

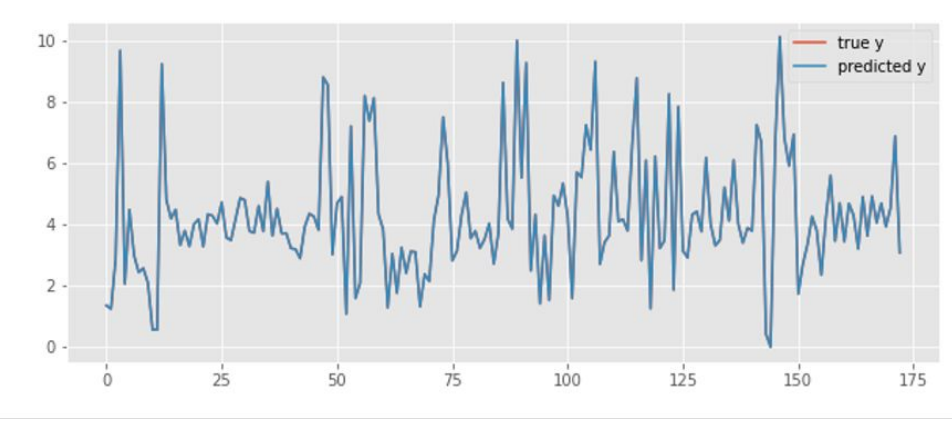
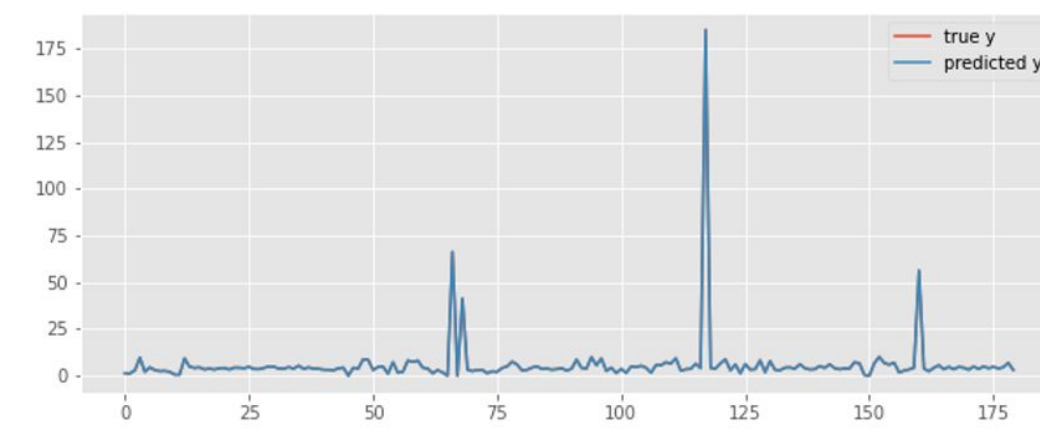
PROJECT SUMMARY

Our project aims to understand the city's response to 311 service requests by analyzing 311 data. By doing this, we are able to understand which communities feel empowered to demand services and how the city responds.

PROJECT RESULTS / DELIVERABLES

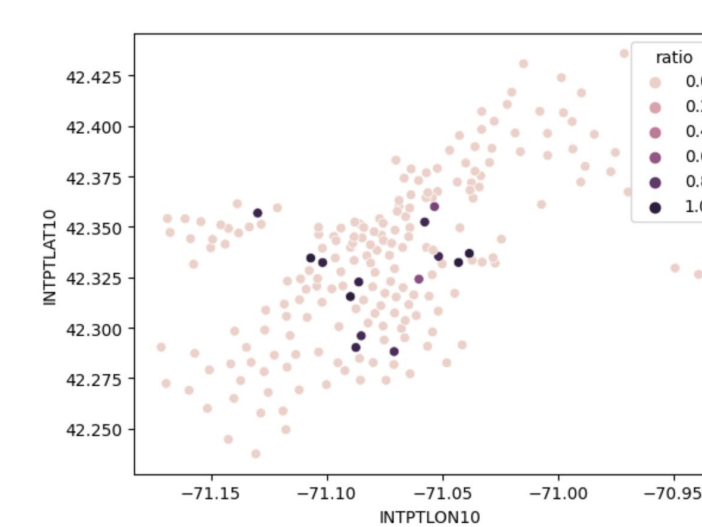
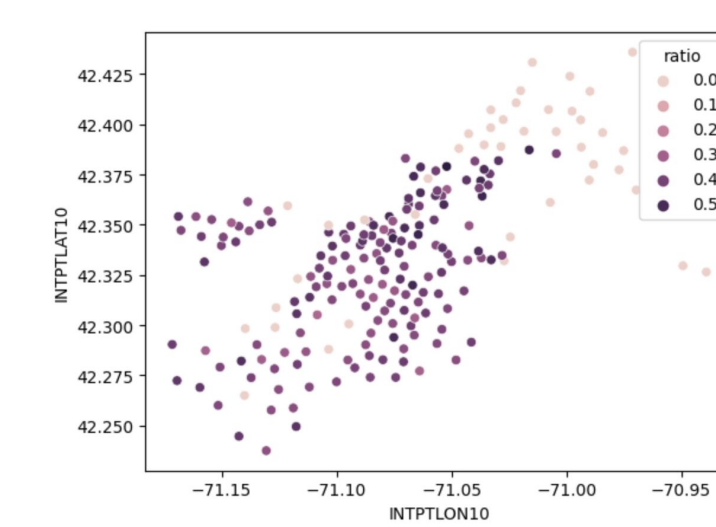
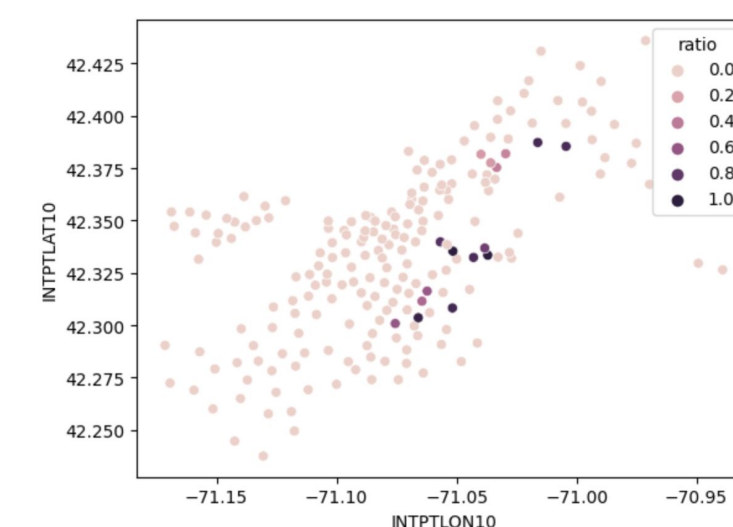
● Census Tract and Requests

- General analysis on all requests collected
- Study on the pattern of demographic and service requests
- Emphasis on high SVI index areas



● Rate of Closure on Different Types of Requests

- Census tracts with more requests have higher closure rates than those with fewer requests.



CLIENTS OR MENTORS

Boston City Councilor,
Julia Mejia

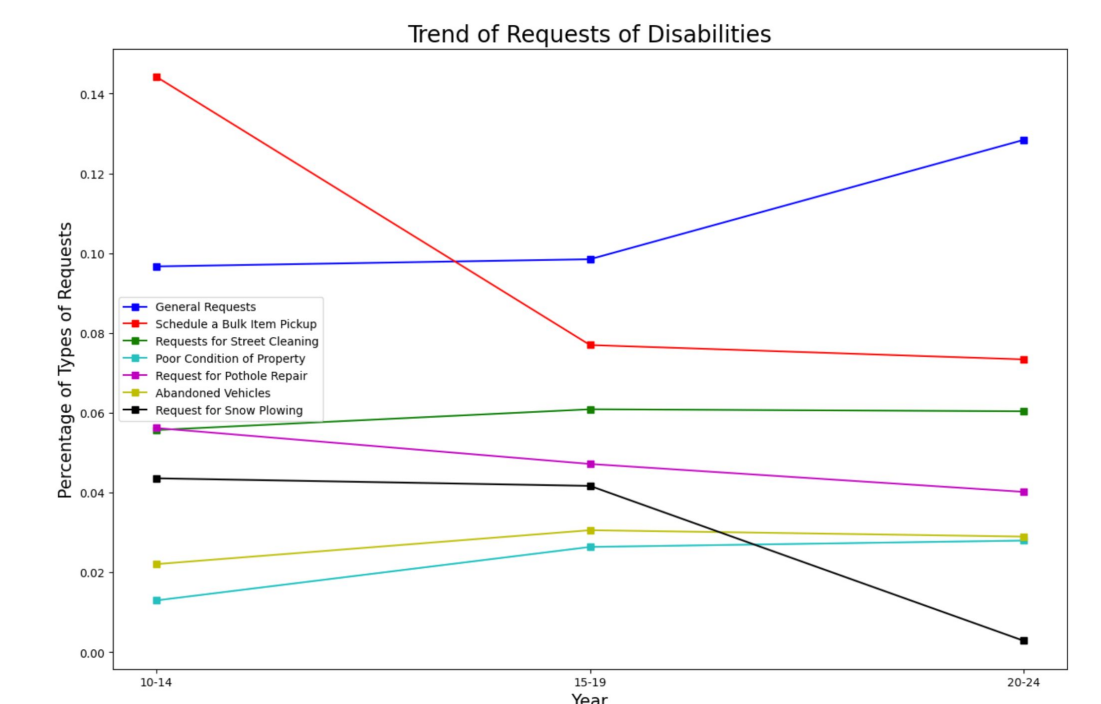
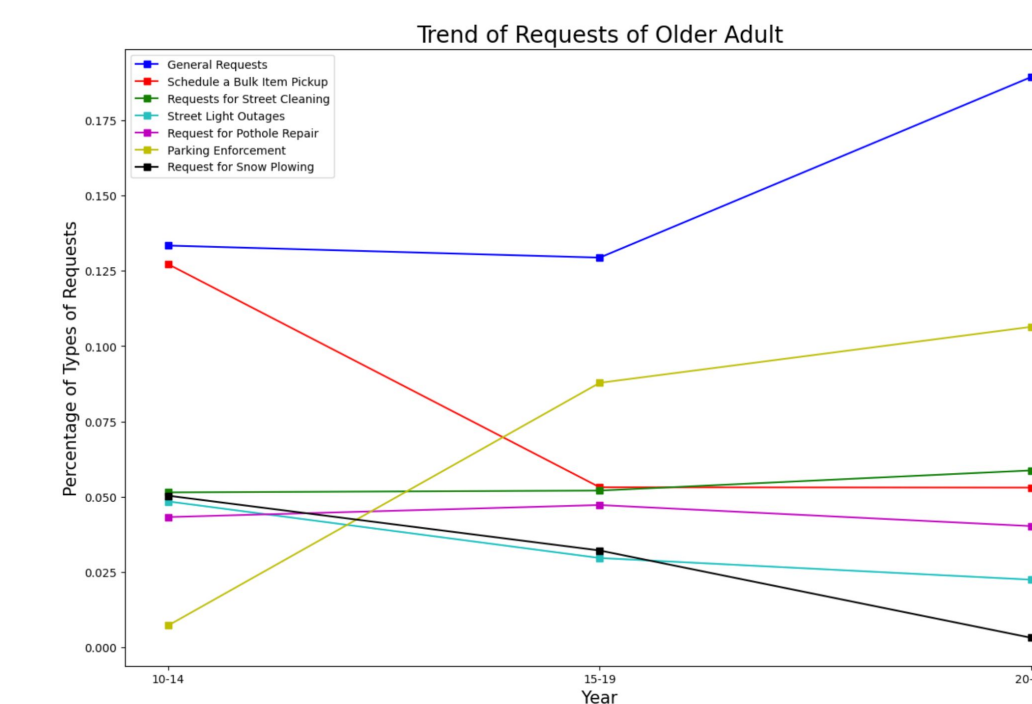


REFLECTIONS

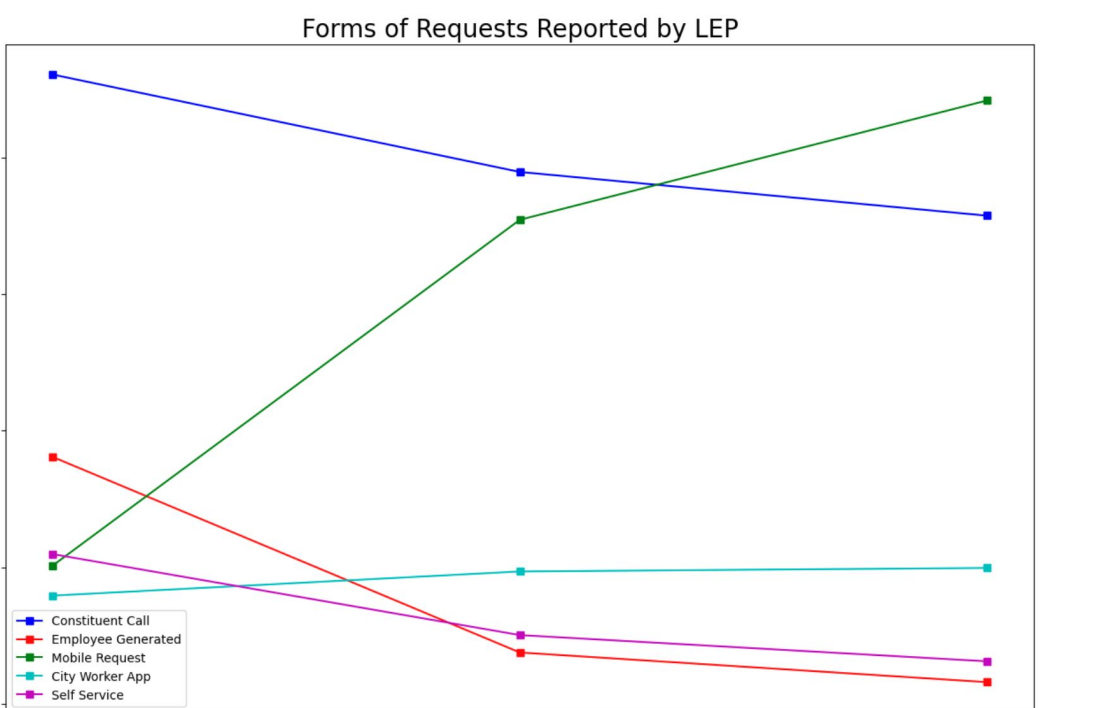
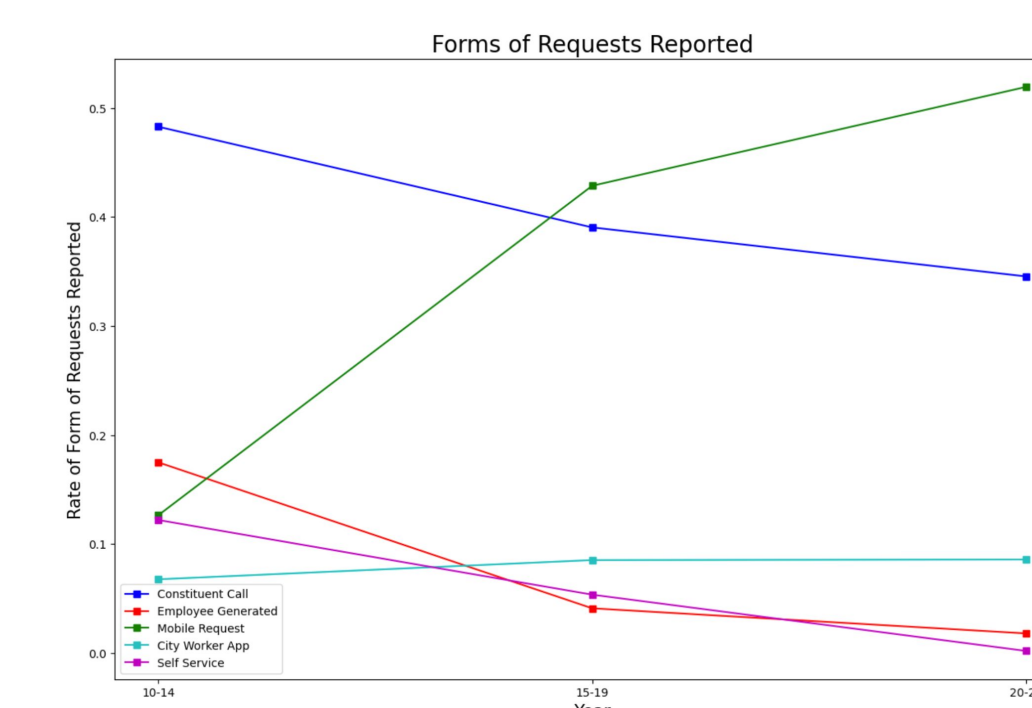
We learned that the number of requests may differ across the areas. In each area, the closure rates of different types of requests can vary a lot.

EXTENTIONS PROJECT RESULTS/DELIVERABLE

● Request types trend of high SVI index areas



● Forms of submission of high SVI index areas



TECH STACK / PROCESSES

Data Analysis: Python, SQL
Visualization: Matplotlib, Microsoft Excel