DESCRIPTION

You've been asked to perform data analysis of service request (311) calls from New York City. You've also been asked to utilize data wrangling techniques to understand the pattern in the data and visualize the major types of complaints.

Interpretations from Data Wrangling and Visualizations performed:

1. We have a high % of missing values in the data, after dropping variables with 80% and more null values, and unspecified, it does not make sense to impute these variables.

2. In terms of City-wise complaints, the top 3 Cities with the greatest number of complaints are: **Brooklyn, Bronx and New York**

3. From the Broughs of Districts, most of complaints are concentrated in **Brooklyn, next comes Queens and Manhattan**

4. The major types of Complaint per City are: **Illegal Parking, Blocked Driveway, Derelict Vehicle, Noise on the Street/Sidewalk, Noise-Commercial**

5. Out of the 15 complaint types, these are the complaints which are resolved the longest:

   Derelict Vehicle, Graffiti, Animal Abuse, Blocked Driveway, and Illegal parking

6. At 95% test confidence level, we can conclude that the average complaint response time across different complaint types is not similar since there is a significant difference in average response time across different complaint types.

7. 14 out of the 21 category variables related to location are significant with respect to type of complaint. As such, we can say that there is some significant relation between type of complaint and location.