



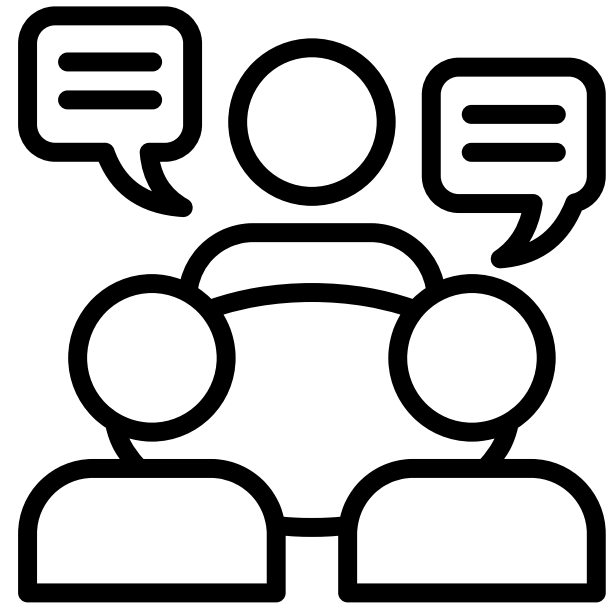
2023

CITY OF
BOSTON

Team 3: Thiru Satya Surya Mahaveer
Bonagiri, Aryaan Upadhyay,
Christian DeAsis, Mary Choe

ANALYZING 311 RESPONSES

CITY COUNCILOR
JULIA MEJIA



OVERALL QUESTIONS

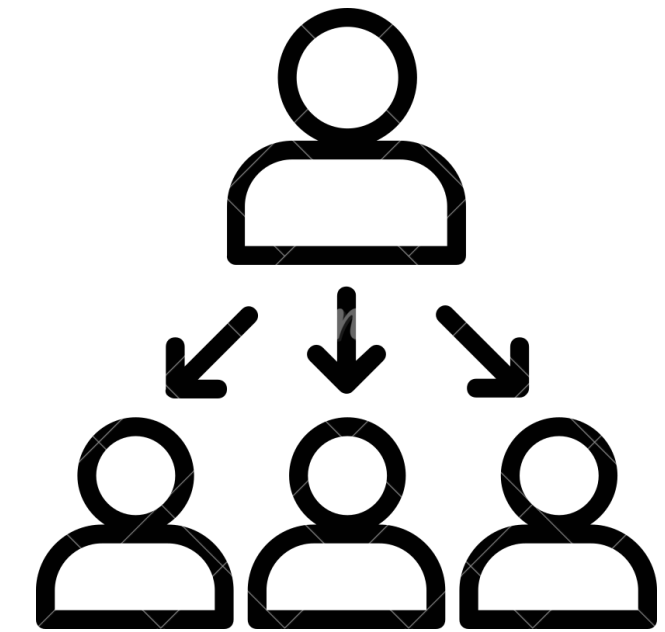
- How is the city responding to 311 service requests?
- Are they resolving them in an equitable manner?
- Which communities feel empowered in Boston to demand services?

Our Project



DATA SETS

- Geocode API
- Analyze Boston 311 dataset - [Dataverse 311 Data](#)
- Social Vulnerability Index - Climate Ready Boston



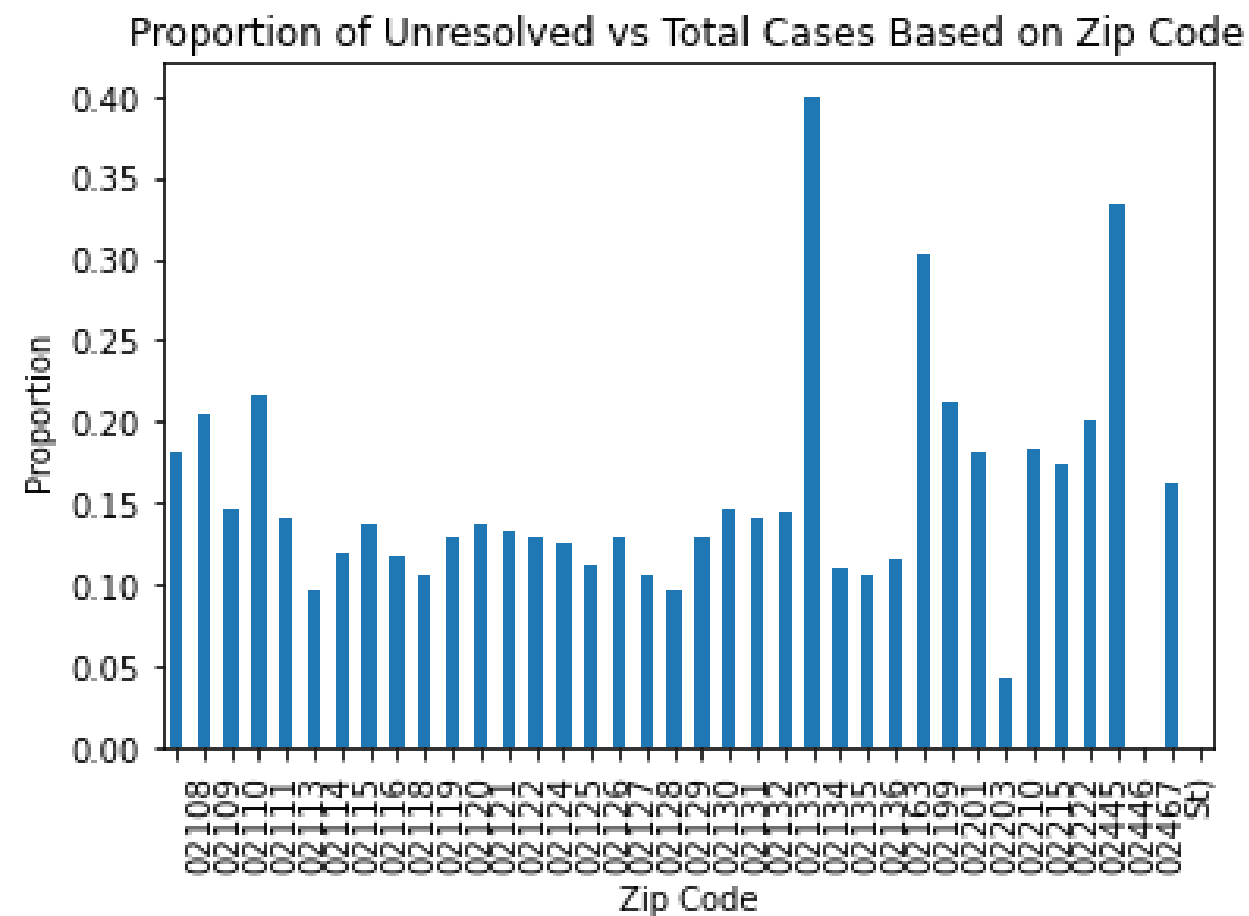
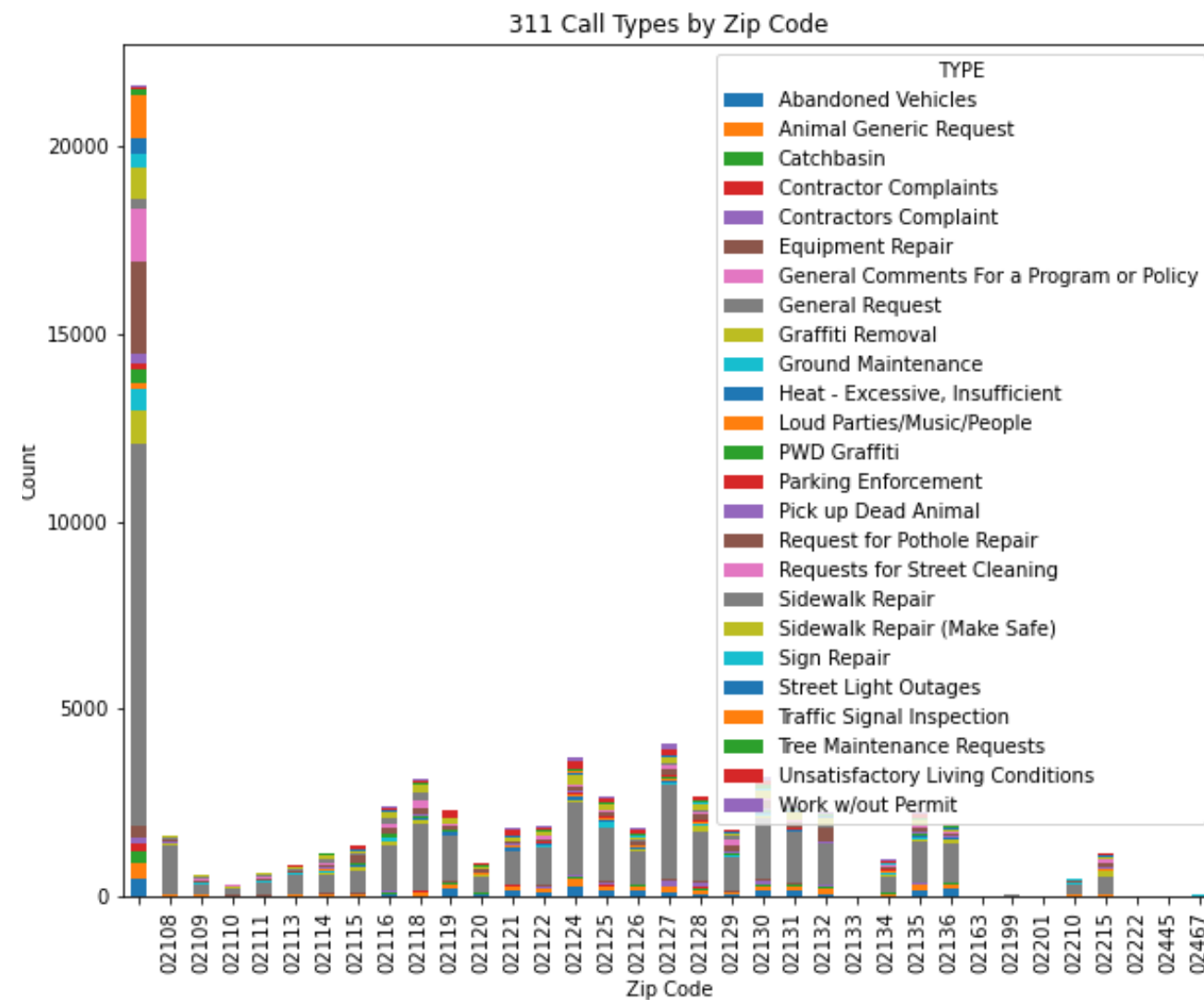
DELEGATION

- Extracted, pre-processed, and created visualizations of the data - Christian and Aryaan
- Created visualizations and concatenated and cleaned data - Mary and Mahaveer

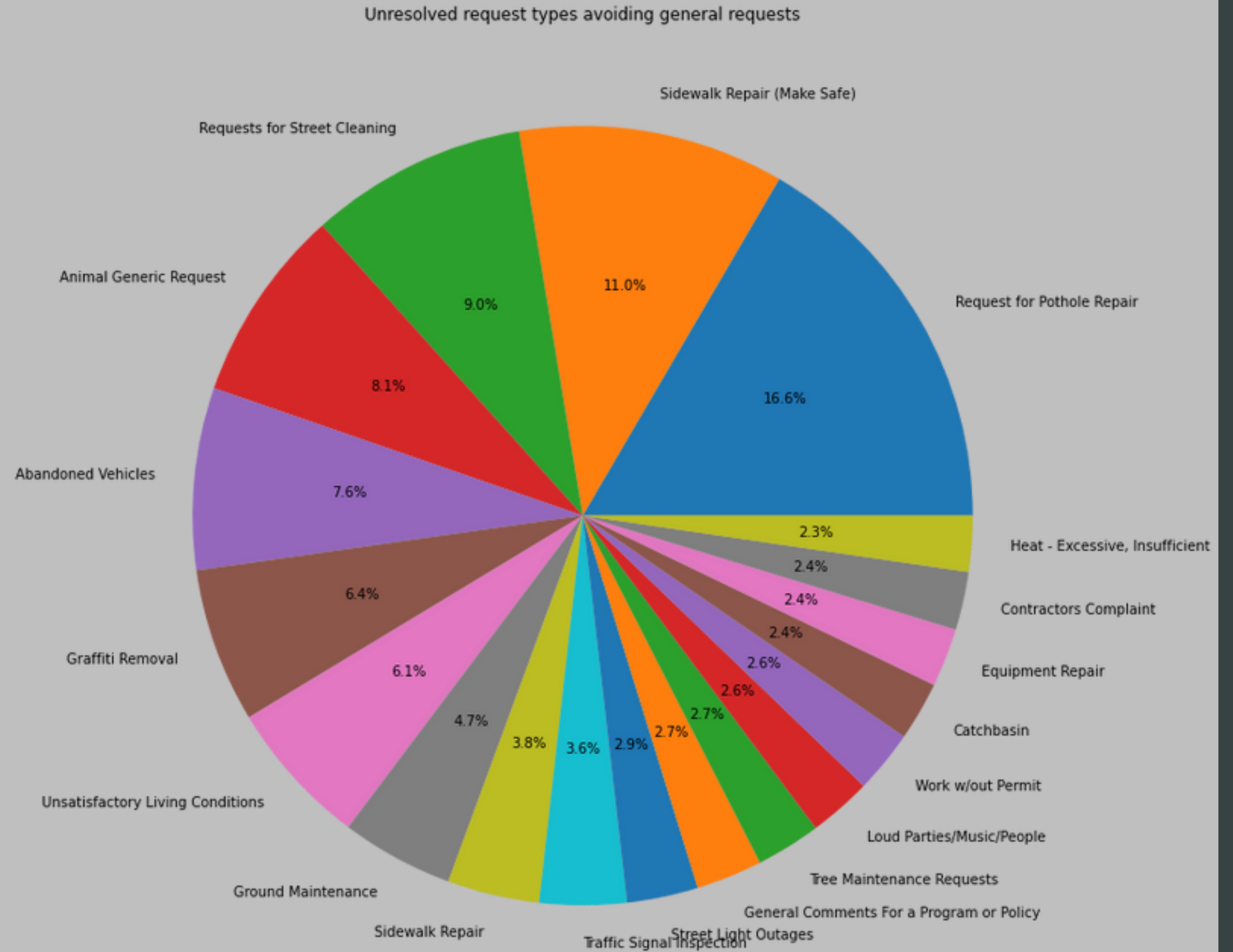


Project Questions

- Which communities are most empowered based on 311 service requests?
- What service requests are most common for the city overall and by [insert geography]?
- How does the city respond to its residents based on the ratio of resolved to unresolved 311 requests?
- Is the rate of closure for different types of service requests the same across [insert geography]?

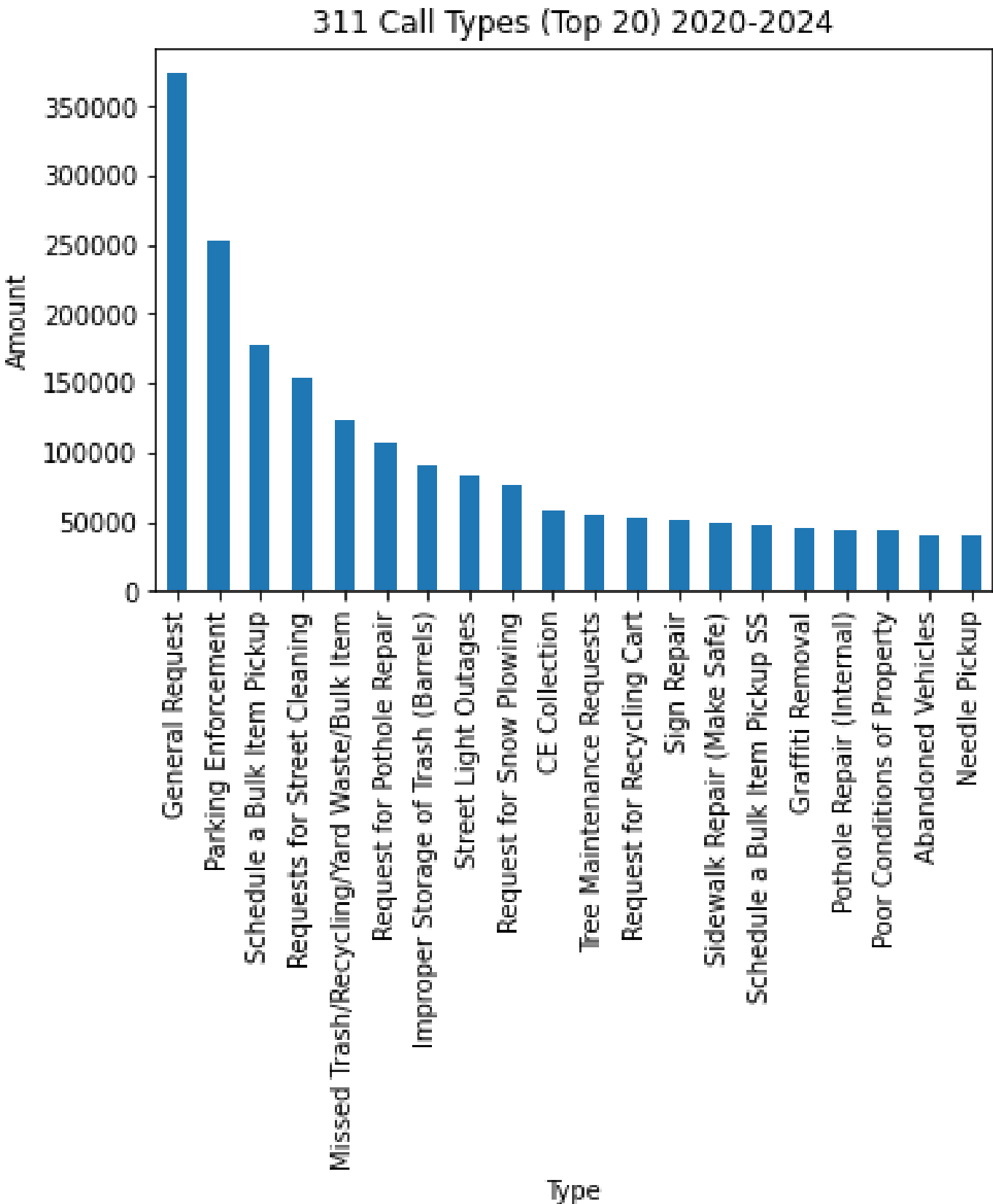


Early Analysis

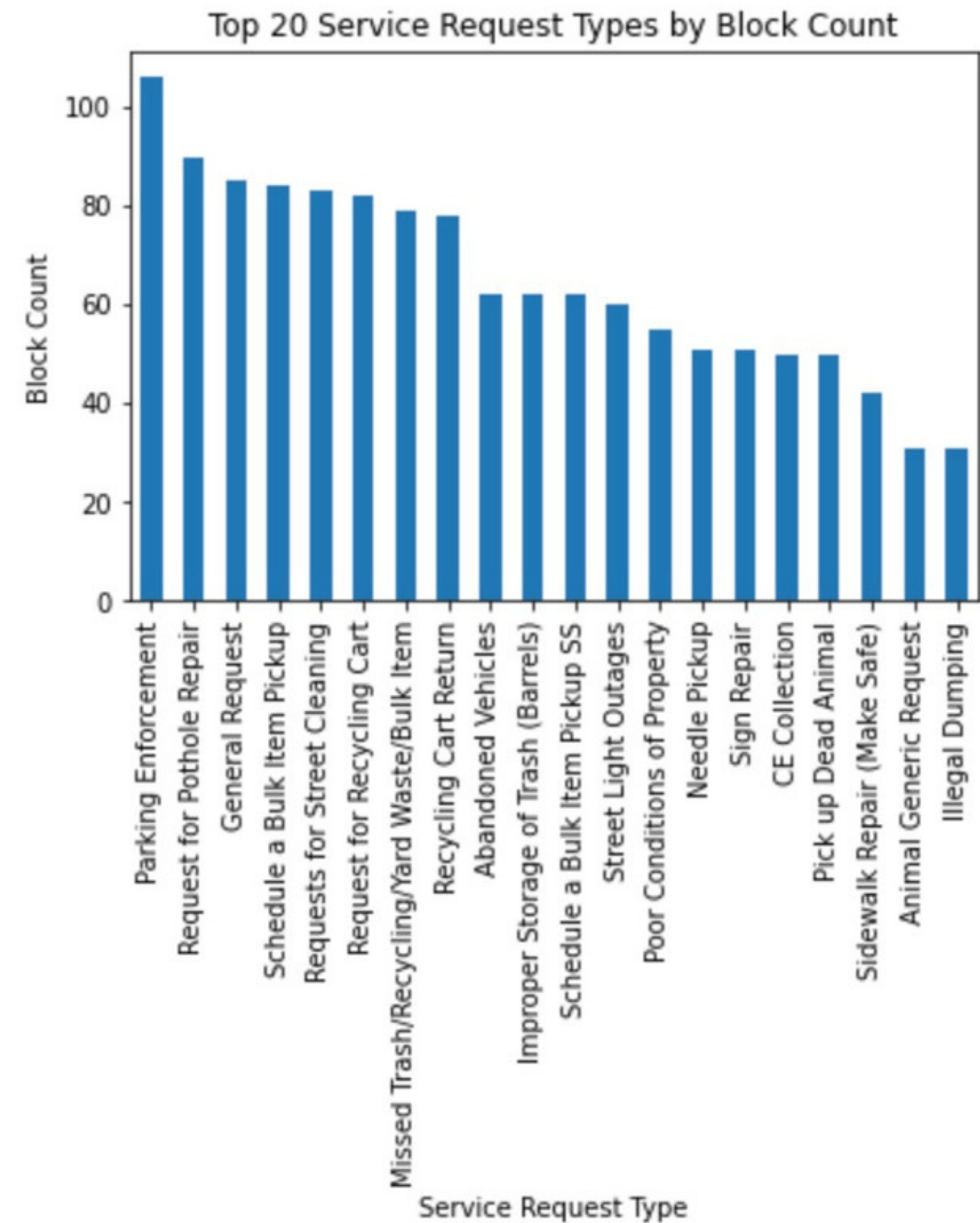


Different Request Types

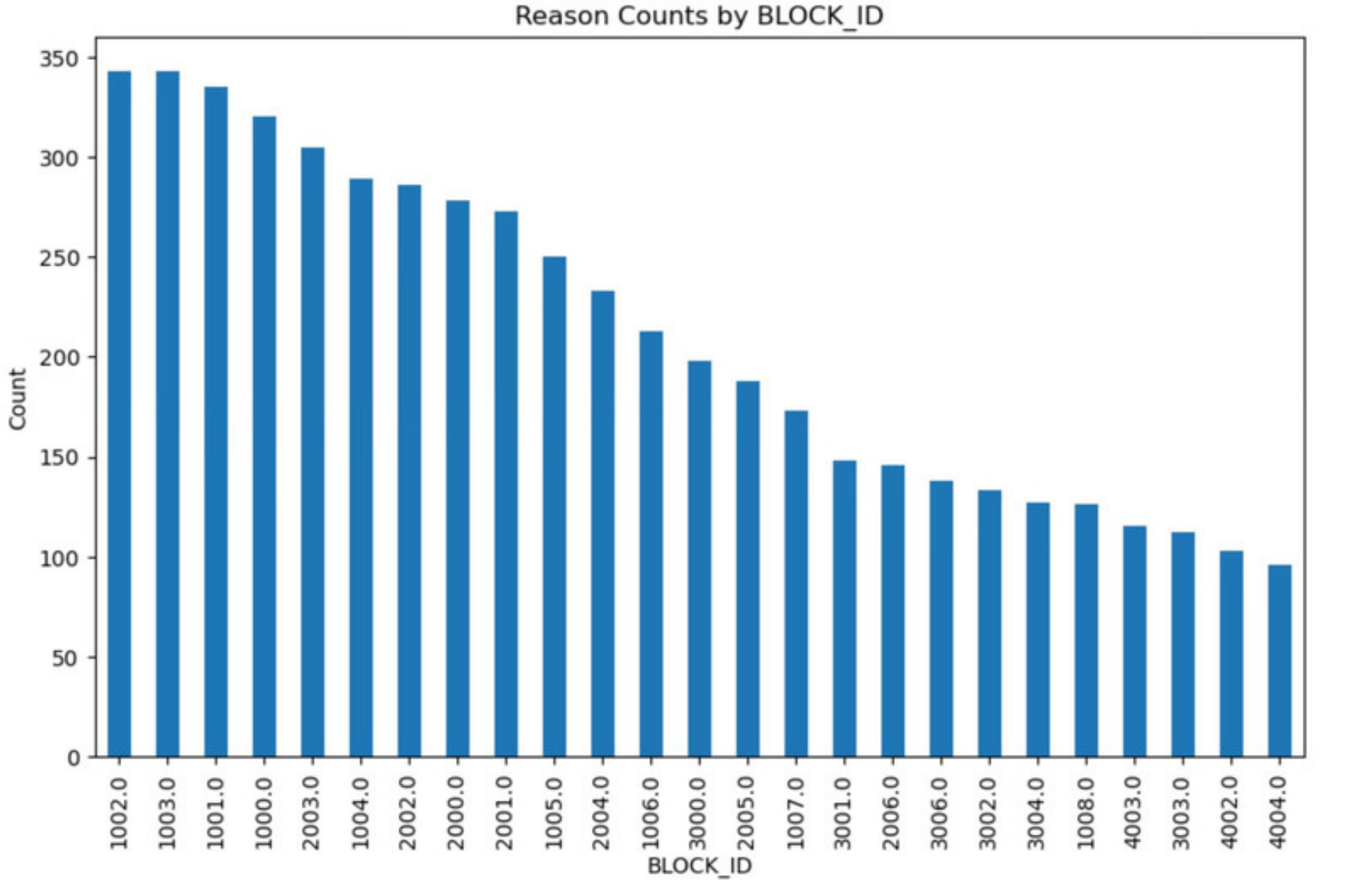
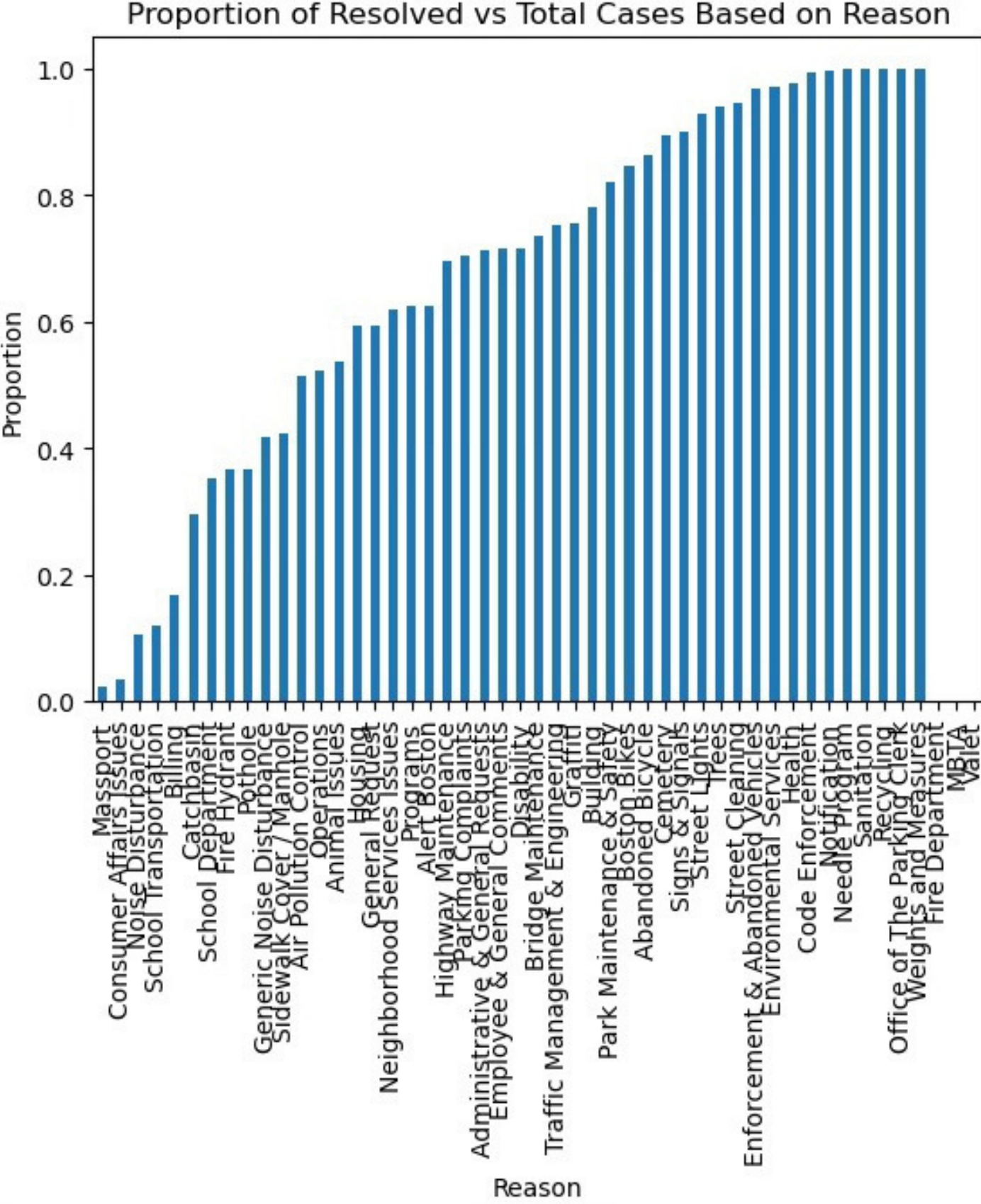
BY REQUESTS:



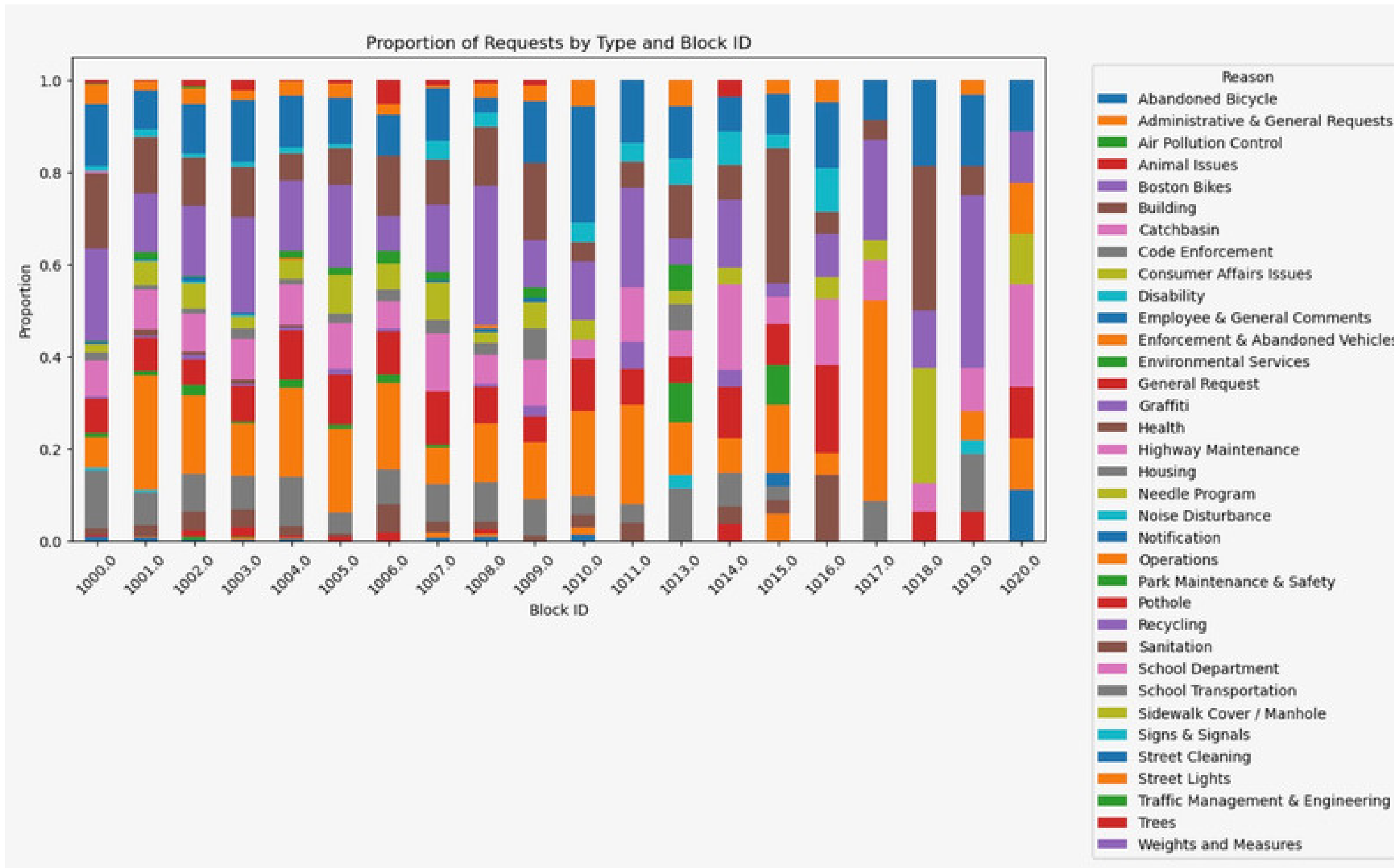
BY BLOCK:

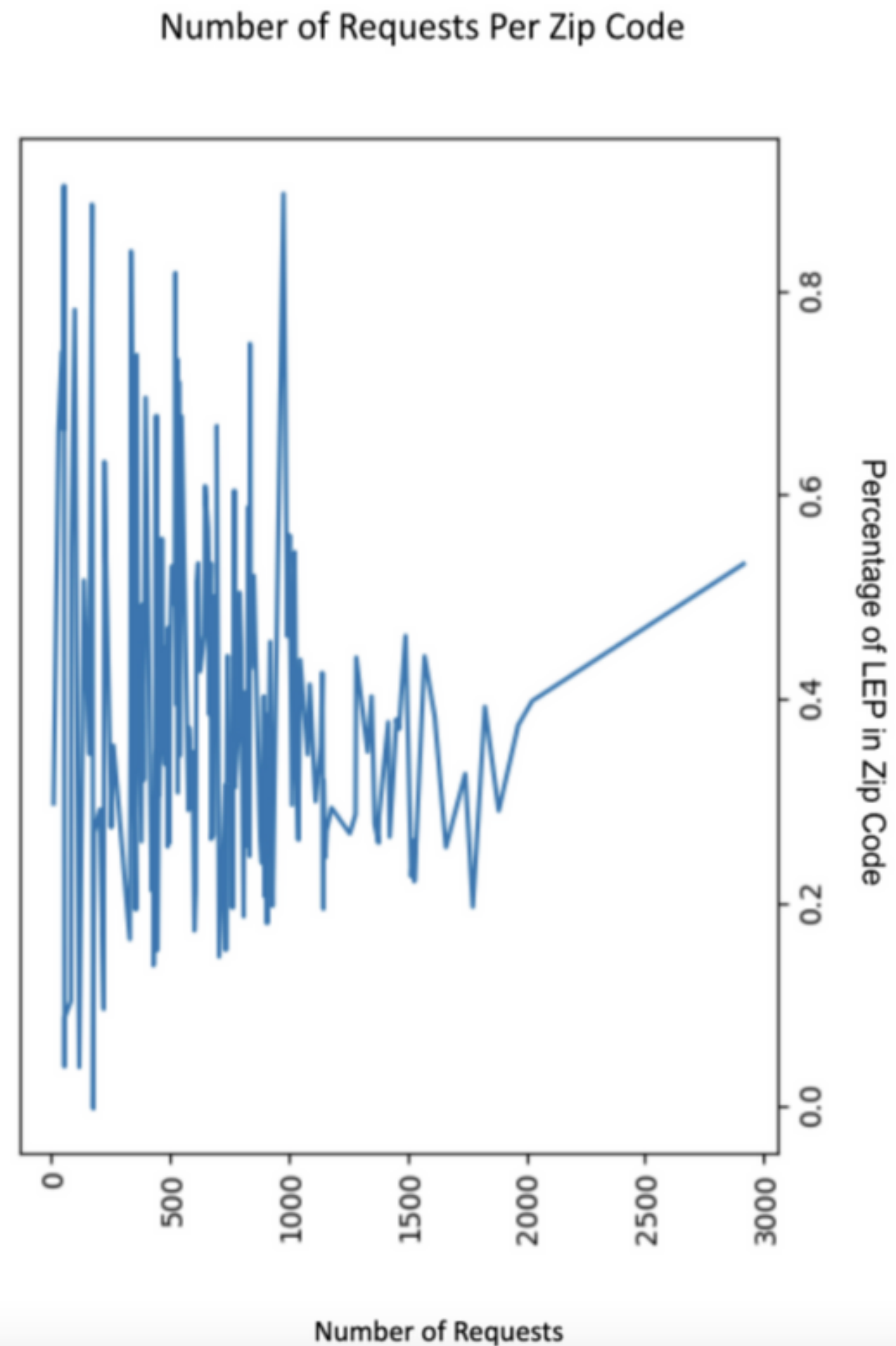


Closure Reasons



Closure Rate Analysis



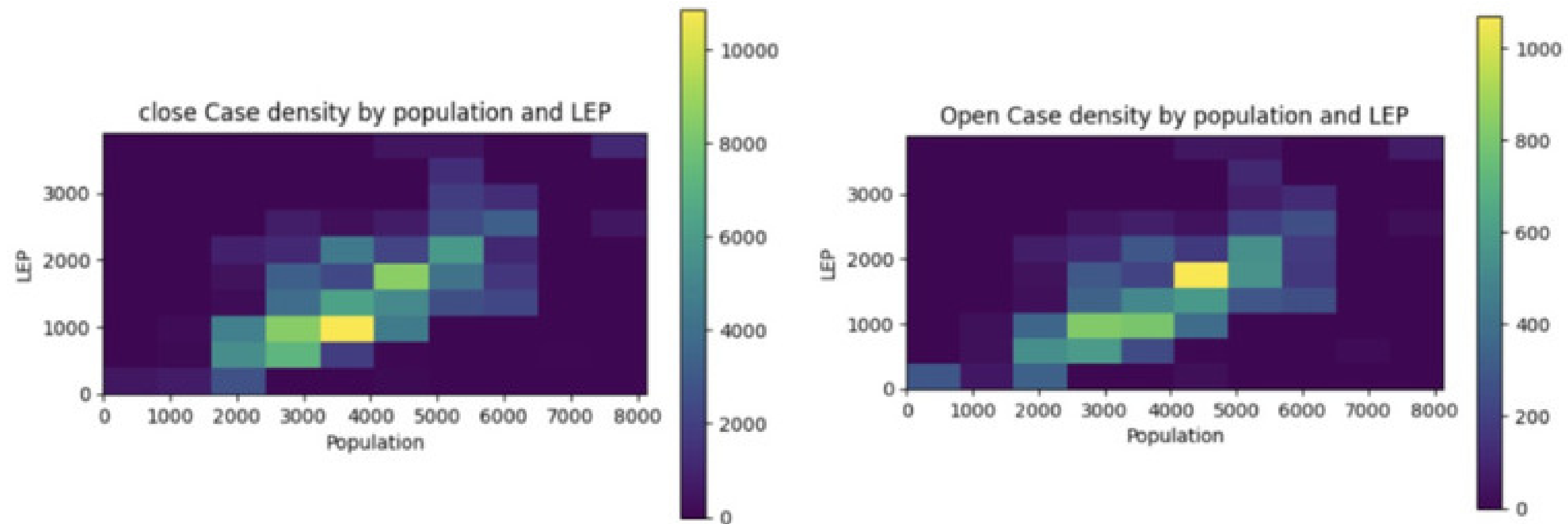


Extension Analysis

Limited English Proficiency (LEP)

Does limited English proficiency actually impact the calls?
Is it affecting the amount of requests that are made in proportion to other English-speaking blocks?

Limited English Proficiency (LEP)





Conclusion

- Analyzed the 311 requests - both resolved and unresolved on zip codes
- We used Geocode API, to get the data related to block ID
- Analyzed the 311 requests - both resolved and unresolved on Block codes
- Extension analysis to relate number of 311 requests with Limited English Proficiency