

Some Prior Information

Since the entries in data are inconsistent and we had to modify a few things

1. Added Resolution Time Column
2. Changed all negative values in Resolution Time column to be equal to 0
3. Combined NAN and ' ' (space character string) value in neighborhoods into one unique name 'No Neighborhood Data'
4. For questions that involve QUEUE, we had to apply custom grouping for queues in PWDx department, where needed. (The Group Name was a keyword that appeared the most in distinct queues, i.e. group district involves all the queues where district was the dominant keyword)

PowerBI

Link to PowerBI Report

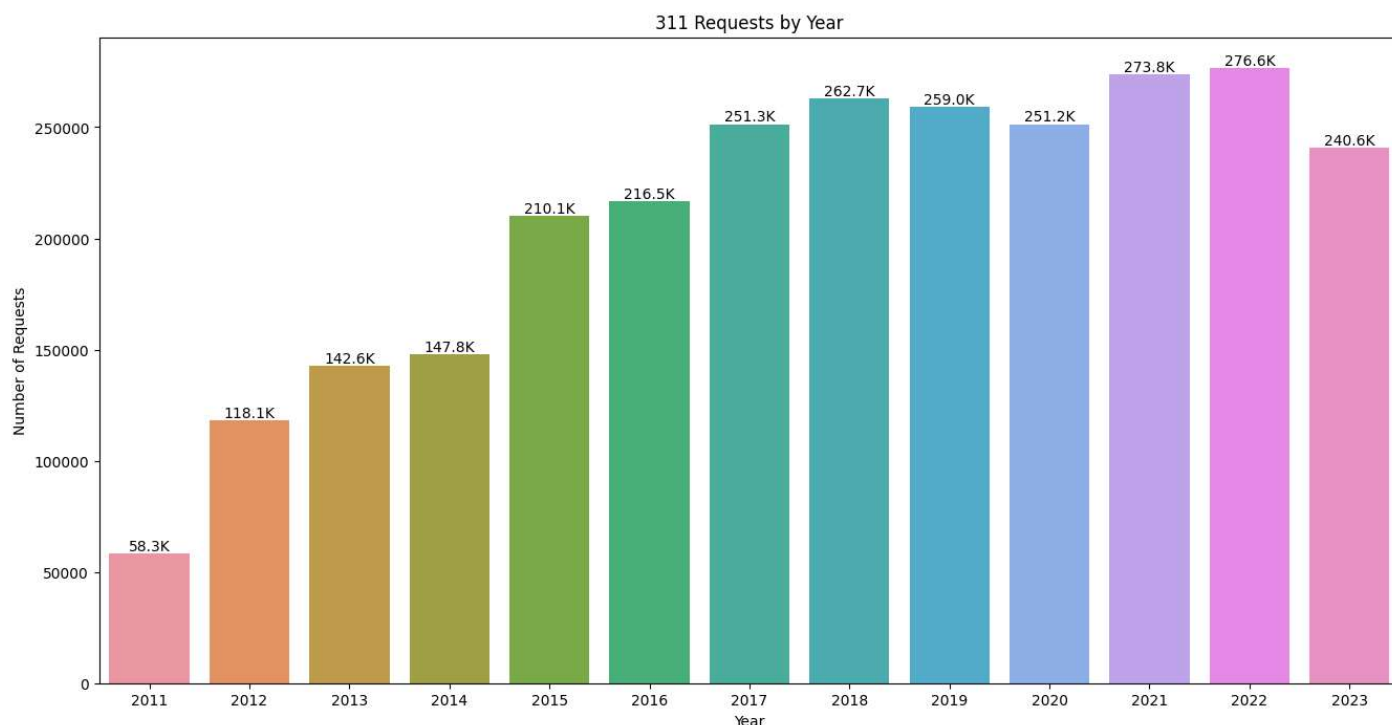
Link: <https://app.powerbi.com/reportEmbed?reportId=41b83596-6c42-48c1-9d28-9b7e48622637&autoAuth=true&ctid=8826d2d1-cf01-4ed7-8ba7-baa6f836f7a5>

PowerBI Comments

PowerBI work was done by a different member, and some slight differences in data processing still exist.

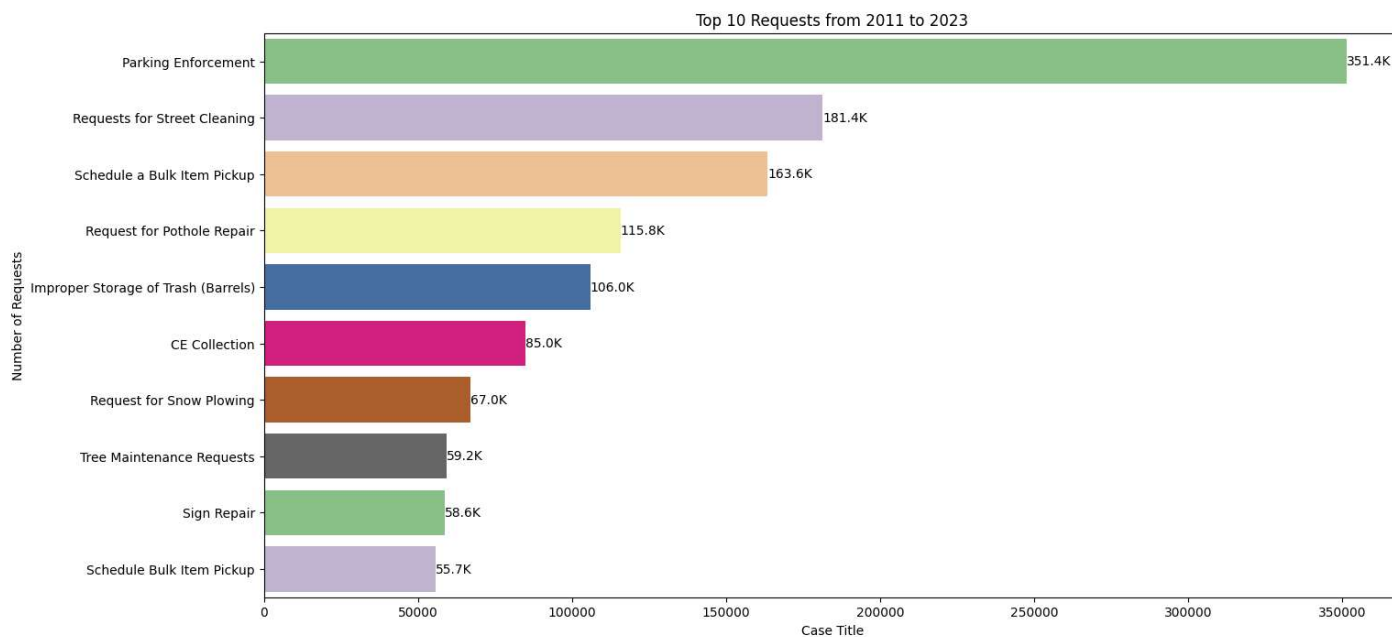
1. Resolution time column exists, but it is a double type column, that refers to days. Negative values are still changed to 0.
2. Queue grouping was not changed.
3. The text in closure reason was changed to a single word based on a combination of data exploration and the provided data dictionary.

What is the total volume of requests per year, or how many 311 requests is the city receiving per year?

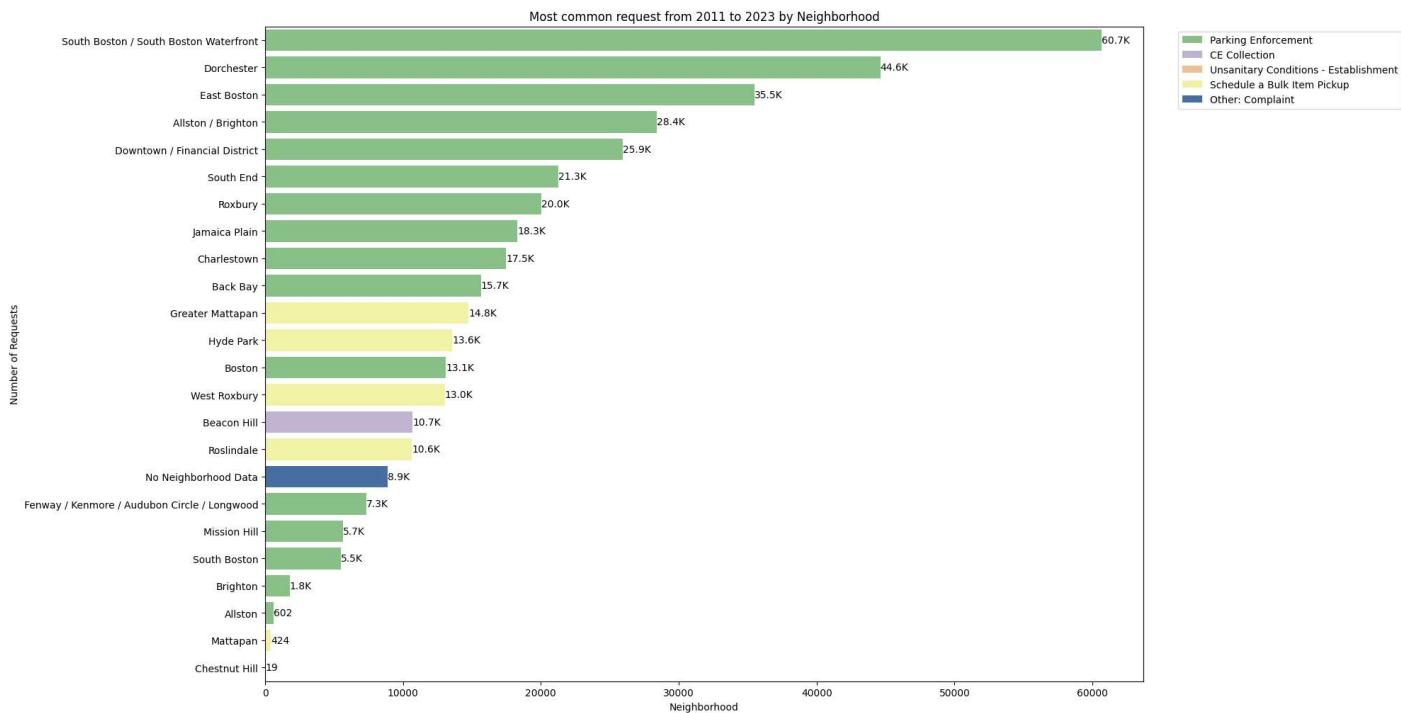


Which service requests are most common for the city overall AND by NEIGHBORHOOD and how is this changing year over year by SUBJECT (department), REASON, QUEUE?

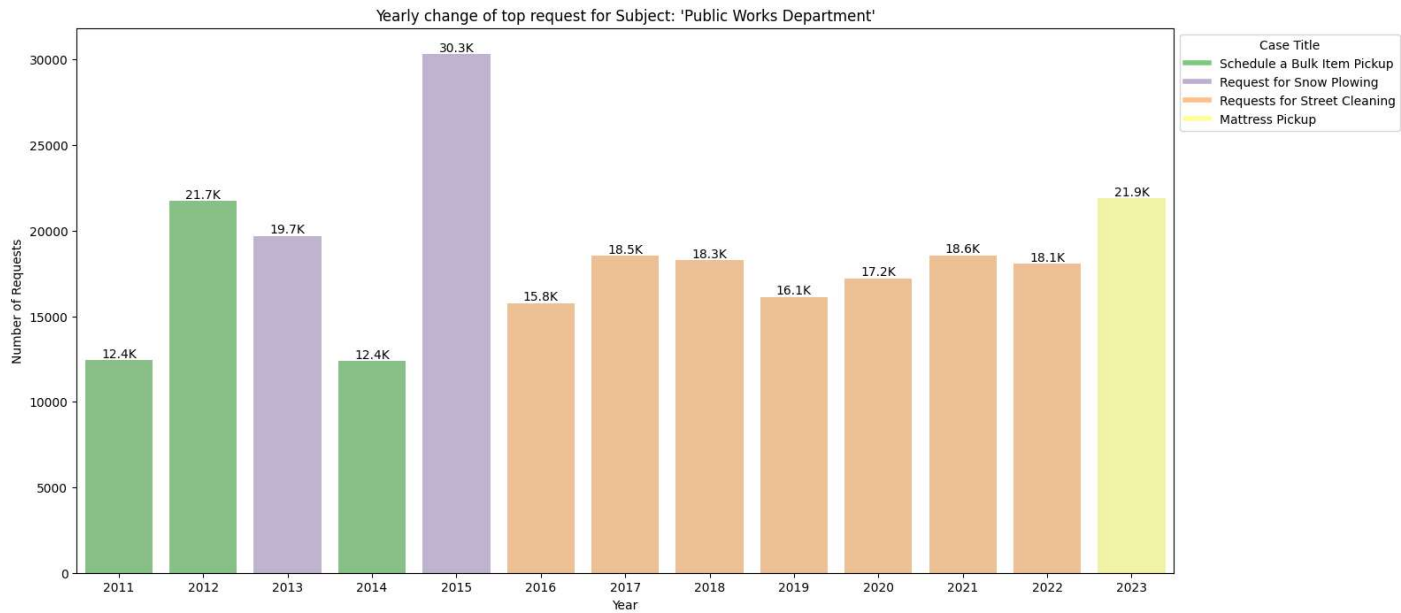
Overall



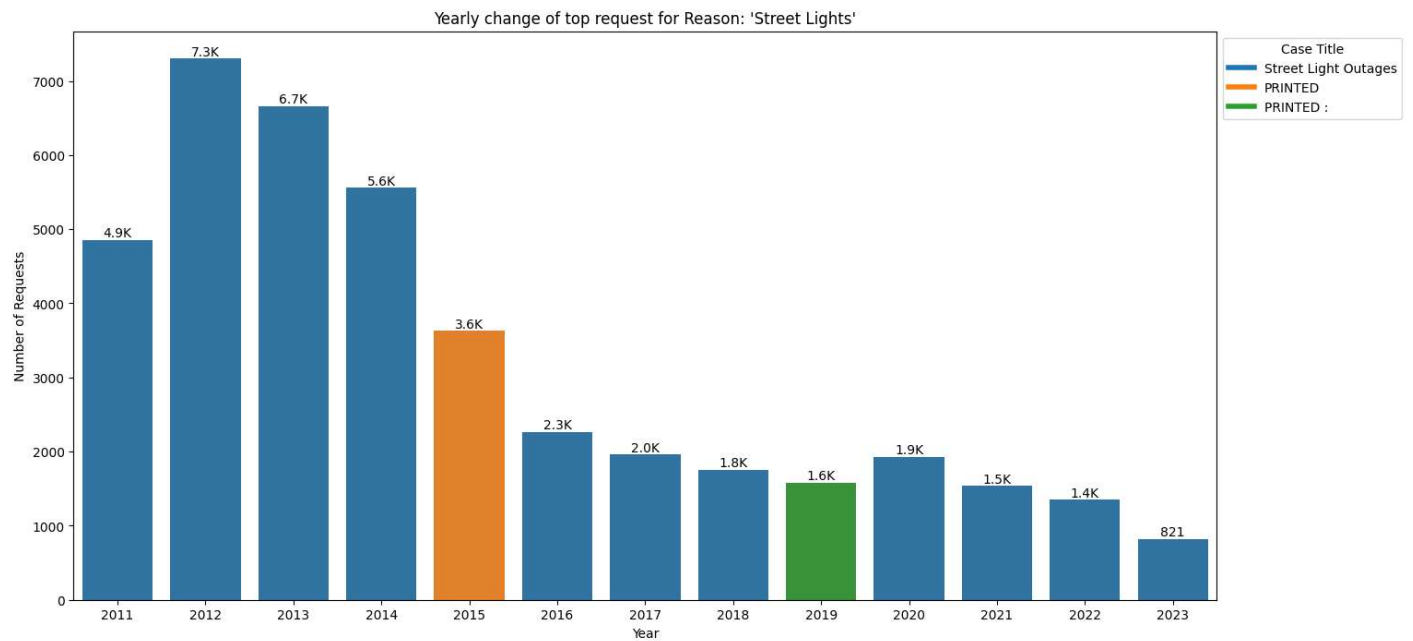
By Neighborhood



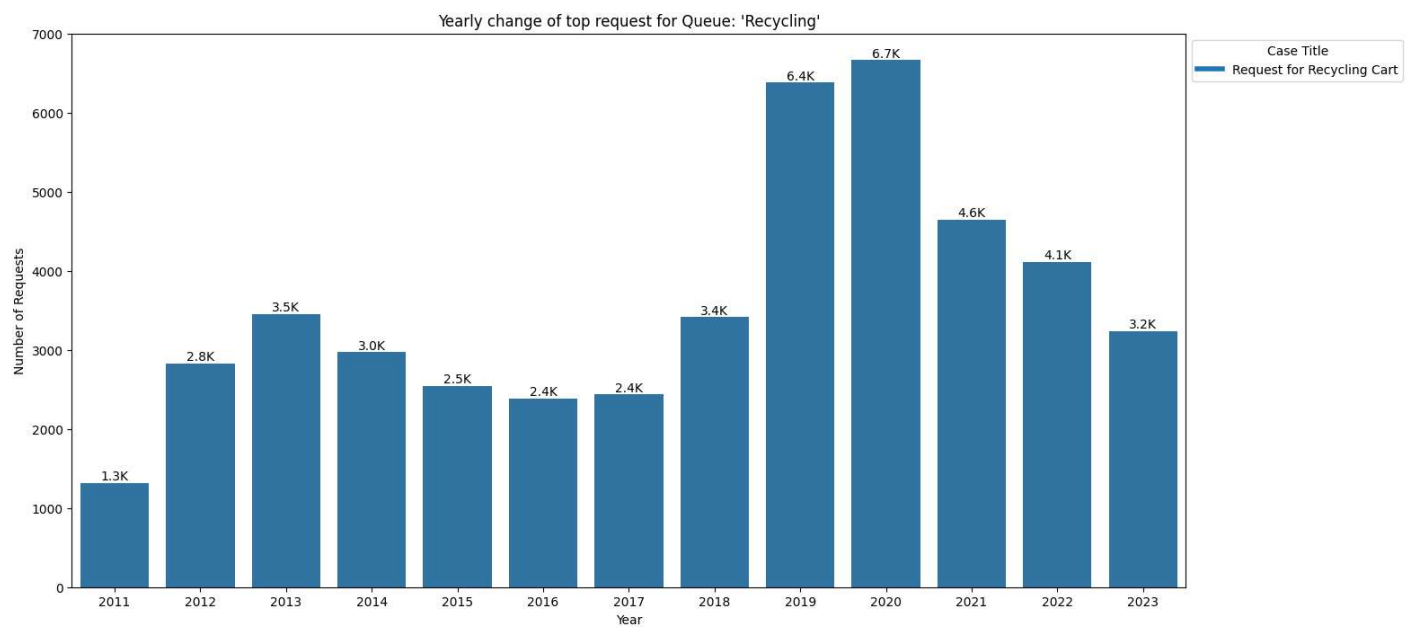
By SUBJECT



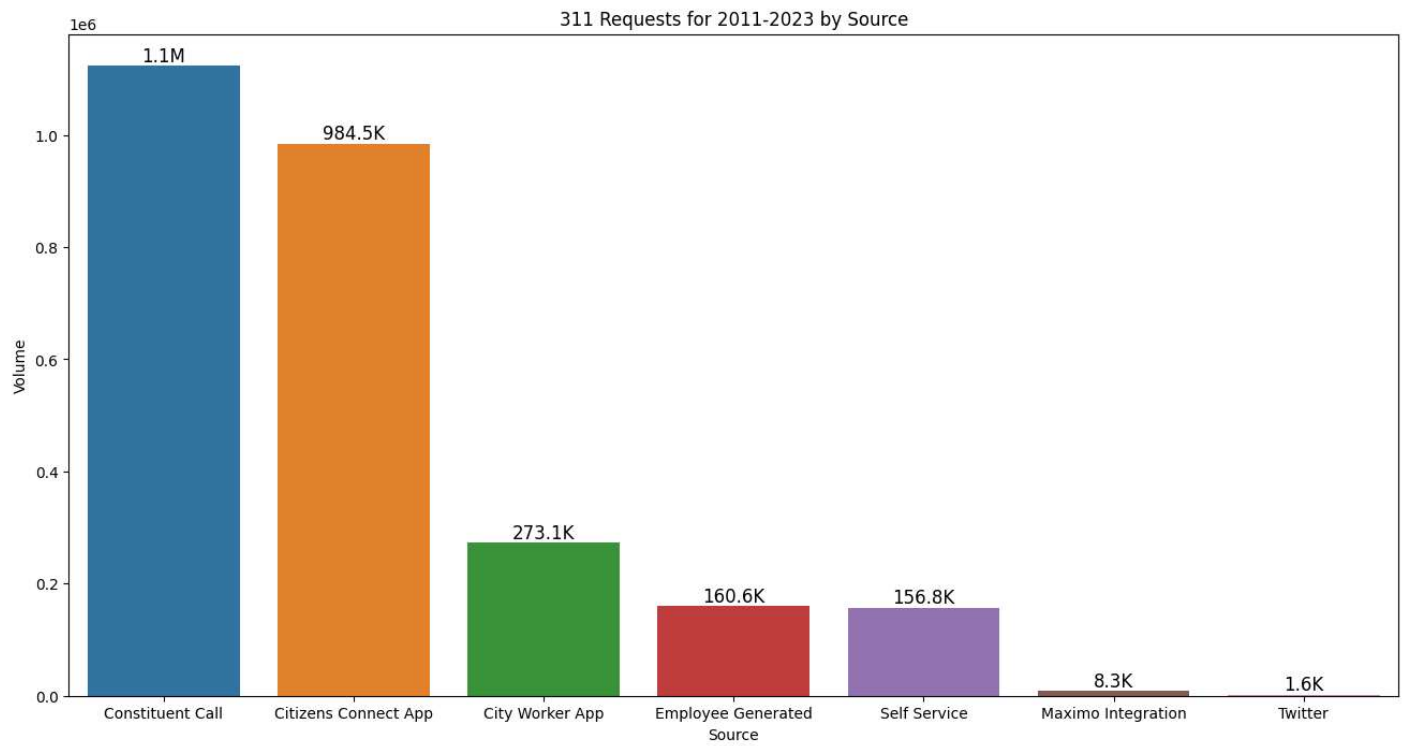
By REASON



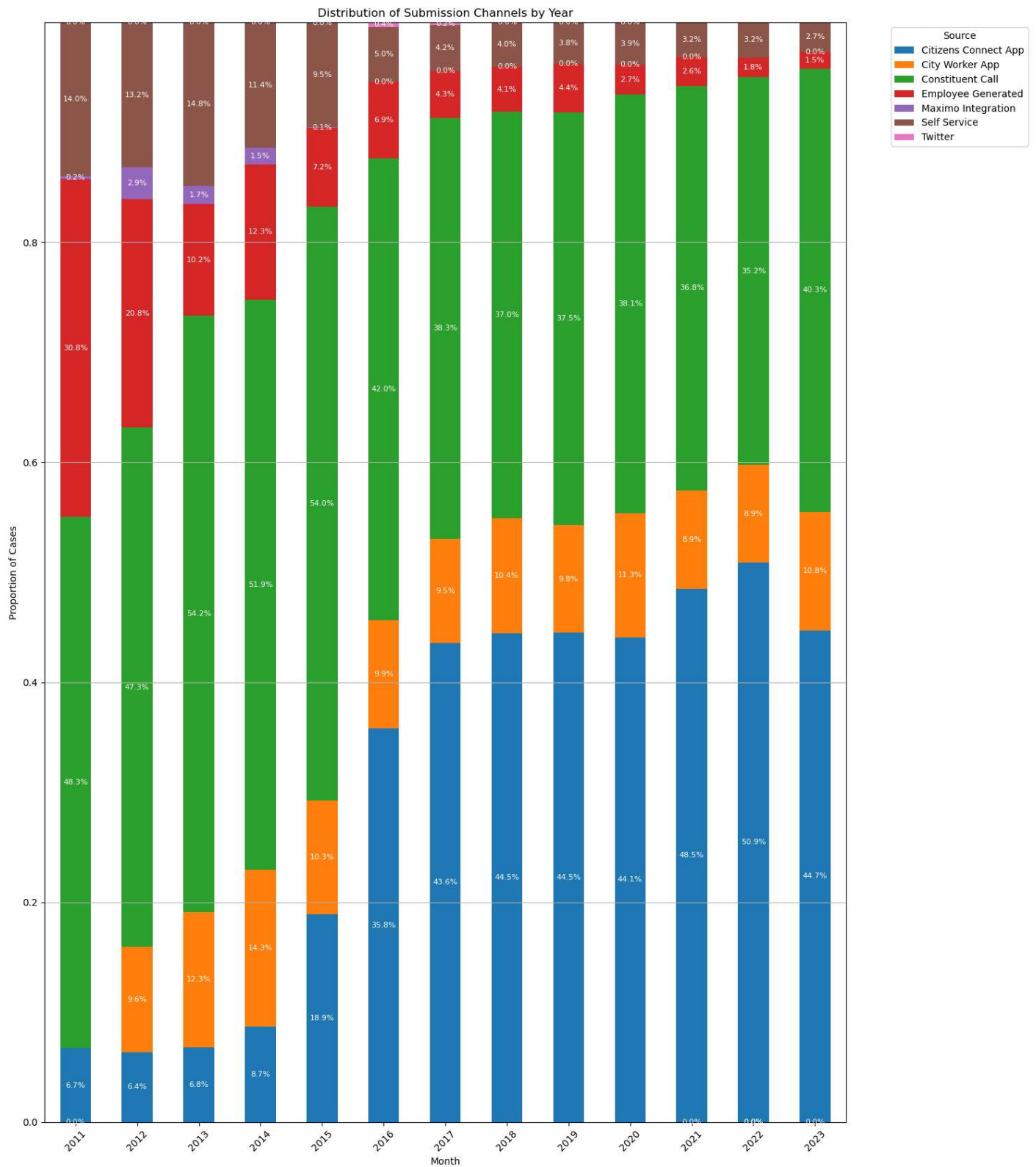
By QUEUE



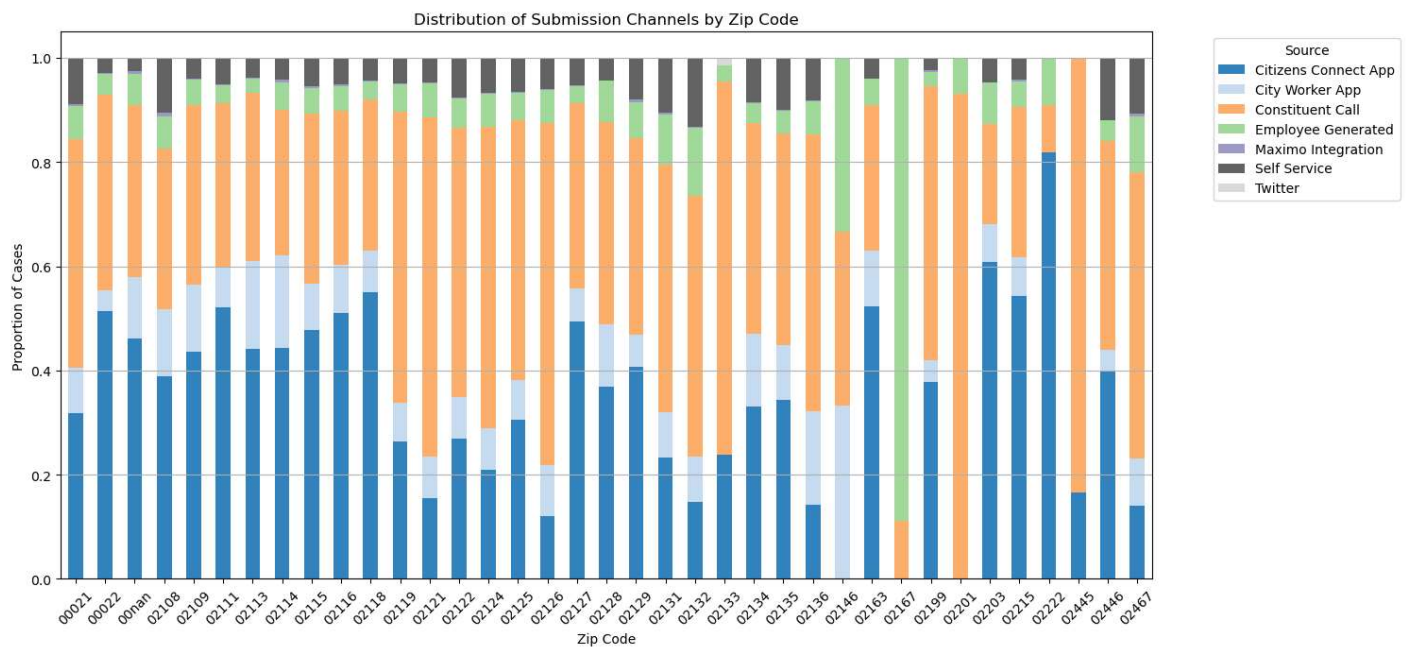
How is the case volume changing by submission channel SOURCE?



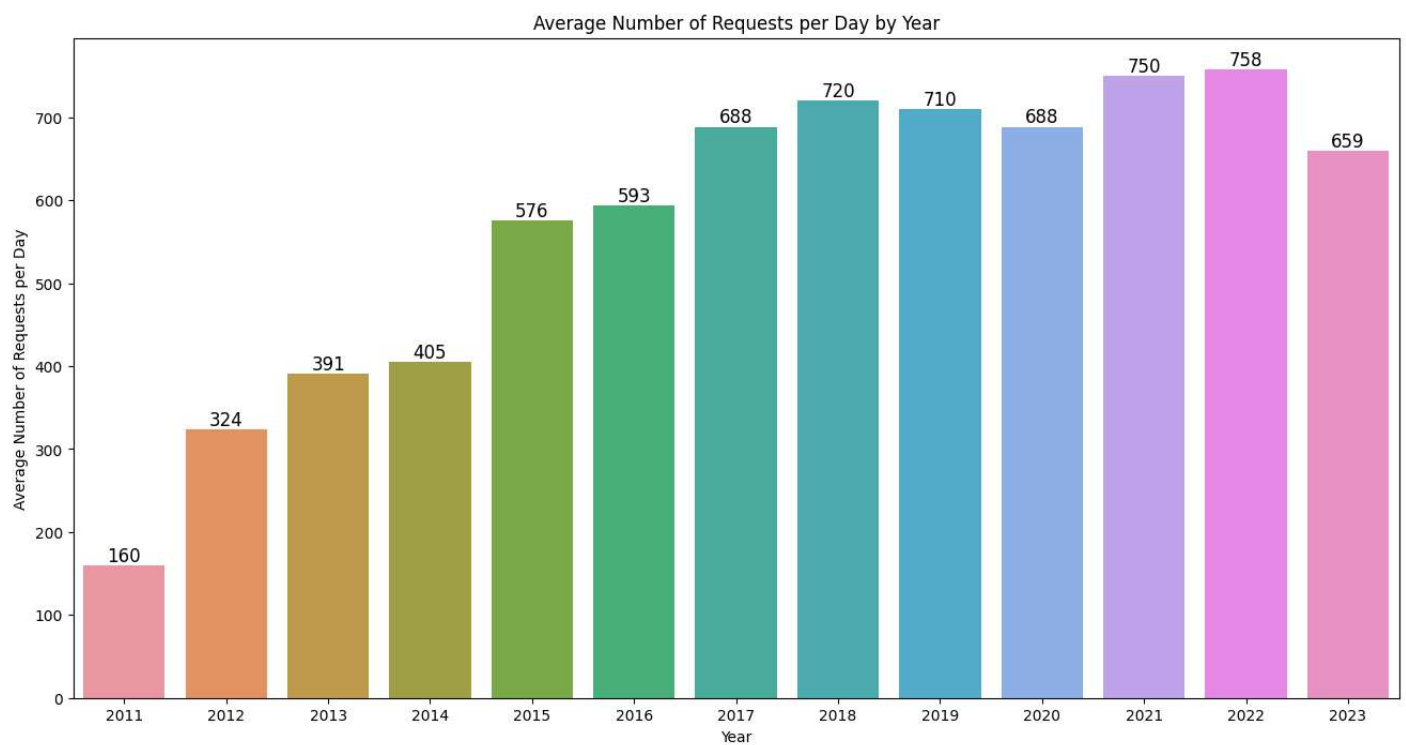
Yearly Volume By Source



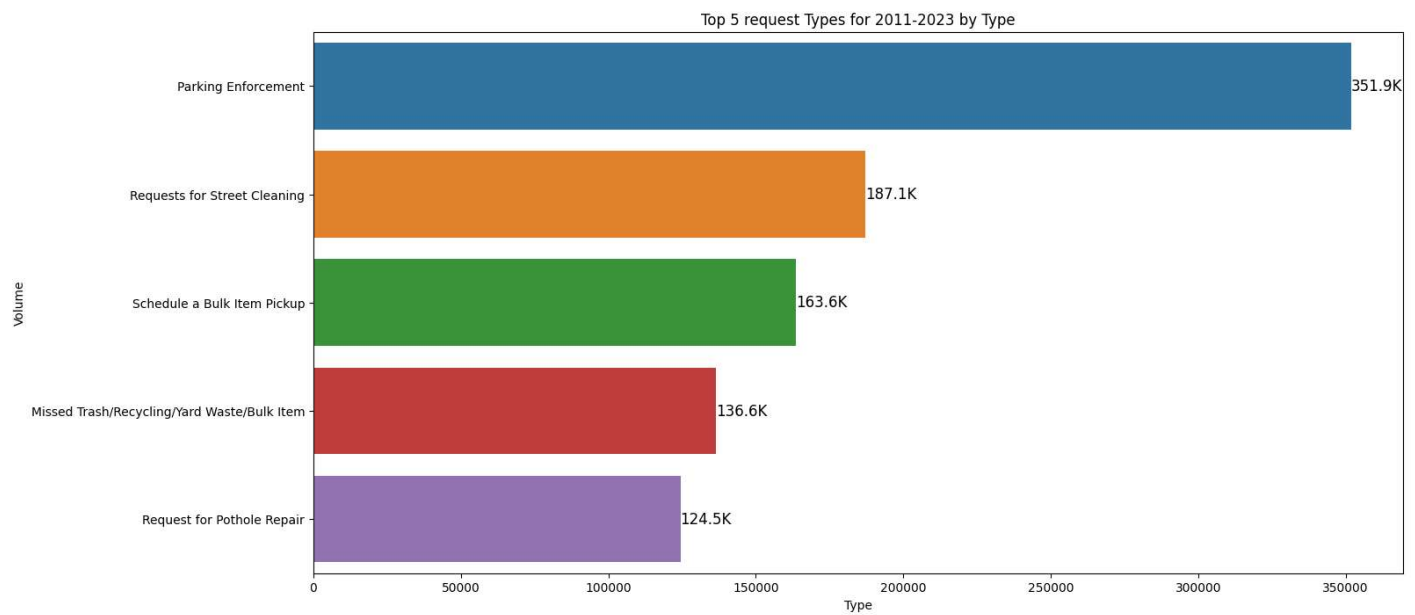
What correlation does Zip Code and Source carry?



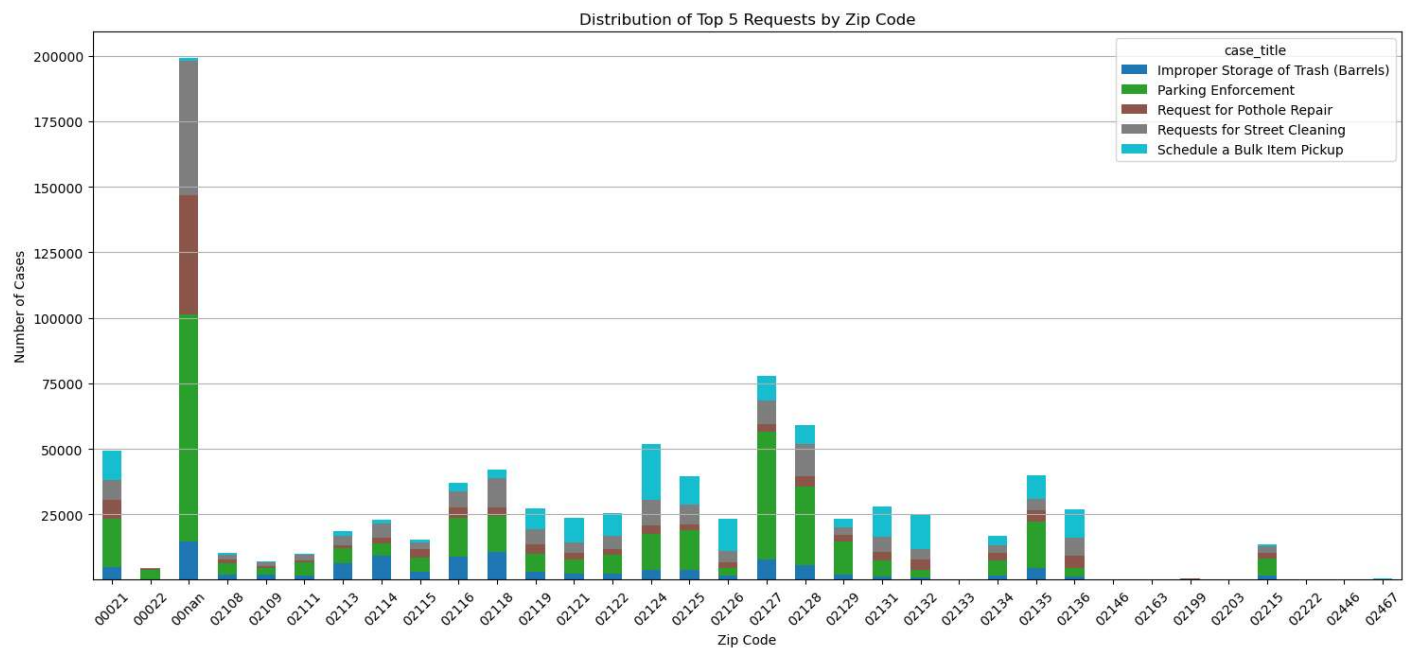
What is the average # of daily contacts by year?



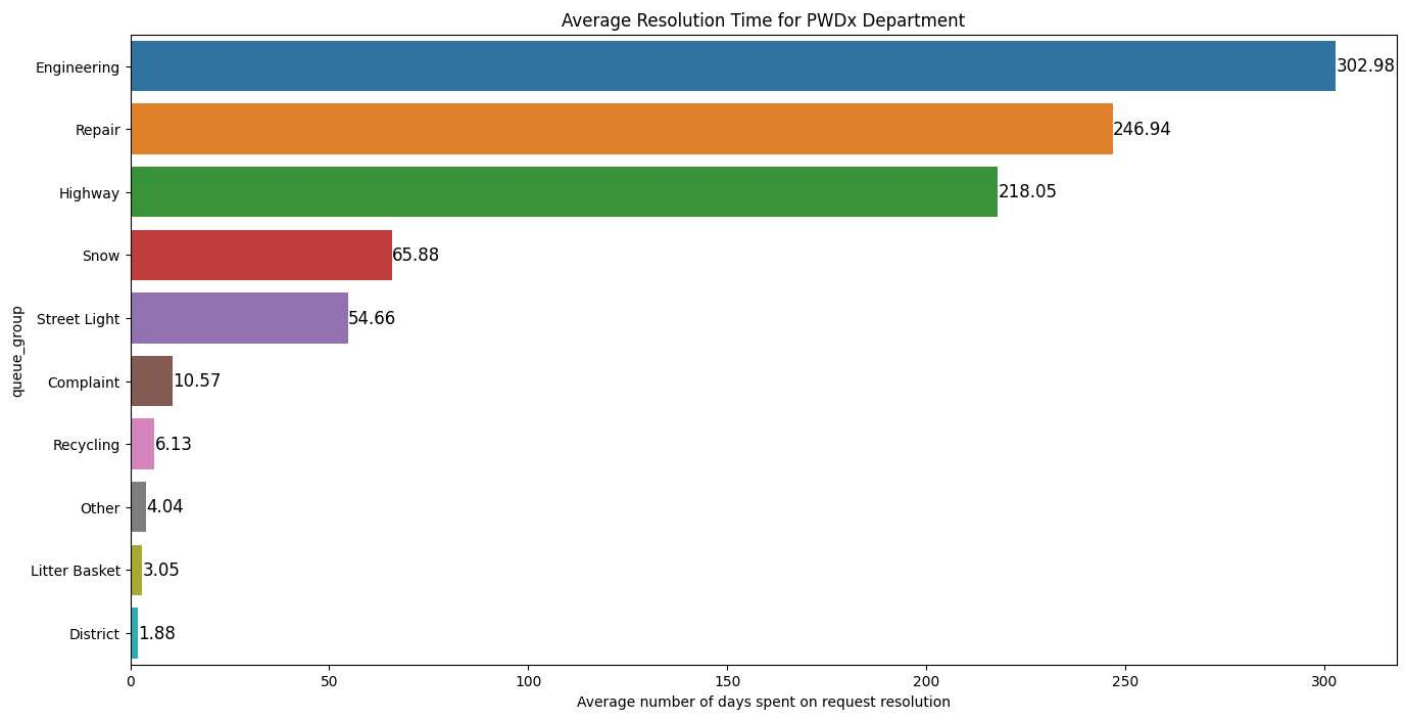
Volume of top 5 request types (TYPE)



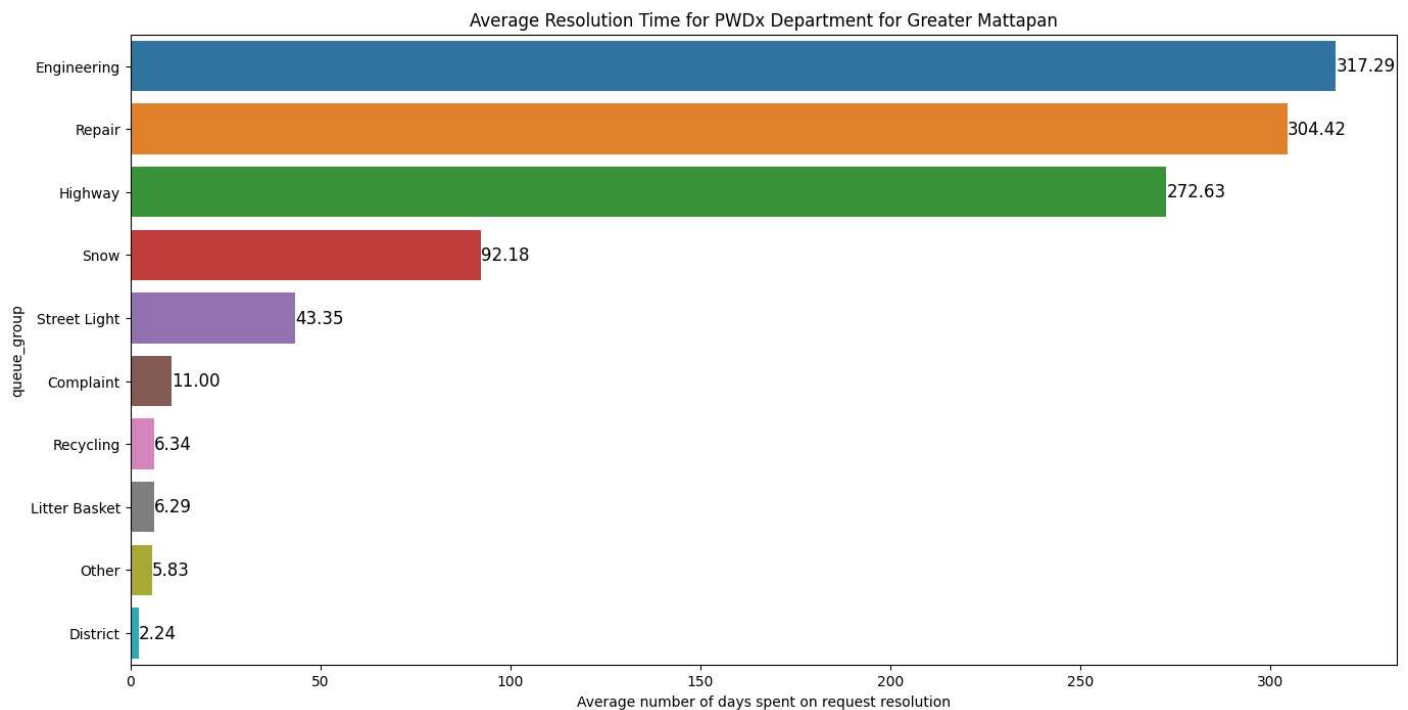
Volume of top 5 by Zip Code



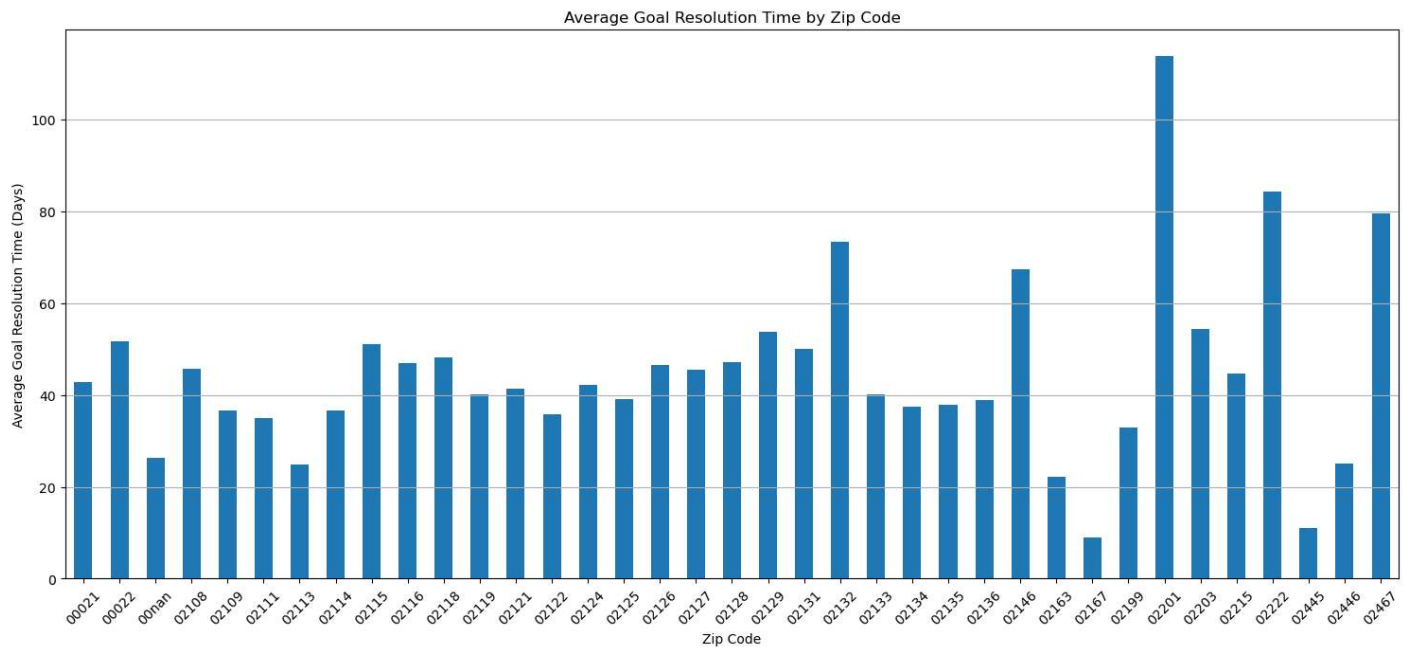
Average goal resolution time by QUEUE



Average goal resolution time by QUEUE and neighborhood

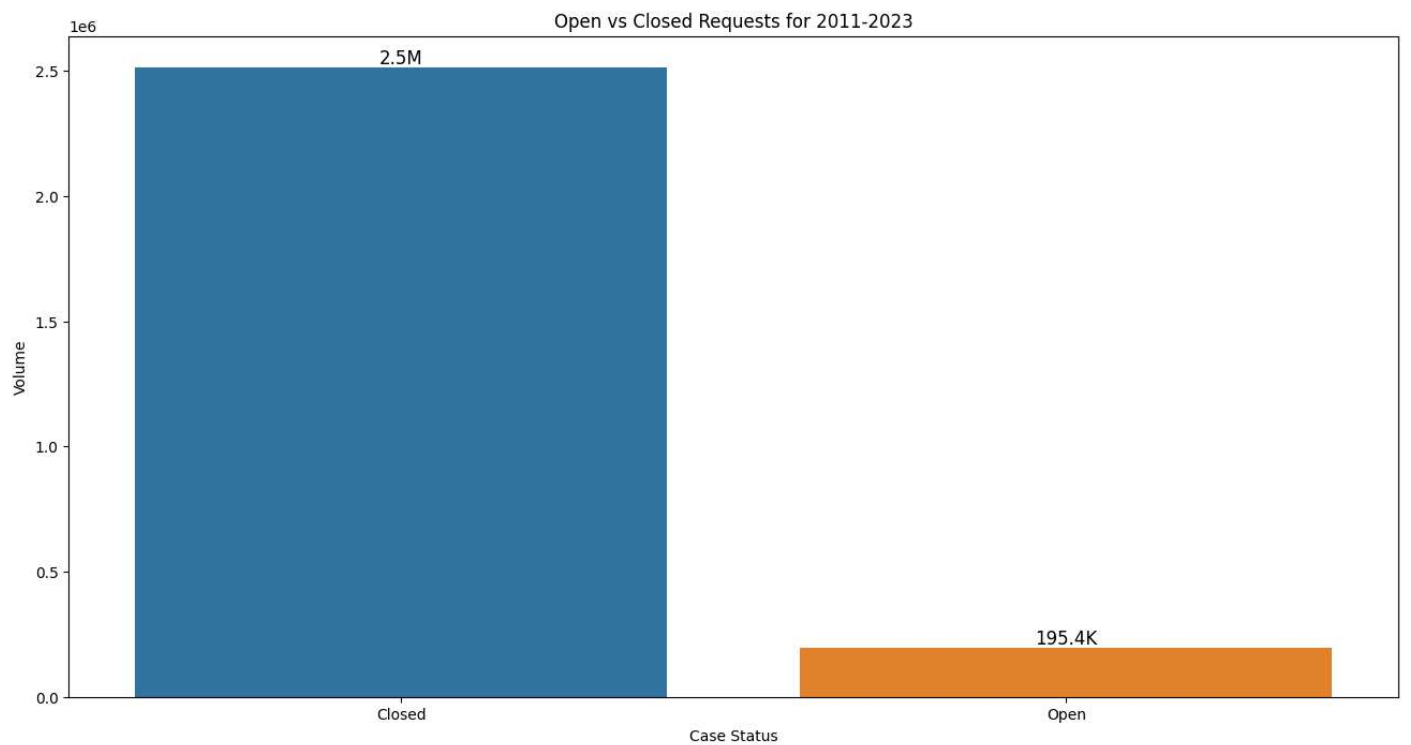


Average goal resolution time by Zip Code

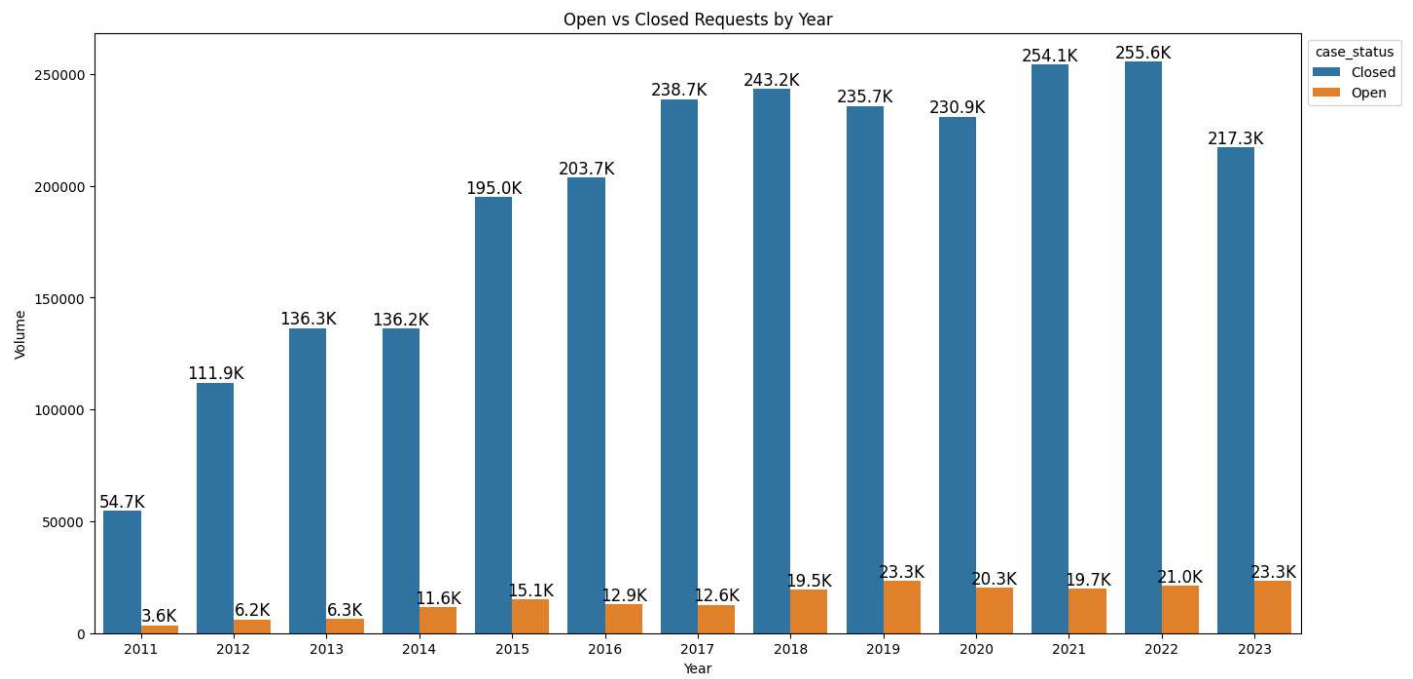


What % of service requests are closed (CLOSED_DT or CASE_STATUS) vs. no data (CASE_STATUS = null) vs. unresolved (CASE_STATUS = open)?

Overall



By Year



By Year (proportion)

