, Jamaica Plain, Fenway/Kenmore and Charleston are the 3 neighborhoods that are responded the slowest.

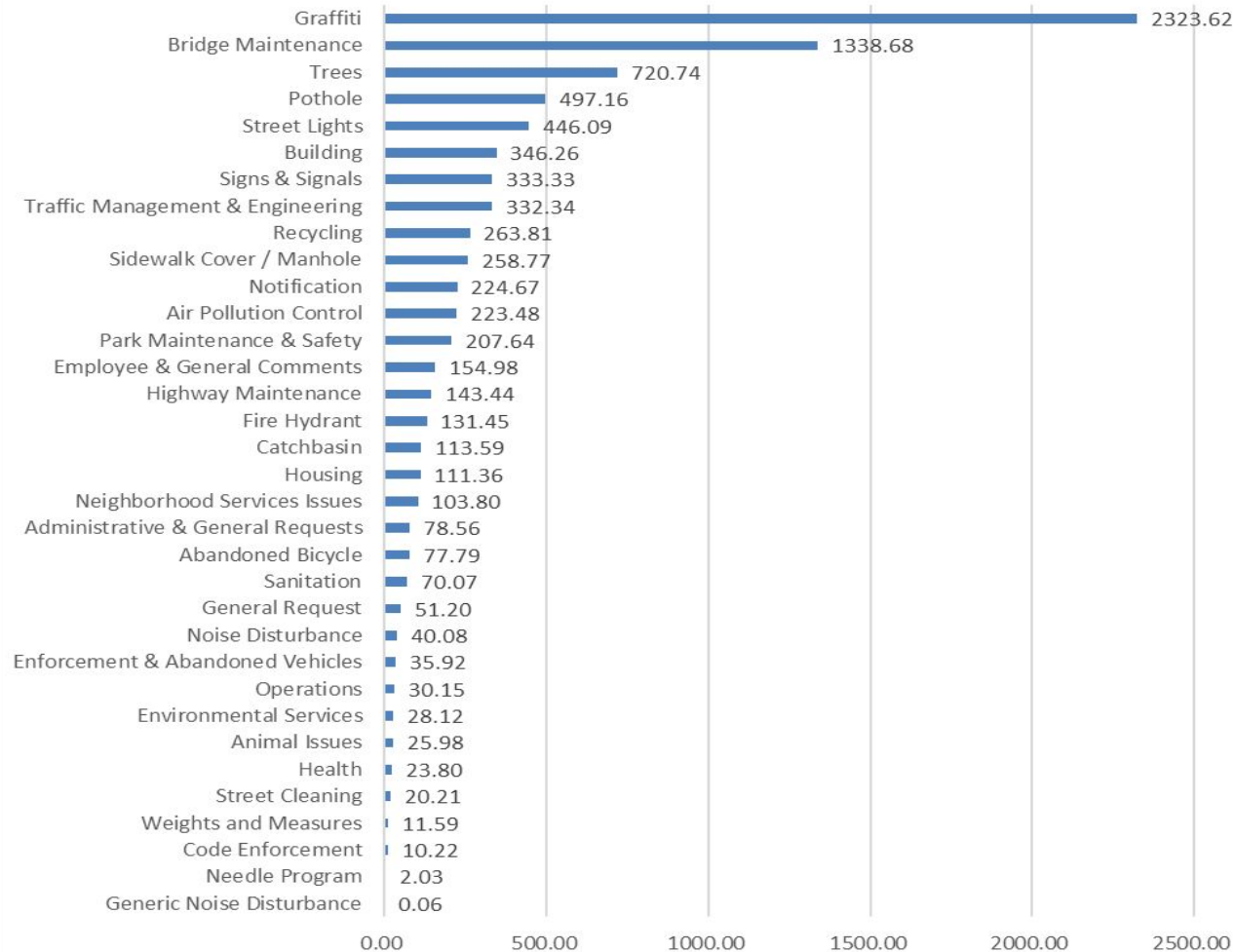


Top 3 most quickly responded neighborhoods' response time by reason categories

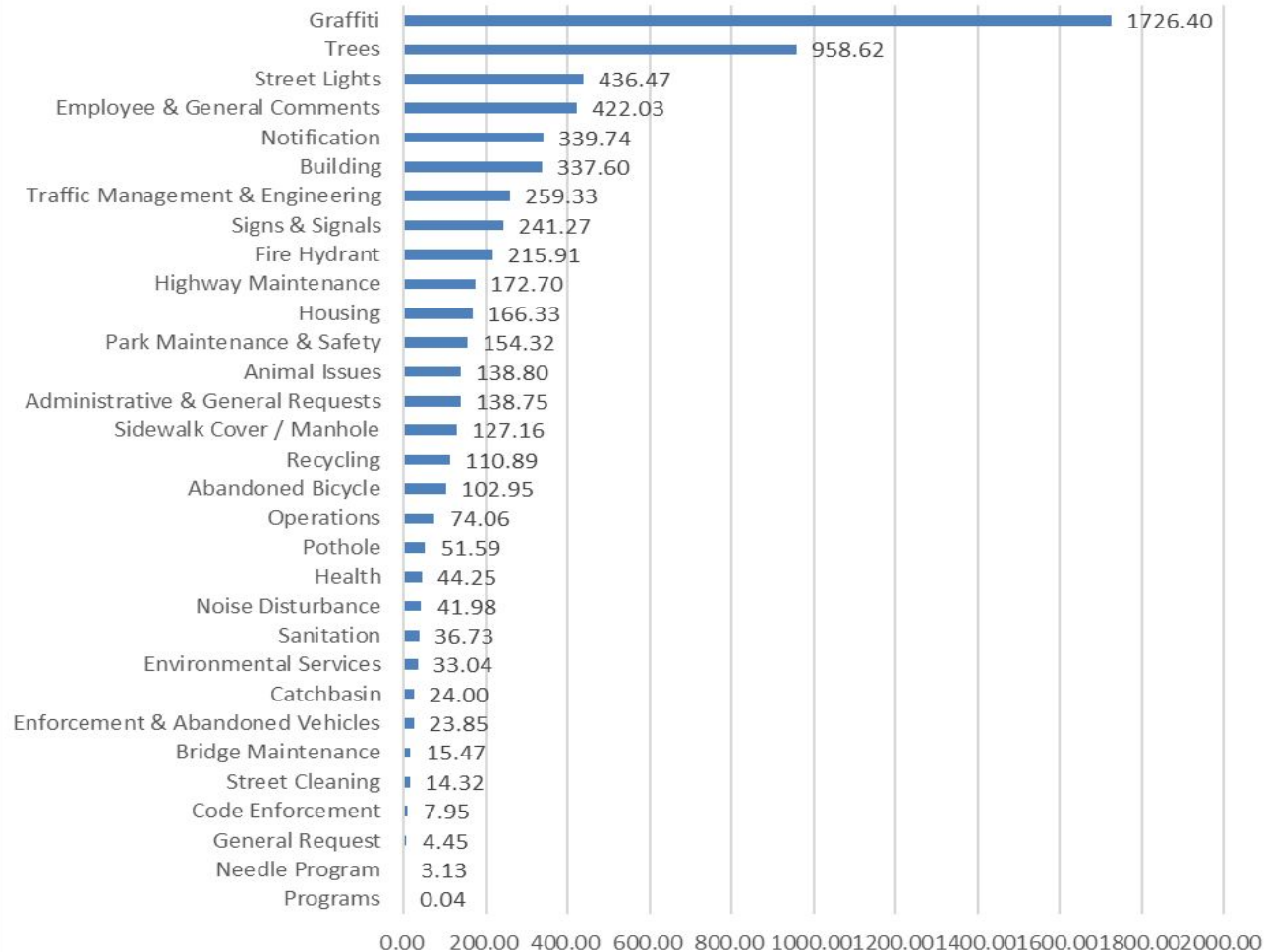
South Boston response time by reason categories(hrs)



South Boston/ South Boston Waterfront response time by reason



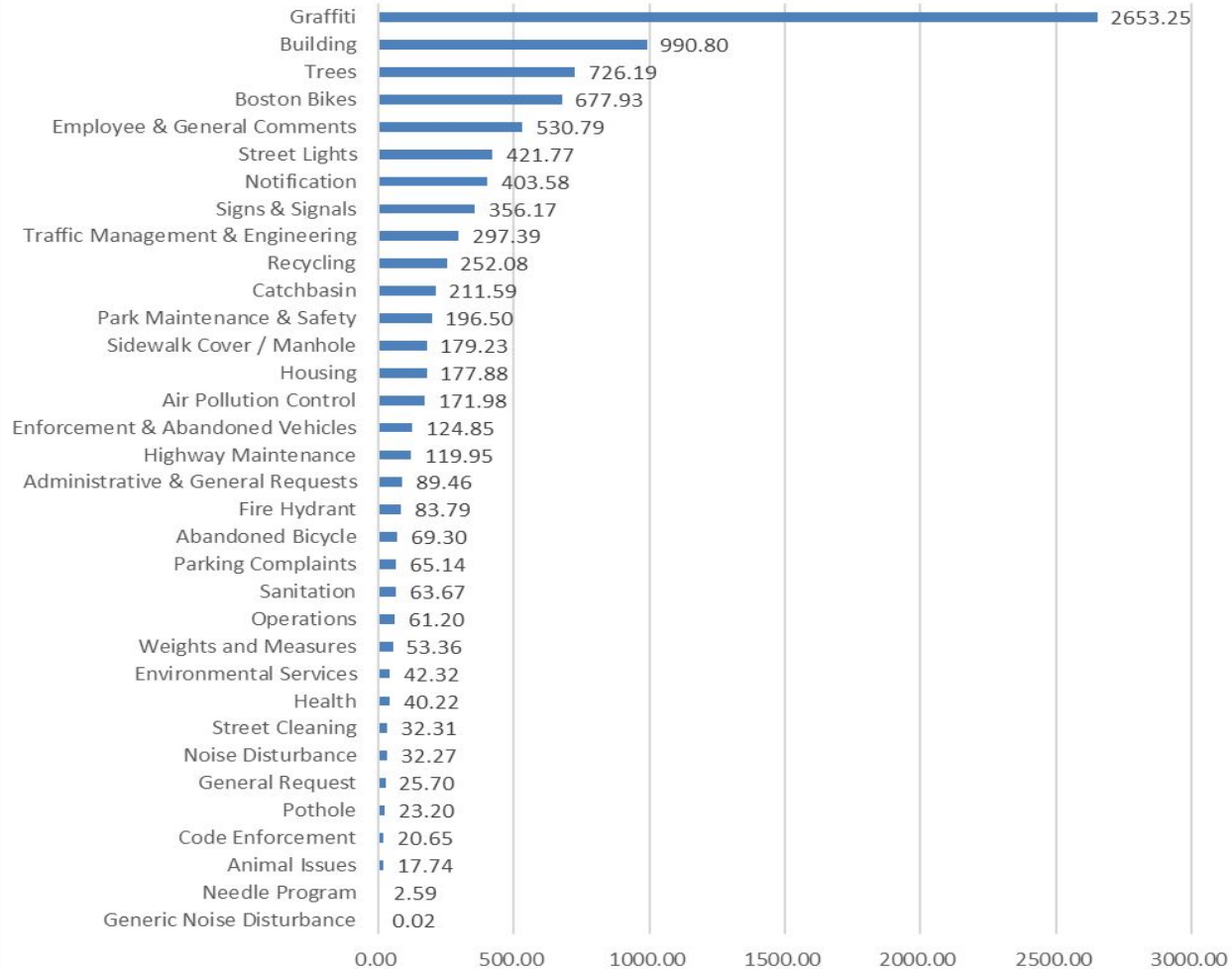
beacon hill response time by reason(hrs)



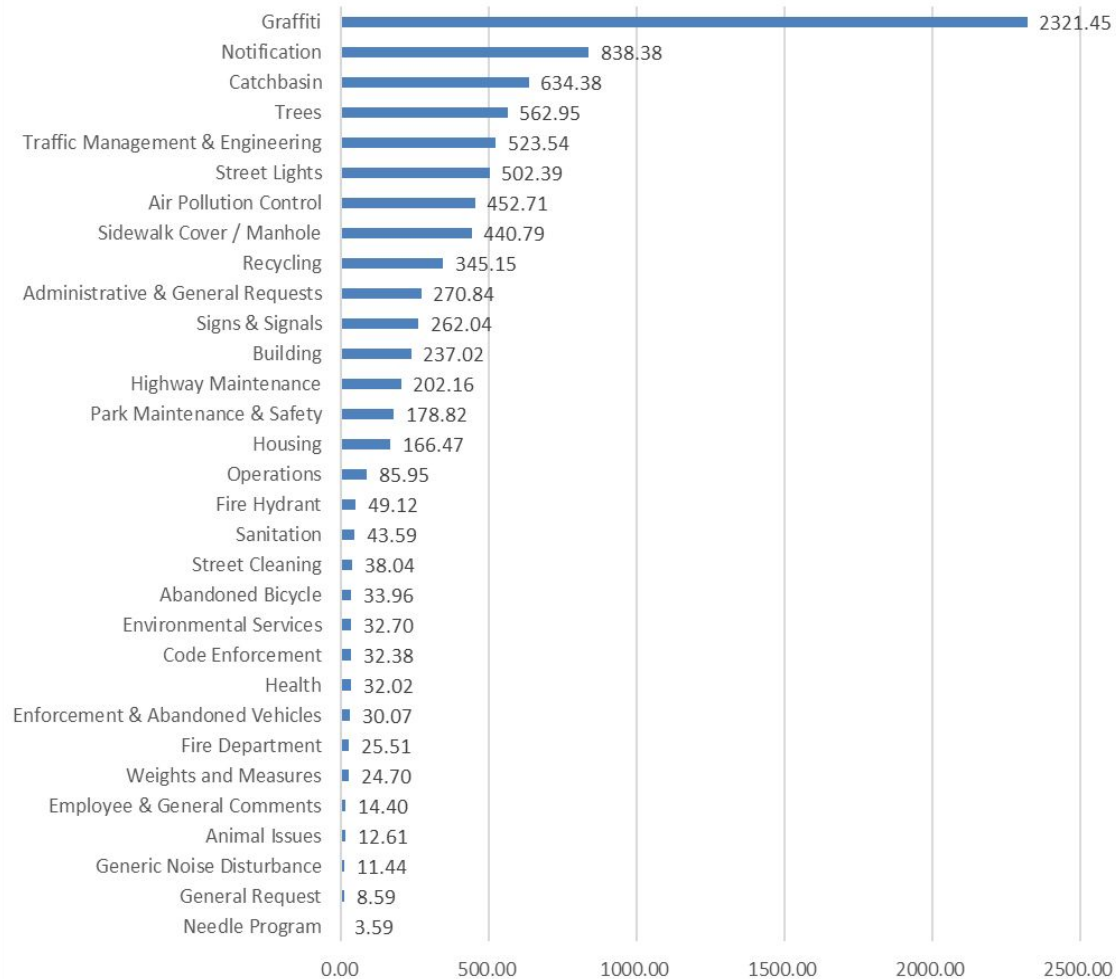


Top 3 slowest responded neighborhoods' response time by reason categories

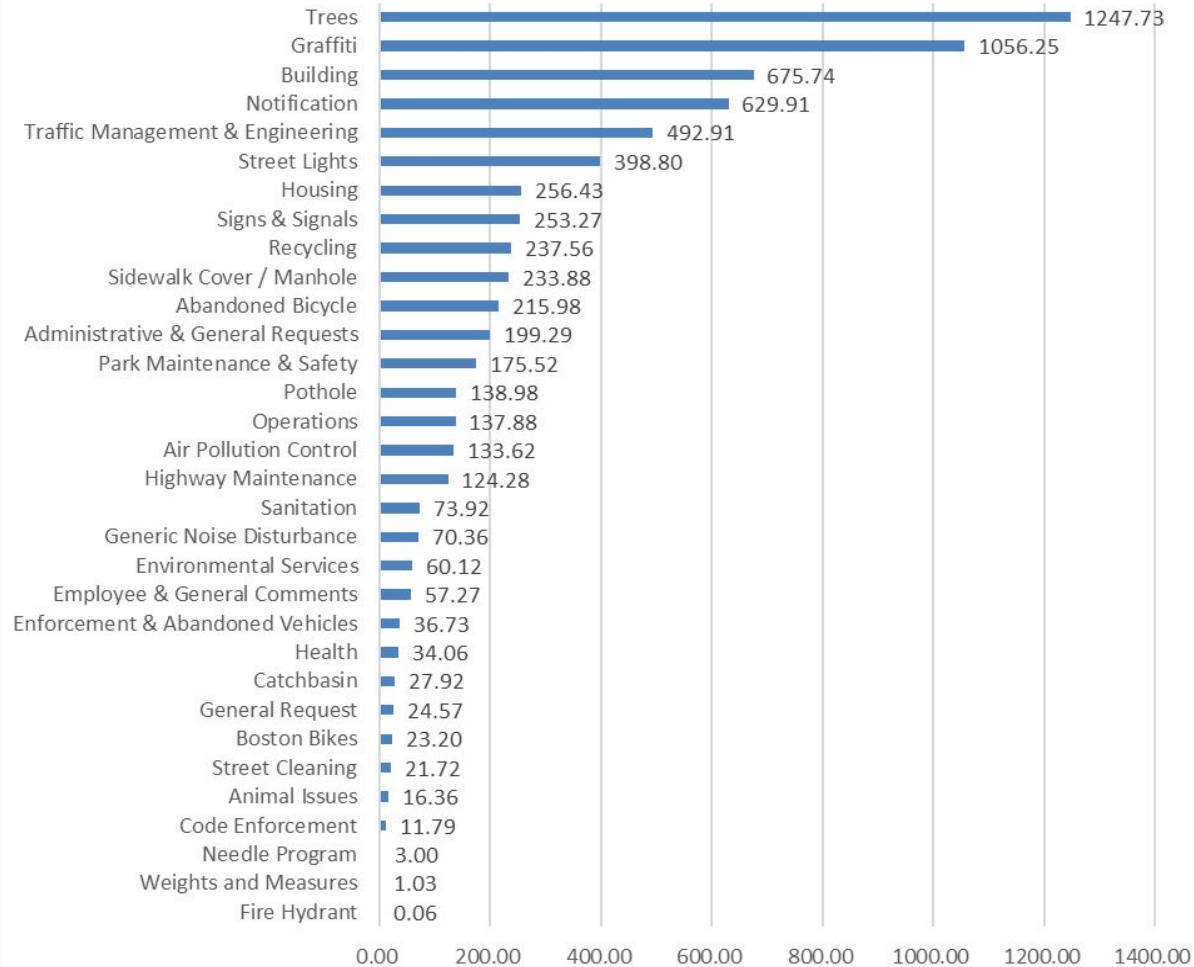
Jamaica Plain response time by reason category



Fenway/Kenmore response time by reason (hrs)



Charlestown response time by reason categories(hrs)



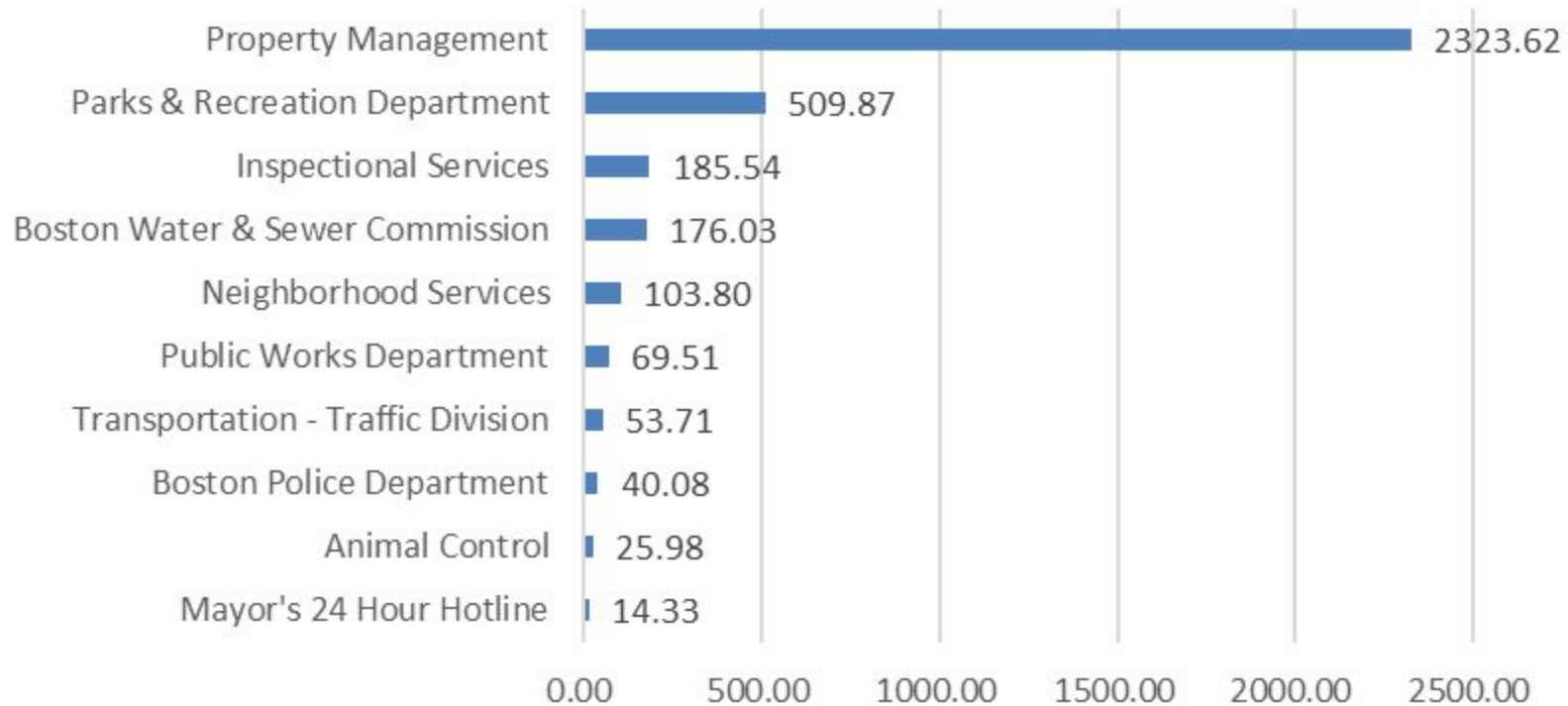


Top 3 most quickly responded neighborhoods' response time by subject categories

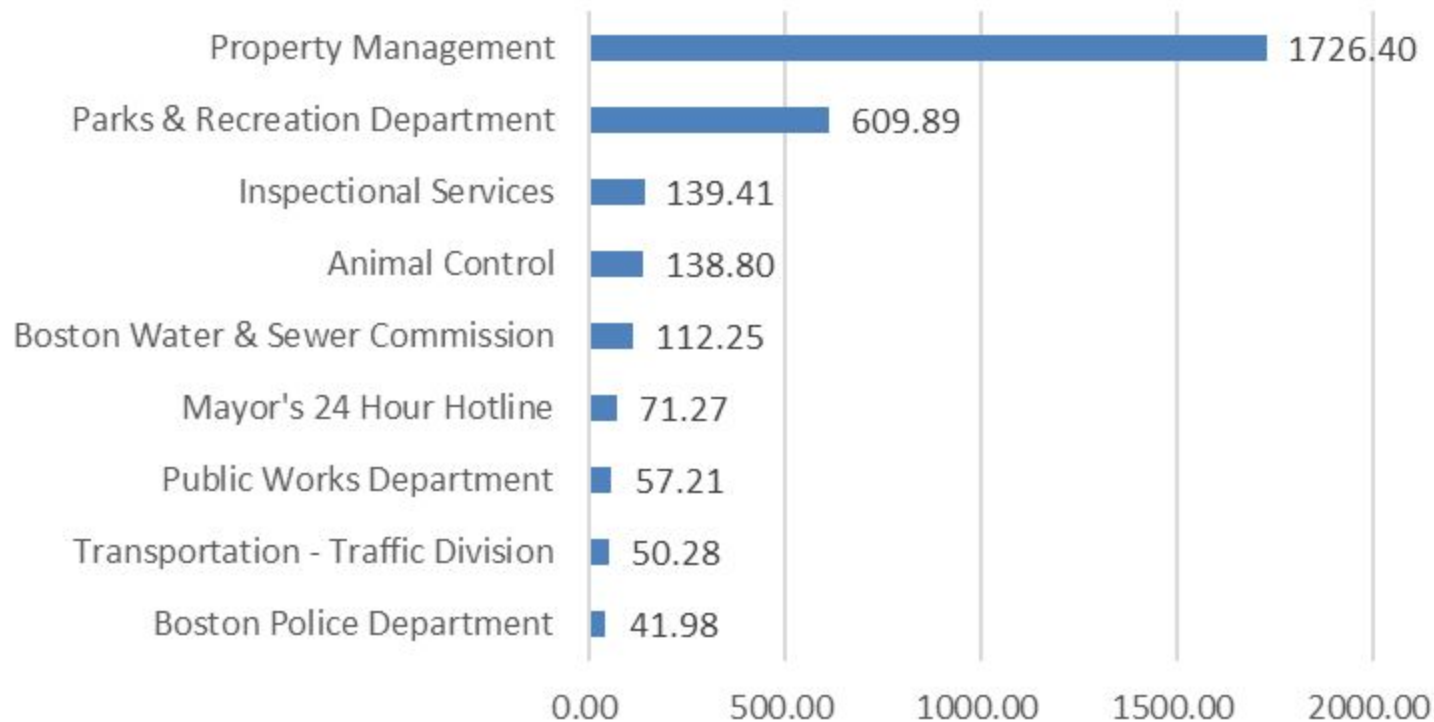
South boston response time by subject(hrs)



South Boston/South Boston Waterfront response time by subject



Beacon Hill response time by subject (hrs)





Top 3 slowest responded neighborhoods' response time by subject categories

Jamaica Plain response time by subject (hrs)



Charlestown response time by subject categories





Comparison between service requests' response time in 2021 and 2022

South Boston and South Boston Waterfront are among the top 3 most quickly responded neighborhoods in 2021 and 2022, and Fenway/Kenmore is among the top 3 slowest responded neighborhoods in 2021 and 2022, while Mattapan is among the 3 slowest responded neighborhoods in 2021, it's average response time gets improved a lot in 2022, which makes it rank in the middle in 2022.



Thank you!