

Preliminary Analysis

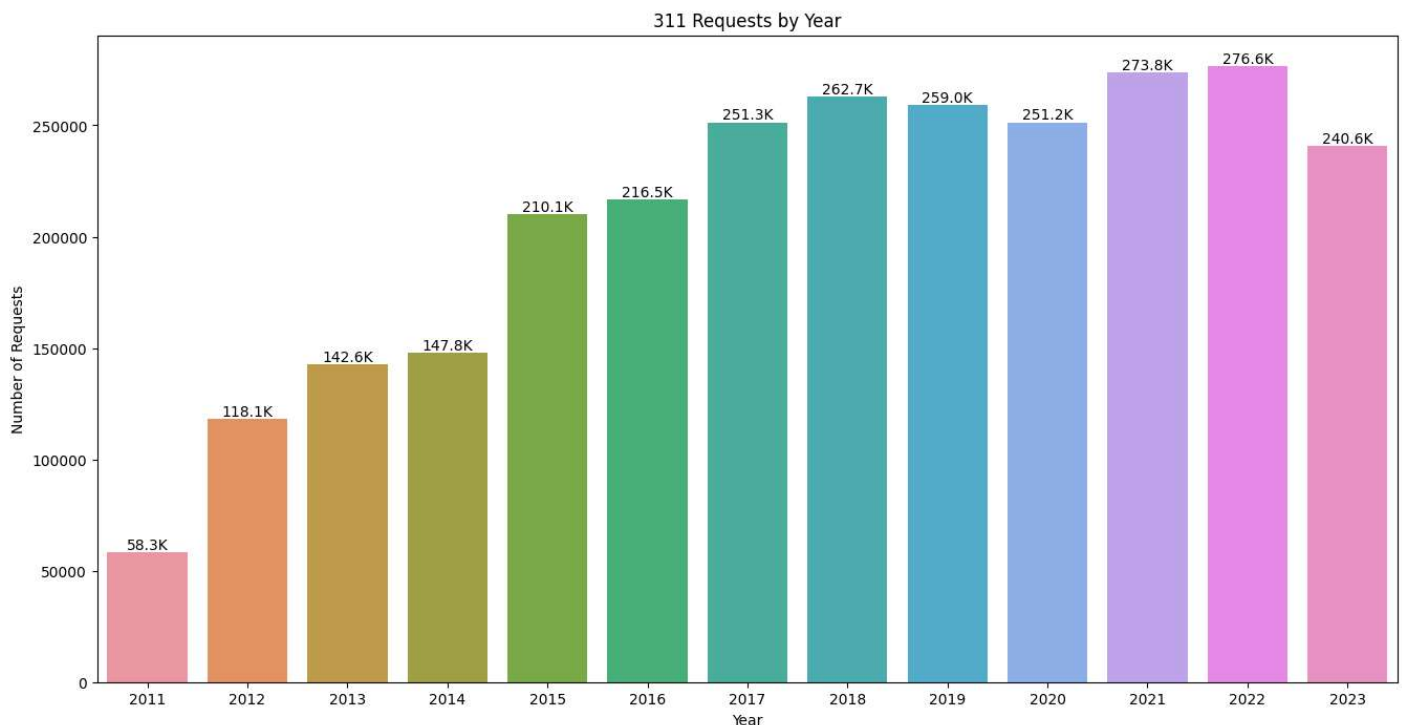
Base Questions

Some Prior Information

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

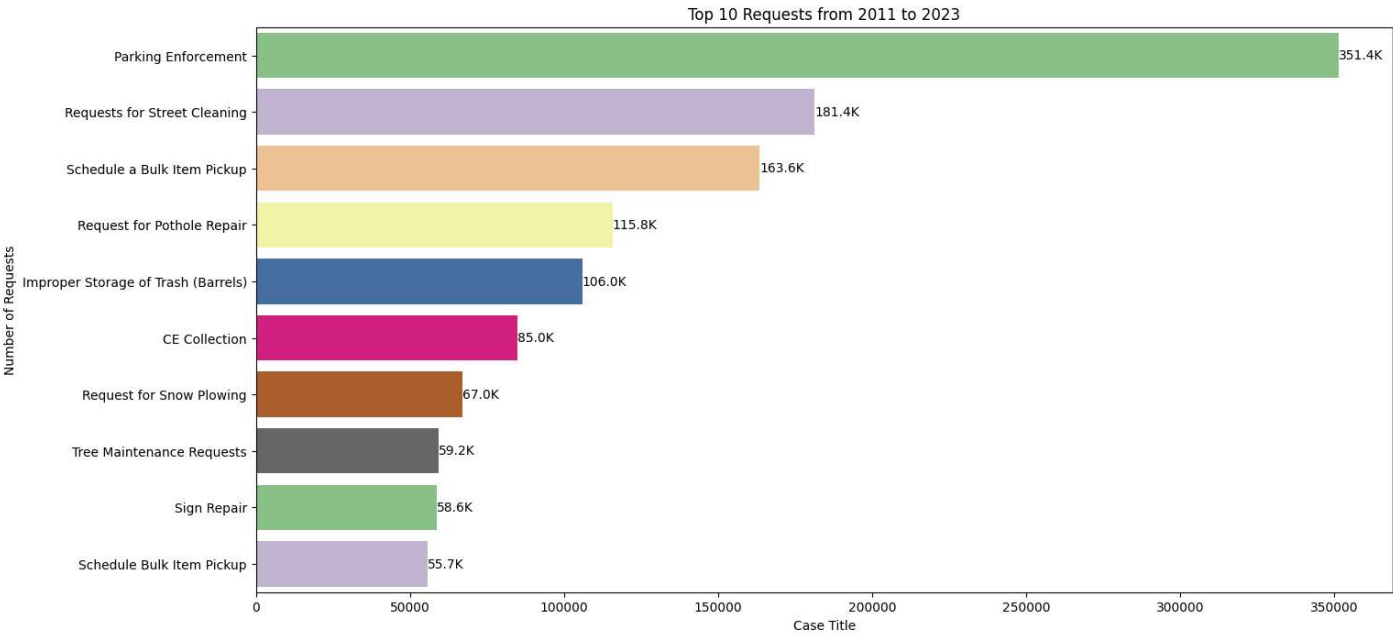
1. Added Resolution Time Column
2. Changed all negative values in Resolution Time column to be equal to 0
3. Combined NAN and ' ' (space character string) value in neighborhoods into one unique name 'No Neighborhood Data'
4. For questions that involve QUEUE, we had to apply custom grouping for queues 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)

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

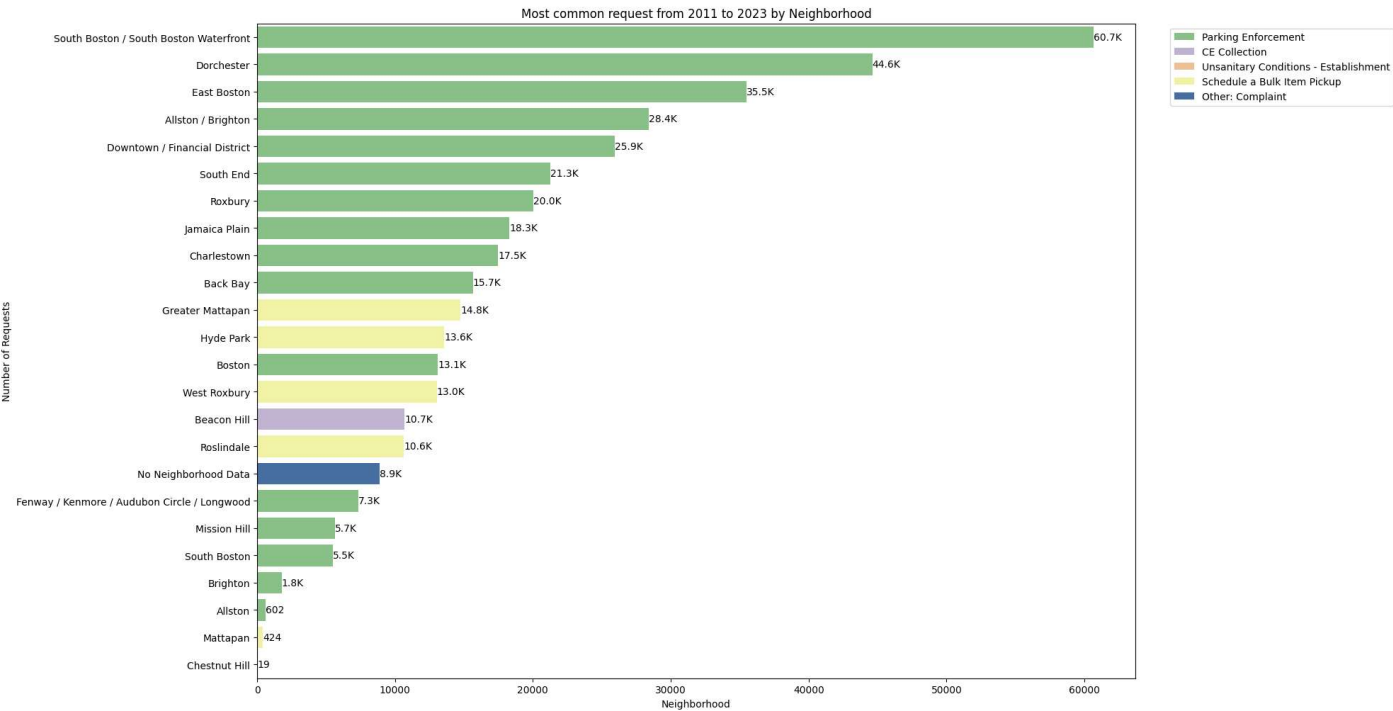


Which service requests are most common for the city overall AND by NEIGHBORHOOD and how is this changing year over year by SUBJECT (department), REASON, QUEUE?

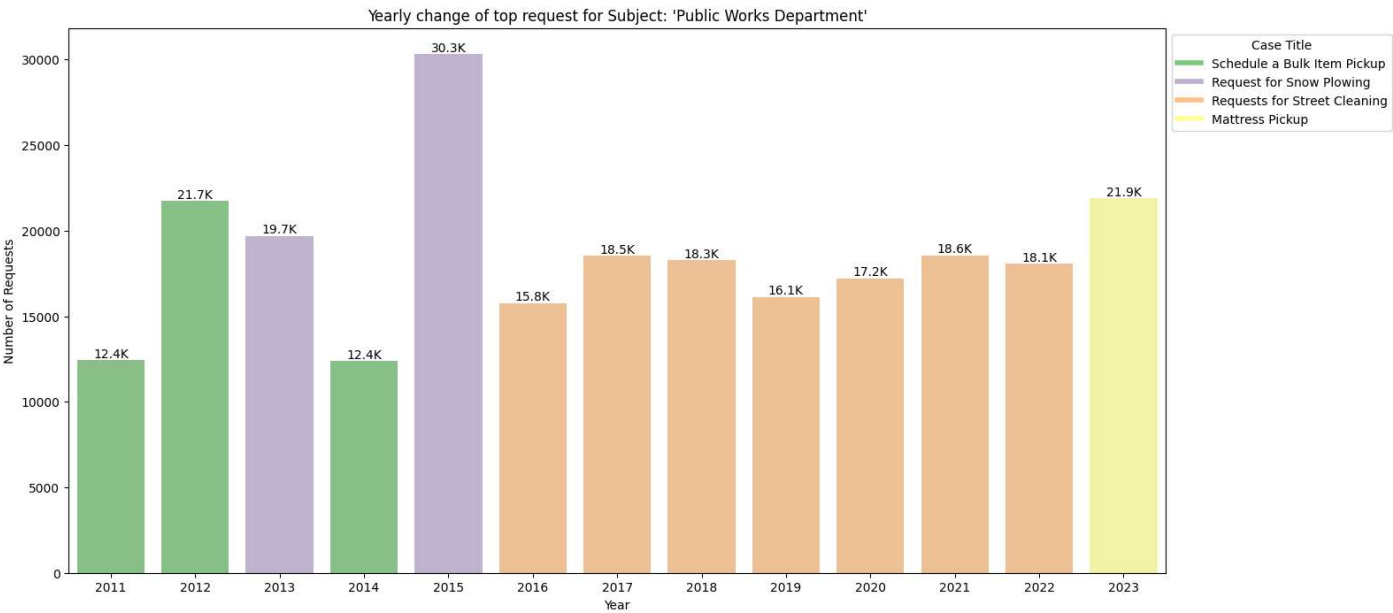
Overall



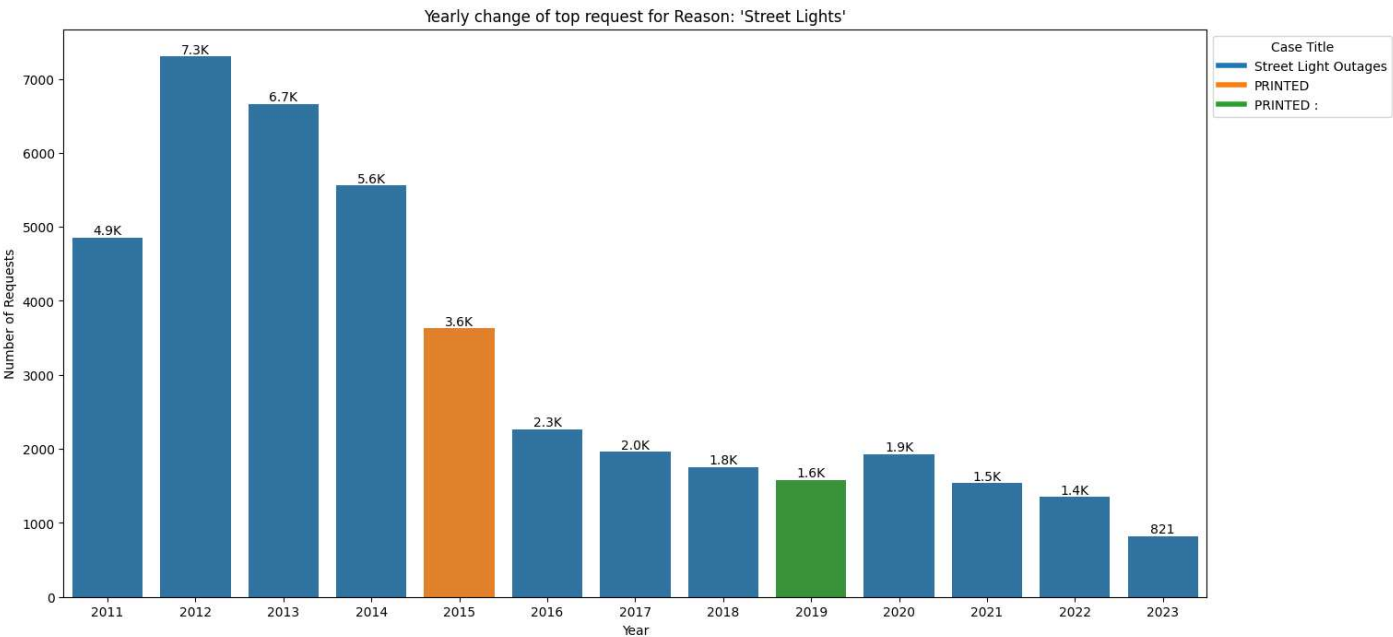
By Neighborhood



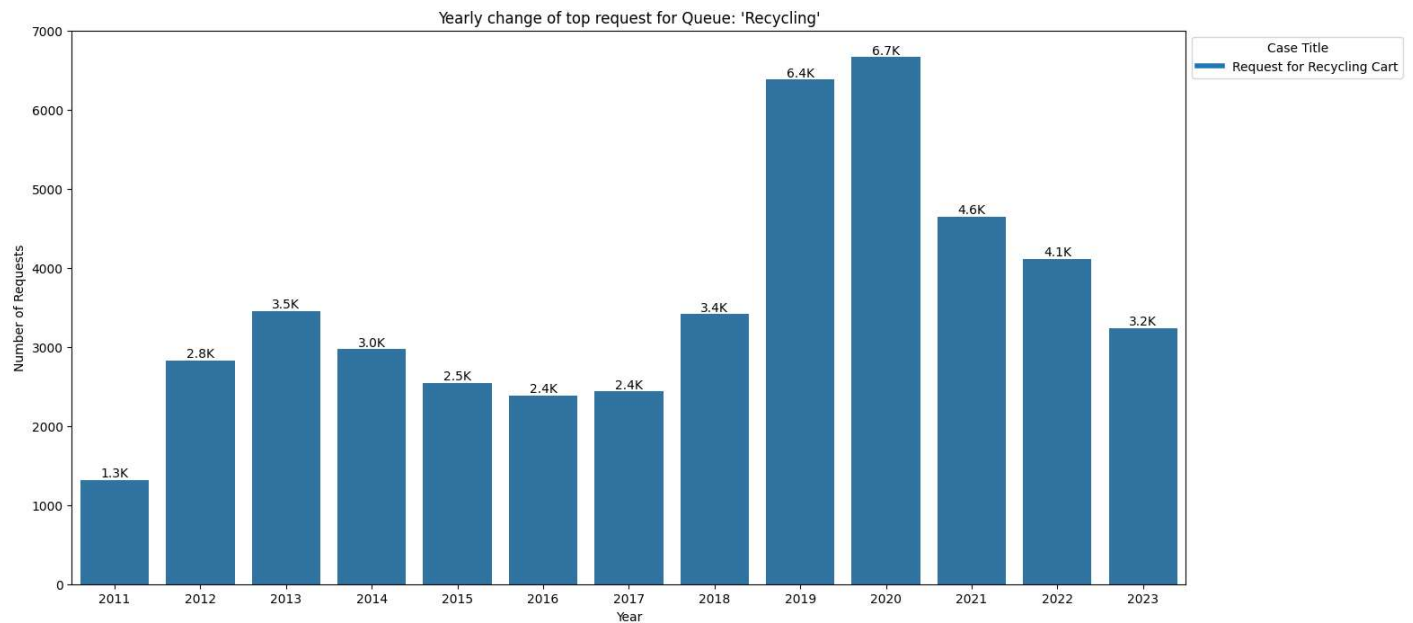
By SUBJECT



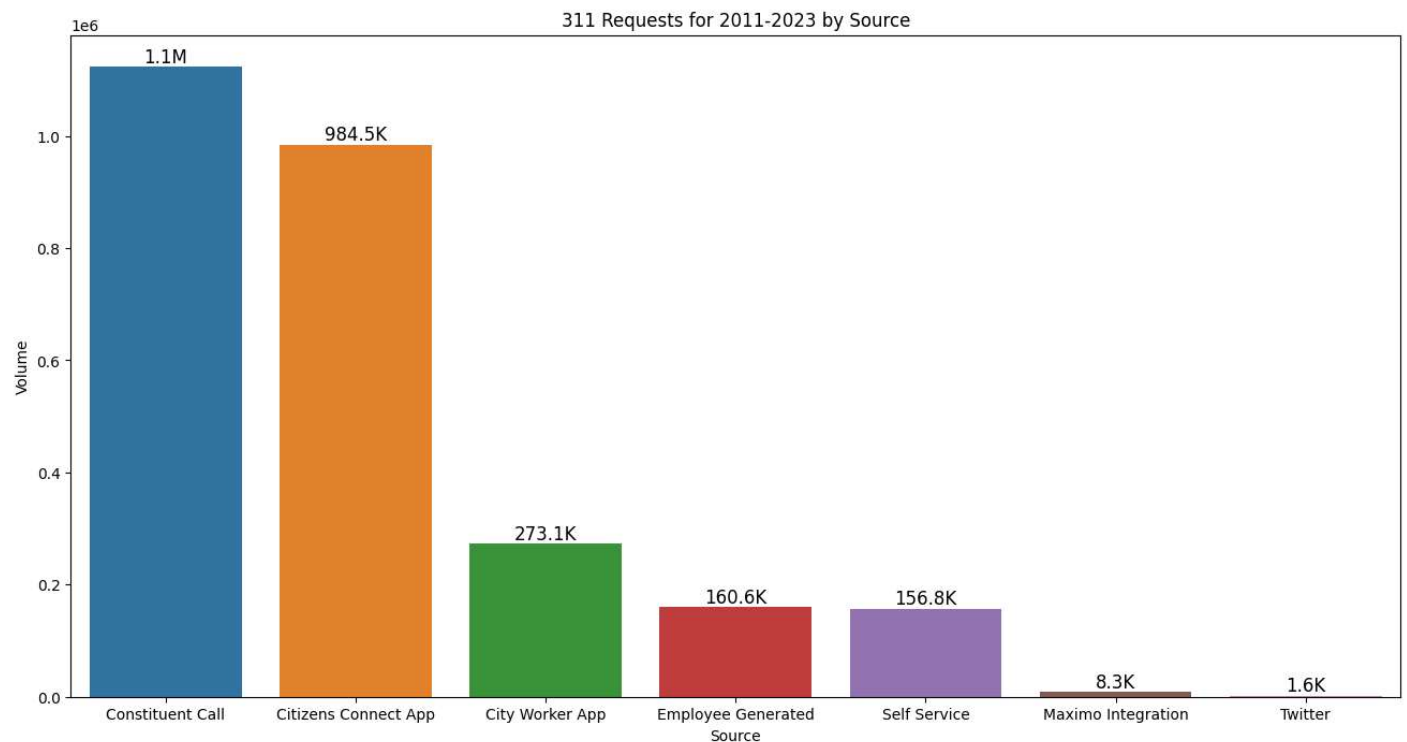
By REASON



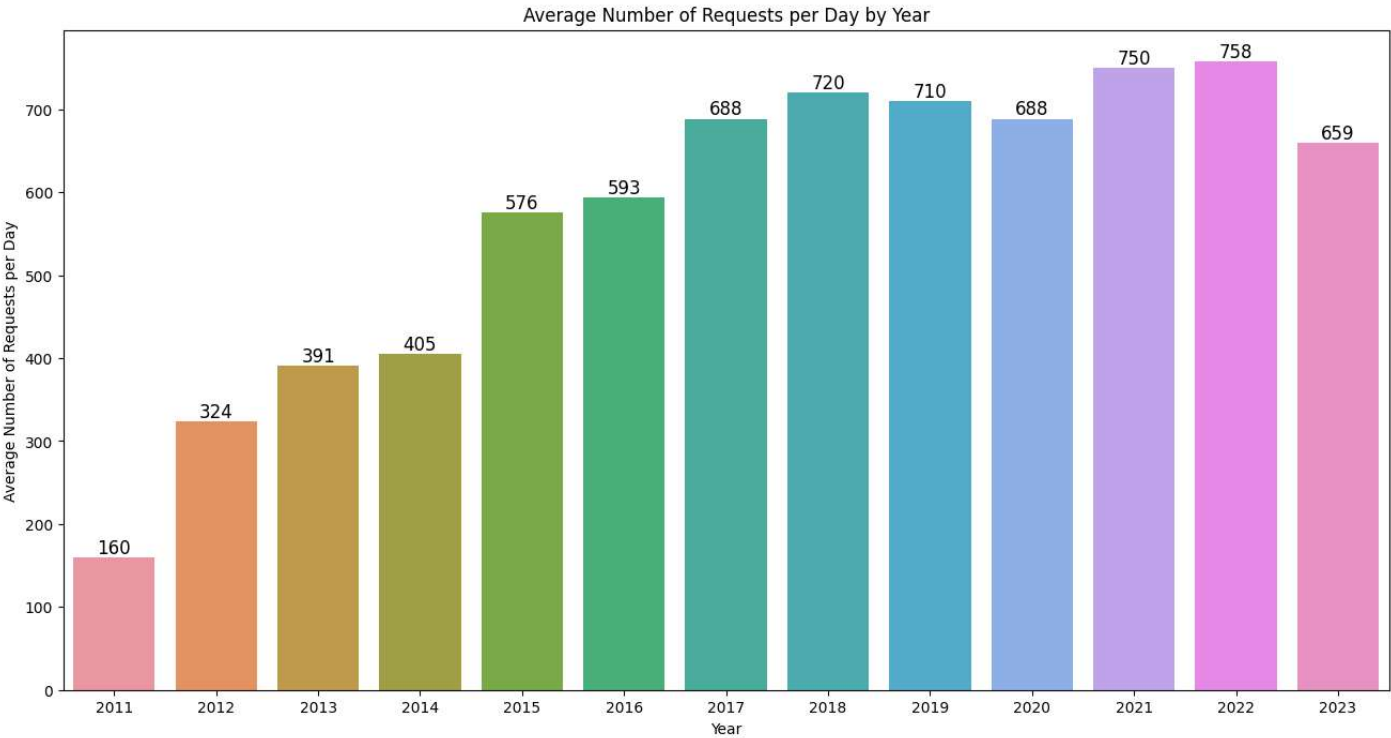
By QUEUE



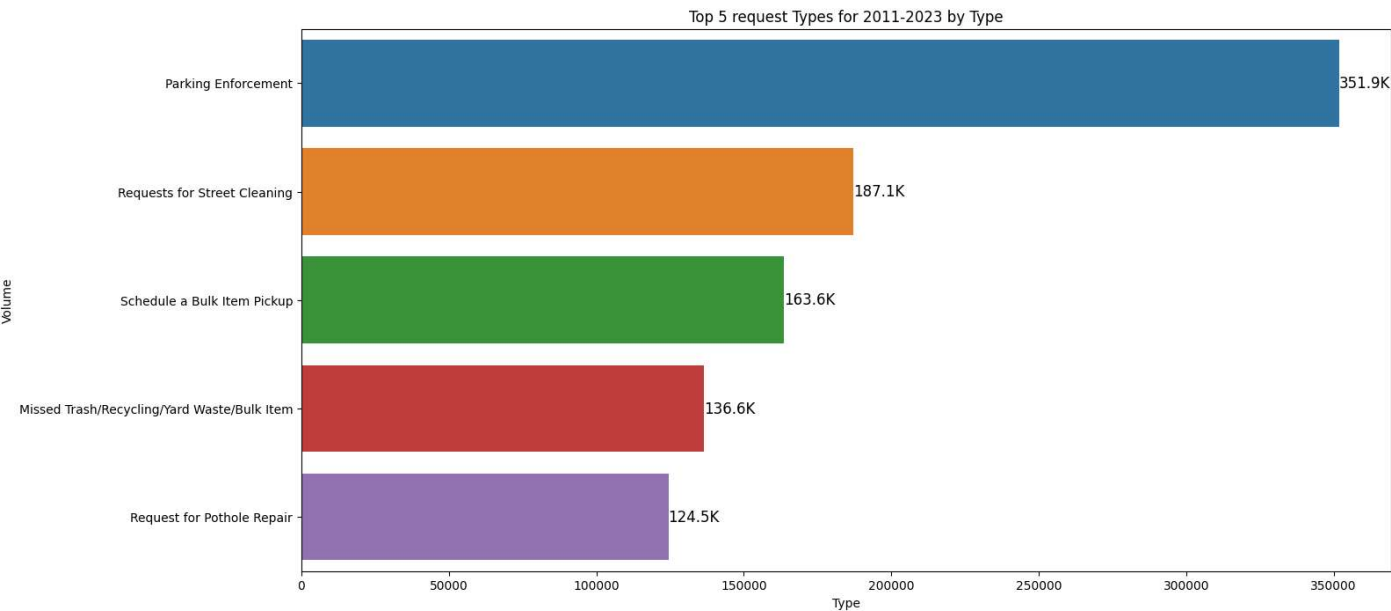
How is the case volume changing by submission channel SOURCE?



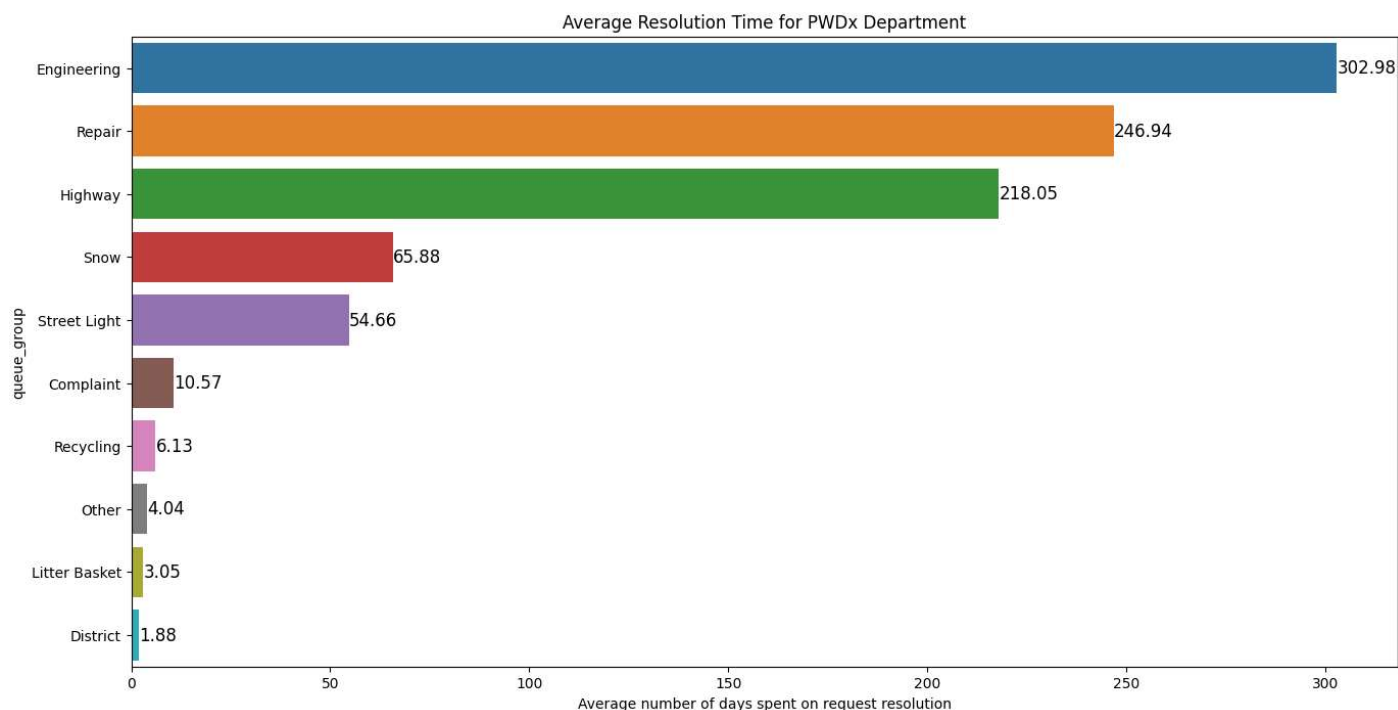
What is the average # of daily contacts by year?



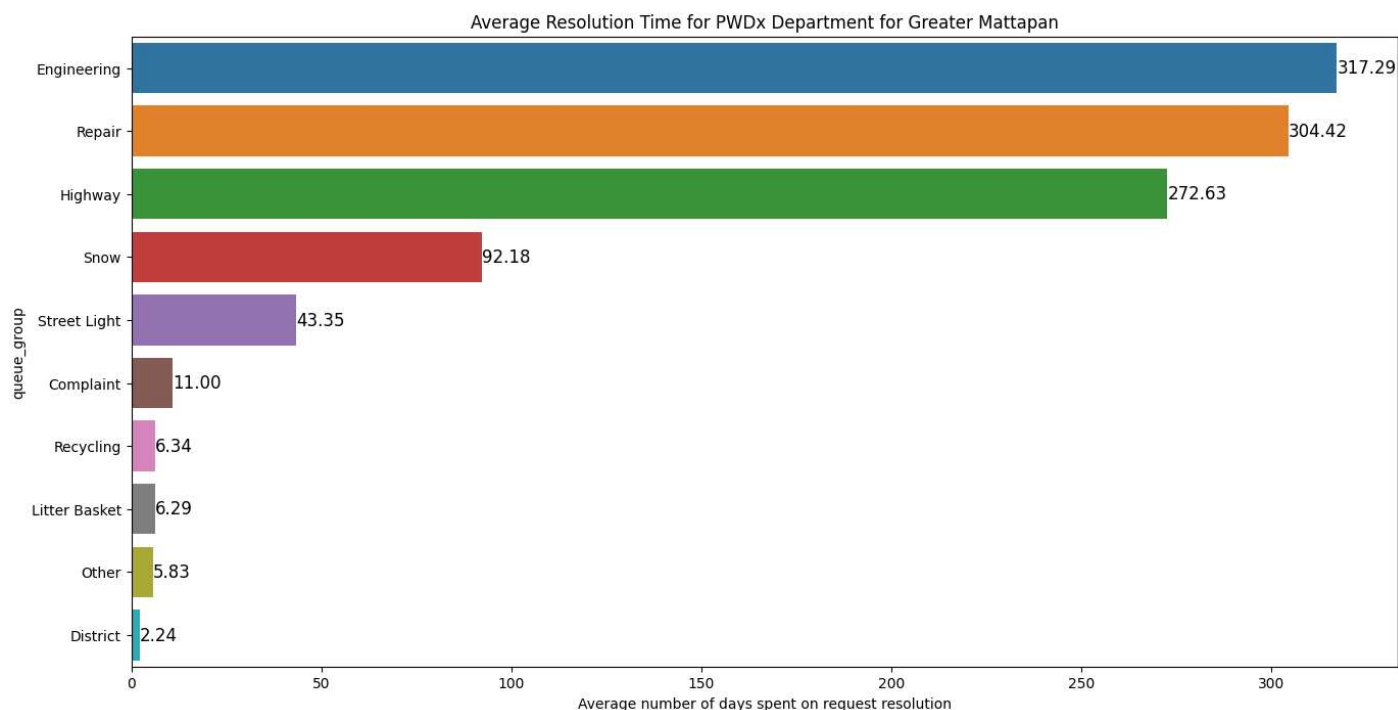
Volume of top 5 request types (TYPE)



Average goal resolution time by QUEUE

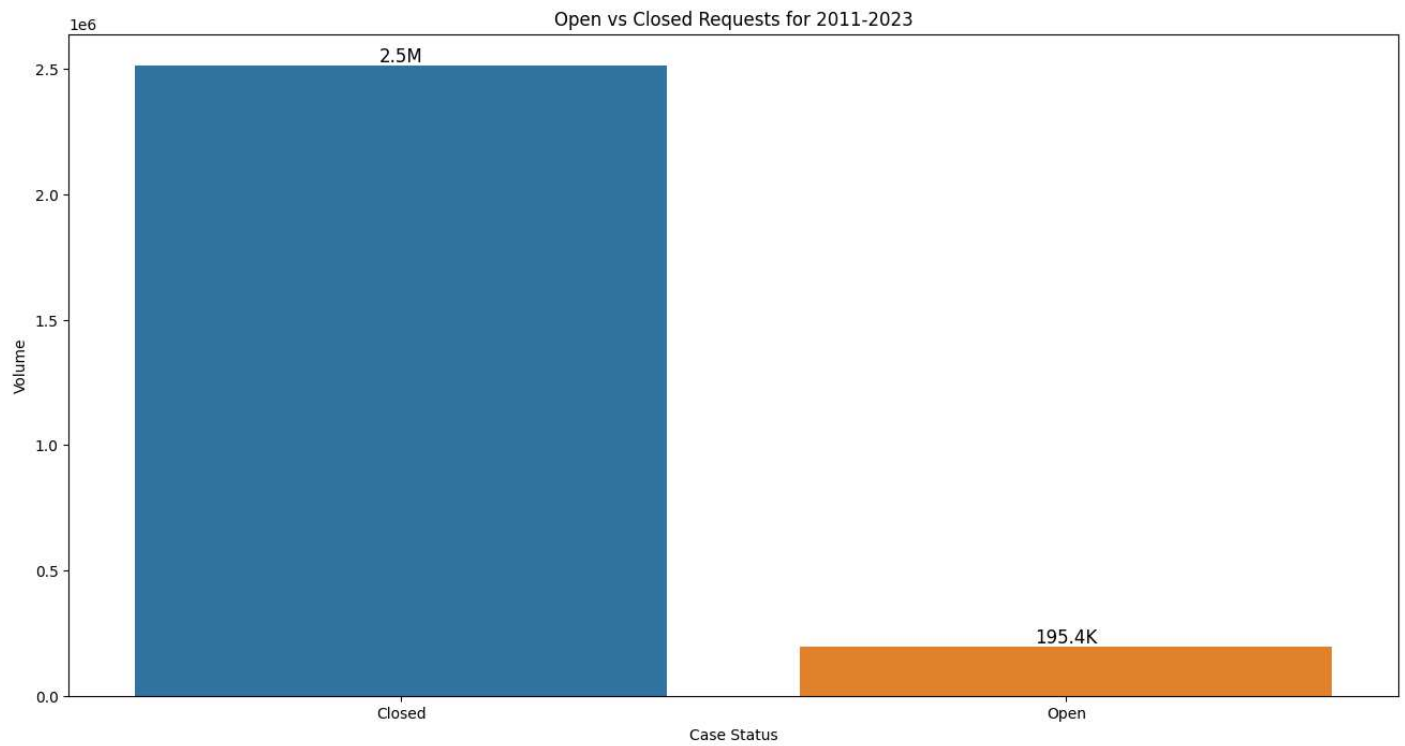


Average goal resolution time by QUEUE and neighborhood

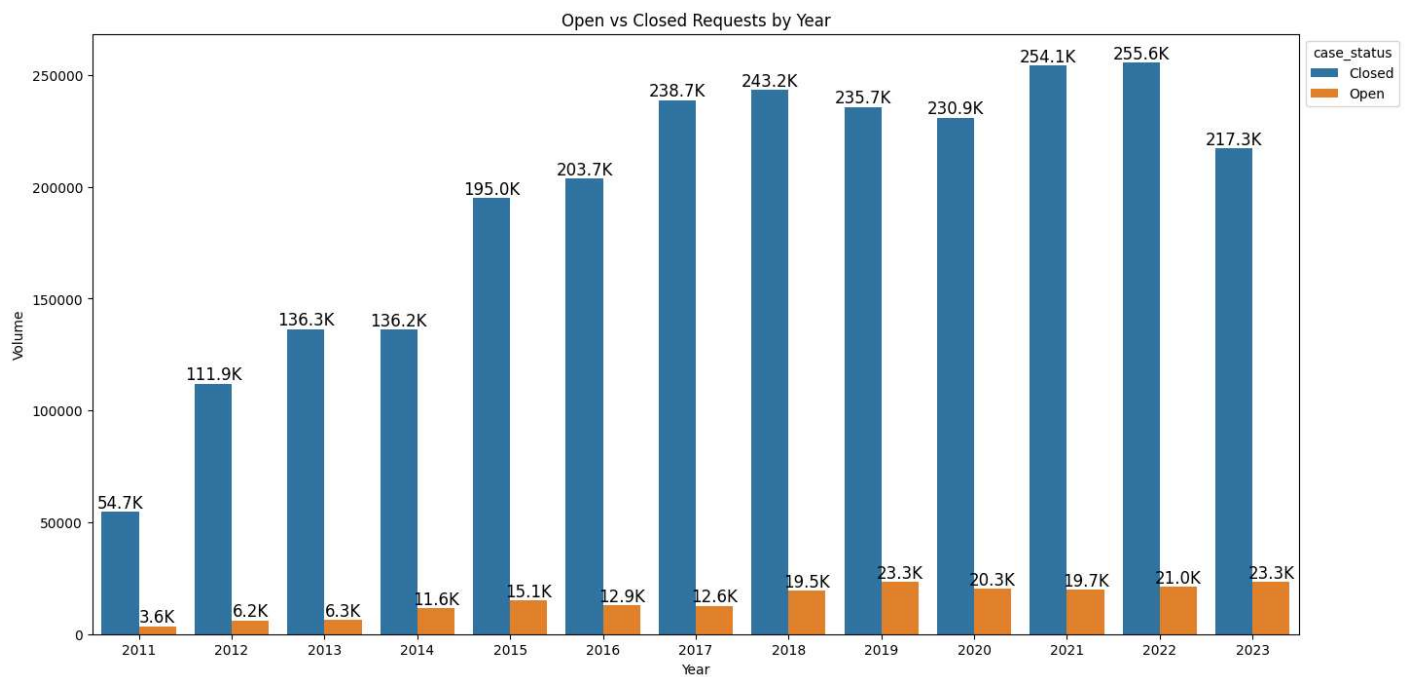


What % of service requests are closed (CLOSED_DT or CASE_STATUS) vs. no data (CASE_STATUS = null) vs. unresolved (CASE_STATUS = open)?

Overall



By Year



By Year (proportion)

