## In [26]:

```
import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import warnings
warnings.filterwarnings('ignore')
```

# In [27]:

```
nyc = pd.read_csv("311_Service_Requests_from_2010_to_Present.csv")
```

## In [28]:

nyc.head()

## Out[28]:

	Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Typ
0	32310363	12/31/2015 11:59:45 PM	01-01- 16 0:55	NYPD	New York City Police Department	Noise - Street/Sidewalk	Loud Music/Party	Street/Sidewal
1	32309934	12/31/2015 11:59:44 PM	01-01- 16 1:26	NYPD	New York City Police Department	Blocked Driveway	No Access	Street/Sidewal
2	32309159	12/31/2015 11:59:29 PM	01-01- 16 4:51	NYPD	New York City Police Department	Blocked Driveway	No Access	Street/Sidewal
3	32305098	12/31/2015 11:57:46 PM	01-01- 16 7:43	NYPD	New York City Police Department	Illegal Parking	Commercial Overnight Parking	Street/Sidewal
4	32306529	12/31/2015 11:56:58 PM	01-01- 16 3:24	NYPD	New York City Police Department	Illegal Parking	Blocked Sidewalk	Street/Sidewal

5 rows × 53 columns

```
In [29]:
```

```
nyc.info()
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 300698 entries, 0 to 300697
Data columns (total 53 columns):
#
    Column
                                    Non-Null Count
                                                     Dtype
                                     -----
    Unique Key
                                    300698 non-null int64
0
 1
    Created Date
                                    300698 non-null object
 2
    Closed Date
                                    298534 non-null object
 3
    Agency
                                    300698 non-null object
 4
    Agency Name
                                    300698 non-null
                                                     object
 5
    Complaint Type
                                    300698 non-null object
 6
    Descriptor
                                    294784 non-null object
 7
    Location Type
                                    300567 non-null object
 8
    Incident Zip
                                    298083 non-null float64
 9
    Incident Address
                                    256288 non-null object
 10 Street Name
                                    256288 non-null object
 11 Cross Street 1
                                    251419 non-null
                                                     object
 12 Cross Street 2
                                    250919 non-null object
 13 Intersection Street 1
                                    43858 non-null
                                                     object
In [30]:
nyc.shape
Out[30]:
(300698, 53)
In [31]:
nyc['Created Date'] = pd.to_datetime(nyc['Created Date'])
```

# In [32]:

```
nyc.info()
```

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 300698 entries, 0 to 300697

Data columns (total 53 columns):

Data	columns (total 53 columns):		
#	Column	Non-Null Count	Dtype
0	Unique Key	300698 non-null	int64
1	Created Date	300698 non-null	<pre>datetime64[ns]</pre>
2	Closed Date	298534 non-null	object
3	Agency	300698 non-null	object
4	Agency Name	300698 non-null	object
5	Complaint Type	300698 non-null	object
6	Descriptor	294784 non-null	object
7	Location Type	300567 non-null	object
	Incident Zip	298083 non-null	float64
8			
9	Incident Address	256288 non-null	object
10	Street Name	256288 non-null	object
11	Cross Street 1	251419 non-null	object
12	Cross Street 2	250919 non-null	object
13	Intersection Street 1	43858 non-null	object
14	Intersection Street 2	43362 non-null	object
15	Address Type	297883 non-null	object
16	City	298084 non-null	object
17	Landmark	349 non-null	object
18	Facility Type	298527 non-null	object
19	Status	300698 non-null	object
20	Due Date	300695 non-null	object
21	Resolution Description	300698 non-null	object
22	Resolution Action Updated Date		object
23	Community Board	300698 non-null	object
24	Borough	300698 non-null	object
25	X Coordinate (State Plane)	297158 non-null	float64
26	Y Coordinate (State Plane)	297158 non-null	float64
27	Park Facility Name	300698 non-null	object
	Park Borough	300698 non-null	
28	9		object
29	School Name	300698 non-null	object
30	School Number	300698 non-null	object
31	School Region	300697 non-null	object
32		300697 non-null	•
33	School Phone Number	300698 non-null	object
34	School Address	300698 non-null	3
35	School City	300698 non-null	object
36	School State	300698 non-null	object
37	School Zip	300697 non-null	object
38	School Not Found	300698 non-null	object
39	School or Citywide Complaint	0 non-null	float64
40	Vehicle Type	0 non-null	float64
41	Taxi Company Borough	0 non-null	float64
42	Taxi Pick Up Location	0 non-null	float64
43	Bridge Highway Name	243 non-null	object
44	Bridge Highway Direction	243 non-null	object
45		213 non-null	•
	Road Ramp		object
46	Bridge Highway Segment	213 non-null	object
47	Garage Lot Name	0 non-null	float64
48	Ferry Direction	1 non-null	object
49	Ferry Terminal Name	2 non-null	object
50	Latitude	297158 non-null	float64

51 Longitude 297158 non-null float64
52 Location 297158 non-null object dtypes: datetime64[ns](1), float64(10), int64(1), object(41)

memory usage: 121.6+ MB

#### In [33]:

nyc['Closed Date'] = pd.to\_datetime(nyc['Closed Date'])

### In [34]:

nyc['Request\_Closing\_Time'] = nyc['Closed Date'] - nyc['Created Date']

#### In [35]:

nyc.shape

#### Out[35]:

(300698, 54)

#### In [36]:

nyc.head(1)

#### Out[36]:

_	Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Type
	<b>0</b> 32310363	2015- 12-31 23:59:45	2016- 01-01 00:55:00	NYPD	New York City Police Department	Noise - Street/Sidewalk	Loud Music/Party	Street/Sidewalk

#### 1 rows × 54 columns

**→** 

#### In [37]:

nyc['Request\_Closing\_Time\_insec'] = nyc['Request\_Closing\_Time'].dt.seconds
nyc.head(1)

#### Out[37]:

	Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Type
0	32310363	2015- 12-31 23:59:45	2016- 01-01 00:55:00	NYPD	New York City Police Department	Noise - Street/Sidewalk	Loud Music/Party	Street/Sidewalk

#### 1 rows × 55 columns

## In [38]:

nyc = nyc.drop(labels=['School or Citywide Complaint','Vehicle Type','Taxi Company Borough'

# In [39]:

nyc.head(1)

# Out[39]:

		Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Type
_	0	32310363	2015- 12-31 23:59:45	2016- 01-01 00:55:00	NYPD	New York City Police Department	Noise - Street/Sidewalk	Loud Music/Party	Street/Sidewalk

## 1 rows × 50 columns

**→** 

# In [40]:

nyc.describe().round()

# Out[40]:

	Unique Key	Incident Zip	X Coordinate (State Plane)	Y Coordinate (State Plane)	Latitude	Longitude	Request_Closing_Tim
count	300698.0	298083.0	297158.0	297158.0	297158.0	297158.0	29853
mean	31300536.0	10849.0	1004854.0	203755.0	41.0	-74.0	0 da <sub>?</sub> 04:18:51.8327828(
std	573855.0	583.0	21753.0	29880.0	0.0	0.0	0 da <sub>?</sub> 06:05:22.1418338{
min	30279480.0	83.0	913357.0	121219.0	40.0	-74.0	0 days 00:01:(
25%	30801181.0	10310.0	991975.0	183343.0	41.0	-74.0	0 days 01:16:
50%	31304364.0	11208.0	1003158.0	201110.0	41.0	-74.0	0 days 02:42:55.5000(
75%	31784465.0	11238.0	1018372.0	224125.0	41.0	-74.0	0 days 05:21:(
max	32310649.0	11697.0	1067173.0	271876.0	41.0	-74.0	24 days 16:52:2
4							<b>&gt;</b>

```
In [41]:
```

```
insight1 = nyc[['Complaint Type' , 'Agency']].groupby('Complaint Type').count()
insight1
```

# Out[41]:

### **Agency**

## **Complaint Type**

Agency Issues	6
Animal Abuse	7778
Animal in a Park	1
Bike/Roller/Skate Chronic	427
<b>Blocked Driveway</b>	77044
Derelict Vehicle	17718
Disorderly Youth	286
Drinking	1280
Ferry Complaint	2
Graffiti	113

## In [43]:

```
insight1.rename(columns={'Agency':'Entries'},inplace=True)
insight1
```

# Out[43]:

<b>Entries</b>
----------------

Complaint Type	
Agency Issues	6
Animal Abuse	7778
Animal in a Park	1
Bike/Roller/Skate Chronic	427
<b>Blocked Driveway</b>	77044
Derelict Vehicle	17718
Disorderly Youth	286
Drinking	1280
Ferry Complaint	2
Graffiti	113
Homeless Encampment	4416
Illegal Fireworks	168
Illegal Parking	75361
Noise - Commercial	35577
Noise - House of Worship	931
Noise - Park	4042
Noise - Street/Sidewalk	48612
Noise - Vehicle	17083
Panhandling	307
Posting Advertisement	650
Squeegee	4
Traffic	4498
Urinating in Public	592

Vending

3802

## In [44]:

```
insight1.sort_values('Entries',inplace=True,ascending=False)
insight1
```

# Out[44]:

#### **Entries**

#### **Complaint Type**

77044
75361
48612
35577
17718
17083
7778
4498
4416
4042
3802
1280
931
650
592
427
307
286
168
113
6
4
2
1

## In [45]:

```
for x in['Complaint Type','Location Type','Agency Name','City','Status']:
    print(x)
    print(nyc[x].value_counts().head(24))
```

Complaint Type	
Blocked Driveway	77044
Illegal Parking	75361
Noise - Street/Sidewall	
Noise - Commercial	35577
Derelict Vehicle	17718
Noise - Vehicle	17083
Animal Abuse	7778
Traffic	4498
Homeless Encampment	4416
Noise - Park	4042
Vending	3802
Drinking	1280
Noise - House of Worsh:	ip 931
Posting Advertisement	650
Urinating in Public	592
Bike/Roller/Skate Chro	
Panhandling	307
Disorderly Youth	286
Illegal Fireworks	168
Graffiti	113
Agency Issues	6
Squeegee	4
Ferry Complaint	2
Animal in a Park	1
Name: Complaint Type,	dtype: int64
Location Type	
Street/Sidewalk	249299
Store/Commercial	20381
Club/Bar/Restaurant	17360
Residential Building/Ho	ouse 6960
Park/Playground	4773
House of Worship	929
Residential Building	227
Highway	215
Parking Lot	117
House and Store	93
Vacant Lot	77
Commercial	62
Roadway Tunnel	35
Subway Station	34
Bridge	2
Terminal	1
Ferry	1
Park	1
Name: Location Type, d	type: int64
Agency Name	
New York City Police De	•
Internal Affairs Bureau	
NYPD	2
Name: Agency Name, dtyp City	pe: int64
BROOKLYN	98307
NEW YORK	65994

BRONX	40702
STATEN ISLAND	12343
JAMAICA	7296
ASTORIA	6330
FLUSHING	5971
RIDGEWOOD	5163
CORONA	4295
WOODSIDE	3544
SOUTH RICHMOND HILL	2774
OZONE PARK	2755
EAST ELMHURST	2734
ELMHURST	2673
WOODHAVEN	2464
MASPETH	2462
LONG ISLAND CITY	2437
SOUTH OZONE PARK	2173
RICHMOND HILL	1904
FRESH MEADOWS	1899
QUEENS VILLAGE	1814
MIDDLE VILLAGE	1765
JACKSON HEIGHTS	1689
FOREST HILLS	1688
Namas City dtypas into	- 1

Name: City, dtype: int64

Status

Closed 298471 Open 1439 Assigned 786 Draft 2

Name: Status, dtype: int64

## In [46]:

```
insight2 = nyc[['Location Type' , 'Agency']].groupby('Location Type').count()
insight2.rename(columns={'Agency':'Entries'},inplace=True)
insight2.sort_values('Entries',inplace=True,ascending=False)
insight2
```

## Out[46]:

#### **Entries**

#### **Location Type**

Location Type	
Street/Sidewalk	249299
Store/Commercial	20381
Club/Bar/Restaurant	17360
Residential Building/House	6960
Park/Playground	4773
House of Worship	929
Residential Building	227
Highway	215
Parking Lot	117
House and Store	93
Vacant Lot	77
Commercial	62
Roadway Tunnel	35
Subway Station	34
Bridge	2
Park	1
Ferry	1
Terminal	1

## In [47]:

```
insight3 = nyc[['City' , 'Agency']].groupby('City').count()
insight3.rename(columns={'Agency':'Entries'},inplace=True)
insight3.sort_values('Entries',inplace=True,ascending=False)
insight3
```

## Out[47]:

_					
_	n	٠	rı	•	c

	Entries
City	
BROOKLYN	98307
NEW YORK	65994
BRONX	40702
STATEN ISLAND	12343
JAMAICA	7296
ASTORIA	6330
FLUSHING	5971
RIDGEWOOD	5163
CORONA	4295
WOODSIDE	3544
SOUTH RICHMOND HILL	2774
OZONE PARK	2755
EAST ELMHURST	2734
ELMHURST	2673
WOODHAVEN	2464
MASPETH	2462
LONG ISLAND CITY	2437
SOUTH OZONE PARK	2173
RICHMOND HILL	1904
FRESH MEADOWS	1899
QUEENS VILLAGE	1814
MIDDLE VILLAGE	1765
JACKSON HEIGHTS	1689
FOREST HILLS	1688
REGO PARK	1486
BAYSIDE	1221
COLLEGE POINT	1220
FAR ROCKAWAY	1179
WHITESTONE	1098
HOLLIS	1012
HOWARD BEACH	931
ROSEDALE	922

#### **Entries**

City	
SPRINGFIELD GARDENS	883
SAINT ALBANS	834
KEW GARDENS	771
ROCKAWAY PARK	745
SUNNYSIDE	723
Astoria	717
LITTLE NECK	559
OAKLAND GARDENS	551
CAMBRIA HEIGHTS	477
BELLEROSE	375
GLEN OAKS	306
ARVERNE	220
FLORAL PARK	152
Long Island City	134
Woodside	120
NEW HYDE PARK	98
CENTRAL PARK	97
QUEENS	32
BREEZY POINT	30
East Elmhurst	14
Howard Beach	1

# In [48]:

```
insight4 = nyc[['Status' , 'Agency']].groupby('Status').count()
insight4.rename(columns={'Agency':'Entries'},inplace=True)
insight4.sort_values('Entries',inplace=True,ascending=False)
insight4
```

# Out[48]:

#### **Entries**

Status	
Closed	298471
Open	1439
Assigned	786
Draft	2

## In [49]:

```
insight5 = nyc[['Complaint Type','Location Type','Status', 'Agency']].groupby(['Location Ty
insight5.rename(columns={'Agency':'Entries'},inplace=True)
insight5.sort_values('Entries',inplace=True,ascending=False)
insight5
```

# Out[49]:

			Entries
Location Type	Complaint Type	Status	
	Blocked Driveway	Closed	76773
Street/Sidewalk	Illegal Parking	Closed	74497
	Noise - Street/Sidewalk	Closed	48067
Store/Commercial	Noise - Commercial	Closed	18401
Street/Sidewalk	Derelict Vehicle	Closed	17485
Street/Sidewalk	Noise - Vehicle	Closed	17030
Club/Bar/Restaurant	Noise - Commercial	Closed	16841
Residential Building/House	Animal Abuse	Closed	5081
Street/Sidewalk	Traffic	Closed	4276
Park/Plavoround	Noise - Park	Closed	4021

#### In [50]:

pd.set\_option('display.max\_rows',None)
insight5

#### Out[50]:

			Entries
Location Type	Complaint Type	Status	
	Blocked Driveway	Closed	76773
Street/Sidewalk	Illegal Parking	Closed	74497
	Noise - Street/Sidewalk	Closed	48067
Store/Commercial	Noise - Commercial	Closed	18401
0	Derelict Vehicle	Closed	17485
Street/Sidewalk	Noise - Vehicle	Closed	17030
Club/Bar/Restaurant	Noise - Commercial	Closed	16841
Residential Building/House	Animal Abuse	Closed	5081
Street/Sidewalk	Traffic	Closed	4276
Park/Plavoround	Noise - Park	Closed	<b>4</b> 021

# In [51]:

```
location_grouping = nyc['Location Type'].value_counts()
location_grouping
```

# Out[51]:

Street/Sidewalk	249299
Store/Commercial	20381
Club/Bar/Restaurant	17360
Residential Building/House	6960
Park/Playground	4773
House of Worship	929
Residential Building	227
Highway	215
Parking Lot	117
House and Store	93
Vacant Lot	77
Commercial	62
Roadway Tunnel	35
Subway Station	34
Bridge	2
Terminal	1
Ferry	1
Park	1
Name: Location Type, dtype:	int64

## In [52]:

```
location_grouping = nyc.groupby(['Location Type'])
Grouping = location_grouping['Complaint Type'].value_counts()
pd.set_option('display.max_rows',None)
Grouping
```

# Out[52]:

Out[32].			
Location Type	Complaint Type		
Bridge	Homeless Encampment	2	
Club/Bar/Restaurant	Noise - Commercial	16973	_
, ,	Drinking	366	- 1
	Urinating in Public	21	- 1
Commercial	Animal Abuse	62	- 1
Ferry	Ferry Complaint	1	- 1
Highway	Traffic	186	- 1
3 )	Homeless Encampment	15	_
	Derelict Vehicle	14	- 1
House and Store	Animal Abuse	93	- 1
House of Worship	Noise - House of Worship	929	- 1
Park .	Animal in a Park	1	- 1
Park/Playground	Noise - Park	4041	- 1
, , , ,	Homeless Encampment	353	- 1
	Animal Abuse	123	- 1
	Vending	106	- 1
	Drinking	98	- 1
	Urinating in Public	38	- 1
	Illegal Fireworks	8	- 1
	Panhandling	6	- 1
Parking Lot	Animal Abuse	110	- 1
J	Posting Advertisement	7	- 1
Residential Building	Animal Abuse	227	- 1
Residential Building/House	Animal Abuse	5085	- 1
_	Homeless Encampment	983	- 1
	Drinking	291	- 1
	Vending	201	- 1
	Urinating in Public	138	- 1
	Disorderly Youth	77	- 1
	Graffiti	56	- 1
	Posting Advertisement	54	- 1
	Illegal Fireworks	33	- 1
	Bike/Roller/Skate Chronic	26	- 1
	Panhandling	16	- 1
Roadway Tunnel	Traffic	29	- 1
	Derelict Vehicle	5	- 1
	Homeless Encampment	1	- 1
Store/Commercial	Noise - Commercial	18598	- 1
	Animal Abuse	522	- 1
	Homeless Encampment	512	- 1
	Vending	432	- 1
	Drinking	90	- 1
	Urinating in Public	66	- 1
	Panhandling	60	
	Bike/Roller/Skate Chronic	53	
	Graffiti	32	
	Disorderly Youth	8	
	Posting Advertisement	6	
	Illegal Fireworks	2	
Street/Sidewalk	Blocked Driveway	77007	
	Illegal Parking	75326	

110/22, 10.01740	Ter o o ri project by rederim	oup you i totobook
	Noise - Street/Sidewalk	48601
	Derelict Vehicle	17614
	Noise - Vehicle	17080
	Traffic	4278
	Vending	3061
	Homeless Encampment	2541
	Animal Abuse	1531
	Posting Advertisement	582
	Drinking	434
	Bike/Roller/Skate Chronic	348
	Urinating in Public	316
	Panhandling	225
	Disorderly Youth	201
	Illegal Fireworks	125
	Graffiti	25
	Squeegee	4
Subway Station	Animal Abuse	22
	Urinating in Public	12
Terminal	Ferry Complaint	1
Vacant Lot	Derelict Vehicle	77
Name: Complaint Type, dtype:	: int64	

# In [53]:

Grouping.shape

# Out[53]:

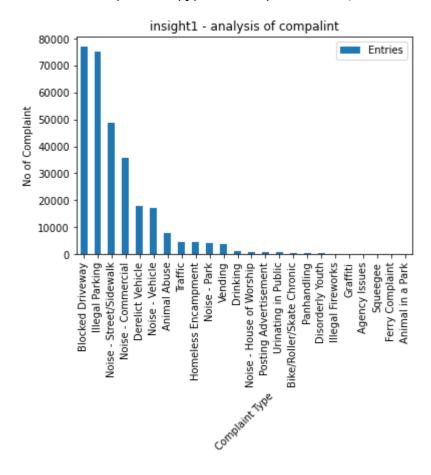
(71,)

#### In [65]:

```
insight1.plot(kind='bar')
plt.xlabel('Complaint Type', rotation=45)
plt.ylabel('No of Complaint', rotation=90)
plt.title('insight1 - analysis of compalint')
plt.show
```

#### Out[65]:

<function matplotlib.pyplot.show(close=None, block=None)>

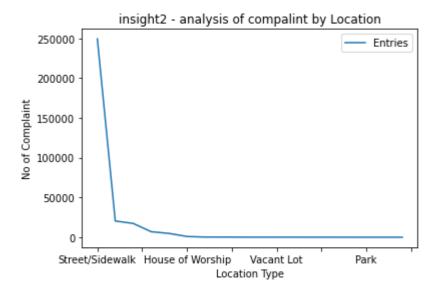


## In [59]:

```
insight2.plot(kind='line')
plt.xlabel('Location Type')
plt.ylabel('No of Complaint')
plt.title('insight2 - analysis of compalint by Location')
plt.show
```

## Out[59]:

<function matplotlib.pyplot.show(close=None, block=None)>

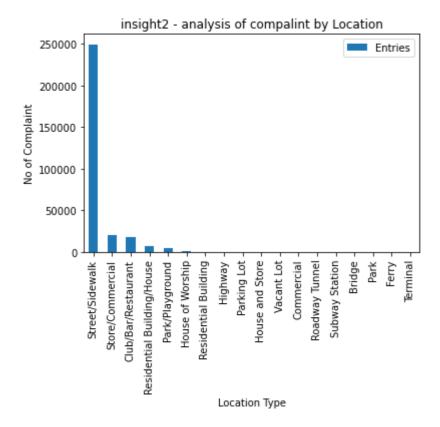


#### In [60]:

```
insight2.plot(kind='bar')
plt.xlabel('Location Type')
plt.ylabel('No of Complaint')
plt.title('insight2 - analysis of compalint by Location')
plt.show
```

## Out[60]:

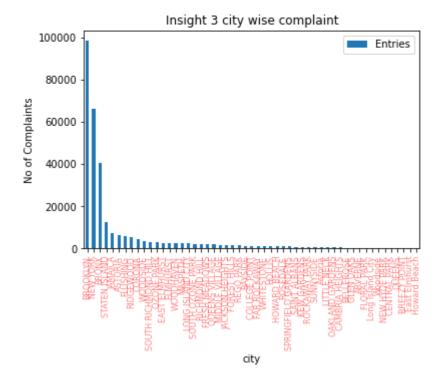
<function matplotlib.pyplot.show(close=None, block=None)>



## In [80]:

```
fig = plt.figure(figsize = (100,50), dpi = 1080)
insight3.plot(kind='bar')
plt.xlabel('city')
plt.ylabel('No of Complaints')
plt.xticks(rotation = 90, color = 'red', size = 8, alpha = 0.5)
plt.title('Insight 3 city wise complaint')
plt.show()
```

<Figure size 108000x54000 with 0 Axes>



#### In [ ]: