

Project 3: LA City 311

Skills Leveraged:

- Tableau
- PostgreSQL
- PowerPoint

Beginning	The Problem	Average time to close and request numbers over the years.	Volume of request types over time	Average time to close for concerned request types	Districts which need further looking into	Recommendations
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The Problem

- 311 is a non-emergency hotline for City Services that citizens can call to find information or to report issues.
- We want to find out which requests are taking significantly more time than others to close.
- What can we do to improve time to close on requests in LA?
- Data gathered in LA between 2016-2019, over 4 million requests.

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Average time to close (days)



1. Average time to close is increasing at a larger rate every year

13.8% increase in average time since 2016

2016

2017

2018

2019

Number of requests (millions)



2. Volume of requests is increasing as well

37.9% increase in requests since 2016

3. Rapid growth in request volume but average time to close isn't increasing at the same rate.

Suggests more efficiency or staff working to handle requests.

2016

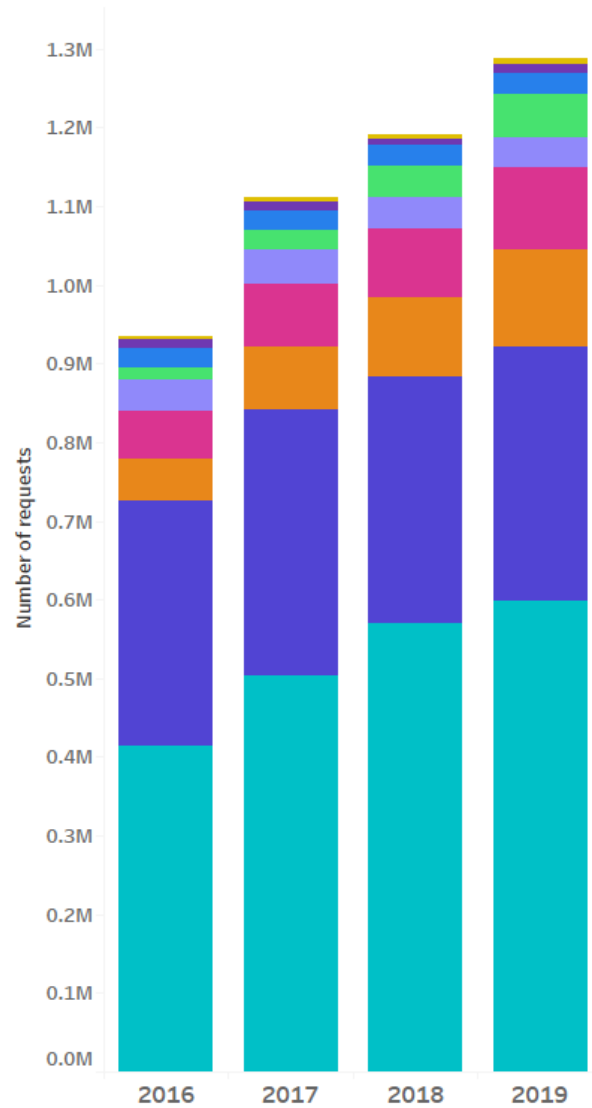
2017

2018

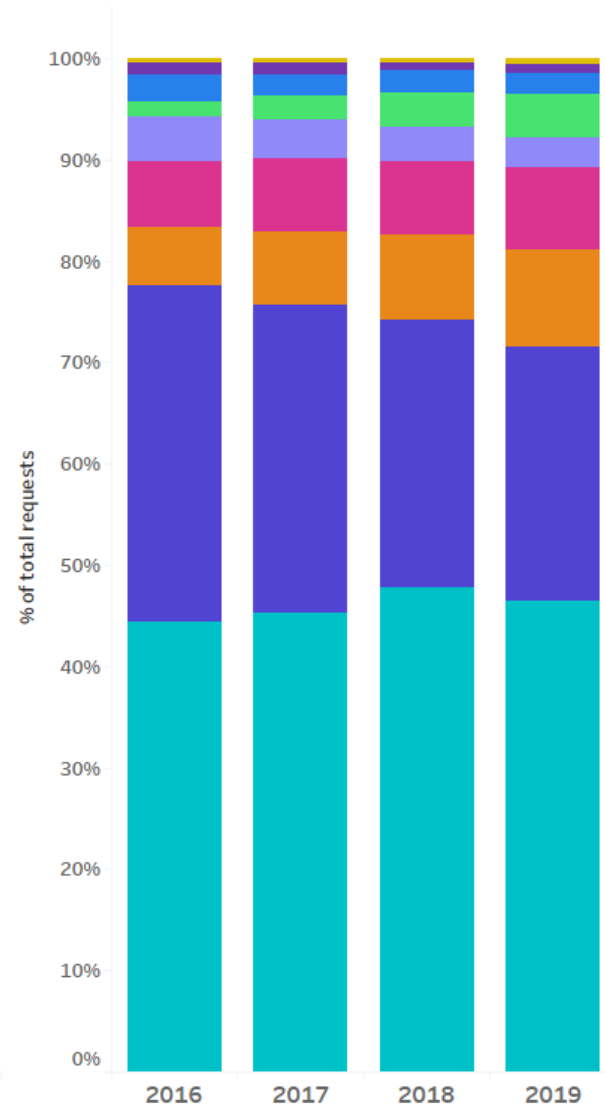
2019

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Share of request types



% share of each request type



Request

- Multiple Streetlight..
- Single Streetlight Is..
- Dead Animal Remov..
- Homeless Encamp..
- Electronic Waste
- Metal/Household A..
- Illegal Dumping Pic..
- Graffiti Removal
- Bulky Items

1. Requests for Grafitti Removal issues is on the downtrend. Decreasing every year.

2. Requests to note:

Homeless Encampment
1.57% -> 4.31%

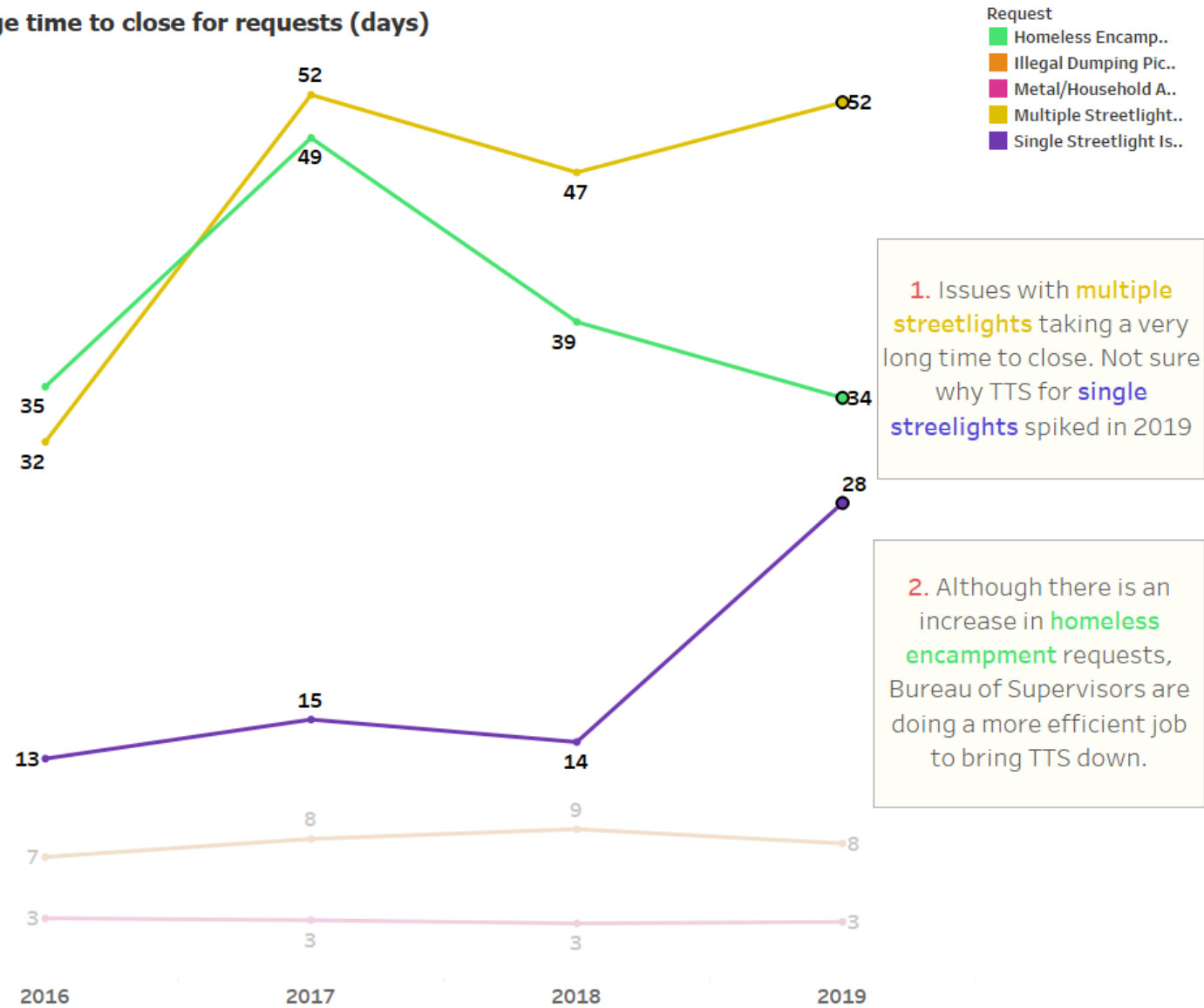
Illegal Dumping Pickup
5.66% -> 9.59%

Multiple Streetlight Issue
0.43% -> 0.62%

Metal/Household Appliance
6.47% -> 8.01%

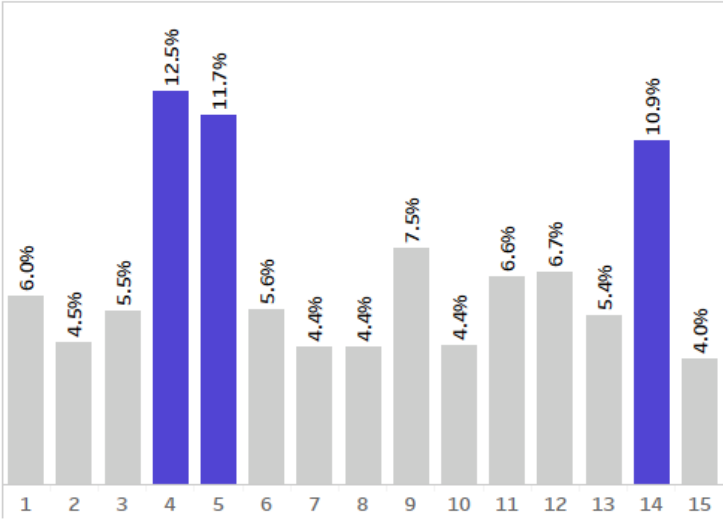
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Average time to close for requests (days)

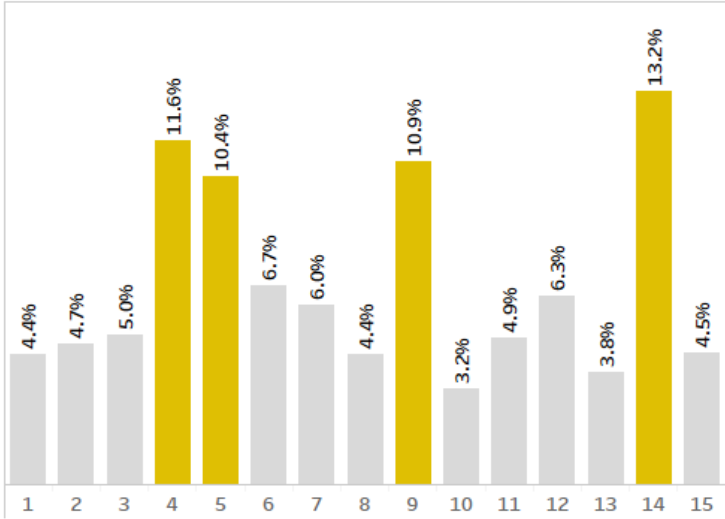


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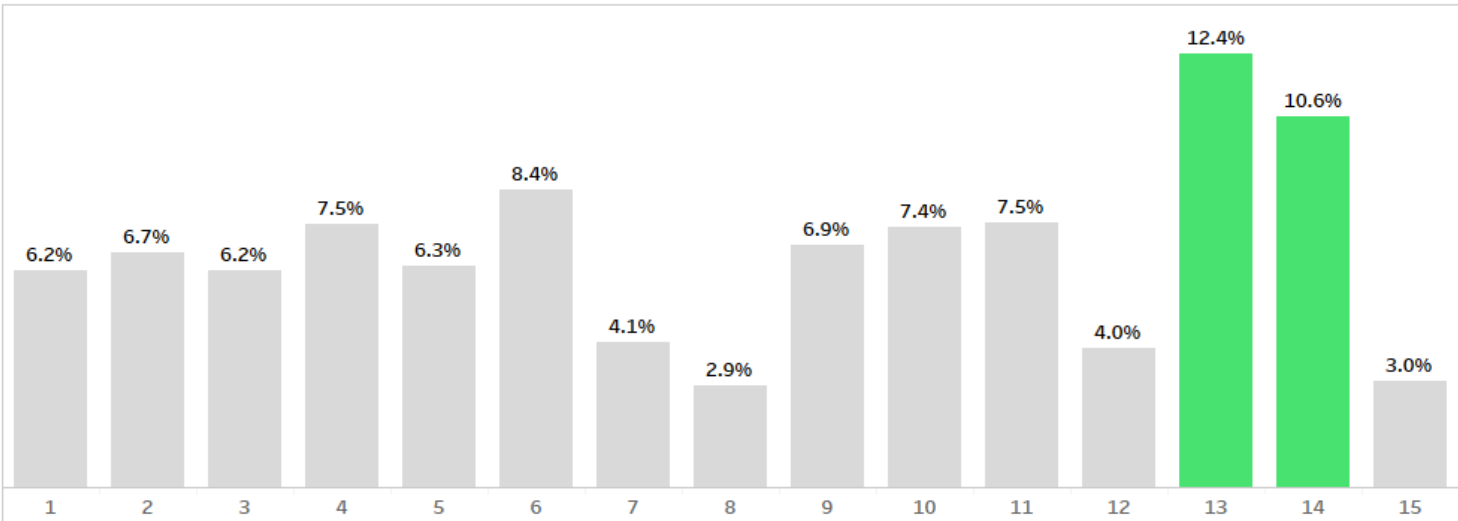
Single Streetlight requests per district



Multiple Streetlight requests per district



Homeless Encampment requests per district



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Recommendations

- Focus on District 14 and find out whats going on. Bureau of Street Lighting should hire more electrical engineers and give more aid.
- Districts 4 and 5 also need looking at, both have high numbers of issues with streetlights.
- Homeless Encampment TTS is on a positive downtrend but Bureau of Supervisors could do more. i.e. More financial aid and support to homeless, build more shelters.
- Although Grafitti Removal requests are going down, we could do better. i.e Hosting designated days to celebrate street art on certain streets to attract talent.