

# NYC311 : Issues in the Borough

IST719 : Information Visualization | School of Information Studies

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## Abstract

This poster shows the calls received by NYC311 in the year 2015. It also covers how each Borough faces different type of issues throughout the year and also reflects NYC311's responsiveness.

## This may be important for

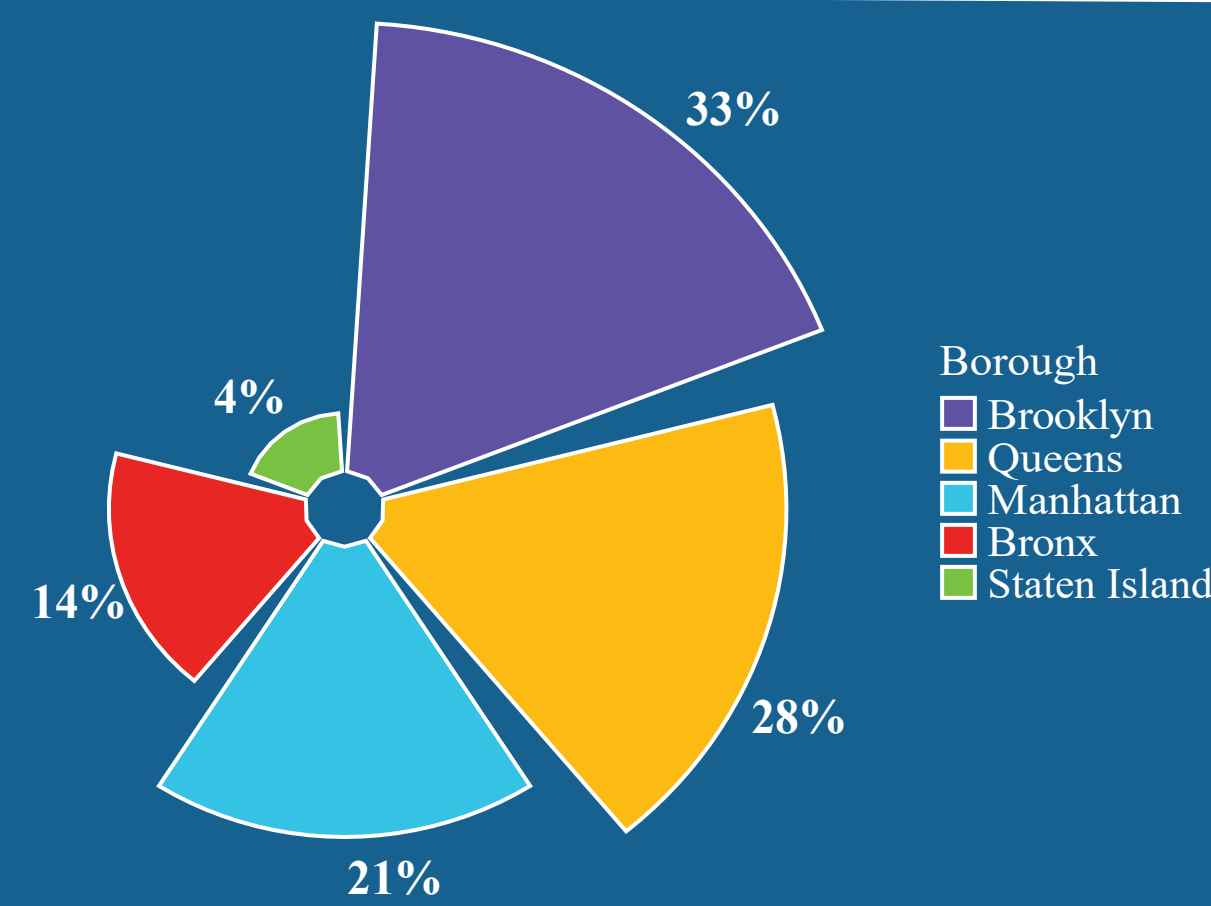
The visual information represented in this poster will be greatly useful for the residents of NYC and the tourists travelling to the City. This information could also be used by the government & the police to control some issues depending on the location and time of the year. NYC311 could also make use of this information for planning strategies to control and mitigate major issues.

*Can I "rely" on NYC311 to solve my issues?*

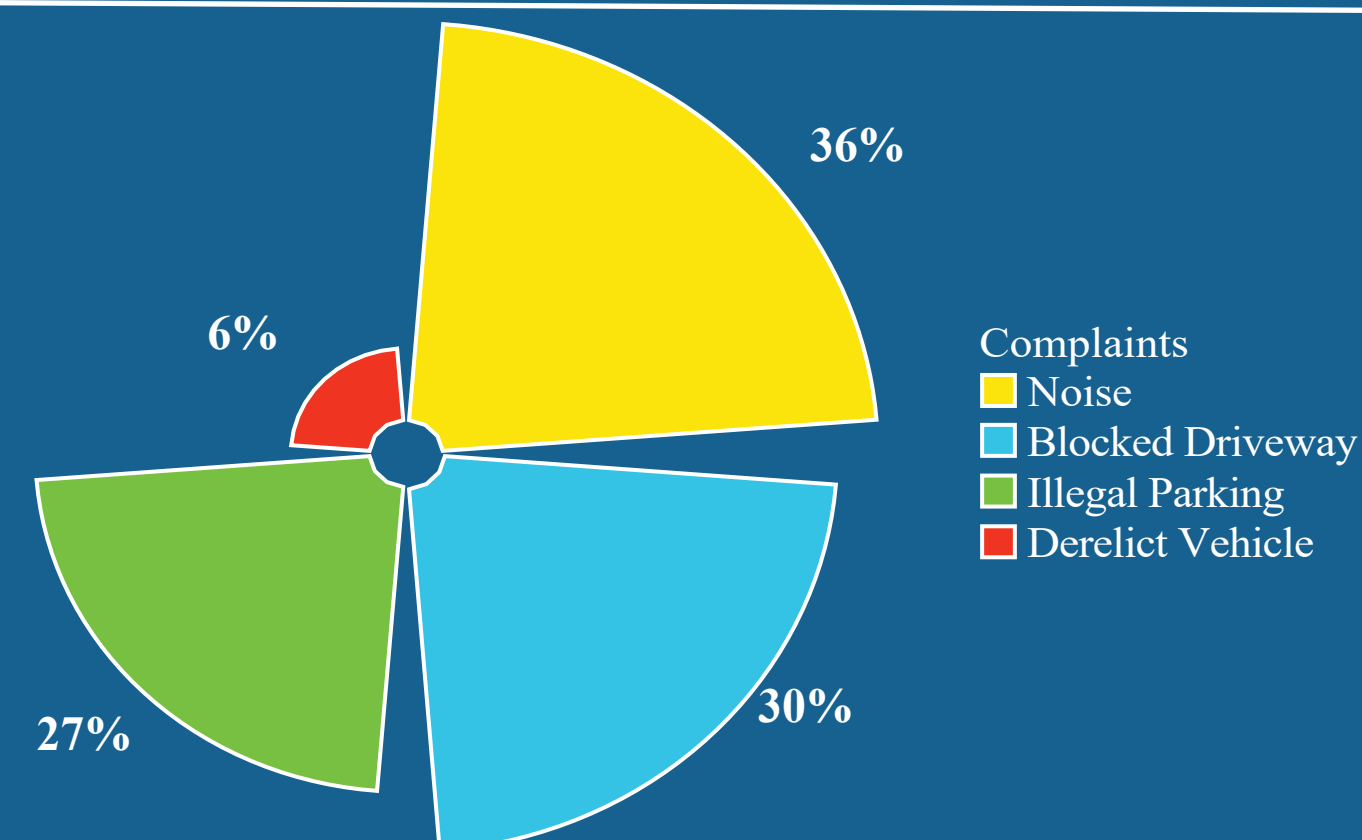
## Data Description

This dataset is taken from Kaggle Repository and contains 53 attributes and 0.365 million observations. I have subsetting the data to 12 important attributes and 0.3 million rows. I have performed aggregations on Boroughs and Complaint Groups

### Percentage distribution of Calls by each Borough

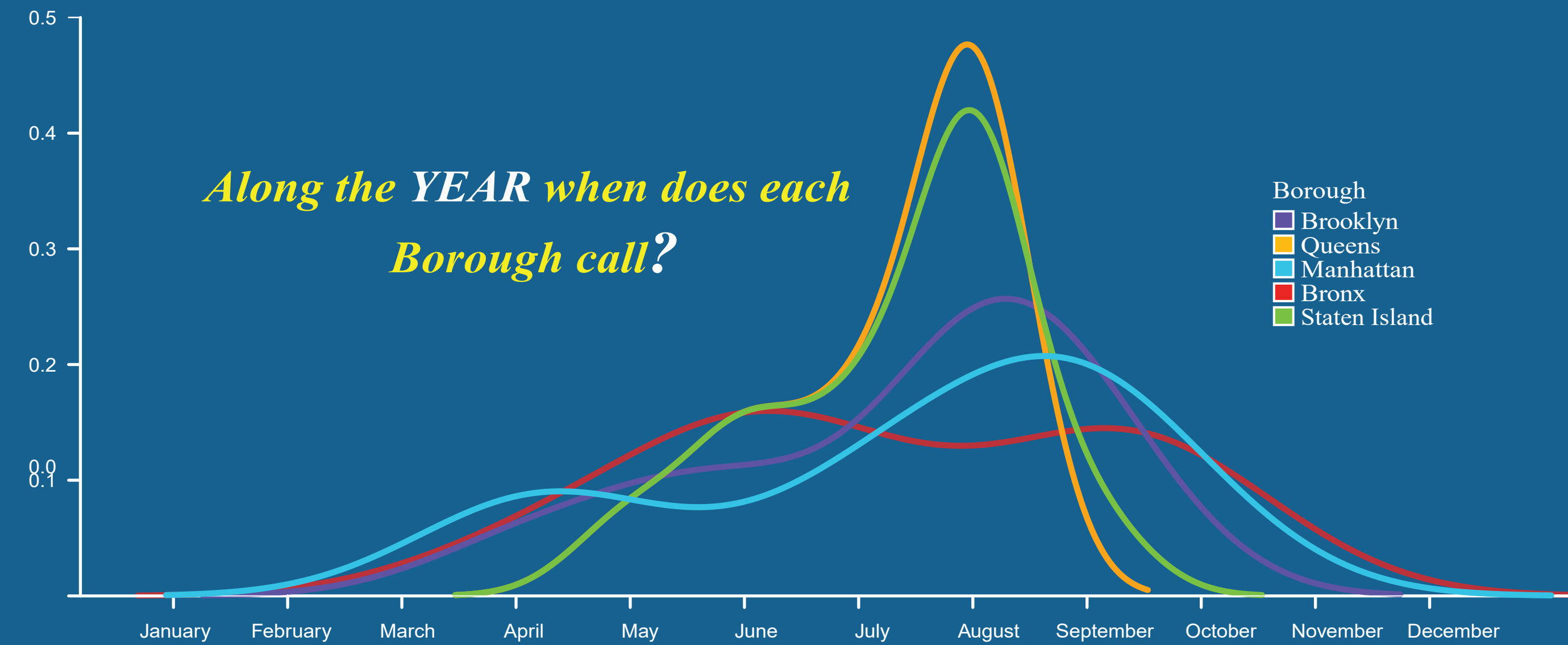


### Distribution of Major Issues (greater than 5%)

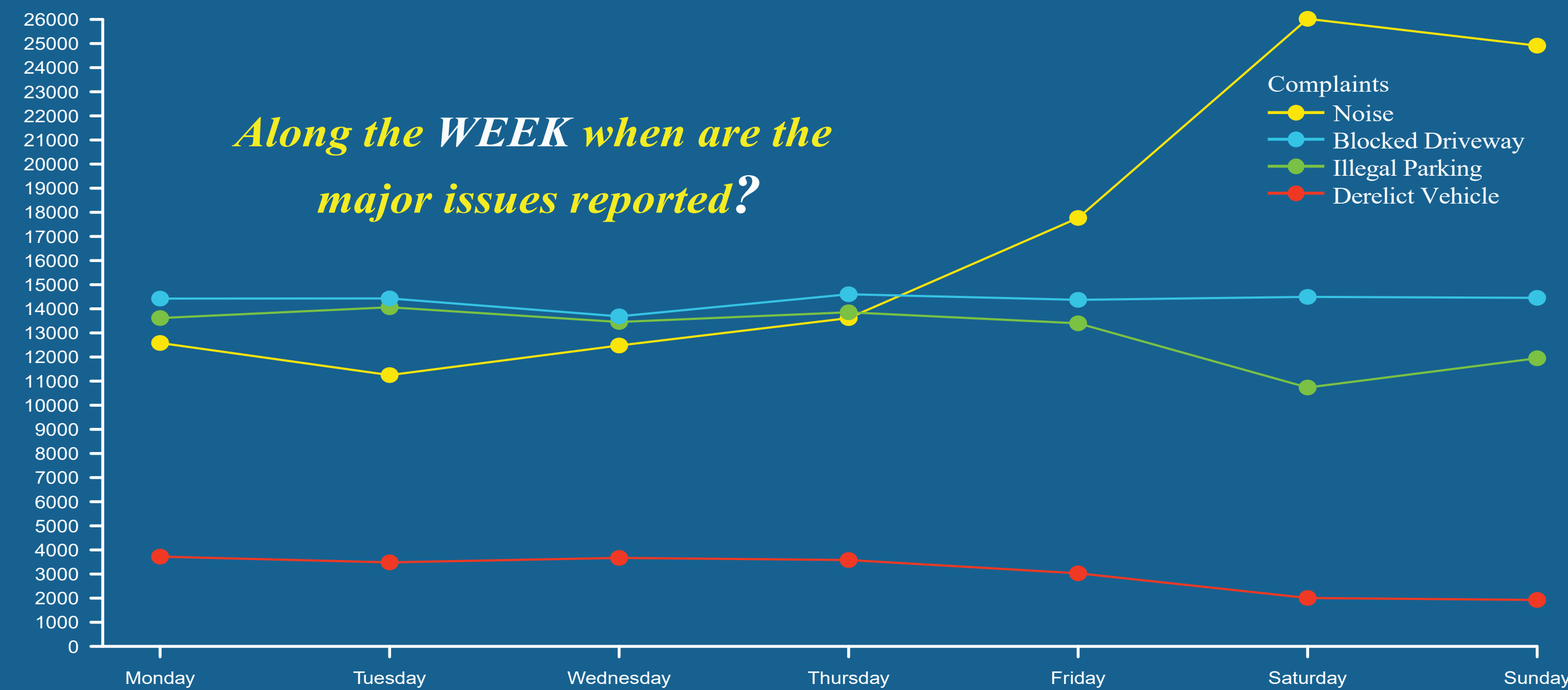


## When do people report the issues?

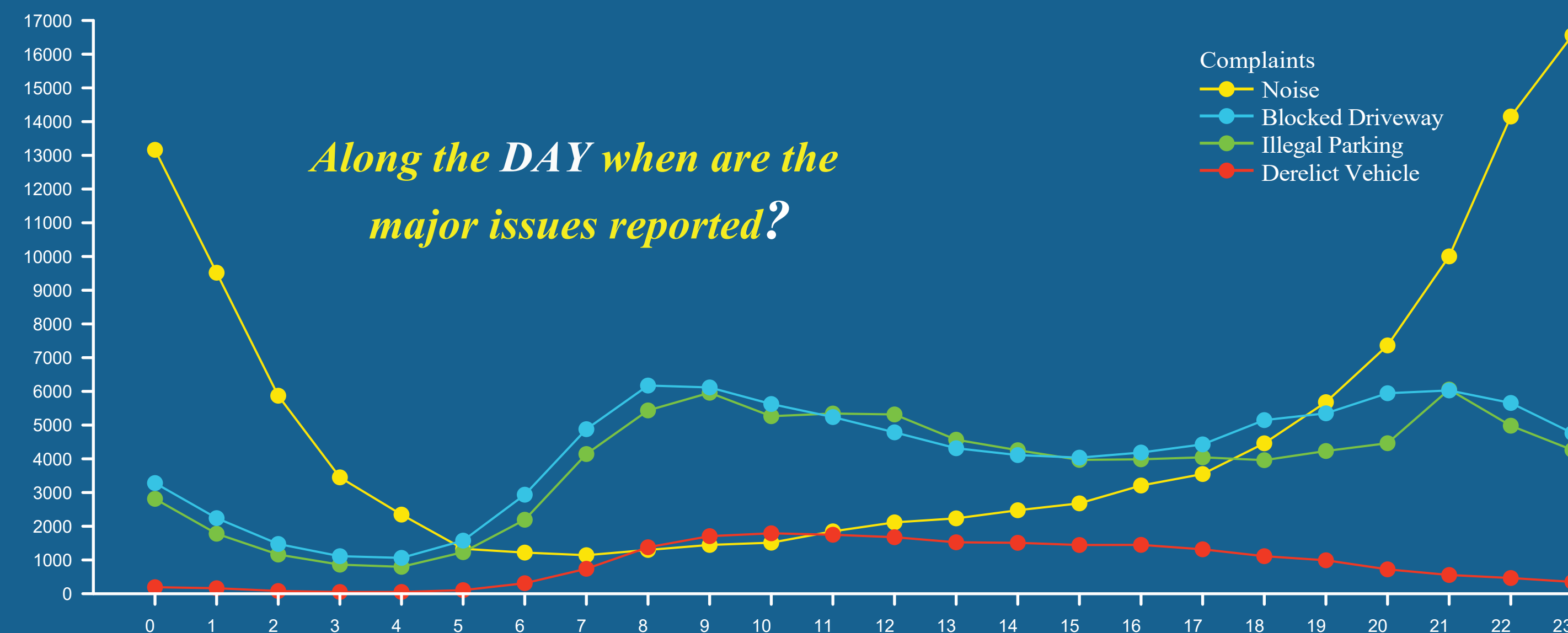
### Along the YEAR when does each Borough call?



### Along the WEEK when are the major issues reported?

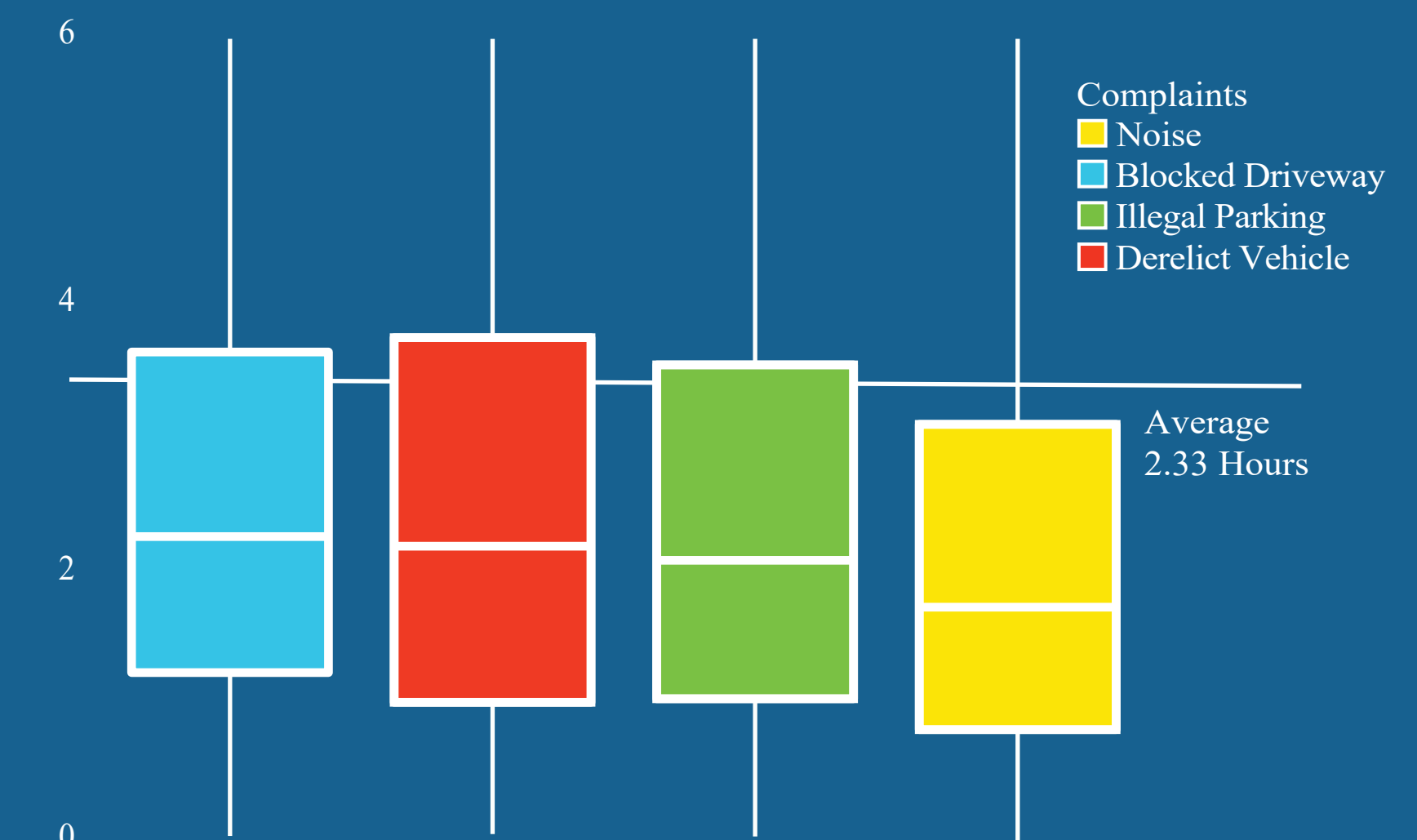


### Along the DAY when are the major issues reported?

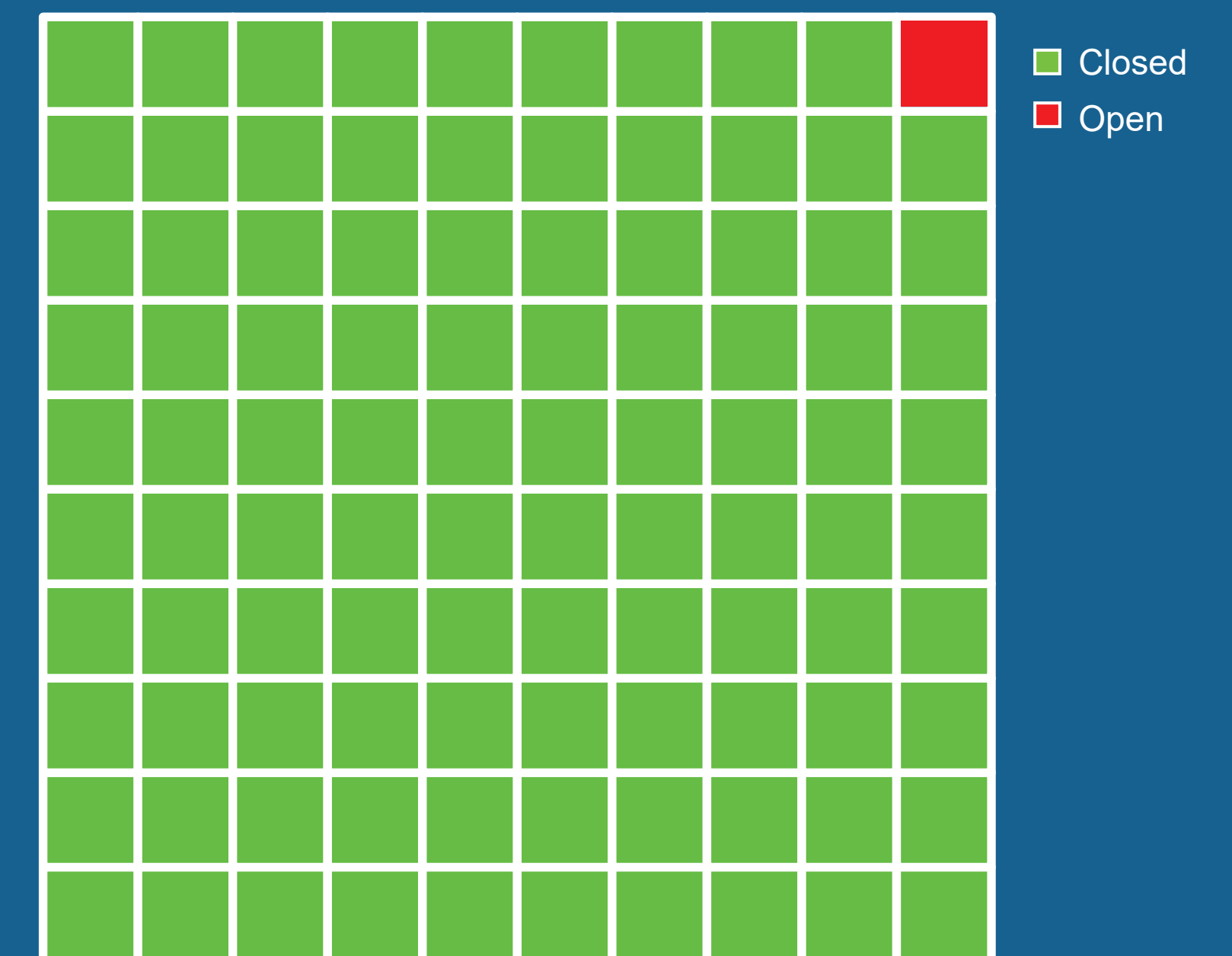


## Is NYC311 responsive?

### What is the average time they could resolve my issue?

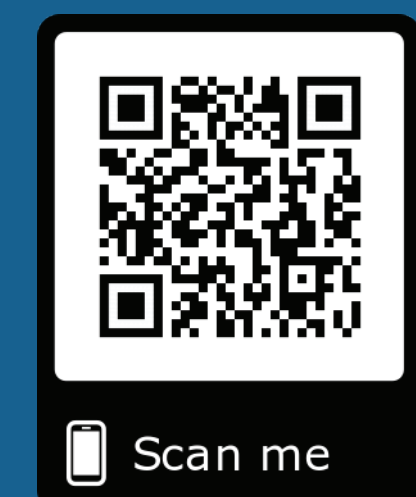


### How many issues have they resolved?



### Packages:

- tidyverse
- waffle
- ggplot2



SCAN THE  
CODE TO  
VIEW THE  
DATA SOURCE

### Data Source:

OR

<https://www.kaggle.com/sherinclaudia/nyc311-2010>