**Key Takeaways**

1. With regards to requests to 311, there are limited conclusions that we can make based off of the race and ethnicity of the supplicant because requests are not individually tagged. We were able to identify block groups that over or under reported incidents to 311, but we did not find evidence of a city wide discrepancy with regards to the proportion of Non Hispanic or Latino White residents in a block group.
2. An alternative analysis to overcome this problem addressed about, we focus on the top 3 complaints from the 311 data to obtain some local insights. From the analysis of top 3 complaints (covid, pothole and overgrowth), we find out that Tract 1707.02, 1706.01 and 1708 are the areas with the most concentrated complaints for the chosen categories. After examining the past income data, we discovered that tract 1707.02 has a low income rate compared to other tracts. Tract 1703. 01 and 1701 have the most population but have less dense requests than 1707.02, 1706.01 and 1708. Tract 1703. 01 and 1701. 01 have the top 2 rank the lowest not hispanic or latino population and top 2 on the white population.

A suggestion for the planning in the future could be focusing on improving the city services in tract 1707.02 relating to covid, pothole and overpopulation. An insight to offer from examining the demographic data is that among the **top most dense** complaint tracts, majority hispanic tracts have more dense complaints compared to those that are mainly white.

1. Parking tickets not tied to fixed events like street sweeping or parking meters tend to be clustered in neighborhoods bordering the beach or near the MBTA stations. Without data about the drivers, it is unclear what proportion of the tickets in this area are from residents versus out-of-towners.
2. From the analysis of the permits data, we can draw some main conclusions: The City of Revere received most permits relating to Building, Electrical and Plumbing Types of permits in general. Geographically speaking, Tract 1708 is the area with the most building permit and Tract 1702 in general has the least amount of permits in total in 2020.

A suggestion that can be given to the city council based on the analysis are summarized as focusing more support or service on the building infrastructure support, especially in Tract 1708.

1. From the DPW data, we were able to find that Tract 1708 also has the most services among all the tracts. This is true for almost any category of service including potholes, fallen trees, and snow on roads that need to be salted.

**Limitations and Proposed Solutions**

1. The largest problem with the project is the lack of segmented data on race and ethnicity through the American Community Survey. When the 2020 census data is publicly released, there will be a greater opportunity for specificity and actionable results from the currently curated data.
2. Without local knowledge coming from residents, students are limited in where to look for discrepancies. Obviously complicated by the pandemic, students should start off the semester with a trip to Revere to understand the neighborhood dynamics
3. Thanks to professor Dr. Lorena Estrada-Martínez of UMass Boston, we were able to understand ways in which our analysis could be improved. Unfortunately, this conversation came too late in the project cycle to be actionable. In future projects, meetings with experts should come earlier in the project’s timeline and potentially occur more often to ensure that analysis is on the right track.
4. We also had trouble trying to identify blocks as over- or under- reporting without having a ground truth to how many requests should be coming in. In another study, the researchers were able to use satellite data and determine street quality for each census block and then look at how many pothole fixing requests there were in that block. Because the researchers had a ground truth of the true condition of that area, they were able to calculate how many requests were expected and then categorize the data into under- and over-reporting.