Feedback for Project Number 33

## Feedback

**What did you first notice about this project?**

I really liked the practical goal of the project. *“Help the city make educated decisions on budget spending to help relieve it's residents’ concerns on infrastructural issues in their districts.”*

**What was this project’s main story?**

Understand where 311 service calls come from district wise in the city of San Antonio to make an inform decision on budget spending.

**What were some areas of improvement?**

One key is of improvement could be providing more detailed information for the metric. The late ratio for example, I did not understand very clearly what “turnaround” time meant and what the late ratio percentage means.

**What elements would you add to this project?**

I don’t know if this data is available but analyzing the topic/theme/reason for each call and knowing what the actual issues people are calling for, that would be essential for the objective of this project.

**What were some successful elements of this project?**

The visual images are easy to understand and well designed.

**Any other thoughts you would like to convey to your peer?**

Analysis needs to consider population density in each district. If district 1 is more densely populated it would be expected to have a higher number of calls.

Another important consideration is if the calls are made by the same number or by different numbers. You can have a few citizens that are very intense calling back to get the issue solved versus other individuals that might not waste time calling or just call once and do not call back.