

# Comparing SJ311 Other Issues Before And After Pandemic

---

By Wei Liu

# 1. Intro

- Comparison of “Other Issues” from pre-pandemic (2018,2019) and post-pandemic (2022,2023)
- An overview of the total number and percentages within these four years:

Year	All_Request	Other	Percentage	Uncat	Uncat %
2018	164044	48008	29.3%	7983	4.9%
2019	188763	61042	32.3%	12154	6.4%
2022	269662	87653	32.5%	9283	3.4%
2023	176982	43100	24.4%	4751	2.7%

## 2. Data And Methodology

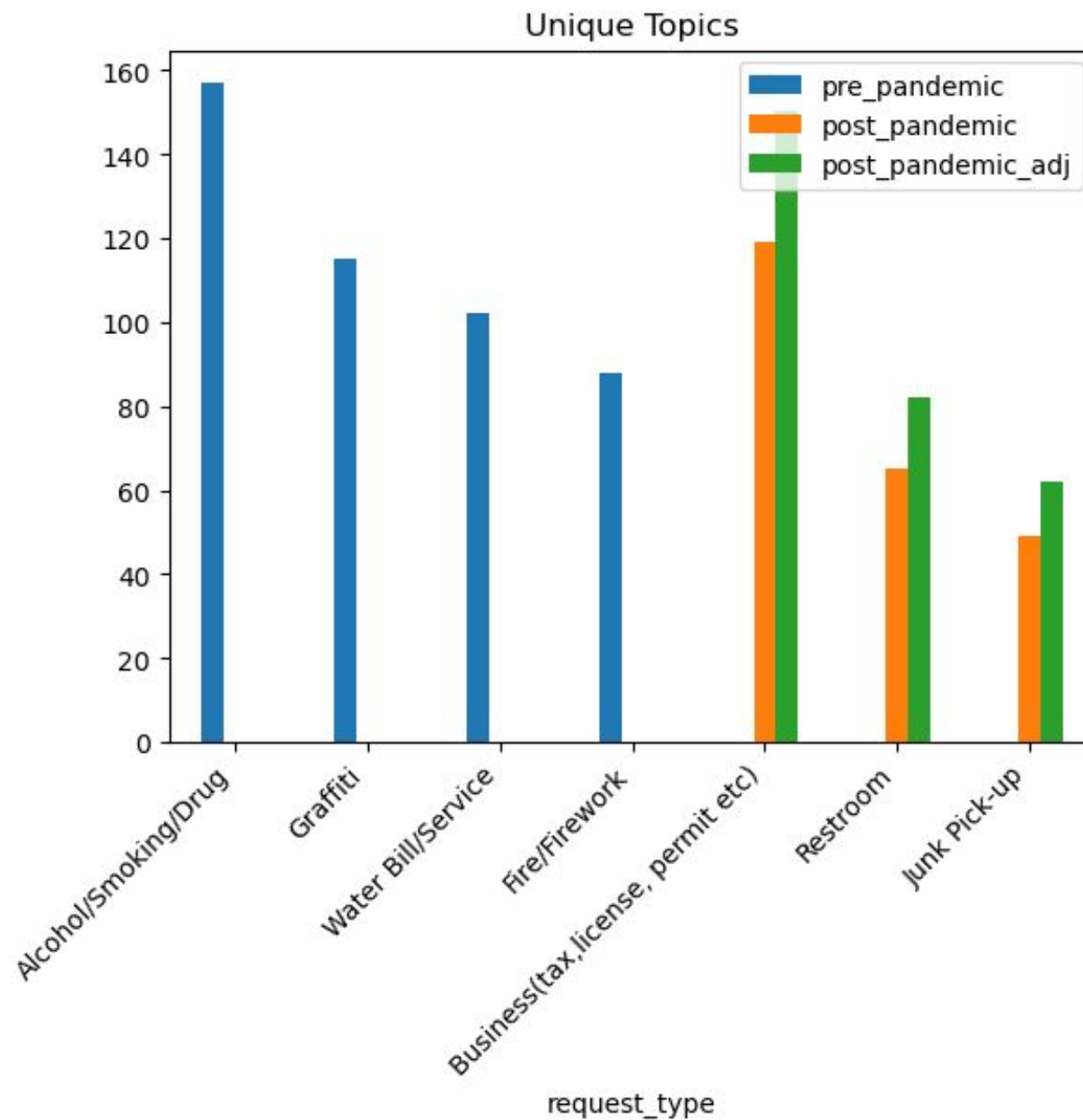
- Collect other issues data of the two timeframes
- Data Cleaning:
  - Removed requests with little or no context;
  - Corrected illegible characters possibly caused by encoding;
  - Translated non-English requests;
- Used Bertopic to perform topic modeling

### 3. Results:

- 28 topics from before and after pandemic;
- 3 topics dropped from analysis :
  - *'Location Only'*,
  - *'Request Follow-up'*,
  - *'Other'*
- 7 topics uniquely exist in either timeframe;
- 6 topics increased in number post pandemic;
- 12 topics decreased in number post pandemic

# Unique Topics

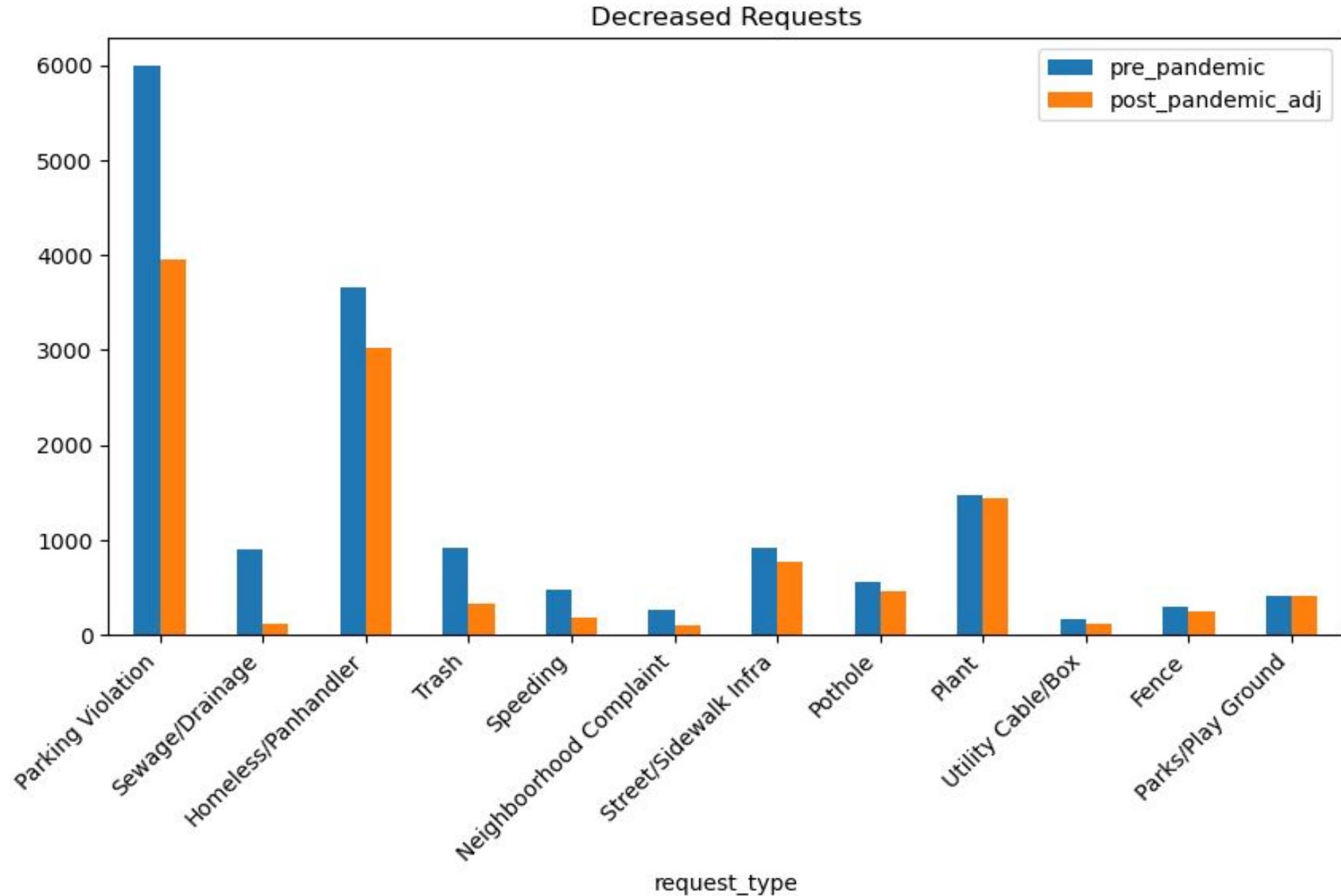
---



# Example Of Unique Topics

Topics	Examples
<b>Alcohol/Smoking/Drug</b>	'My neighbor is growing pot, and it smells so much. I know it's legal now, but anyway to stop this? Its not good for my kids.', 'Drug advertising in plain view to children. Schools are nearby. Please protect the children. Thank you. 10/1/2019'
<b>Graffiti</b>	'xxxx bus stop weeds graffiti garbage' , 'Large Graffiti still exists on the top of the buildings here. Please clean. Thank you. 11/18/2019'
<b>Water Bill/Service</b>	'Start water service', 'I\'m a new home owner of the address "xxxxx". I\'d put the water service of this home under my name. Would you offer the help accordingly please? Thank you!'
<b>Fire/Firework</b>	'Illegal fireworks being used and launched', 'Illegal fireworks'
<b>Business(Tax, License, Permit etc)</b>	'Illegal post digged to promote or advertise Real estate business. This looks like a permanent structure. ', 'This street vendor has been setting up his stand daily in front of our building. He started with fruits and now he is also selling blankets. Our tenants pay to much rent to have this type of establishment outside of our building'
<b>Restroom</b>	'Mens bathroom plugged & graffiti', 'The women ?s toilet is broken and running up at the park. xxxx Park.'
<b>Junk Pick-up</b>	'The front yard and driveway are full of junk, old appliances and broken furniture. ', 'junk pu'

# Topics With Decreased Request Count

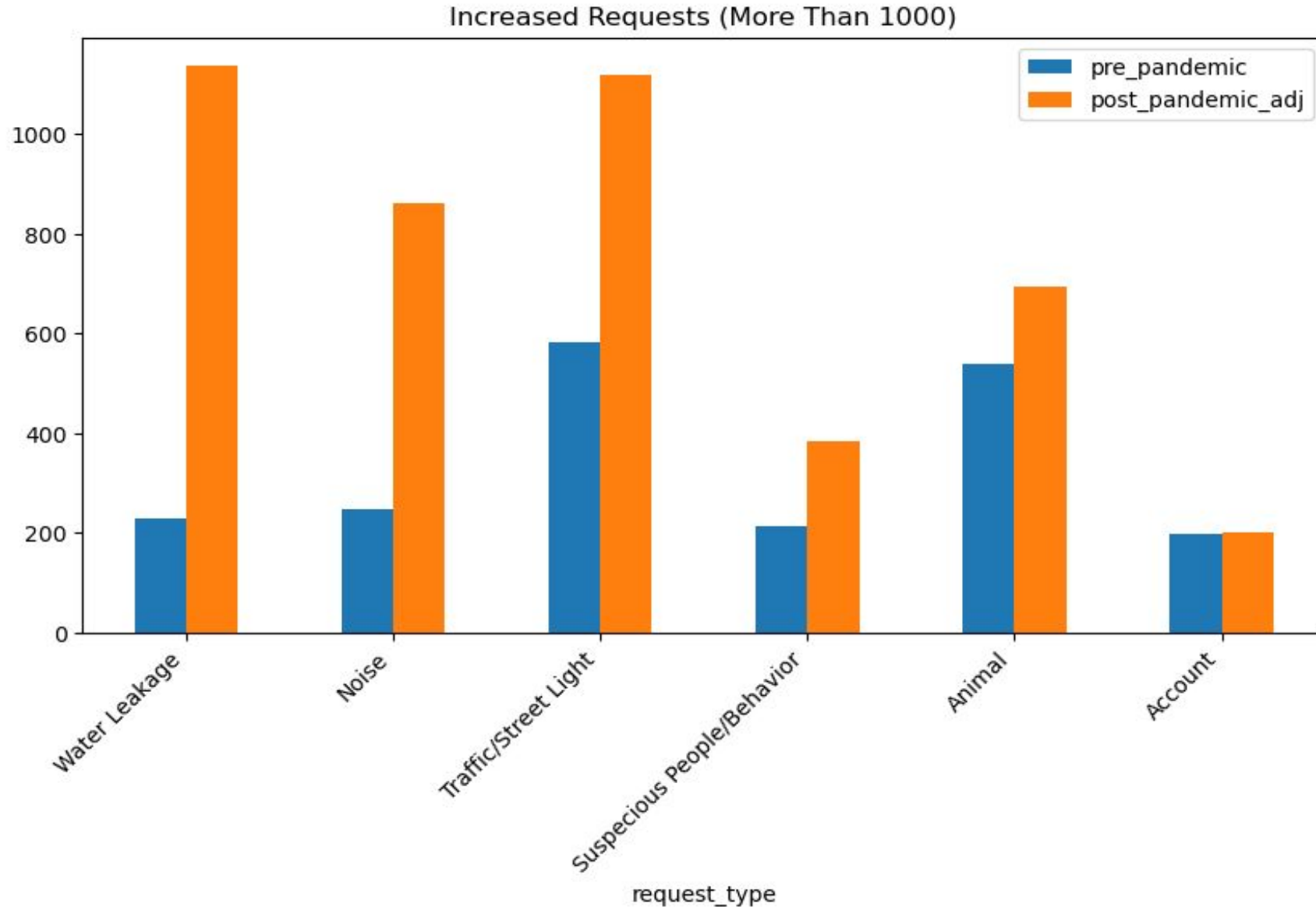


# Examples Of Topics With Decreased Request Count

Topics	Examples	Topics	Examples
<b>Parking Violation</b>	'xxxx address. These cars have been parked like this for 3 days now and it is not a one way street' 'this is abandoned here taking our parking space for more than 5 months.'	<b>Sewage/Drainage</b>	'Sewage coming out of city clean out' 'Sewer coming up through the front yard. 3rd or 4th time, City has obviously not repaired it correctly. Serious health and safety issue that needs immediate, permanent resolution.'
<b>Neighborhood Complaint</b>	'This neighbor has been dismantling his car and making a mess of oil and he said he can make mechanic anywhere he wants and he doesn't have to clean it because it's the street and the city has to clean it up'	<b>Fence</b>	'FIX THE FENCE!!', 'Fence blown down on side walk of xxxx. Been there for three weeks blocking sidewalk. This prevents handicapped girl from accessing our area.'
<b>Homeless/Panhandler</b>	'Homeless area at the walkway between Park and San Fernando. Please assist. Thank you.', 'A homeless encampment is taking over this area.'	<b>Utility Cable/Box</b>	'In front of xxxx school, wires along street', 'Loose wires from utility pole on the ground'
<b>Speeding</b>	'Street racing', 'speeders going at least 40mph. between 7:30am - 8:30am and 4pm to 6pm'	<b>Trash</b>	'Someone has abandoned a shopping cart with junk in it.' 'Abandon shopping cart.'
<b>Street/Sidewalk Infrastructure</b>	'Four way intersection with only 2 stop signs and one is now missing.' 'Someone ran over tree and street sign. Sign needs to be picked up and replaced'	<b>Pothole</b>	'should be inspected for repairs of cracks and potholes from xxxx to xxxx.'
<b>Plant</b>	'Blight. Weeds flowing into street in parking strip xxxx nearest cross street xxxx.' 'Trees need to be trimmed to be able to see the lights'	<b>Parks/Playground</b>	'At the xx Park xx Center, it appears the HVAC system is inoperative.' 'Any chance we can get a new basketball net? This one is old and broken away from the rim in multiple spots.'



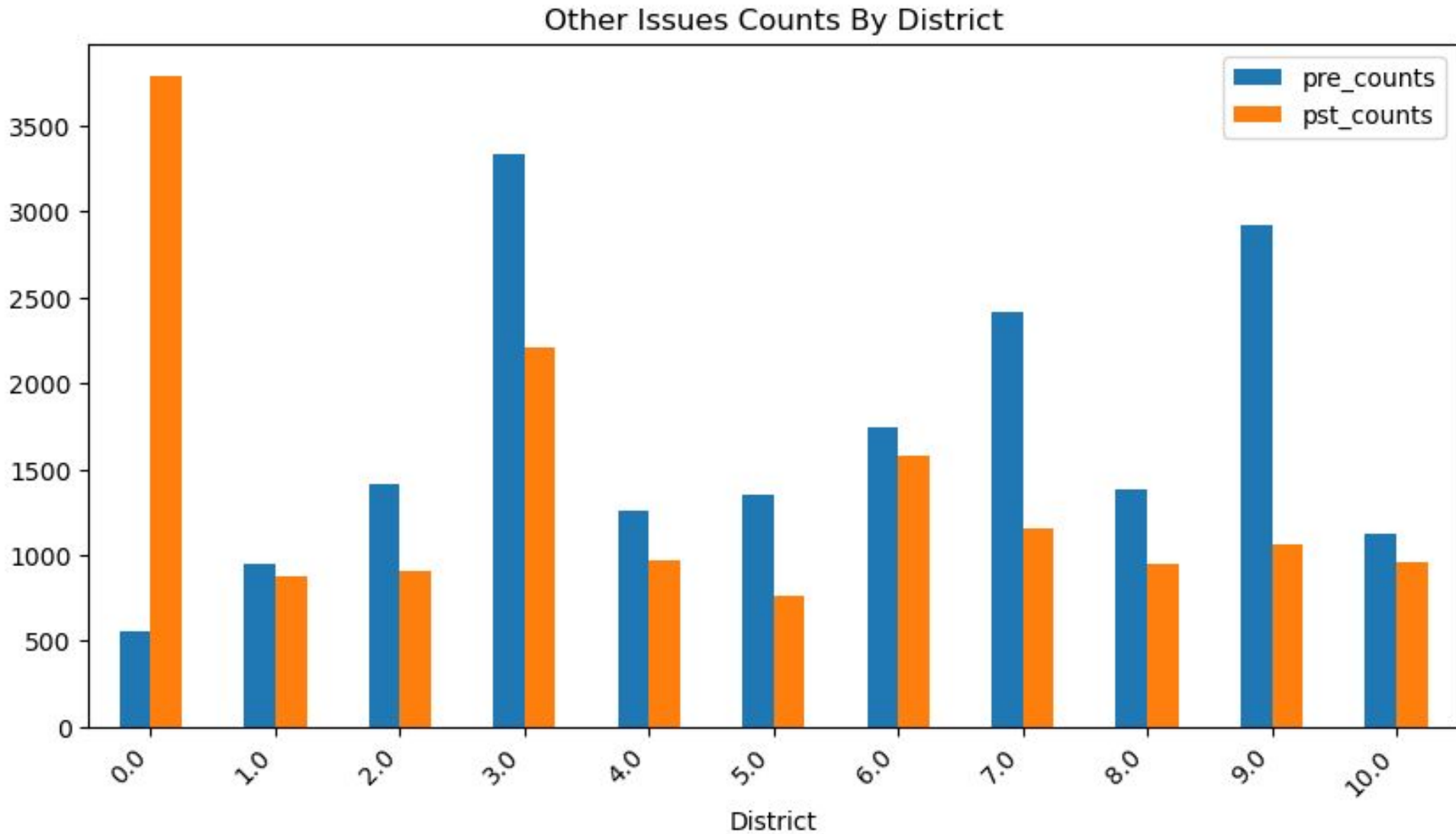
# Topics with Increased Request Count



# Examples Of Topics With Decreased Request Count

Topics	Examples	Topics	Examples
<b>Water Leakage</b>	'Drinking fountain in the park needs to be turned down, since it lands outside the fountain reservoir.' 'xxxx parking has water pipe issue leaking water. '	<b>Noise</b>	'xxxx. Very loud music for the past 5 hrs. Called 311 but no one has showed up.' 'Loud party'
<b>Suspicious People/Behavior</b>	'Between xx and xx. Suspicious man walks over to side yard to peak into gate. Then proceeds to walk along to neighbor side/front yard. Brown hair with facial hair. Wearing a xx shirt'	<b>Traffic/Street Light</b>	'Traffic signal light outage at xx corner of xxxx Streets' 'Intersection xx and xx Dr traffics light malfunction. All 4 ways are red solid light, pedestrians light not working either. Thank you'
<b>Animal</b>	'There is a loose rooster. Do you know who can catch it? Annoying loud. ' 'Dead animal' 'Dead dog skeleton in common area. Needs removal. '	<b>Account</b>	'Make sure you it works   . You need to add an edit or delete option to the app' 'sj311 password'

# Other Issues By Districts



# Most Reported Request Types By District

	Pre-Pandemic		Post-Pandemic	
District	Request Type	counts	Request Types	counts
0	Parking Violation	114	Parking Violation	1013.053
1	Parking Violation	224	Parking Violation	251.3684
2	Parking Violation	385	Parking Violation	260.2105
3	Homeless/Panhandler	771	Parking Violation	520.4211
4	Parking Violation	309	Parking Violation	256.4211
5	Parking Violation	415	Parking Violation	216
6	Parking Violation	450	Parking Violation	347.3684
7	Homeless/Panhandler	828	Homeless/Panhandler	391.5789
8	Parking Violation	373	Parking Violation	223.5789
9	Parking Violation	2135	Parking Violation	252.6316
10	Parking Violation	275	Parking Violation	229.8947

# Conclusion

- ↑ in 311 usage, Other Issues through website ↓;
- Water Leakage, noise, and traffic/street light had biggest ↑ ;
- Parking violation had biggest ↓
- District 0 has the most request count ↑ , others ↓;
- Parking violation most reported for most districts.

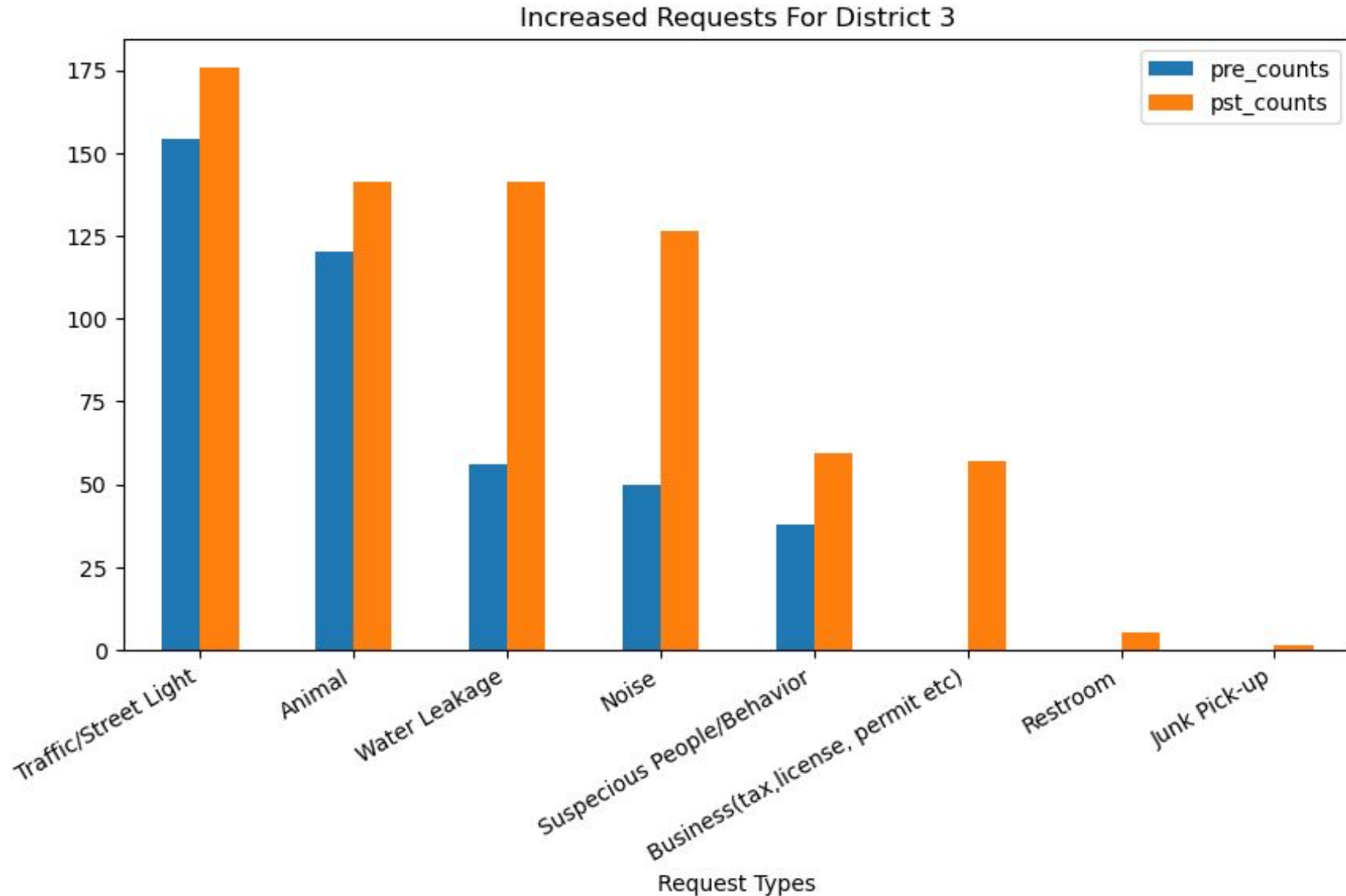


Q&A

# Appendix 1. Data Cleaning Examples

- Possible encoding errors:
  - "a": "Ãj"
  - "e": "Ã\©"
  - "": "â\?\□"
- Requests with little or no context:
  - 'n/a'
  - '...'

# Appendix 2. Details Of District 3 Changes





# Appendix 2. Details Of District 3 Changes

