DSCI 510: Principles of Programming for Informatics

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SafeBite Insights- A Comprehensive Analysis of Restaurant Quality and Safety

1. Introduction

"SafeBite Insights" is an innovative data analysis project that focuses on Los Angeles City and aims to provide a holistic understanding of restaurant quality and safety by merging three crucial datasets: restaurant basic information, reviews dataset from Yelp API, and health inspection dataset from "the County of Los Angeles Open Data". This project delves into the wealth of information available on Yelp, exploring users' reviews and ratings. By combining this user-generated content with local health inspection data, the analysis aims to observe correlations and insights about restaurant quality and safety. In addition, utilize different visualization methods such as Word Cloud and charts to offer comprehensive and precise results for customers. In conclusion, SafeBite Insights bridges the gap between user-generated sentiments on Yelp and official health inspection data and sheds light on the relationship between these variables in the context of Los Angeles City.

2. Data Collection and Processed

a. Data Sources

The project has three datasets: basic restaurant information, reviews dataset from Yelp API, and health inspection dataset from the County of Los Angeles Open Data. In order to gather the restaurant's basic information in Los Angeles City from Yelp API (https://api.yelp.com/v3/businesses/search), I created my account and requested an authorization key. Then, I started a new JSON file to store the restaurant's basic information and used the restaurant's primary ID to find and keep their reviews from another Yelp API (https://api.yelp.com/v3/businesses/+restaurant_id+"/reviews") that provided customer reviews and ratings for the restaurant (Figures 1 and 2). The third dataset I downloaded the restaurant inspection CSV file from "the County of Los Data" (https://data.lacounty.gov/datasets/environmental-health-Angeles Open restaurant-and-market-inventory-09-30-2023-1/about) that included scores, grades, descriptions, and other results in the inspection (Figure 3). There are 50 restaurants with 150 reviews selected in the project.





Figure 1 (Left): Basic restaurant information JSON file Figure 2 (Right): Reviews information JSON file

	Α	В С	D	E	F	G	Н	1	J	K	L	M	N	0	Р	Q	R	S	T
1	serial number	activity facility_name	score	grade	service_c	o service o	le employee	facility_a	facility	citfacility	id facilit	y stafacility zi	owner_id	owner_na	arpe_descrip	program	program	r program	srecord_id
2	DAJ00E07B	12/29/ HABITAT COFFEE SHO	6	95 A		ROUTIN	VIEE00009	3708 N E	LOS	NCFA0170	46CA	90065	OW01781	GLASSE	RESTAU	1631	HABITA	ACTIVE	PR0160774
3	DAQOKRFZB	12/29/CREILLY'S		92 A		ROUTIN	TEE00006	3 100 WOE	LOSA	NCFA0244	69 CA	90045	OW02084	AREAS	SRESTAU	1631	REILLY	SACTIVE	PR0193026
4	DASJI4LUR	12/29/I STREET CHURROS		93 A		ROUTIN	VIEE00008	6801 HO	LOSA	NCFA0224	10 CA	90028	OW02286	STREET	CRESTAU	1630	STREET	ACTIVE	PR0179282
5	DA40LU5AT	12/29/, TRINITI ECHO PARK		94 A		ROUTIN	TEE00009	1814 W S	LOS	NCFA0252	52CA	90026-32	OW02462	AMERIC	RESTAU	1631	TRINITI	IACTIVE	PR0201836
6	DAXV2RMYC	12/29/I POLLEN		94 A		ROUTIN	VIEE000090	2100 ECI	HLOSA	NCFA0252	78 CA	90026	OW02464	POLLEN	RESTAU	1631	POLLEN	ACTIVE	PR0202148
7	DAMV56BMJ	12/29/, THE SPOT GRILL		93 A	1	ROUTIN	VIEE000072	2 10004 NA	LOS	NCFA0245	22 CA	90034	OW02403	LIQUOR	RESTAU	1632	THE SP	INACTI	V PR0193589
8	DAKSJB0AB	12/29/17 ELEVEN #37215A		95 A		ROUTIN	VIEE00008	3330 W E	LOS	NCFA0243	77 CA	90043-470	OW02390	S&UN	FOOD M	1613	7 ELEVI	EIACTIVE	PR0192029
9	DAOOJLNCD	12/29/CPK		91 A		ROUTIN	VIEE00006	100 WOE	LOSA	NCFA0225	92 CA	90045	OW02084	AREAS	SRESTAU	1638	CPK	ACTIVE	PR0181243
10	DAACRFWTS	12/29/IPHO LALA		95 A		ROUTIN	VIEE000069	3500 W 6	LOSA	NCFA0248	96CA	90020	OW02432	VANILL	RESTAU	1632	PHO LA	LACTIVE	PR0197670
11	DAEIJXAWW	12/29/LABC DONUTS		91 A		ROUTIN	VIEE00009	3027 N S	LOSA	NCFA0002	76CA	90065	OW00263	NOUNG	RESTAU	1631	ABC DO	DIACTIVE	PR0045001
12	DAHKJFBMR	12/28/LUPSTAIRS		95 A		ROUTIN	VIEE000058	3707 N C	LOSA	NCFA0137	9ECA	91604	OW01014	CLARIT	TRESTAU	1635	UPSTAI	RACTIVE	PR0122211
13	DASL610Z3	12/28/JEL POLLO LOCO		97 A		ROUTIN	TI EE0000085	5319 W S	LOSA	NCFA0021	23 CA	90027	OW00108	EL POLI	RESTAU	1635	EL POLI	LACTIVE	PR0028596
14	DAYOUBUYG	12/28/ POONG NYUN BAKER	1	95 A		ROUTIN	VIEE000008	928 S W	LOSA	NCFA0044	97 CA	90006	OW00193	KIM, JU	RESTAU	1632	POONG	TACTIVE	PR0036485
15	DA3N76M8U	12/28/JEMC RESTAURANT GR	3	90 A		ROUTIN	TI EE000069	3500 W 6	LOSA	NCFA0163	11CA	90020	OW01267	EMC RE	SRESTAU	1638	EMC RE	SACTIVE	PR0151290
16	DAK90PBPD	12/28/POPULAR DONUTS		90 A		ROUTIN	VIEE000072	3614 W S	LOS	NCFA0044	44CA	90043	OW00206	LAM, TA	A RESTAU	1631	POPULA	ALACTIVE	PR0046358
17	DAA1OISIX	12/28/ CUSCATLECA BAKER	5	92 A		ROUTIN	VIEE00009	2501 W S	LOSA	NCFA0138	65 CA	90026	OW01019	CUSCAT	RESTAU	1631	CUSCA	TACTIVE	PR0123010
18	DAFXWIUCE	12/28/I FOOD COURT TRAY W	r	98 A		ROUTIN	VIEE000085	928 S W	LOSA	NCFA0062	18CA	90006	OW00198	KOREN	RESTAU	1630	FOOD 0	XACTIVE	PR0011022
19	DAH1WNPMC	12/28/ HMS BOUNTY		97 A		ROUTIN	VIEE00006	3357 WII	LOSA	NCFA0027	72 CA	90010	OW00064	CASTAN	RESTAU	1638	HMS BO	DIACTIVE	PR0023442
20	DAKBEMZRR	12/28/17 ELEVEN #27069		85 B		ROUTIN	VIEE000033	3 11666 W	LOSA	NCFA0047	44 CA	90064	OW00263	NRG CO	DIFOOD M	1613	7-ELEV	EINACTI	V PR0007905
21	DACQXFMEG	12/28/ AN'S CHAN BANG		97 A		ROUTIN	VIEE00001	244 S O 2	LOSA	NCFA0225	4ECA	90004	OW02297	AN'S CE	RESTAU	1632	AN'S CI	LACTIVE	PR0180803
22	DATY0A05H	12/28/IMURAKAMI		92 A		ROUTIN	VIEE000095	7160 ME	LOSA	ANCFA0138	42CA	90046	OW01017	TADASE	HRESTAU	1638	MURAI	ACTIVE	PR0122742
23	DAFOGFYS4	12/28/I DELTA SKY CLUB T3		93 A		ROUTIN	VIEE00006	300 WOE	LOSA	NCFA0248	07.CA	90045	OW02425	DELTA	ARESTAU	1637	DELTA	SACTIVE	PR0196711
24	DAWIMW6RR	12/28/CRYSTAL CAFE		91 A		ROUTIN	VIEE000069	3500 W 6	LOS	NCFA0010	34CA	90005	OW00091	CRYSTA	RESTAU	1631	CRYST	ACTIVE	PR0037360
25	DAS9HSZUC	12/28/ ORANGE TREE CAFE		92 A		ROUTIN	VIEE000069	3500 W 6	LOSA	NCFA0043	26CA	90010	OW00167	HWANC	RESTAU	1631	ORANG	EACTIVE	PR0017543
26	DAASUGWDB	12/28/, CAMY'S GRILL		93 A		ROUTIN	VIEE00006	3339 WII	LOS	NCFA0164	01CA	90010	OW01274	HUMBE	FRESTAU	1635	CAMY	ACTIVE	PR0152251
27	DAIKIC6SX	12/28/ SABORES DEL PERU		82 B		ROUTIN	11 EE00003	1015 WA	ILOS A	NCFA0242	97 CA	90015-23	OW02384	CESAR	CRESTAU	1632	SABOR	EACTIVE	PR0191187
20	DARGADDIII	10000 A CARE DE OHAVA		01 A		DOUTE	11.0000000	7110 142	TACL	MCEAGGS.	scion.	00046	OW00113	EHABAR	DECTAIN	1625	MOATE	ACTUE	DD00031390

Figure 3: Restaurant inspection information CSV file

b. Data Cleaning

There are four steps that each dataset needs to process: handling missing values, removing duplicates, converting data into a structured format, and converting string to lowercase. In order to complete the steps, utilize the "replace_nan_value", "drop_duplicate()," "to_numeric()," and "lower()" functions to those JSON and CSV files. For the "replace_nan_value" function, I built it as an individual function, for both two JSON files have list and dictionary values. The "Replace_nan_value" function can identify the value and eventually set the value to the empty value (Figure 4).

Figure 4: The "Replace_nan_value" function in clean_data.py

c. Challenges

One of the challenges in the project is that it is difficult to read the JSON file. To deal with this problem, I downloaded Firefox web browser to open all JSON files, and it works. Another challenge is that Yelp API only offers three reviews in one restaurant, so that the reviews samples are less and not enough. Unfortunately, I cannot solve this problem, but I gather more restaurants detailed information and refrain from running analyses that will impacted by this reason. Although facing these challenges, I did not change my original plan: analyze the correlation and insights about restaurant quality and safety.

3. Data analysis and Visualization

a. Analysis Techniques and Findings

(1) Sentiment Analysis of Reviews

The sentiment analysis technique uses TextBlob to identify customer reviews as positive, negative, or neutral and provide the sentiment score. The finding in sentiment analysis of reviews is that positive sentiment reviews were prevalent, contributing to a high overall positive sentiment score. The Word Cloud visualization showcased frequently mentioned words, emphasizing aspects like 'service,' 'ambiance,' and 'cleanliness.'

(2) Correlation Analysis - Yelp Ratings vs. Sentiment Scores

The correlation analysis use the matplotlib library and calculate the Pearson correlation coefficient between restaurant ratings and sentiment scores. The finding in correlation analysis is that a moderate positive correlation (0.357) was observed, indicating a connection between user satisfaction and sentiment. The scatter plot with a fitted linear regression line illustrated the relationship between numerical ratings and sentiment scores.

(3) Correlation Analysis - Inspection Scores vs. Yelp Ratings

The correlation analysis techniques use the seaborn library to plot the regression results and calculate the Pearson correlation coefficient between inspection scores and Yelp ratings. The finding in the regression plot demonstrated a positive correlation between restaurant ratings and inspection scores. The correlation coefficient was found to be 0.346, indicating a moderate positive relationship.

(4) Language Distribution Analysis

The language distribution analysis techniques use the matplotlib library to display the distribution of possible languages among restaurant reviews. The finding in the pie chart illustrated the prevalence of English in restaurant reviews, with a diverse representation of other languages. This insight is crucial for understanding the linguistic diversity of customer feedback.

(5) Comprehensive Analysis - Merged DataFrames

The comprehensive analysis techniques use the Pandas library to merge the datasets and utilize the seaborn library to create a pair plot and a heatmap. The finding in the merged DataFrame provided an integrated view, facilitating the examination of relationships between various attributes. The pair plot and correlation matrix heatmap revealed correlations between numerical variables, offering a deeper understanding of interdependencies.

b. Description of Figures

(1) Word cloud for restaurant reviews versus inspection

The restaurant reviews word cloud is set by customers' review text, and descriptions are set from the organization of the inspection word cloud. Utilize the Word Cloud library; all of the word sizes correspond to word frequency and provide the concern of reviews and inspection descriptions (Figures 5 and 6).



Figure 5 (Left): Word Cloud of reviews

Figure 6 (Right): Word Cloud of inspection description

(2) Sentiment scores versus Numerical scores (customers' ratings) plot

Utilized a scatter plot with a fitted linear regression line to showcase the relationship between sentiment scores and numerical ratings. Each point represents a restaurant, and the regression line indicates the trend in sentiment concerning numerical ratings (Figure 7).

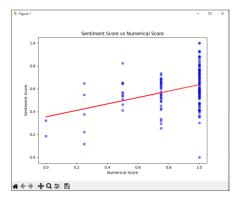


Figure 7: Sentiment Score vs Numerical Score

(3) Regression Plot of Inspection Score vs. Restaurant Score

Presented a regression plot to visualize the correlation between health inspection scores and restaurant ratings. Scatter points represent individual restaurants, and the plotted regression line illustrates the overall trend (Figure 8). Due to the restaurant's ratings only having 4.0 and 4.5, the distribution of points range is extreme.

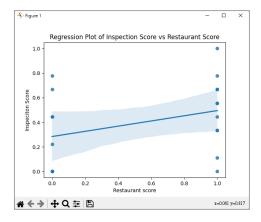


Figure 8: Regression Plot of Inspection Score vs Restaurant Score

(4) Language Distribution Pie Chart

Pie chart showcasing the distribution of possible languages among restaurant reviews. Slices represent different languages, with accompanying labels indicating the percentage of reviews in each language (Figure 9). For instance, 'en' means English, and 'fr' means French.

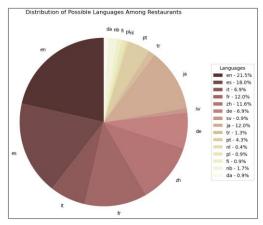
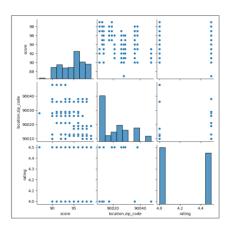


Figure 9: Distribution of Possible Languages among Restaurants

(5) Pair Plot and Correlation Matrix Heatmap

I utilized pair plots and a correlation matrix Heatmap in the merged DataFrame to explore relationships between numerical variables such as inspection score, restaurant zip code, and rating. Diagonal histograms show the distribution of individual variables, while scatter plots and the Heatmap visualize correlations between pairs of variables (Figures 10 and 11).



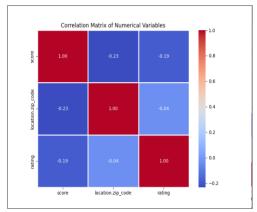


Figure 10 (Left): Pair Plot for inspection score, restaurant zip code, and rating Figure 11 (Right): Heatmap for inspection score, restaurant zip code, and rating

c. Observations and Conclusion

Four observations are displayed in the analyses. First, the word Cloud in inspection descriptions and restaurant reviews shows customers care more about the food, service, and place. In contrast, an inspection organization focuses on the restaurant's environment, such as the quality of the seats. Second, the positive correlation between Yelp ratings and sentiment scores suggests that higher numerical ratings align with more positive sentiments in reviews. Third, the correlation between health inspection scores and Yelp ratings indicates a moderate positive relationship, emphasizing the potential connection between public perception and regulatory compliance. Lastly, the language distribution analysis highlights the linguistic diversity of customer feedback, with English being the predominant language.

d. Impact of Findings

Three findings that can be found in the analysis results are consumer empowerment, regulatory awareness, and diverse feedback understanding. Consumer empowerment means that consumers can gain insights into the relationships between user satisfaction, sentiment, and objective health inspection scores, aiding informed decision-making. Regulatory awareness means restaurants can better understand the correlation between customer satisfaction and inspection outcomes, promoting proactive measures to enhance both. Diverse feedback understanding means that the language distribution analysis provides a nuanced understanding of the linguistic diversity in customer reviews, facilitating targeted engagement strategies. In conclusion, these analyses contribute to a holistic understanding of the Los Angeles restaurant landscape, bridging user sentiments, health inspection outcomes, and linguistic diversity to benefit consumers, restaurateurs, and regulatory authorities.

4. Future Work

For the data aspect, I will seek more restaurant reviews and inspection information, for there are not many restaurants match in both restaurant information from Yelp API and inspections, which makes the regression plot of inspection scores and restaurant ratings does not have many samples to calculate and might impact their results. In addition, I will incorporate external factors, such as economic conditions and public events, on restaurant quality and safety, offering a more comprehensive understanding for customers. Eventually, I will develop an interactive user interface to allow users to dynamically explore and visualize the data.