



New York City 311 Service Line



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What is the 311 Service Line?

311 is a special telephone number supported in many communities in Canada and the United States. The number provides access to non-emergency municipal services accessible by most Cell phone companies as well as Land lines

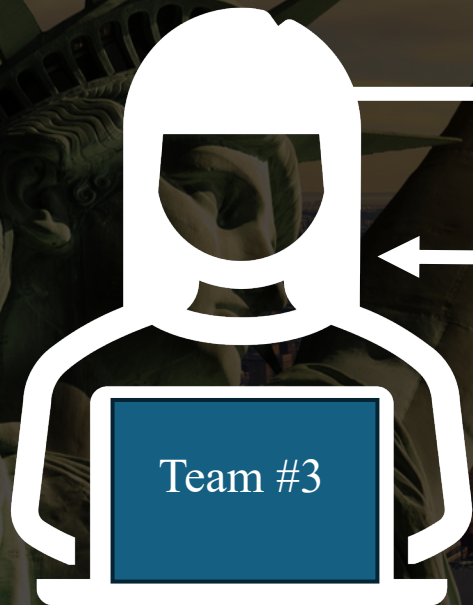
The telephone number 3-1-1 creates a central hub for local subscribers to access a variety of city services. It is intended, in part, to divert routine inquiries and non-urgent community concerns from the 9-1-1 number which is reserved for emergency service. A promotional website for 3-



A background image featuring the Statue of Liberty in the foreground on the left, holding her torch. The background shows a dense urban skyline of New York City, with the Empire State Building prominently visible in the center. The sky is a mix of blue and orange, suggesting a sunset or sunrise.

Project Goals.

- How has the flow of incidents been during the first quarter (January-March) of this year?
- What are the top 10 complaints in NYC for this first quarter, and how have they fluctuated?
- What is the average response time per complaint during this period?
- Which borough received the highest volume of 311 calls, and what were the top calls in each borough?
- Which agencies are the busiest and are they working effectively? How does this relate to the previous analysis? What is the trash situation in NYC?



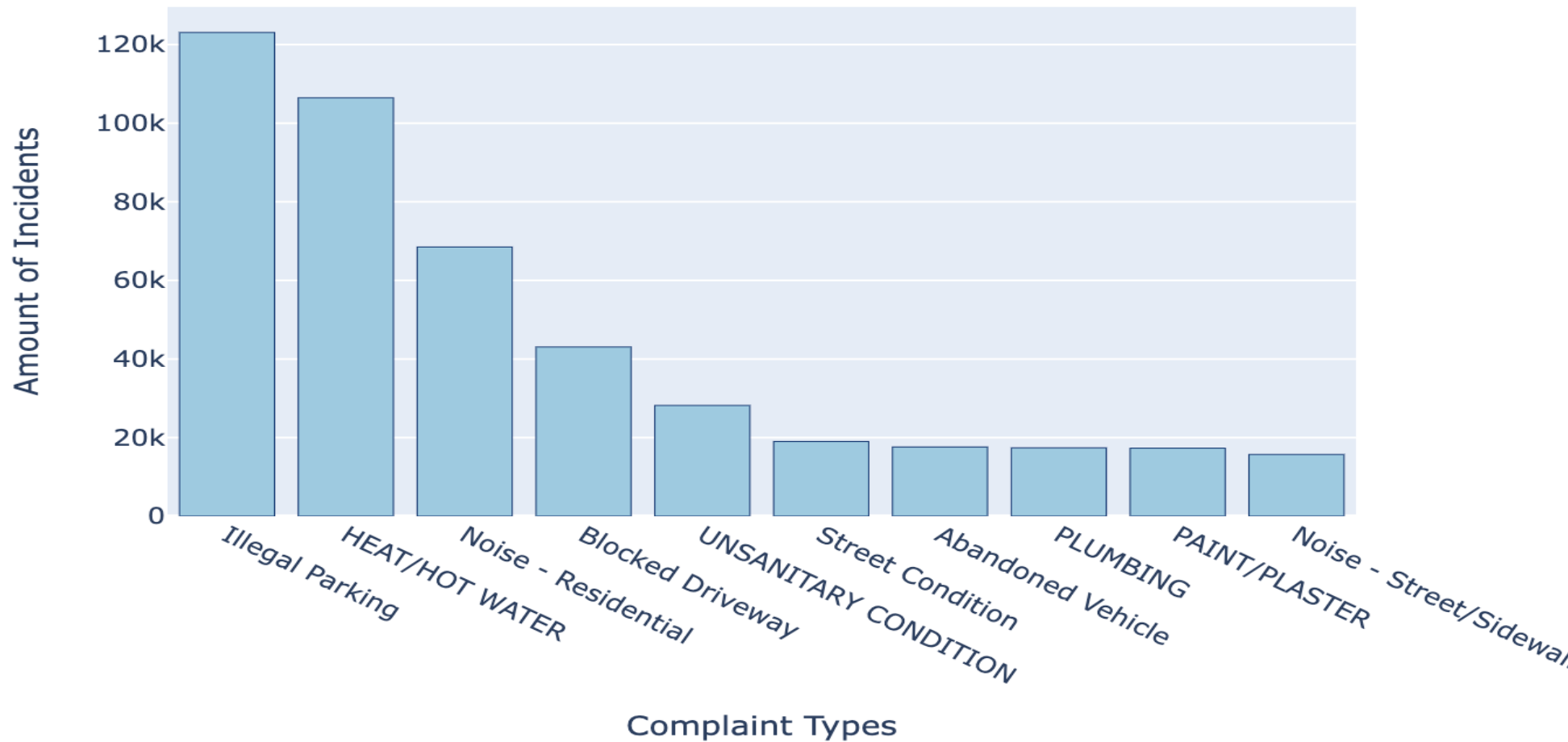
Incidents volume overtime?

Volume Of Incidents Overtime



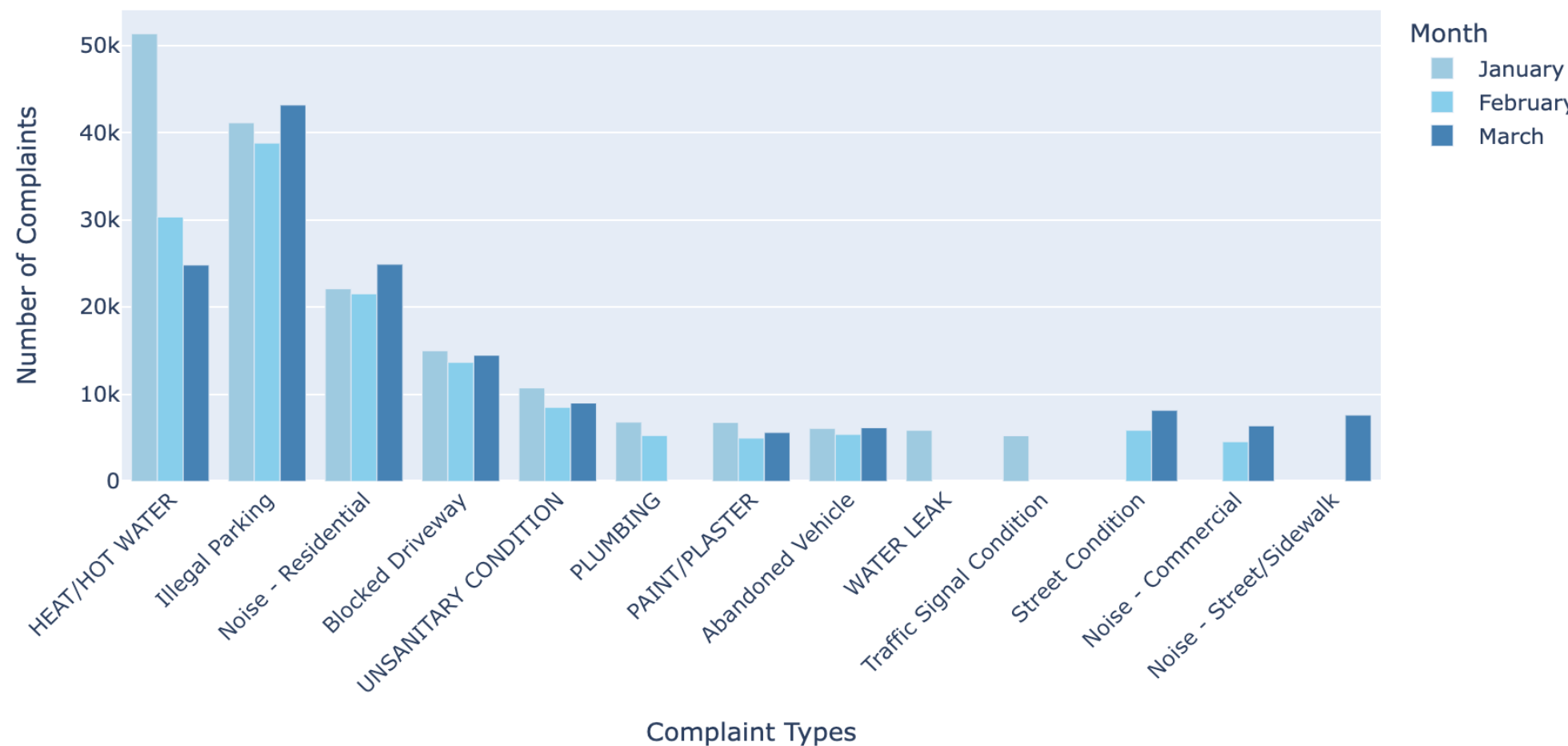
Top 10 Complaint Types in NYC?

Top 10 Complaint Types



Top 10 Complaint Types (first quarter of this year)

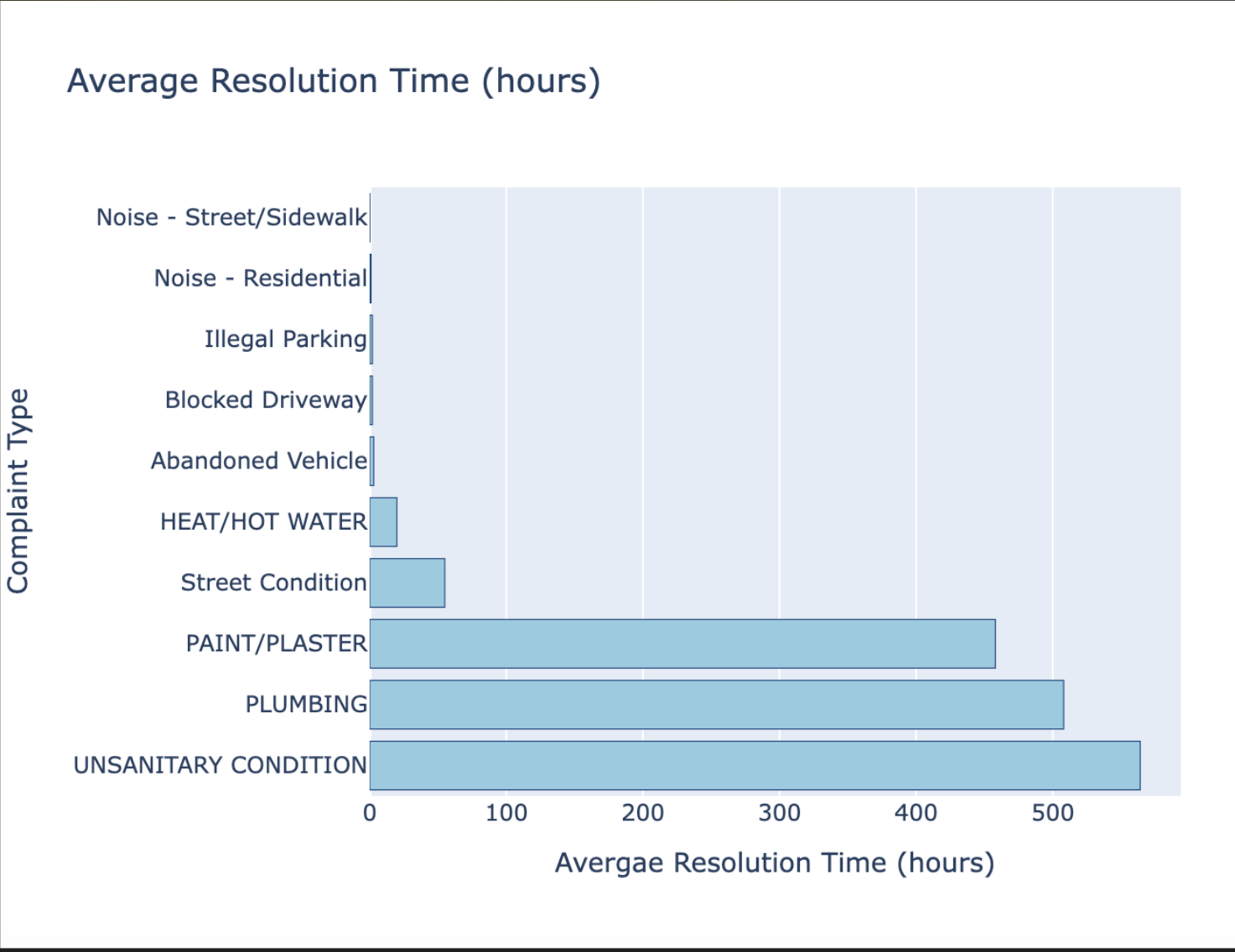
Top 10 Complaint Types Over Time



complaint_type	total_hours	days	hours	minutes	seconds
UNSANITARY CONDITION	564	23	12	57	33
PLUMBING	508	21	4	58	5
PAINT/PLASTER	458	19	2	32	0
Street Condition	55	2	7	59	7
HEAT/HOT WATER	20	0	20	18	5
Abandoned Vehicle	3	0	3	30	40
Blocked Driveway	2	0	2	44	7
Illegal Parking	2	0	2	26	27
Noise - Residential	1	0	1	10	32
Noise - Street/Sidewalk	0	0	0	50	57

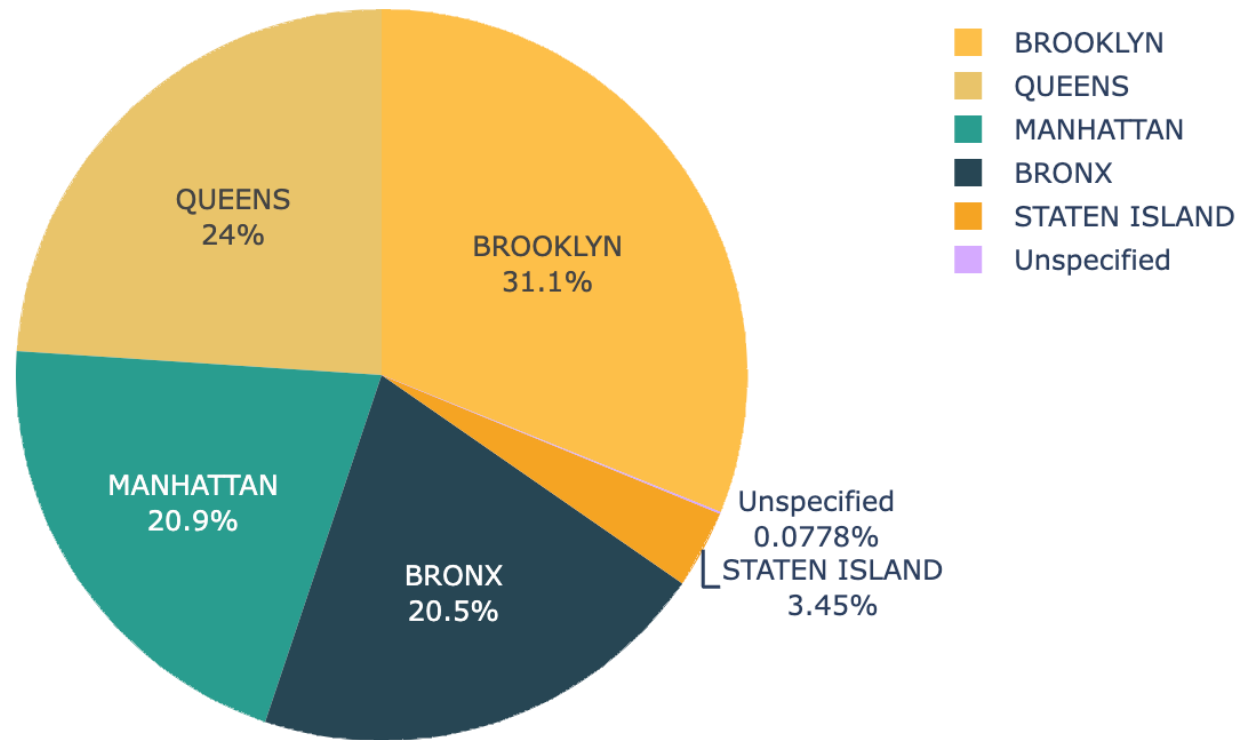


Top 10 Average Response Time



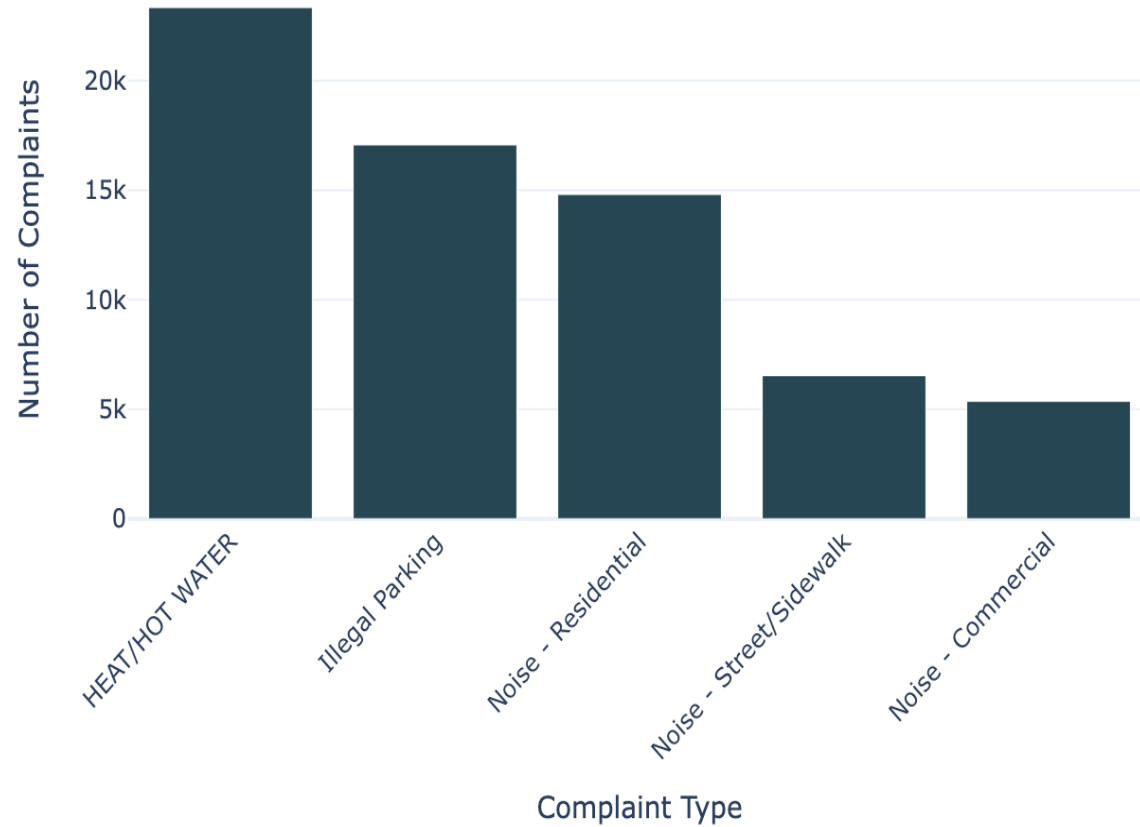
Incidents Volume Per Borough

Call Volume Per Borough

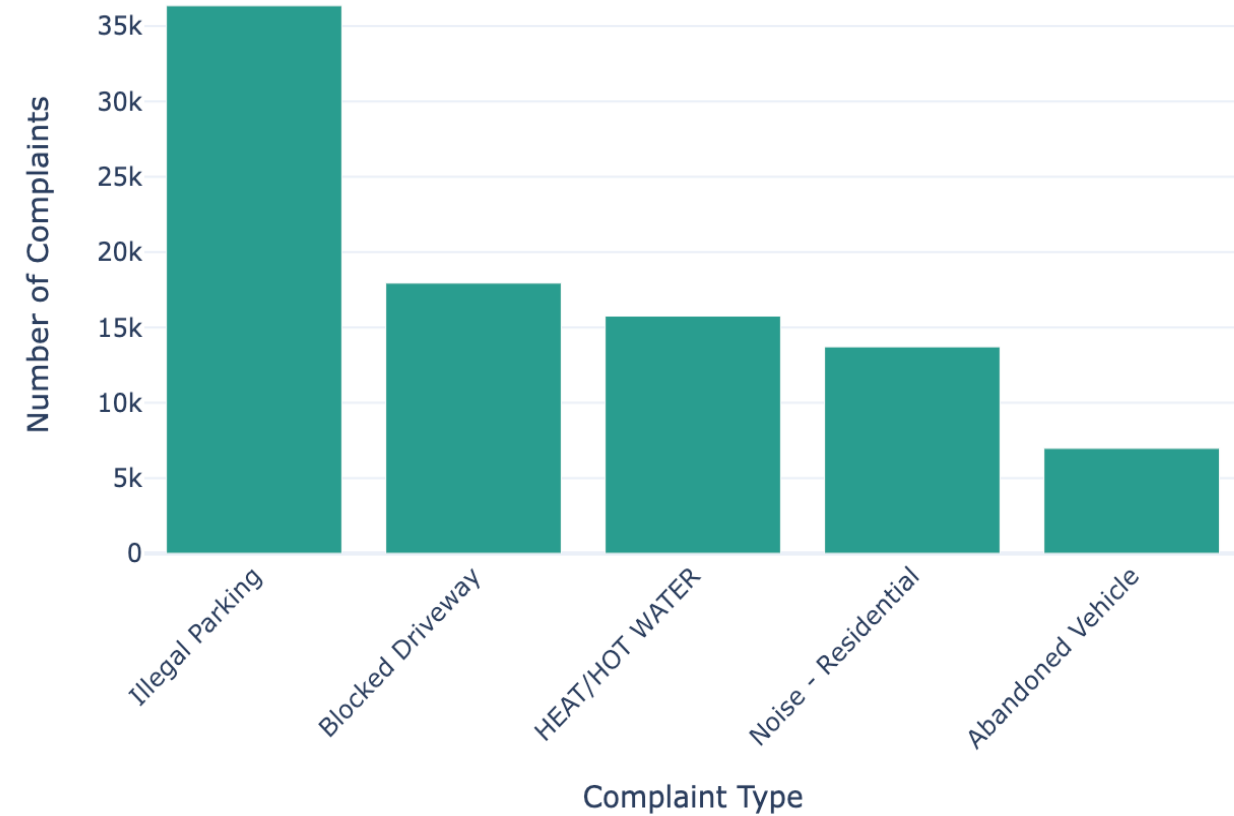


Top 5 Calls Per Borough

Top Complaint Types in Manhattan

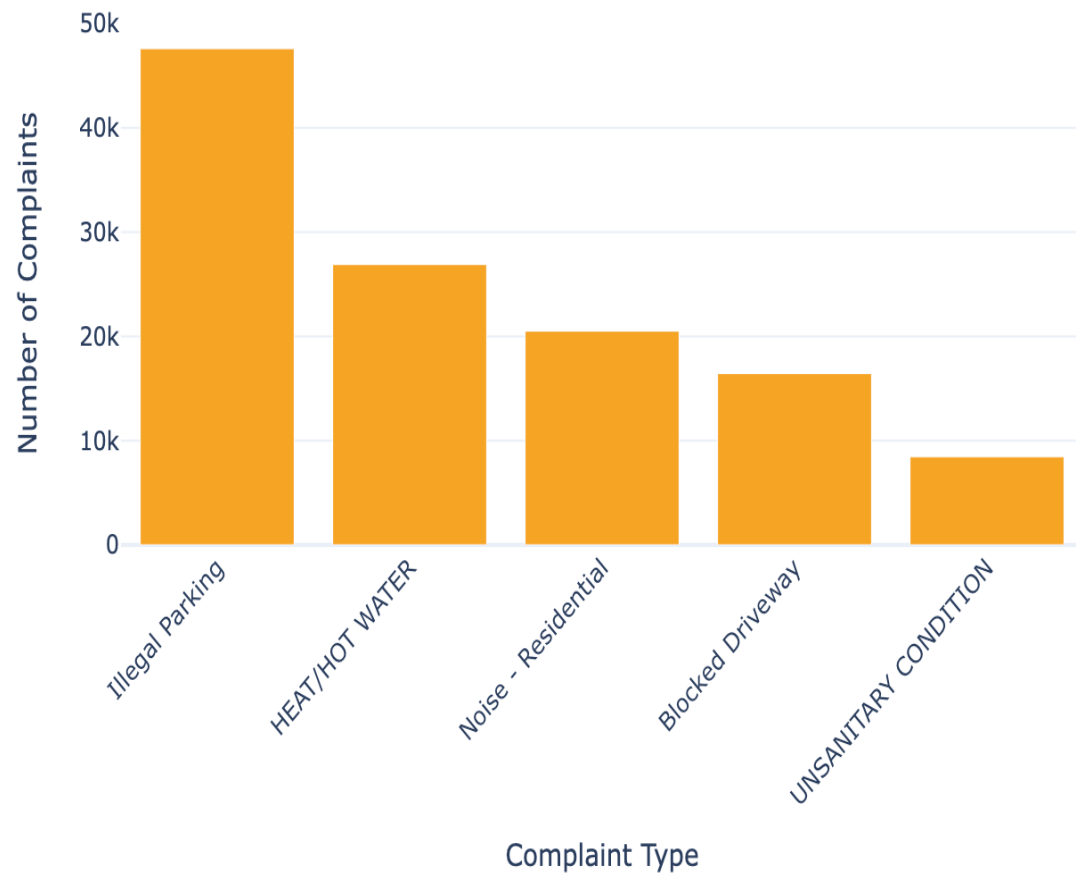


Top Complaint Types in Queens

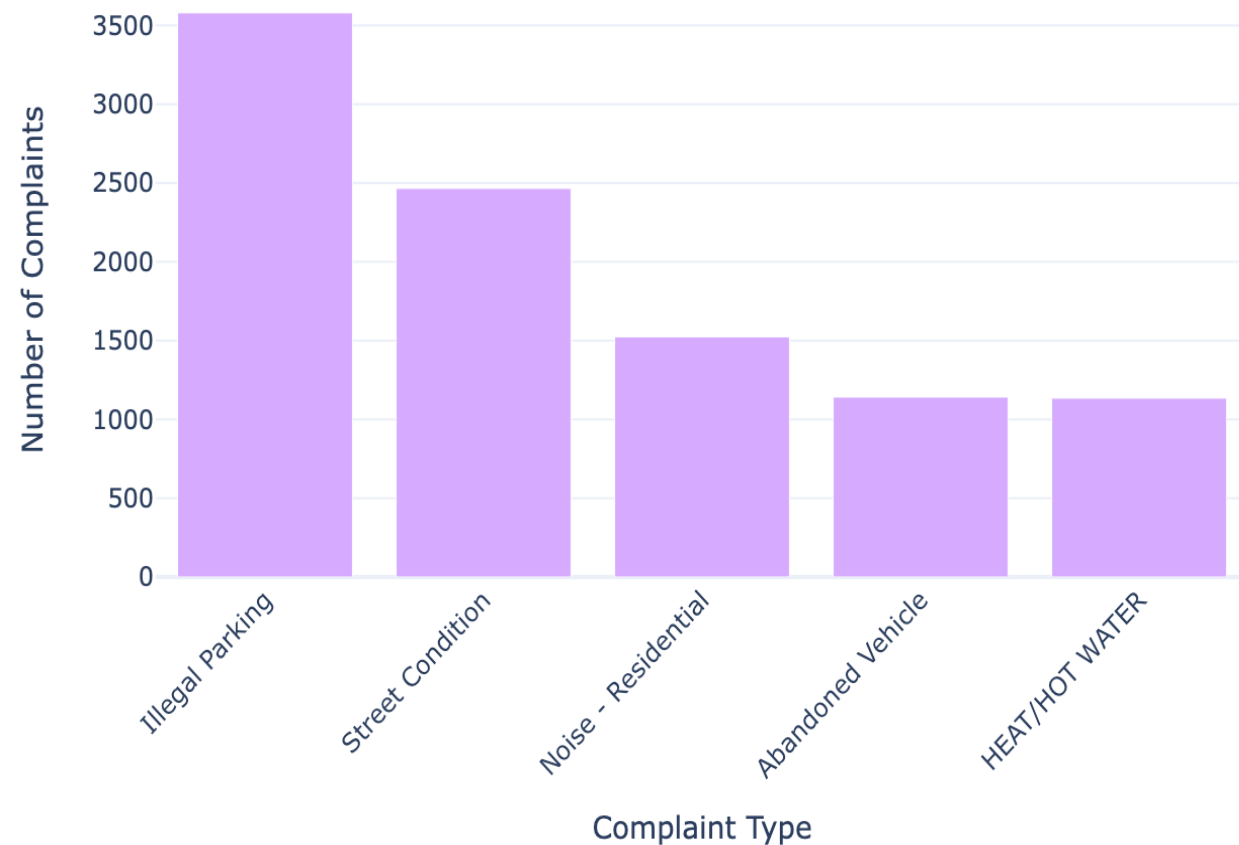


Top 5 Calls Per Borough

Top Complaint Types in Brooklyn

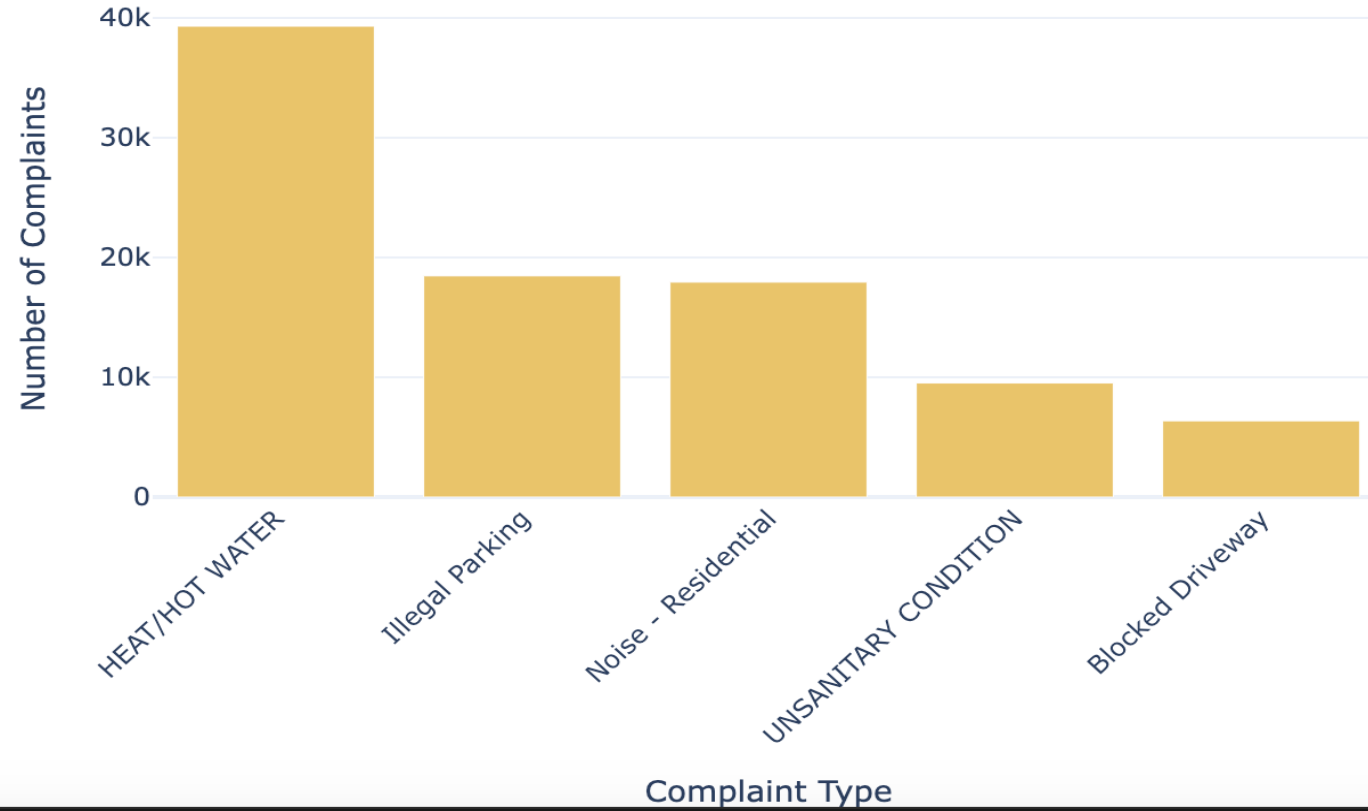


Top Complaint Types in Staten Island

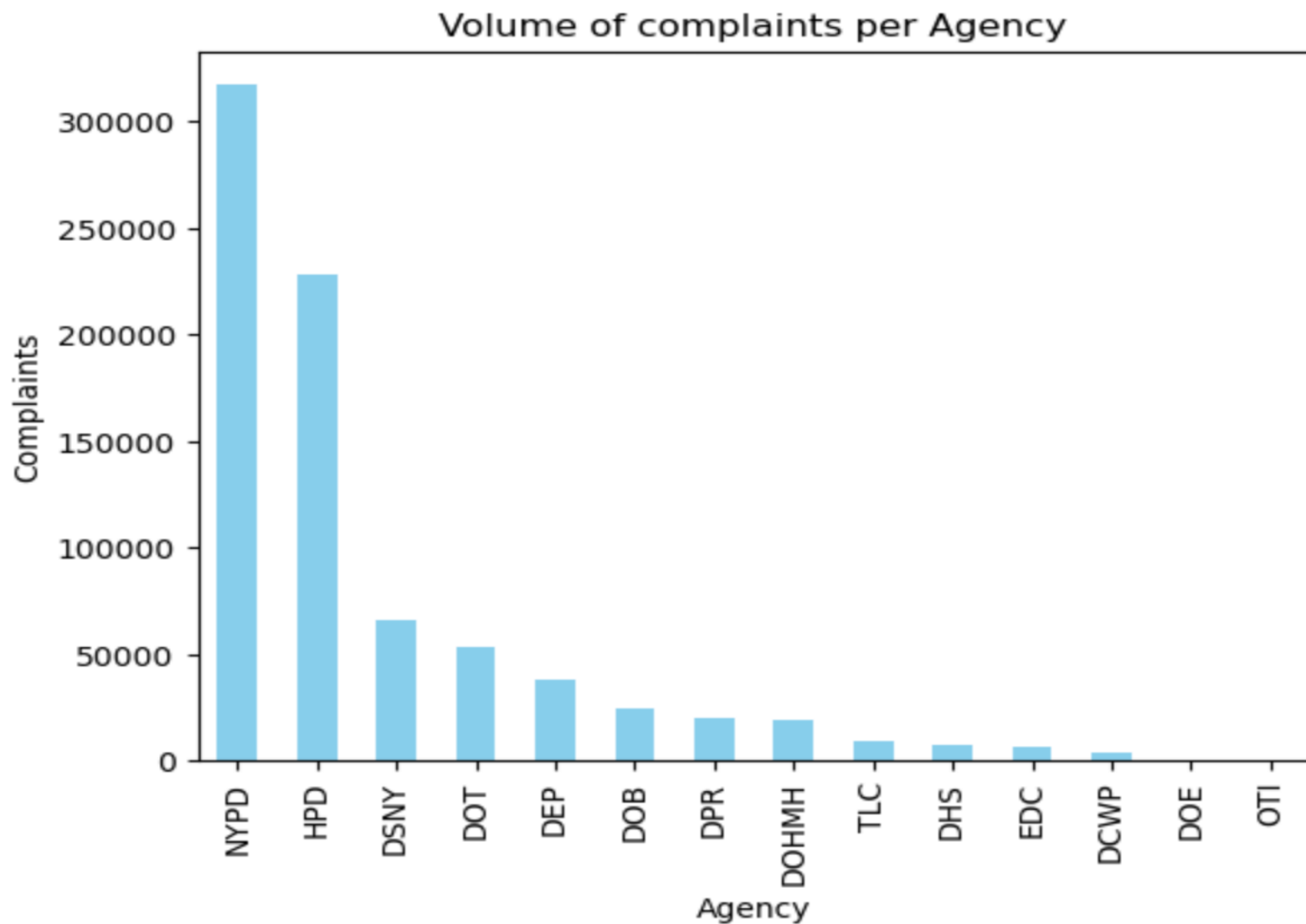


Top 5 Calls Per Borough

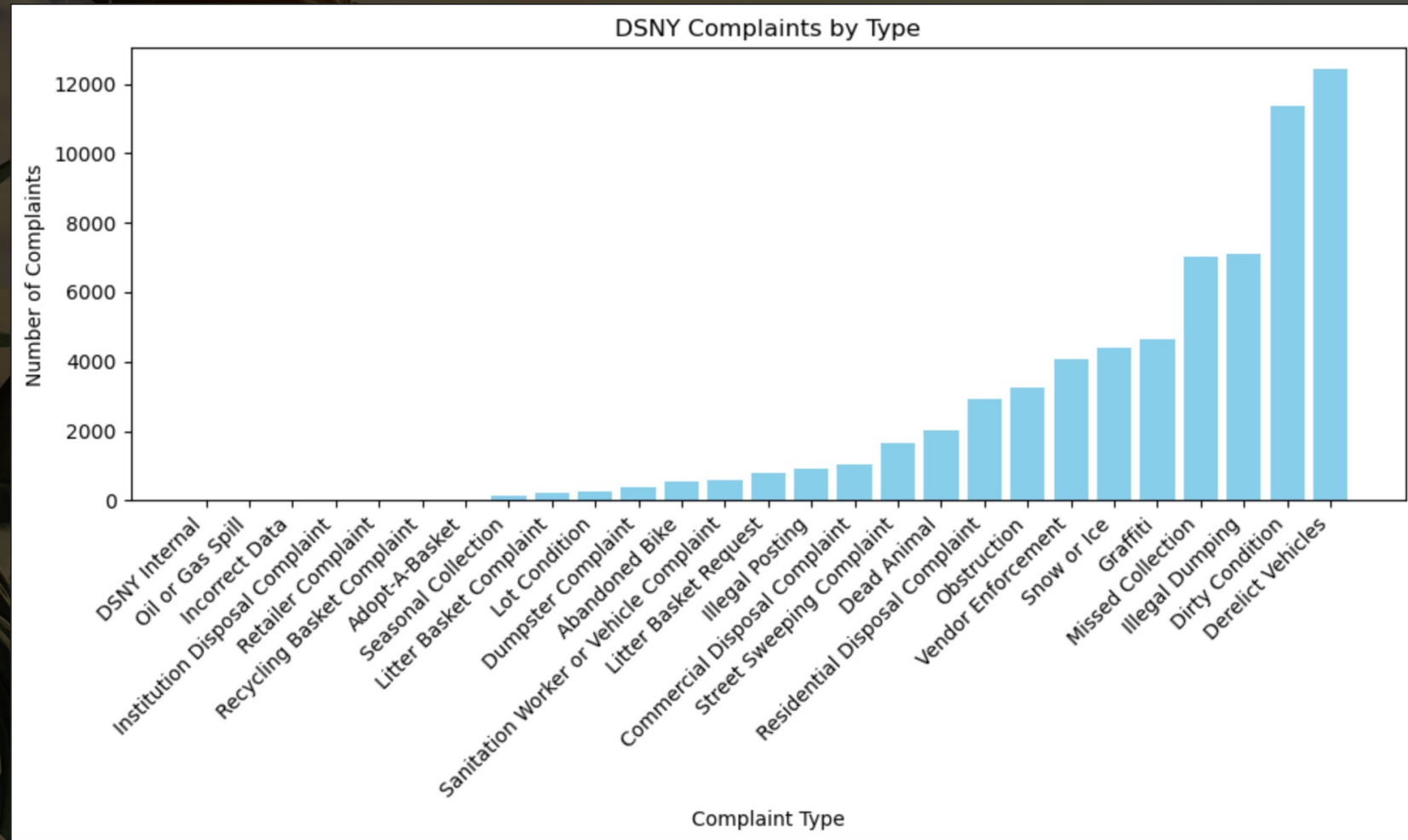
Top Complaint Types in Bronx



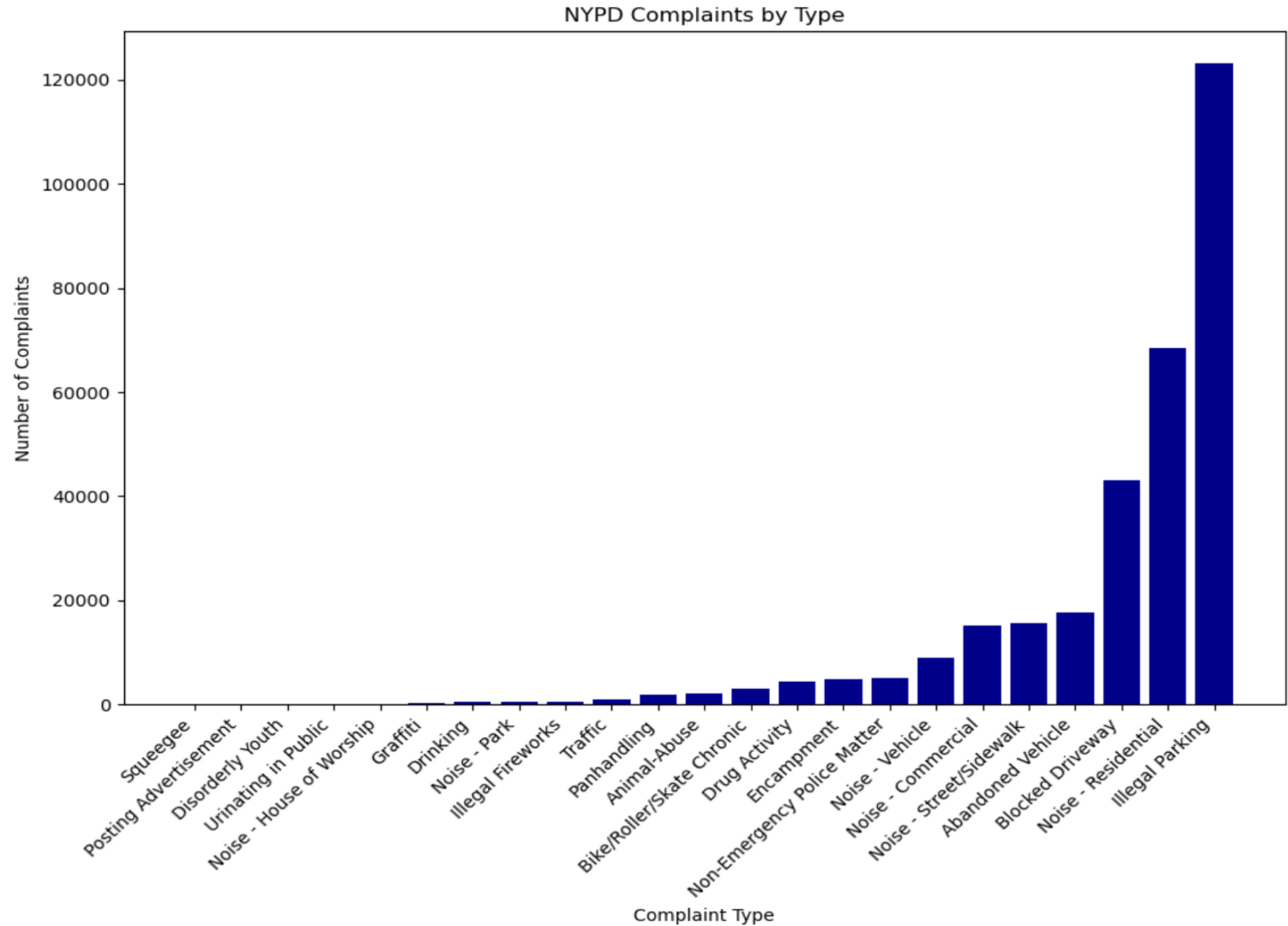
NYC 311 Agencies



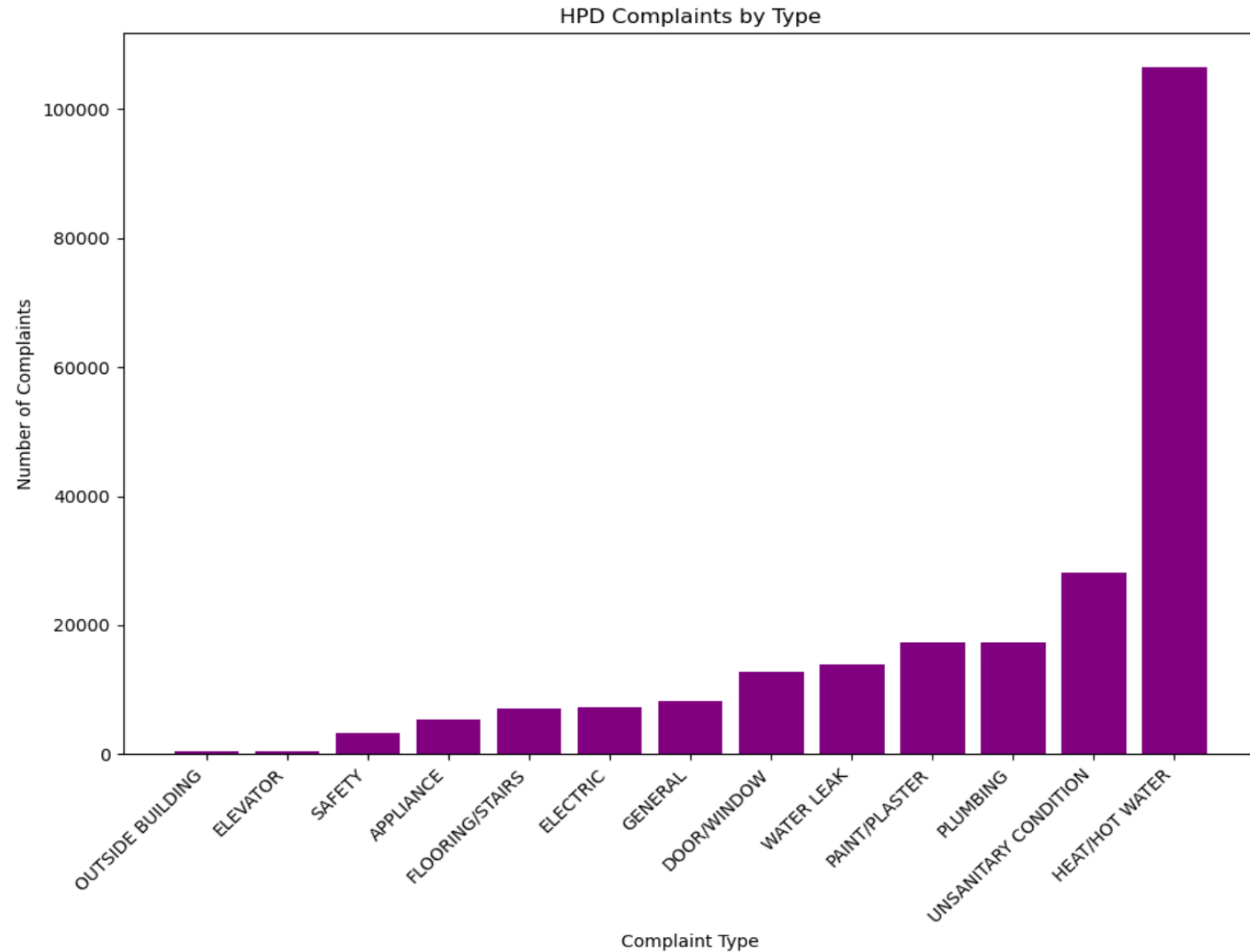
NYPD, HPD & DSNY Analysis



NYPD, HPD & DSNY Analysis



NYPD, HPD & DSNY Analysis



Trashcans Or Not?

Status of Collections

