In this project I performed a service request data analysis of New York City 311 calls. I was focused on the data wrangling techniques to understand the pattern in the data and also visualize the major complaint types.

**Analysis Tasks which I performed:**

Import a 311 NYC service request.

1. Read or convert the columns ‘Created Date’ and Closed Date’ to datetime datatype and create a new column ‘Request\_Closing\_Time’ as the time elapsed between request creation and request closing.
2. Provide major insights/patterns in a visual format (graphs or tables.
3. complaint types is ordered on based on the average ‘Request\_Closing\_Time’, grouping them for different locations.
4. Perform a statistical test for the following:

* Whether the average response time across complaint types is similar or not (overall)
* Are the type of complaint or service requested and location related?