**Project Brief — City of New York 311 Data Cleaning Task**

Pseudo Client: City of New York – Department of Information Technology and Telecommunications (DoITT)  
Role: Freelance Data Assistant  
**Project Title: *311 Complaint Data Quality Check – June 2025***

**Objective:**

You’ve been brought on to assist with cleaning and preparing 311 service request data from June 1–30, 2025. The city is developing an internal dashboard to identify complaint trends, but the raw data contains issues like duplicates, unnecessary columns, and inconsistent formatting.

Your task is to clean the dataset so it's ready for downstream analysis by the Data Science team.

**Your Responsibilities:**

1. Remove Duplicates:
   * Identify and remove any duplicate records based on combinations like Complaint Type, Created Date, Borough, and Location.
   * Preserve one entry per unique complaint event.
2. Drop Unnecessary Columns:
   * Retain only the columns relevant to:
     + Complaint category
     + Location (Borough, Zip Code, Street Name)
     + Date/time
     + Status (Open/Closed)
   * Remove technical metadata (e.g., X/Y coordinates, internal codes) unless explicitly needed.
3. Fix Data Consistency:
   * Standardize complaint type names (e.g., fix inconsistent casing like "Noise - Street/Sidewalk" vs "NOISE - Street/Sidewalk").
   * Check for missing boroughs or zip codes and flag them.
4. Document Changes:
   * Create a brief summary (in Excel or Word) explaining:
     + How many rows were removed as duplicates
     + Which columns were dropped and why
     + Any issues you encountered

✅ Deliverables:

* A cleaned Excel file: 311\_Cleaned\_June2025.xlsx
* A short documentation file: 311\_Cleaning\_Report.docx or a note on your portfolio page
* Optional: Summary table (e.g., top 5 complaint types or a bar chart of complaints by borough)