**NYC311 Project Proposal**

**Overview**

NYC311 provides access to non-emergency city services and information about government programs. With over 500 services, NYC311 addresses a wide range of issues, including homeless assistance, pothole repairs, and property tax inquiries.

**Objectives**

This project aims to analyze NYC311 service requests to uncover insights about common issues and the efficiency of city services. Specifically, we will explore:

* **Top 10 most reported problems**: Identifying the most frequent complaints received by 311.
* **Response times**: Examining the average time taken to resolve various issues.
* **Geographic analysis**: Identifying neighborhoods and boroughs with the highest volume of complaints.
* **Borough analysis**: Determining which borough has the highest number of calls and resolution rates.
* **Service category performance**: Analyzing which service categories perform best and worst in terms of resolution.

**Data Sources**

The primary dataset for this analysis is the NYC311 service requests data, which can be accessed here: [NYC311 Service Requests (2010-Present)](https://data.cityofnewyork.us/Social-Services/311-Service-Requests-from-2010-to-Present/erm2-nwe9/data_preview).

Additionally, we will utilize the NYC Open API for supplementary data:  
https://api.nyc.gov/public/api/GetCalendar?fromdate={fromdate}&todate={todate}.

**Key Metrics**

| **Metric** | **Description** |
| --- | --- |
| **Most Popular Complaints** | Top 10 complaints received by NYC311 |
| **Average Response Time** | Time taken to close reported issues |
| **Geographic Distribution** | Locations reporting the most issues |
| **Borough Call Volume** | Which borough has the highest number of calls |
| **Resolution Rates** | Boroughs with the highest resolution rates |
| **Service Category Performance** | Evaluation of service categories based on resolution success |
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**Expected Outcomes**

By conducting this analysis, we aim to:

1. Identify the most pressing issues facing NYC residents.
2. Understand the efficiency and responsiveness of city services.
3. Provide actionable insights for city agencies to improve service delivery.

**Team Members and Task**

* Yesmelin Perdomo - **Top 10 most reported problems**
* Alyssa Jones - **Geographic analysis**
* Amanda Lor - **Borough analysis**
* Daniel Gomes - **Service category performance**
* Asmae Bouazzaoui - **Geographic analysis**