

Exploring Buffalo's Neighborhood Patterns and Service Trends

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311 Service Requests Analysis (Nov 2024 – Feb 2025)

Prepared By
Saim Mahmud

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Data Descr..

Time Range
This Data covered from November 2024 to February 2025

Data Source: https://data.buffalony.gov/Quality-of-Life/311-Service-Requests-May-2024-Present-/3tdz/about_data

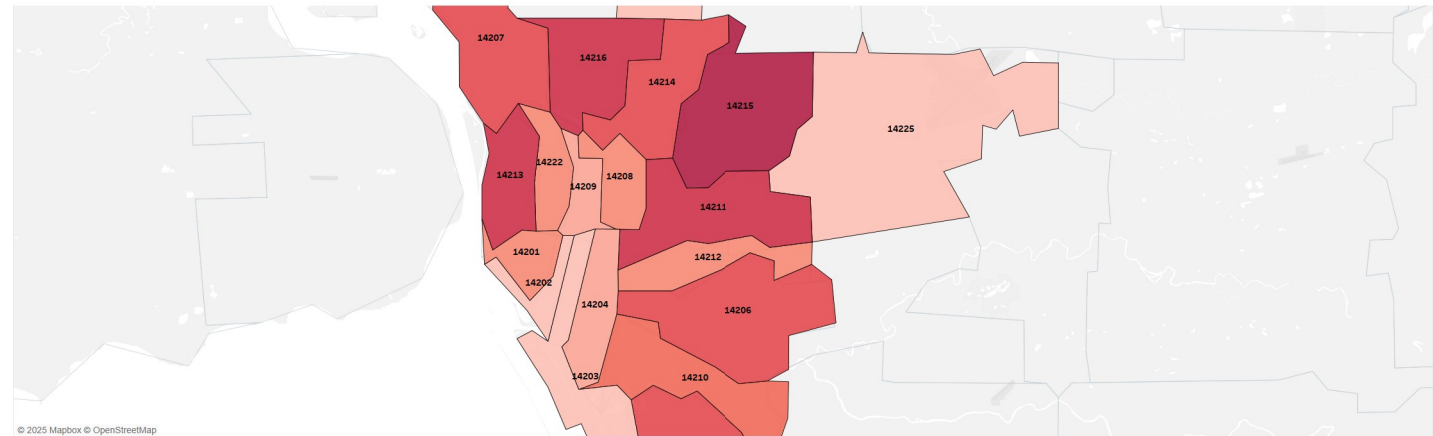


The data used in this project is based on the 311 Service Requests dataset from the City of Buffalo Open Data Portal. It covers service requests recorded between November 2024 and February 2025. The dataset includes important information such as complaint categories, dates and times of the requests, ZIP codes, neighborhood names, and police districts. It also shows the status of each request, whether it is New, In Progress, or Closed. The data was cleaned and visualized using Microsoft Excel and Tableau Desktop to better understand complaint trends and service needs across Buffalo neighborhoods

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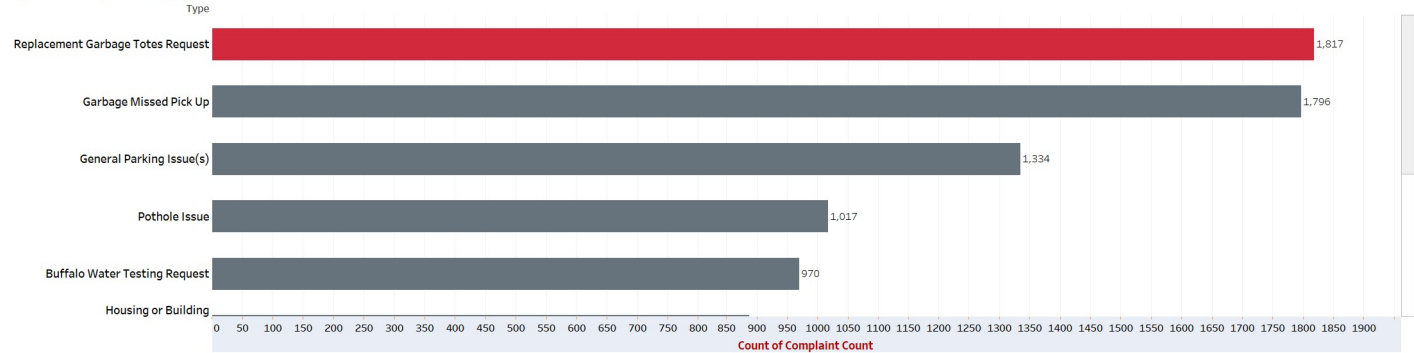
Complaint Concentration Across Buffalo ZIP Codes



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Top 10 Complaint Types

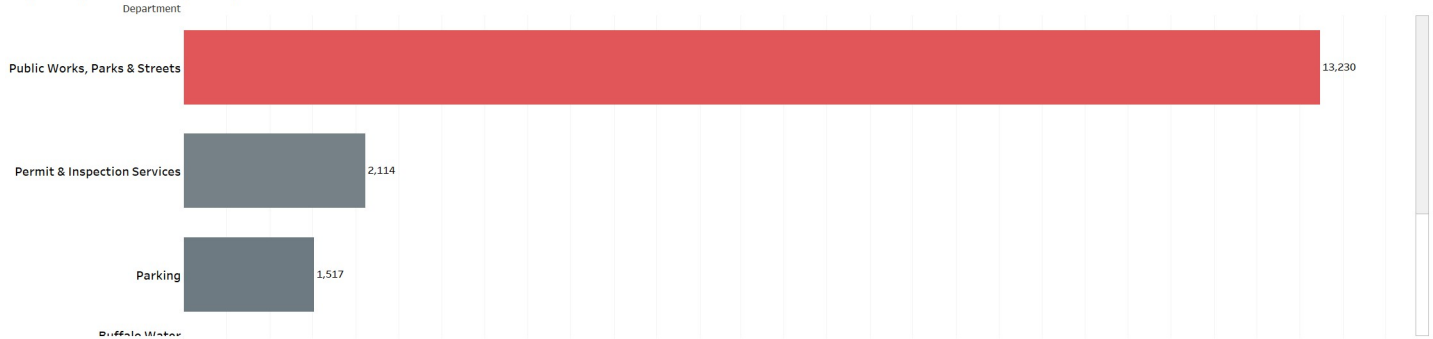


This visual helps highlight the biggest problems that residents reported to the city. By seeing which complaints happen the most — like missed garbage pickup or parking issues — city leaders can focus their efforts where the community needs the most help. It also shows what daily problems affect people's lives the most, helping make smarter city planning and service decisions.

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Top 5 Departments by Complaint Volume



This visual reveals the workload distribution across departments. It highlights that most complaints are related to public spaces and infrastructure. The audience can quickly see where service pressures are highest and recognize which areas may need operational focus.

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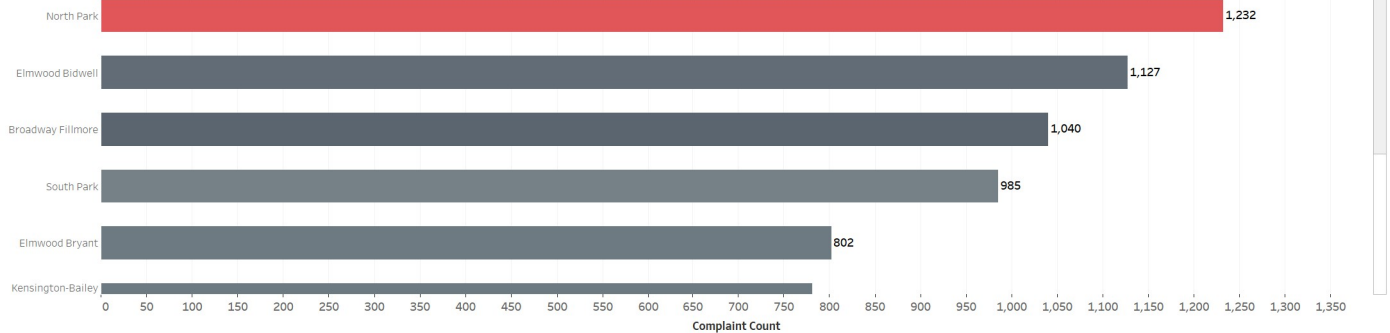
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This chart shows how many 311 service requests are closed, in progress, or still new. Most complaints, about 85%, are already closed, while only a small number are either still in progress or just newly created. It gives a clear view of how quickly cases are being handled.

Top 10 Planning Neighborhoods by 311 Service Complaints

Planning Neighborhood



This visual helps identify where service requests are coming from most often. It tells the story of which neighborhoods are more actively engaging with 311 services. This could point to areas needing more city attention, resource planning, or community outreach.

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Complaints by Month(Trend Line)



This chart helps spot when complaint volumes dropped and when they picked back up. It shows a pattern that city leaders could use to plan resources better depending on the time of year.

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Status
■ Closed
■ In Progress
■ New

Status Distribution Pie Chart

