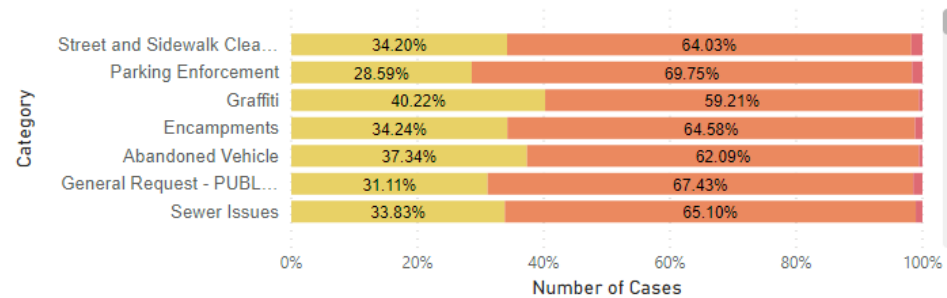# Analysis of San Francisco's 311 Calls

Data from: - DataSF - City Infrastructure

- Zip Codes, LAT, LNG from US Government Data

Category	Avg. Days Item Open 2019	Avg. Days Item 2018
Tree Maintenance	21.66 ↓	46.95
Temporary Sign Request	↓	2.50
Streetlights	8.21 ↓	17.09
Street Defects	9.49 ↓	27.91
Street and Sidewalk Cleaning	1.28 ↓	4.21
Sign Repair	28.77 ↓	77.21
Sidewalk or Curb	28.12 ↓	97.82
SFHA Requests	10.58 ↓	11.25
Sewer Issues	10.13 ↓	10.50
Residential Building Request	5.29 ↓	25.04
Rec and Park Requests	11.61 ↓	19.61
Overall Average	**4.15 ↓**	**17.38**

Number of Cases by Category and Year

YEAR ● 2018 ● 2019 ● 2020

Category		
Street and Sidewalk Clea...	34.20%	64.03%
Parking Enforcement	28.59%	69.75%
Graffiti	40.22%	59.21%
Encampments	34.24%	64.58%
Abandoned Vehicle	37.34%	62.09%
General Request - PUBL...	31.11%	67.43%
Sewer Issues	33.83%	65.10%

(0% – 20% – 40% – 60% – 80% – 100%)

Number of Cases

Number of Cases and Avg. Days Item Open 2018 to 2020 by Neighborhood

Tenderloin, Excelsior, Bernal Heights, Nob Hill, Castro, Potrero Hill, Downtow..., North Be..., Western..., Parkside, Russian..., Outer Richmond, Marina, Visitacion..., Polk Gulch, Noe Valley, Inner Richmond, Hayes Valley, Ingleside, Merc..., Hunt..., Ja..., Chinatown, Crocker Am..., Glen P..., Wes..., Su..., Bayview, Haight Ashbury, Sunnyside, Miralo..., F...

Number of Cases by Neighborhood (using Latitude and Longitude)