

# 311 Service Requests

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**NYC** OpenData

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ISMAEL HASAN | DECEMBER 18, 2020



# Agenda

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# NYC Open Data

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The Mayor's Office of Data Analytics (MODA) and the Department of Information Technology and Telecommunications (DoITT) partner to form the Open Data team. As a hub of analytics in the City, MODA advocates for the use of Open Data in citywide data analytics and in the community. DoITT manages the technical operations with City agencies and our vendor partner Socrata, ensuring that technological capabilities are always evolving to better meet user needs. Agencies are the data owners and have Open Data Coordinators who serve as the primary point of contact with the Open Data team.

These three entities, along with the City Council, advocates, and the civic tech community, work together to achieve Open Data for All.



# 311 Service Requests

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NYC311's mission is to provide the public with quick, easy access to all New York City government services and information while offering the best customer service. We help Agencies improve service delivery by allowing them to focus on their core missions and manage their workload efficiently. We also provide insight to improve City government through accurate, consistent measurement and analysis of service delivery.



# Final Project Scope

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We will analyze 311 Service Requests provided by NYC Open Data. Due to the extensive amount of data within this dataset, we have limited our scope to a sample from the year 2015. Our analysis will determine:

- Most 311 service requests type
- Which date received the most 311 service requests
- Which borough received the most 311 service requests
- Total 311 service requests
- Comparison of open and closed 311 service requests

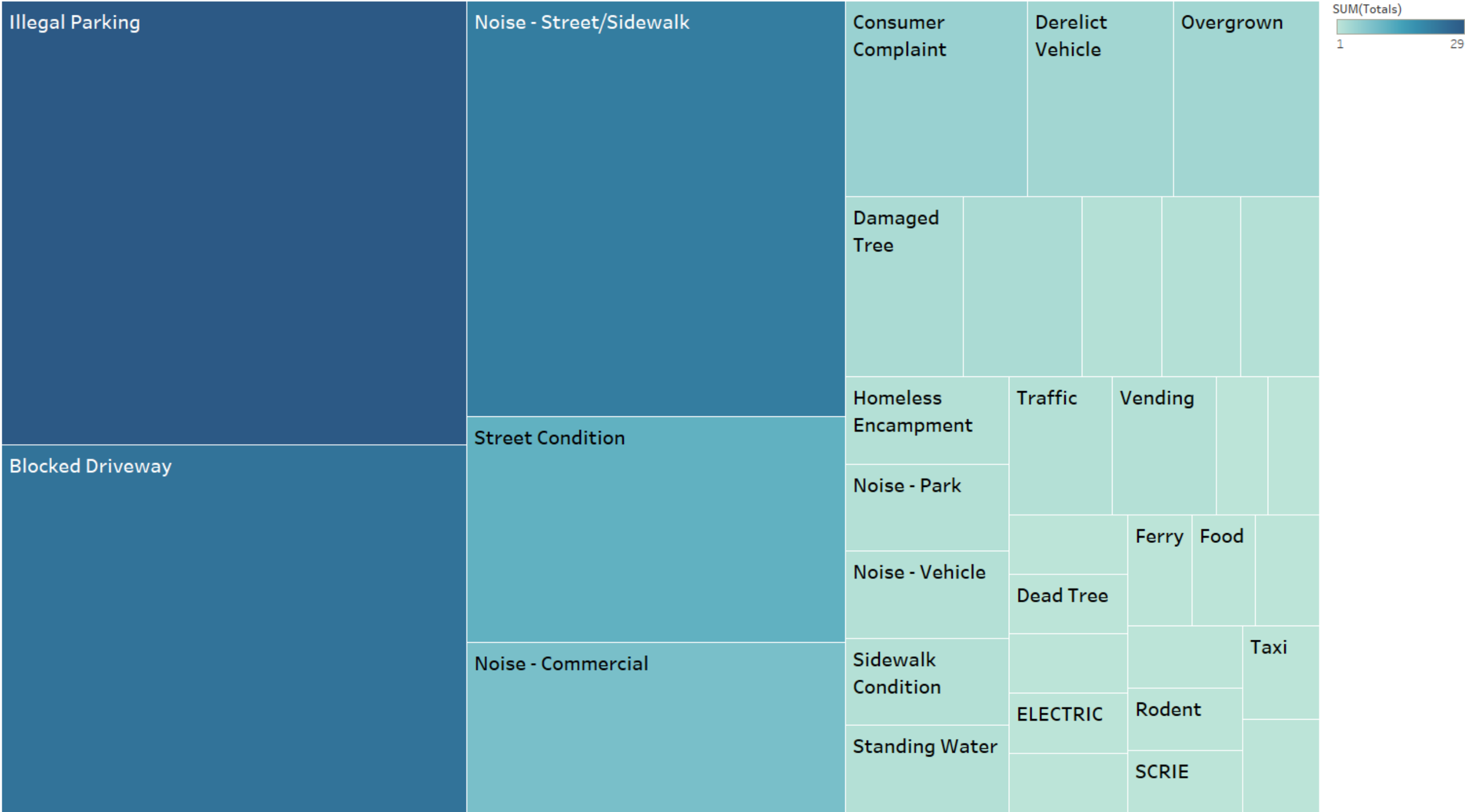
We will utilize Tableau for the graphical and visual analysis.



# Most 311 Service Requests by Type



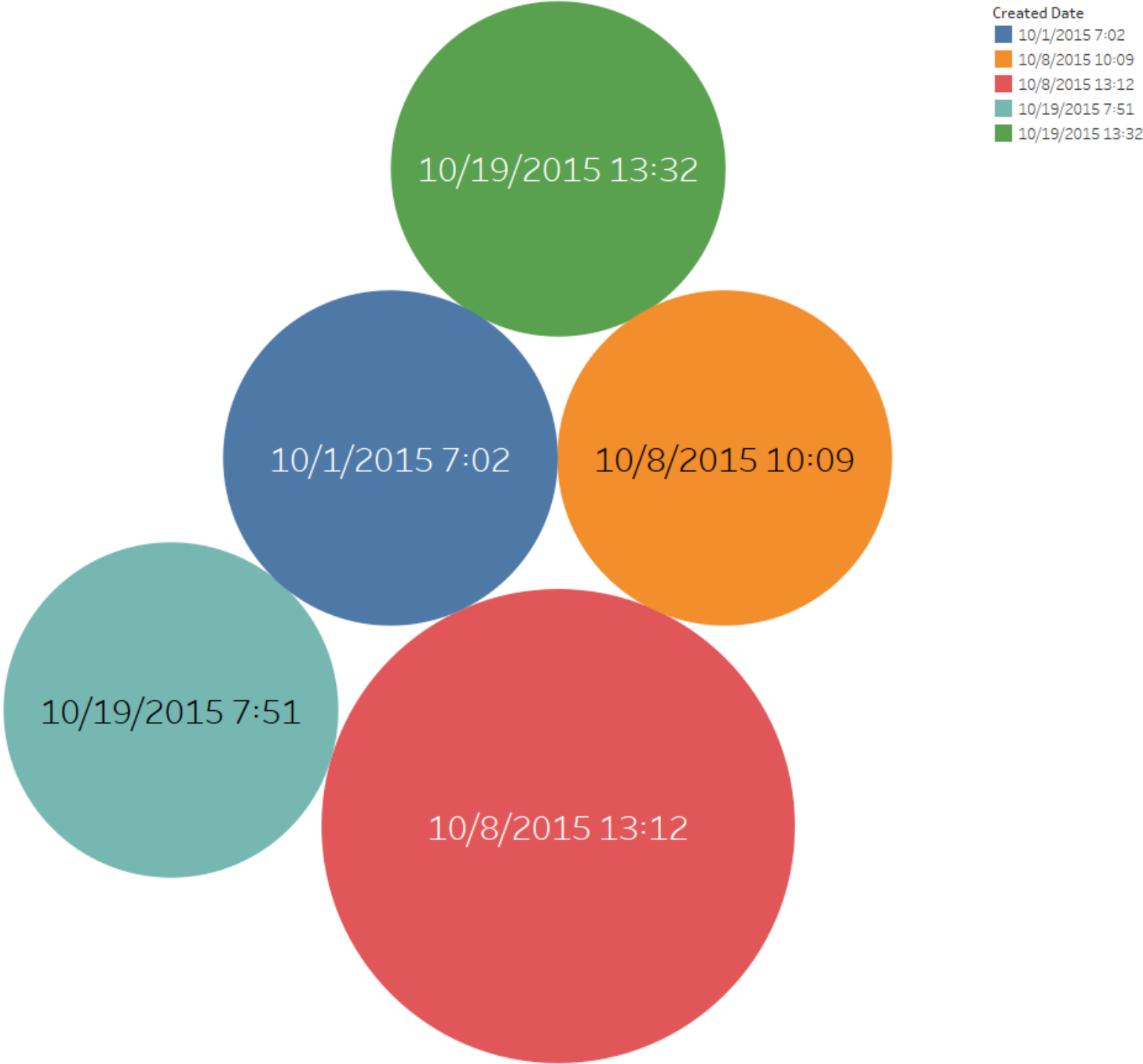
Complaint Types



# Most 311 Service Requests by Date



Date of Service Requests



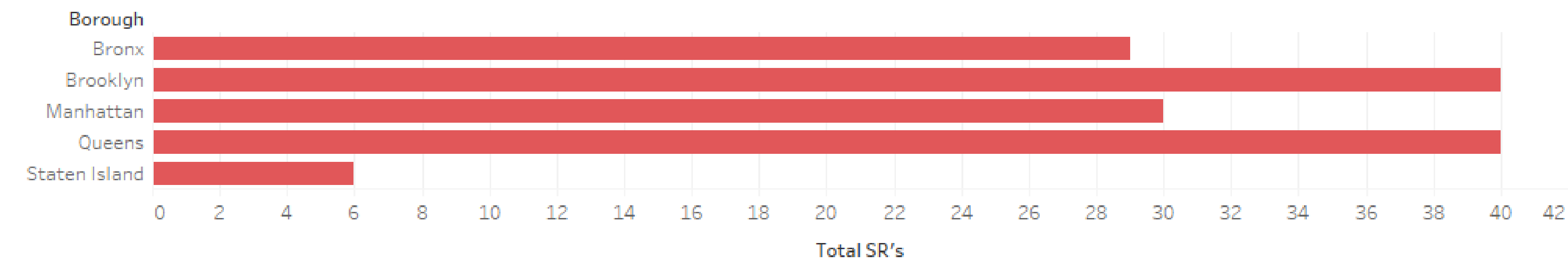
Created Date. Color shows details about Created Date. Size shows sum of Complaint Type. The marks are labeled by Created Date. The view is filtered on Created Date, which keeps 10/1/2015 7:02, 10/19/2015 13:32, 10/19/2015 7:51, 10/8/2015 10:09 and 10/8/2015 13:12.



# Most 311 Service Requests by Borough



## Service Requests by Borough



Sum of Total SR's for each Borough.

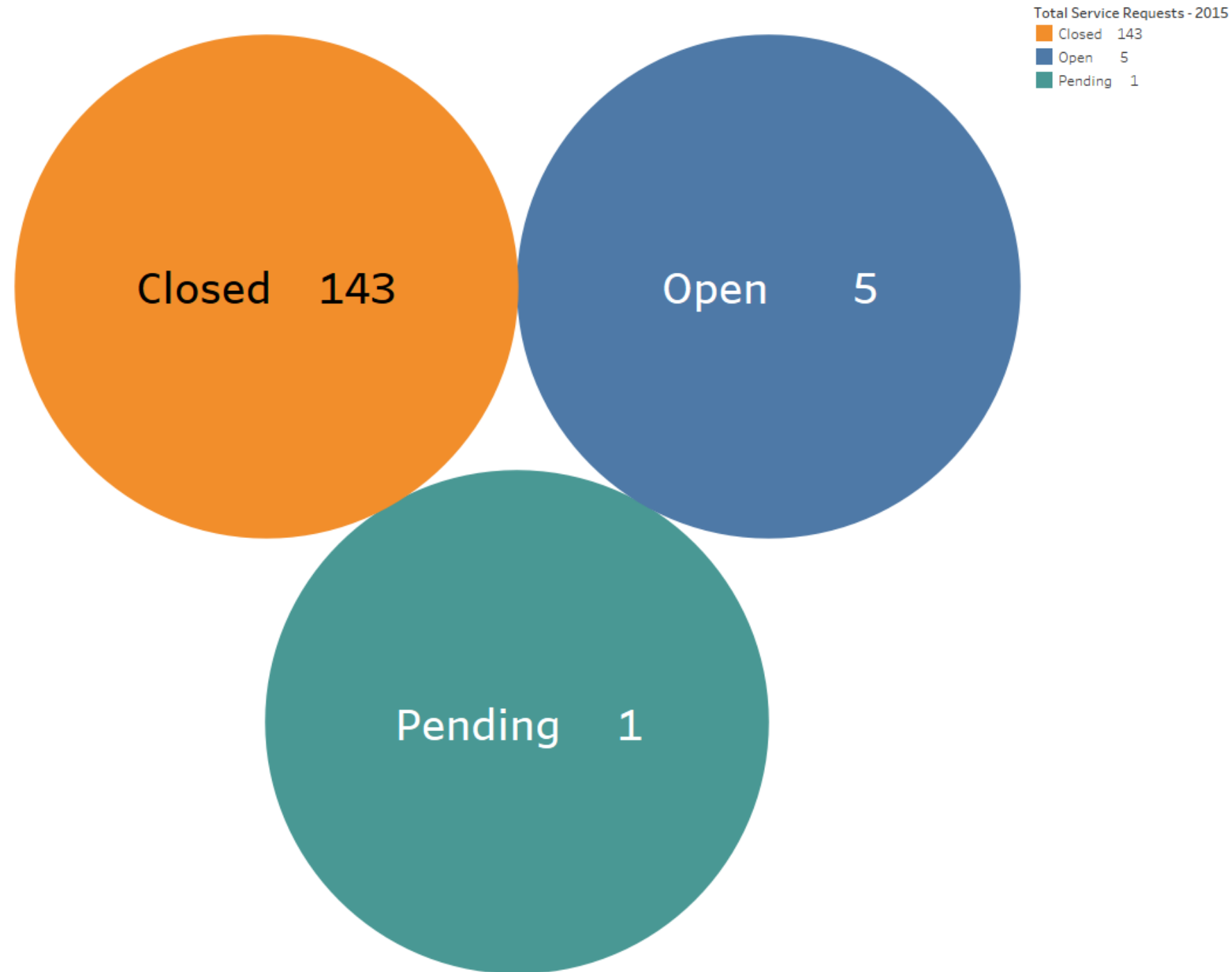




# Total 311 Service Requests Comparison



Open & Closed Service Requests



Total Service Requests - 2015. Color shows details about Total Service Requests - 2015. Size shows sum of Number of Records. The marks are labeled by Total Service Requests - 2015. The view is filtered on Total Service Requests - 2015, which keeps Closed 143, Open 5 and Pending 1.



# Final Analysis

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After analyzing our sample of 311 Service Requests data from 2015, we were successfully able to answer the posed questions during our downstream analysis:

- Most 311 service requests type - [Illegal Parking](#)
- Which date received the most 311 service requests - [October 8, 2015](#)
- Which borough received the most 311 service requests - [Brooklyn and Queens](#)
- Total 311 service requests - [149](#)
- Comparison of open and closed 311 service requests - [143 closed, 5 open, and 1 pending](#)

