

BeautifySJ Requests Exploratory Trends Analysis

Michael Spencer, Barbara Cardona, Guillermo Camarillo, Jorge Nam Song

2/19/2020

Summary Tables & Charts

```
## # A tibble: 3 x 3
##   incident_source      n percent_of_total
##   <chr>          <int>      <dbl>
## 1 Mobile          69529      0.520
## 2 Web             50098      0.375
## 3 Agent desktop  14056      0.105

## # A tibble: 6 x 3
##   service_requested      n percent_of_total
##   <chr>          <int>      <dbl>
## 1 Abandoned Vehicle  70781      0.530
## 2 Illegal Dumping    20216      0.151
## 3 General Request   18162      0.136
## 4 Graffiti          12334      0.0923
## 5 Streetlight Outage 8585       0.0642
## 6 Pothole            3605       0.027

## # A tibble: 18 x 5
##   incident_source service_request~      n percent_of_sour~ percent_of_total
##   <chr>          <chr>          <int>      <dbl>      <dbl>
## 1 Agent desktop  General Request  6756       0.481      0.0505
## 2 Agent desktop  Abandoned Vehic~  5548       0.395      0.0415
## 3 Agent desktop  Illegal Dumping  1246       0.0886     0.00930
## 4 Agent desktop  Streetlight Out~  379        0.027      0.0028
## 5 Agent desktop  Pothole         76        0.0054     0.000600
## 6 Agent desktop  Graffiti        51        0.0036     0.0004
## 7 Mobile          Abandoned Vehic~ 29661      0.427      0.222
## 8 Mobile          Illegal Dumping 16062      0.231      0.120
## 9 Mobile          Graffiti        11253      0.162      0.0842
## 10 Mobile         General Request 7505       0.108      0.0561
## 11 Mobile         Streetlight Out~ 3131       0.045      0.0234
## 12 Mobile         Pothole         1917       0.0276     0.0143
## 13 Web            Abandoned Vehic~ 35572      0.71       0.266
## 14 Web            Streetlight Out~ 5075       0.101      0.038
## 15 Web            General Request 3901       0.0779     0.0292
## 16 Web            Illegal Dumping 2908       0.058      0.0218
## 17 Web            Pothole         1612       0.0322     0.0121
## 18 Web            Graffiti        1030       0.0206     0.0077

## # A tibble: 7 x 3
##   request_creation_weekday      n percent_of_total
##   <ord>          <int>      <dbl>
## 1 Mon             23756      0.178
## 2 Tue             22344      0.167
```

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## 3 Wed           22159      0.166
## 4 Thu           21436      0.160
## 5 Fri           19199      0.144
## 6 Sun           12804      0.0958
## 7 Sat           11985      0.0897

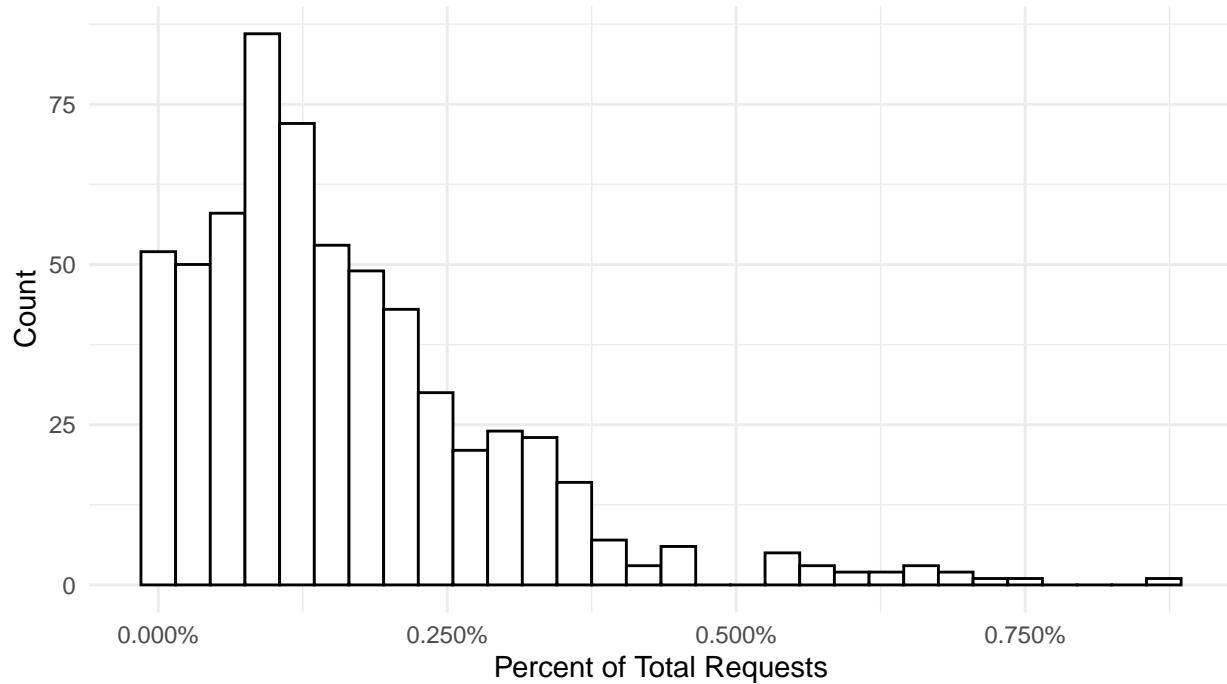
## # A tibble: 10 x 3
##   san_jose_council_district   n percent_of_total
##   <chr>           <int>      <dbl>
## 1 3                 24718      0.185
## 2 7                 17931      0.134
## 3 6                 14245      0.107
## 4 5                 13797      0.103
## 5 8                 12822      0.0959
## 6 2                 12592      0.0942
## 7 4                 10842      0.0811
## 8 1                 9920       0.0742
## 9 10                8927       0.0668
## 10 9                7889       0.059

## # A tibble: 10 x 3
##   census_block_id   n percent_of_total
##   <chr>           <int>      <dbl>
## 1 060855031151    1165      0.0087
## 2 060855003001    1015      0.0076
## 3 060855031051     971      0.0073
## 4 060855022011     917      0.0069
## 5 060855014021     909      0.0068
## 6 060855031221     891      0.0067
## 7 060855050062     873      0.0065
## 8 060855031121     871      0.0065
## 9 060855043181     845      0.0063
## 10 060855031211    823      0.0062

```

Distribution of Requests Across Census Block Groups

The distribution is right skewed, indicating that a handful of block groups receive a larger amount of requests than most others.



Source: City of San Jose

Summary Findings

- *All MySanJose Platforms*
 - No clear relationship between linguistic isolation and request frequency.
 - Younger areas seem to more (slightly) more frequently use MySanJose Platforms to make requests as compared to older areas.
 - The overwhelming majority of graffiti requests and streetlight outage requests are made using MySanJose platforms.
 - There is not a particularly strong relationship between education and MySanJose platform usage.
 - There may be a slight negative relationship between the proportion of owner occupied units and usage of MySanJose platforms.
 - There may be a slight positive relationship between the proportion of renter occupied units and usage of MySanJose platforms.
 - There do not seem to be any particularly striking relationships between race and usage of MySanJose platforms.
 - Small negative correlation between requests frequency and income among all requests, but not for individual requests.
 - No clear relationship between cellular connectivity and request frequency.
 - No clear relationship between broadband connectivity and request frequency.
- *MySanJose Mobile App*
 - Potentially negative relationship between age and frequency of mobile platform use.
 - Potentially negative relationship between education level and frequency of mobile platform use (i.e. blocks which tend to use the mobile platform more frequently also seem to be less college educated).
 - Potentially negative relationship between home ownership and frequency of mobile platform use. Blocks in which more units are renter owned, appear to use the mobile platform more frequently.
 - Doesn't necessarily hold true for graffiti requests made on the mobile platform.
 - Potentially positive relationship between the Hispanic population and mobile usage, and a potentially negative relationship between the Asian population and mobile usage.
 - Potential strong negative relationship between income and use of the mobile app.
 - Interestingly there doesn't seem to be much relation between cellular connectivity and use of the mobile platform.
 - Potential negative relationship between broadband connectivity and mobile app usage.
 - Streetlight outages and Graffiti reports were reported via mobile by very few census block groups.
 - The majority of illegal dumping requests and graffiti reports were made via the mobile platform.
- *MySanJose Web Platform*
 - The web platform is mostly used for abandoned vehicle requests.
 - There appear to be a slight negative relationship between linguistic isolation and use of the web platform (i.e. more isolated census blocks appear to use the web platform relatively less frequently).
 - Older census blocks appear to use the web platform more frequently than younger blocks.
 - More educated census blocks appear to use the web platform more frequently than less educated census blocks.
 - Potential slightly positive relationship between home ownership and increased web platform usage.
 - Potential positive relationship between White and Asian populations (negative for Hispanic) and web platform usage.
 - Potential positive relationship between income and web platform usage.
 - Potential slightly positive relationship between cellular connectivity and increased web platform usage.
 - Potential slightly positive relationship between broadband connectivity and increased web platform usage.

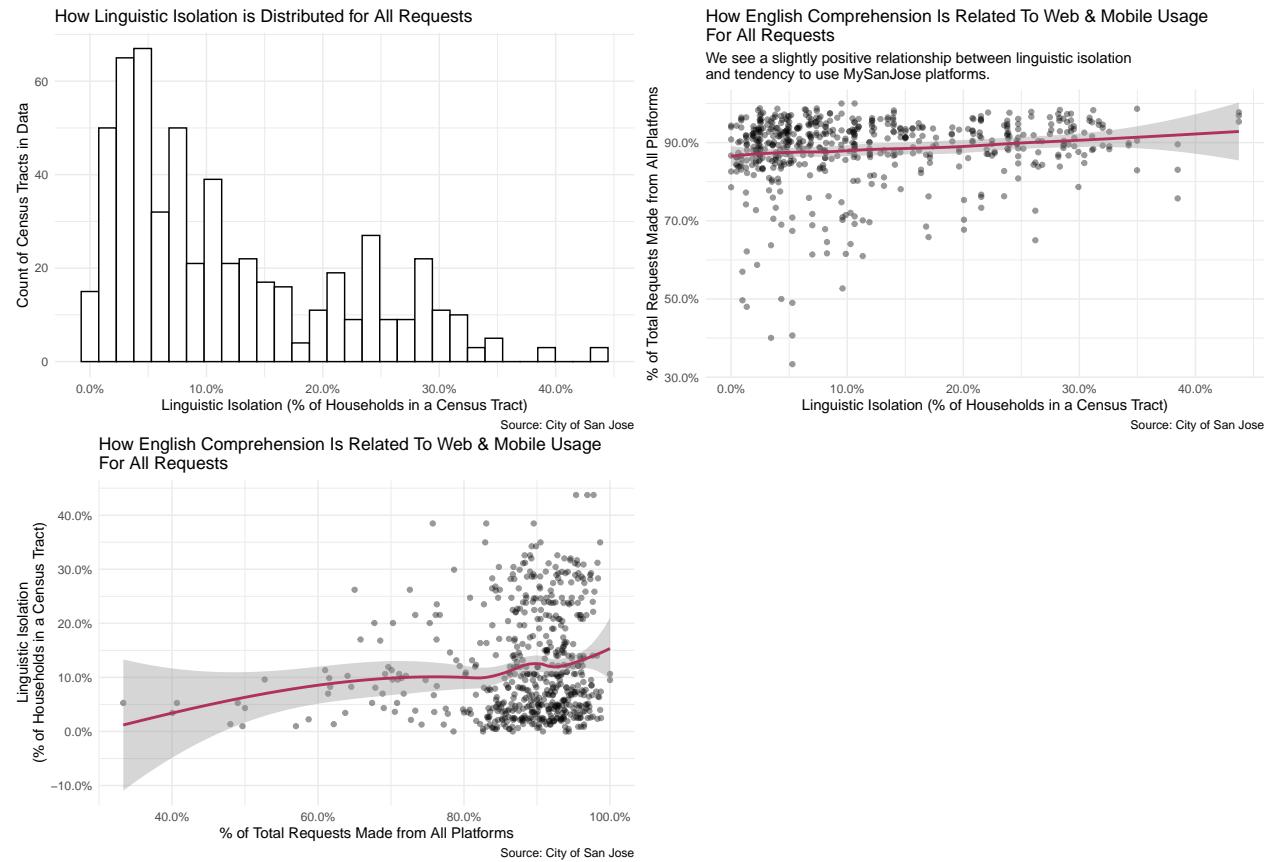
All MySanJose Platforms

Observations

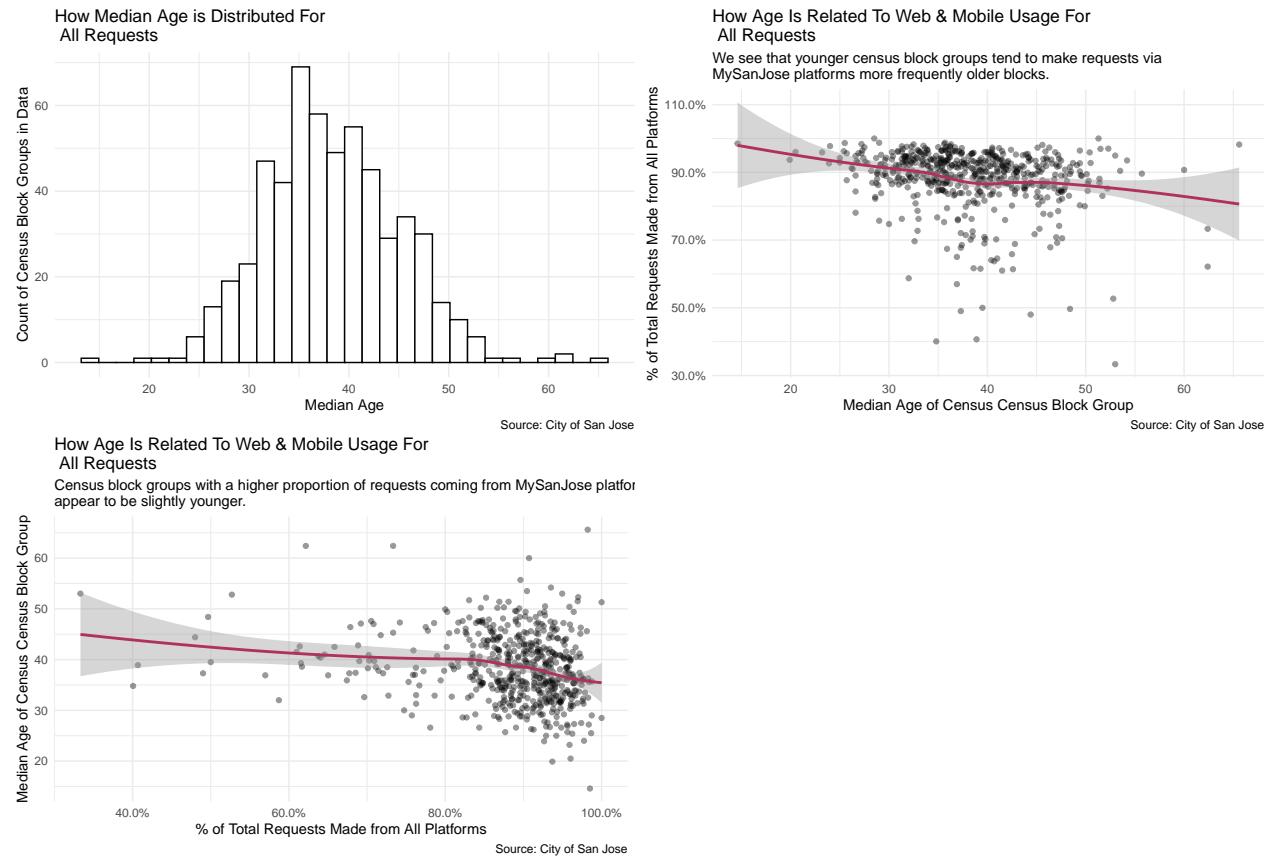
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All requests

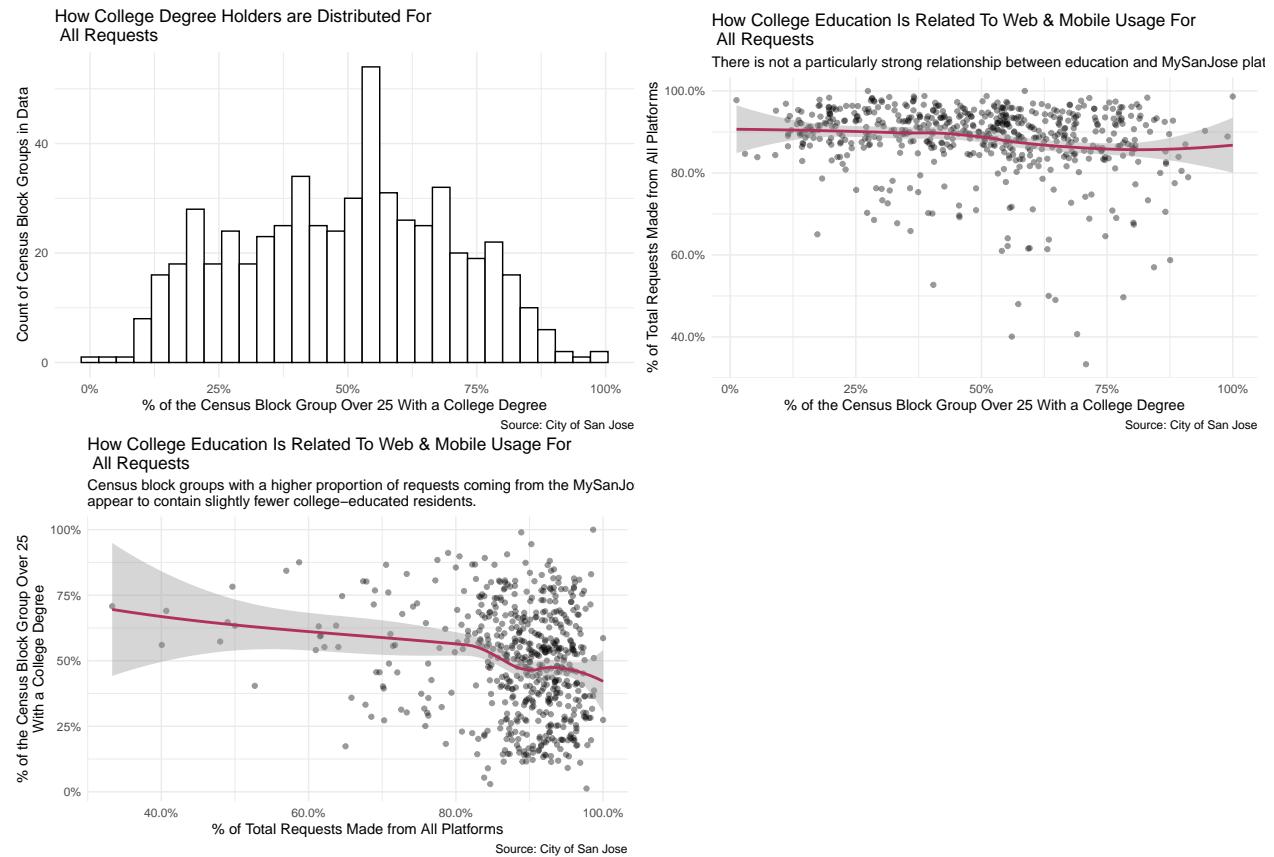
MySanJose Platforms - All Requests - Language



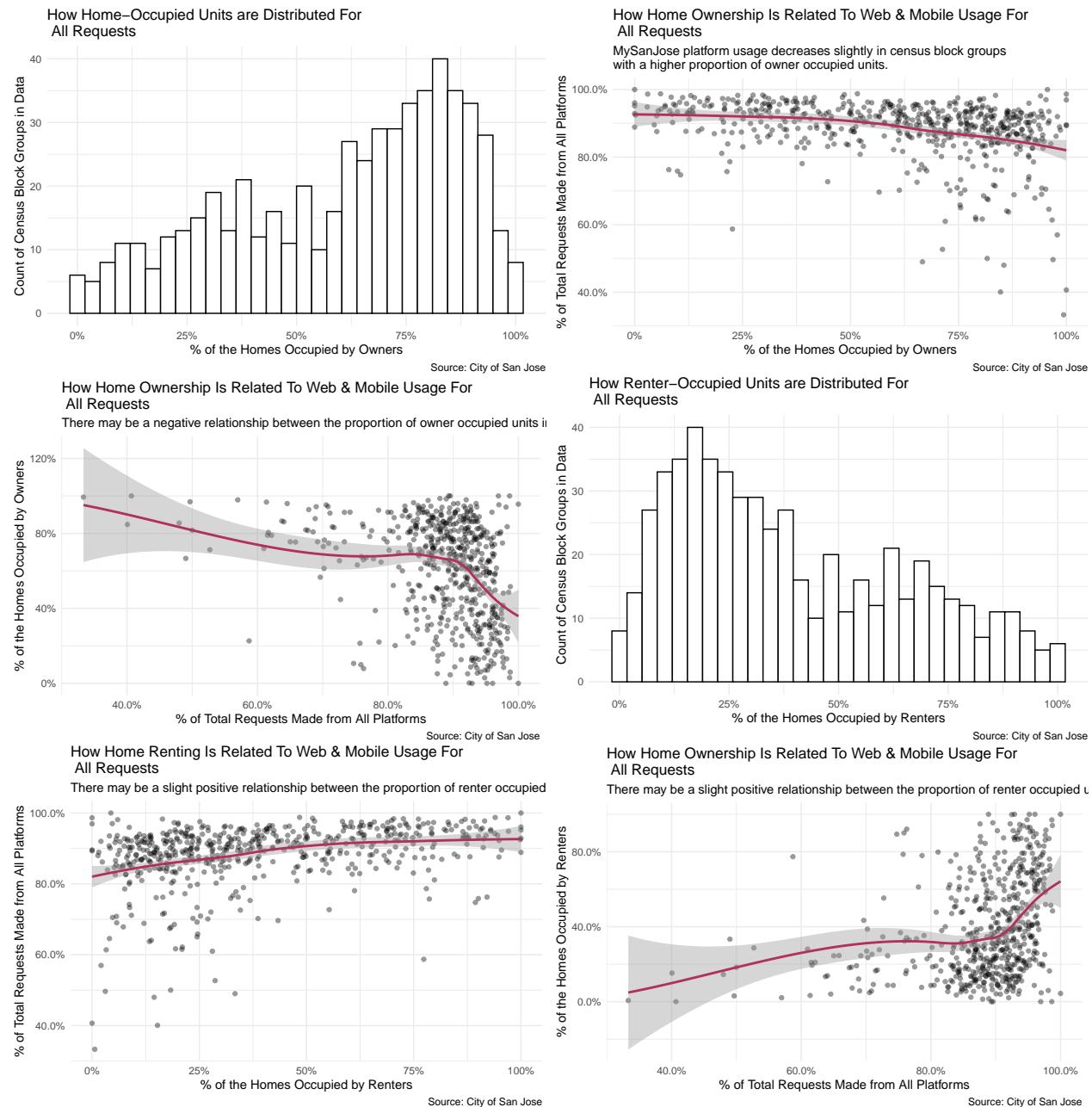
MySanJose Platforms - All Requests - Age



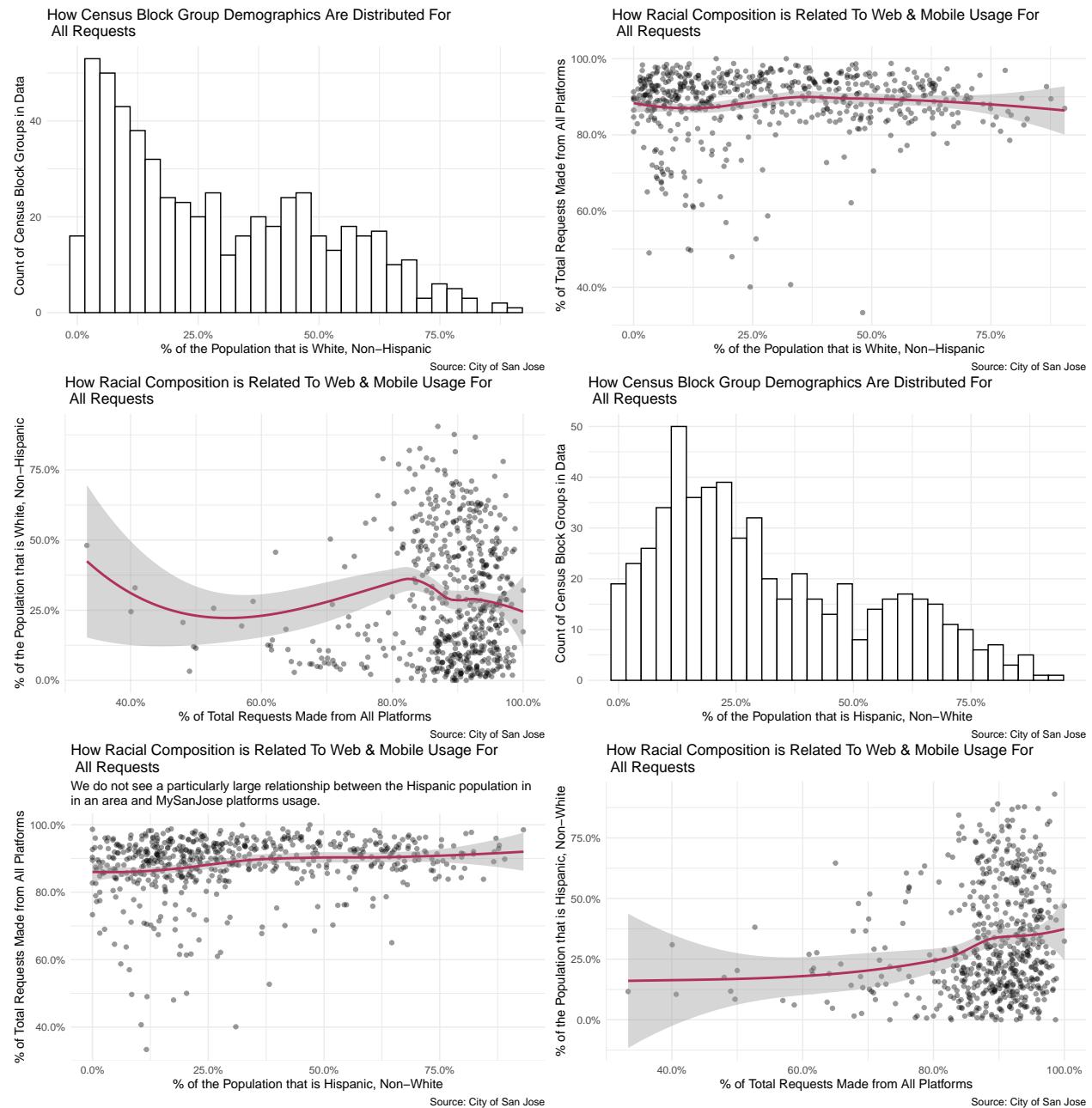
MySanJose Platforms - All Requests - Education



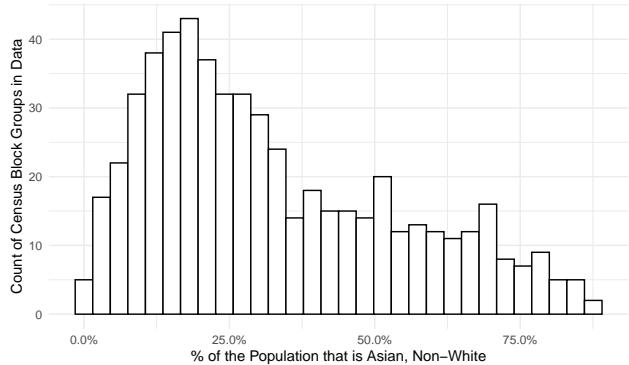
MySanJose Platforms - All Requests - Home Ownership/Renting



MySanJose Platforms - All Requests - Race/Ethnicity

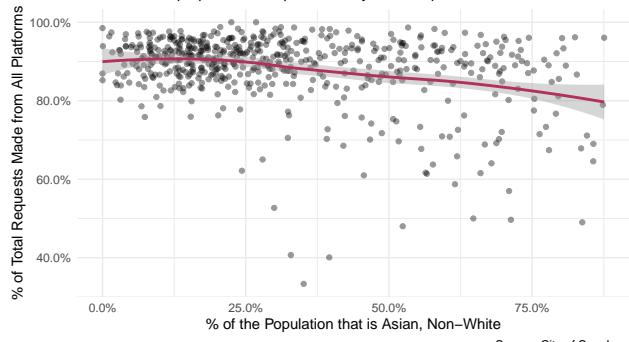


How Census Block Group Demographics Are Distributed For All Requests

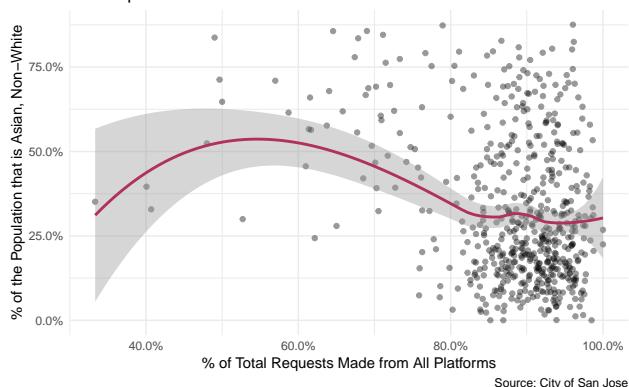


How Racial Composition is Related To Web & Mobile Usage For All Requests

We see that census block groups with a higher Asian population submit a lower proportion of requests via MySanJose platforms.

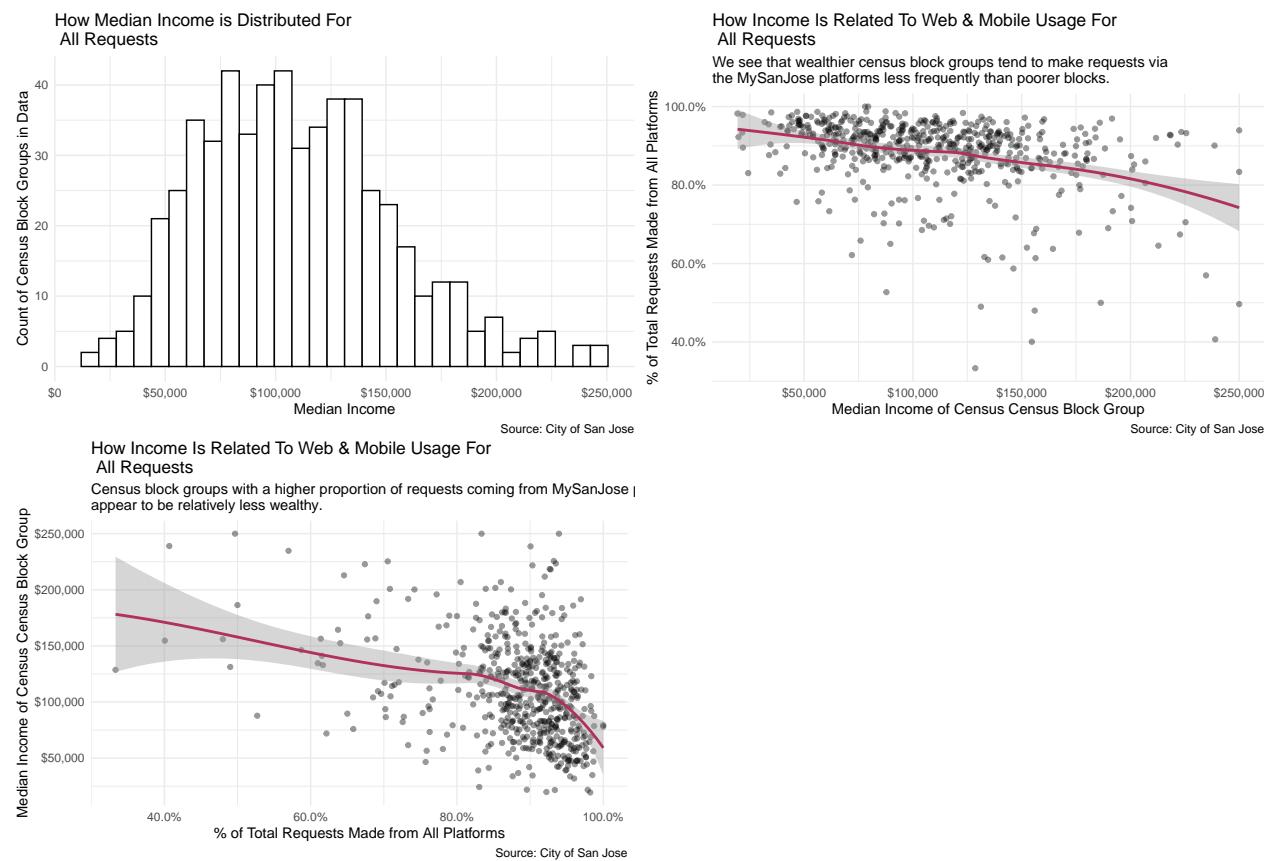


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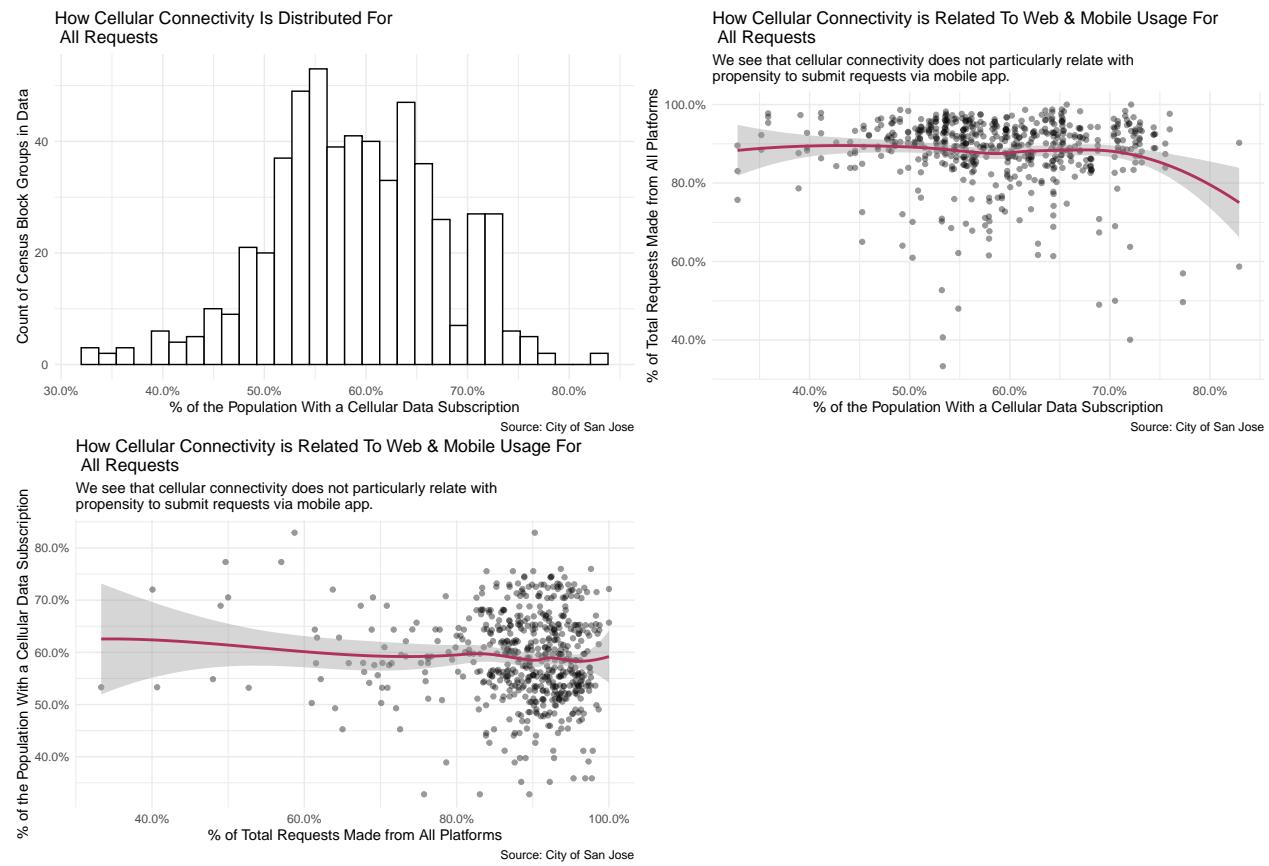


Source: City of San Jose

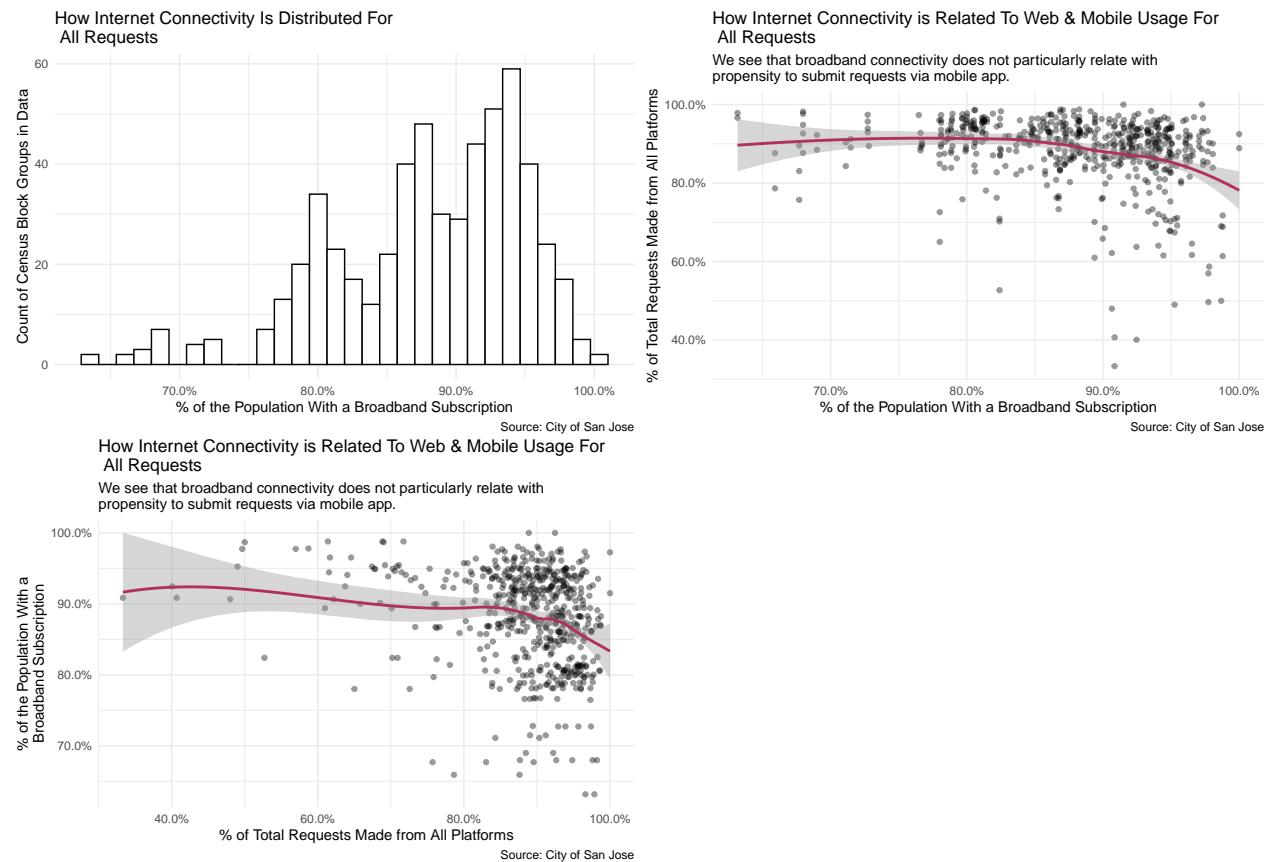
MySanJose Platforms - All Requests - Income



MySanJose Platforms - All Requests - Mobile Phone Access

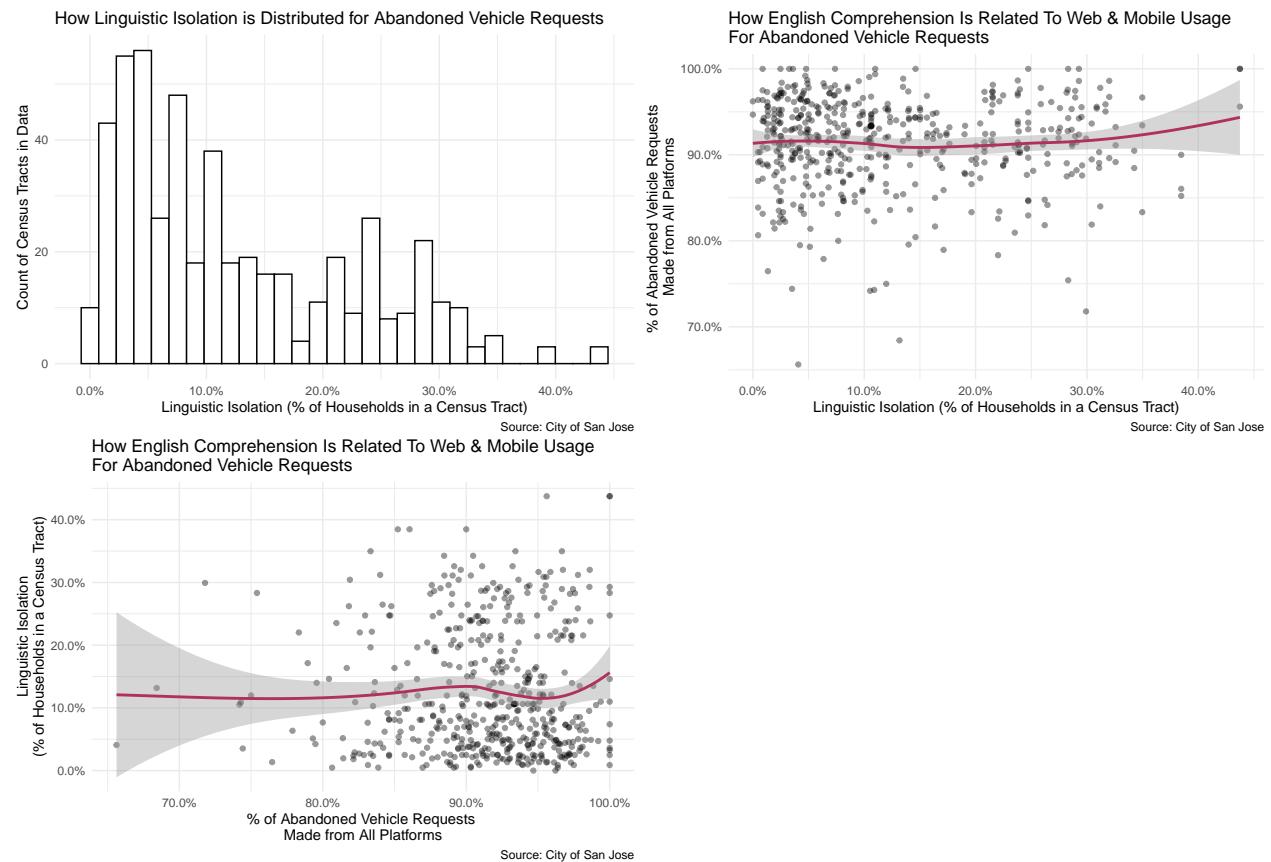


MySanJose Platforms - All Requests - Broadband Access

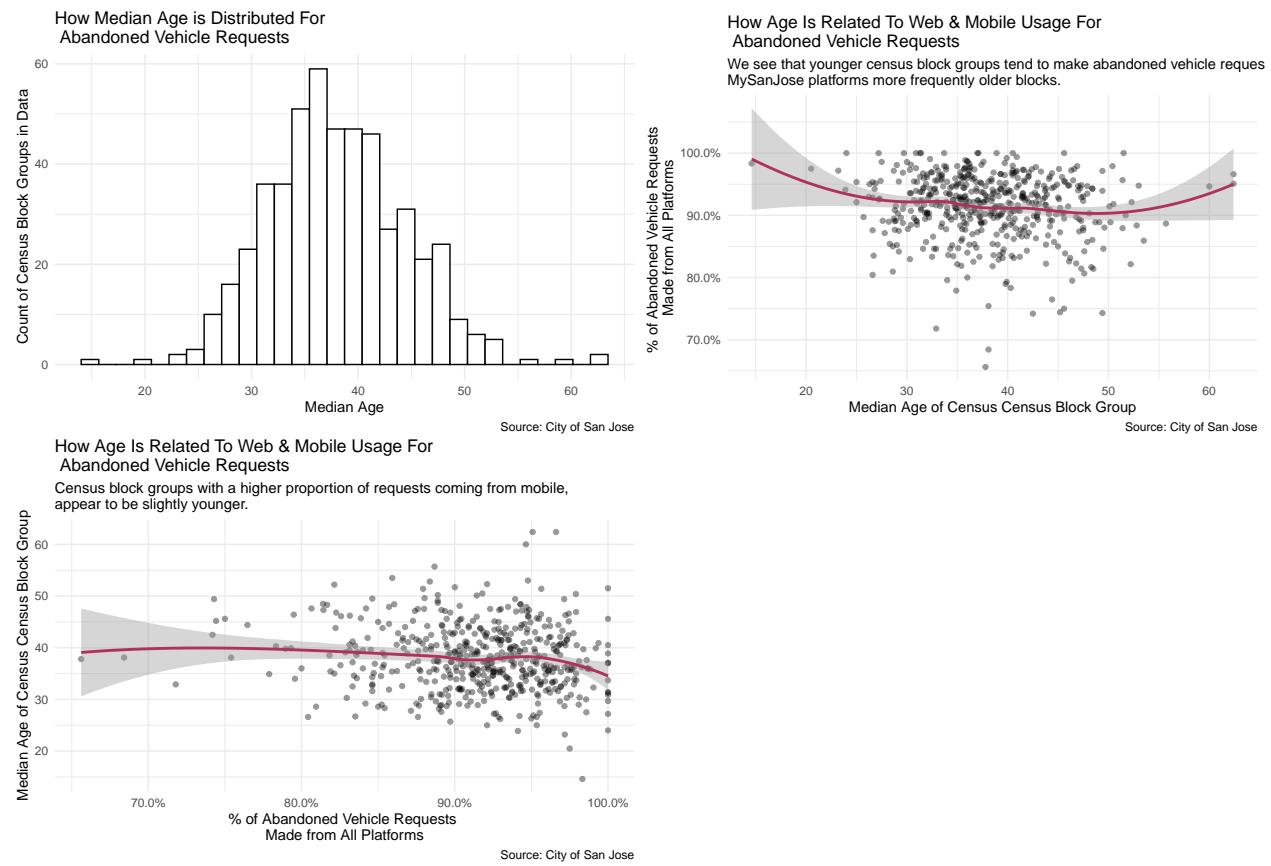


Abandoned Vehicle

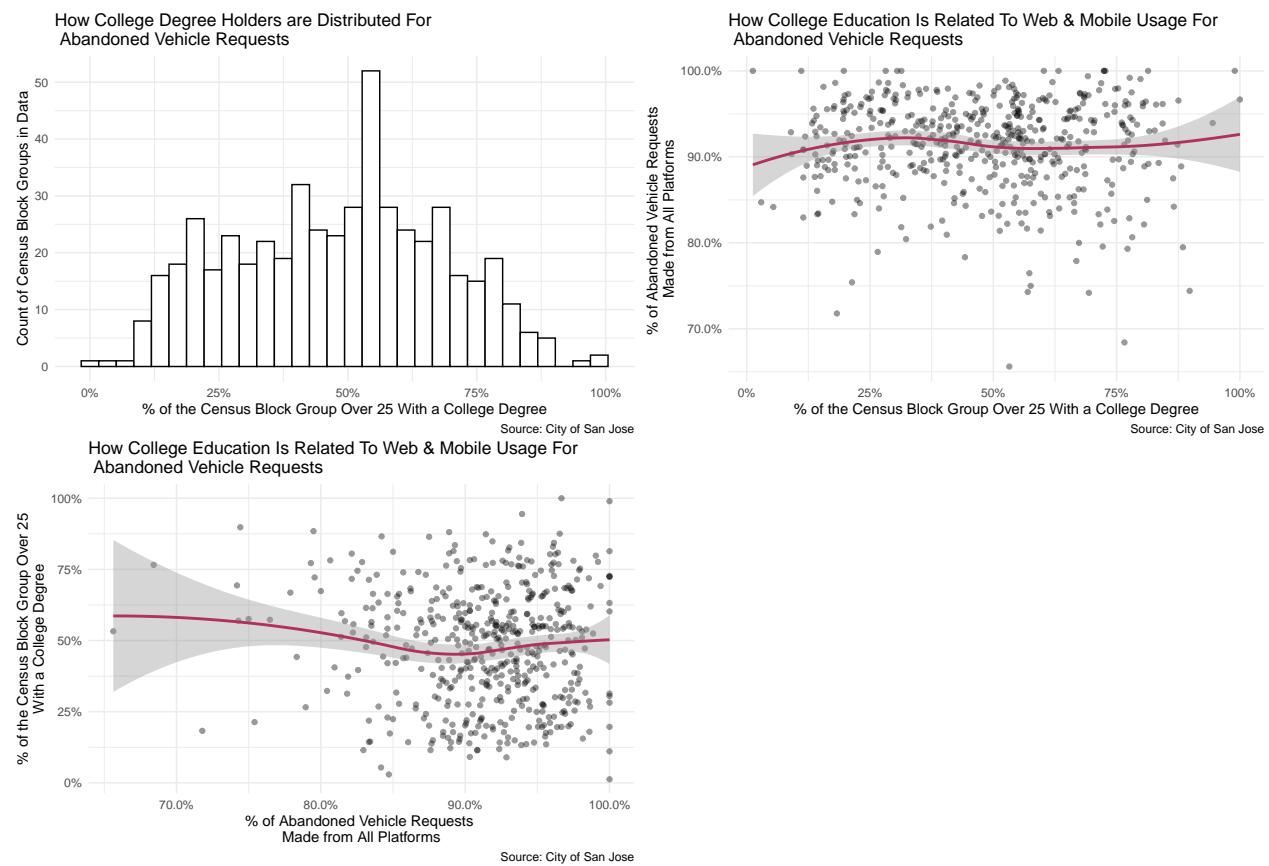
MySanJose Platforms - Abandoned Vehicle Requests - Language



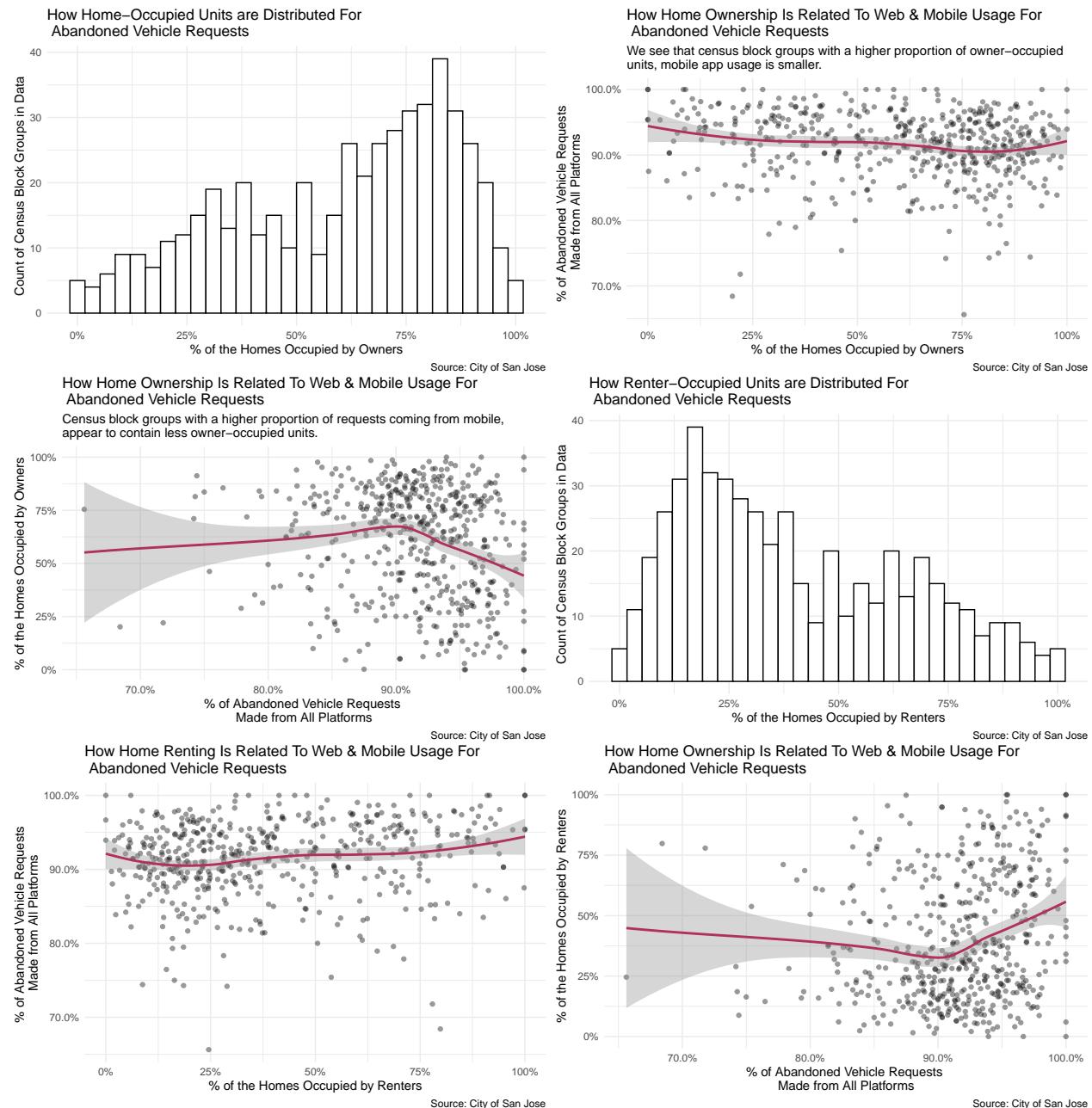
MySanJose Platforms - Abandoned Vehicle Requests - Age



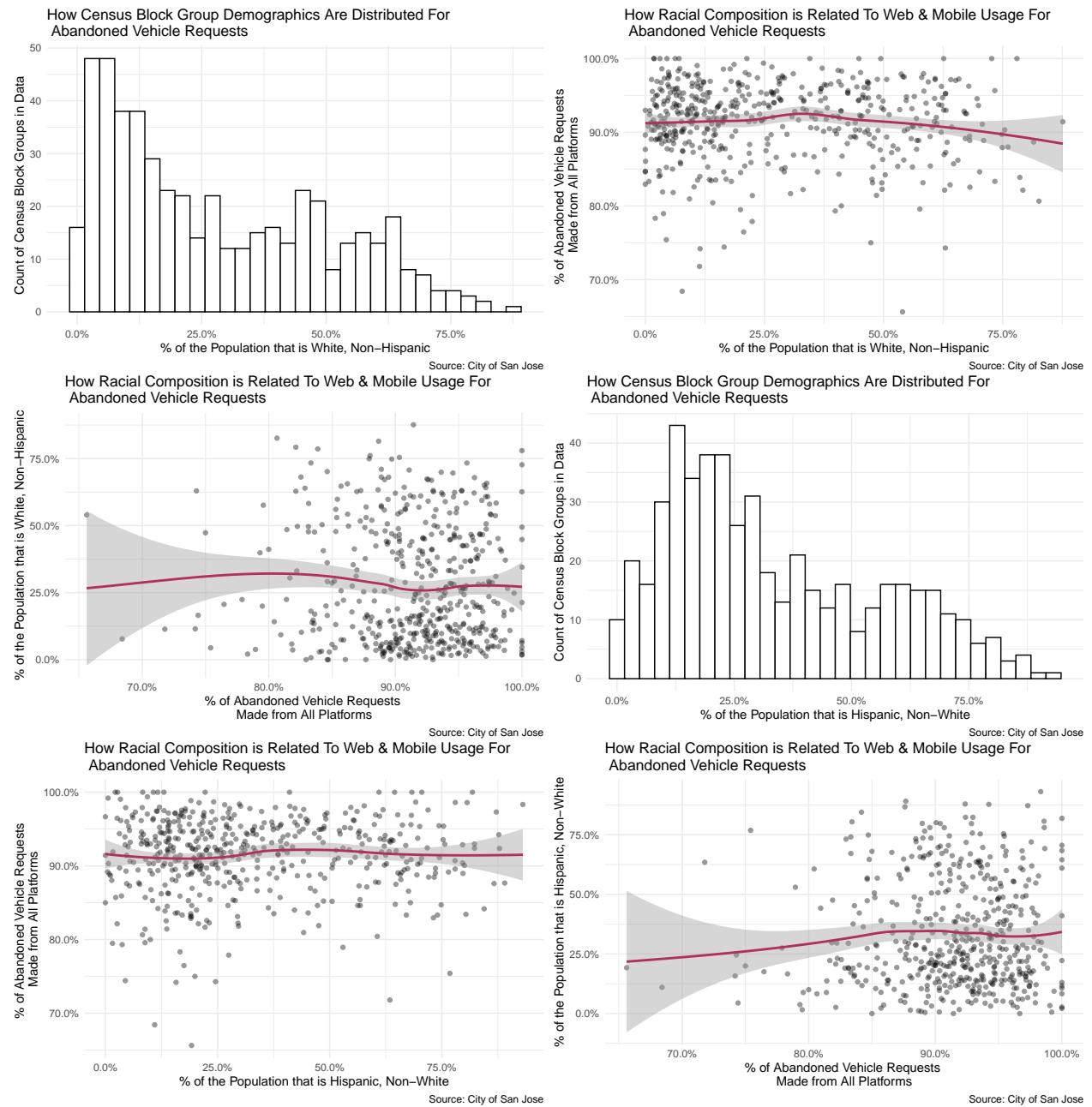
MySanJose Platforms - Abandoned Vehicle Requests - Education



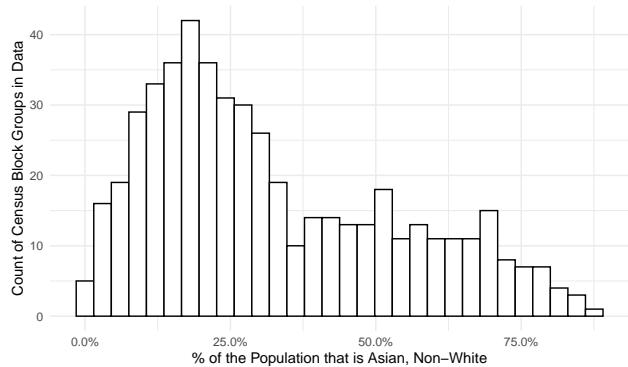
MySanJose Platforms - Abandoned Vehicle Requests - Home Ownership/Renting



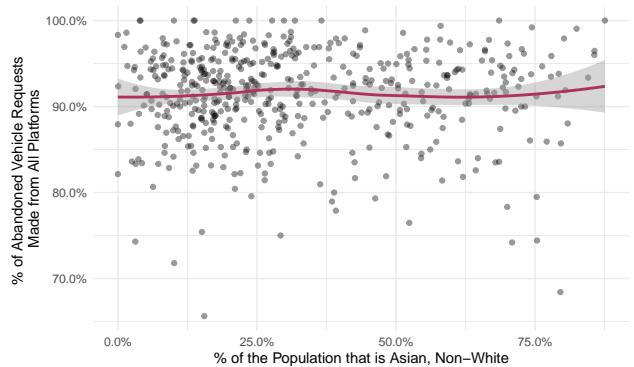
MySanJose Platforms - Abandoned Vehicle Requests - Race/Ethnicity



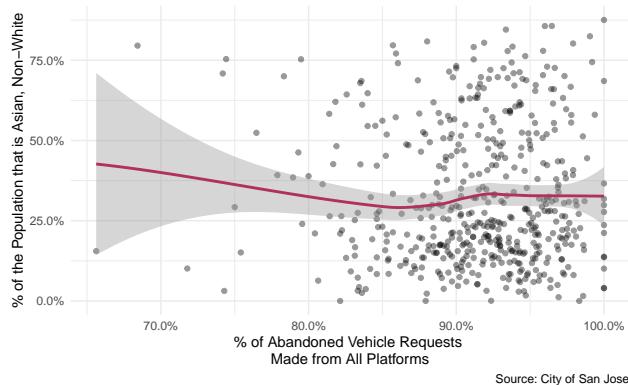
How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



How Racial Composition is Related To Web & Mobile Usage For Abandoned Vehicle Requests

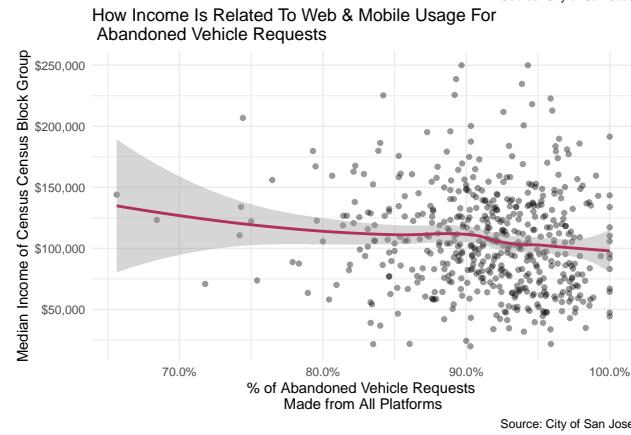
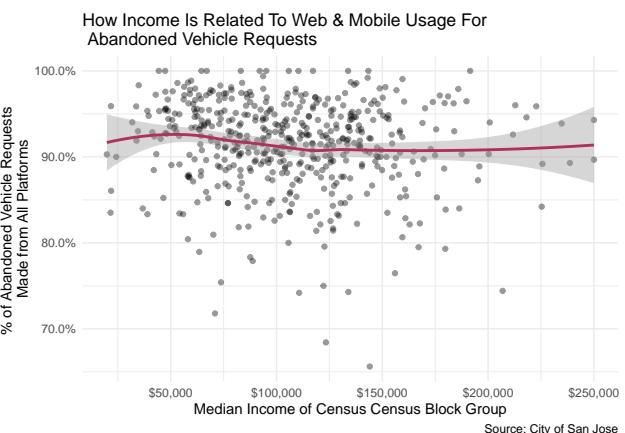
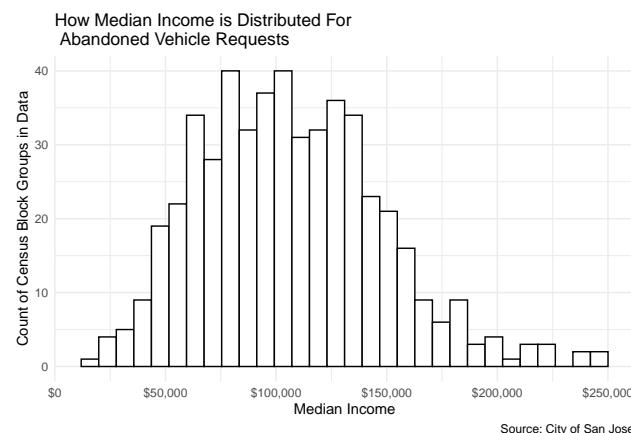


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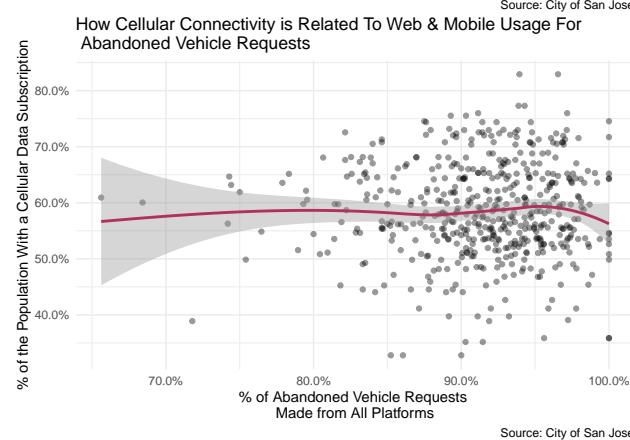
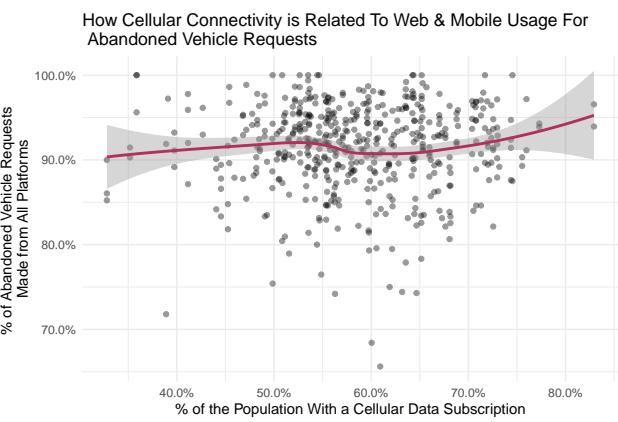
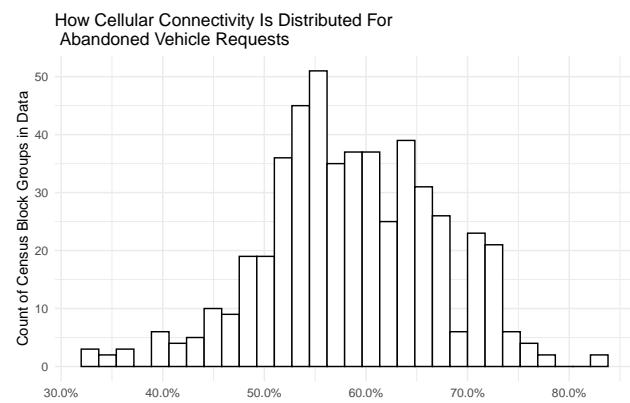


Source: City of San Jose

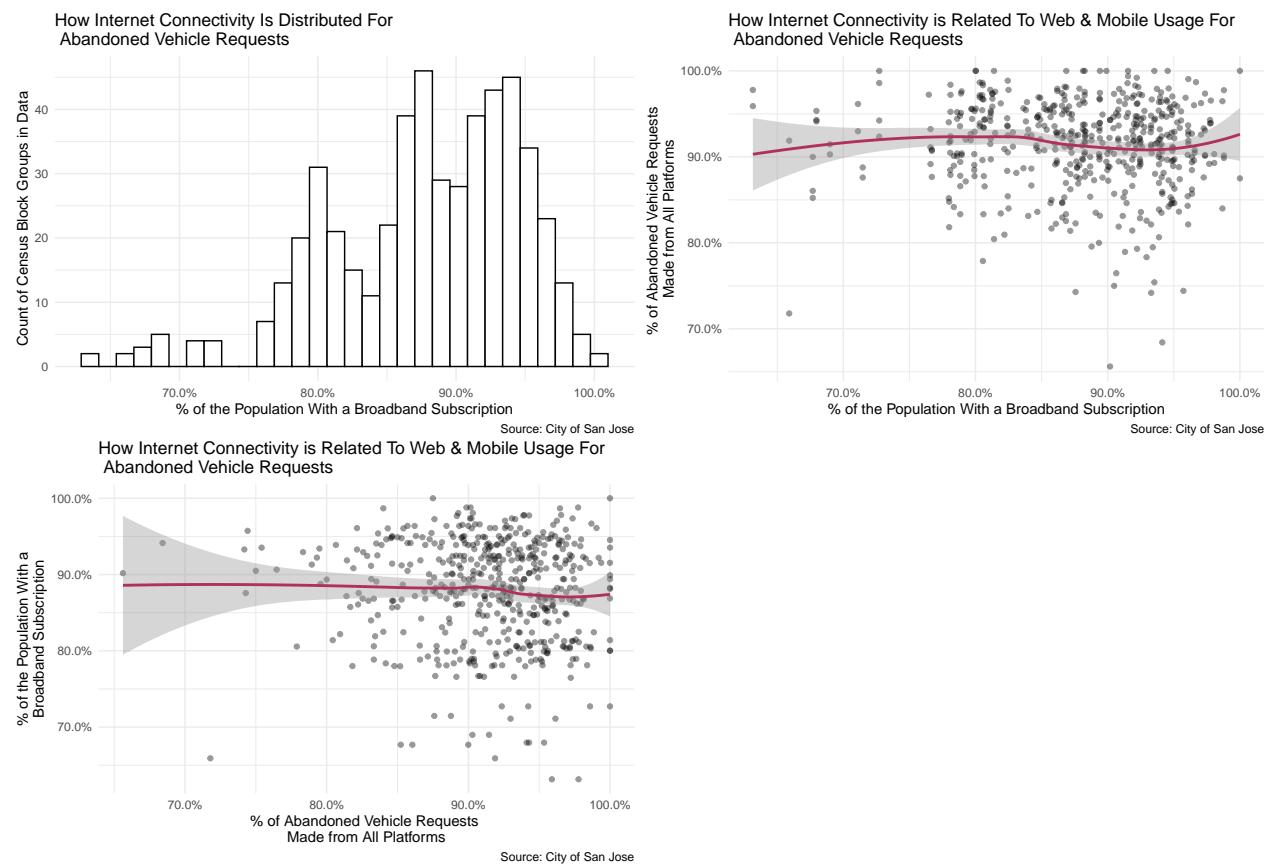
MySanJose Platforms - Abandoned Vehicle Requests - Income



MySanJose Platforms - Abandoned Vehicle Requests - Mobile Phone Access

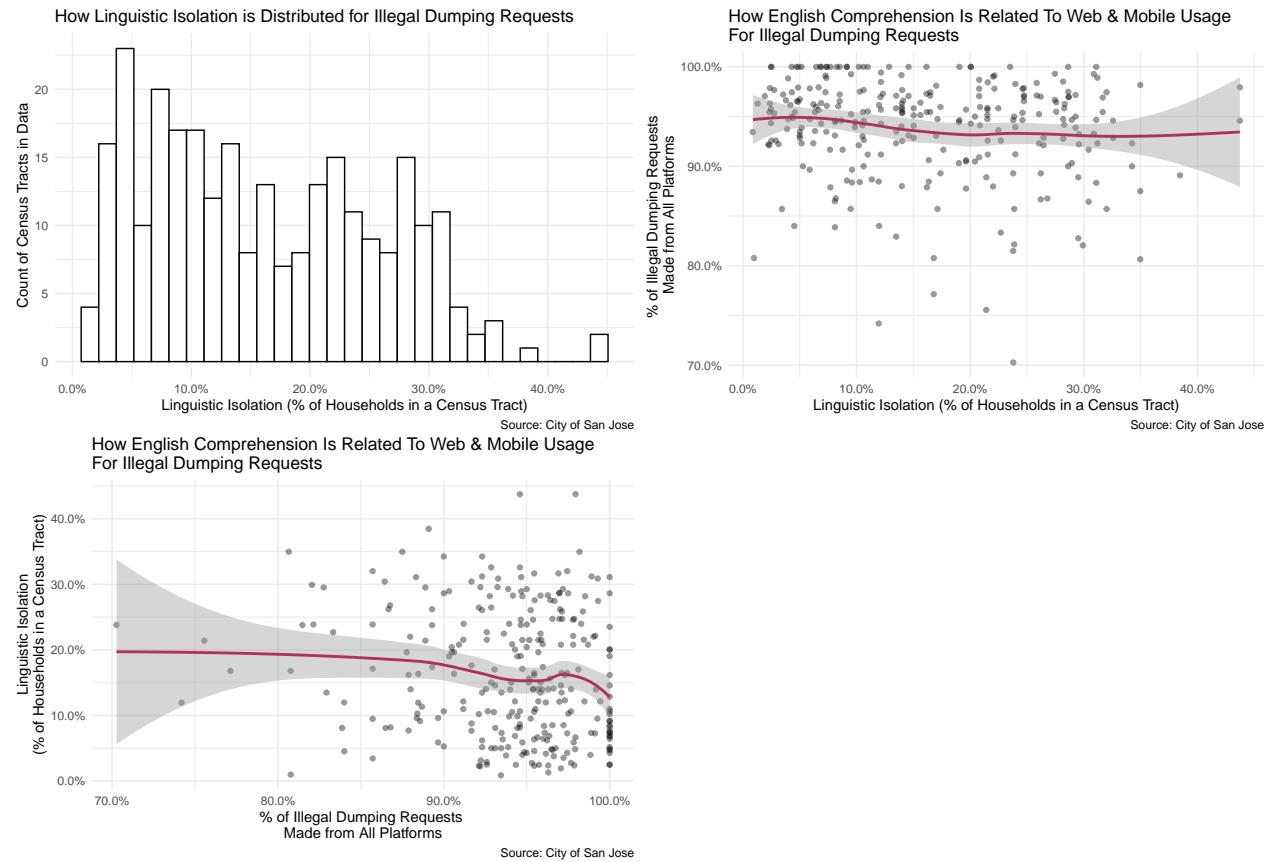


MySanJose Platforms - Abandoned Vehicle Requests - Broadband Access

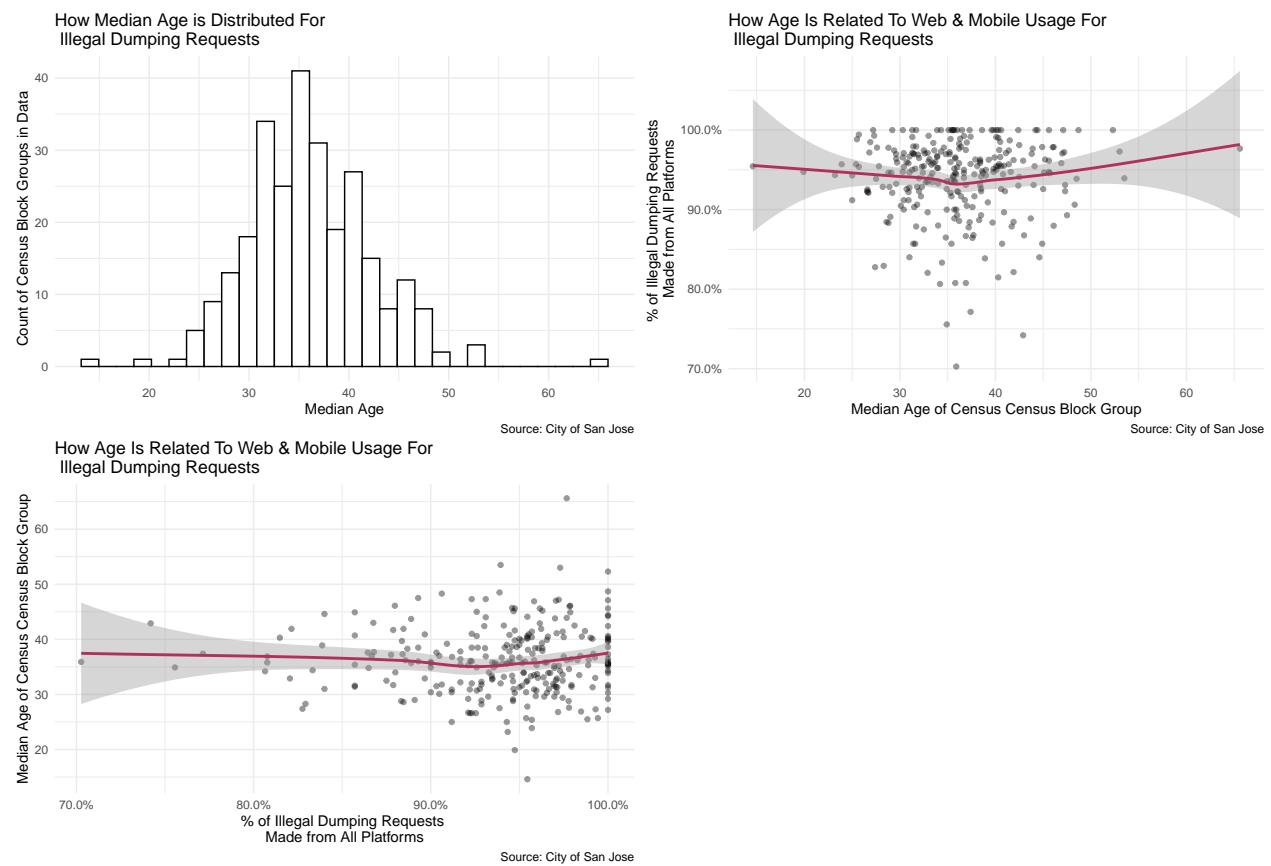


Illegal Dumping

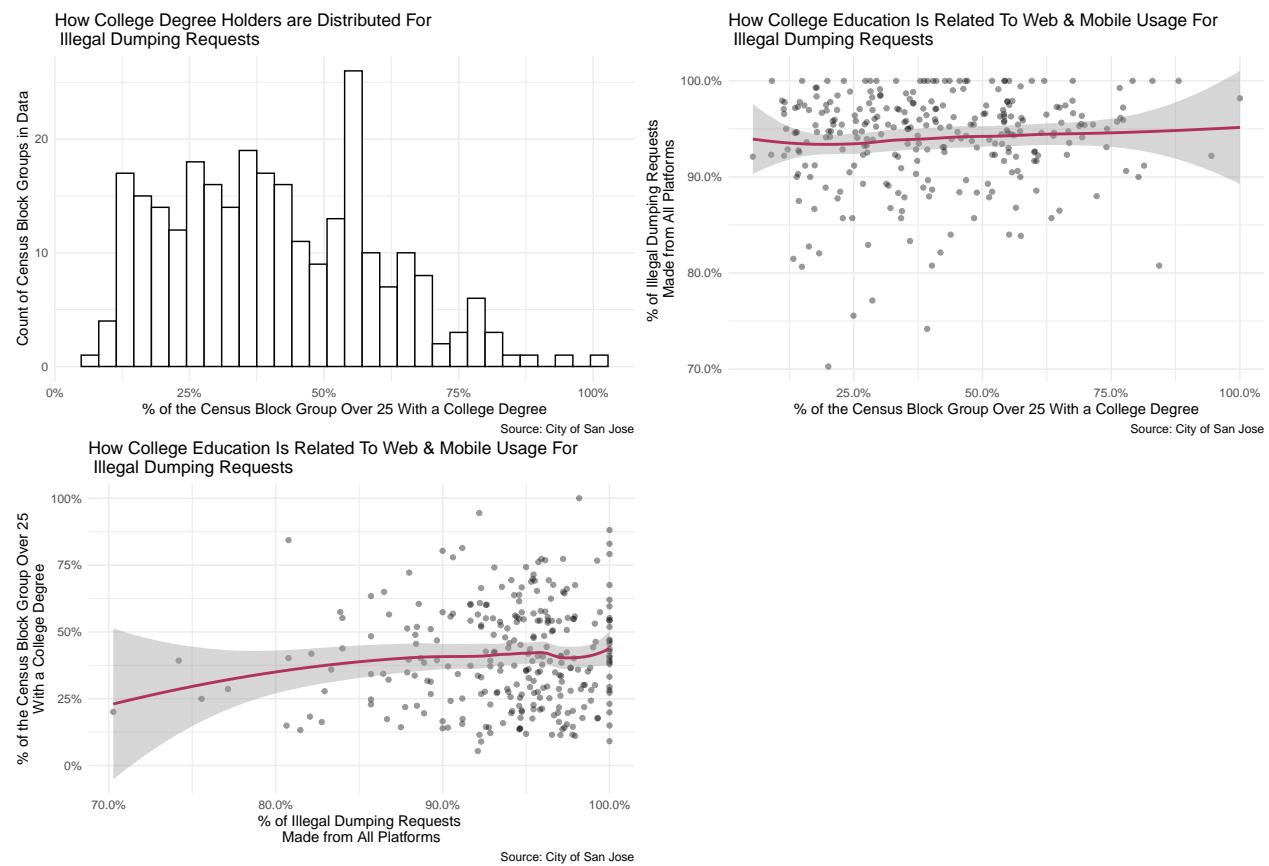
MySanJose Platforms - Illegal Dumping - Language



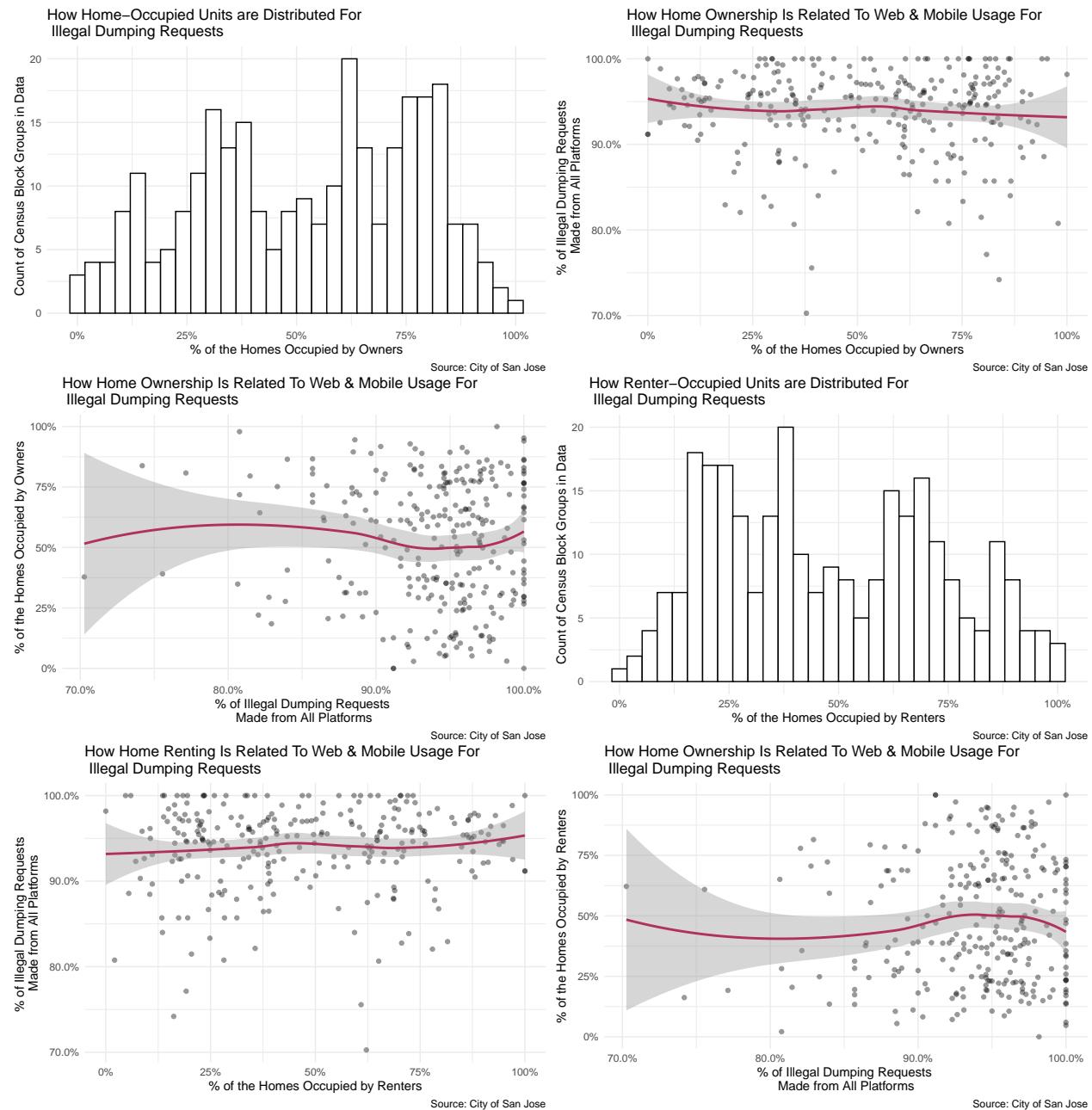
MySanJose Platforms - Illegal Dumping - Age



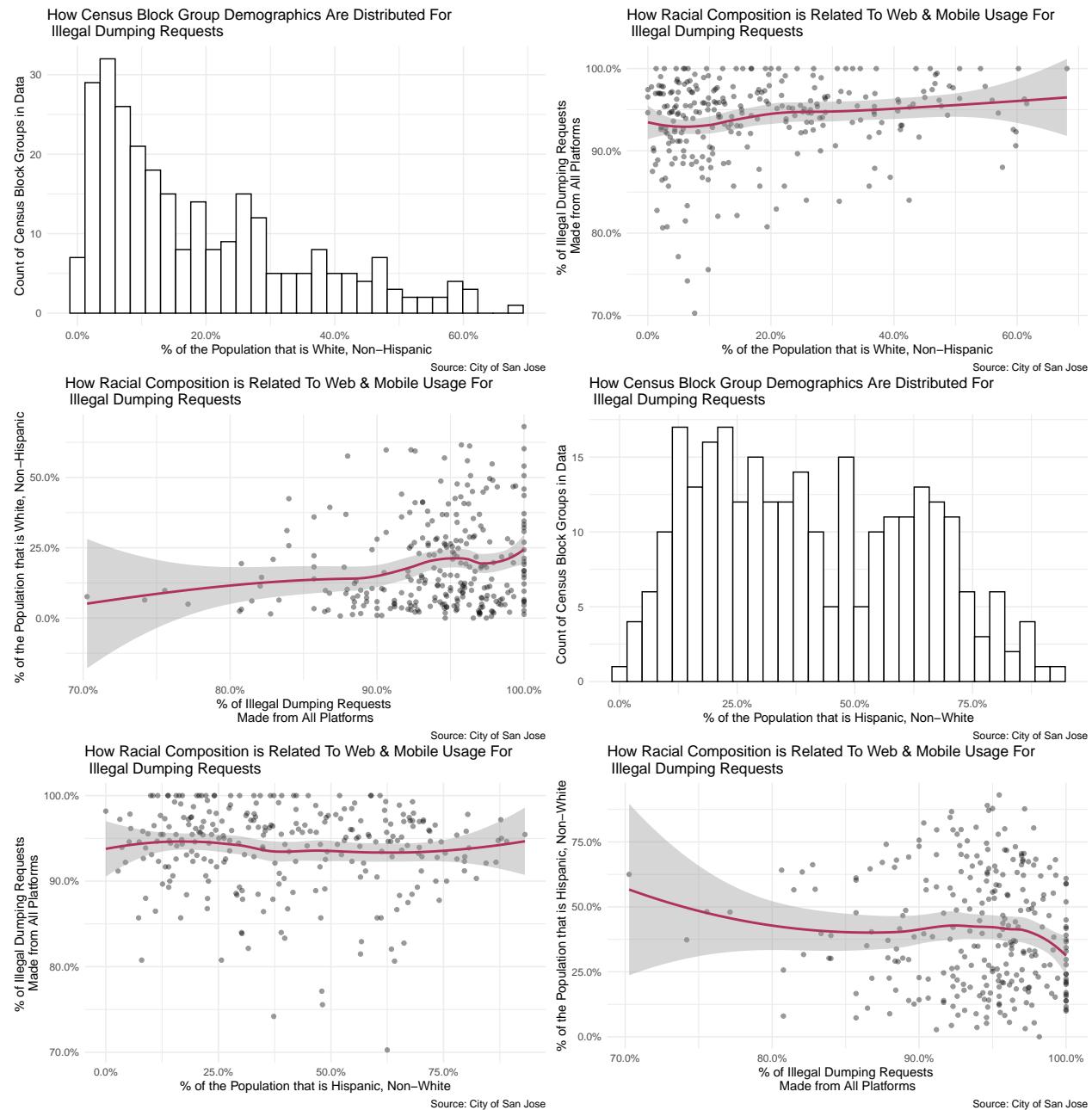
MySanJose Platforms - Illegal Dumping - Education



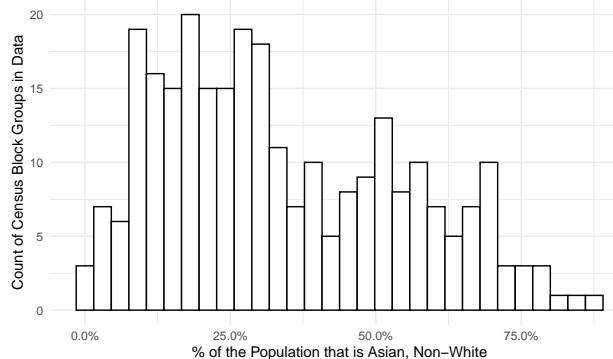
MySanJose Platforms - Illegal Dumping - Home Ownership/Renting



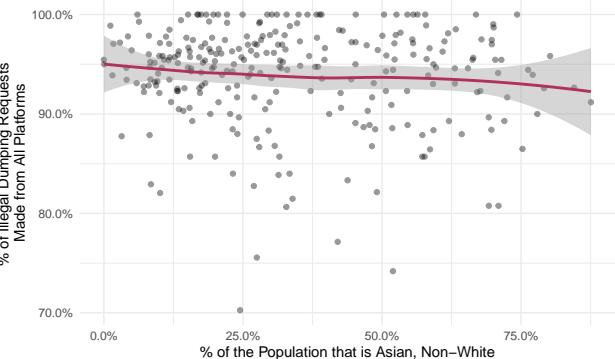
MySanJose Platforms - Illegal Dumping - Race/Ethnicity



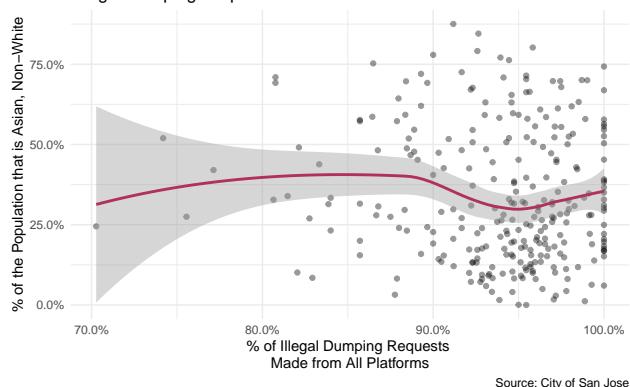
How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



How Racial Composition is Related To Web & Mobile Usage For Illegal Dumping Requests

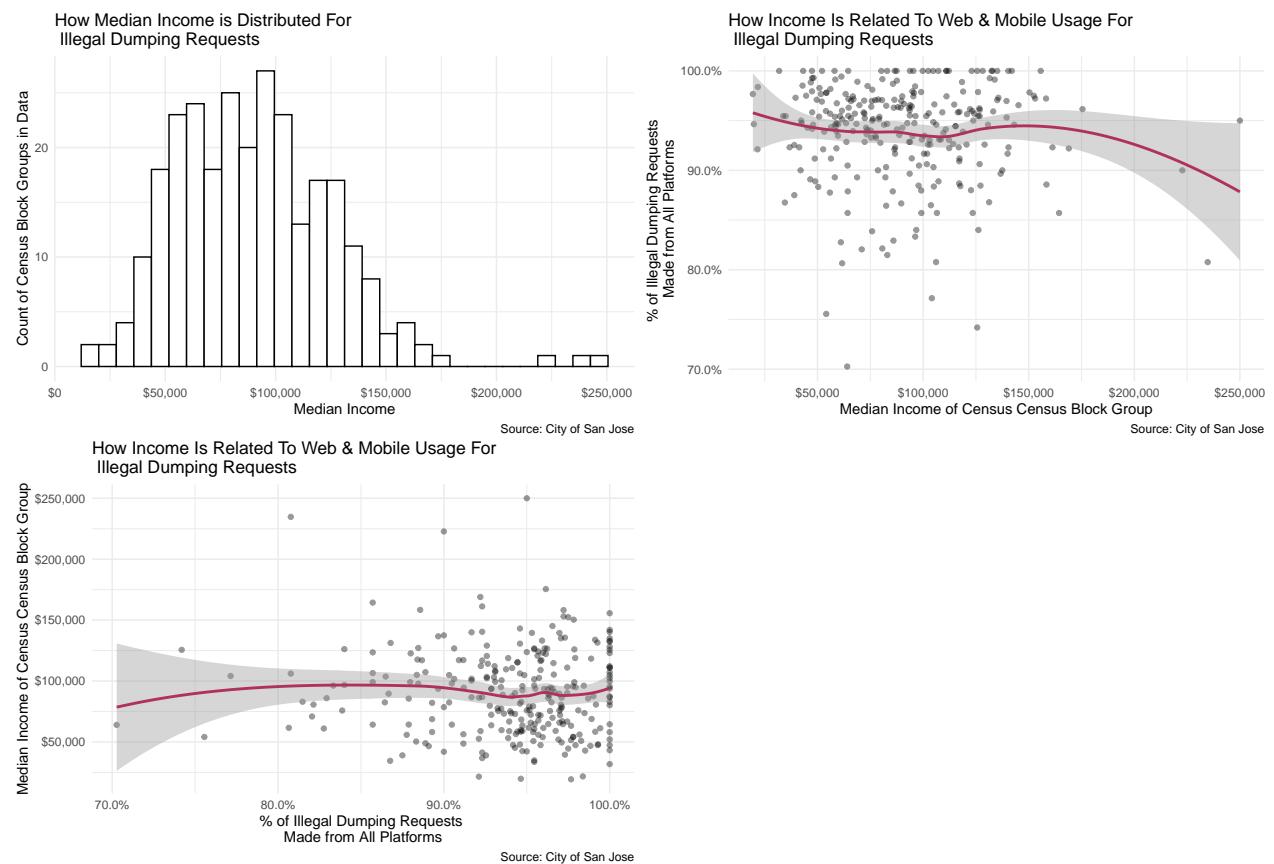


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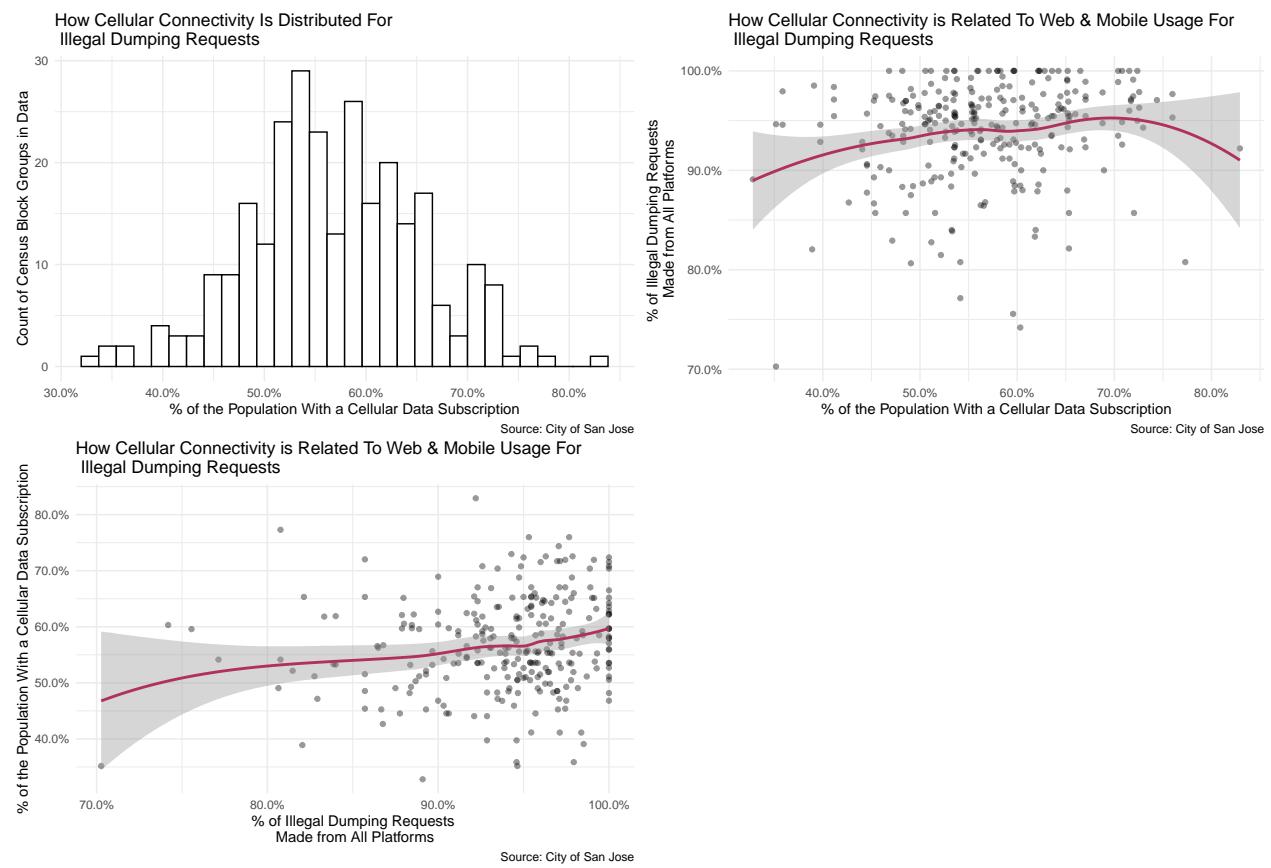


Source: City of San Jose

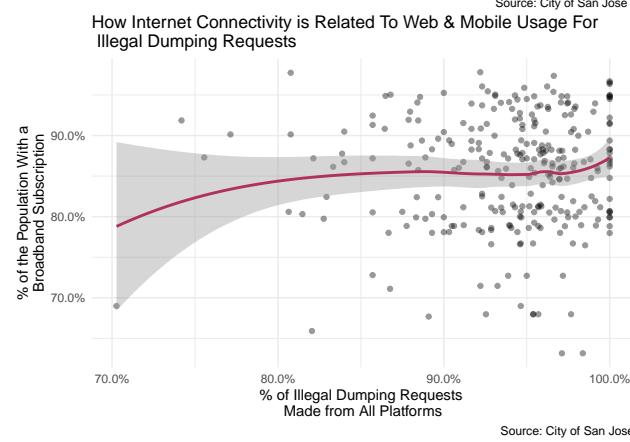
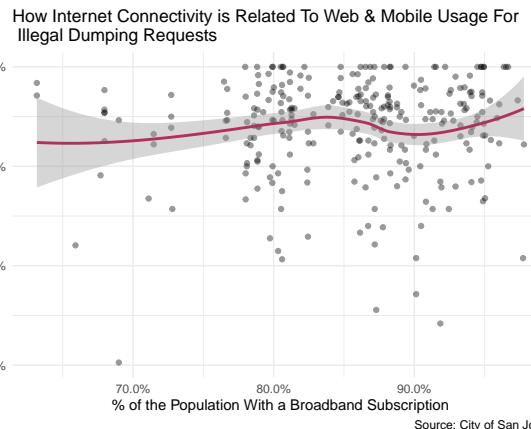
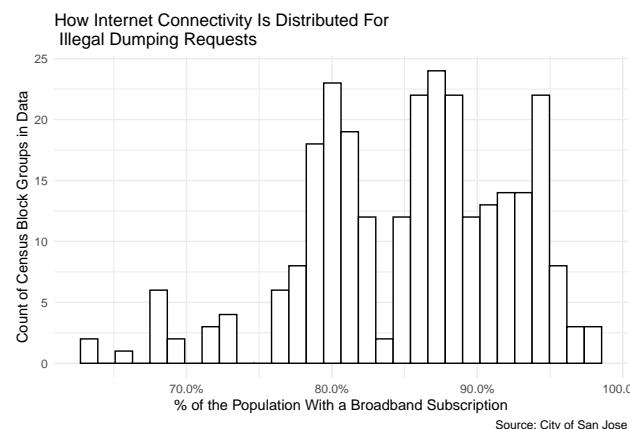
MySanJose Platforms - Illegal Dumping - Income



MySanJose Platforms - Illegal Dumping - Mobile Phone Access

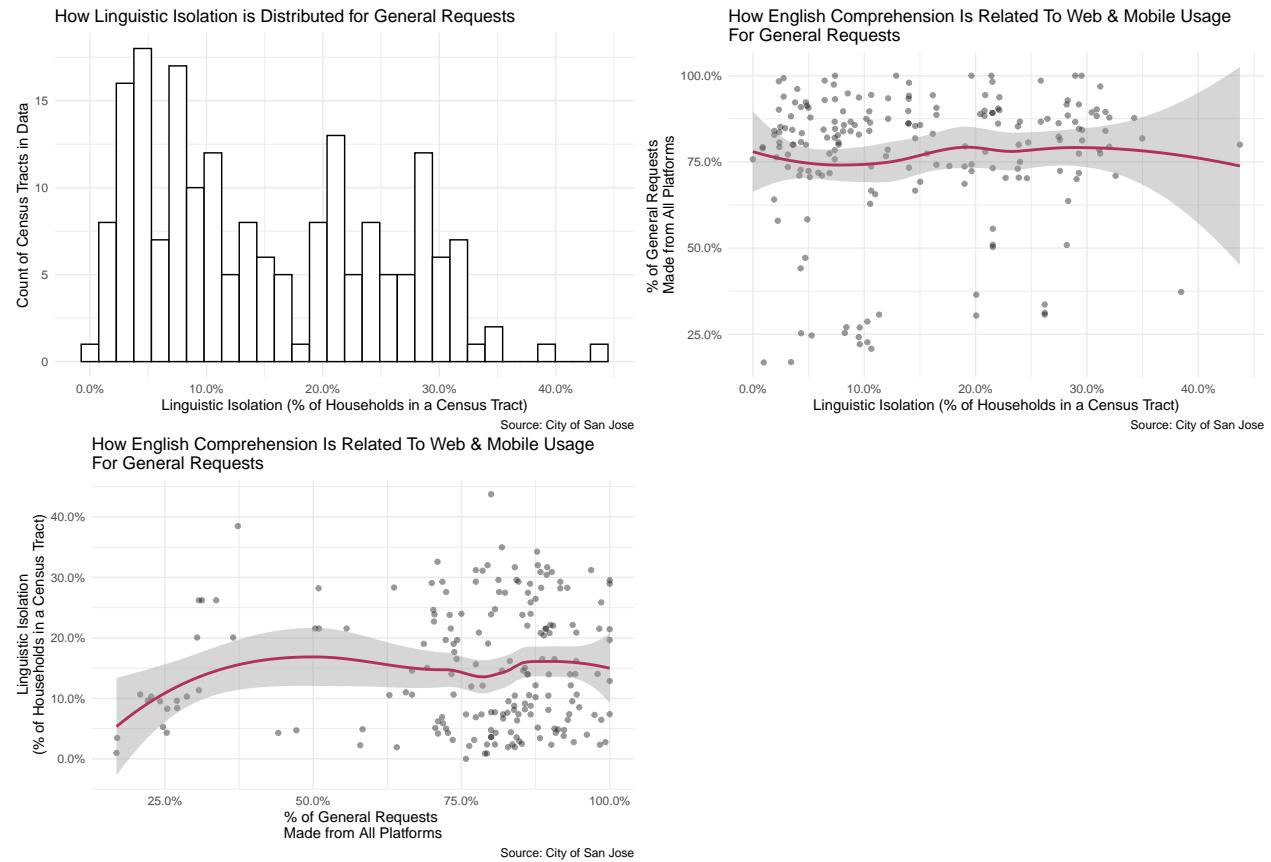


MySanJose Platforms - Illegal Dumping - Broadband Access

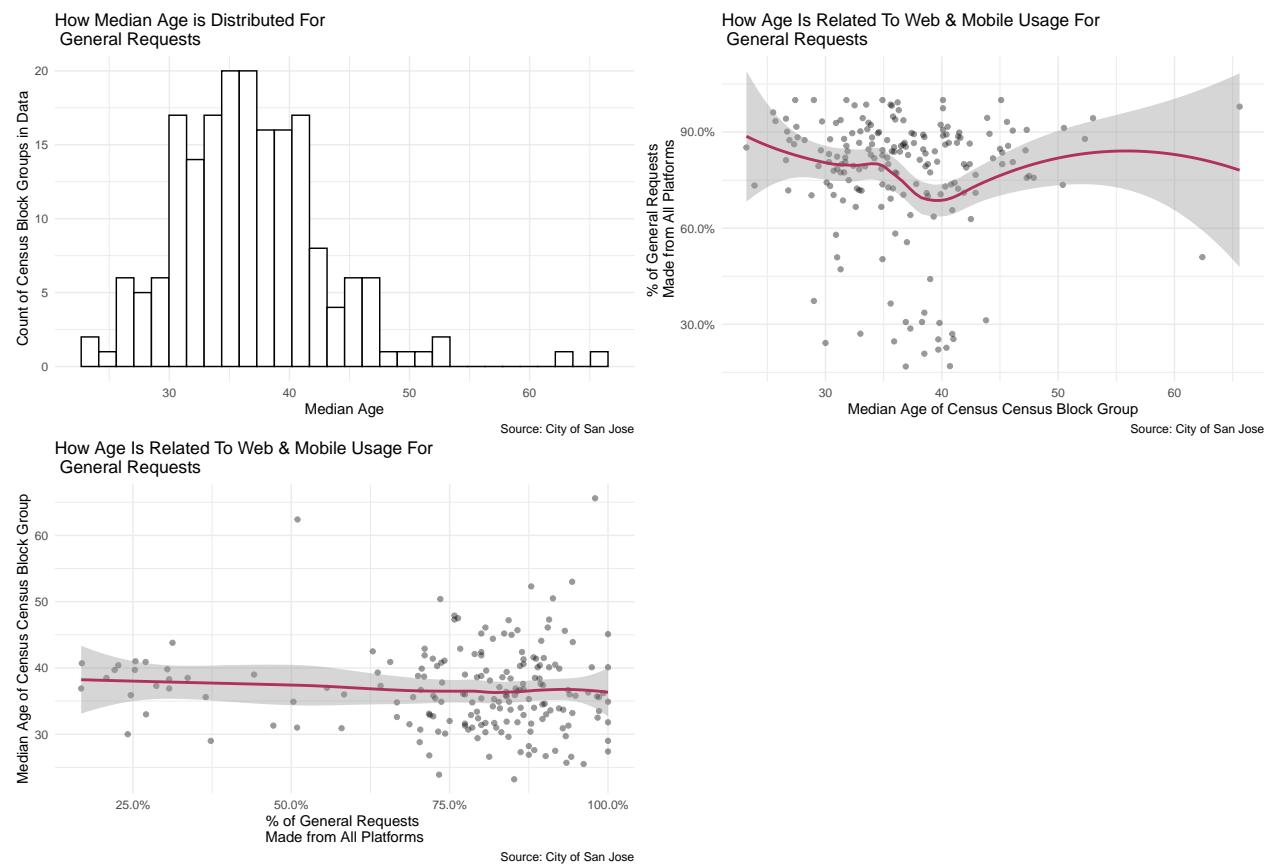


General Request

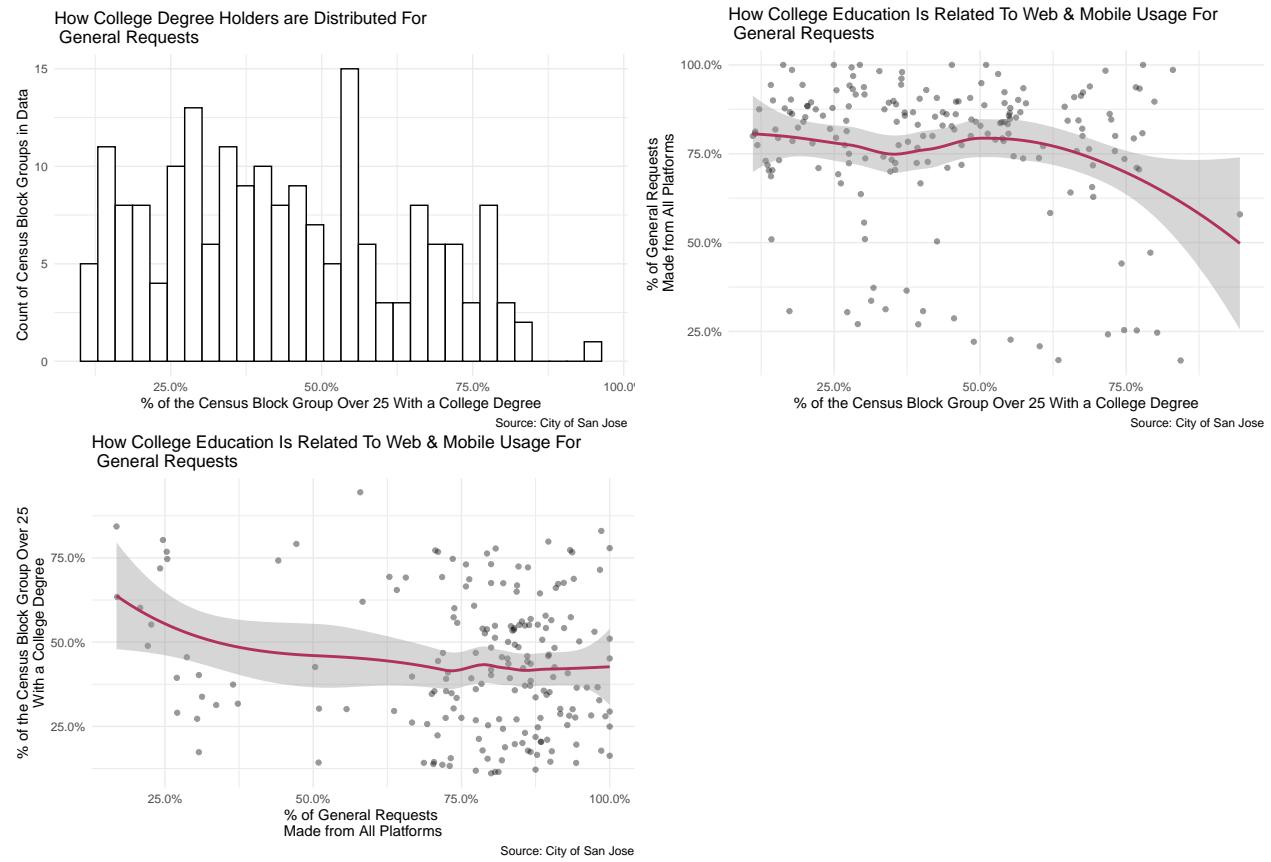
MySanJose Platforms - General Request - Language



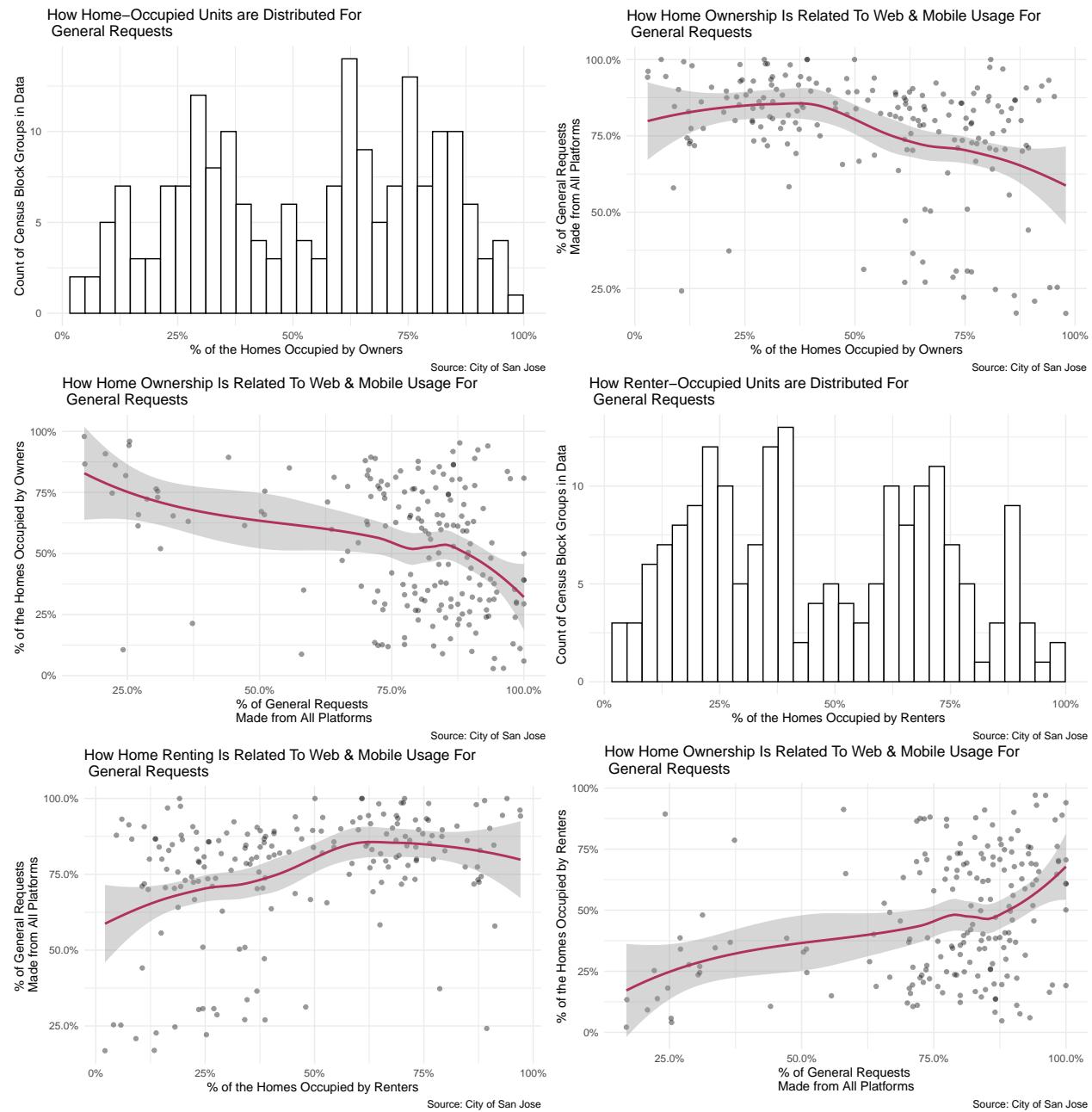
MySanJose Platforms - General Request - Age



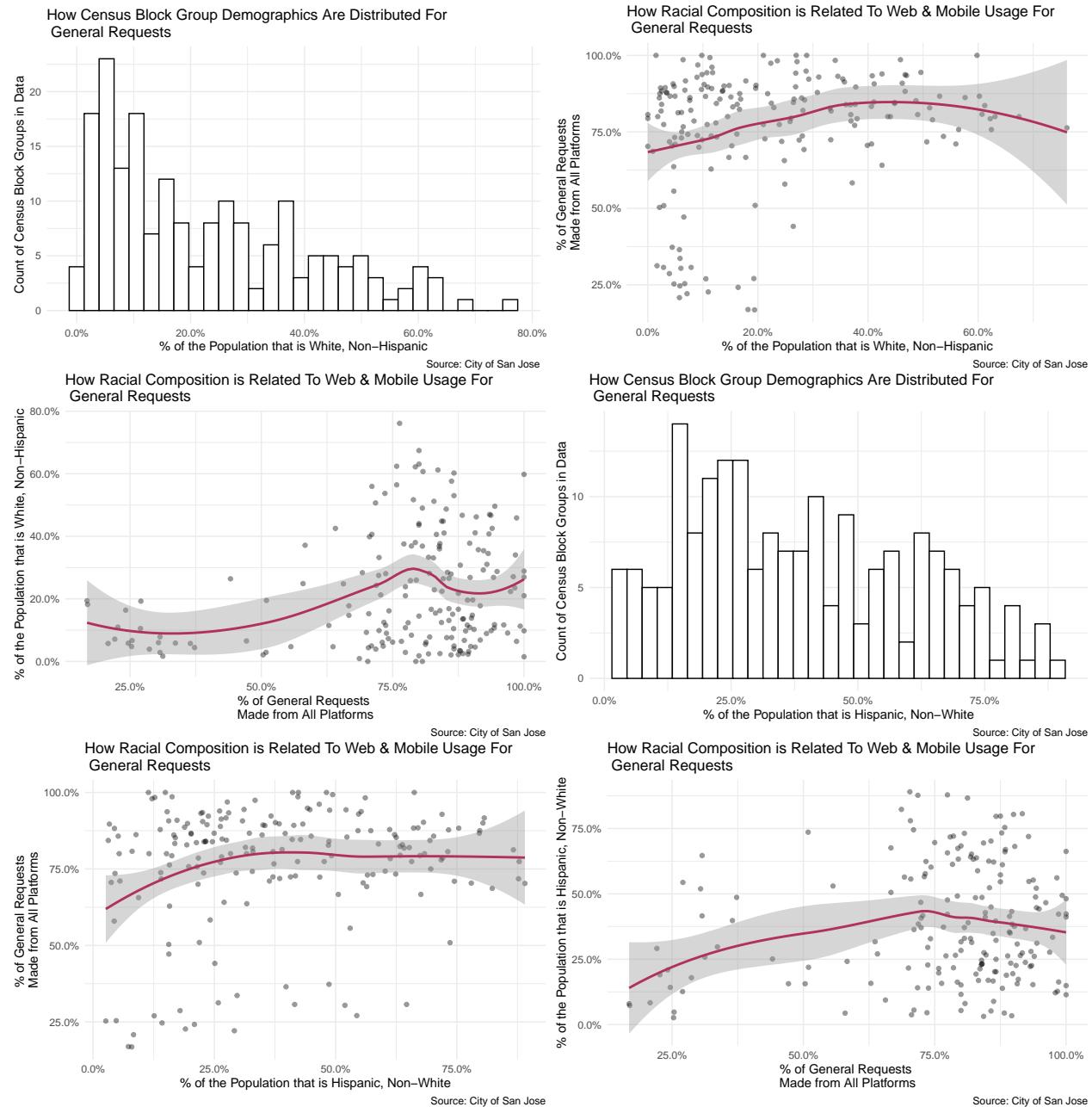
MySanJose Platforms - General Request - Education



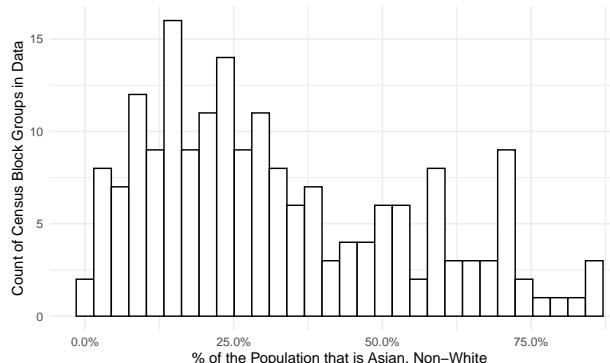
MySanJose Platforms - General Request - Home Ownership/Renting



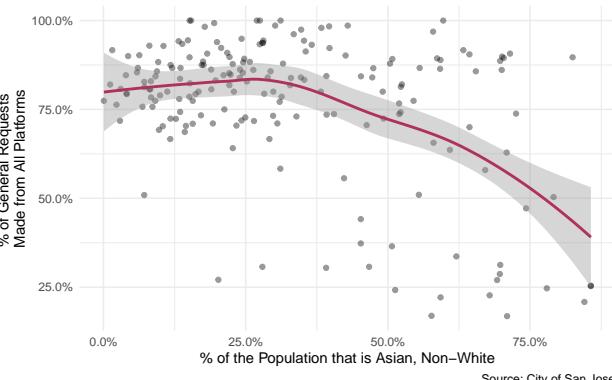
MySanJose Platforms - General Request - Race/Ethnicity



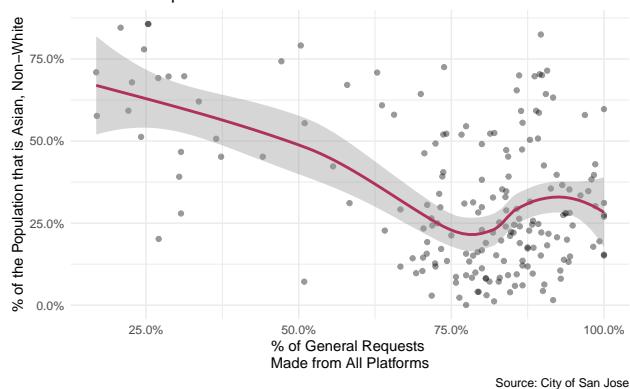
How Census Block Group Demographics Are Distributed For General Requests



How Racial Composition is Related To Web & Mobile Usage For General Requests

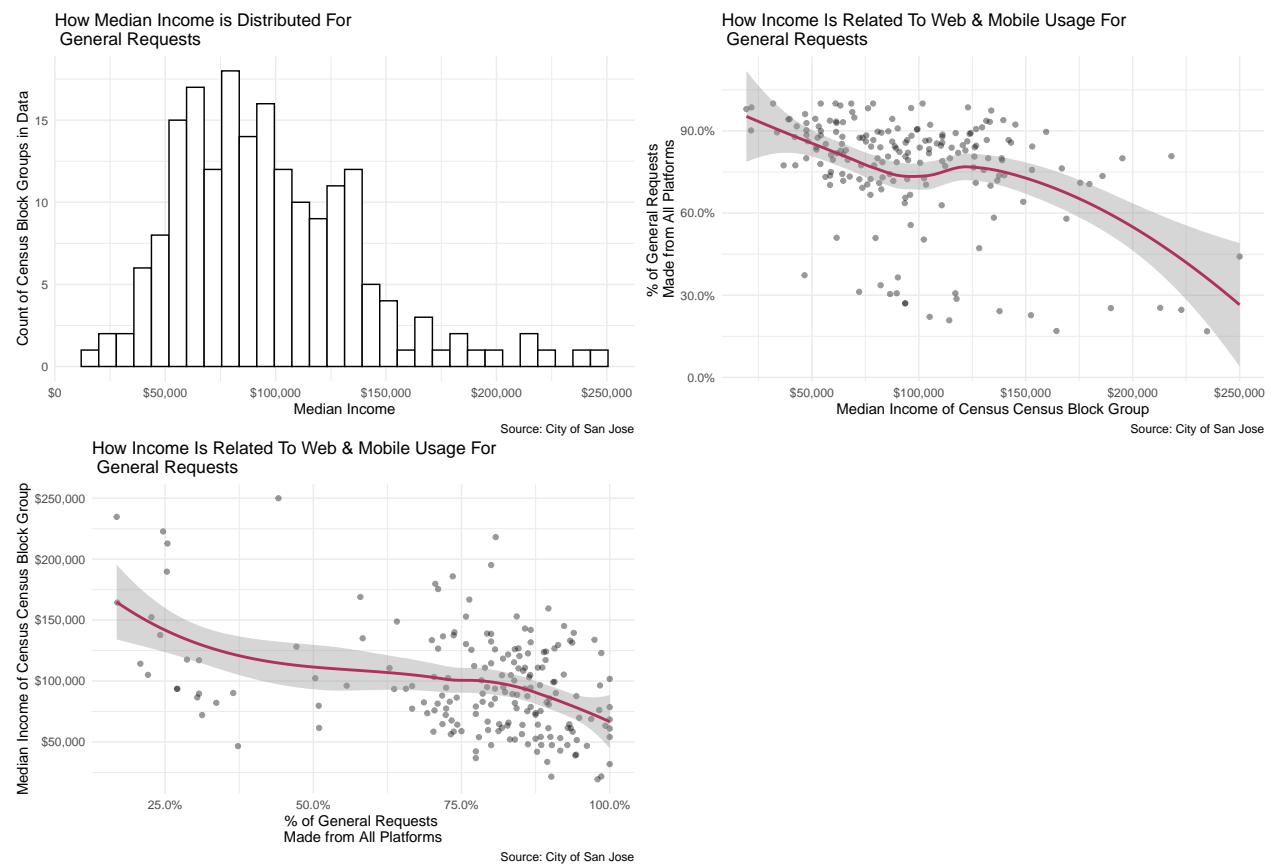


How Racial Composition is Related To Web & Mobile Usage For General Requests

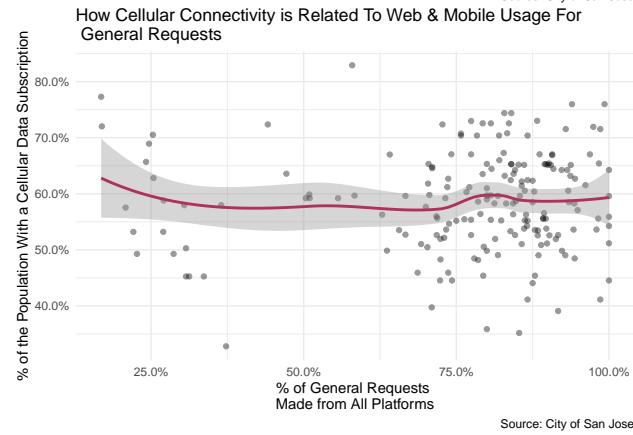
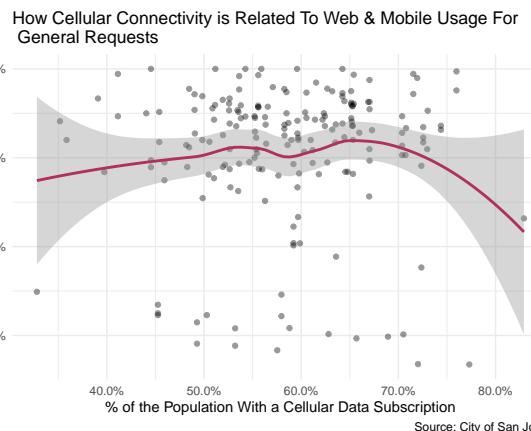
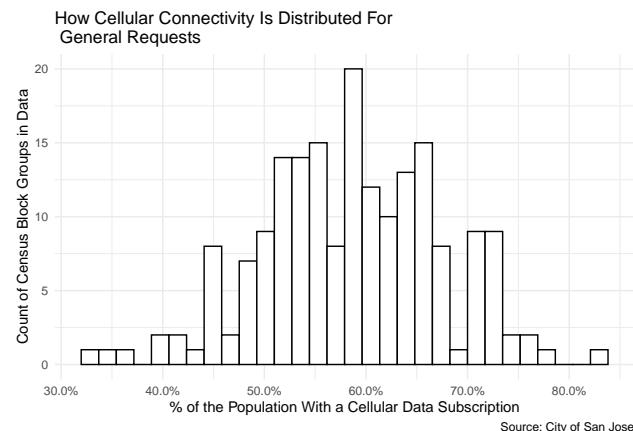


Source: City of San Jose

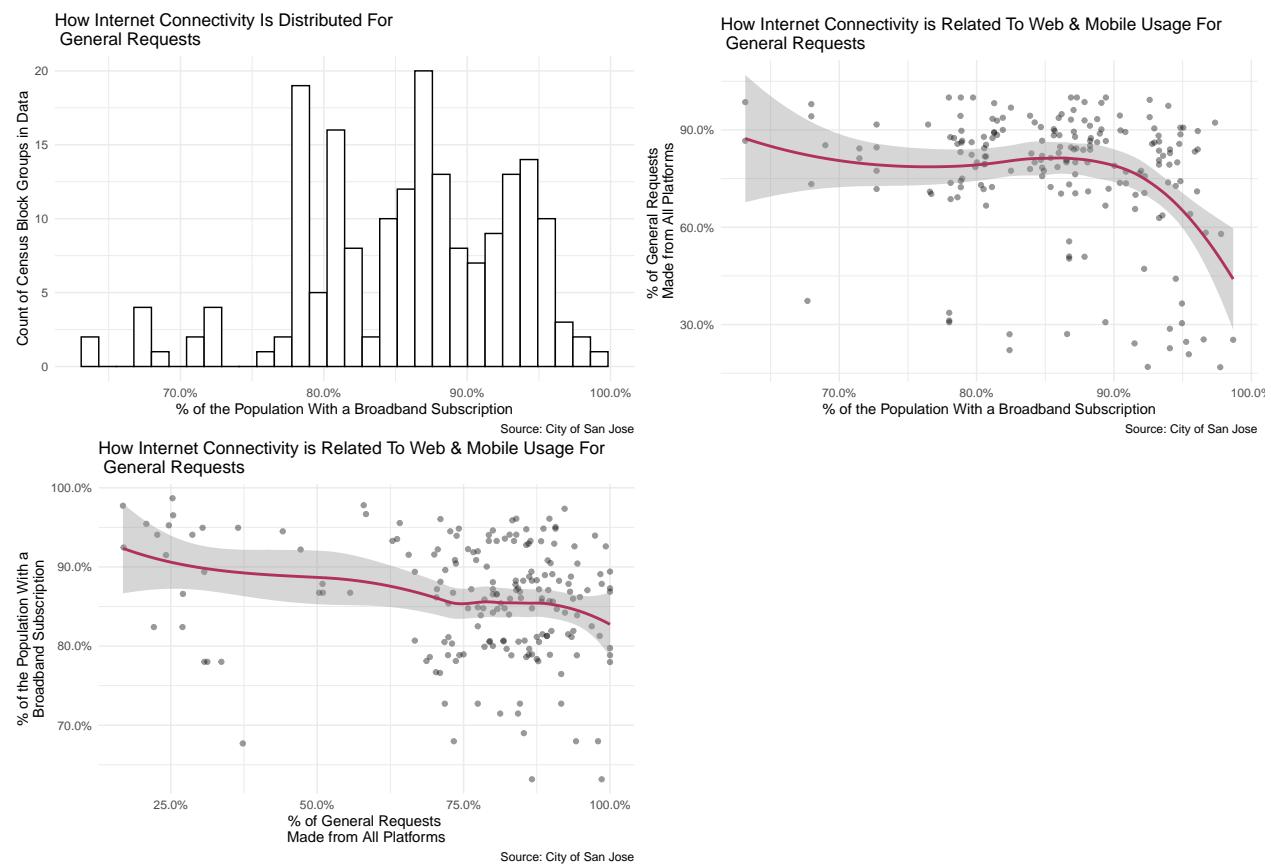
MySanJose Platforms - General Request - Income



MySanJose Platforms - General Request - Mobile Phone Access

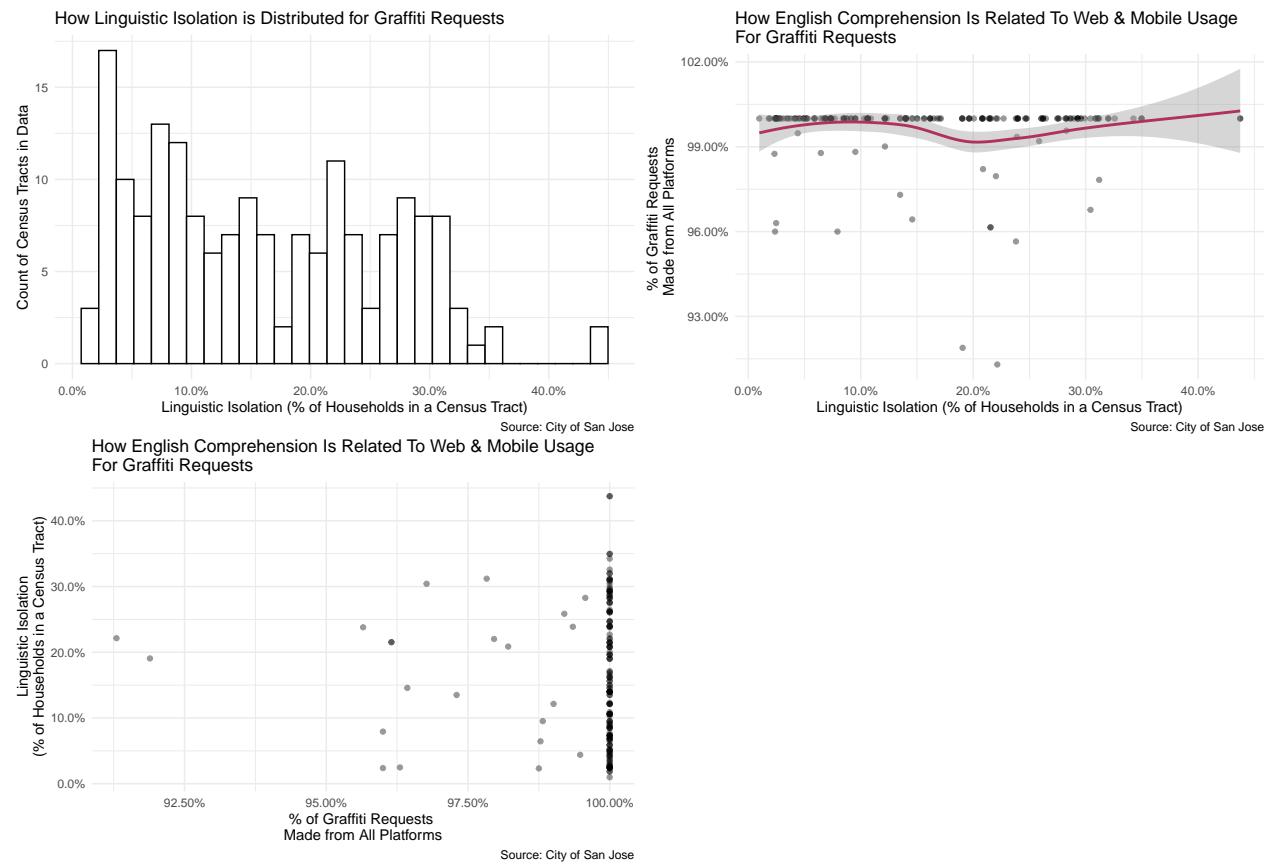


MySanJose Platforms - General Request - Broadband Access

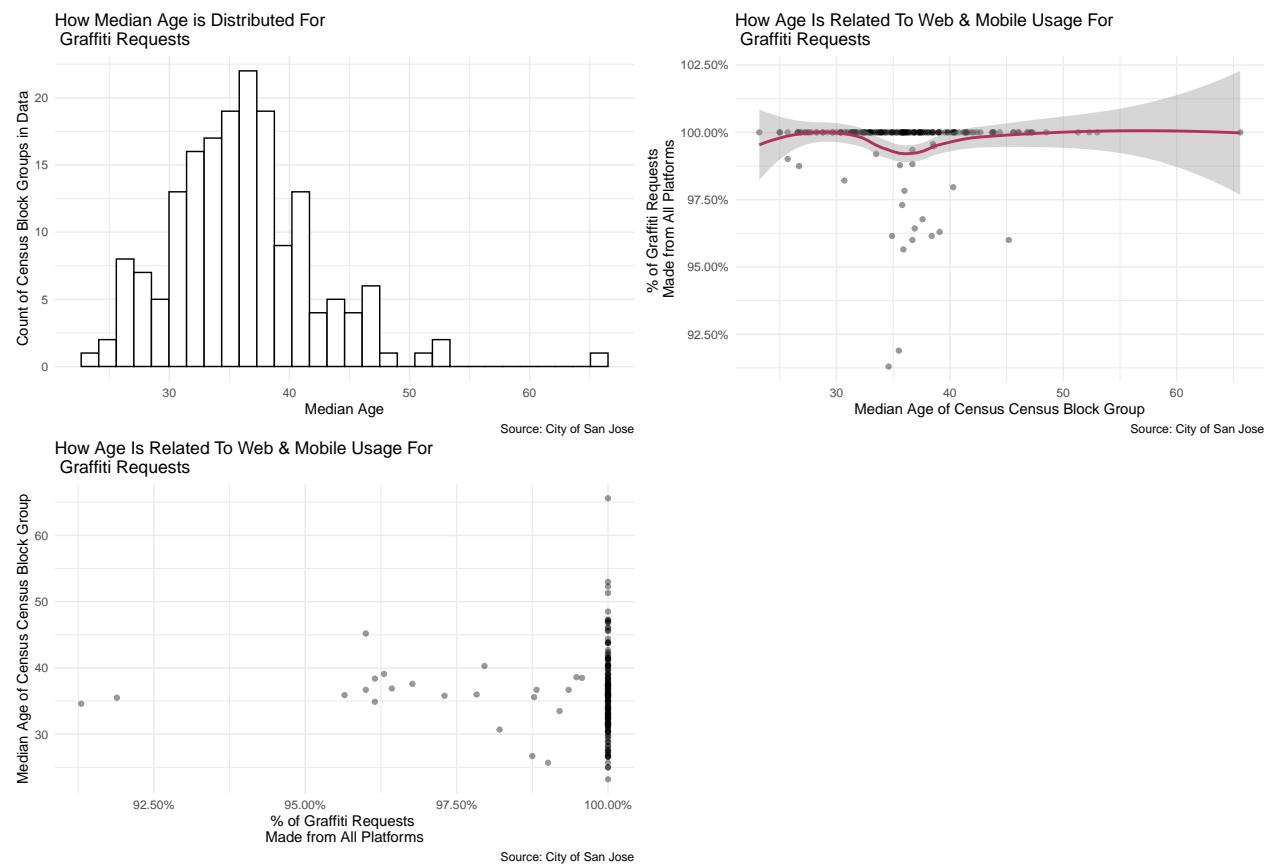


Graffiti

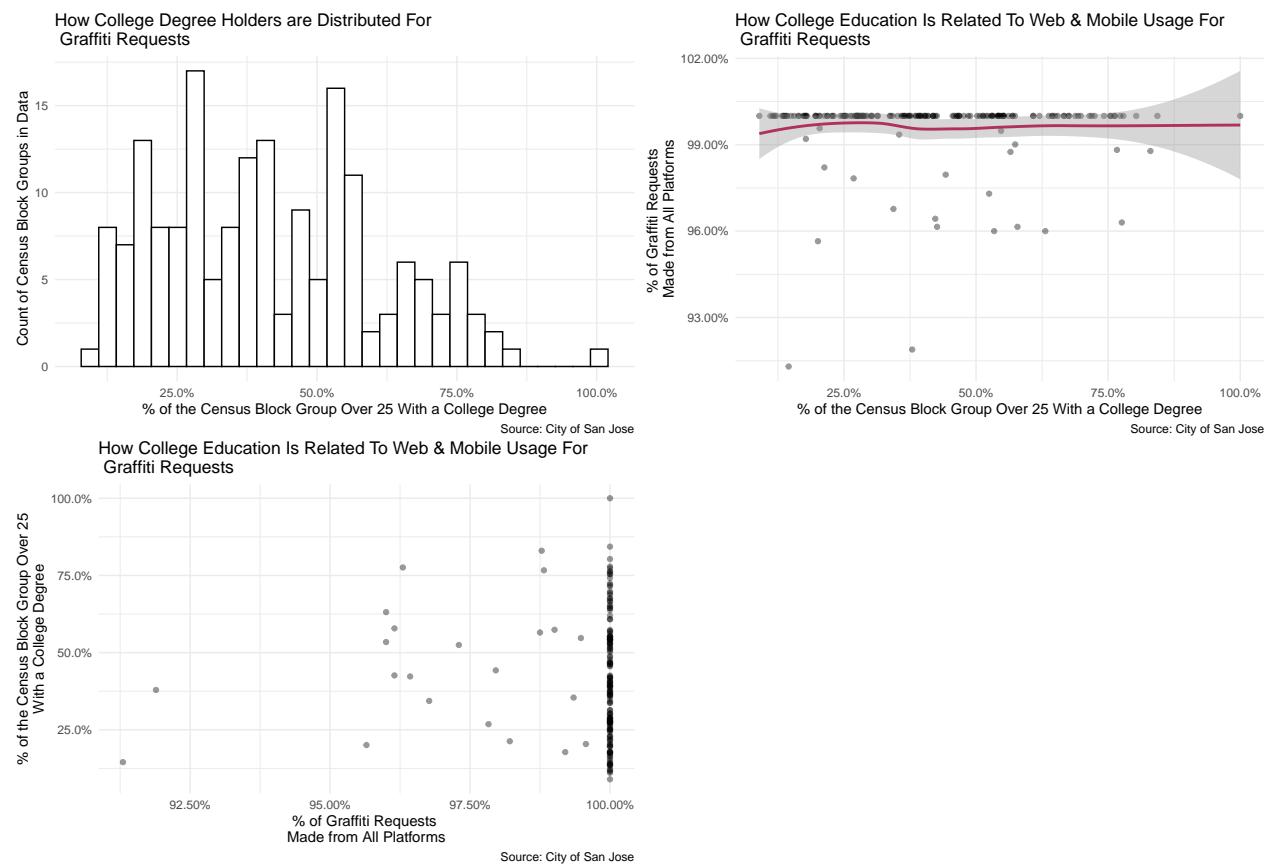
MySanJose Platforms - Graffiti Request - Language



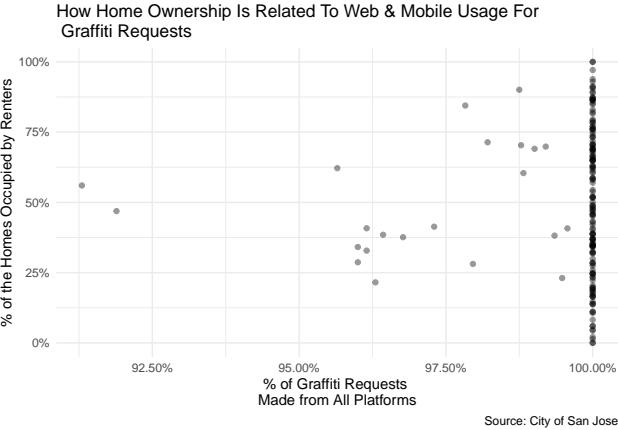
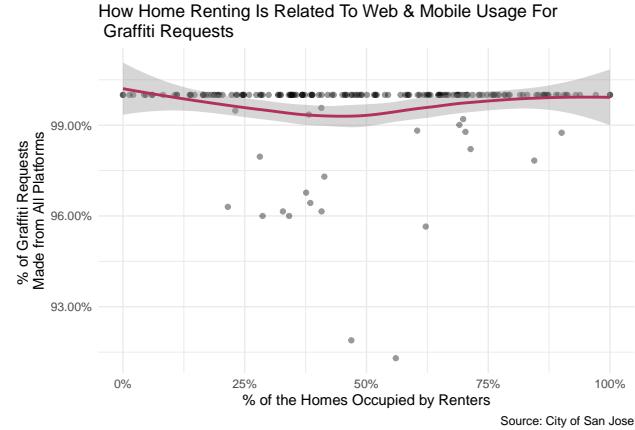
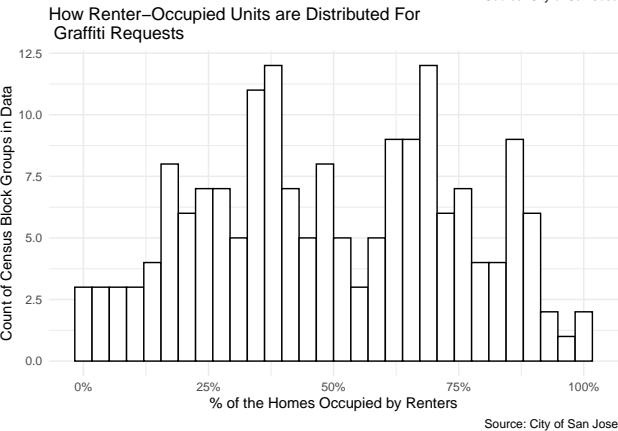
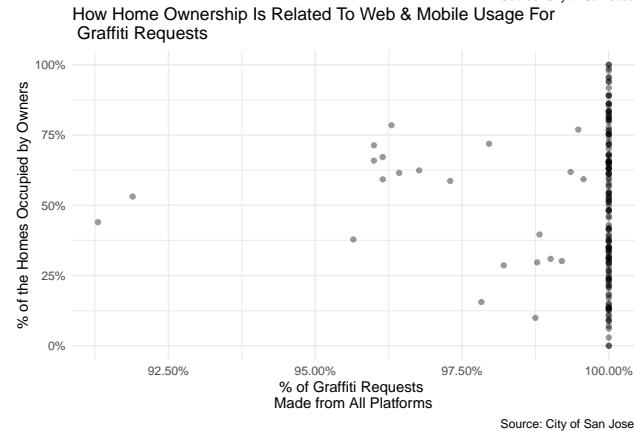
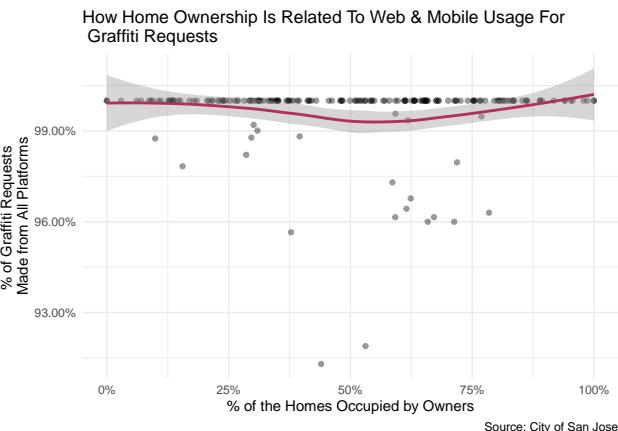
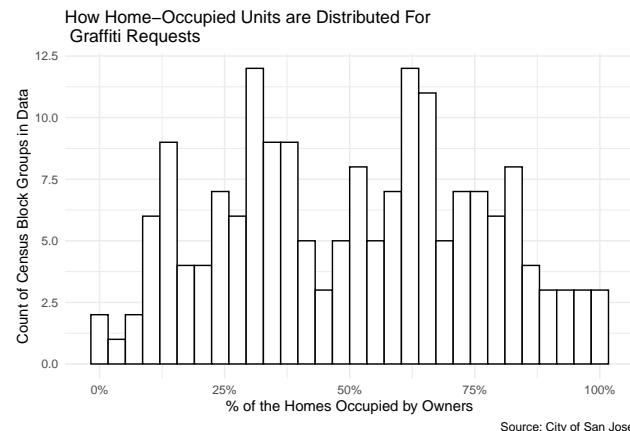
MySanJose Platforms - Graffiti Request - Age



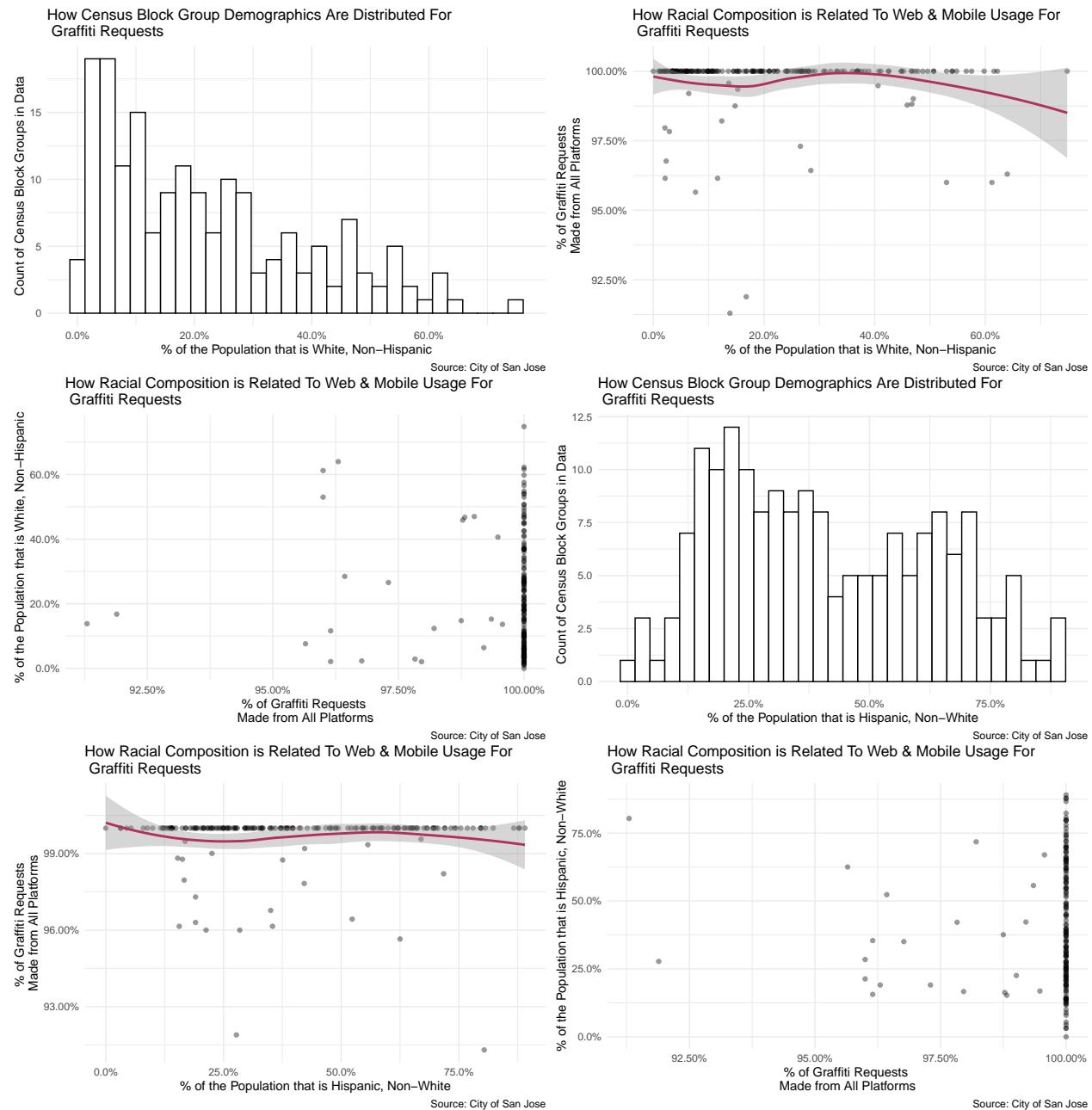
MySanJose Platforms - Graffiti Request - Education



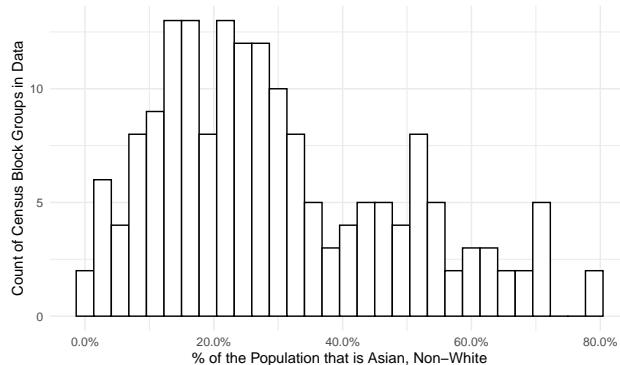
MySanJose Platforms - Graffiti Request - Home Ownership/Renting



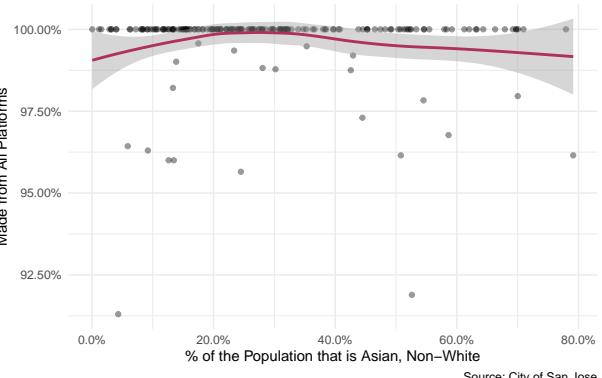
MySanJose Platforms - Graffiti Request - Race/Ethnicity



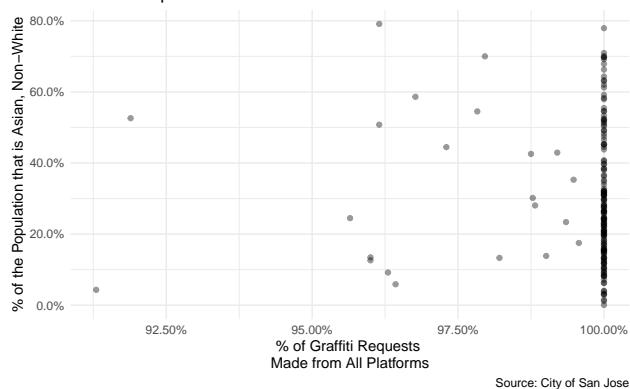
How Census Block Group Demographics Are Distributed For Graffiti Requests



How Racial Composition is Related To Web & Mobile Usage For Graffiti Requests

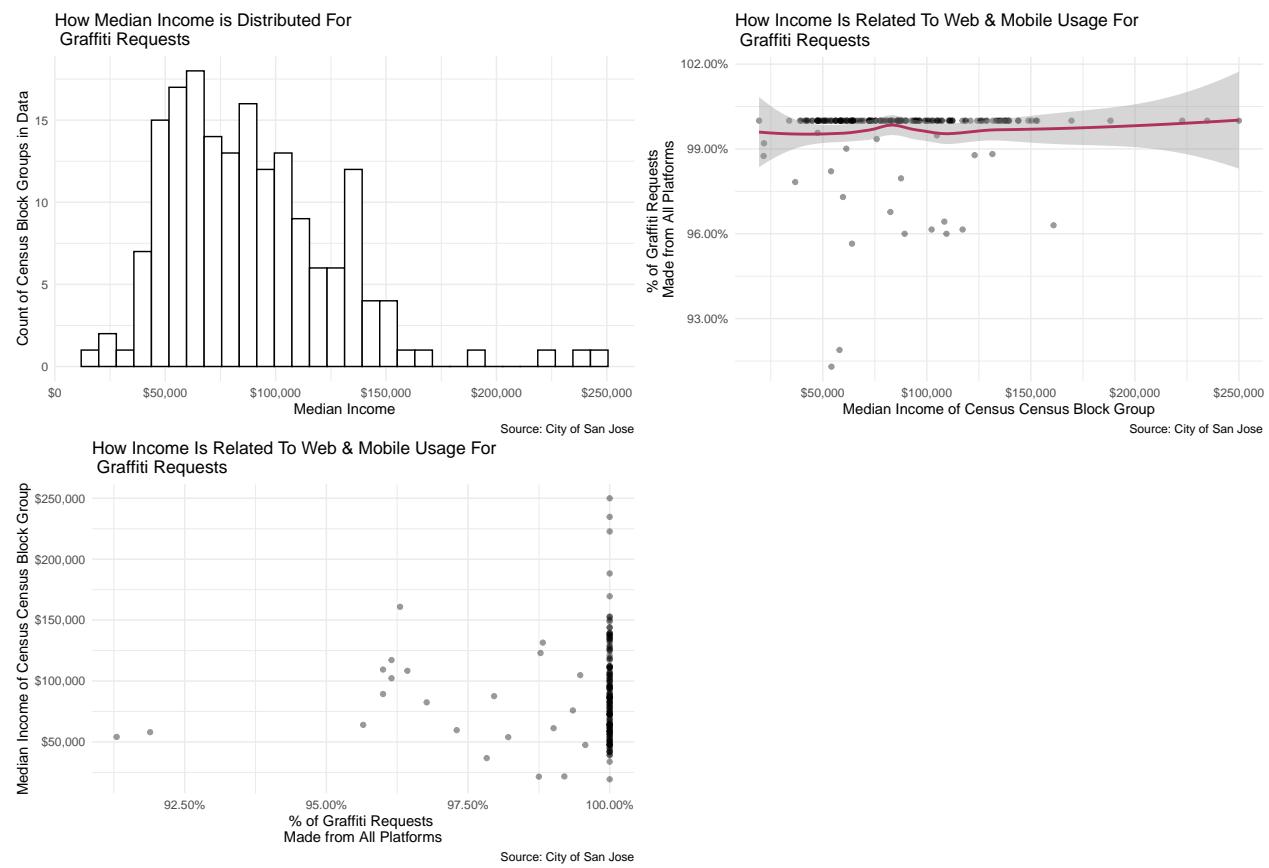


How Racial Composition is Related To Web & Mobile Usage For Graffiti Requests

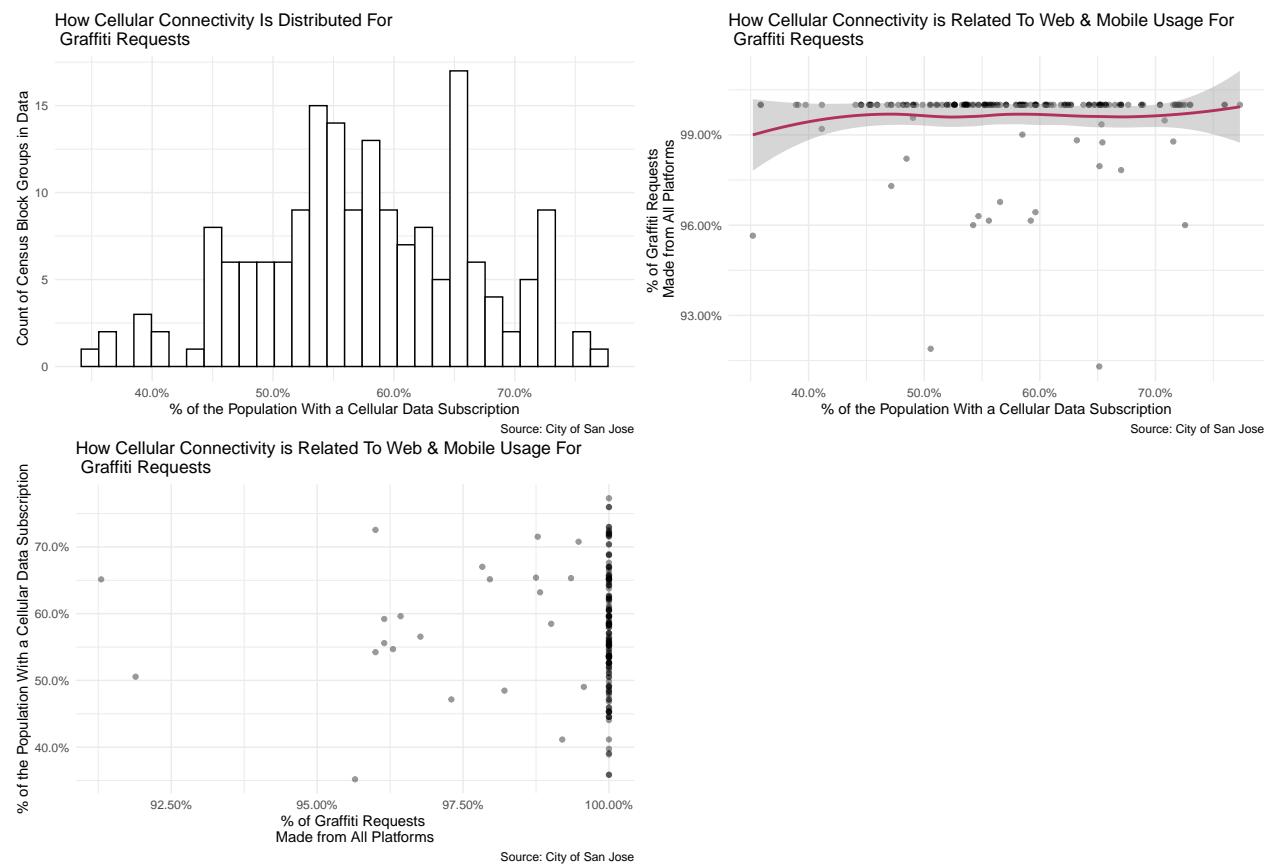


Source: City of San Jose

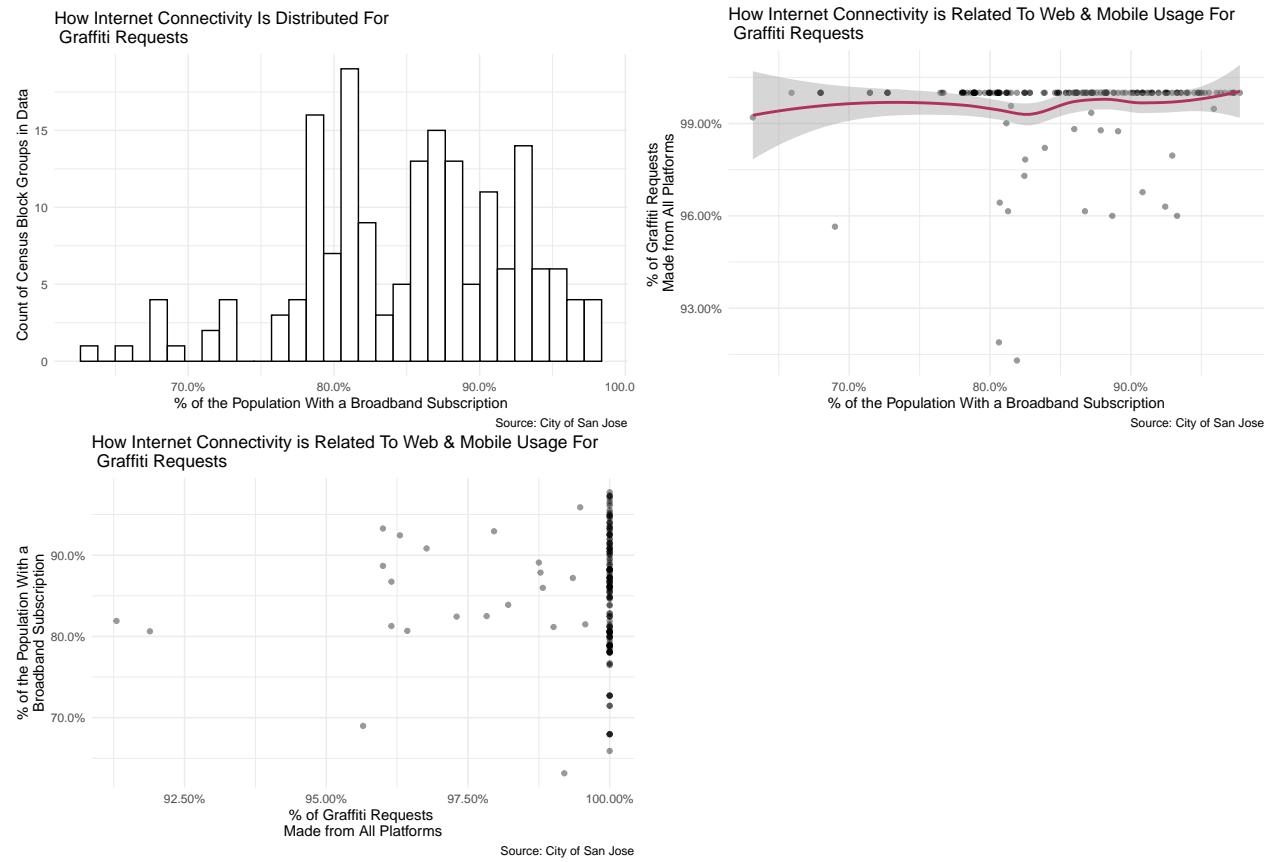
MySanJose Platforms - Graffiti Request - Income



MySanJose Platforms - Graffiti Request - Mobile Phone Access

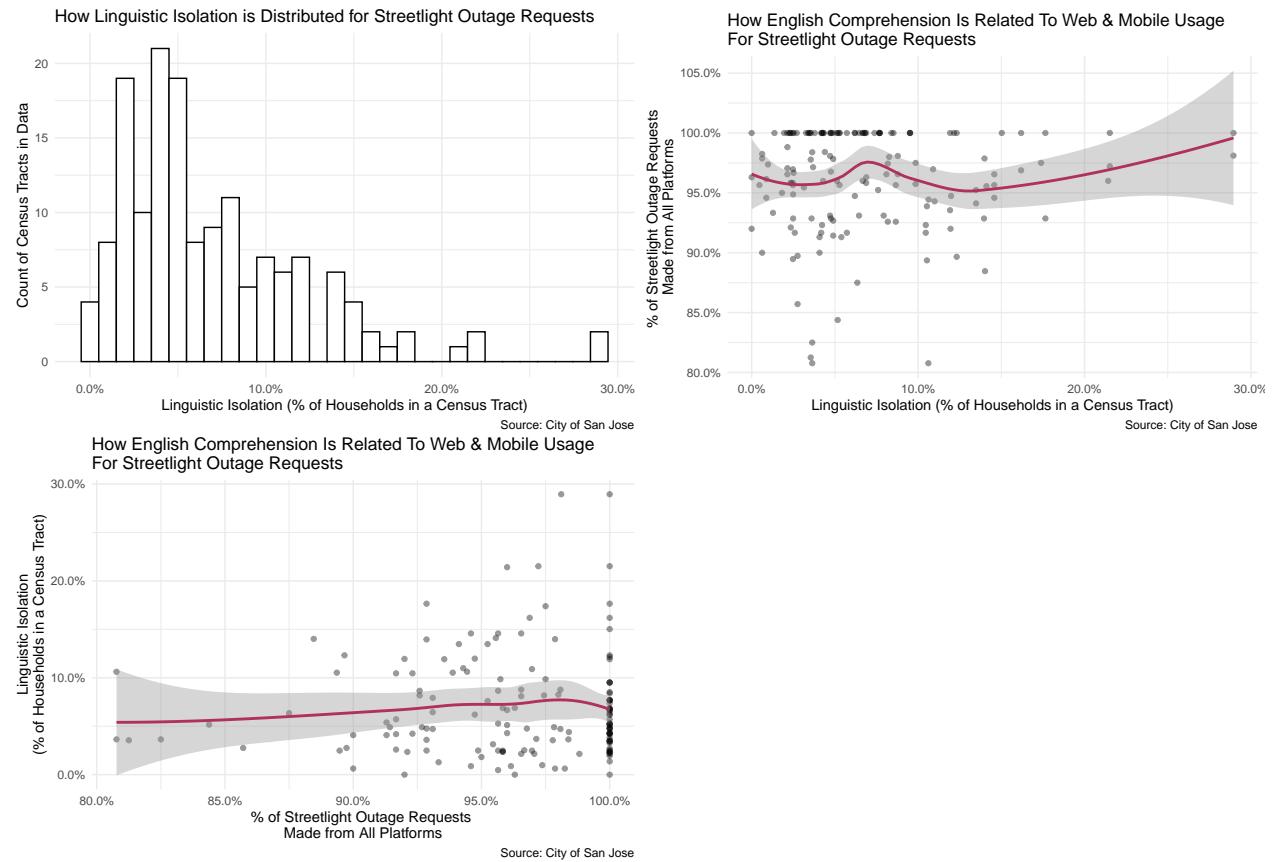


MySanJose Platforms - Graffiti Request - Broadband Access

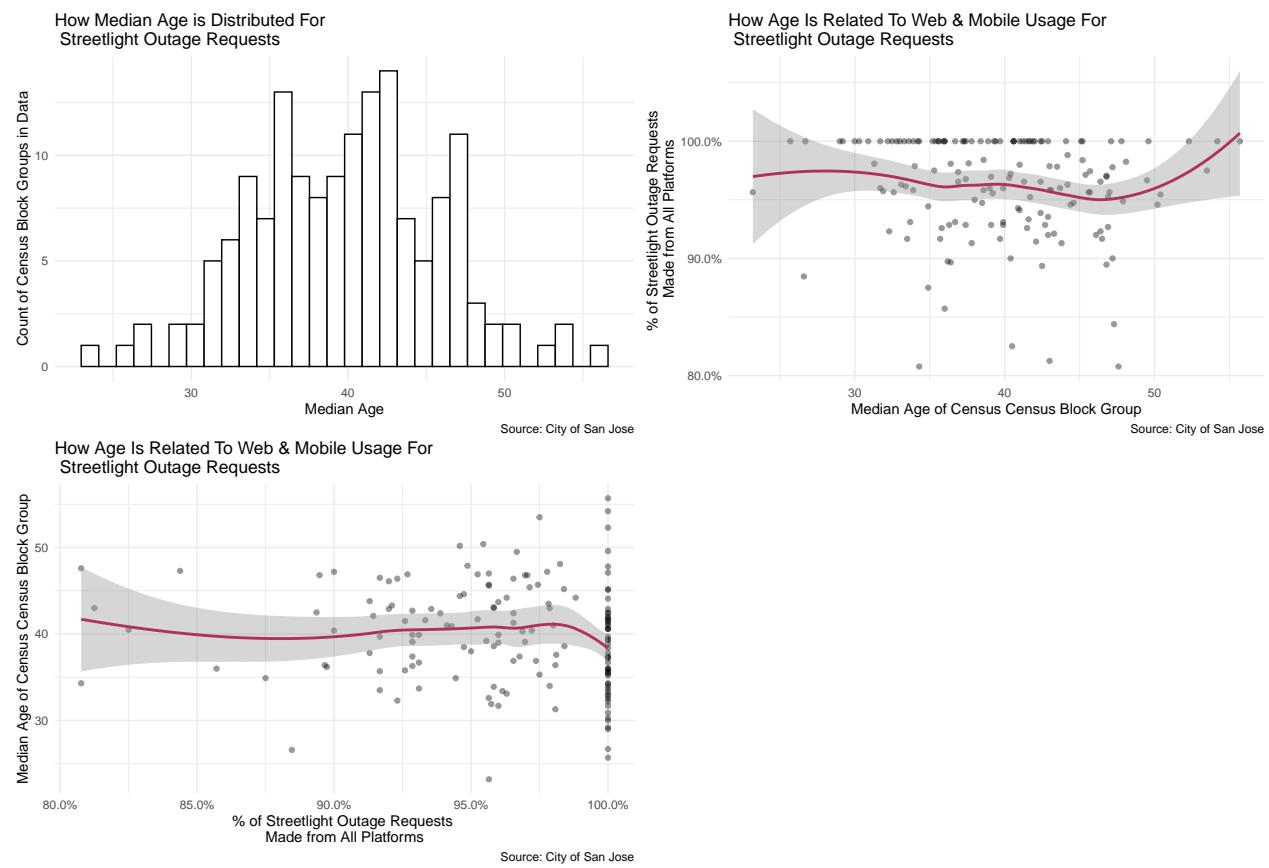


Streetlight Outage

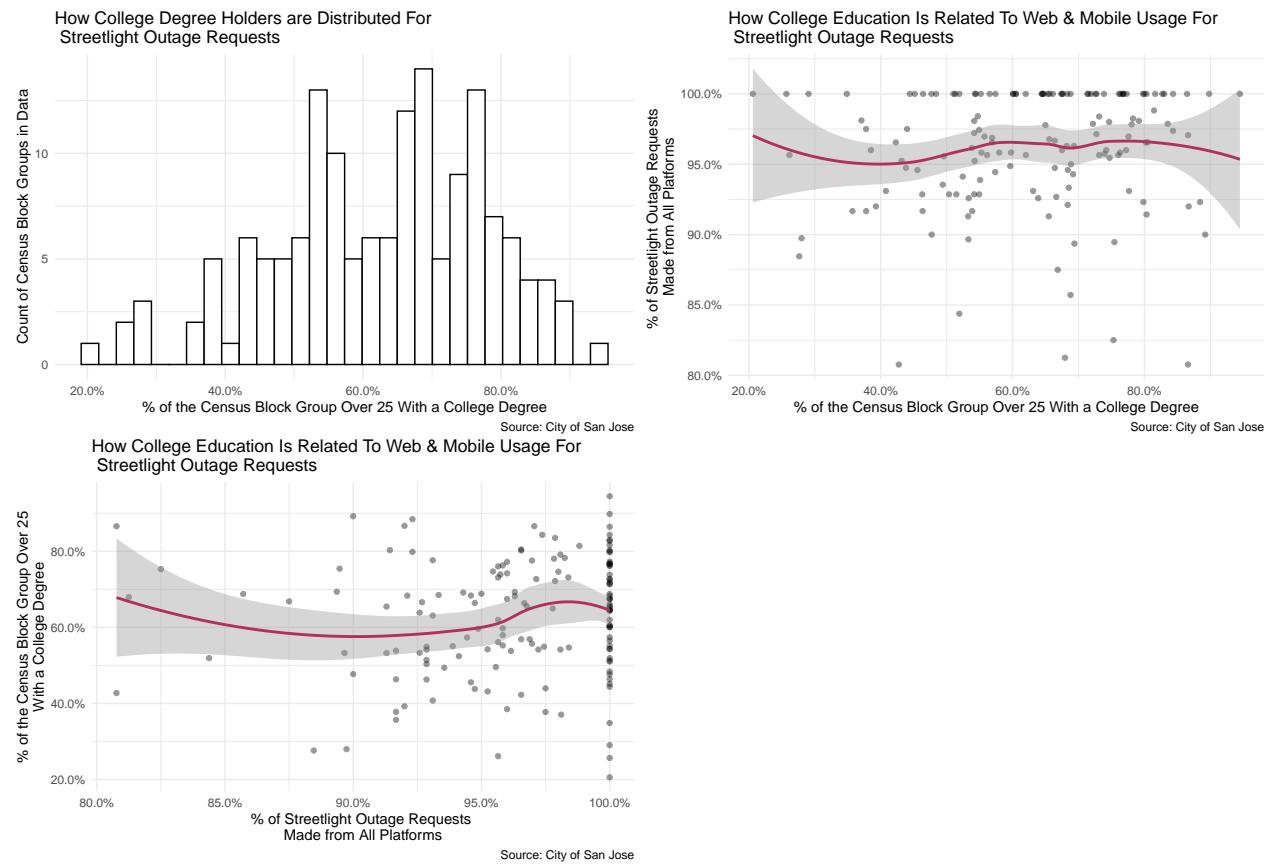
MySanJose Platforms - Streetlight Outage - Language



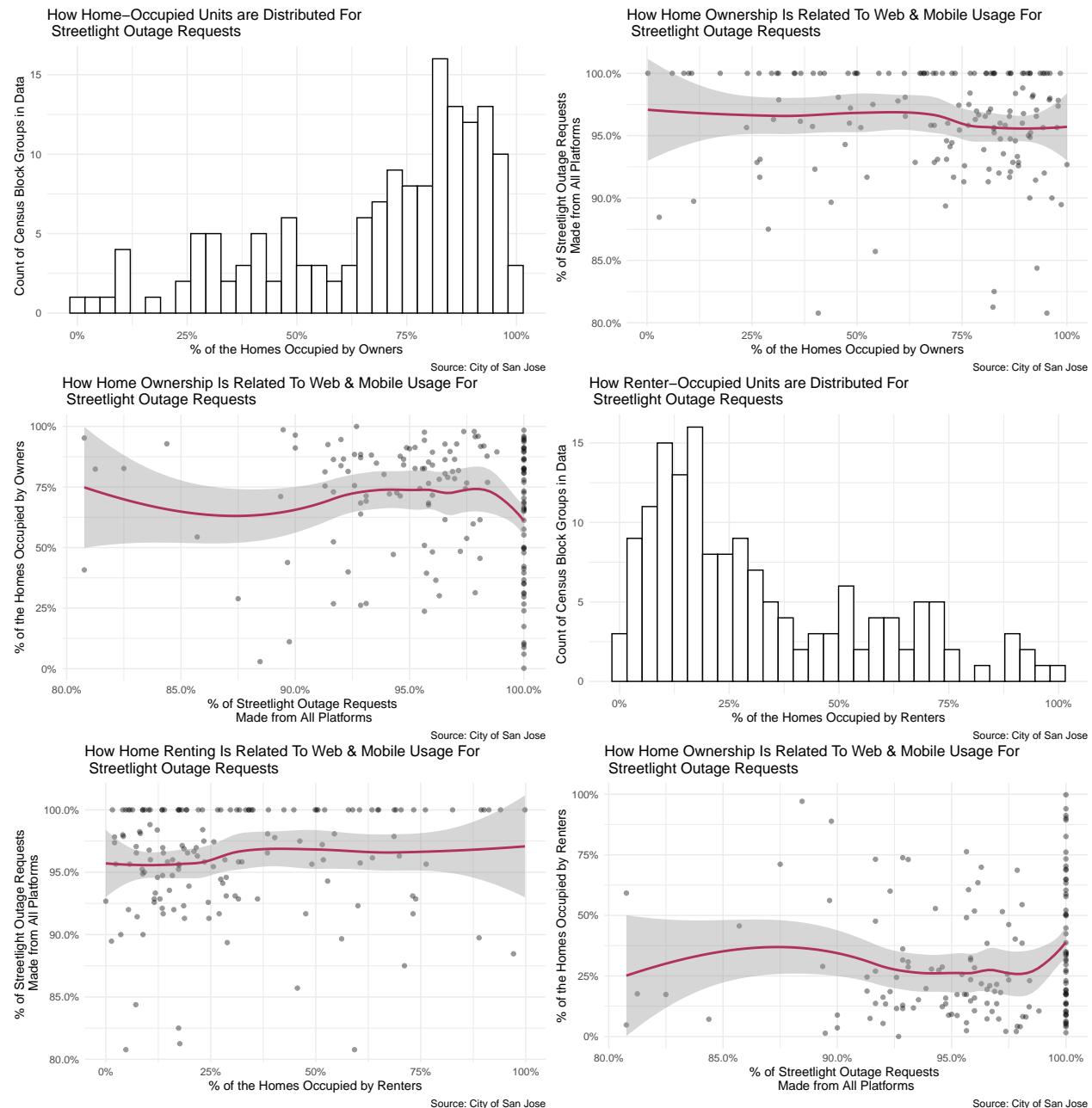
MySanJose Platforms - Streetlight Outage - Age



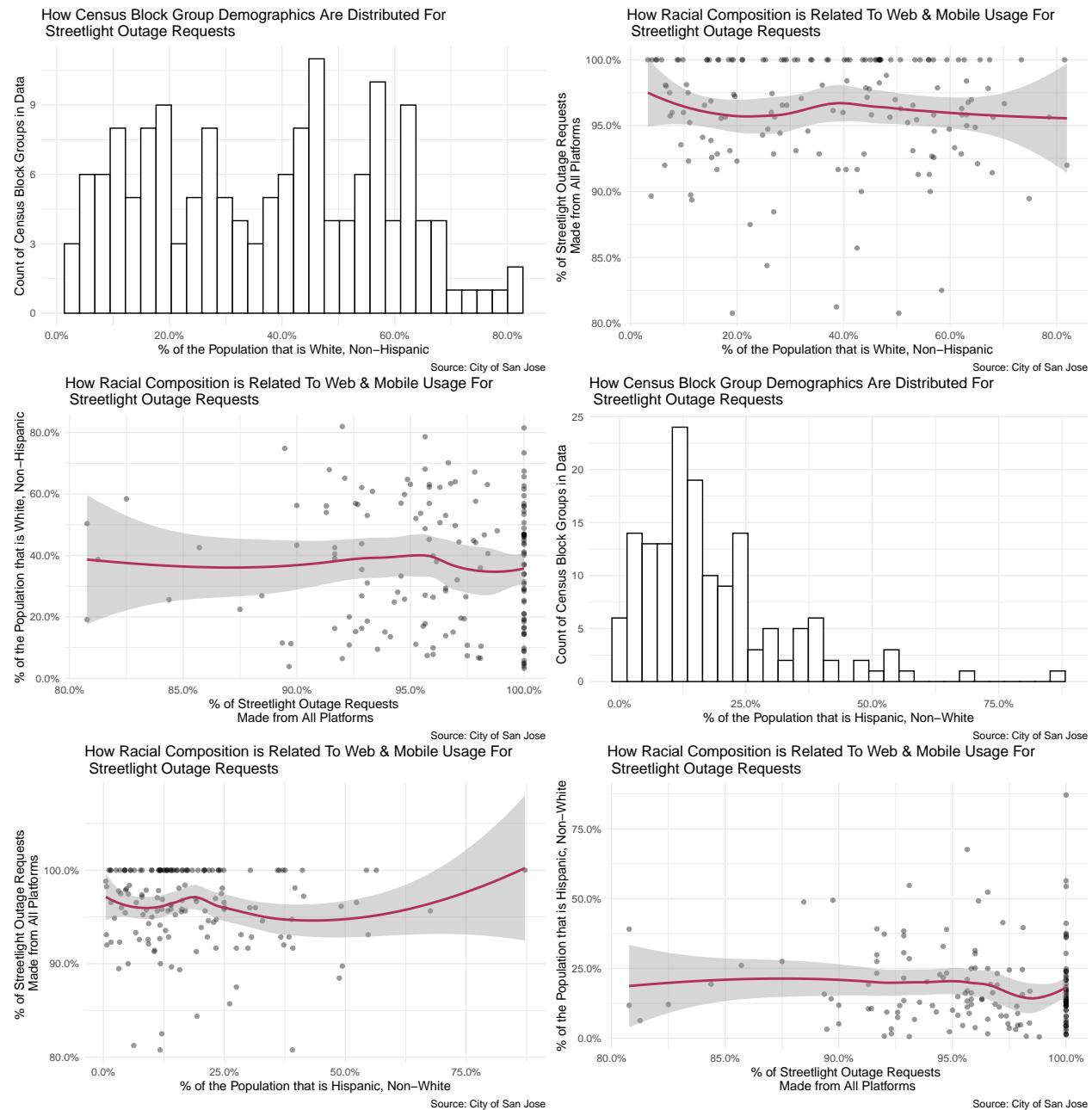
MySanJose Platforms - Streetlight Outage - Education



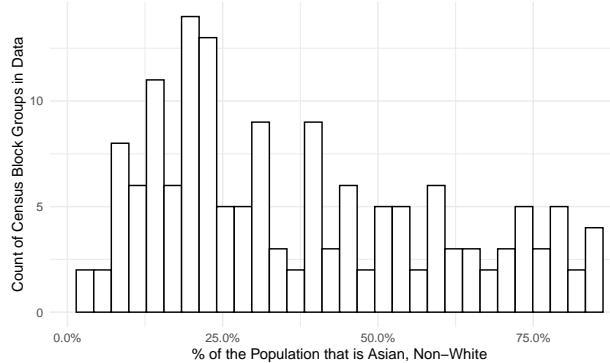
MySanJose Platforms - Streetlight Outage - Home Ownership/Renting



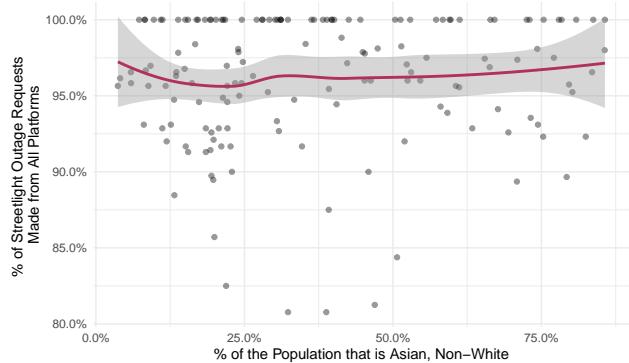
MySanJose Platforms - Streetlight Outage - Race/Ethnicity



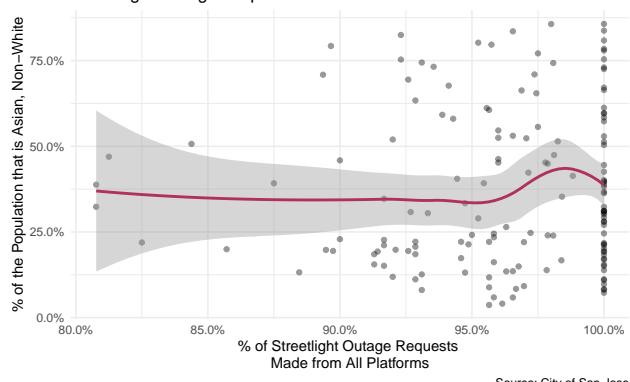
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests

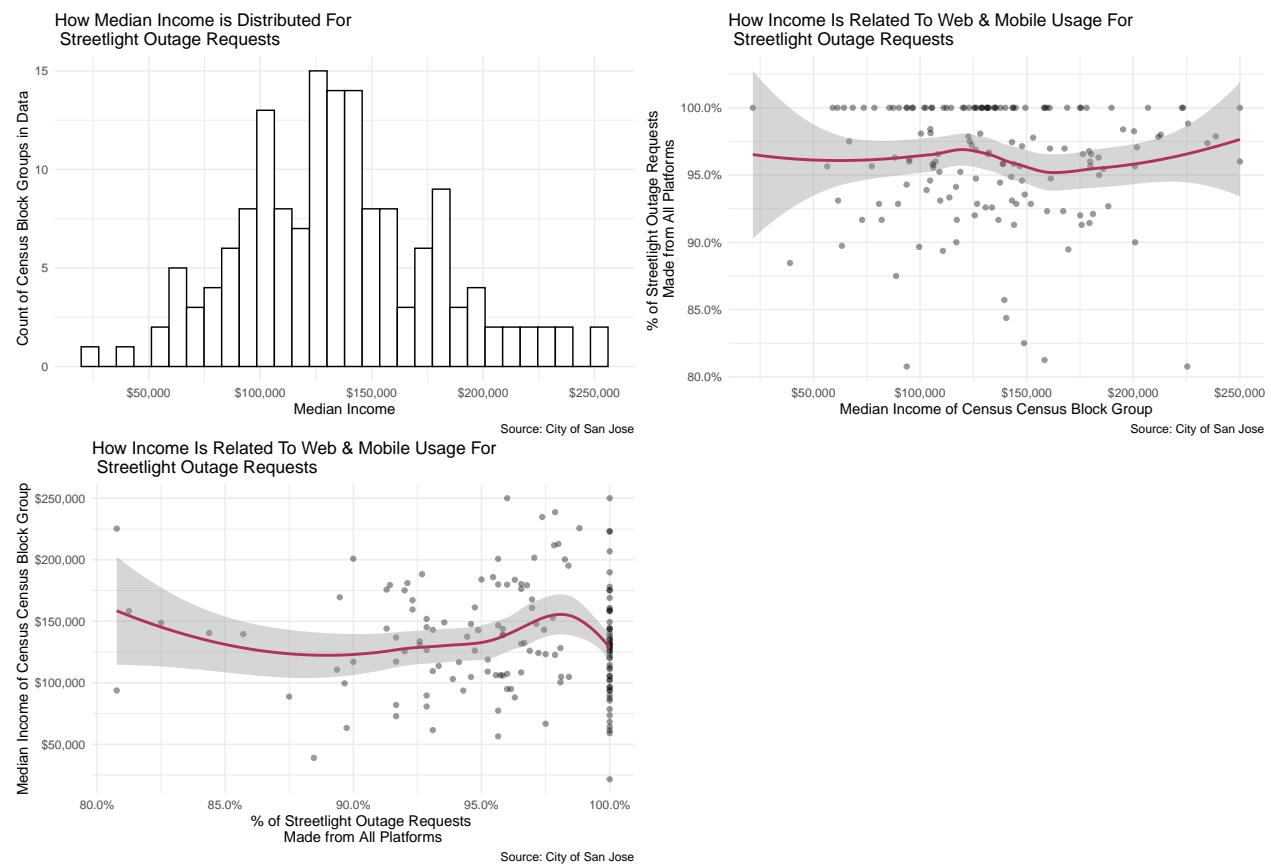


How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests

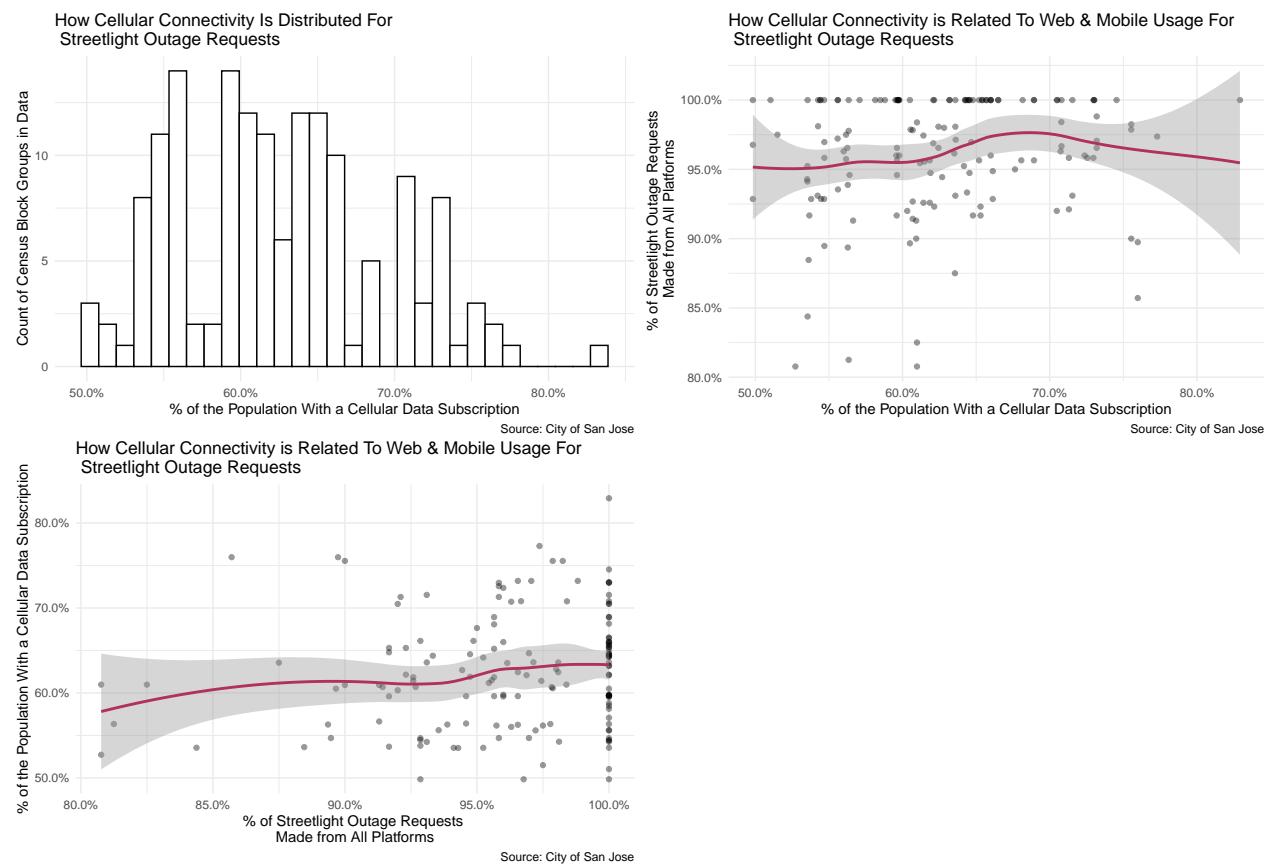


Source: City of San Jose

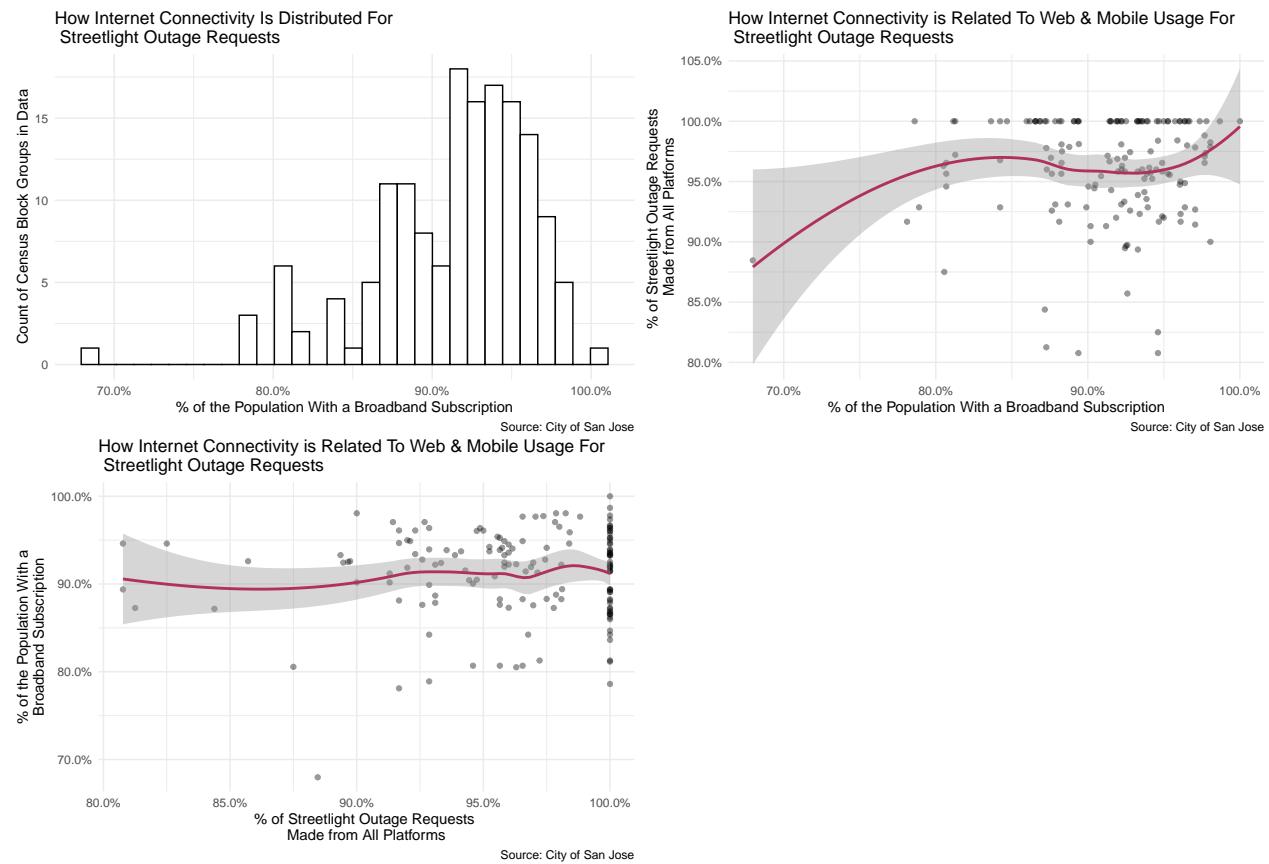
MySanJose Platforms - Streetlight Outage - Income



MySanJose Platforms - Streetlight Outage - Mobile Phone Access

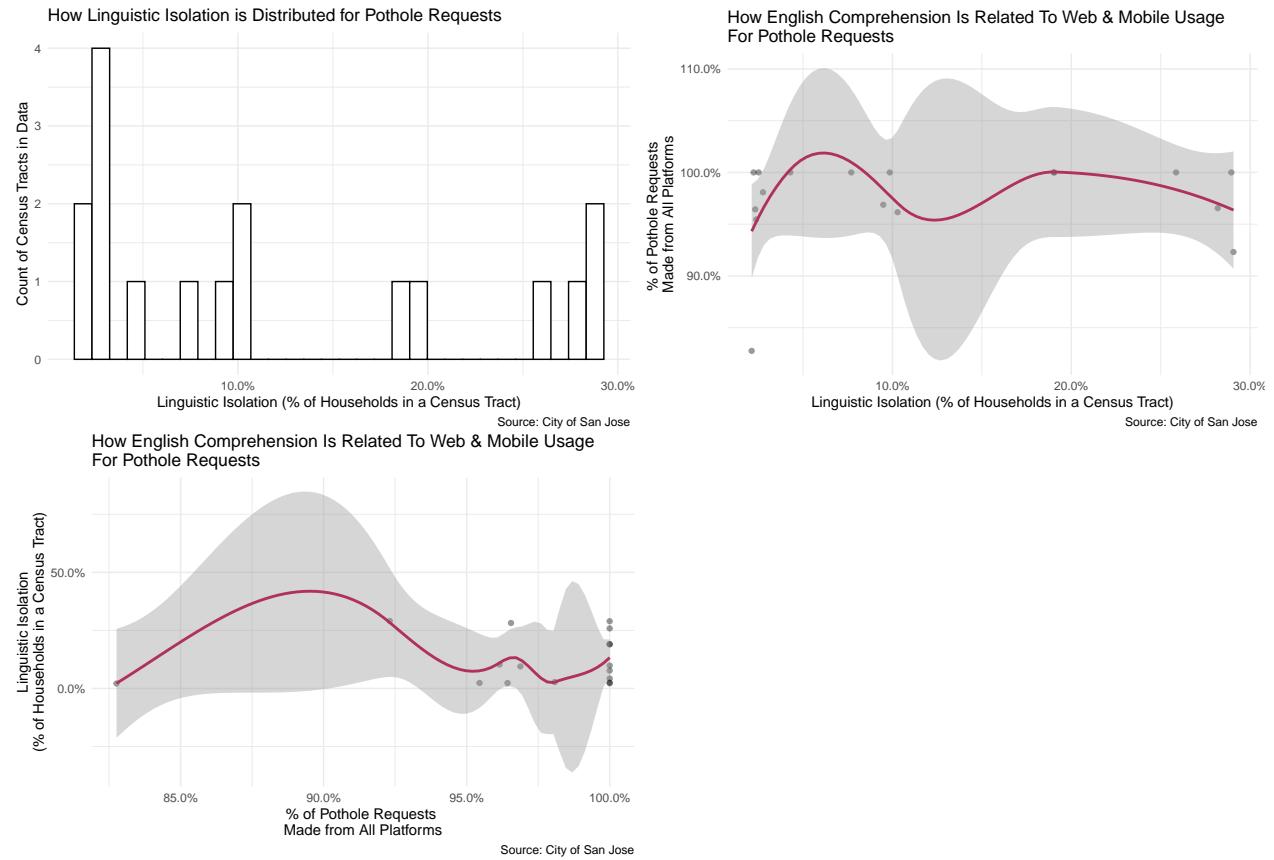


MySanJose Platforms - Streetlight Outage - Broadband Access

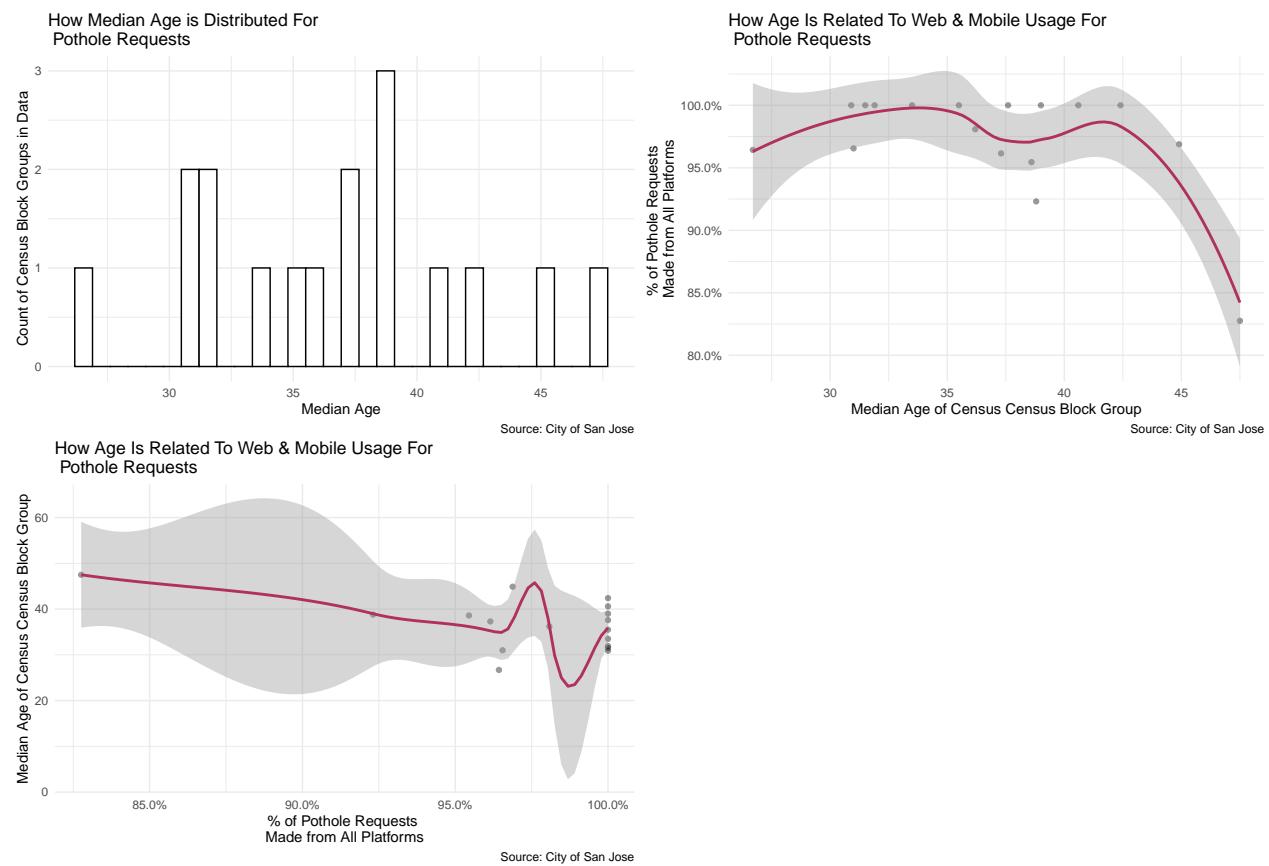


Pothole

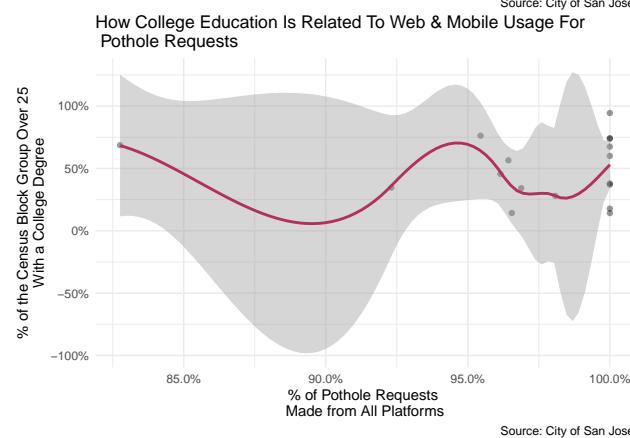
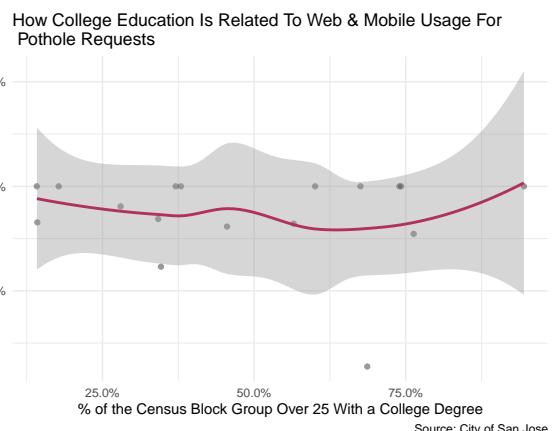
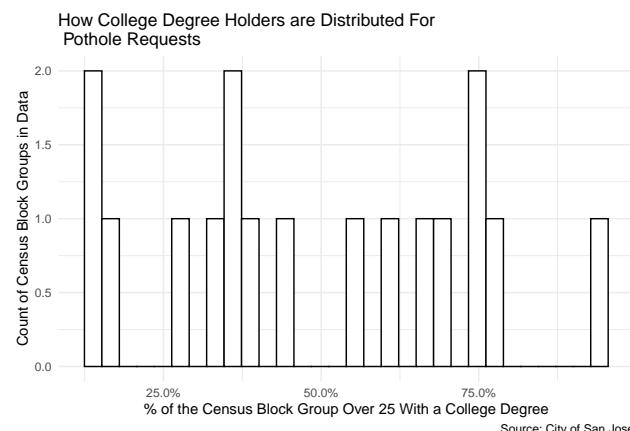
MySanJose Platforms - Pothole - Language



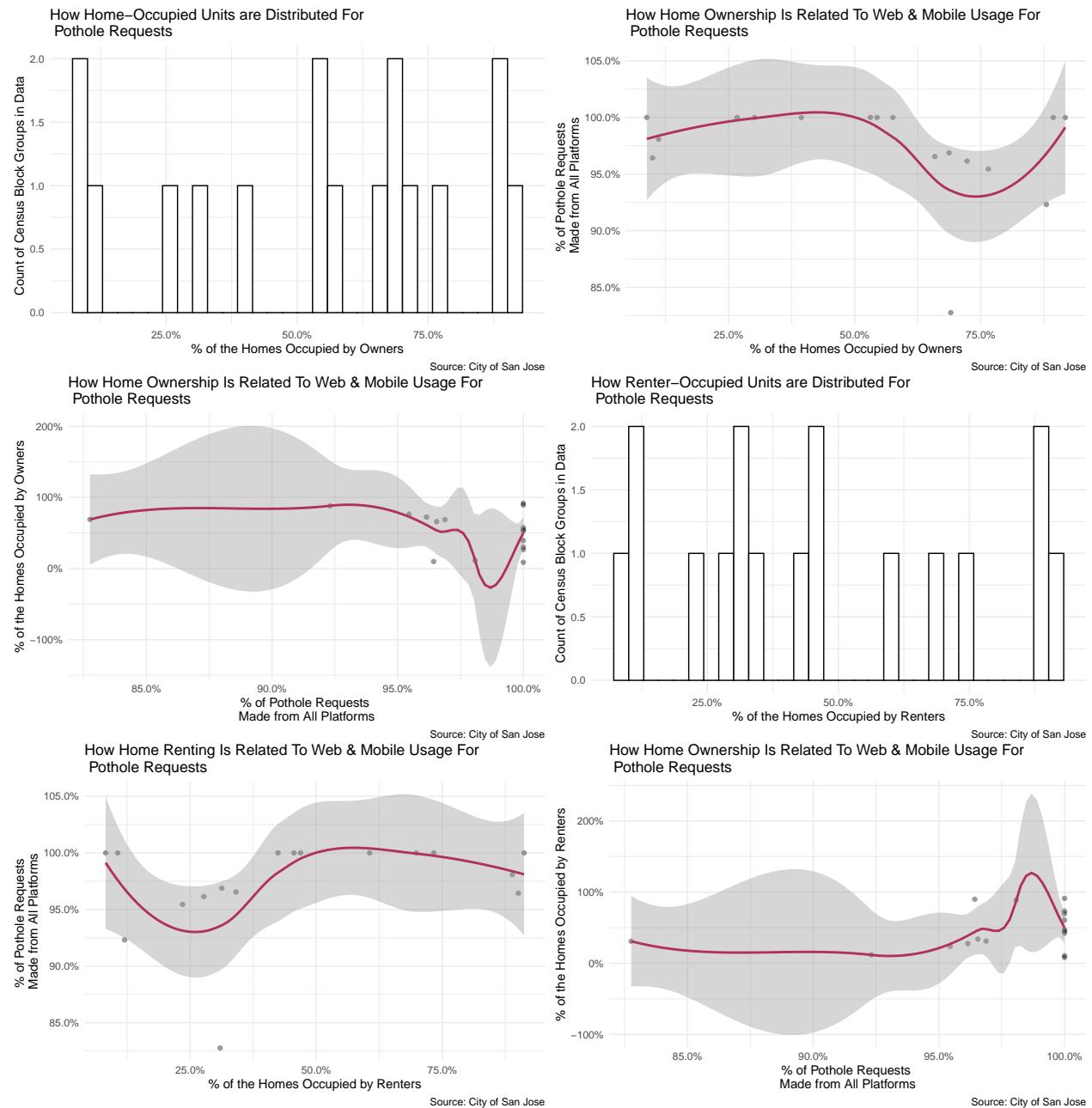
MySanJose Platforms - Pothole - Age



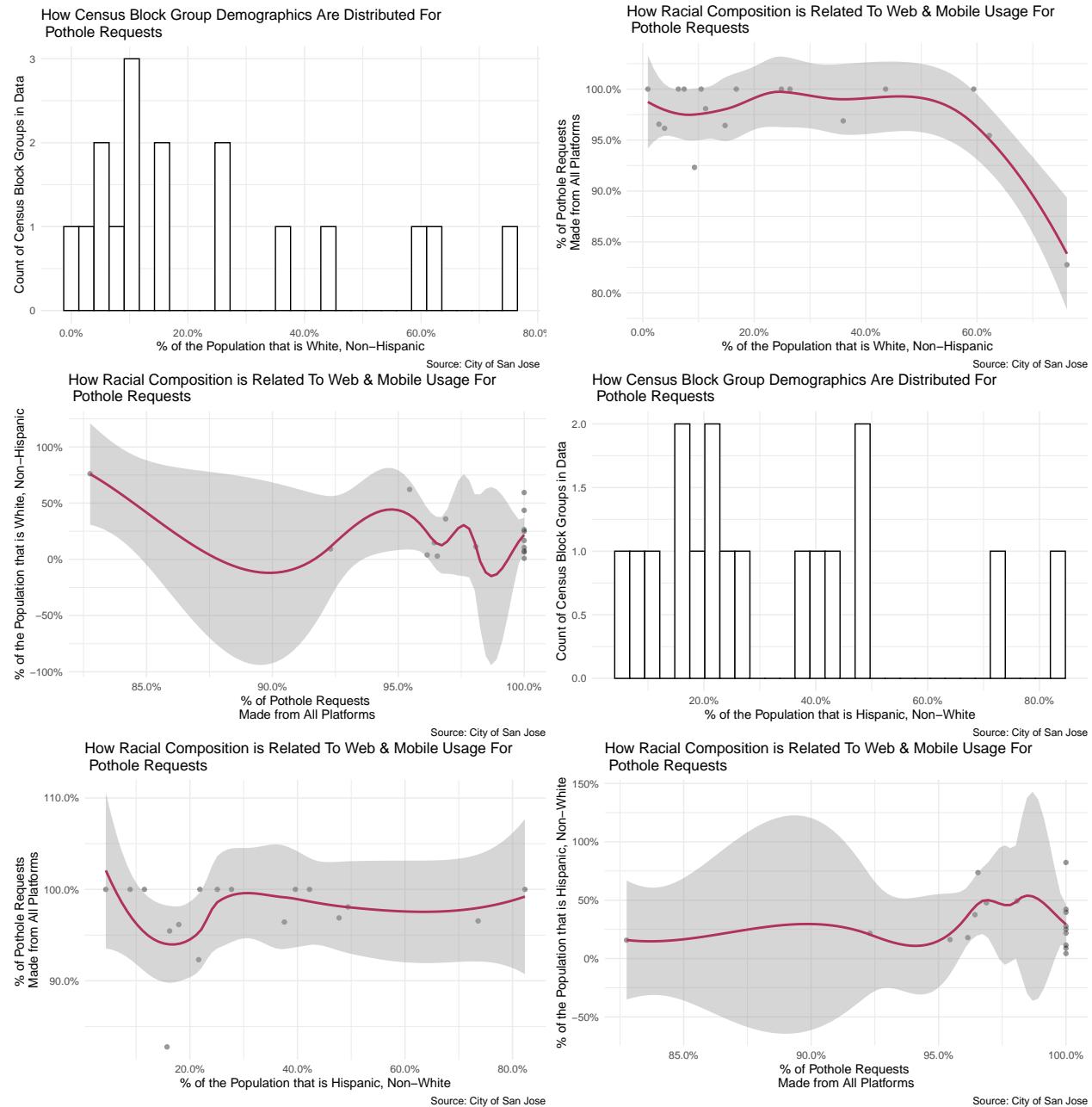
MySanJose Platforms - Pothole - Education



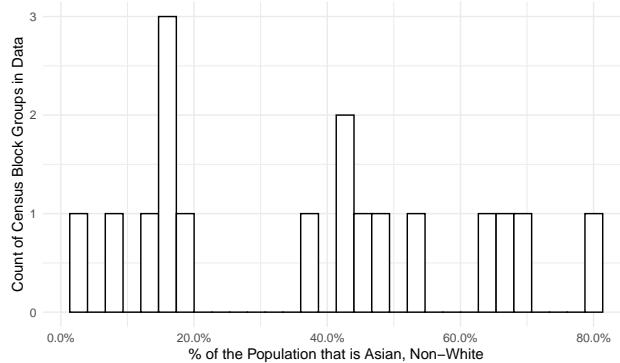
MySanJose Platforms - Pothole - Home Ownership/Renting



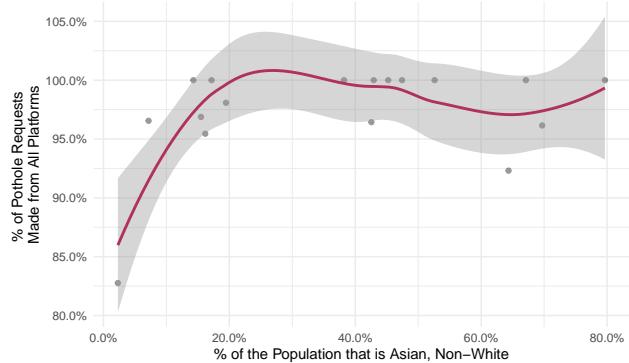
MySanJose Platforms - Pothole - Race/Ethnicity



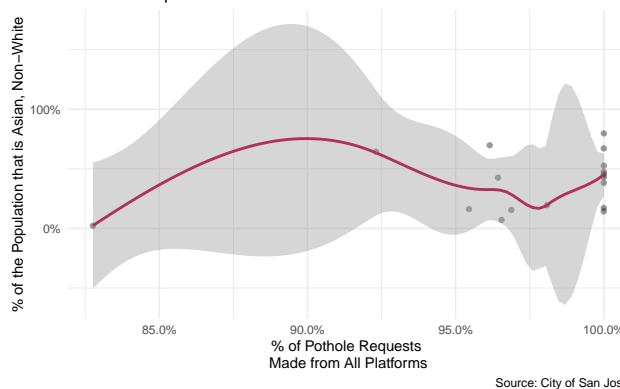
How Census Block Group Demographics Are Distributed For Pothole Requests



How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

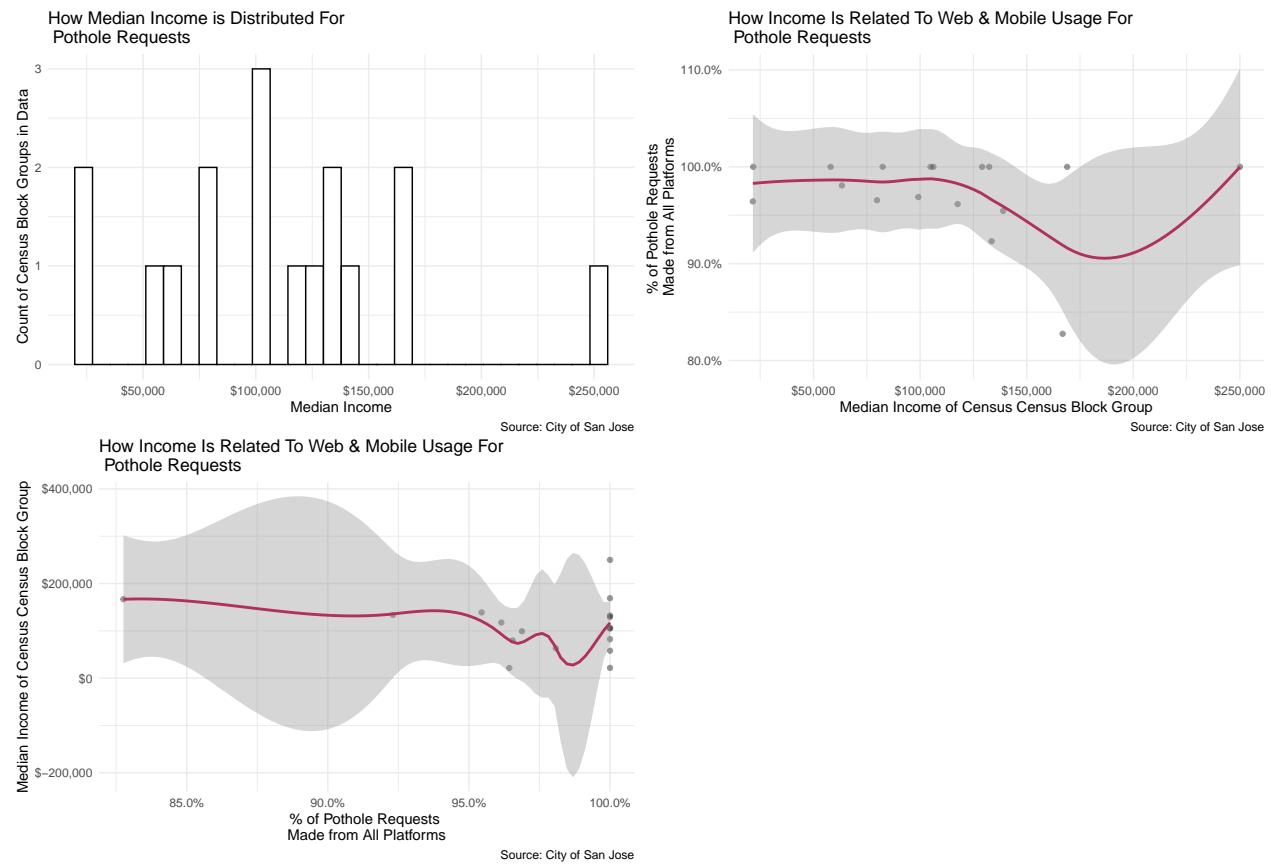


How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

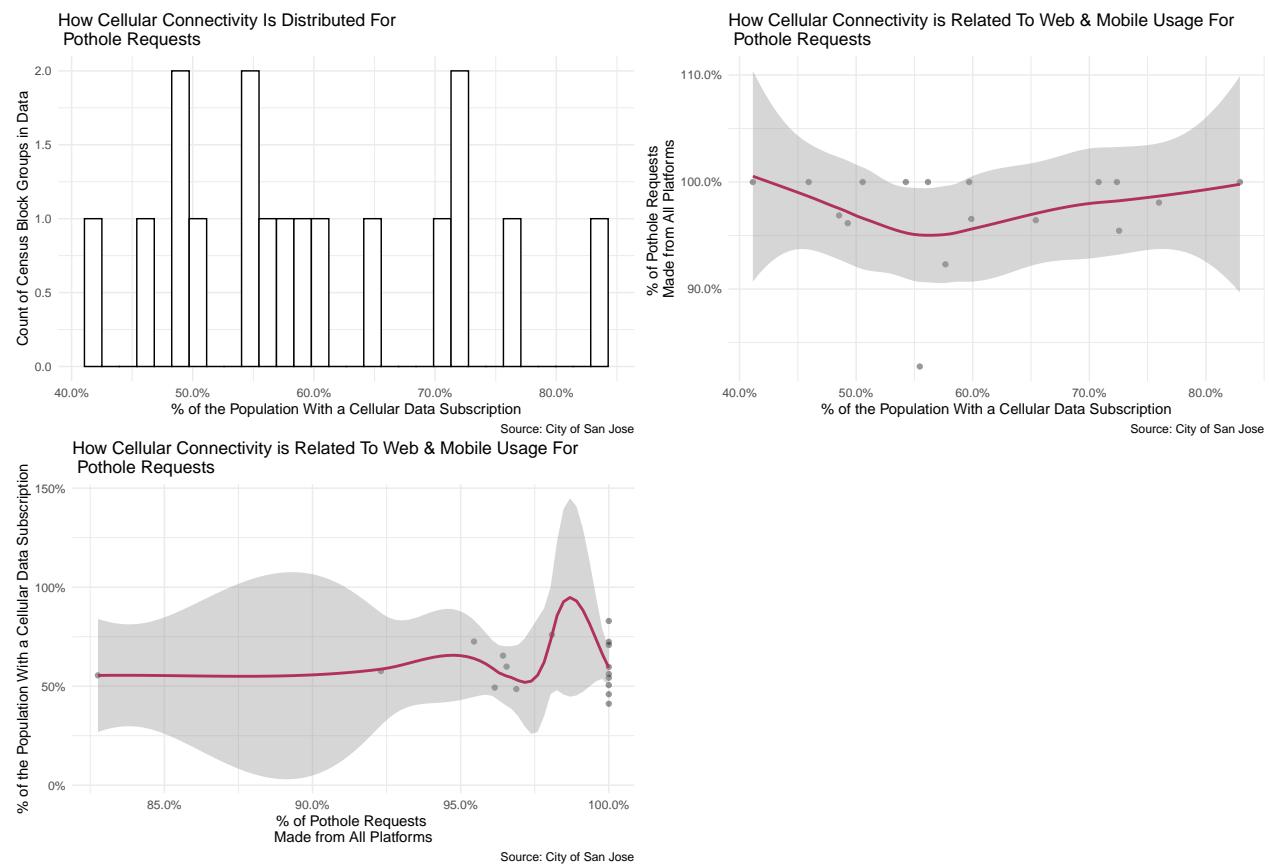


Source: City of San Jose

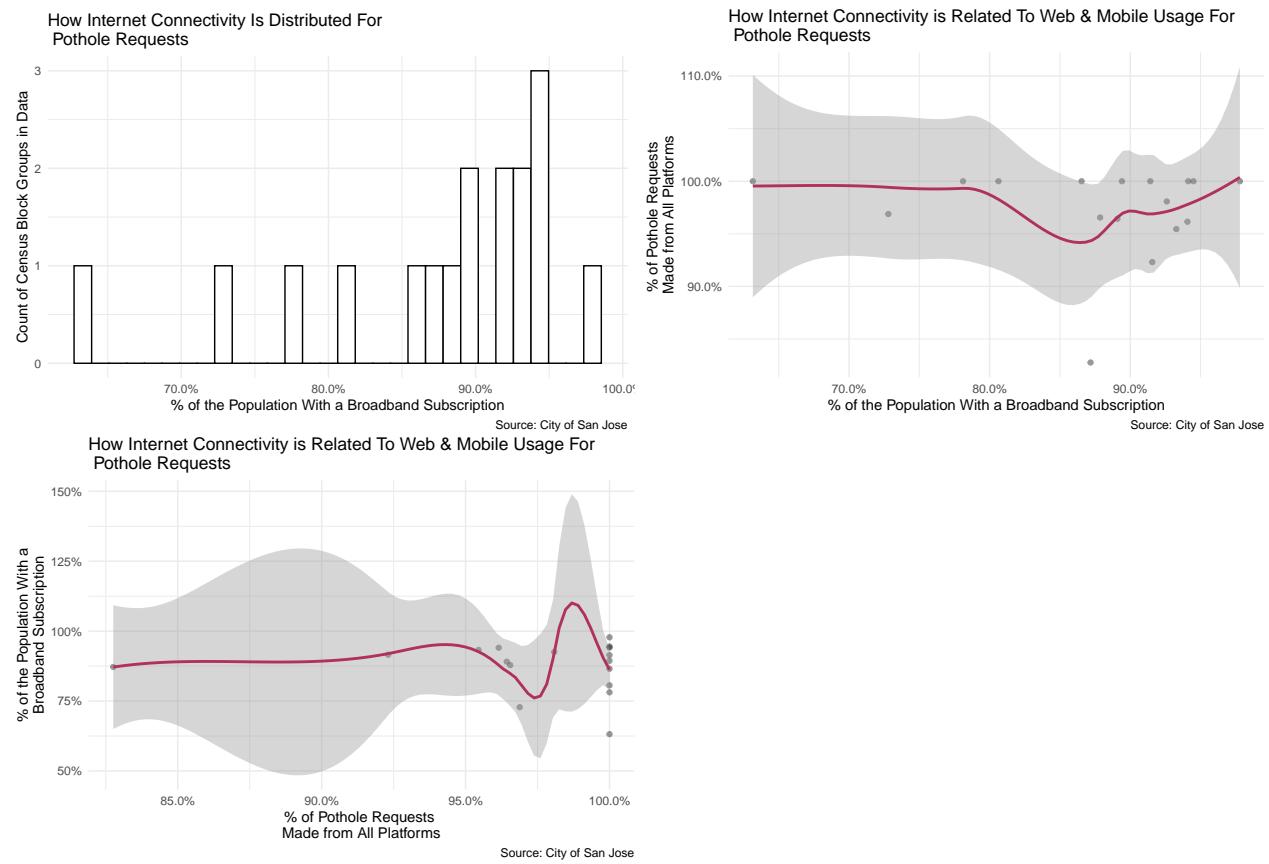
MySanJose Platforms - Pothole - Income



MySanJose Platforms - Pothole - Mobile Phone Access



MySanJose Platforms - Pothole - Broadband Access



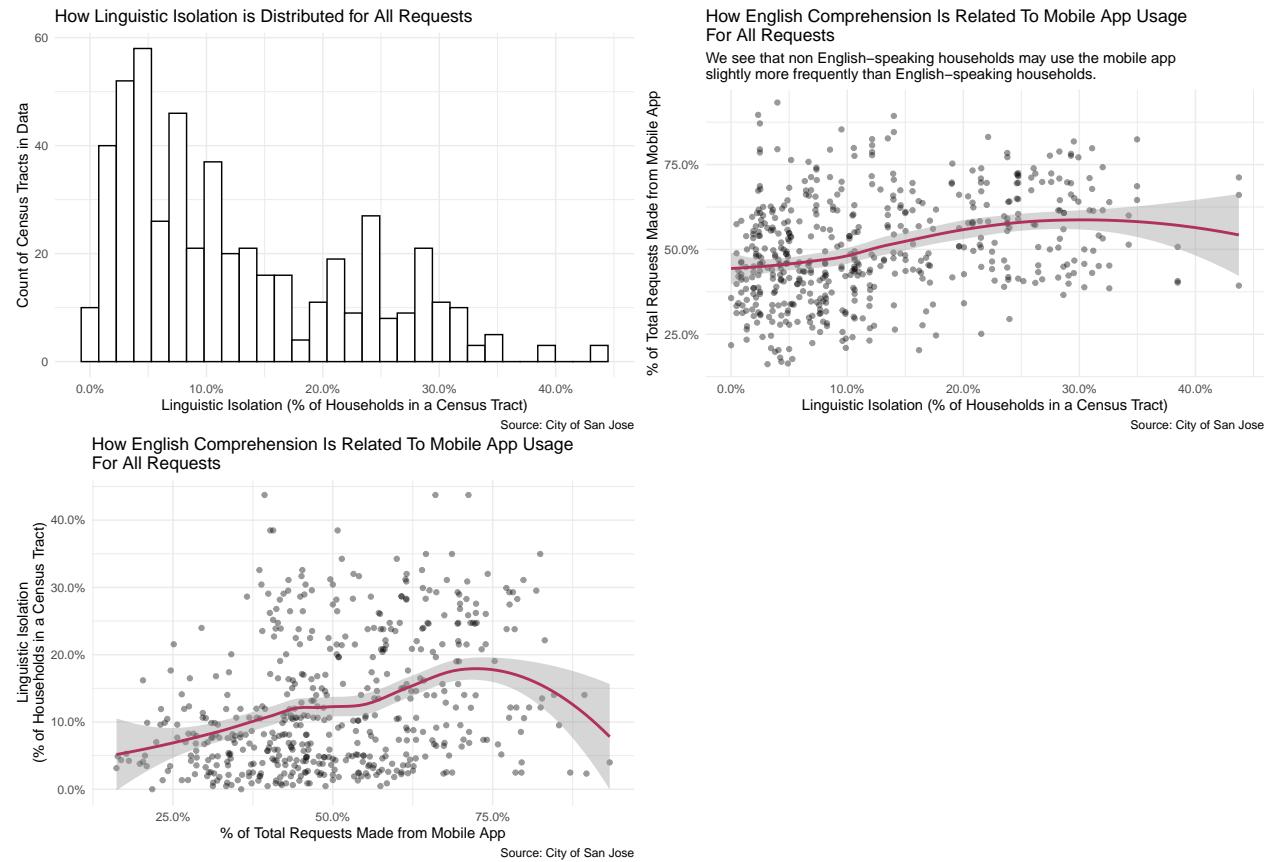
MySanJose Mobile App

Observations

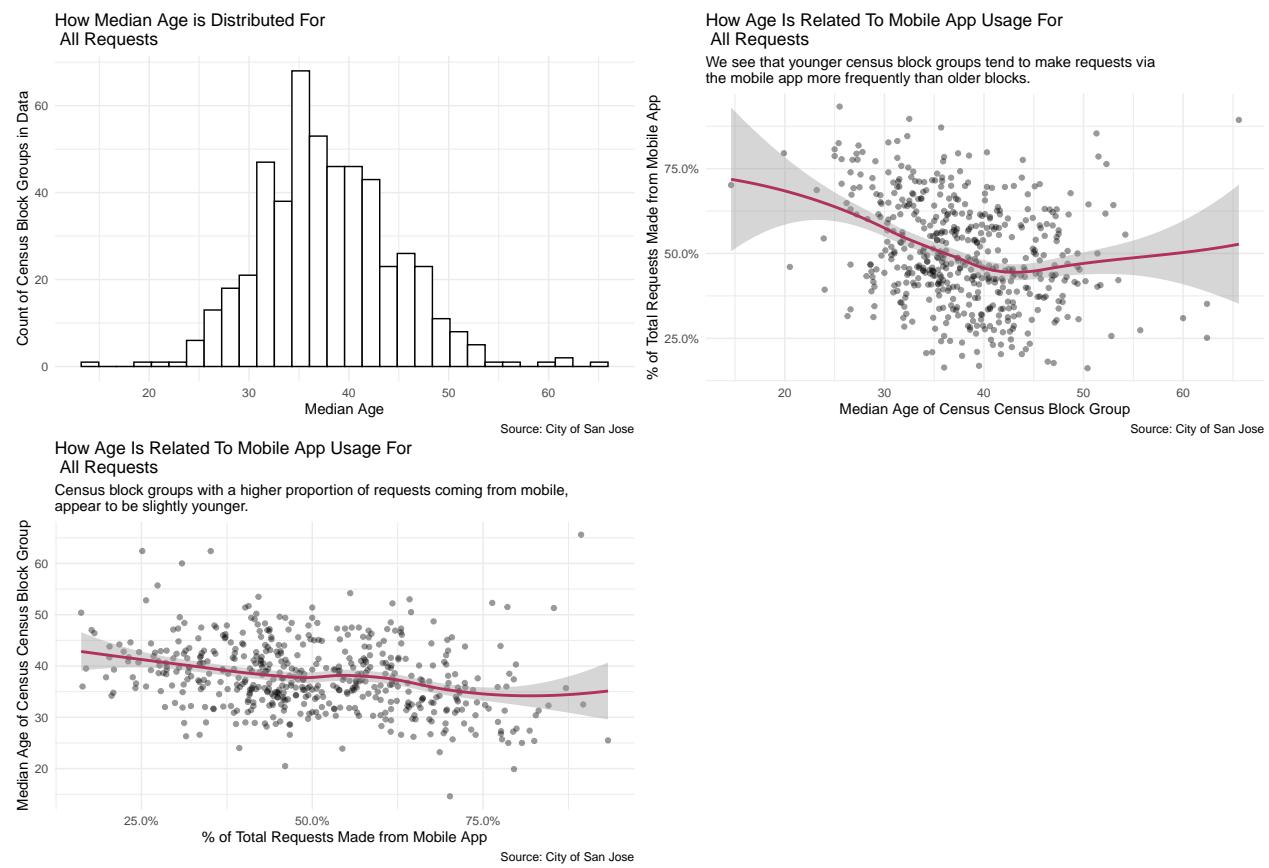
- Potentially negative relationship between age and frequency of mobile platform use.
- Potentially negative relationship between education level and frequency of mobile platform use (i.e. blocks which tend to use the mobile platform more frequently also seem to be less college educated).
- Potentially negative relationship between home ownership and frequency of mobile platform use. Blocks in which more units are renter owned, appear to use the mobile platform more frequently.
 - Doesn't necessarily hold true for graffiti requests made on the mobile platform.
- Potentially positive relationship between the Hispanic population and mobile usage, and a potentially negative relationship between the Asian population and mobile usage.
- Potential strong negative relationship between income and use of the mobile app.
- Interestingly there doesn't seem to be much relation between cellular connectivity and use of the mobile platform.
- Potential negative relationship between broadband connectivity and mobile app usage.
- Streetlight outages and Graffiti reports were reported via mobile by very few census block groups.
- The majority of illegal dumping requests and graffiti reports were made via the mobile platform.

All requests

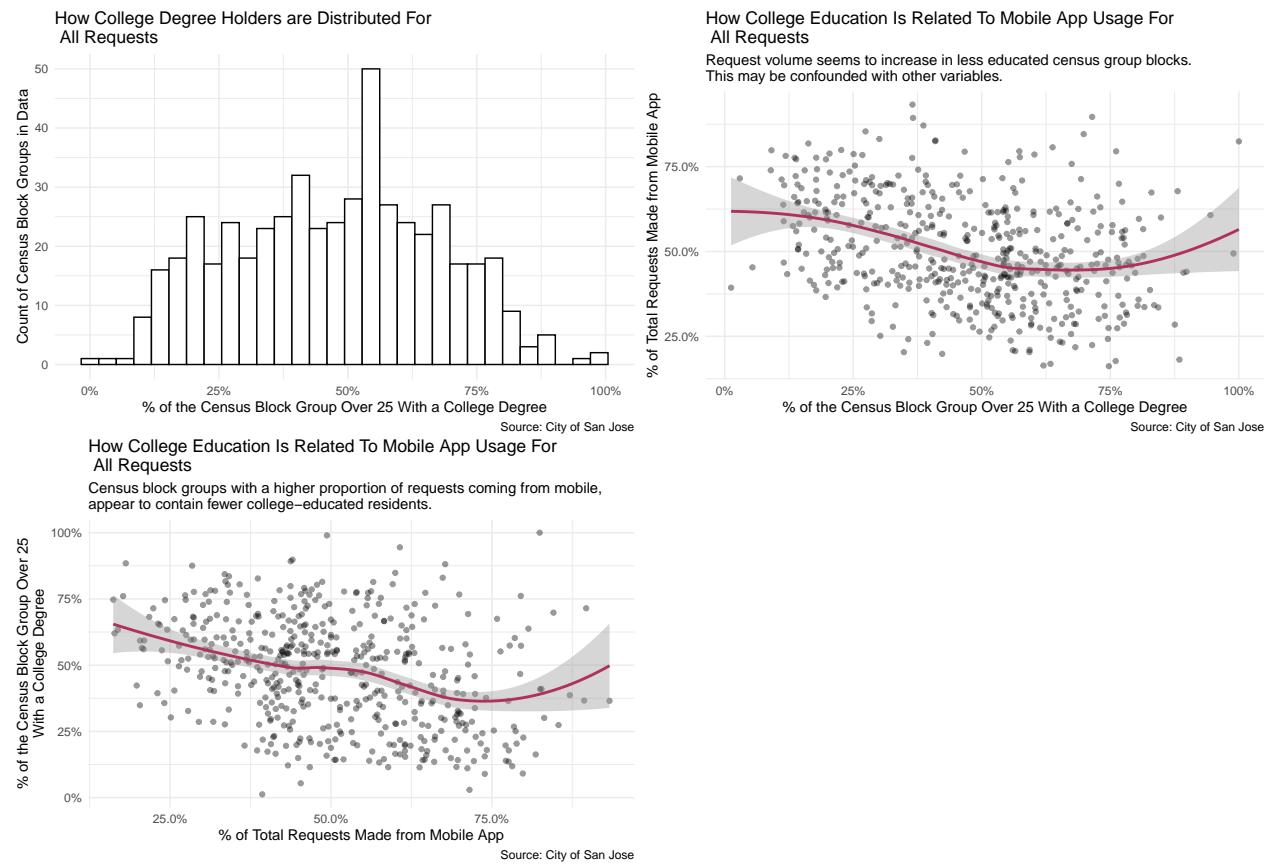
MySanJose Mobile App - All Requests - Language



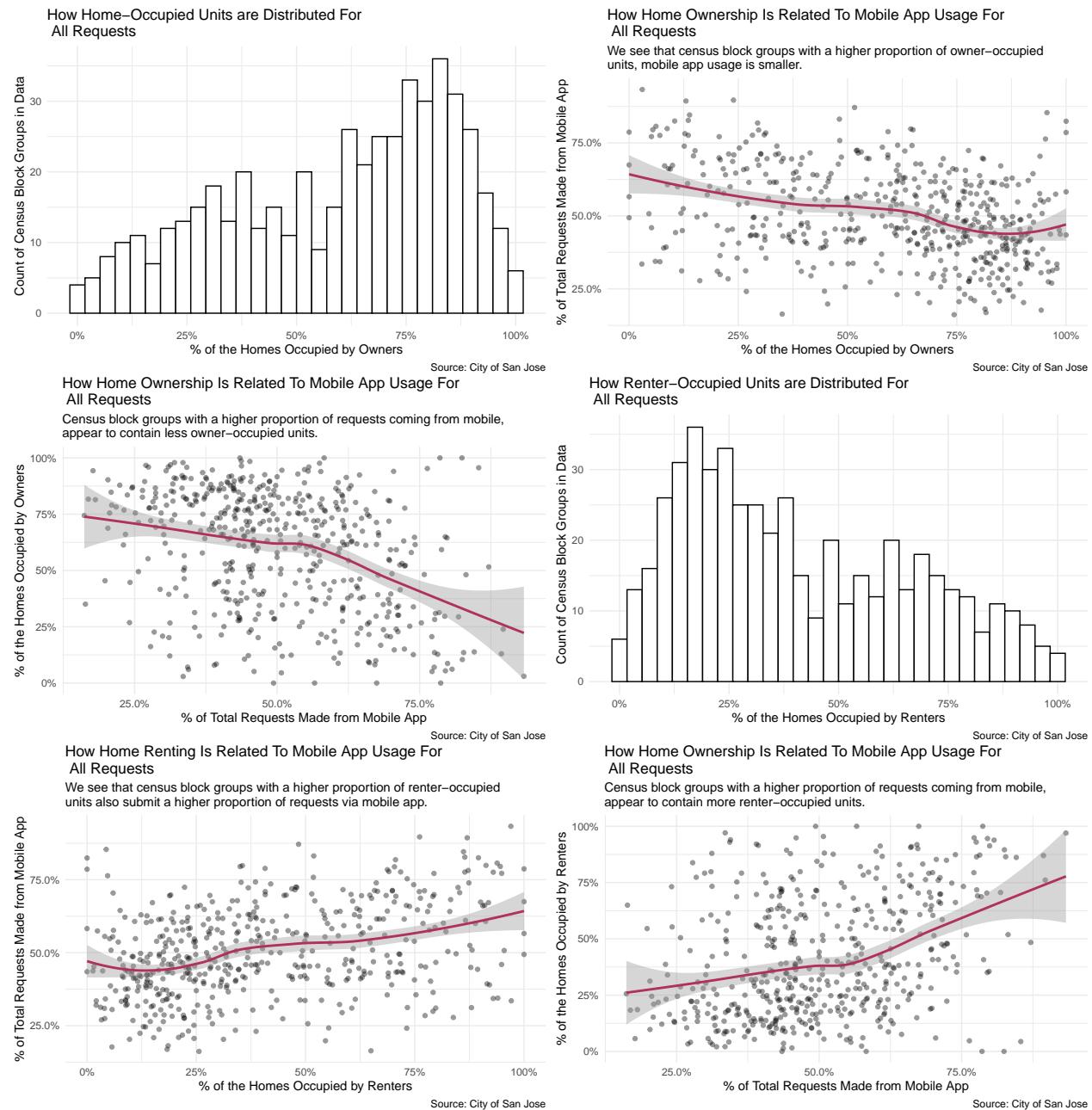
MySanJose Mobile App - All Requests - Age



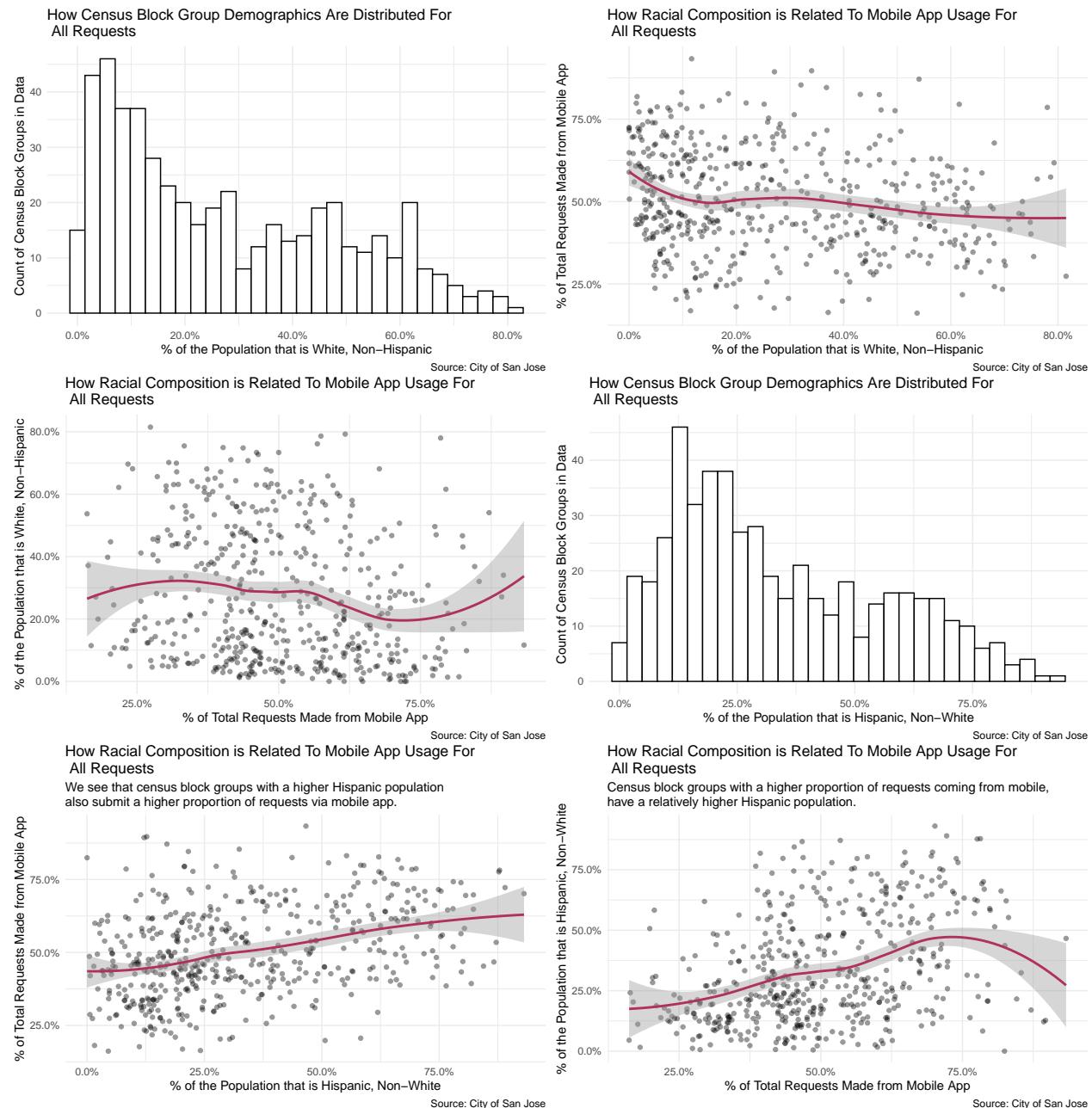
MySanJose Mobile App - All Requests - Education



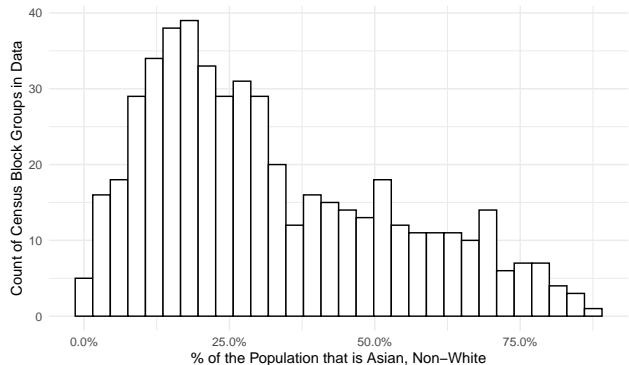
MySanJose Mobile App - All Requests - Home Ownership/Renting



MySanJose Mobile App - All Requests - Race/Ethnicity

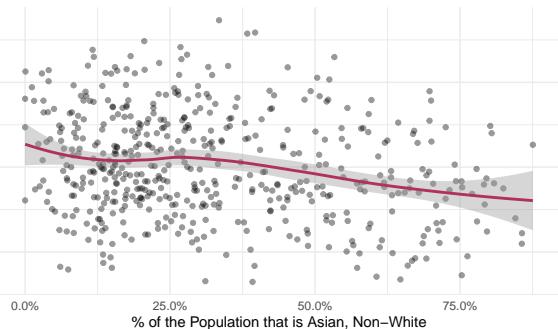


How Census Block Group Demographics Are Distributed For All Requests



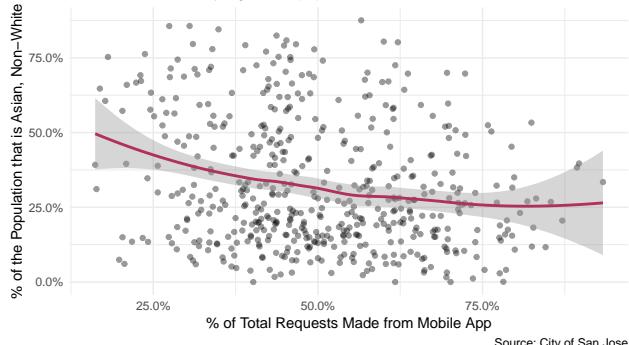
How Racial Composition is Related To Mobile App Usage For All Requests

We see that census block groups with a higher Asian population submit a lower proportion of requests via mobile app.

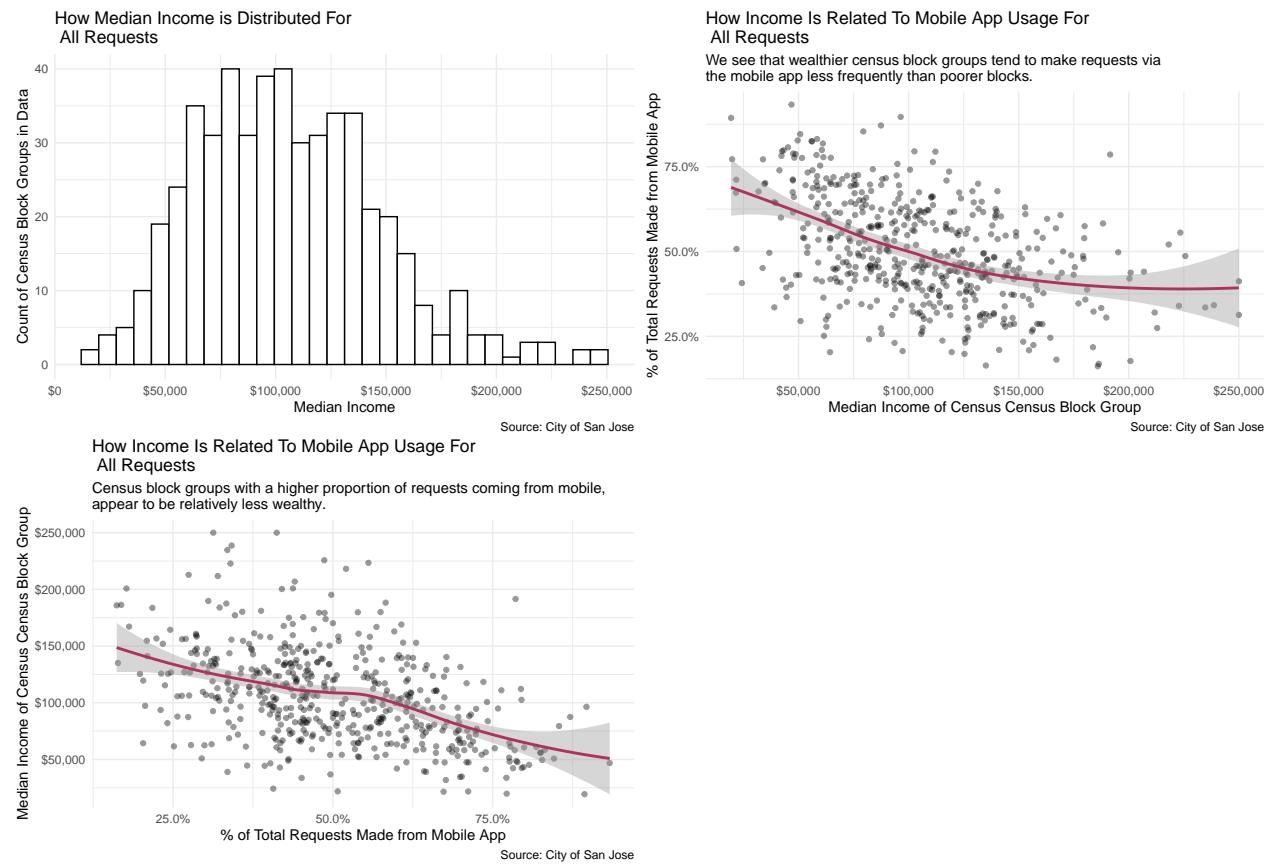


How Racial Composition is Related To Mobile App Usage For All Requests

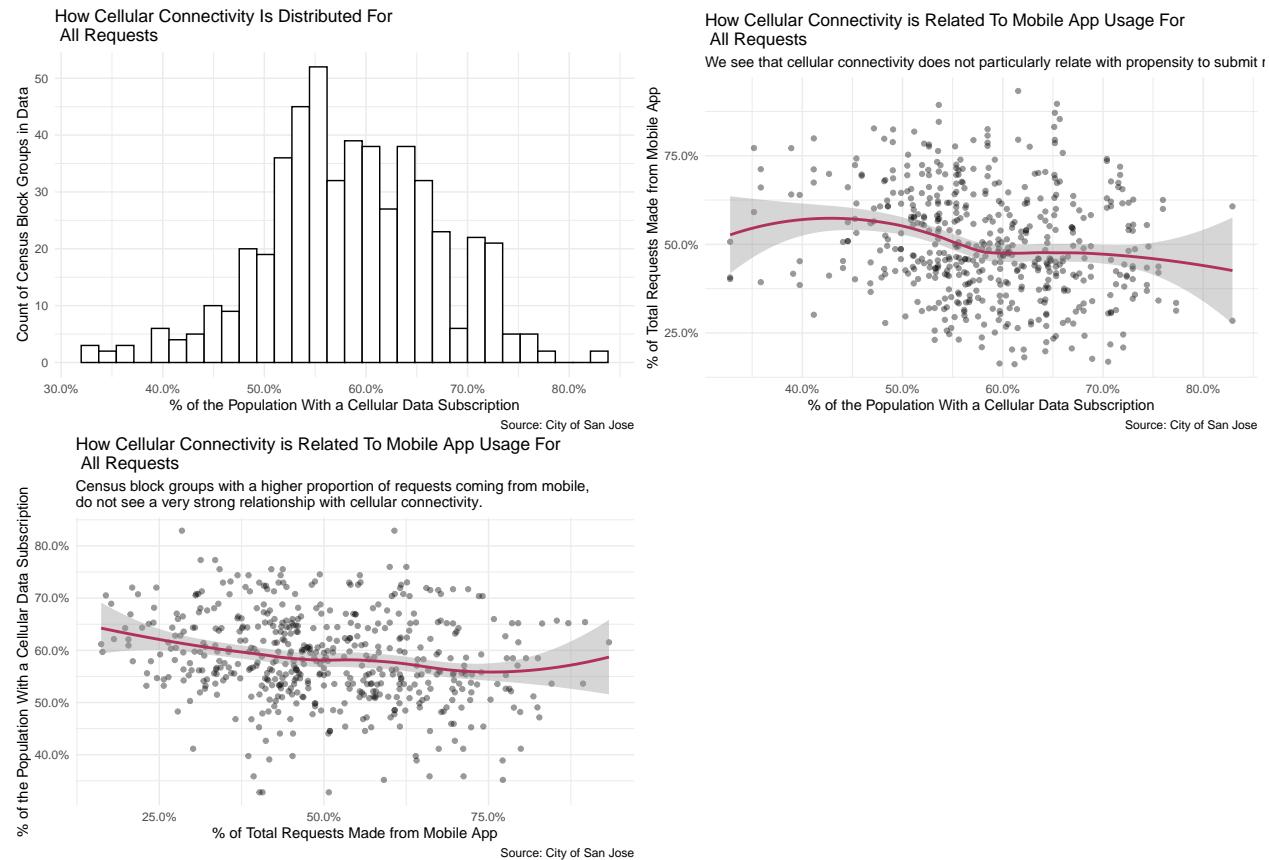
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



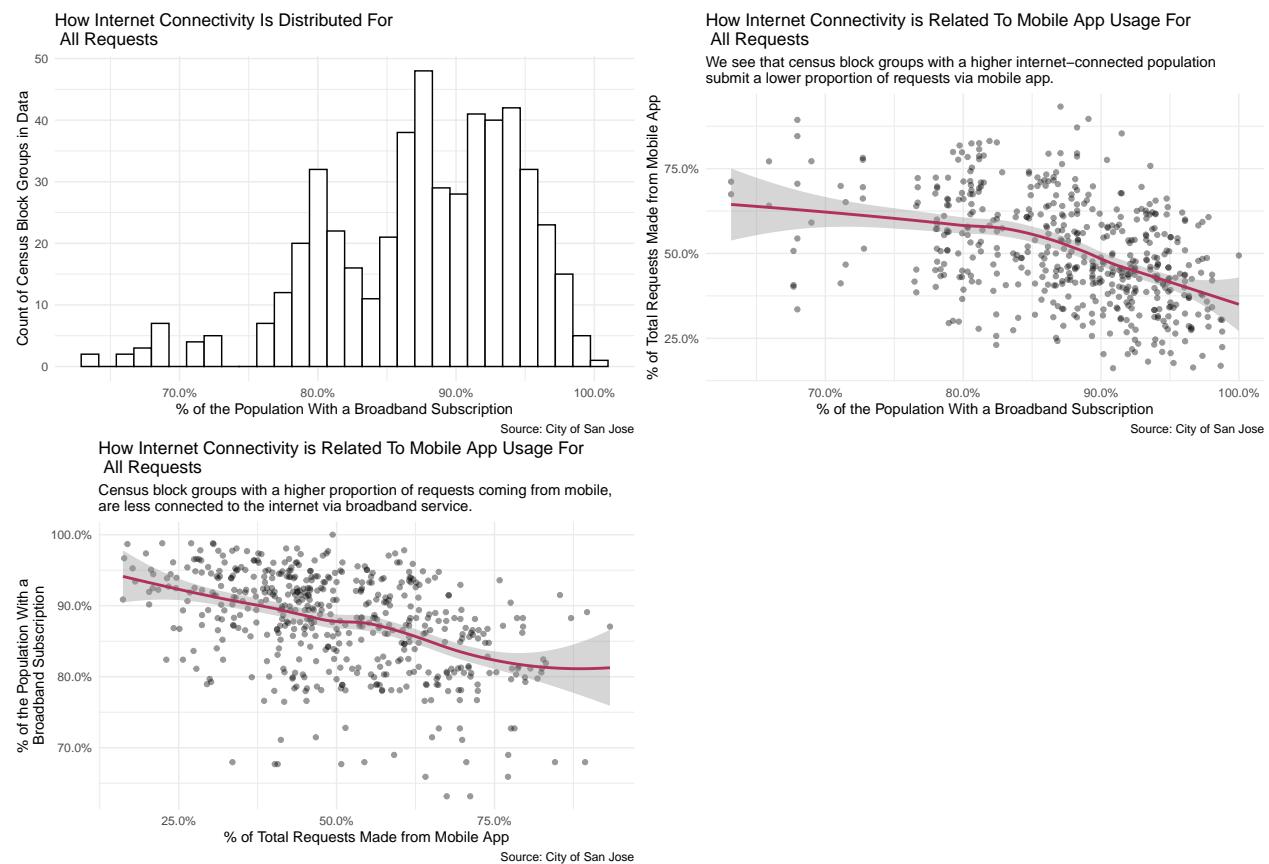
MySanJose Mobile App - All Requests - Income



MySanJose Mobile App - All Requests - Mobile Phone Access

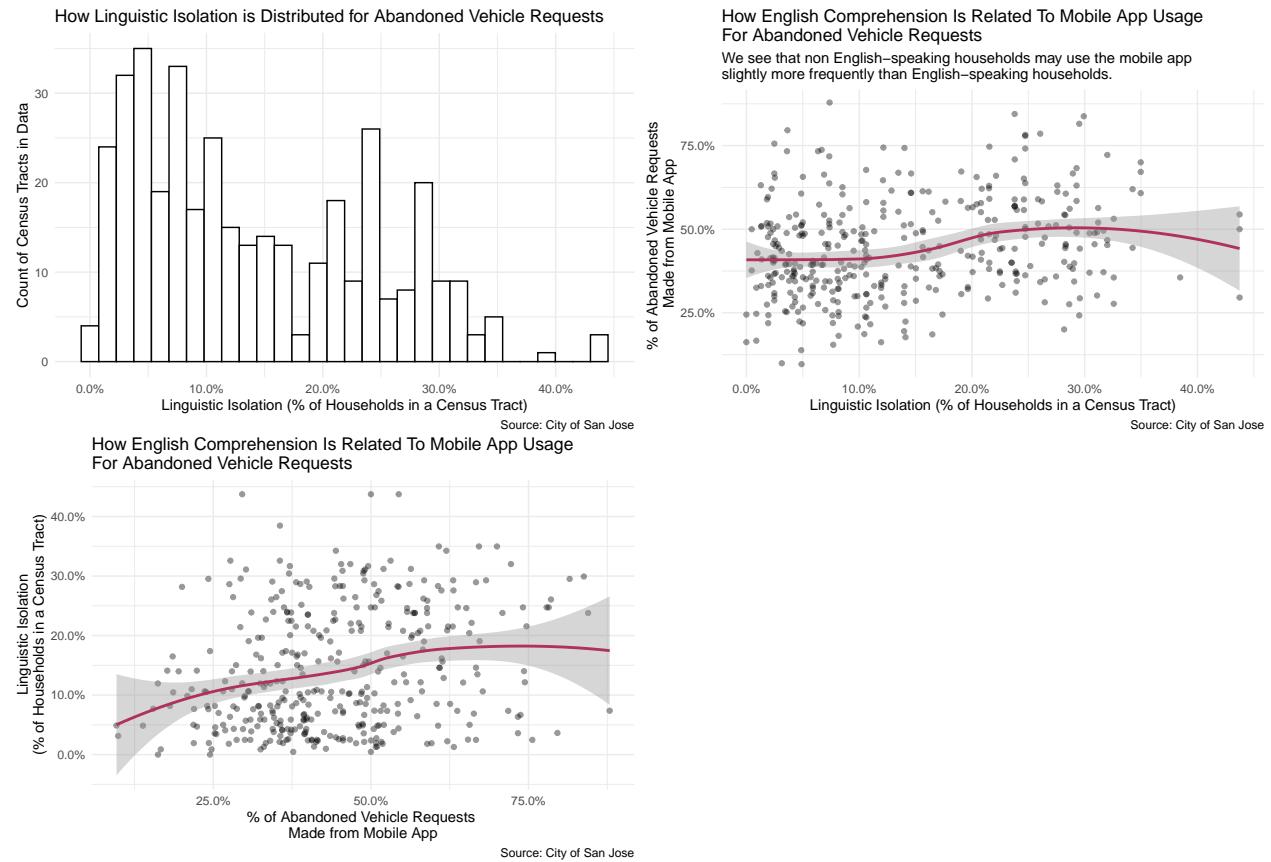


MySanJose Mobile App - All Requests - Broadband Access

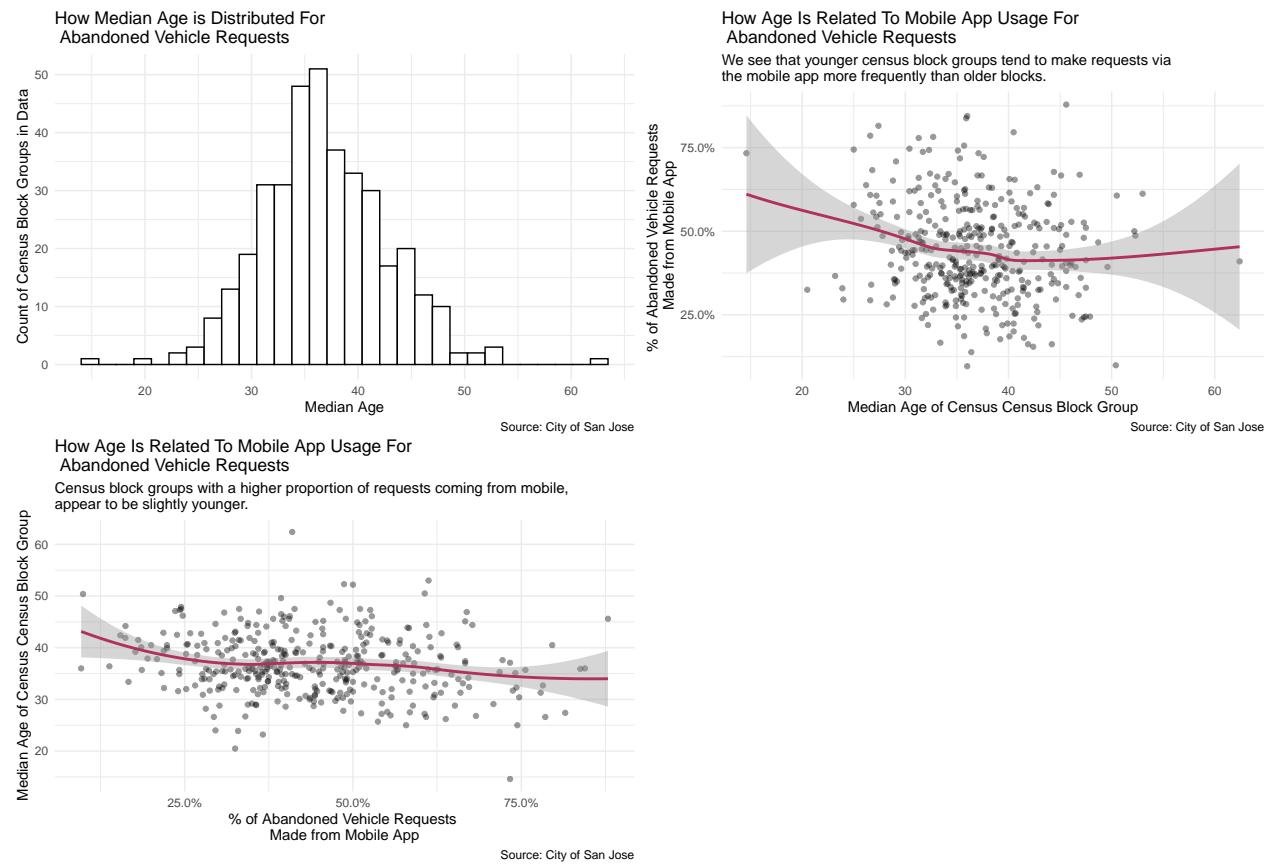


Abandoned Vehicle

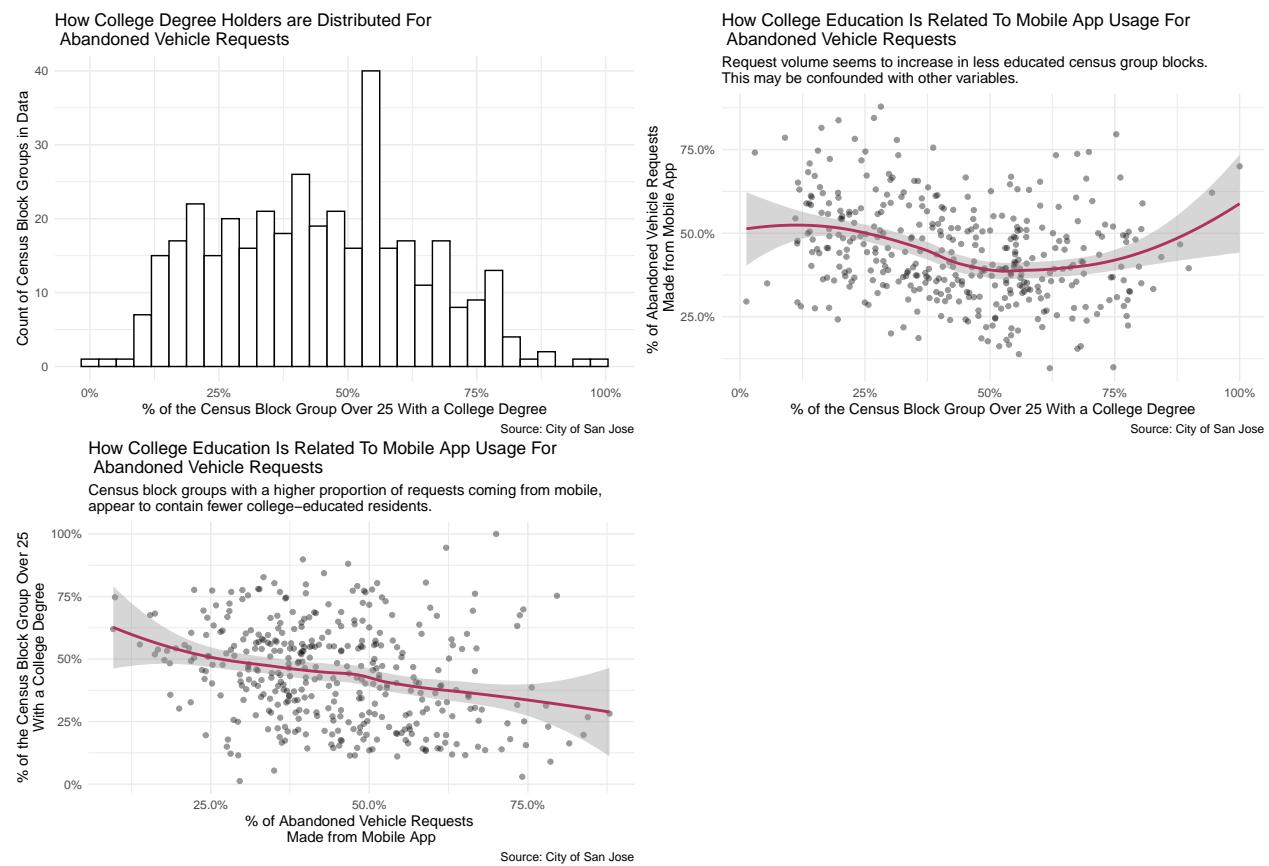
MySanJose Mobile App - Abandoned Vehicle Requests - Language



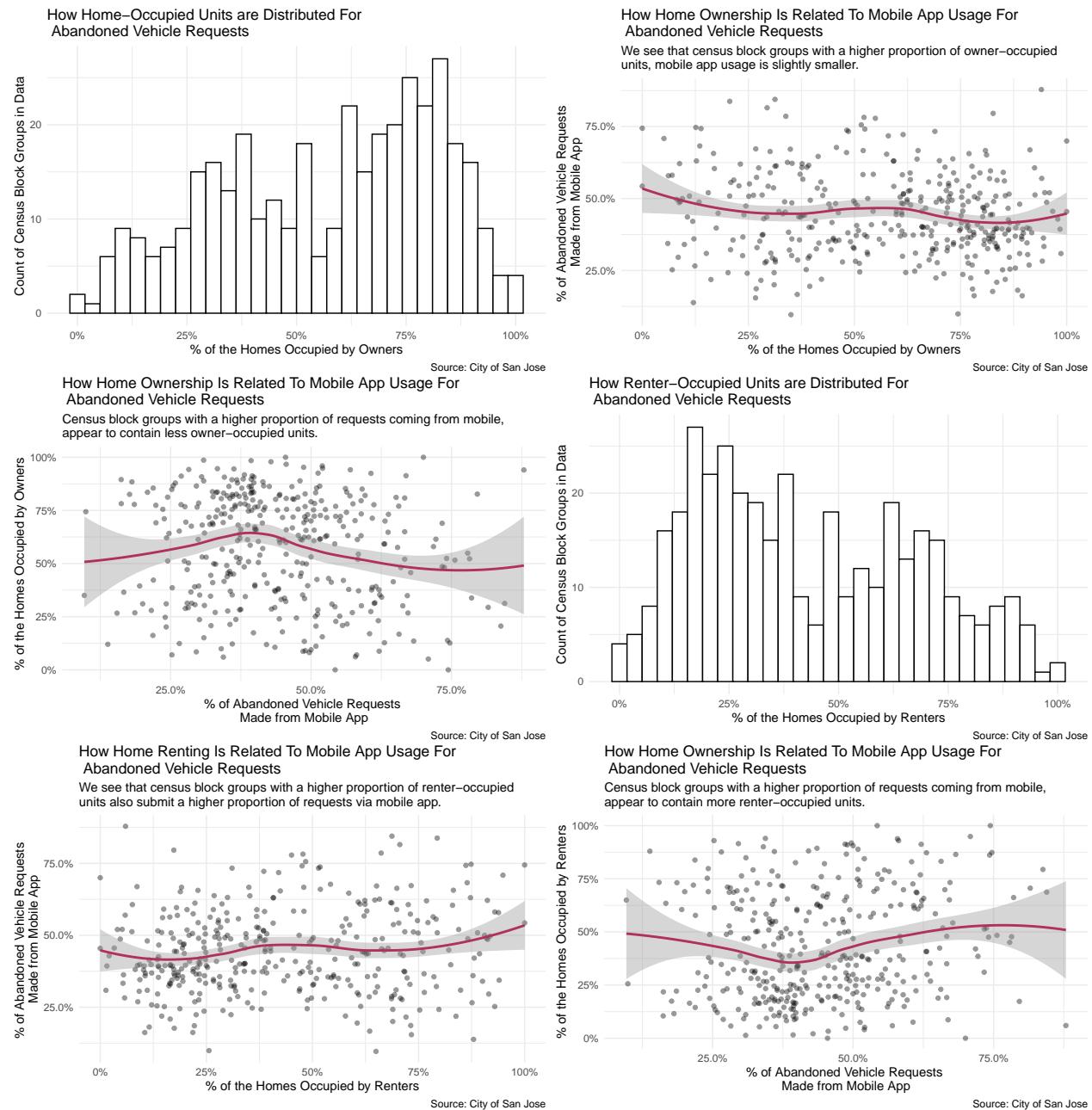
MySanJose Mobile App - Abandoned Vehicle Requests - Age



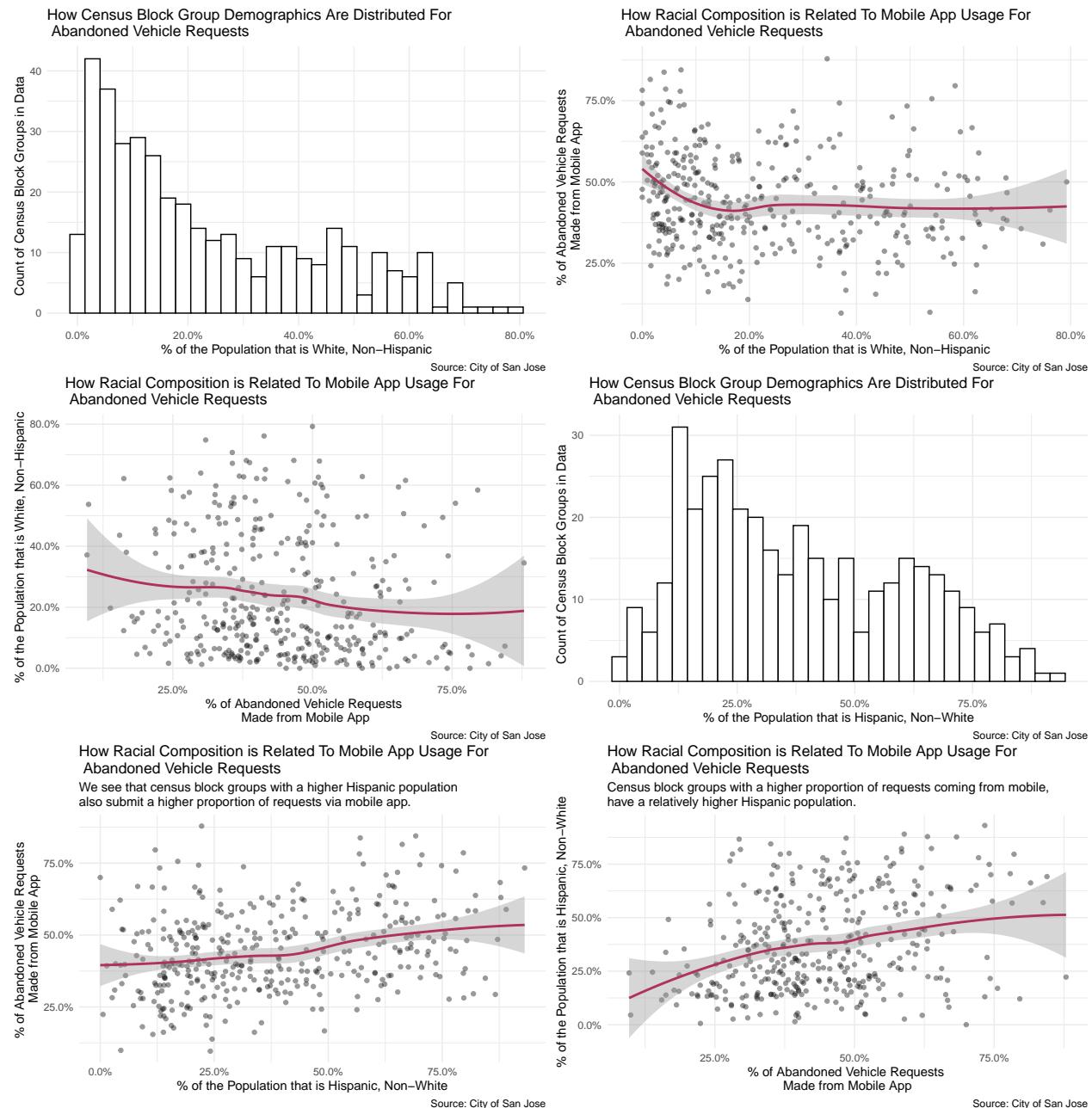
MySanJose Mobile App - Abandoned Vehicle Requests - Education



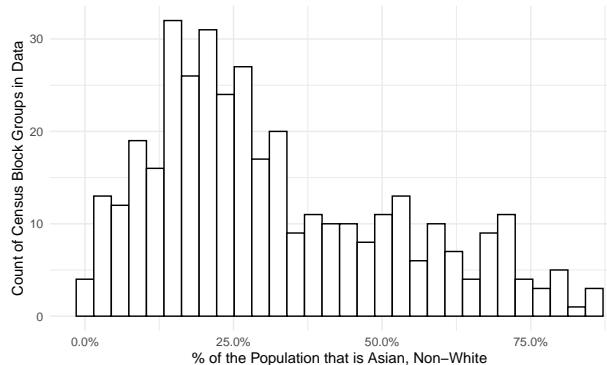
MySanJose Mobile App - Abandoned Vehicle Requests - Home Ownership/Renting



MySanJose Mobile App - Abandoned Vehicle Requests - Race/Ethnicity

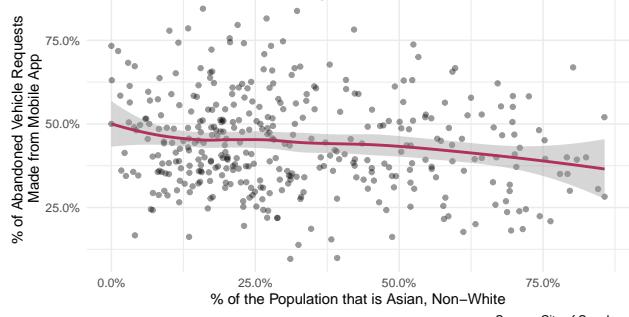


How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



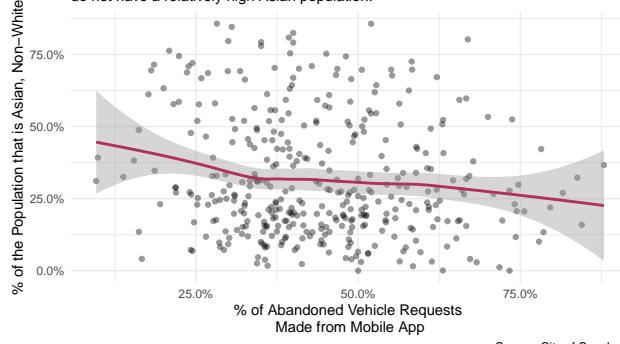
How Racial Composition is Related To Mobile App Usage For Abandoned Vehicle Requests

We see that census block groups with a higher Asian population submit a lower proportion of requests via mobile app.



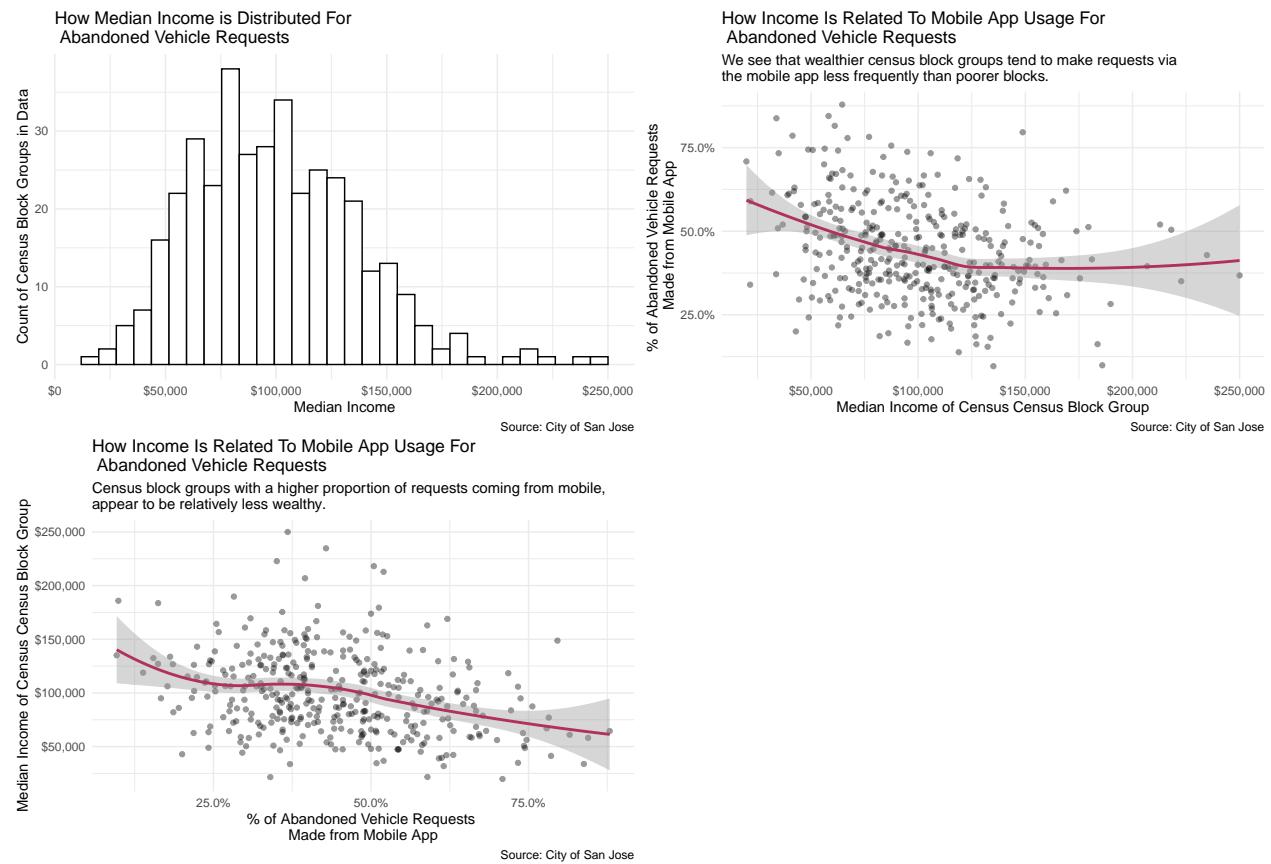
How Racial Composition is Related To Mobile App Usage For Abandoned Vehicle Requests

Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.

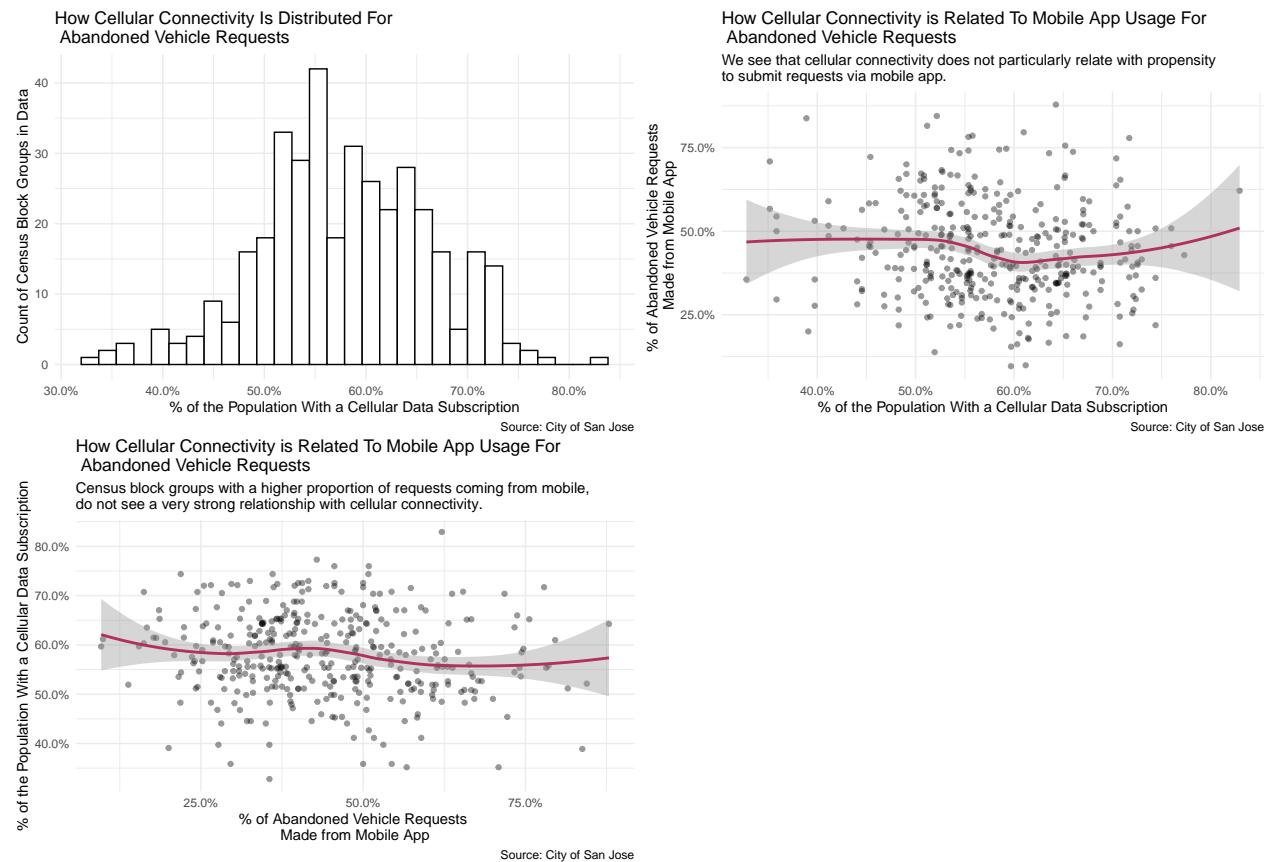


Source: City of San Jose

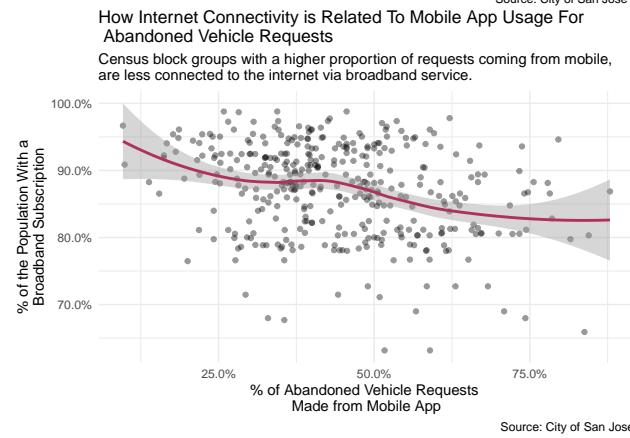
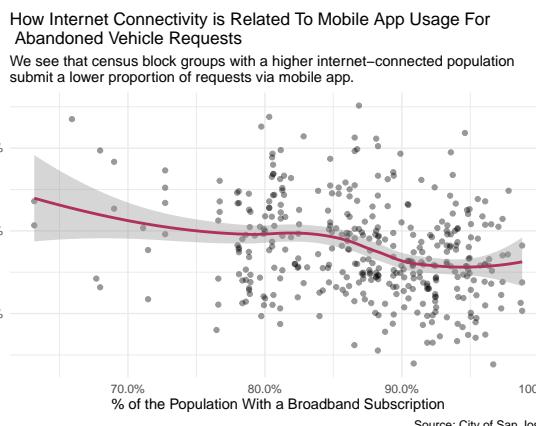
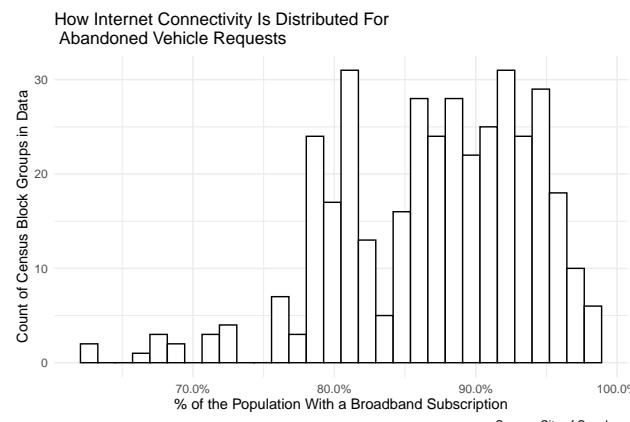
MySanJose Mobile App - Abandoned Vehicle Requests - Income



MySanJose Mobile App - Abandoned Vehicle Requests - Mobile Phone Access

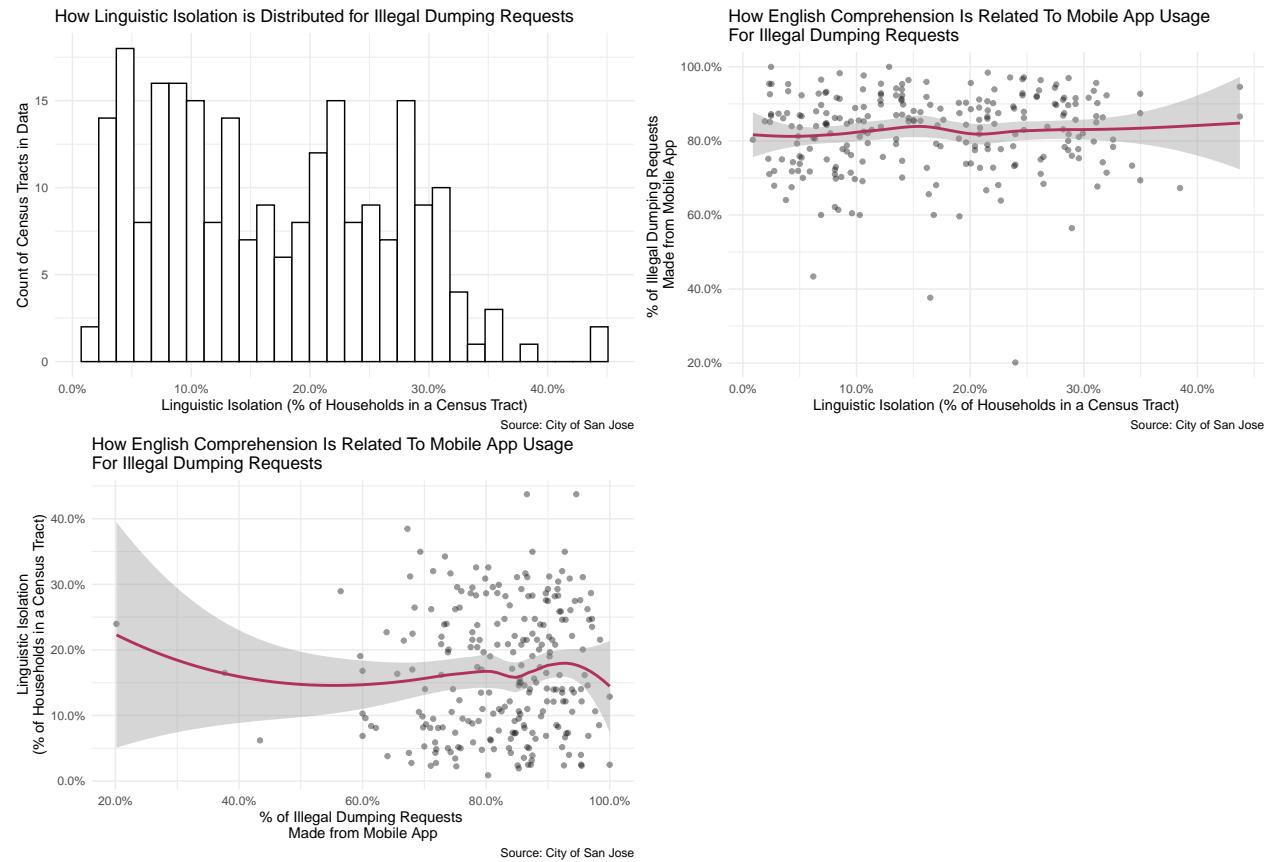


MySanJose Mobile App - Abandoned Vehicle Requests - Broadband Access

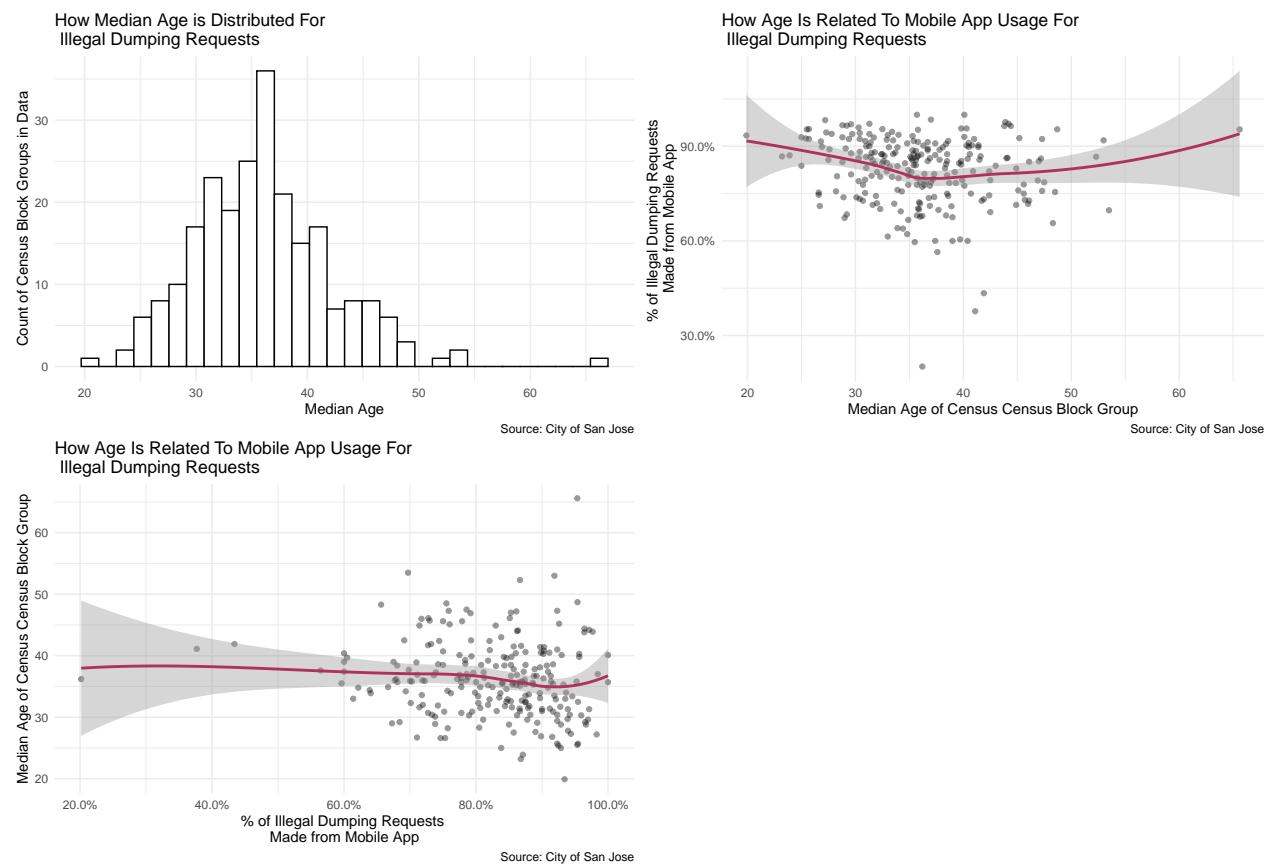


Illegal Dumping

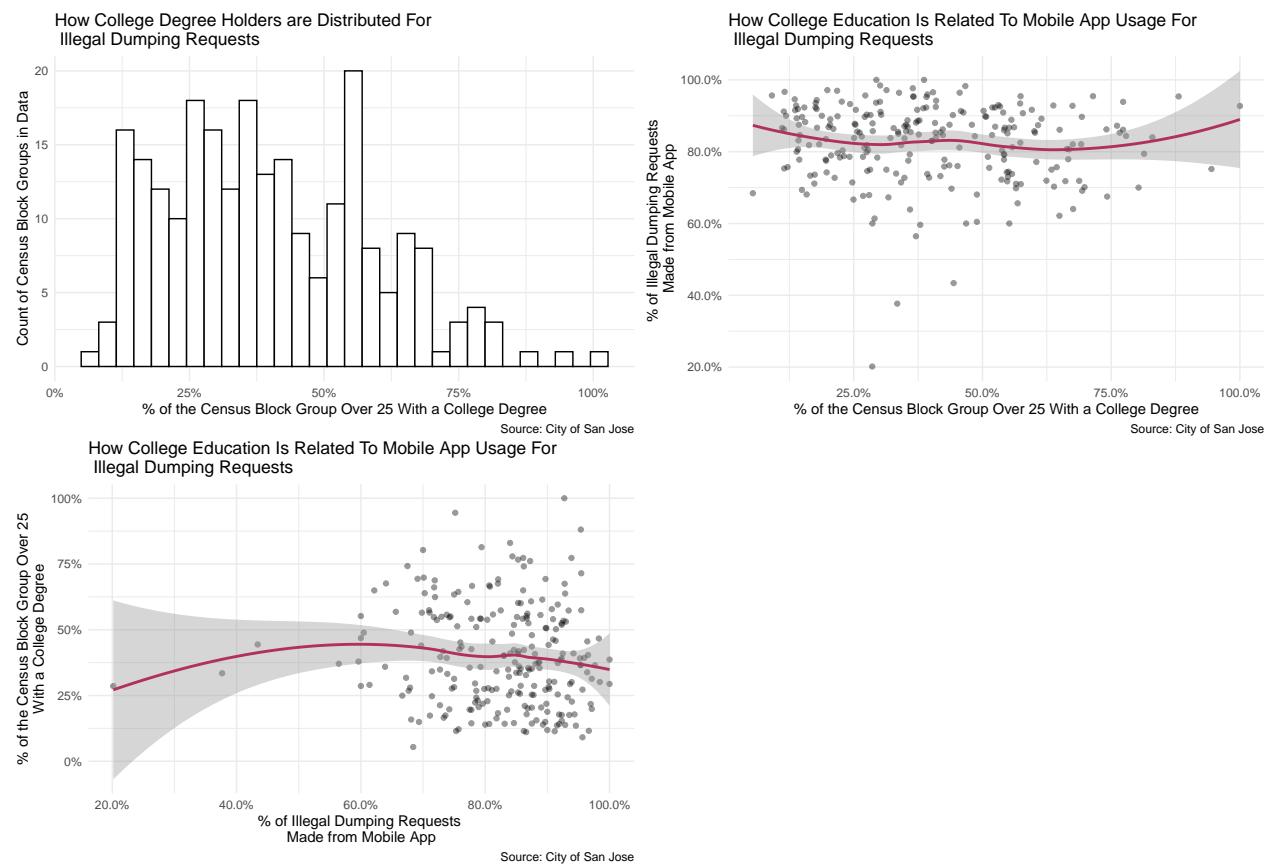
MySanJose Mobile App - Illegal Dumping Requests - Language



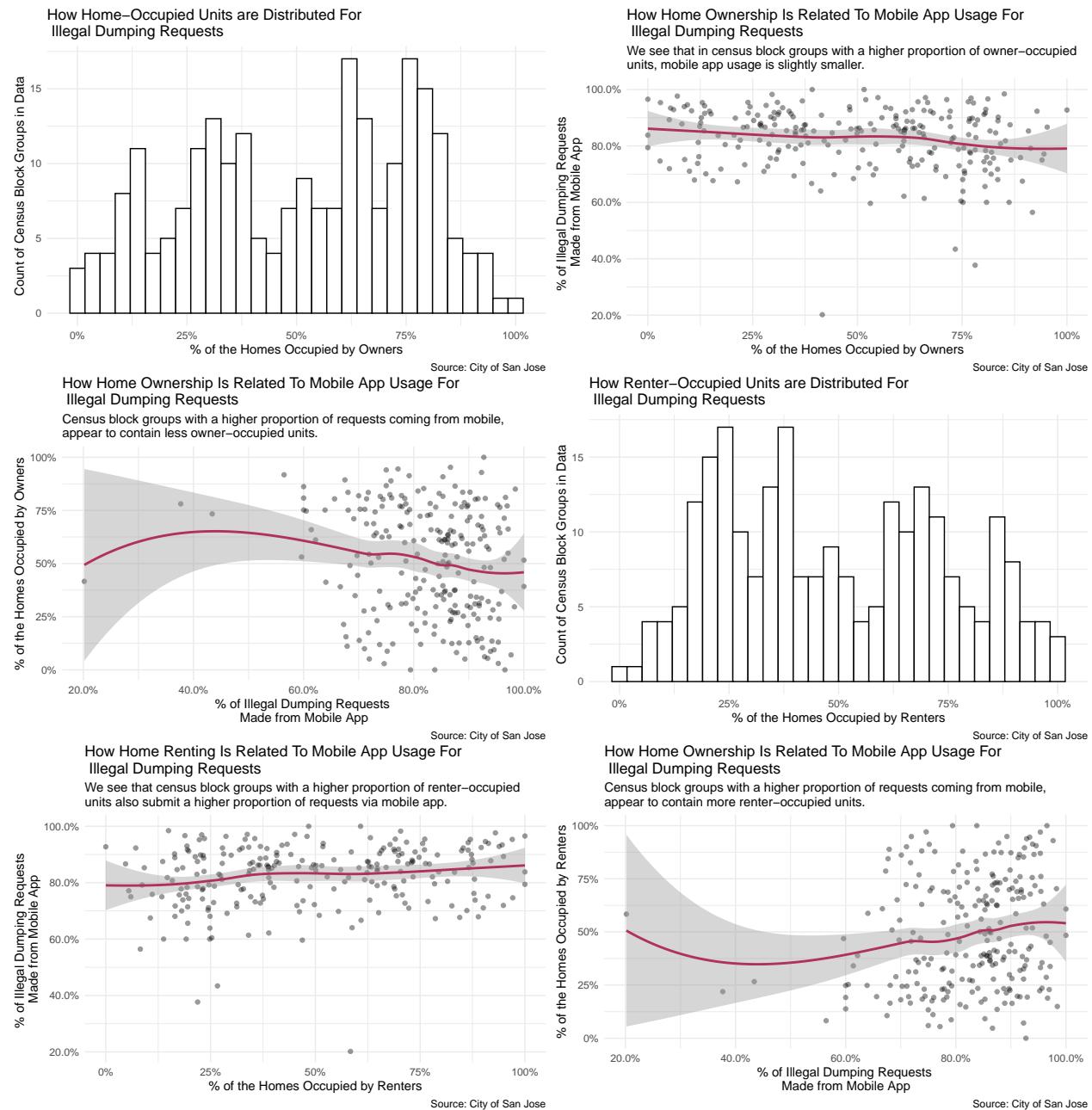
MySanJose Mobile App - Illegal Dumping Requests - Age



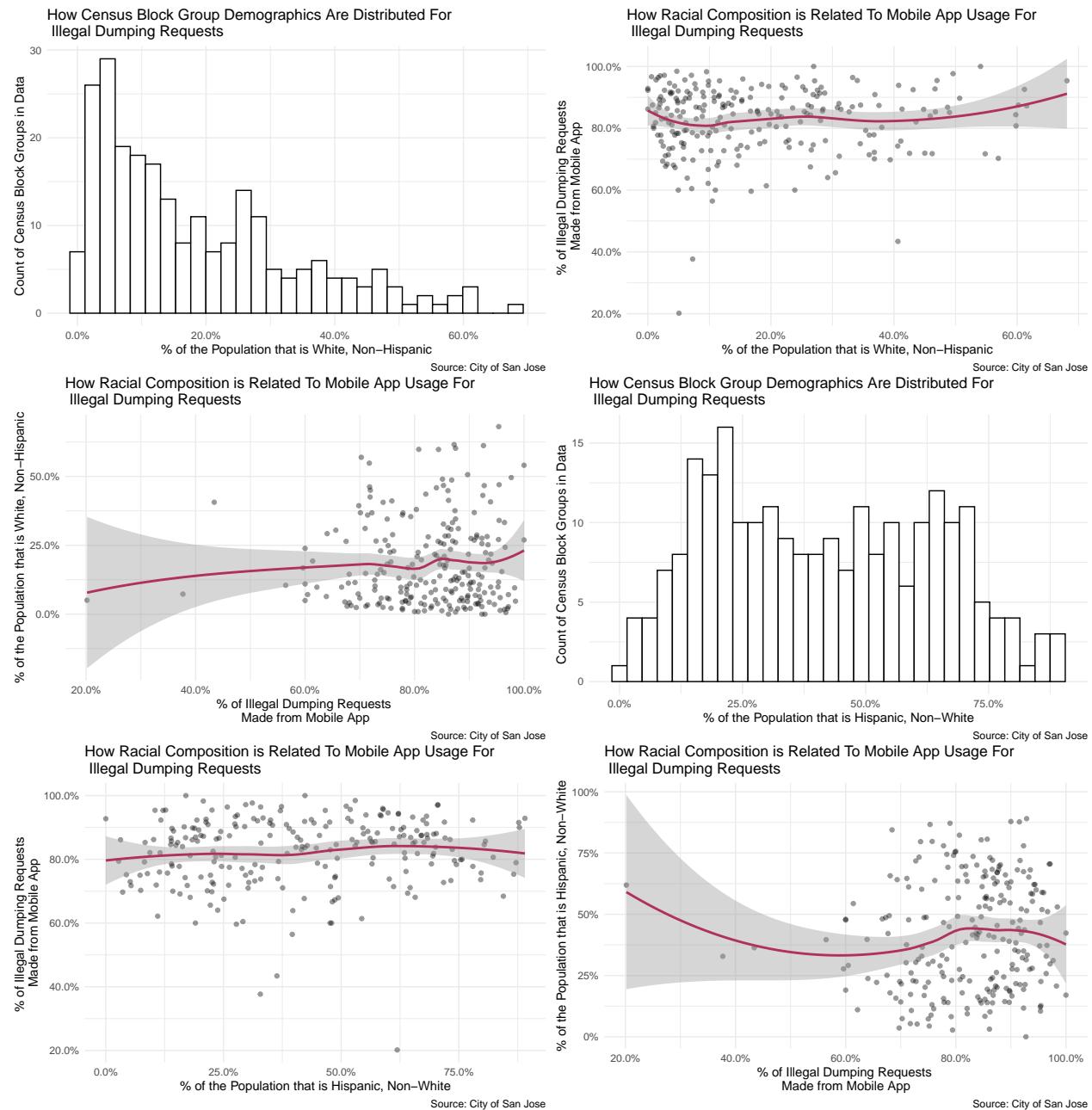
MySanJose Mobile App - Illegal Dumping - Education



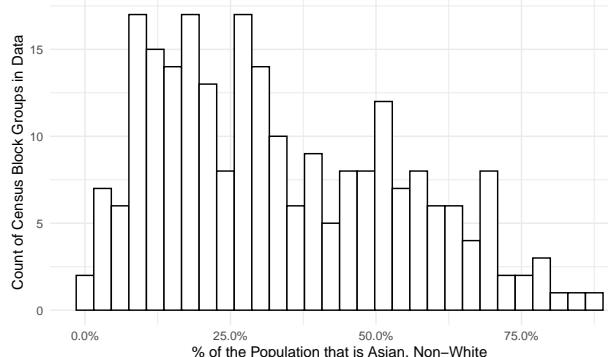
MySanJose Mobile App - Illegal Dumping - Home Ownership/Renting



MySanJose Mobile App - Illegal Dumping - Race/Ethnicity

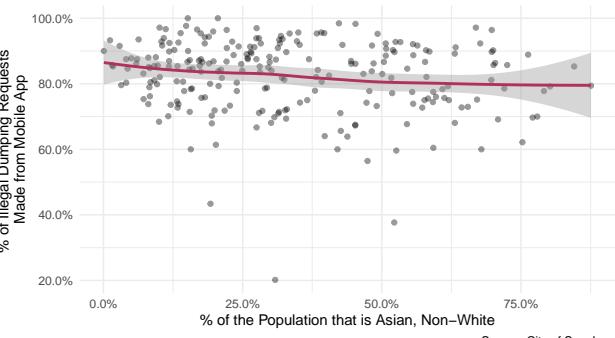


How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



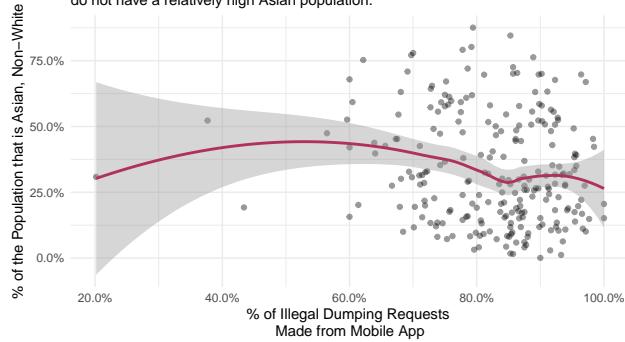
How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

We see that census block groups with a higher Asian population submit a slightly lower proportion of requests via mobile app.



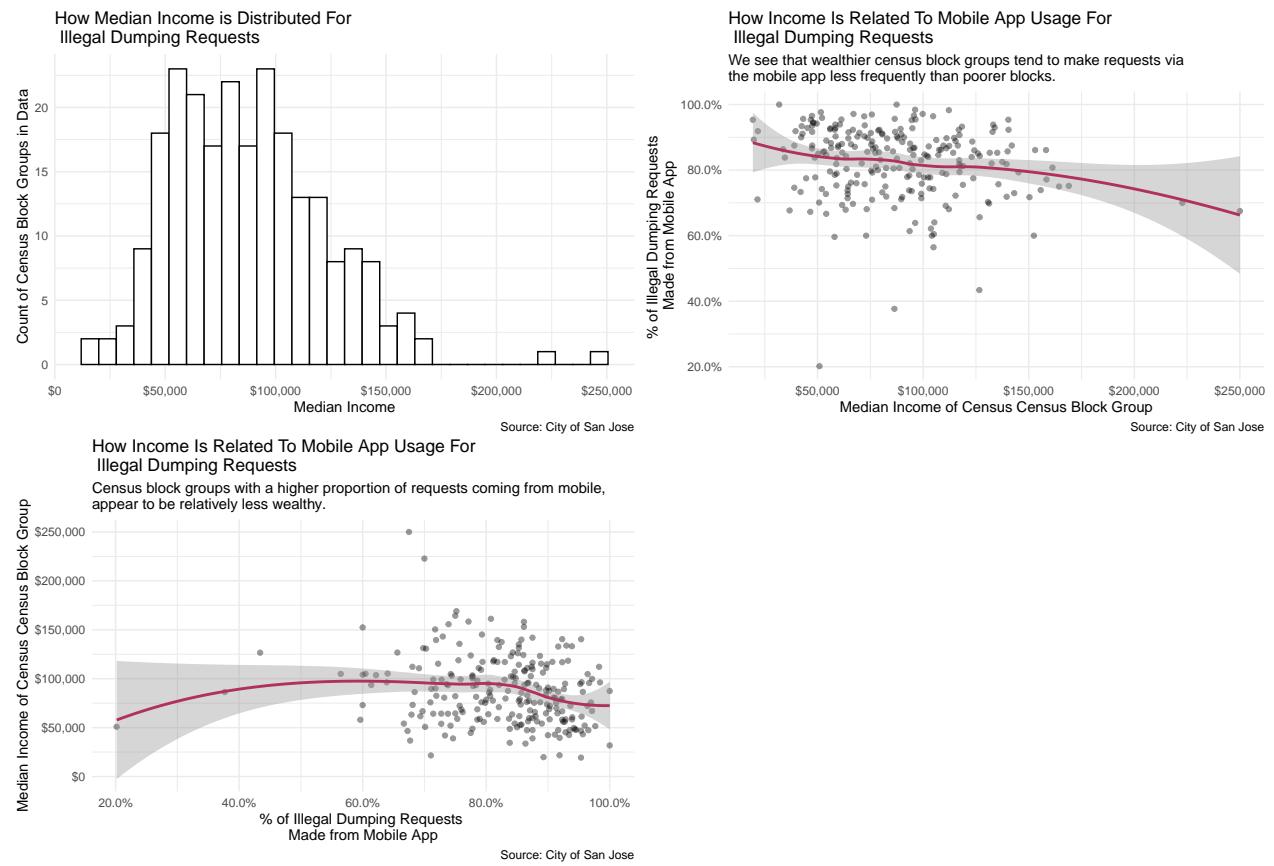
How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.

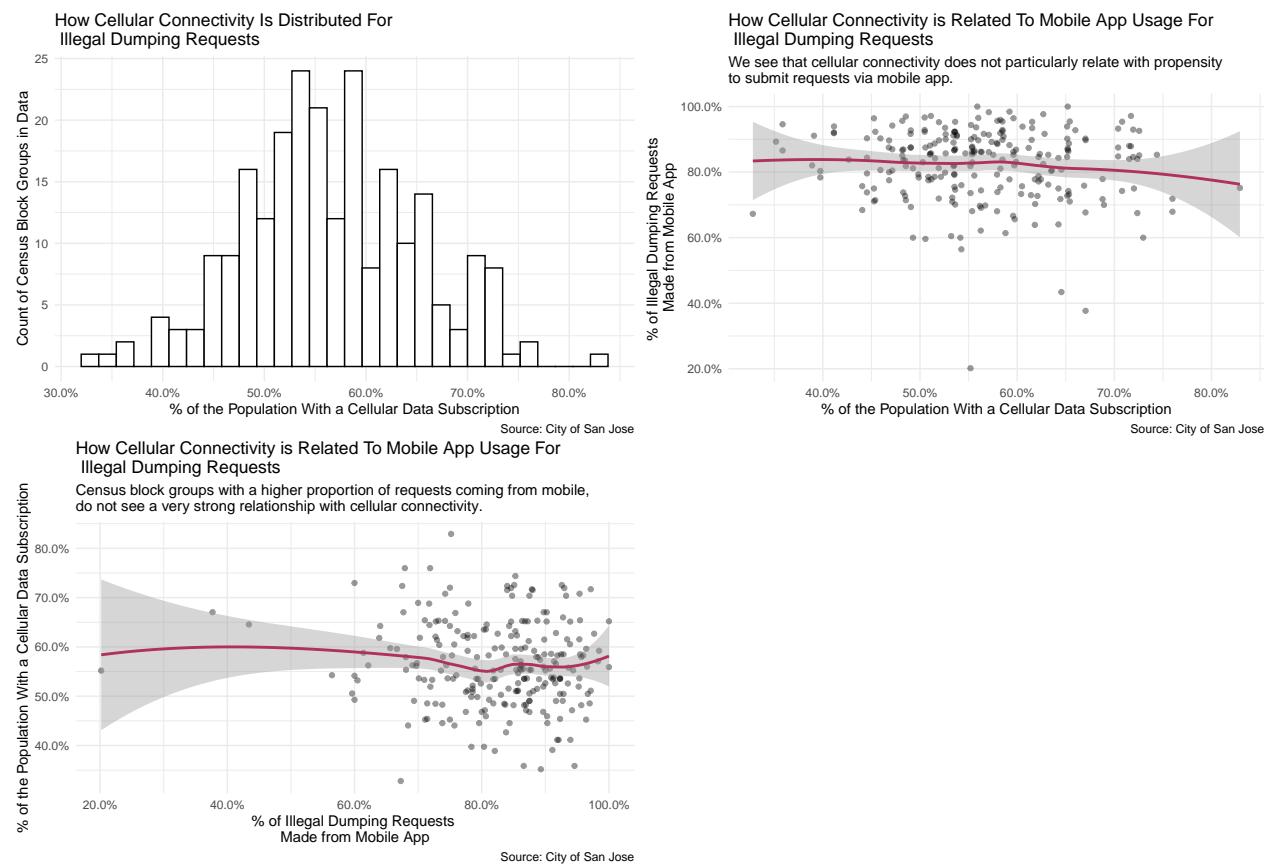


Source: City of San Jose

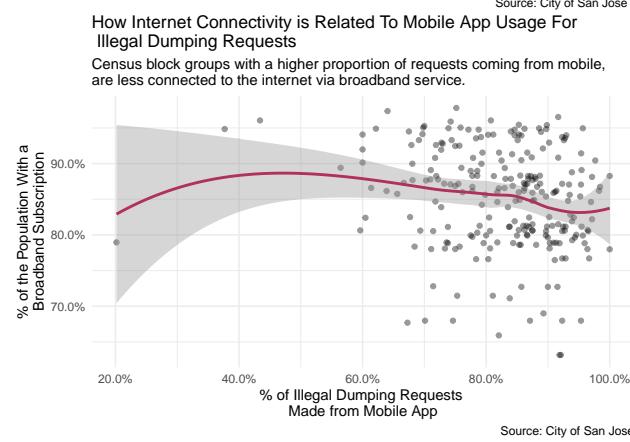
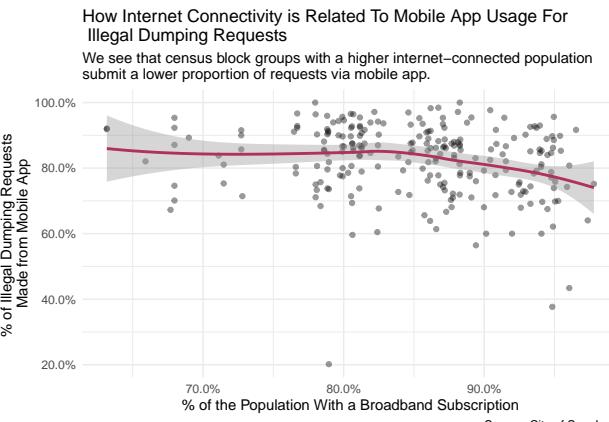
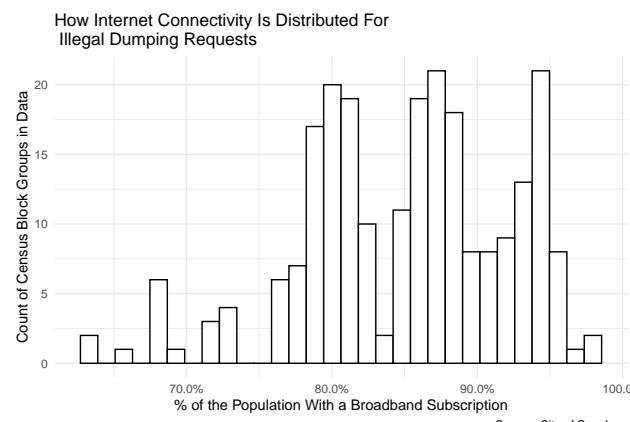
MySanJose Mobile App - Illegal Dumping - Income



MySanJose Mobile App - Illegal Dumping - Mobile Phone Access

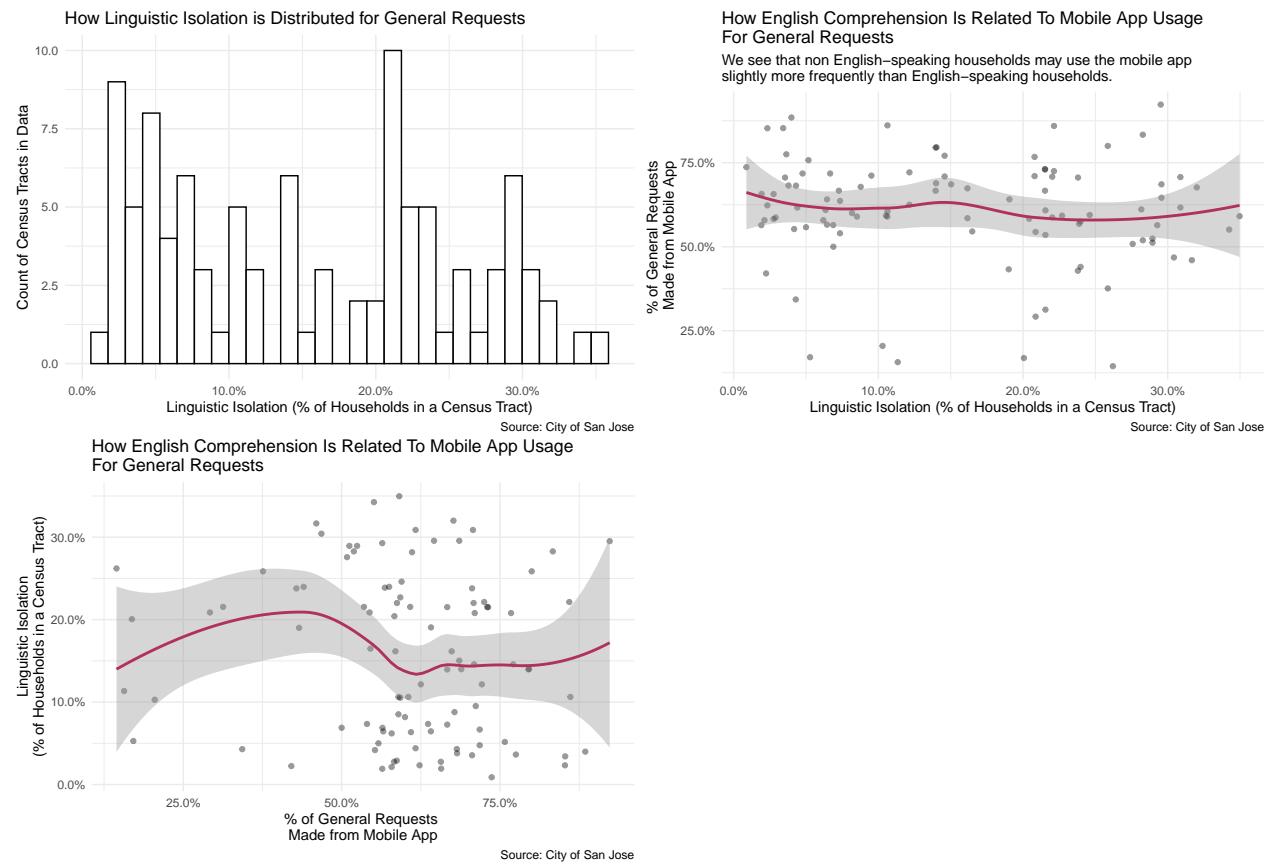


MySanJose Mobile App - Illegal Dumping - Broadband Access

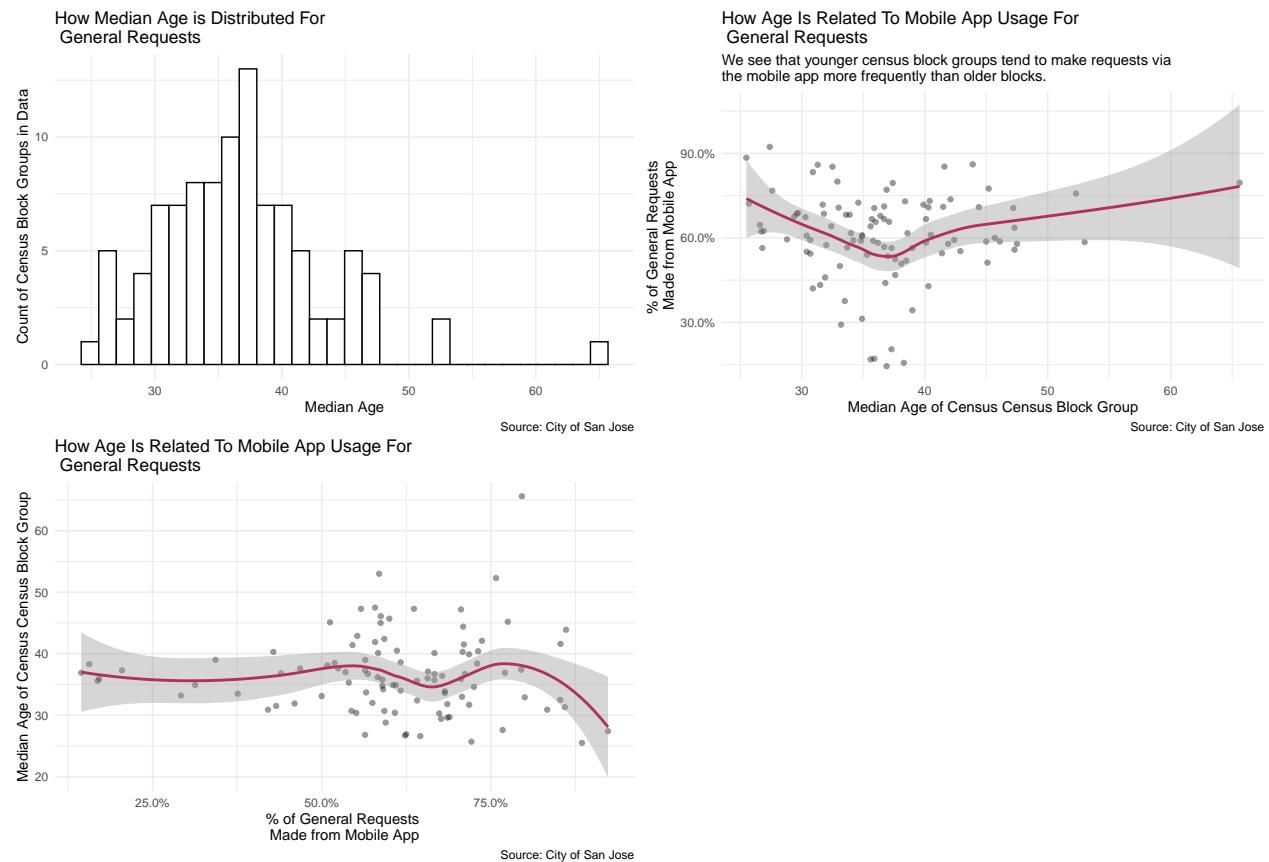


General Request

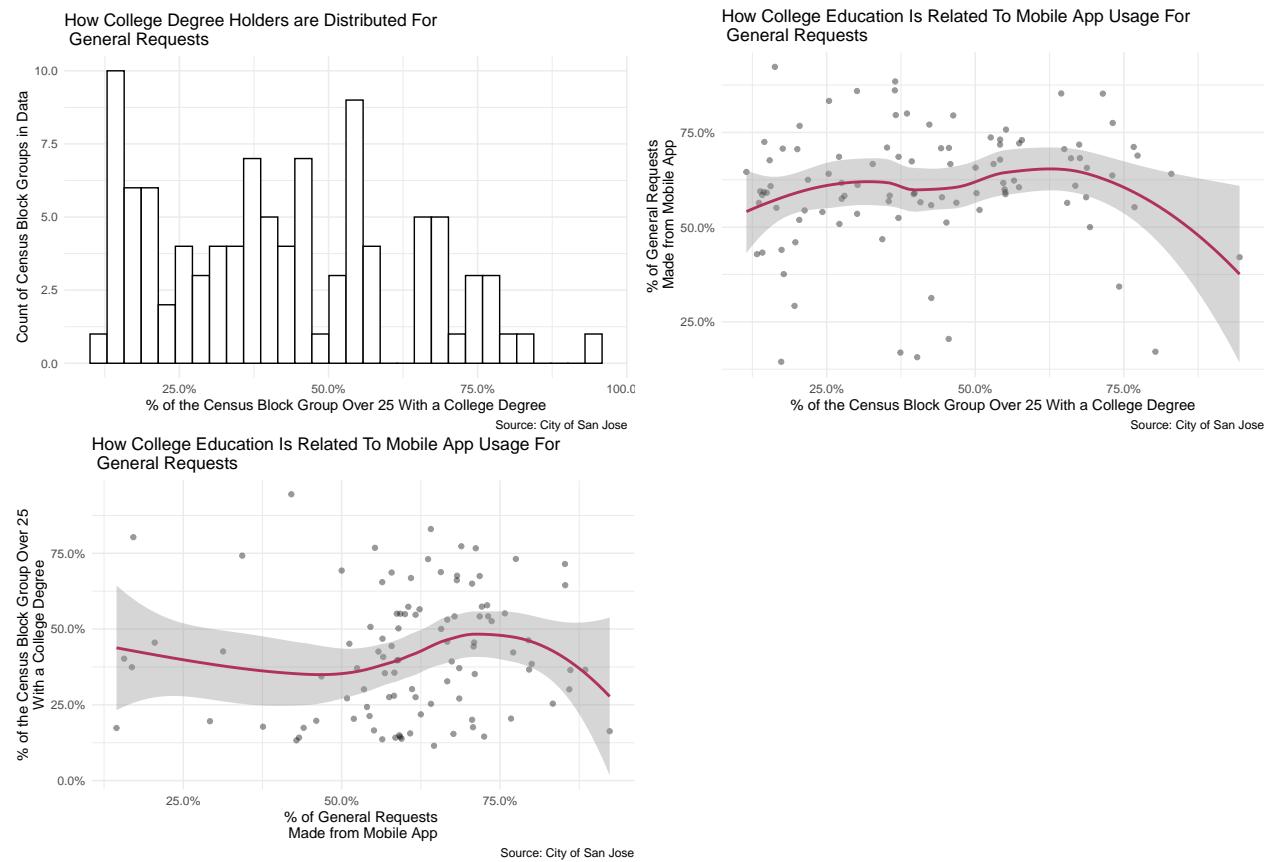
MySanJose Mobile App - General Request - Language



MySanJose Mobile App - General Request - Age

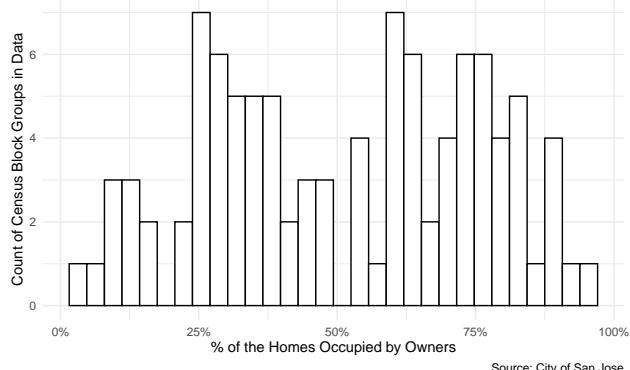


MySanJose Mobile App - General Request - Education



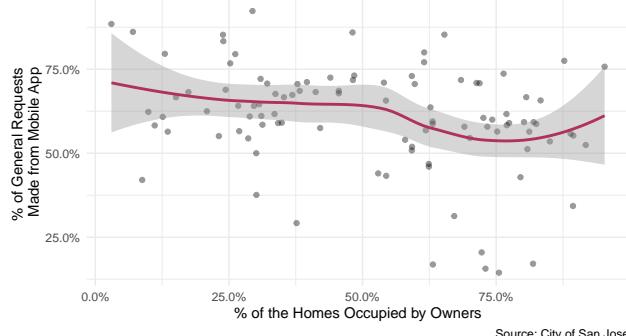
MySanJose Mobile App - General Request - Home Ownership/Renting

How Home-Occupied Units are Distributed For General Requests



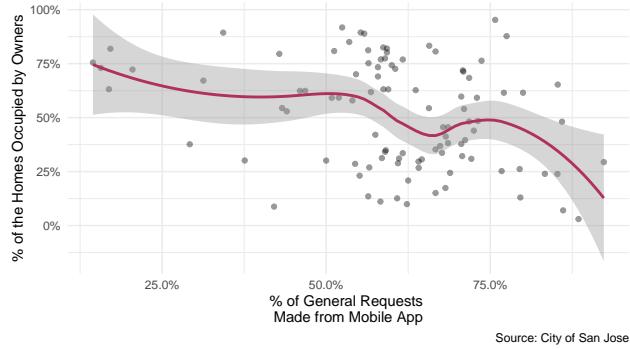
How Home Ownership Is Related To Mobile App Usage For General Requests

We see that census block groups with a higher proportion of owner-occupied units, mobile app usage is smaller.

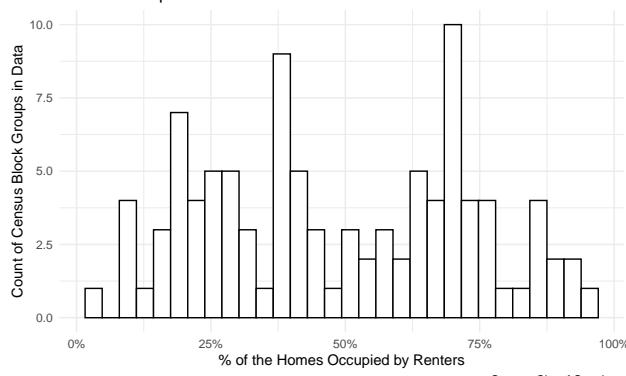


How Home Ownership Is Related To Mobile App Usage For General Requests

Census block groups with a higher proportion of requests coming from mobile, appear to contain less owner-occupied units.

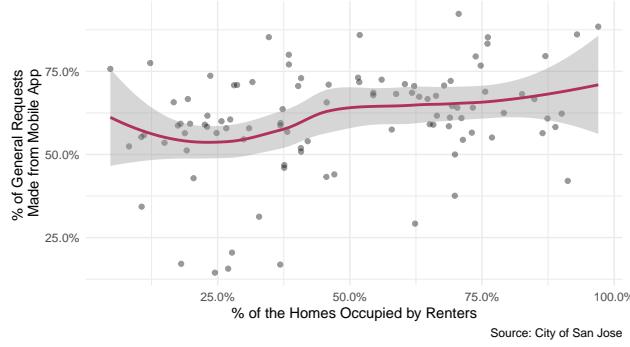


How Renter-Occupied Units are Distributed For General Requests



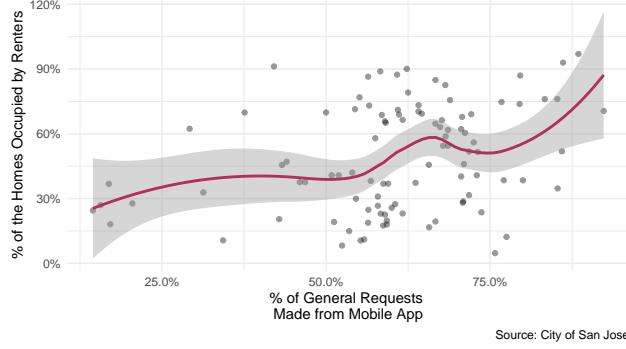
How Home Renting Is Related To Mobile App Usage For General Requests

We see that census block groups with a higher proportion of renter-occupied units also submit a higher proportion of requests via mobile app.

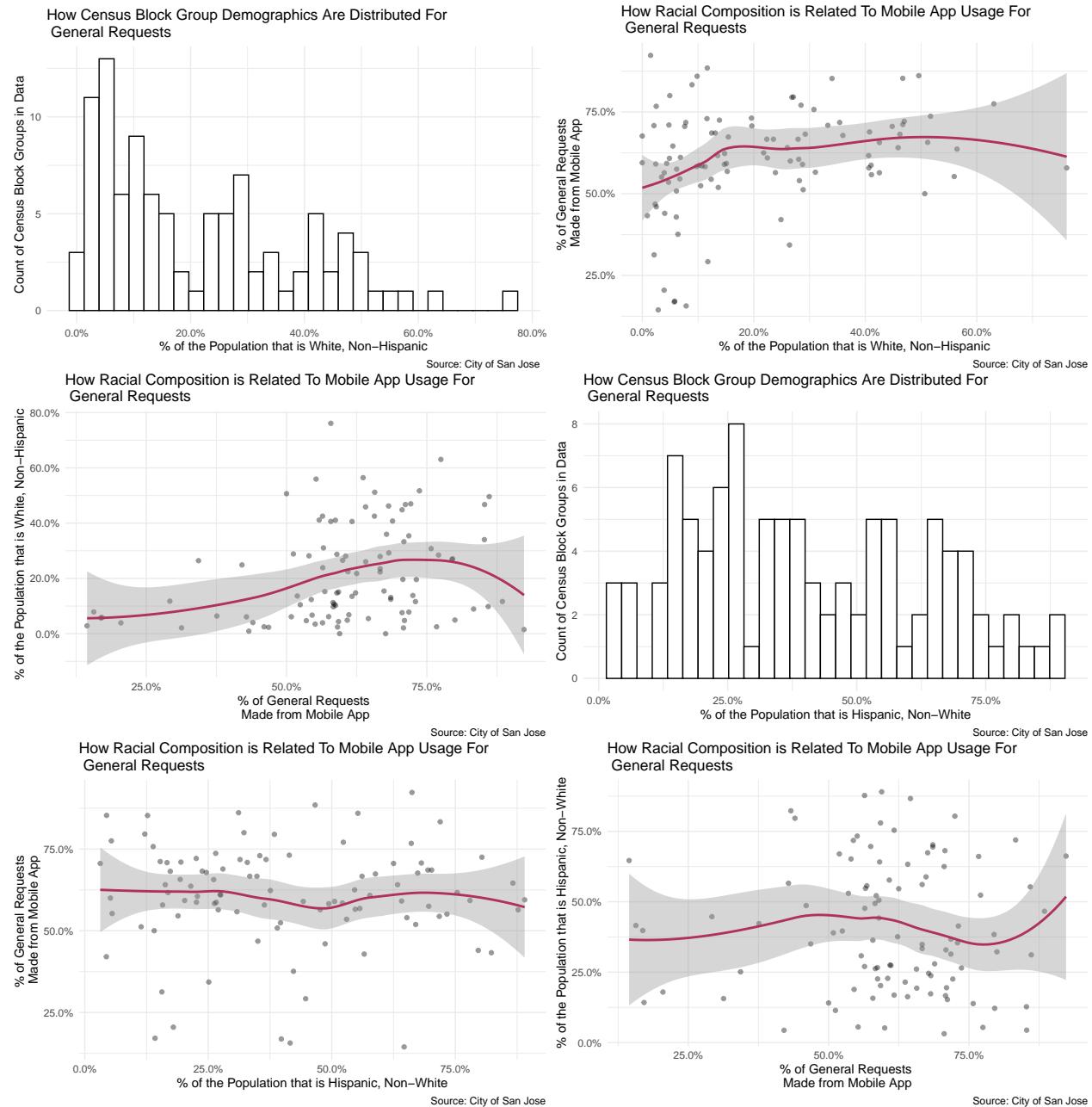


How Home Ownership Is Related To Mobile App Usage For General Requests

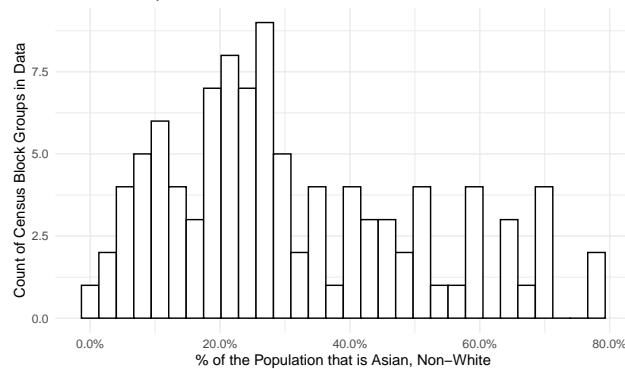
Census block groups with a higher proportion of requests coming from mobile, appear to contain more renter-occupied units.



MySanJose Mobile App - General Request - Race/Ethnicity

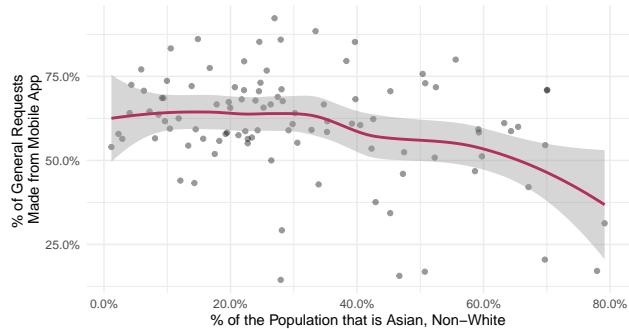


How Census Block Group Demographics Are Distributed For General Requests



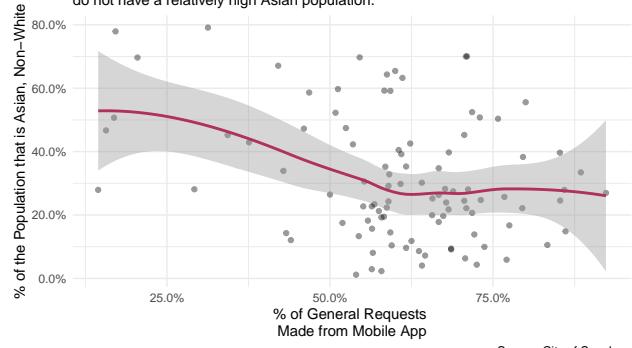
How Racial Composition is Related To Mobile App Usage For General Requests

We see that census block groups with a higher Asian population submit a lower proportion of requests via mobile app.



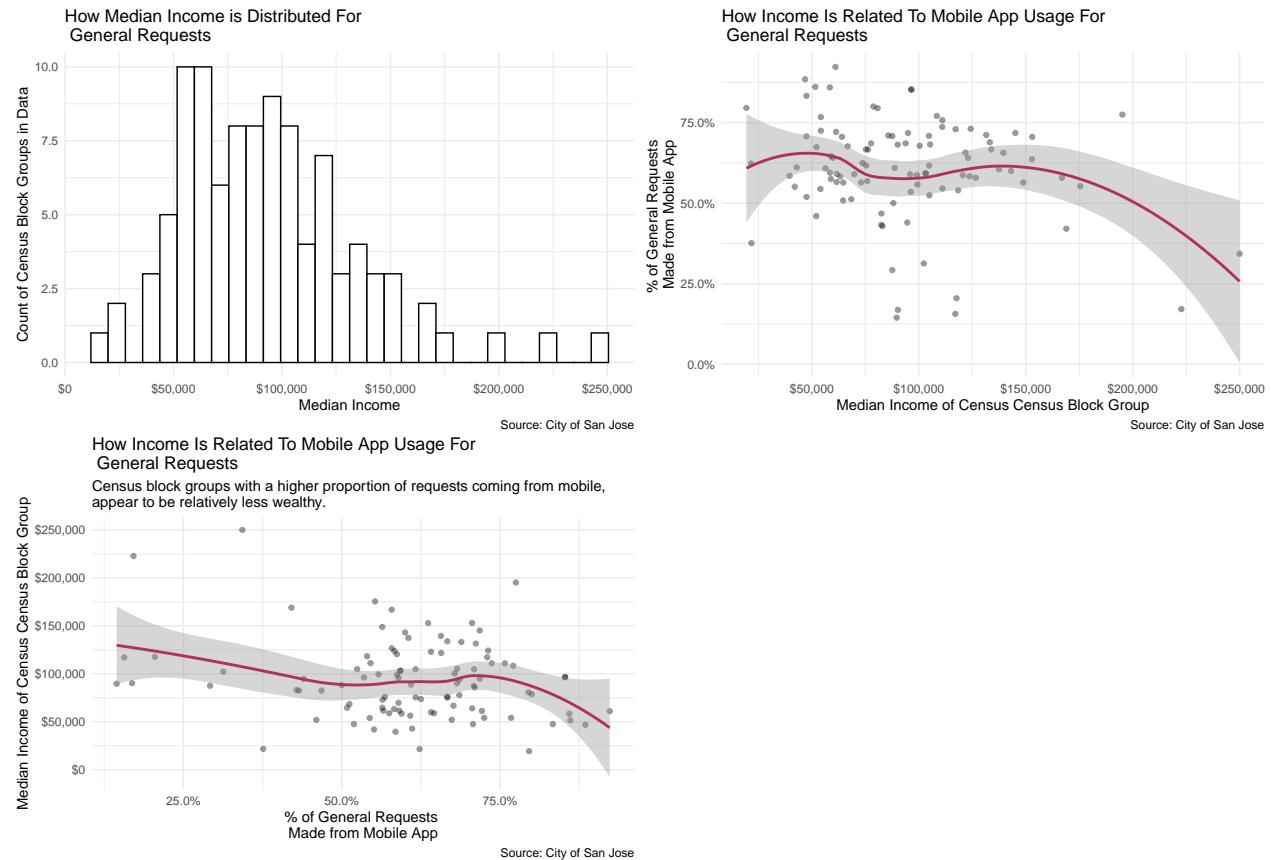
How Racial Composition is Related To Mobile App Usage For General Requests

Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



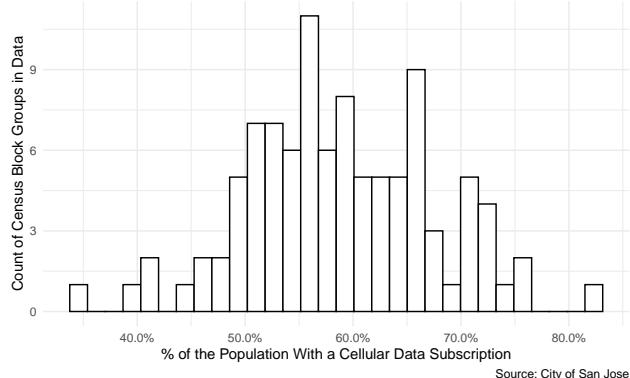
Source: City of San Jose

MySanJose Mobile App - General Request - Income



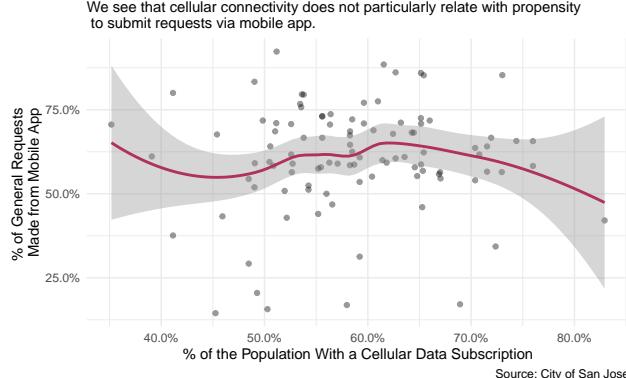
MySanJose Mobile App - General Request - Mobile Phone Access

How Cellular Connectivity Is Distributed For General Requests



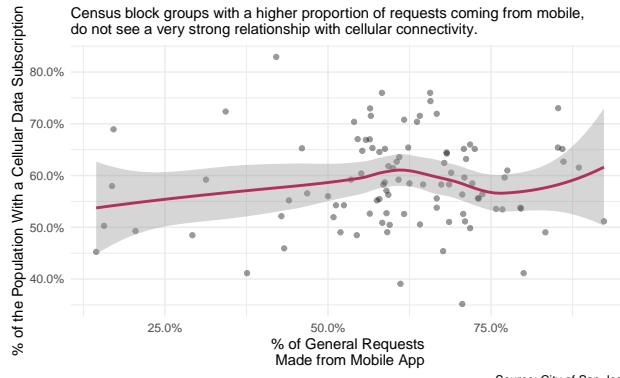
How Cellular Connectivity is Related To Mobile App Usage For General Requests

We see that cellular connectivity does not particularly relate with propensity to submit requests via mobile app.

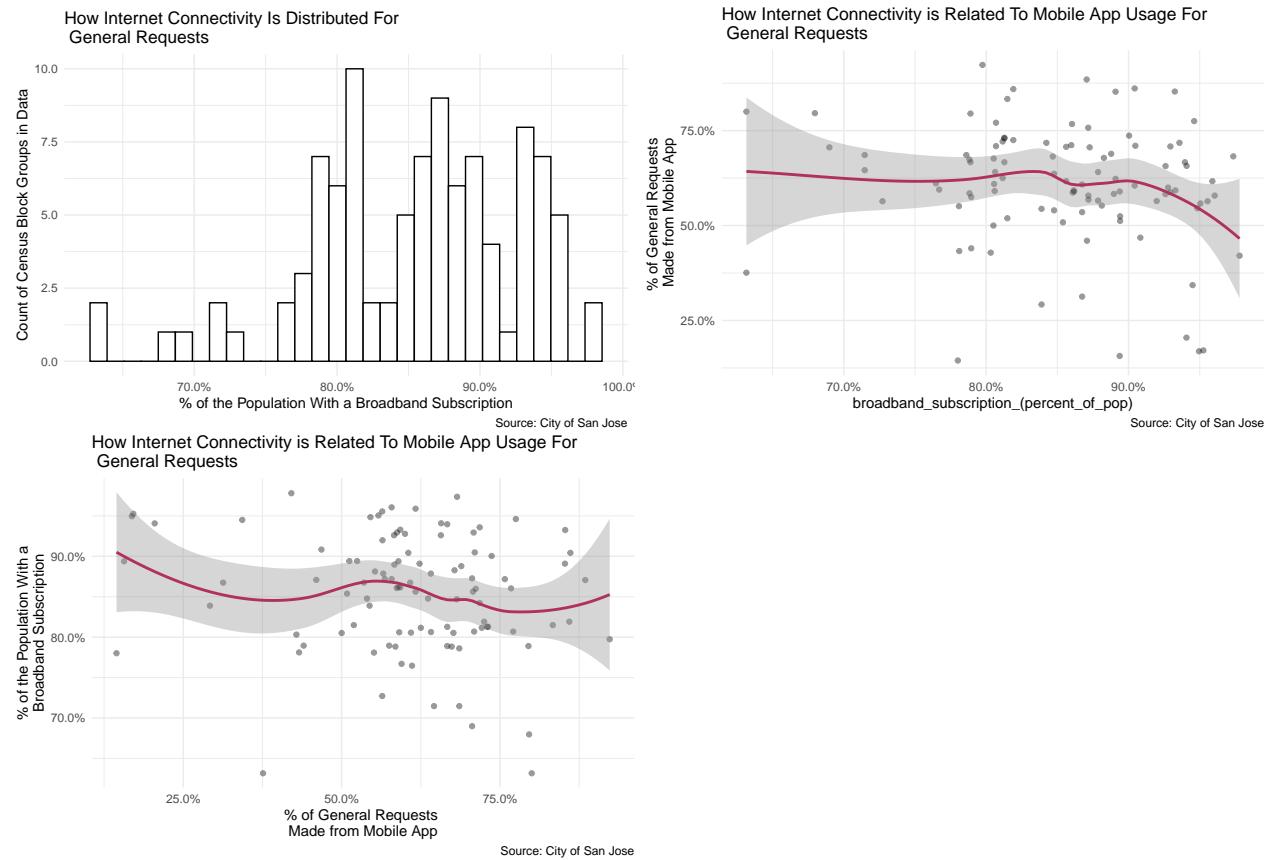


How Cellular Connectivity is Related To Mobile App Usage For General Requests

Census block groups with a higher proportion of requests coming from mobile, do not see a very strong relationship with cellular connectivity.

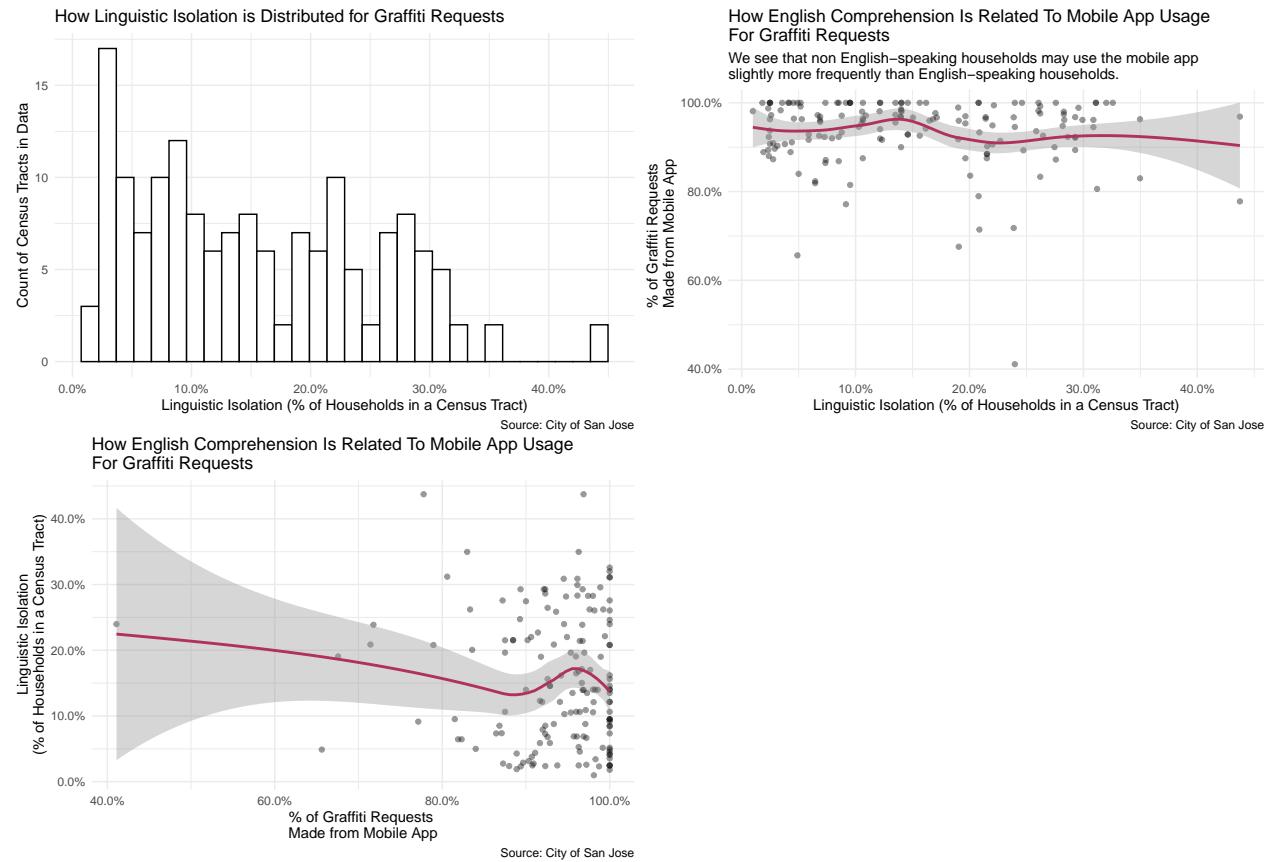


MySanJose Mobile App - General Request - Broadband Access

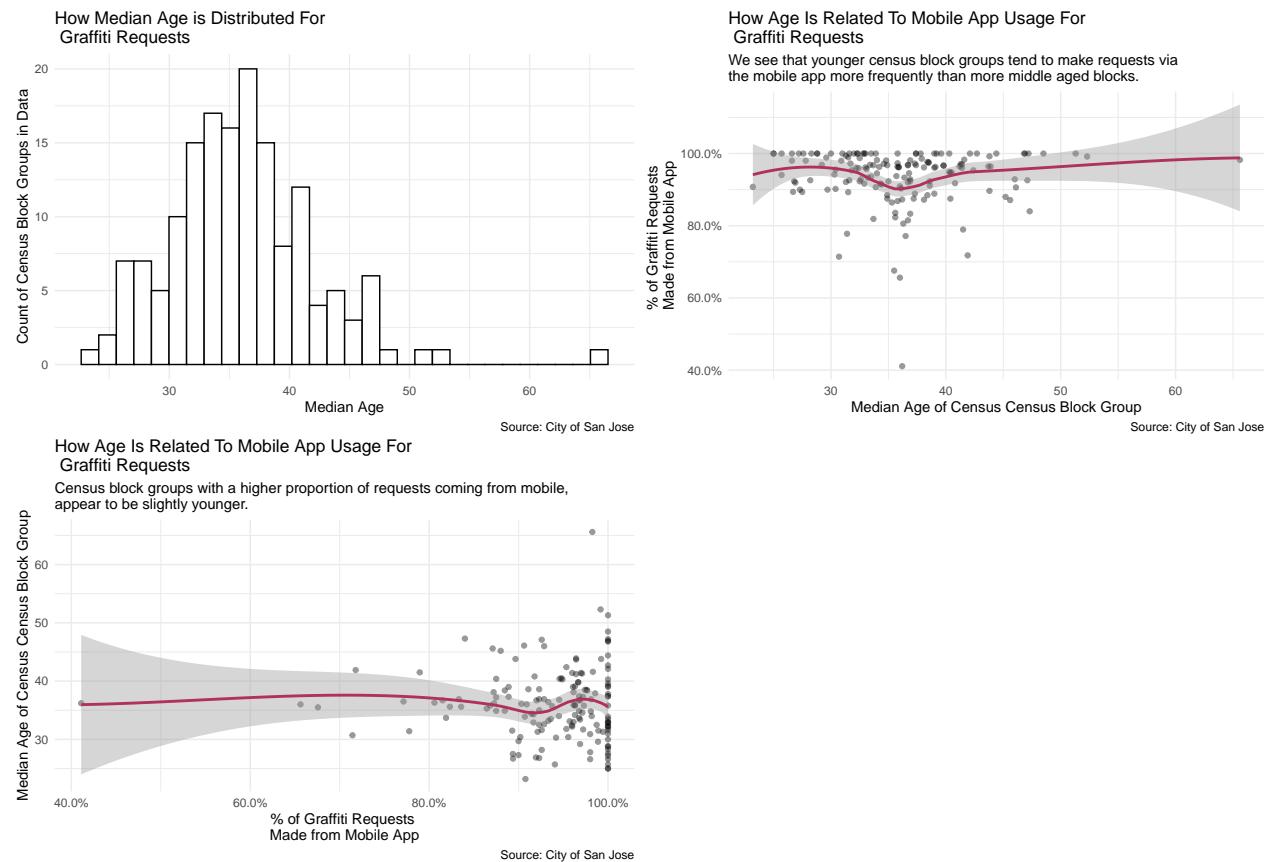


Graffiti

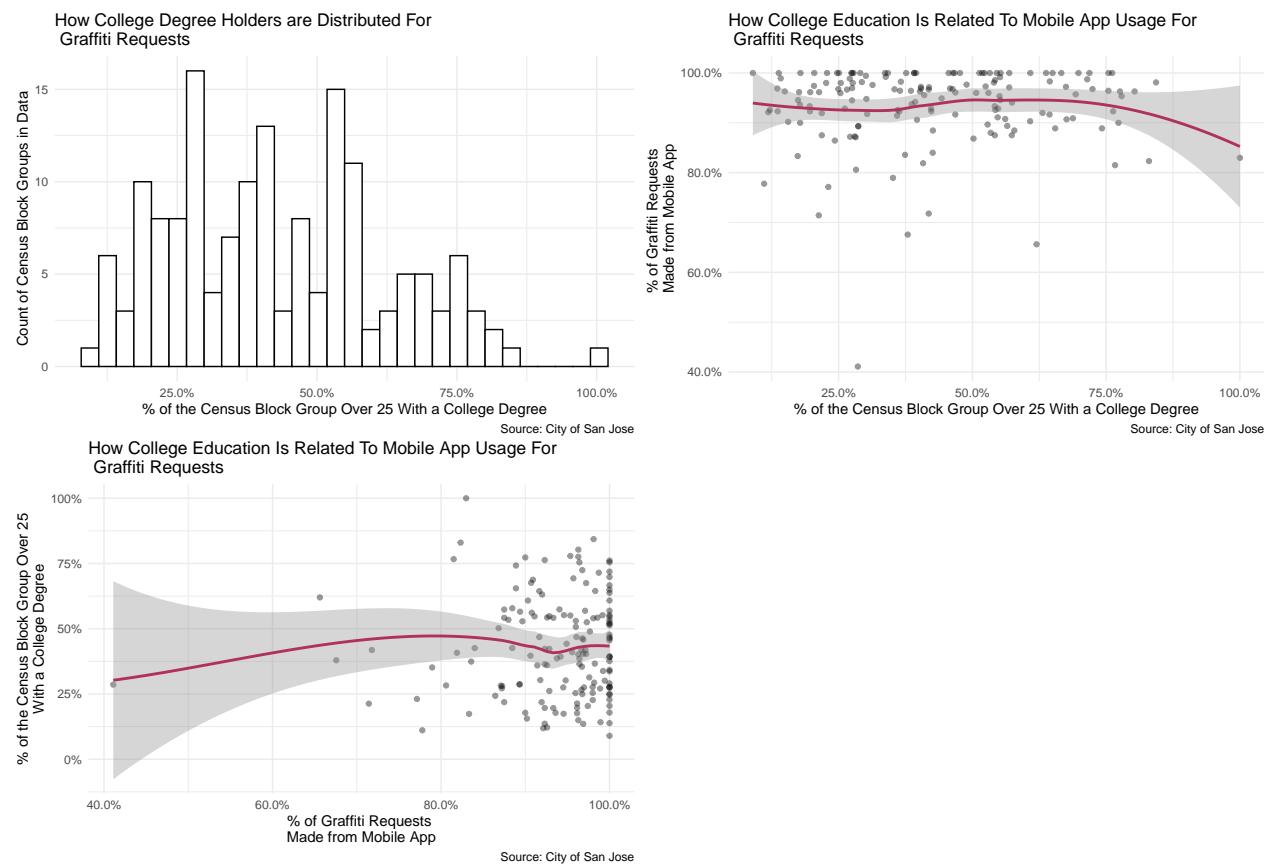
MySanJose Mobile App - Graffiti Request - Language



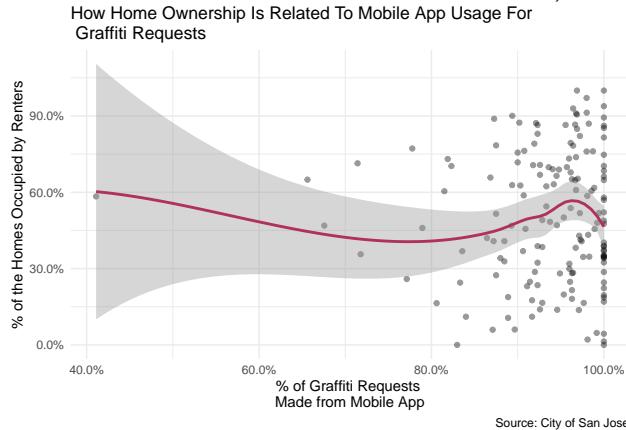
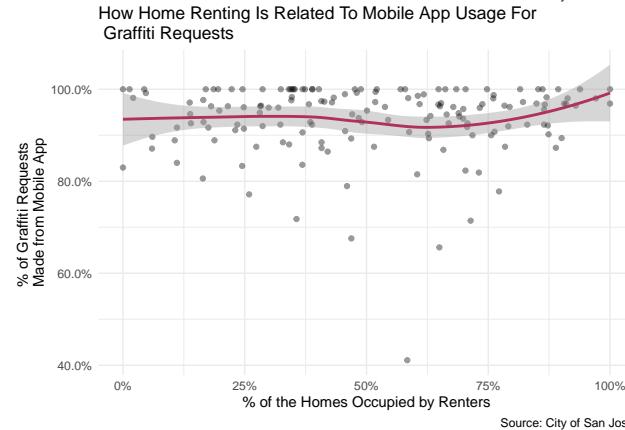
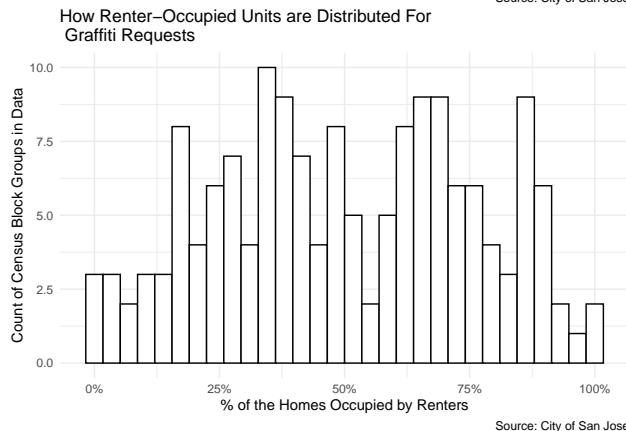
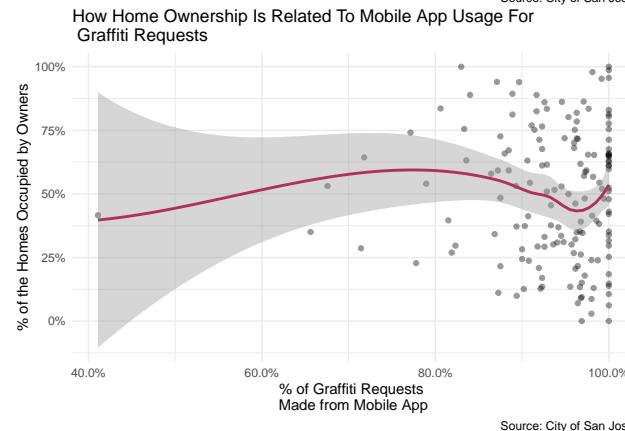
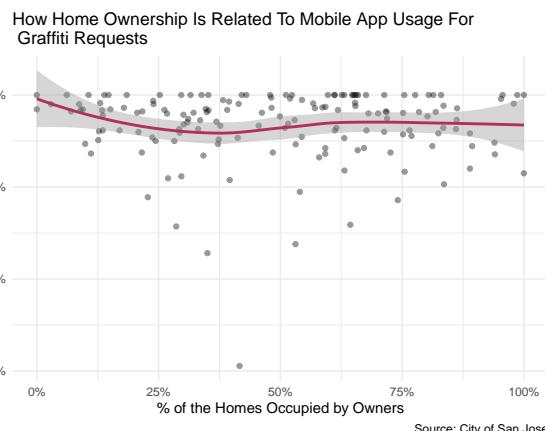
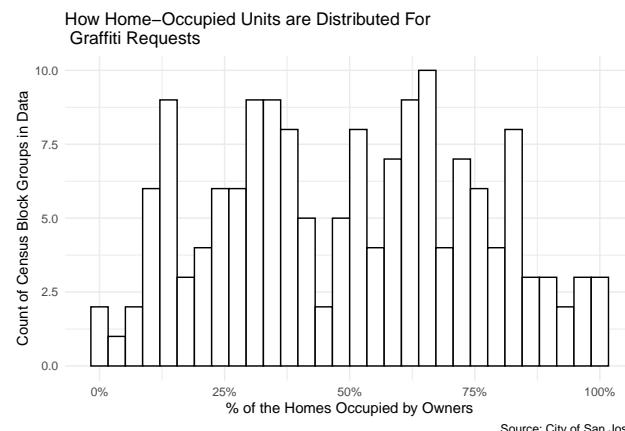
MySanJose Mobile App - Graffiti Request - Age



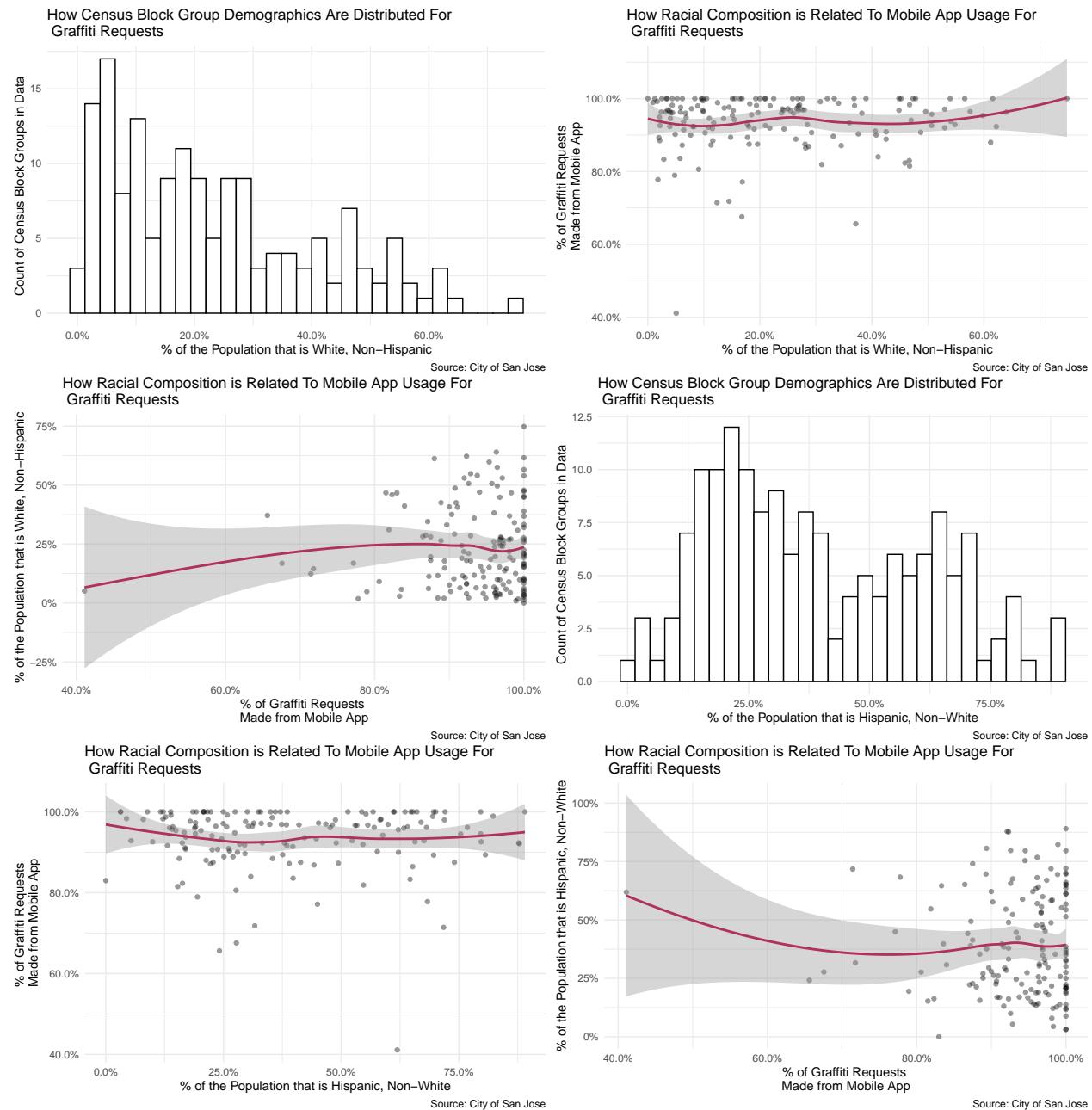
MySanJose Mobile App - Graffiti Request - Education

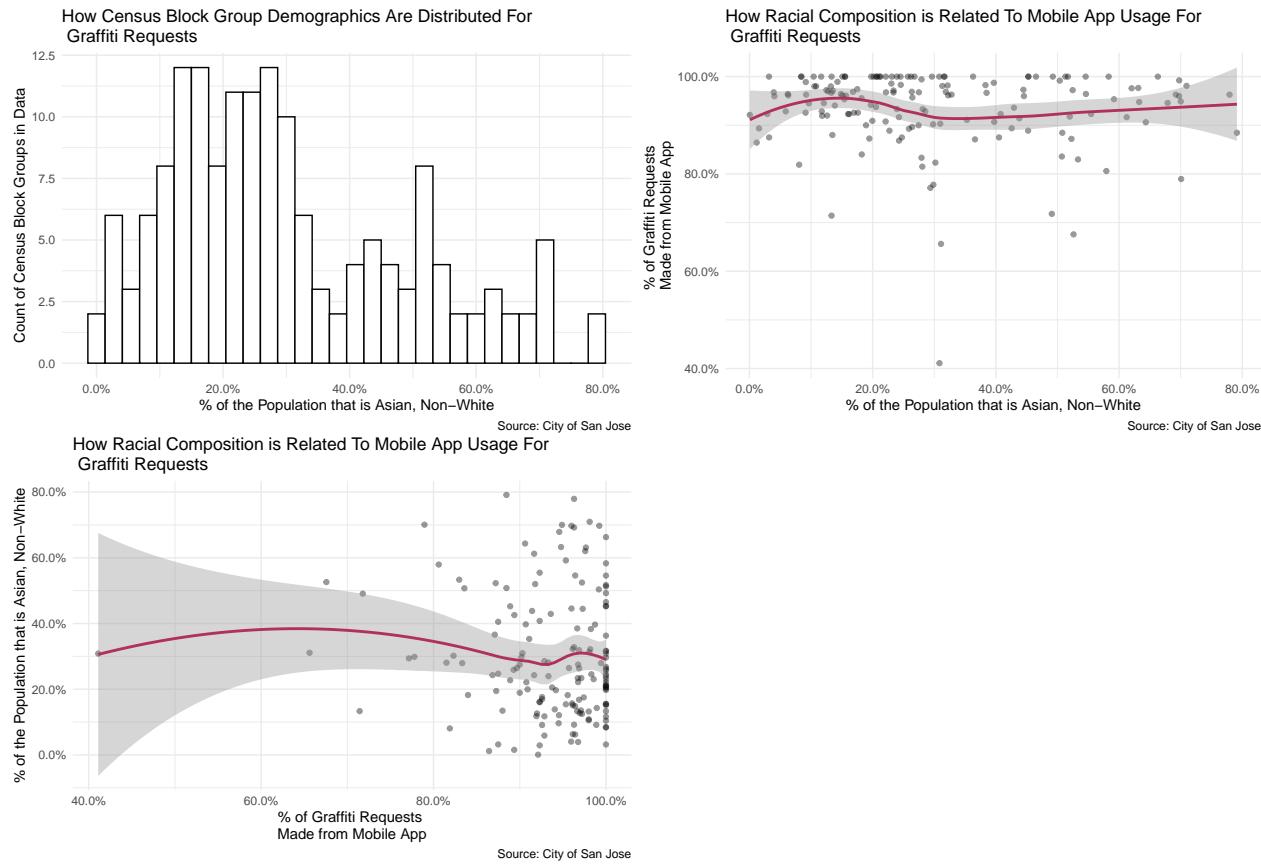


MySanJose Mobile App - Graffiti Request - Home Ownership/Renting

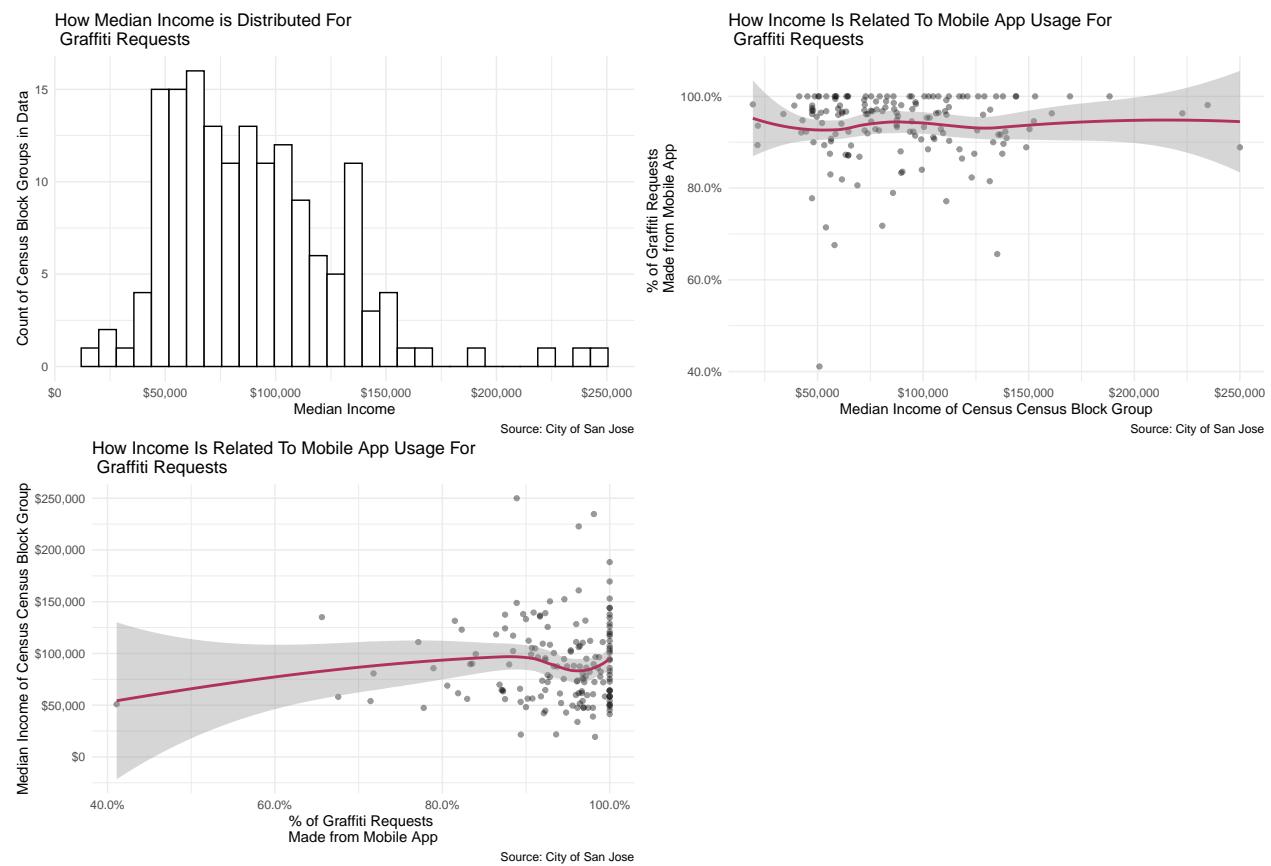


MySanJose Mobile App - Graffiti Request - Race/Ethnicity

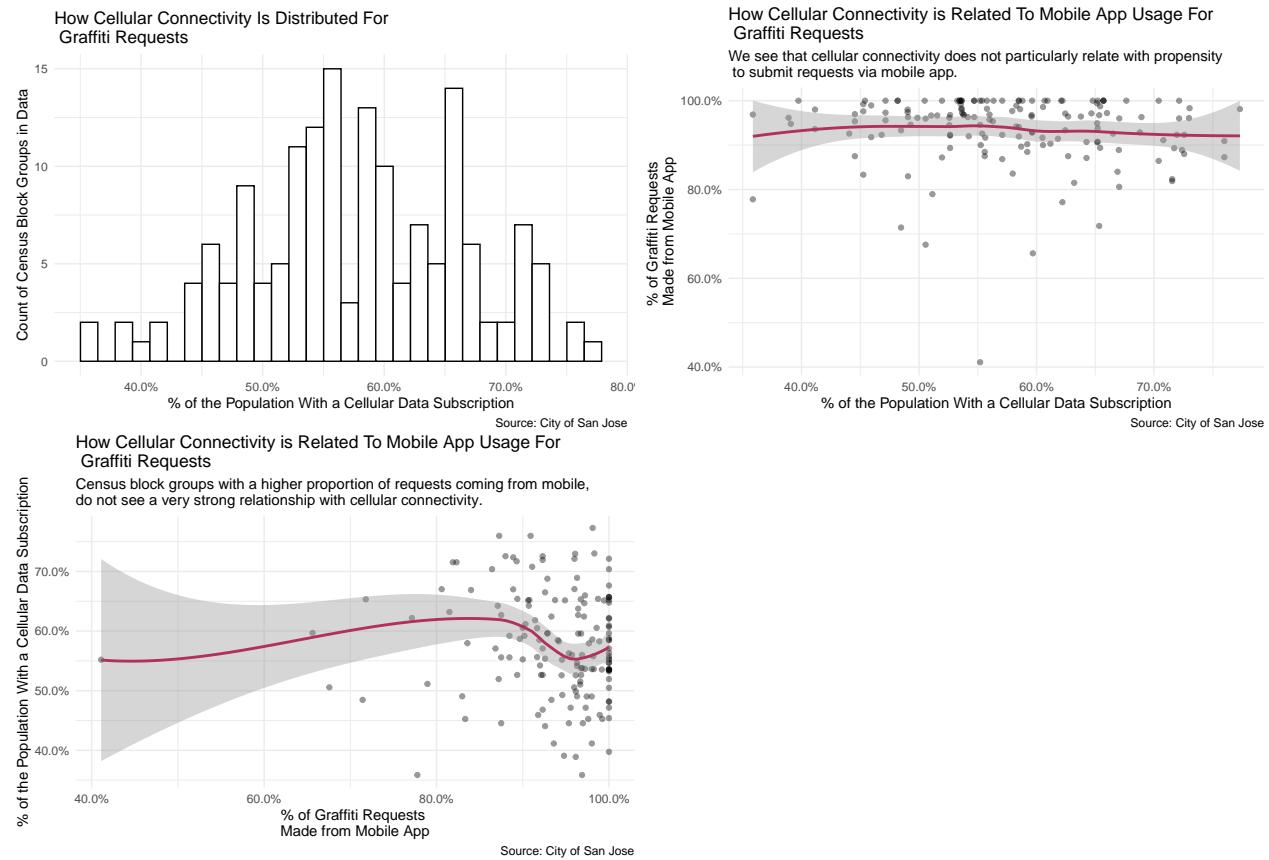




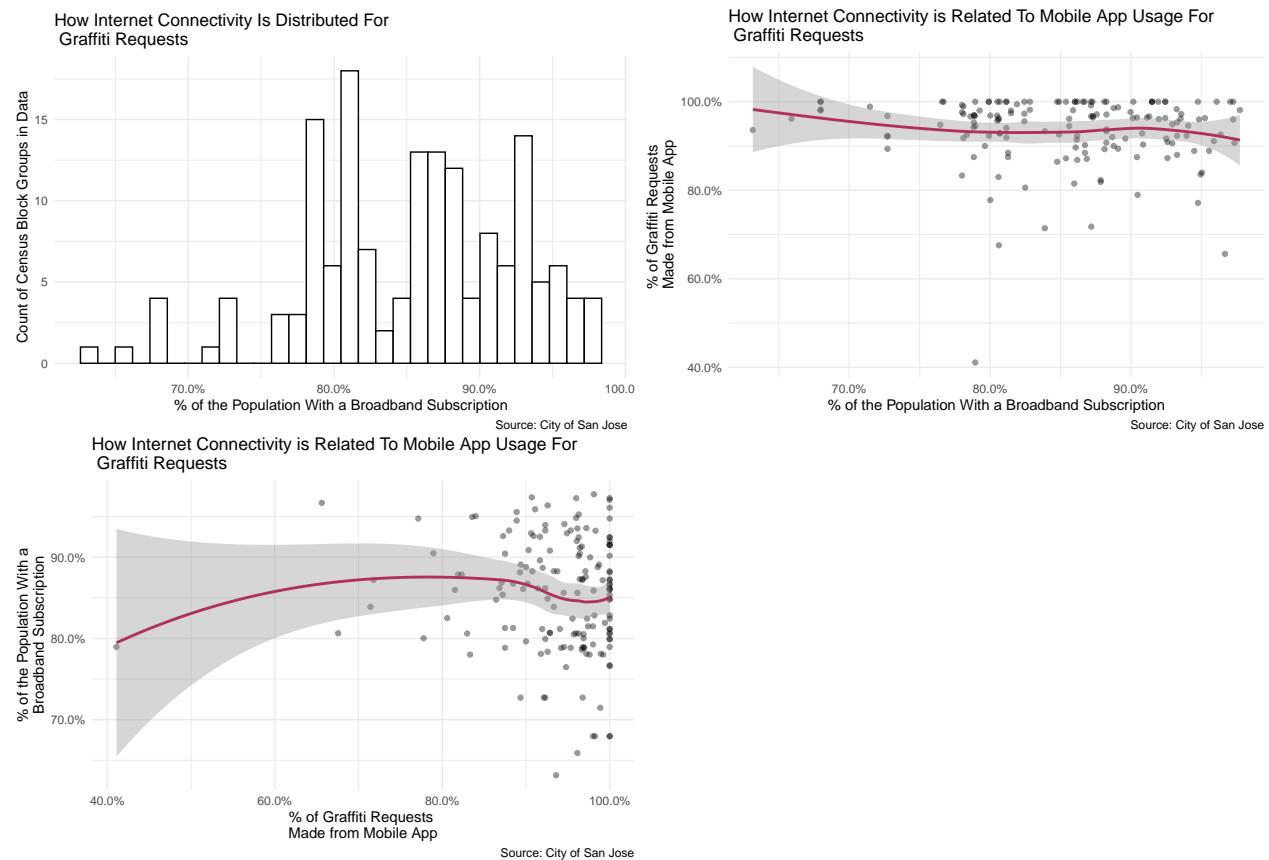
MySanJose Mobile App - Graffiti Request - Income



MySanJose Mobile App - Graffiti Request - Mobile Phone Access

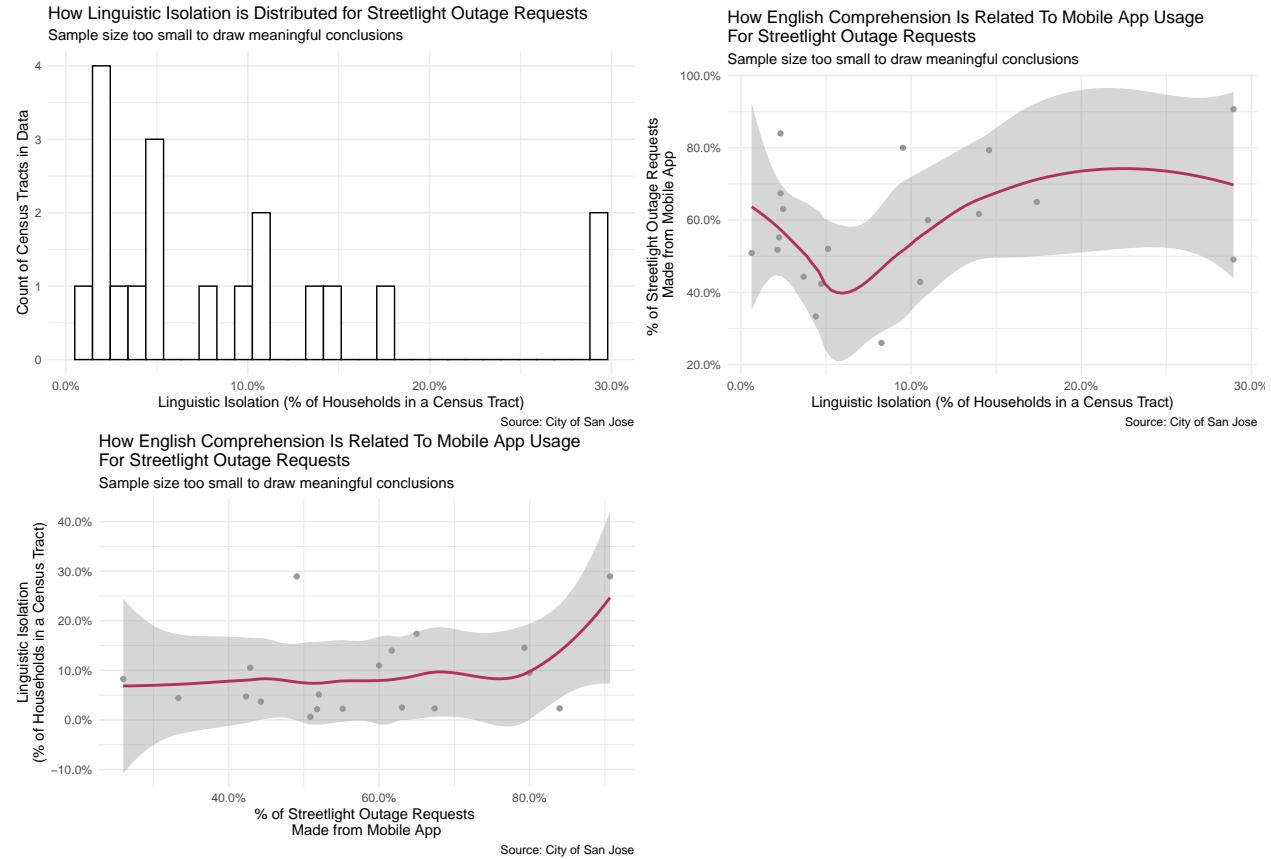


MySanJose Mobile App - Graffiti Request - Broadband Access

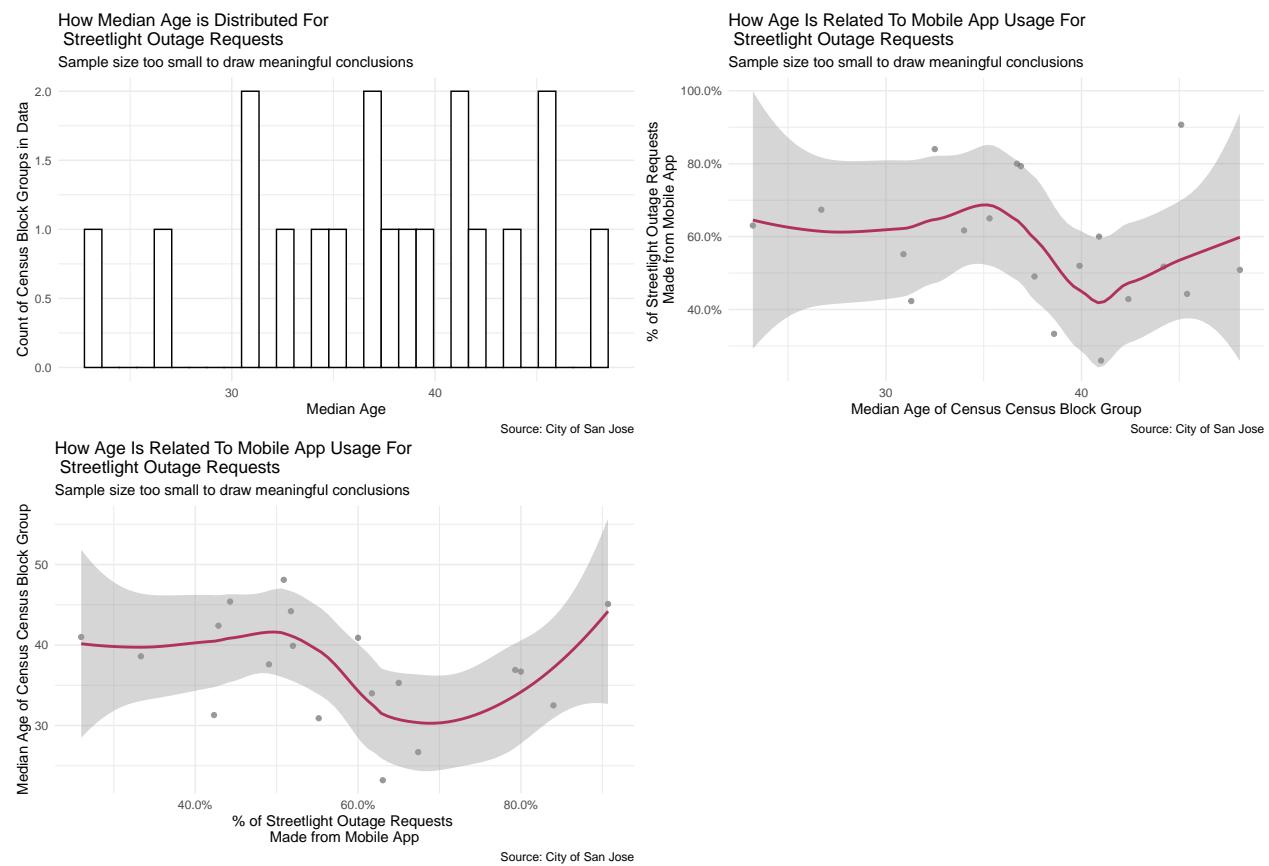


Streetlight Outage

MySanJose Mobile App - Streetlight Outage - Language

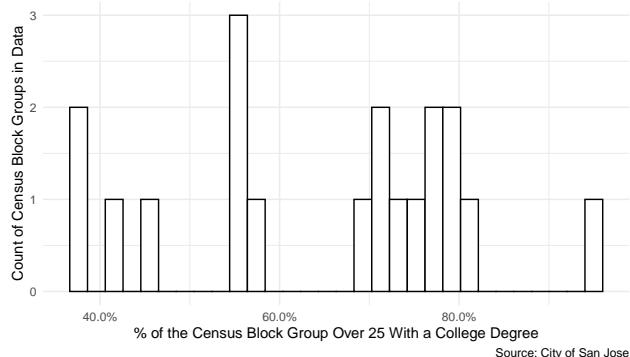


MySanJose Mobile App - Streetlight Outage - Age

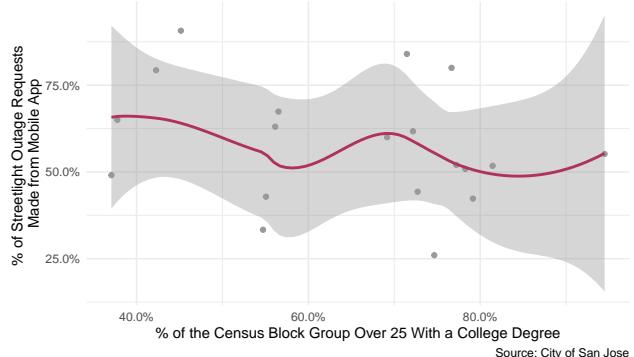


MySanJose Mobile App - Streetlight Outage - Education

How College Degree Holders are Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions

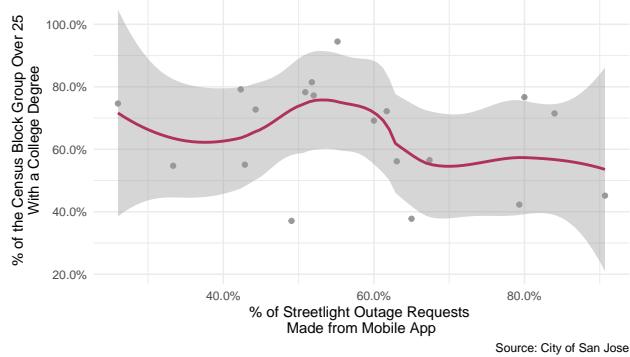


How College Education Is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



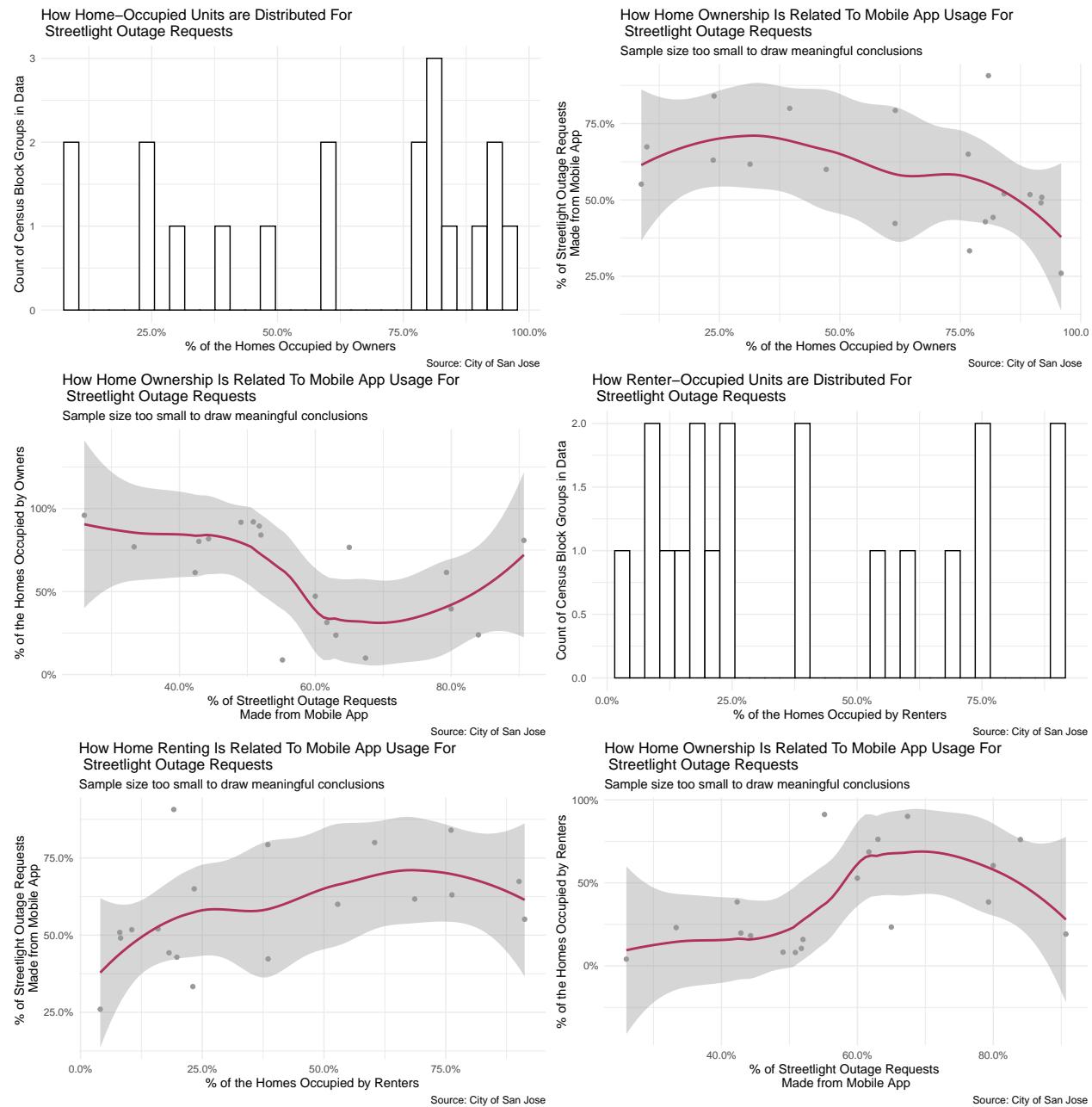
How College Education Is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



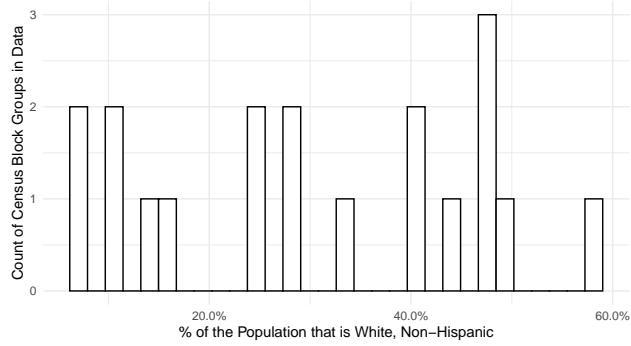
Source: City of San Jose

MySanJose Mobile App - Streetlight Outage - Home Ownership/Renting



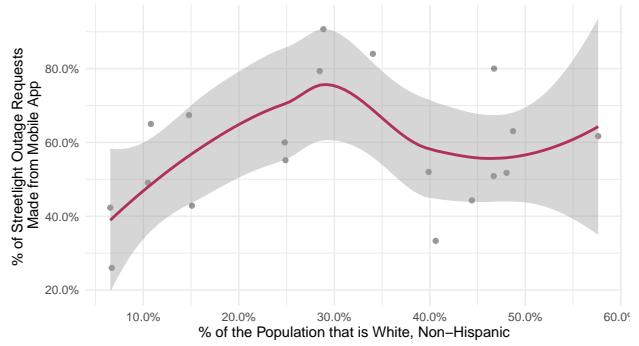
MySanJose Mobile App - Streetlight Outage - Race/Ethnicity

How Census Block Group Demographics Are Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



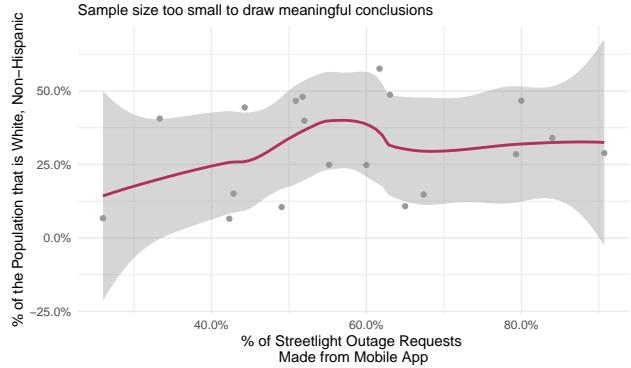
Source: City of San Jose

How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



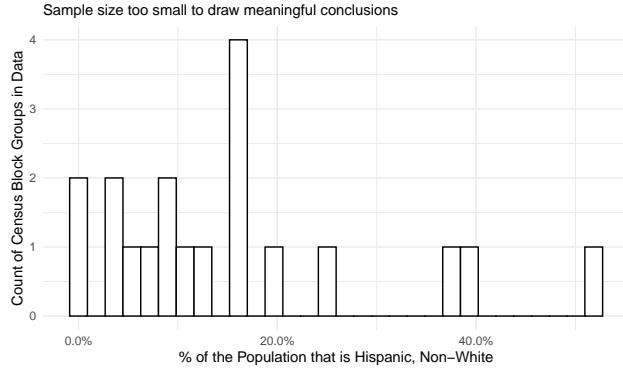
Source: City of San Jose

How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



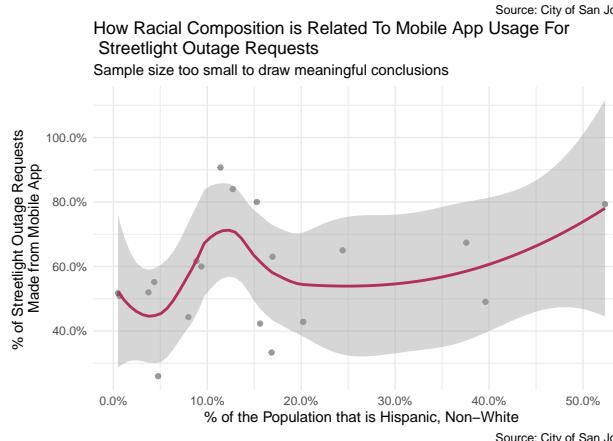
Source: City of San Jose

How Census Block Group Demographics Are Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions

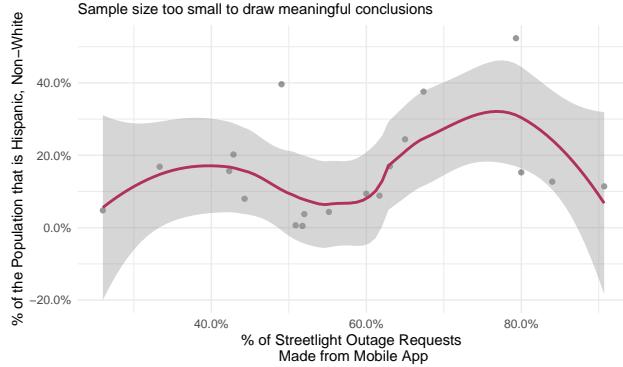


Source: City of San Jose

How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



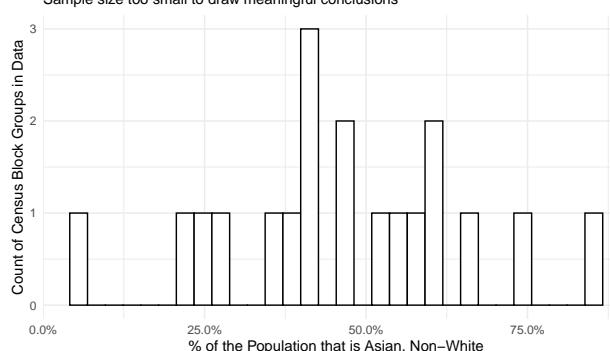
Source: City of San Jose



Source: City of San Jose

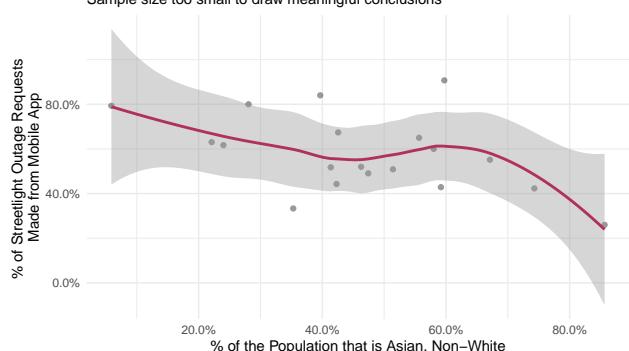
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



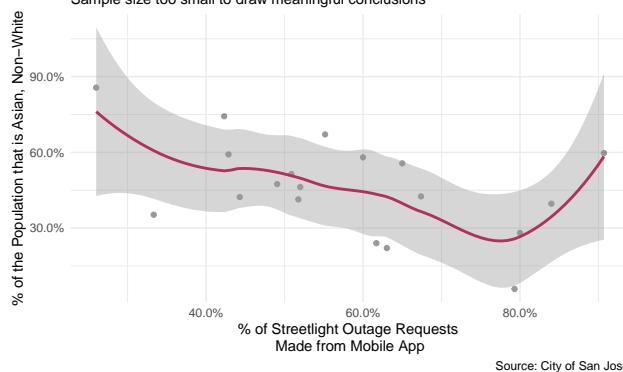
How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests

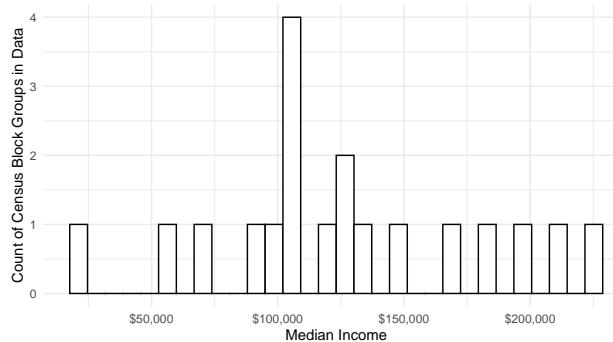
Sample size too small to draw meaningful conclusions



MySanJose Mobile App - Streetlight Outage - Income

How Median Income is Distributed For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



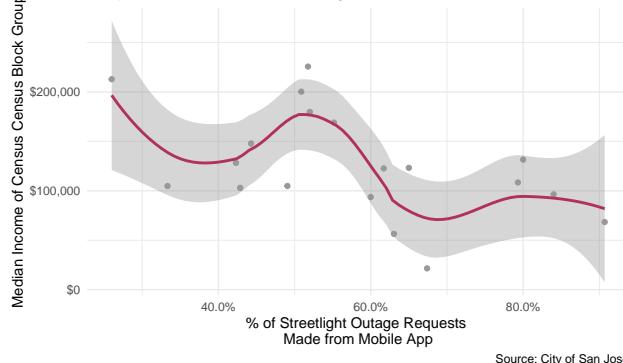
How Income Is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



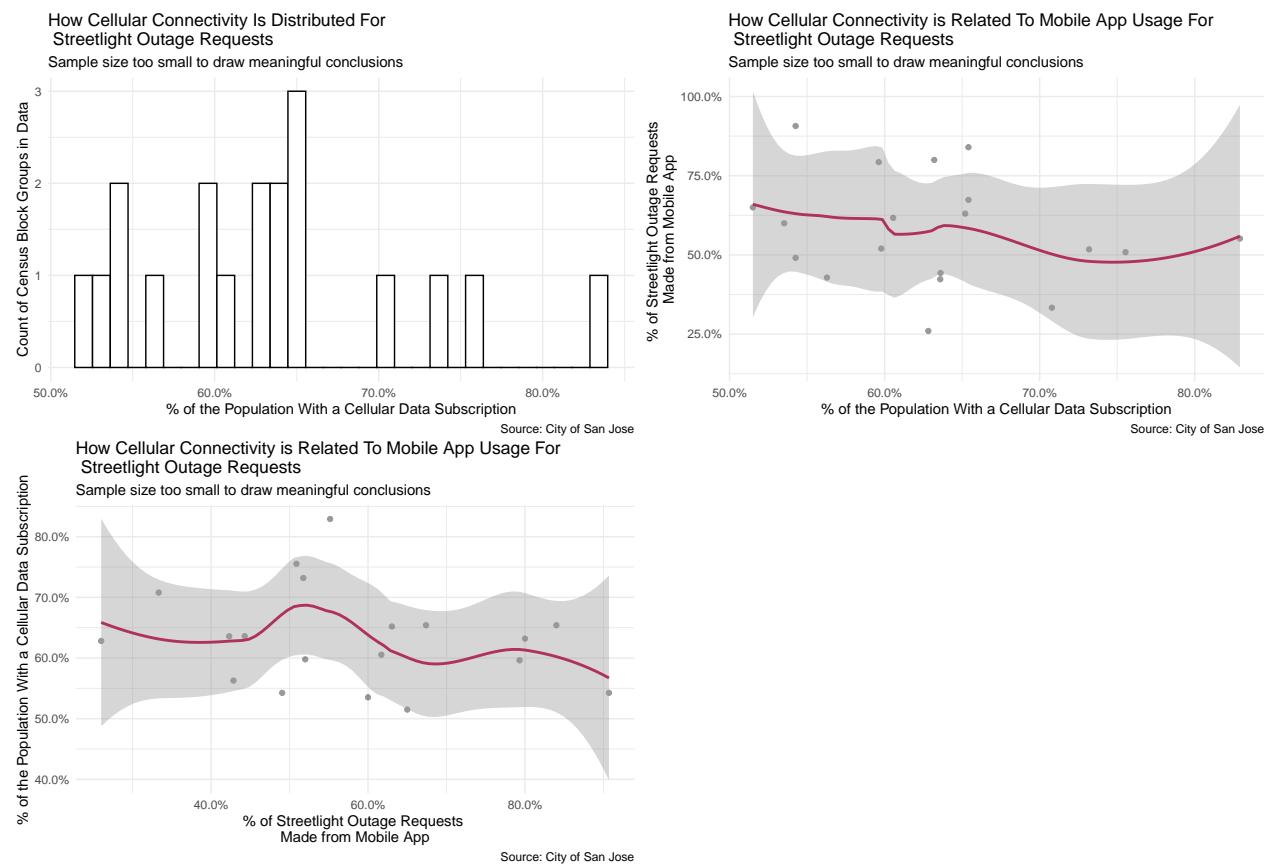
How Income Is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions

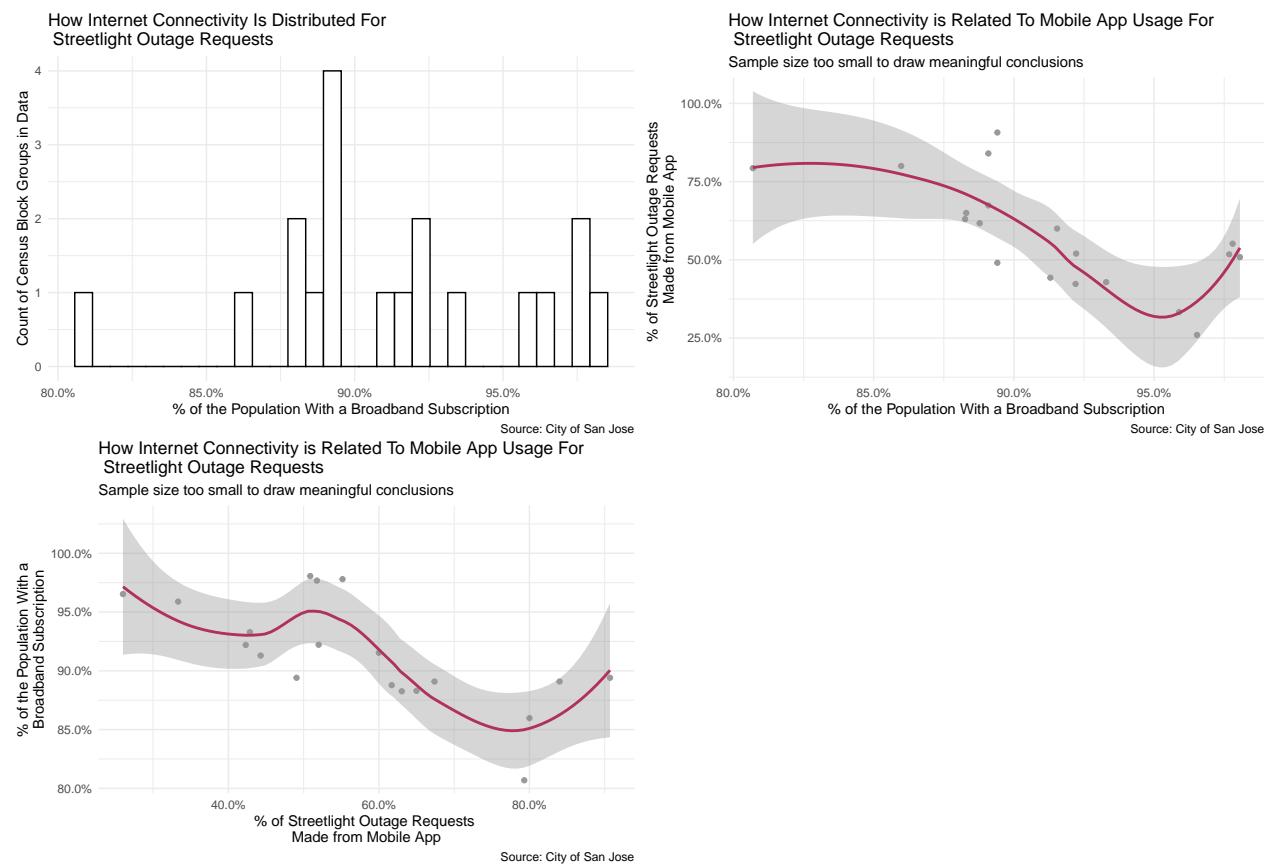


Source: City of San Jose

MySanJose Mobile App - Streetlight Outage - Mobile Phone Access

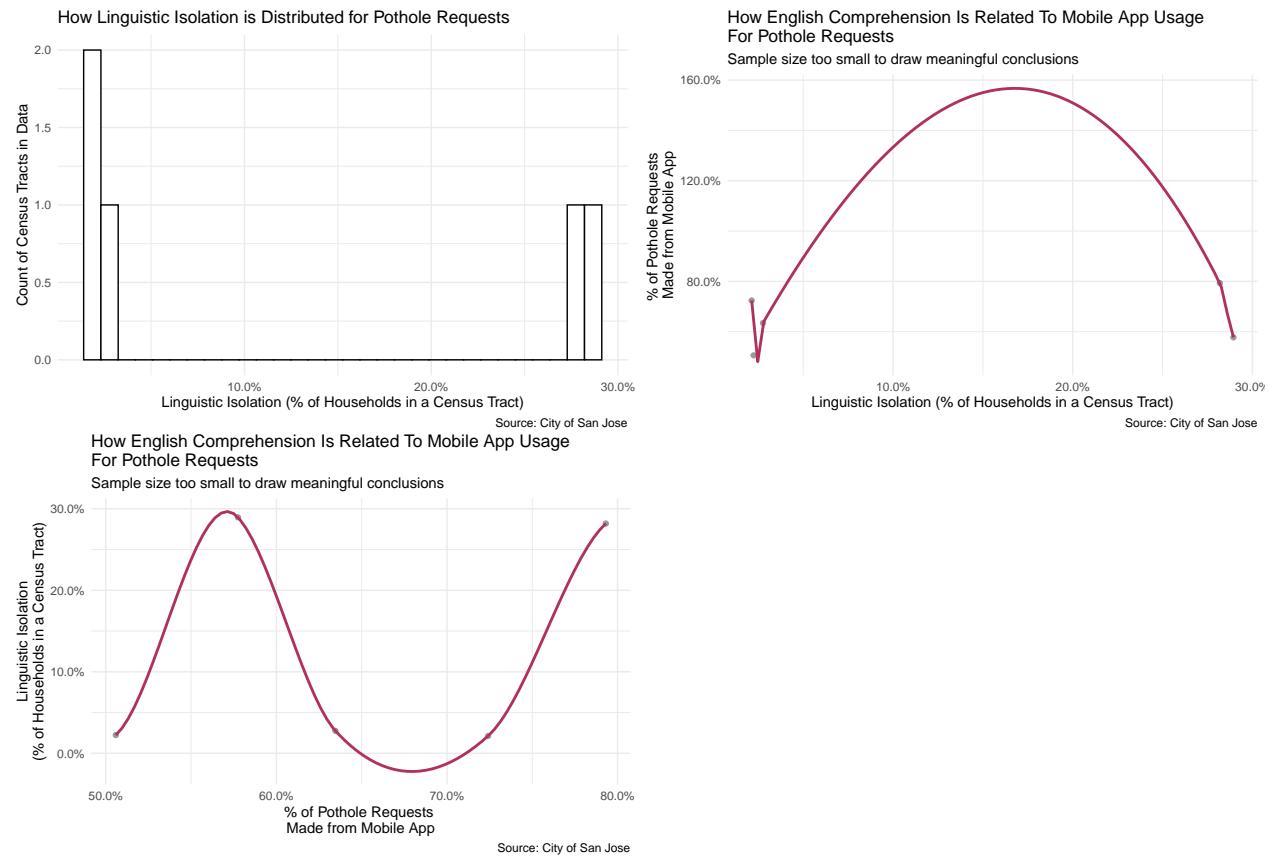


MySanJose Mobile App - Streetlight Outage - Broadband Access

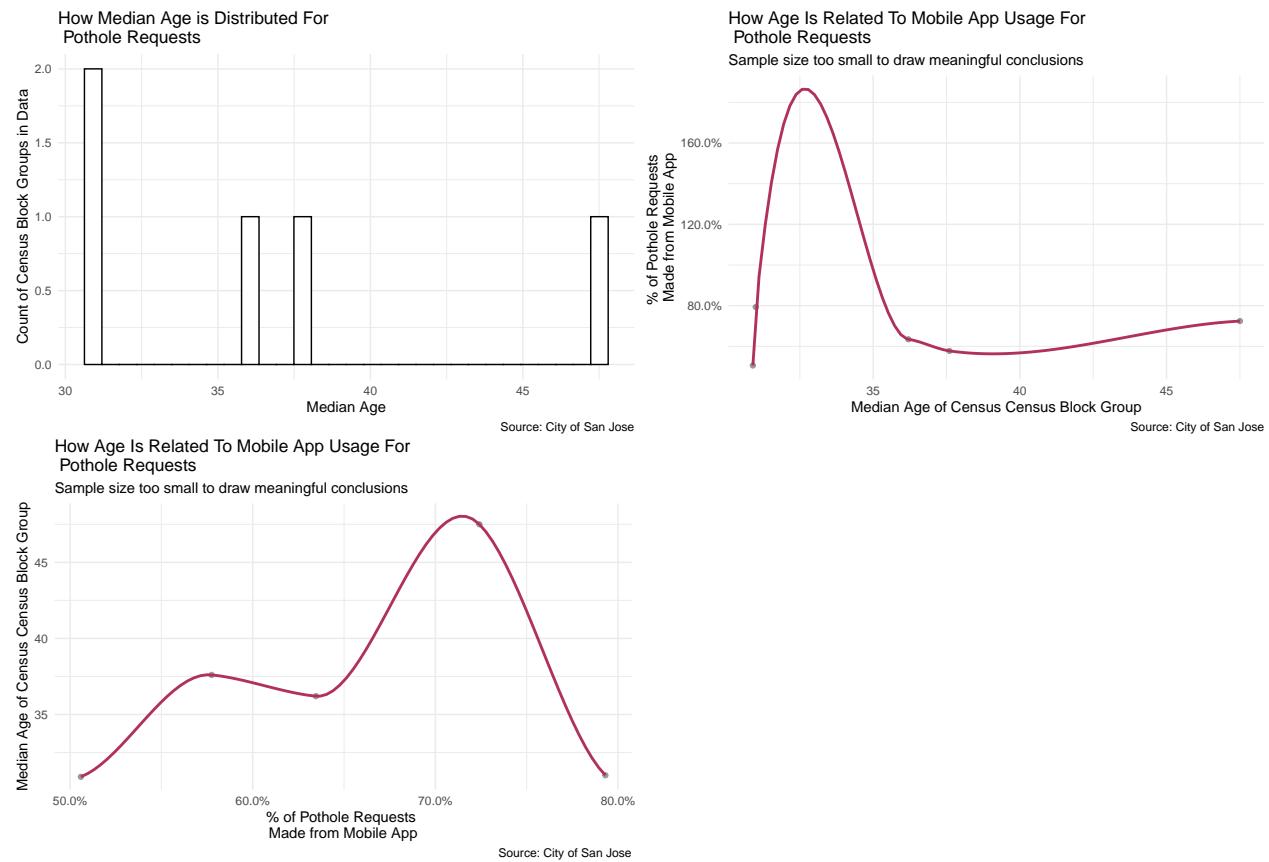


Pothole

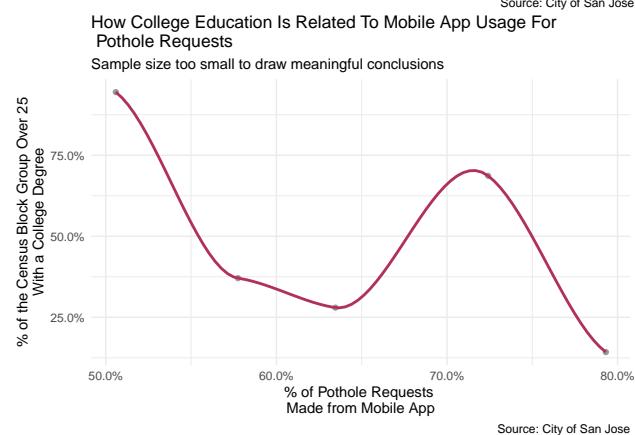
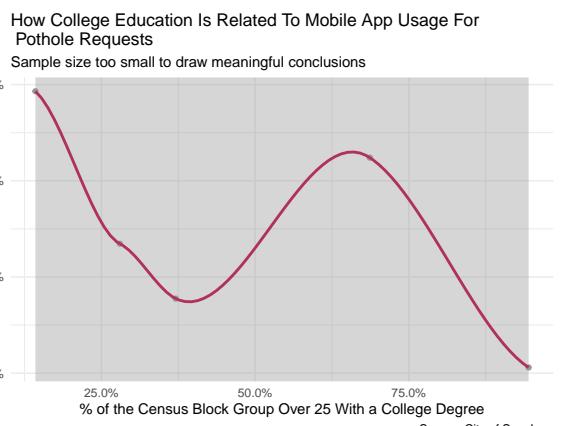
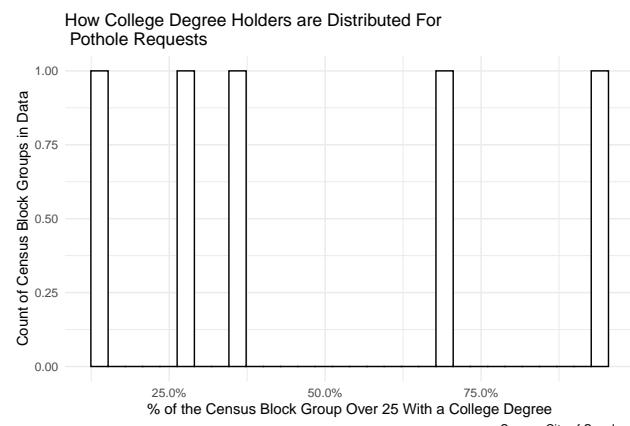
MySanJose Mobile App - Pothole - Language



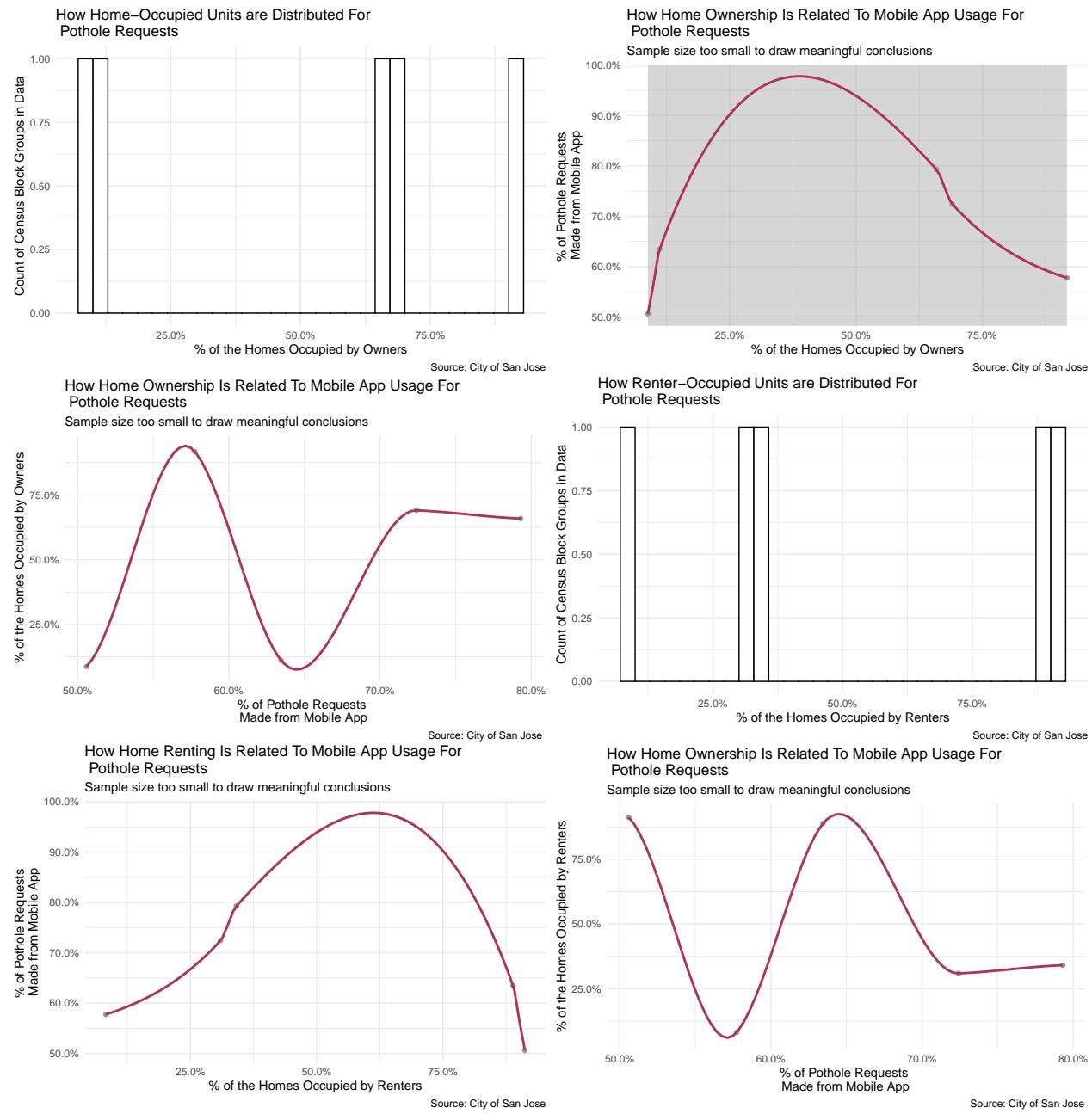
MySanJose Mobile App - Pothole - Age



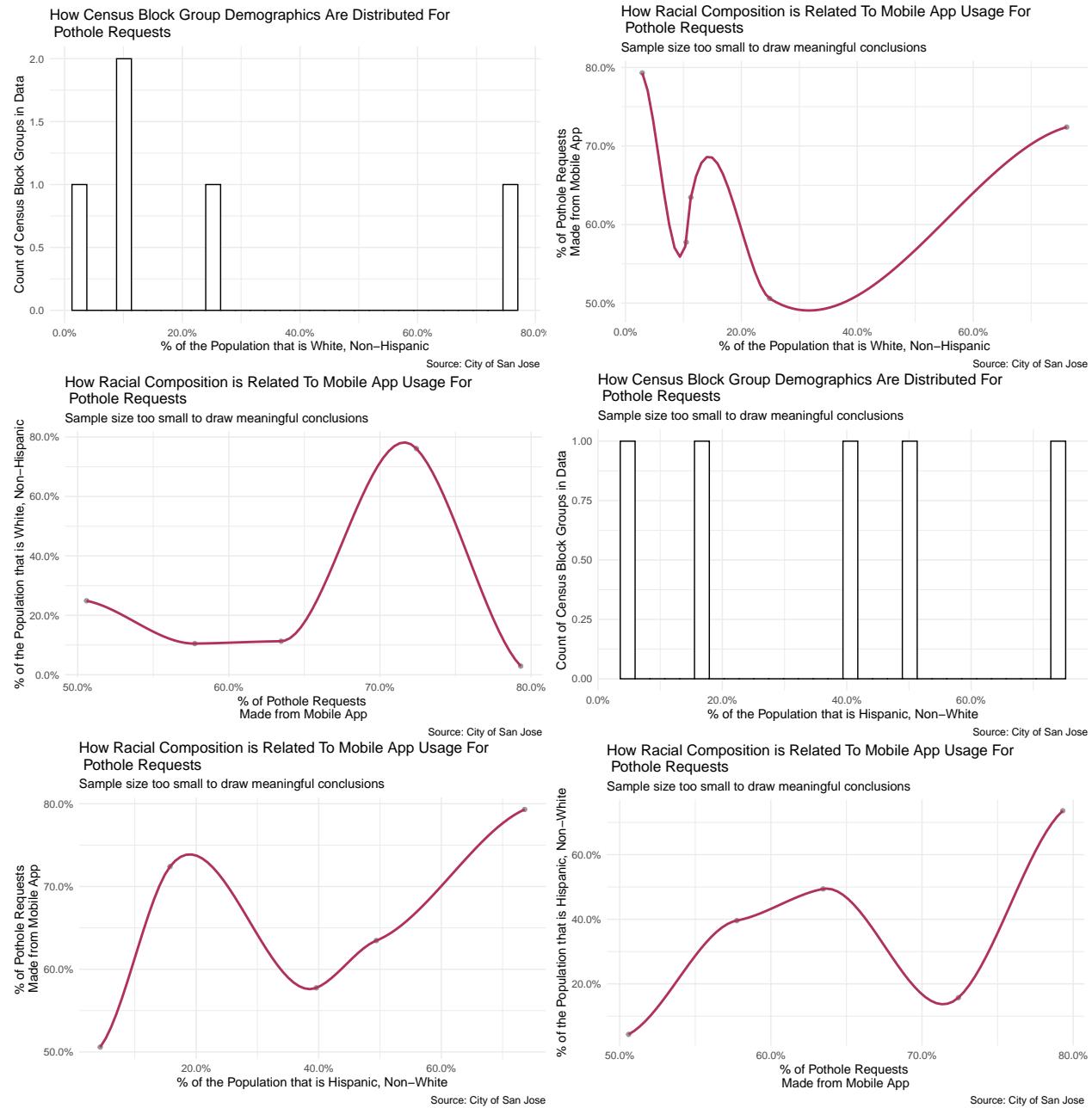
MySanJose Mobile App - Pothole - Education



MySanJose Mobile App - Pothole - Home Ownership/Renting

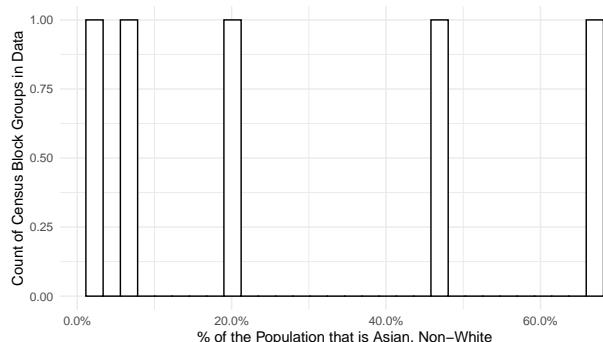


MySanJose Mobile App - Pothole - Race/Ethnicity



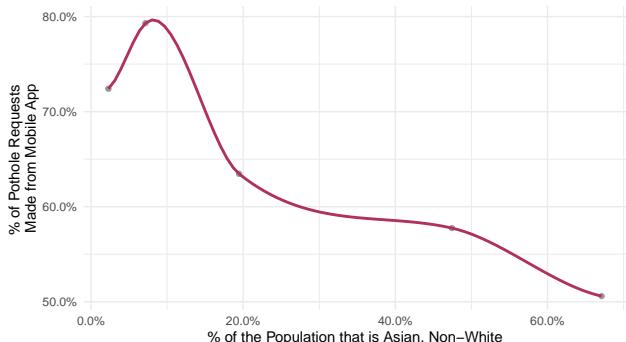
How Census Block Group Demographics Are Distributed For Pothole Requests

Sample size too small to draw meaningful conclusions



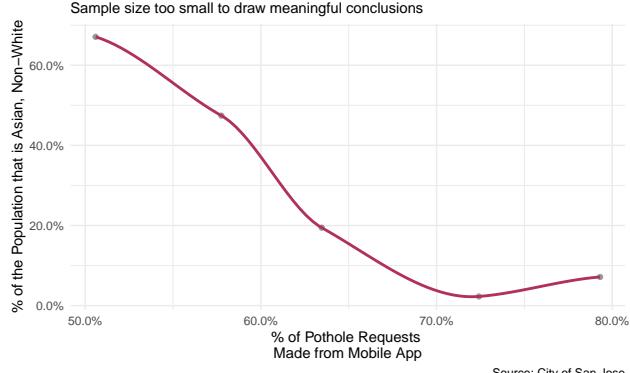
How Racial Composition is Related To Mobile App Usage For Pothole Requests

Sample size too small to draw meaningful conclusions

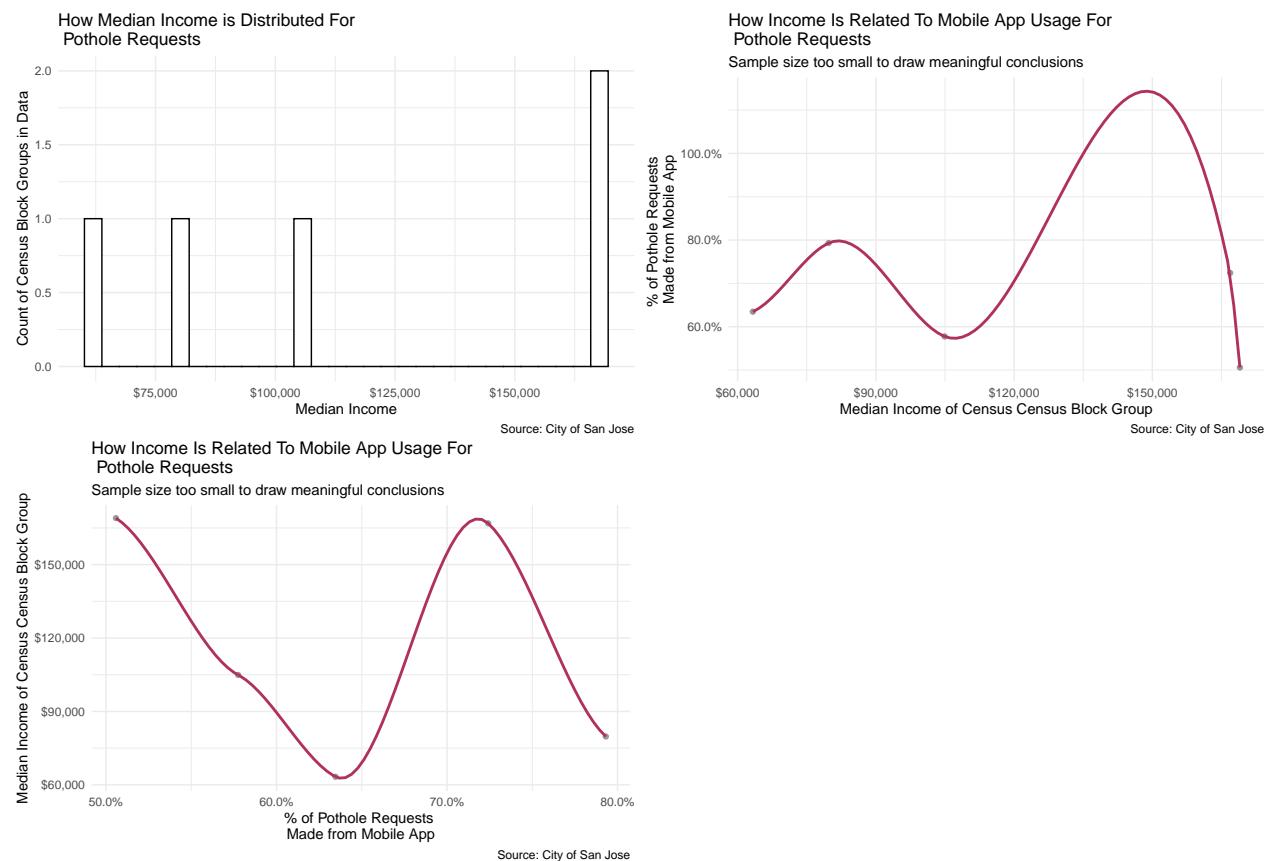


How Racial Composition is Related To Mobile App Usage For Pothole Requests

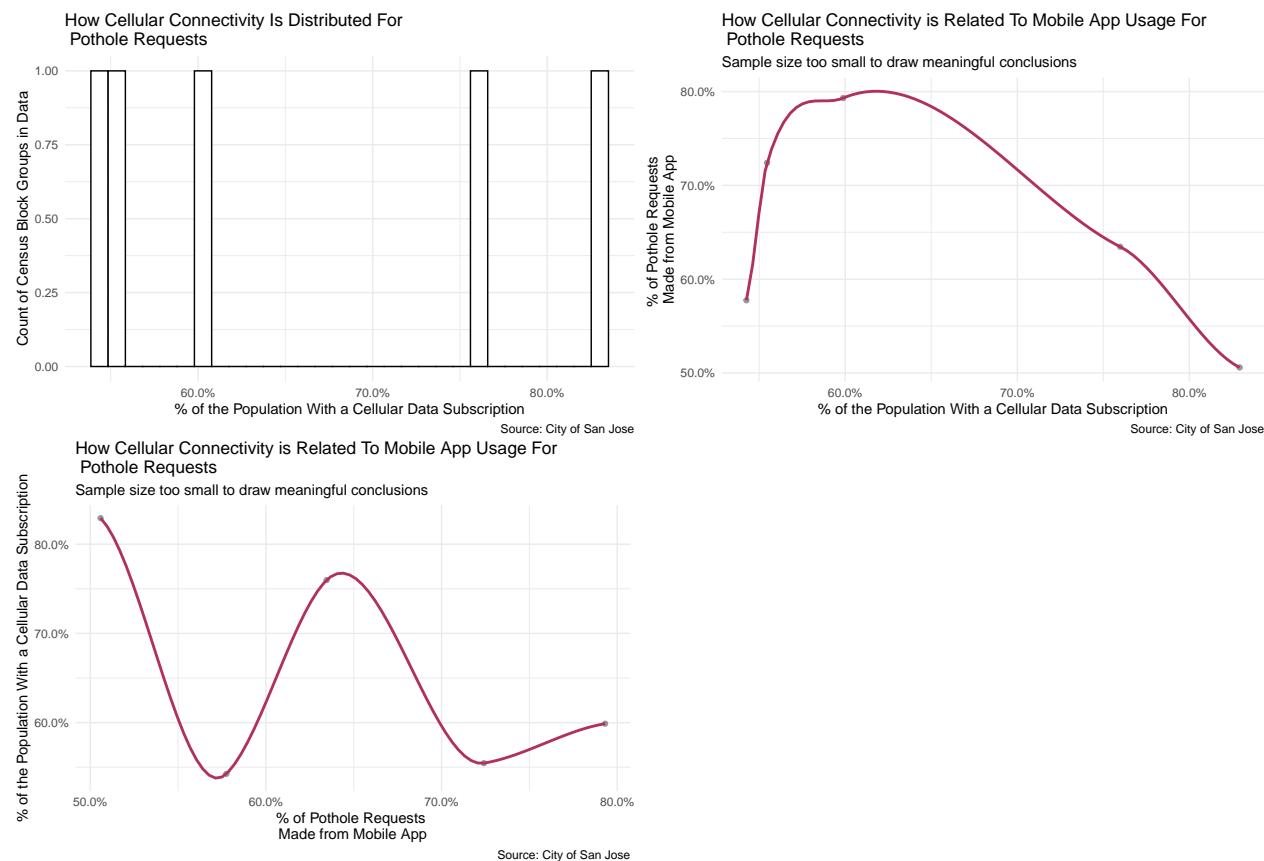
Sample size too small to draw meaningful conclusions



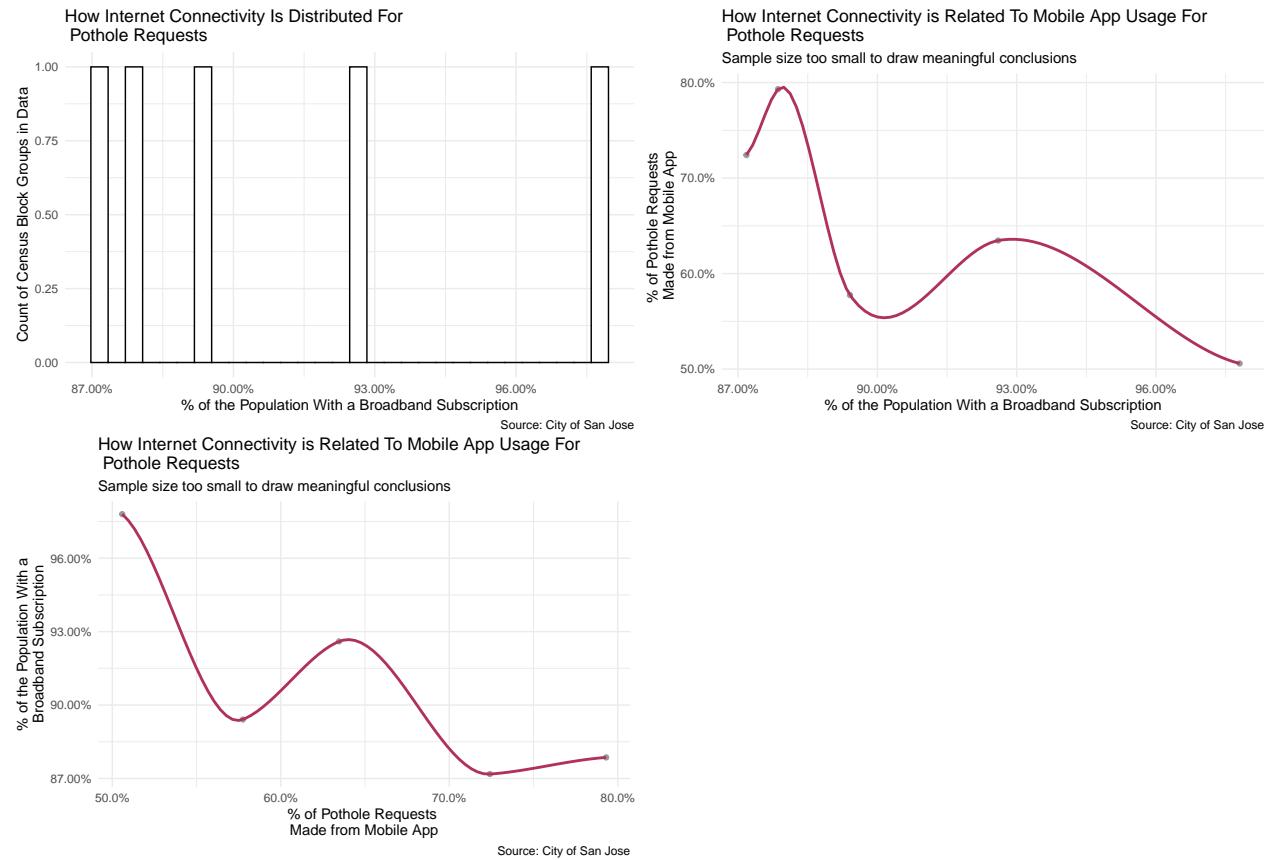
MySanJose Mobile App - Pothole - Income



MySanJose Mobile App - Pothole - Mobile Phone Access



MySanJose Mobile App - Pothole - Broadband Access



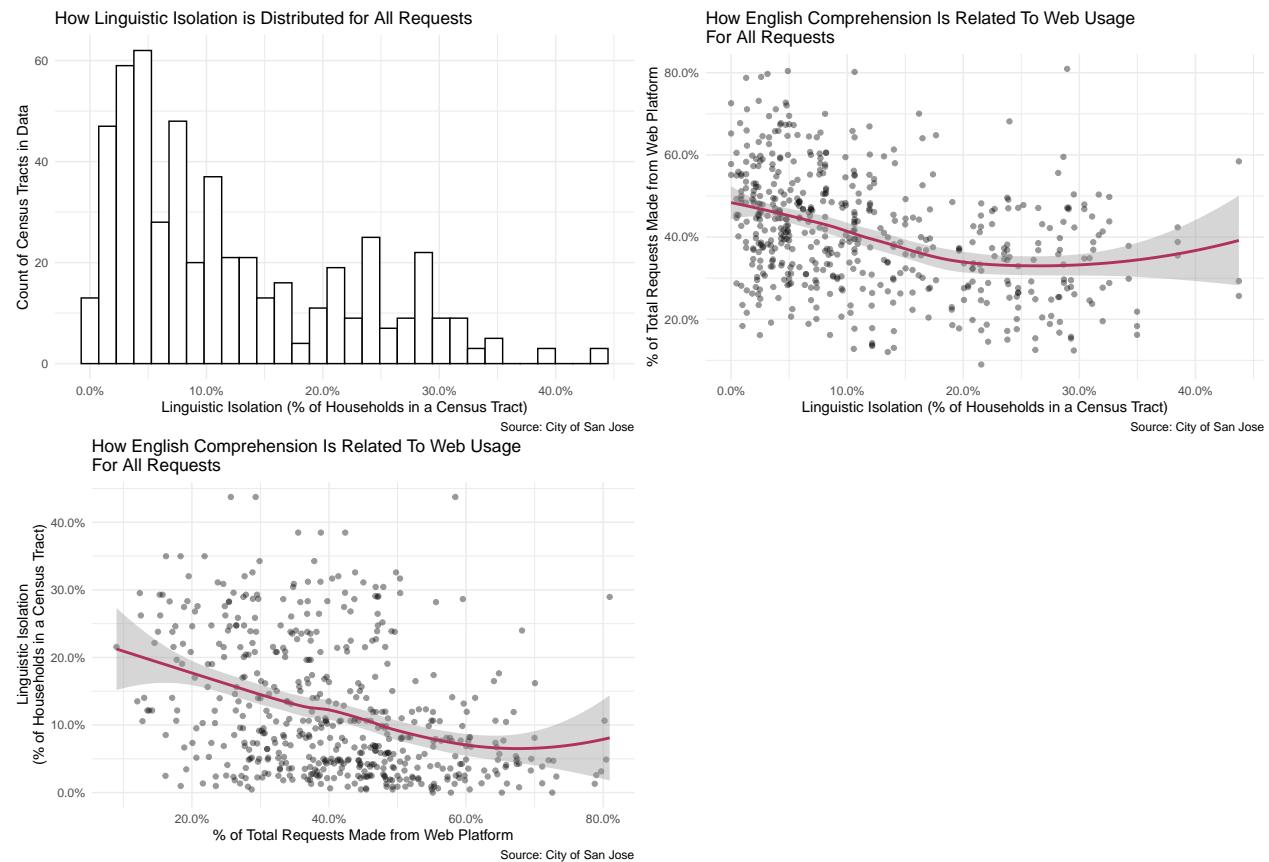
MySanJose Web Platforms

Observations

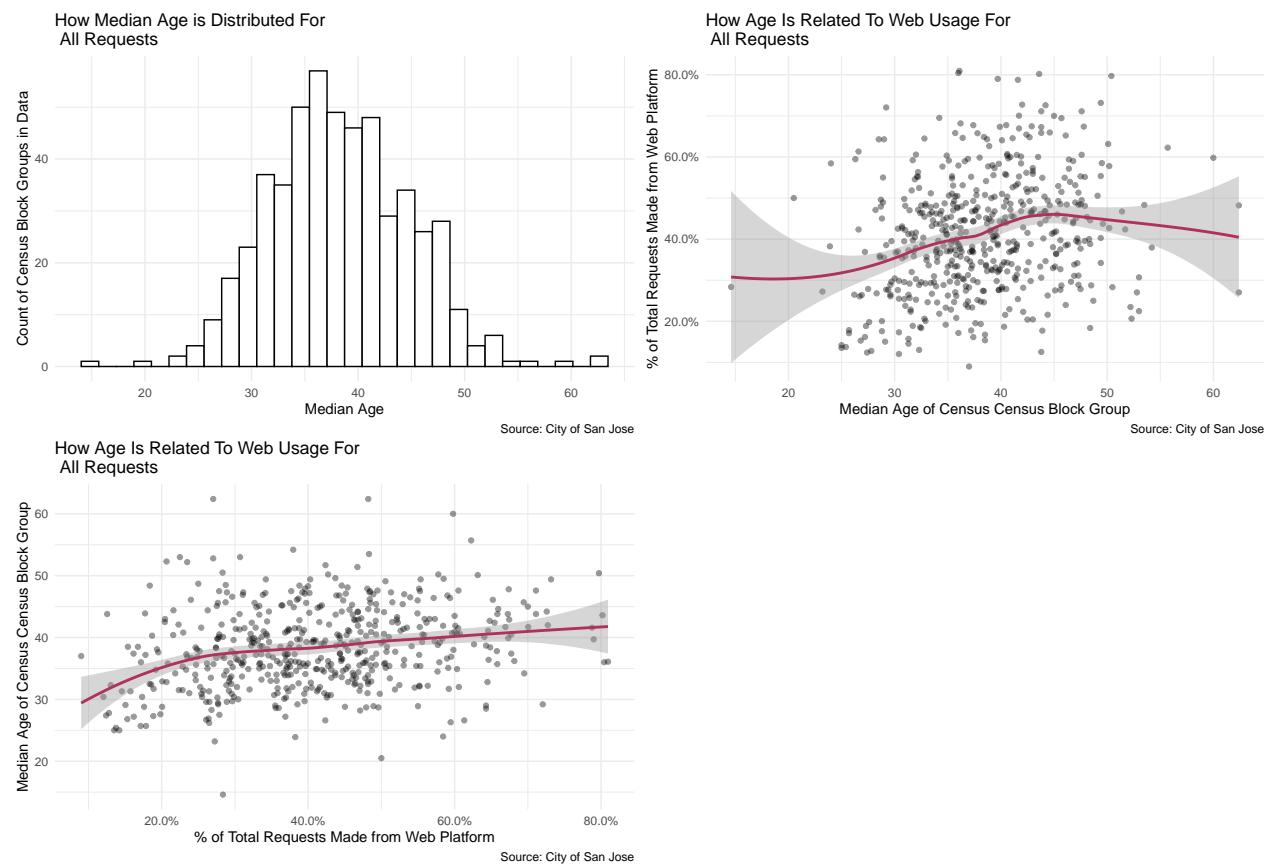
- The web platform is mostly used for abandoned vehicle requests.
- There appear to be a slight negative relationship between linguistic isolation and use of the web platform (i.e. more isolated census blocks appear to use the web platform relatively less frequently).
- Older census blocks appear to use the web platform more frequently than younger blocks.
- More educated census blocks appear to use the web platform more frequently than less educated census blocks.
- Potential slightly positive relationship between home ownership and increased web platform usage.
- Potential positive relationship between White and Asian populations (negative for Hispanic) and web platform usage.
- Potential positive relationship between income and web platform usage.
- Potential slightly positive relationship between cellular connectivity and increased web platform usage.
- Potential slightly positive relationship between broadband connectivity and increased web platform usage.

All requests

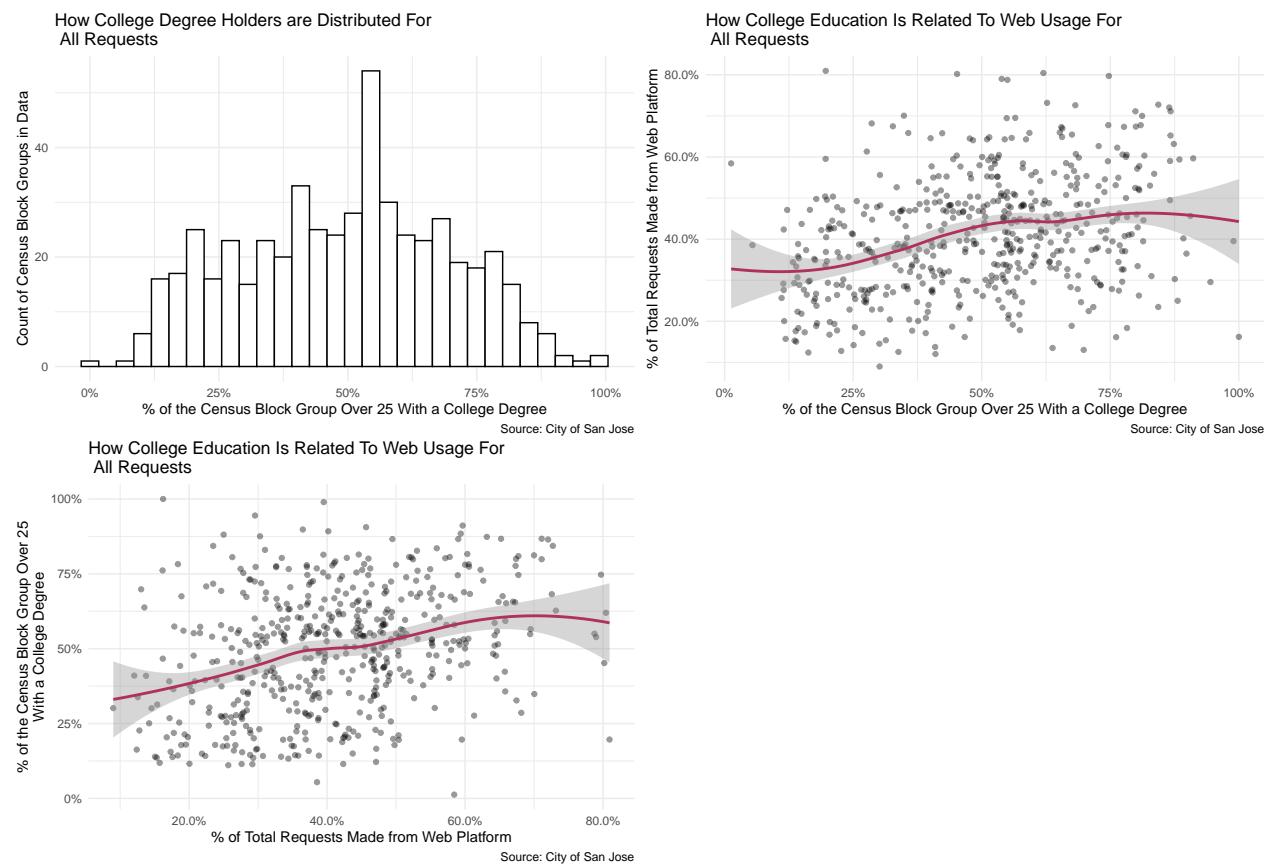
MySanJose Web Platform - All Requests - Language



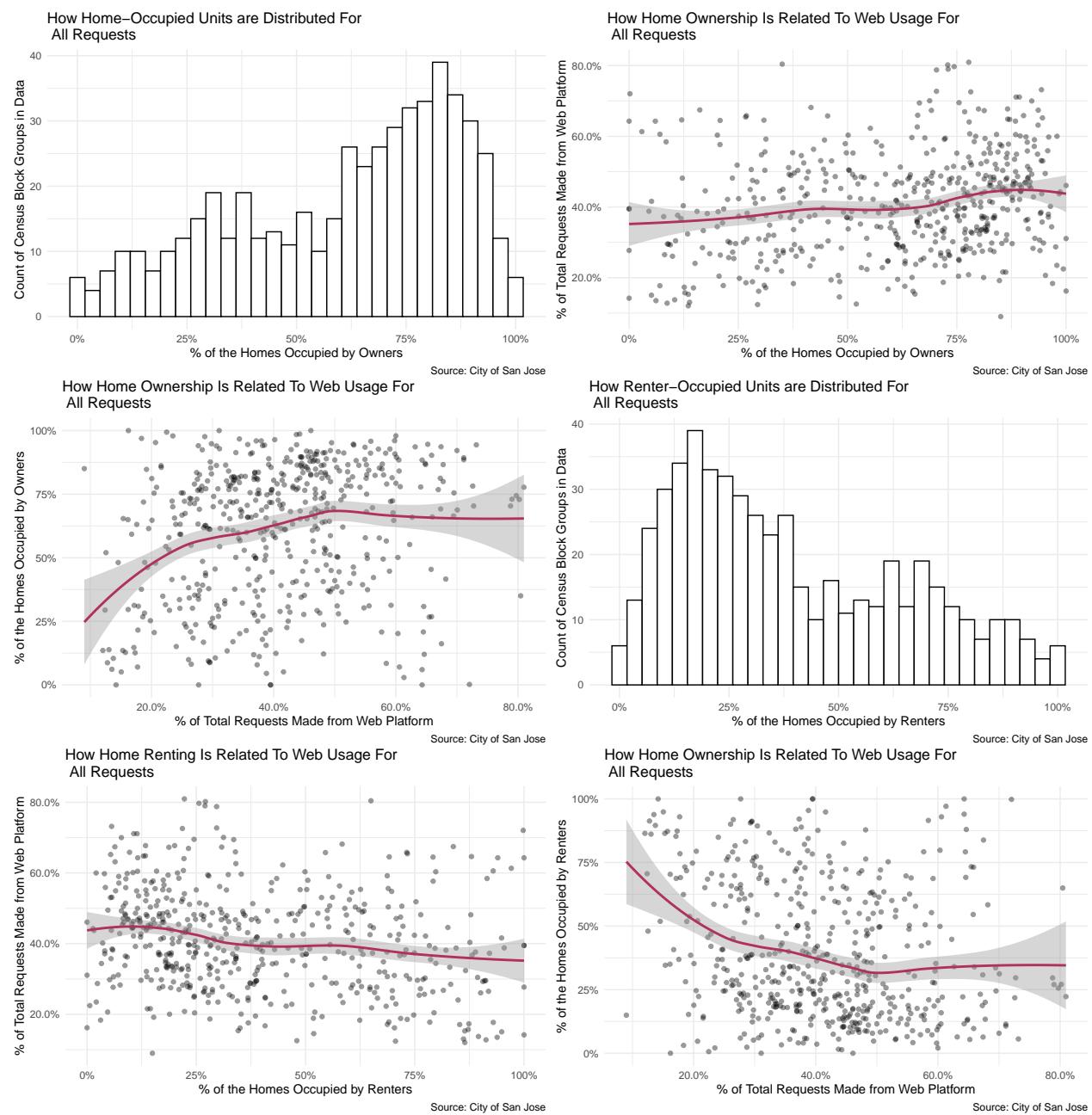
MySanJose Web Platform - All Requests - Age



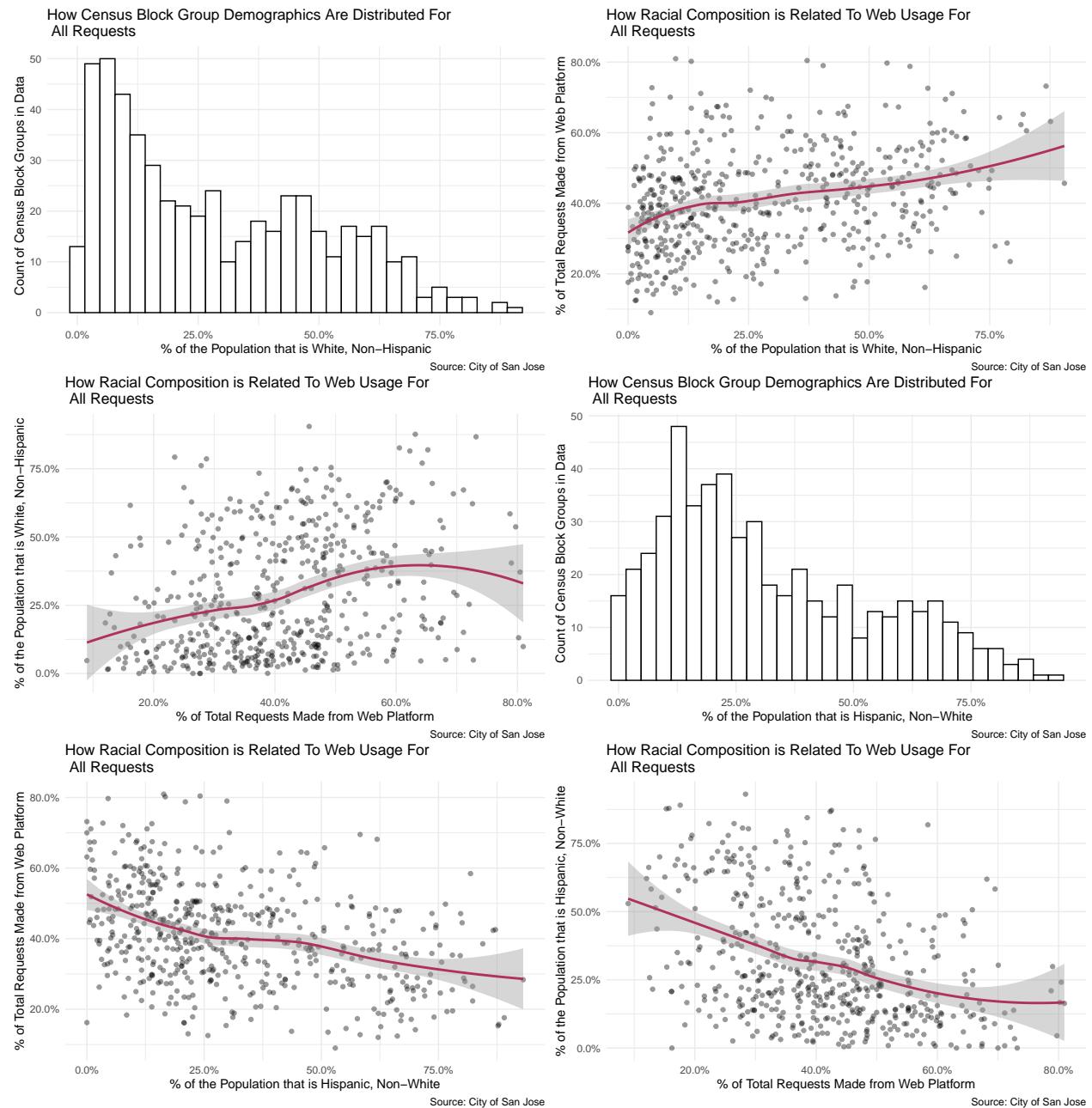
MySanJose Web Platform - All Requests - Education



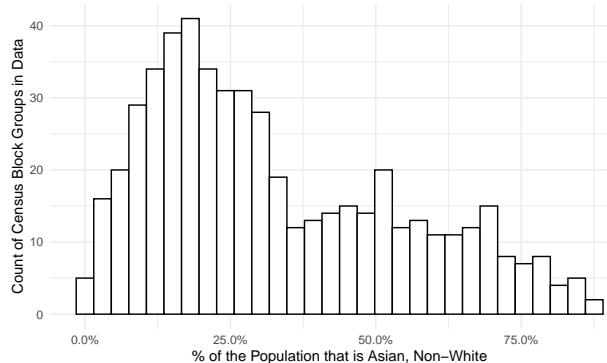
MySanJose Web Platform - All Requests - Home Ownership/Renting



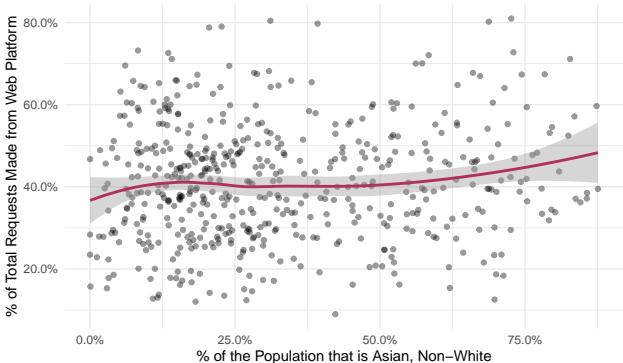
MySanJose Web Platform - All Requests - Race/Ethnicity



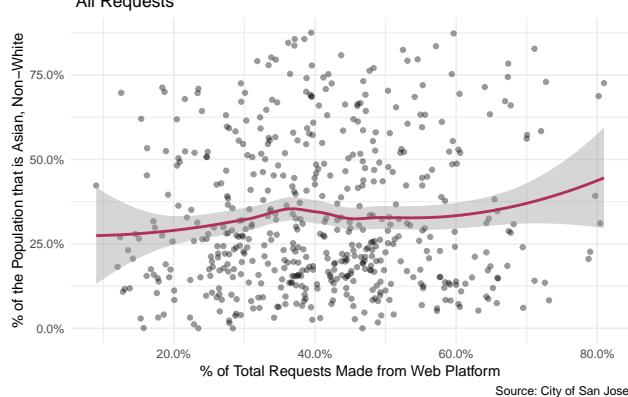
How Census Block Group Demographics Are Distributed For All Requests



How Racial Composition is Related To Web Usage For All Requests

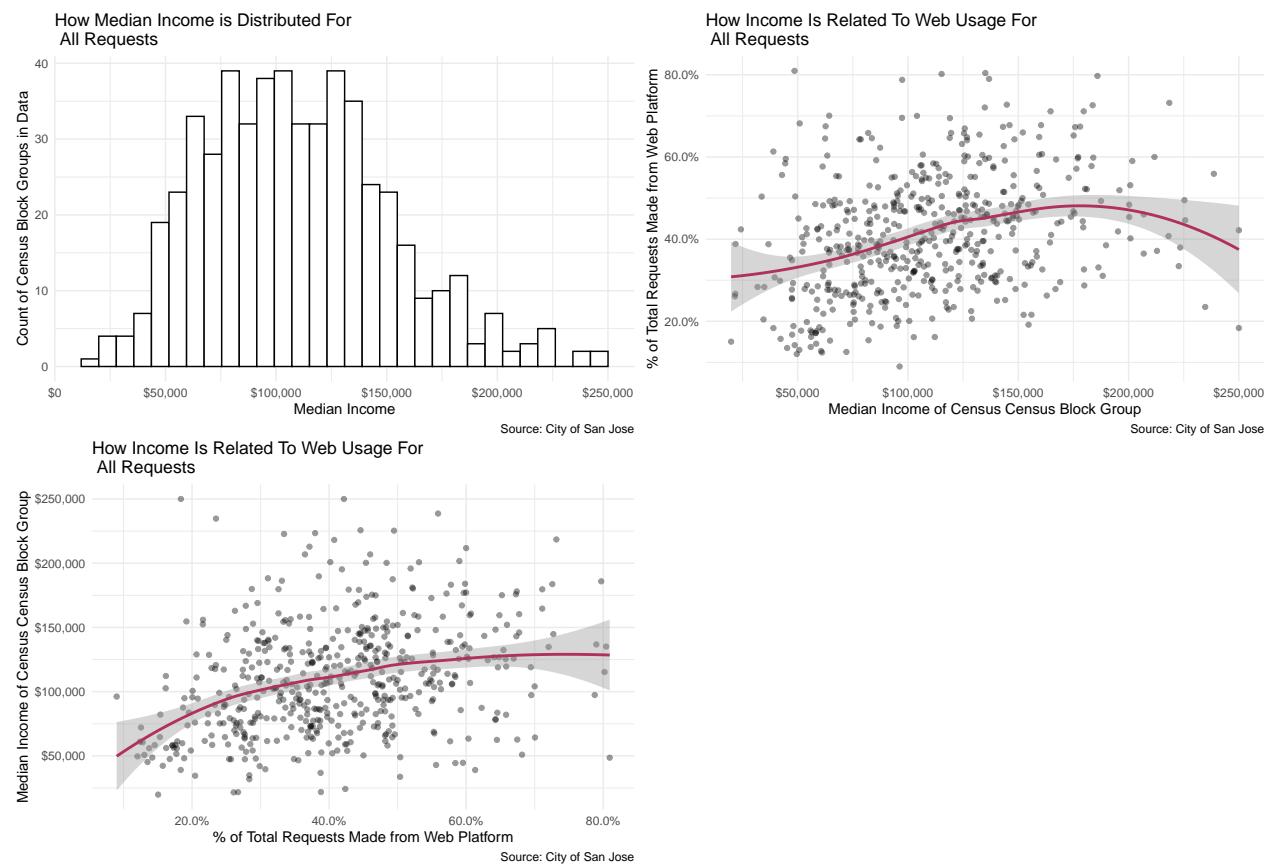


How Racial Composition is Related To Web Usage For All Requests

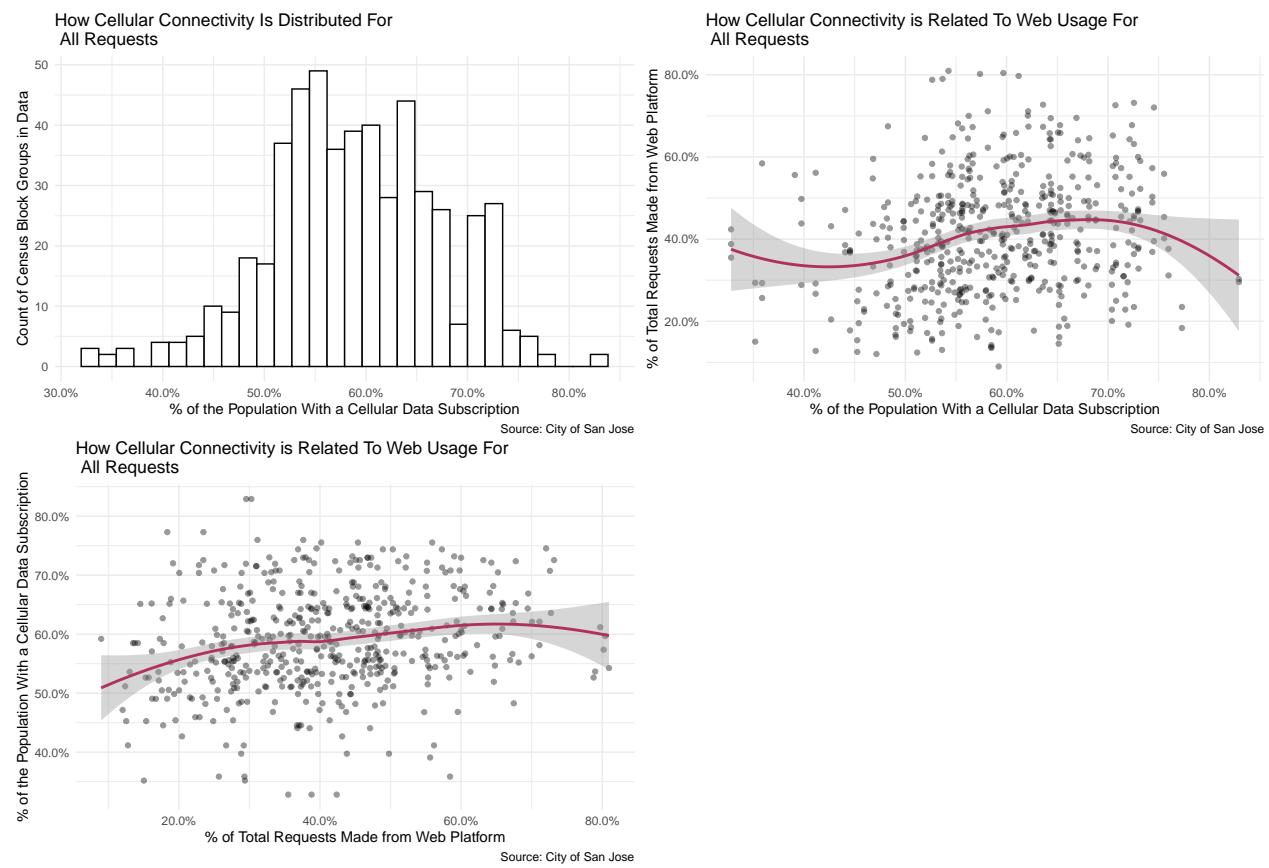


Source: City of San Jose

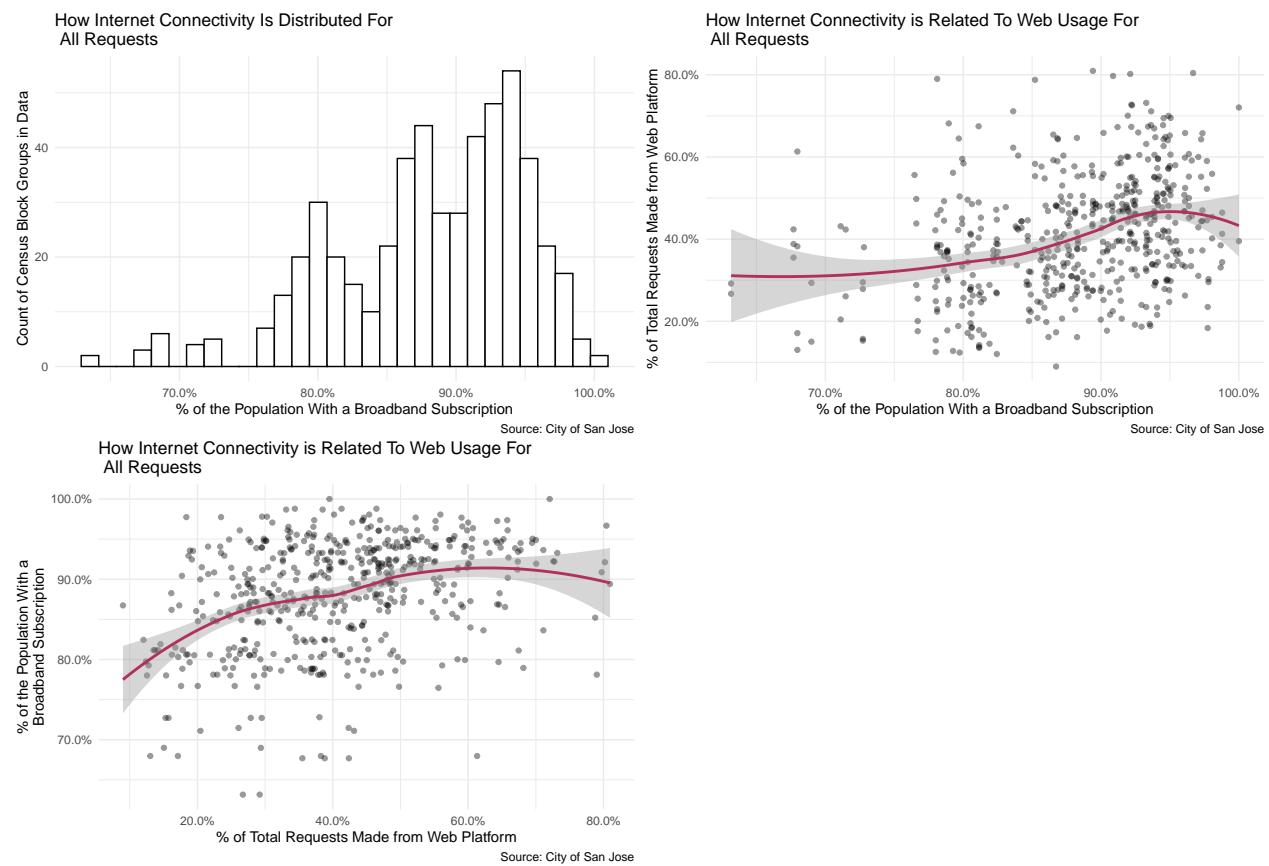
MySanJose Web Platform - All Requests - Income



MySanJose Web Platform - All Requests - Mobile Phone Access

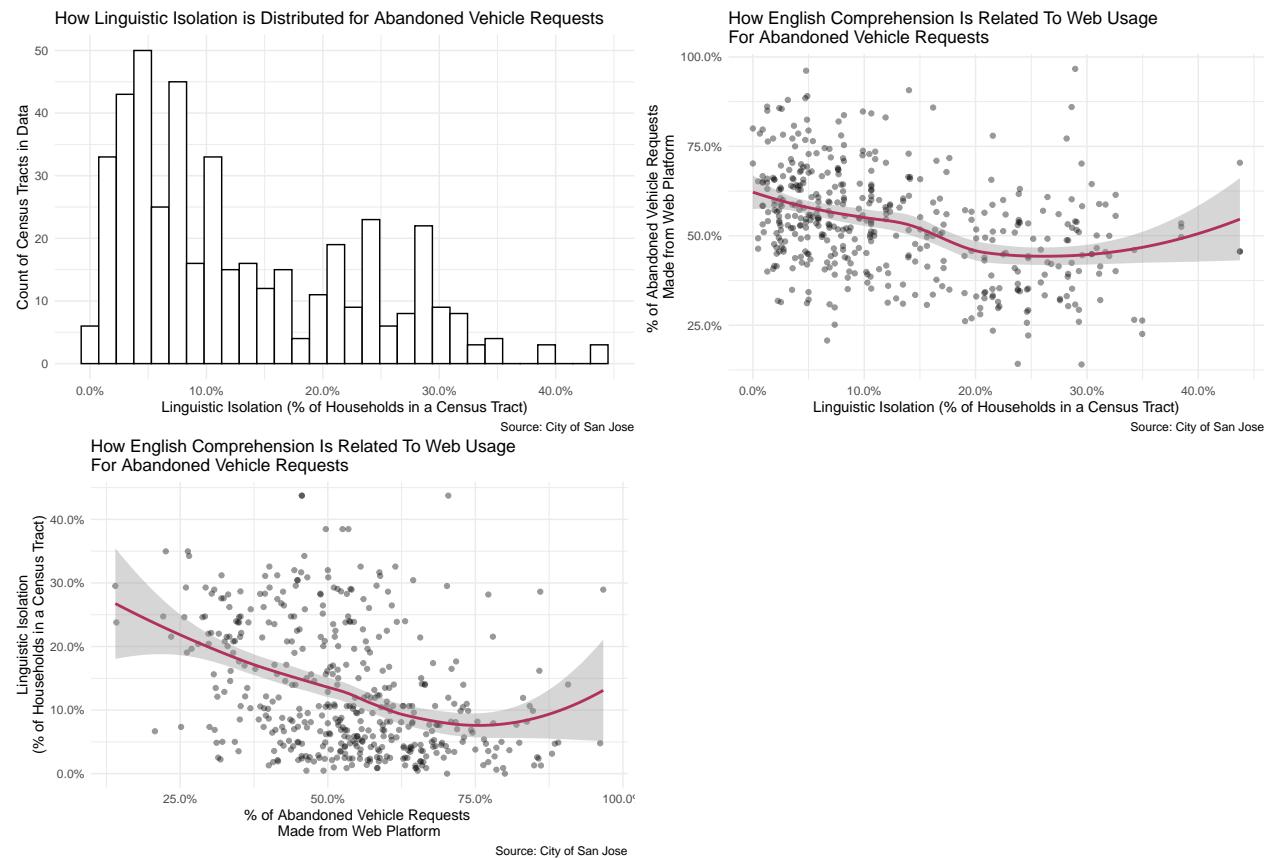


MySanJose Web Platform - All Requests - Broadband Access

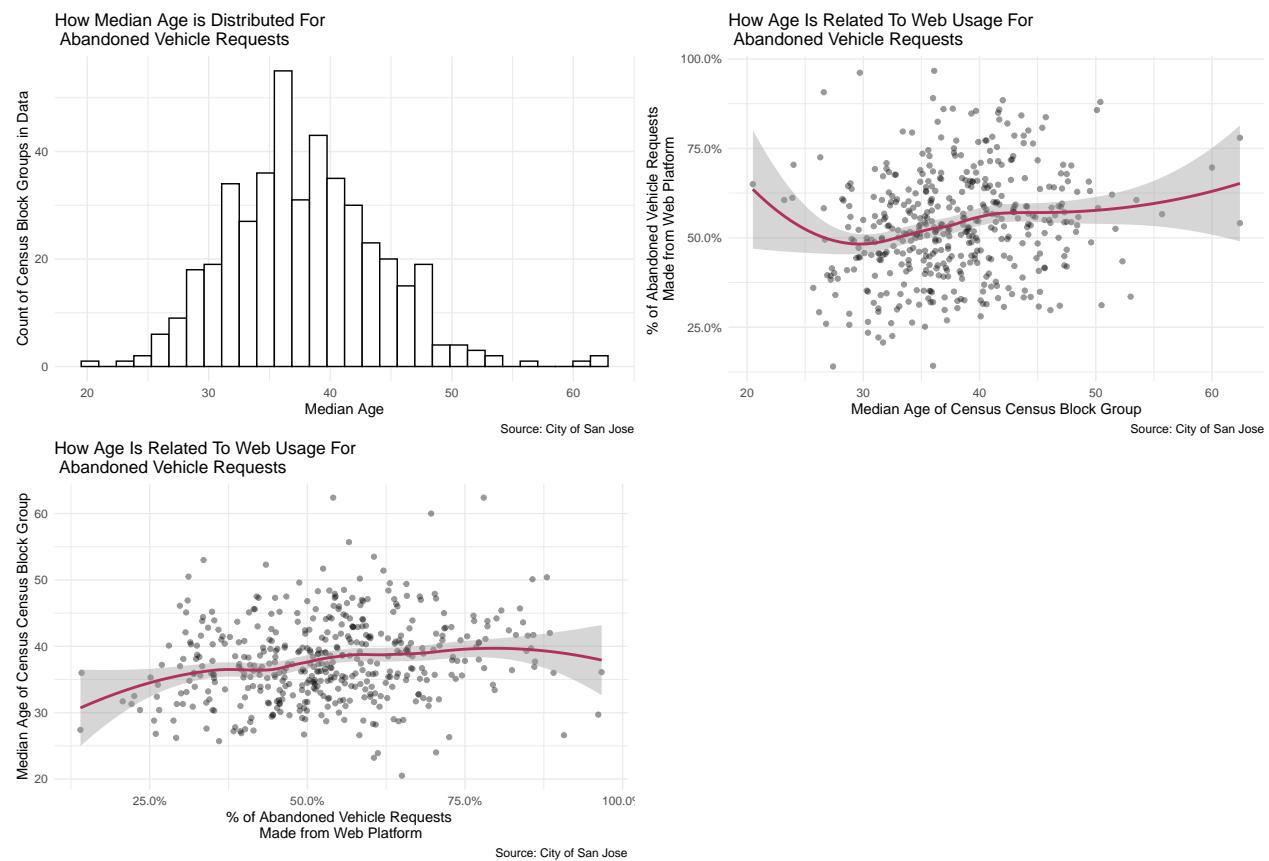


Abandoned Vehicle

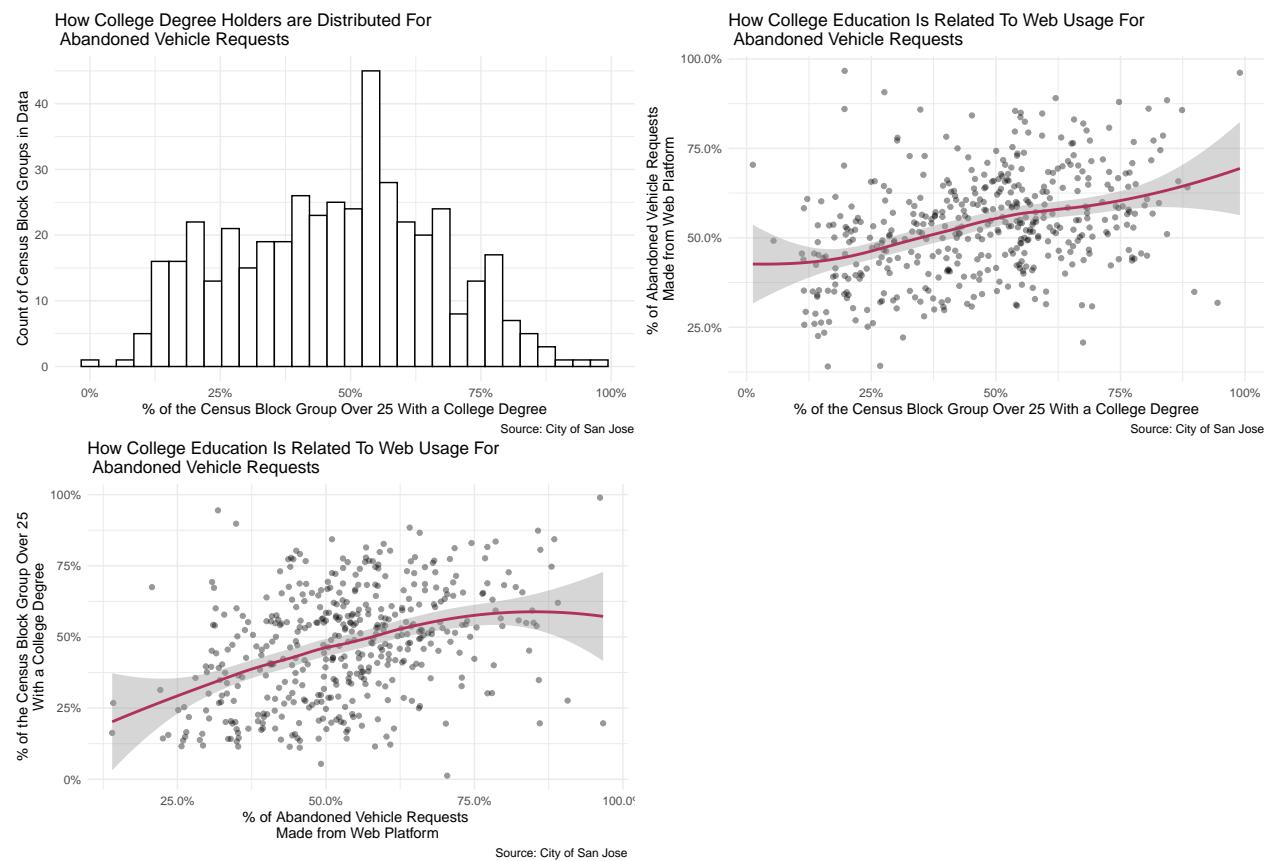
MySanJose Web Platform - Abandoned Vehicle - Language



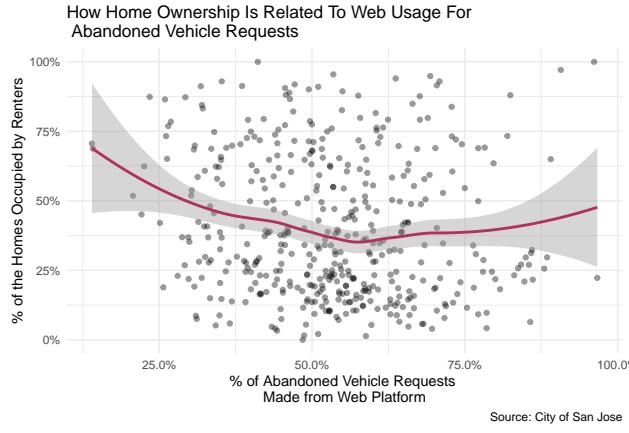
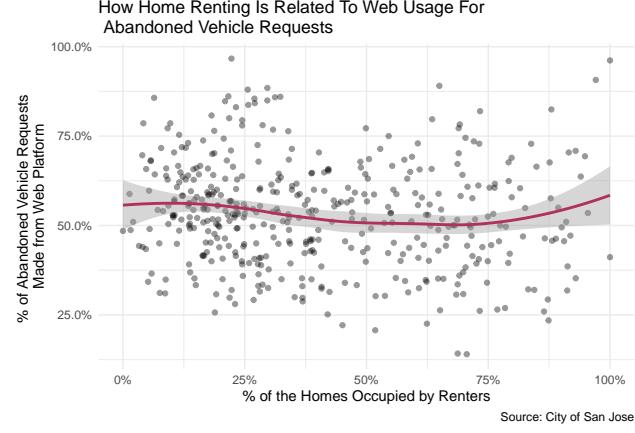
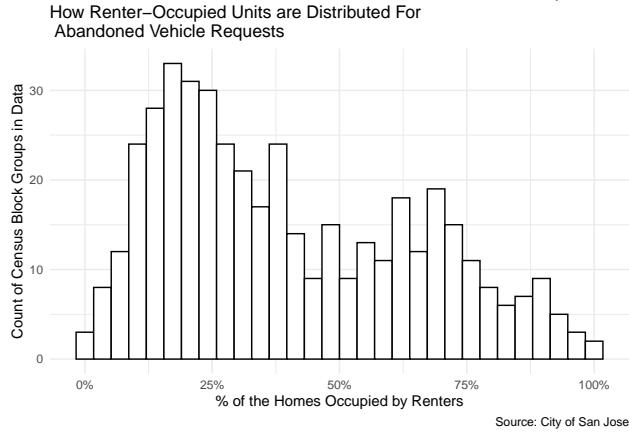
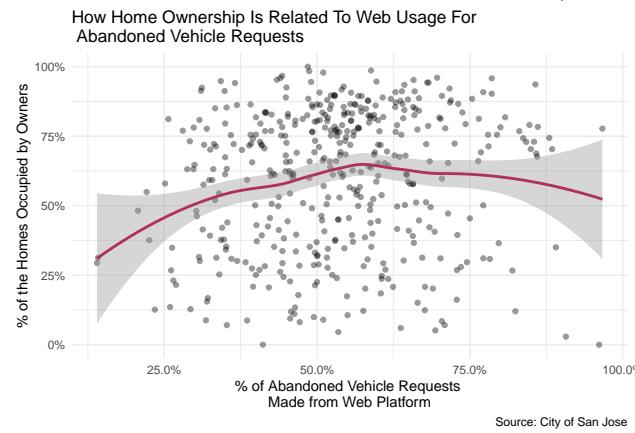
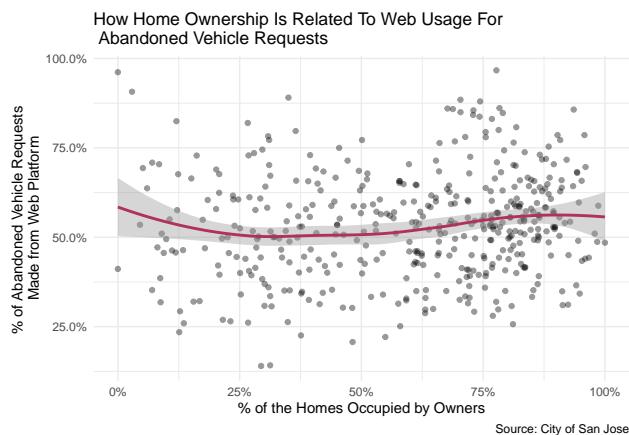
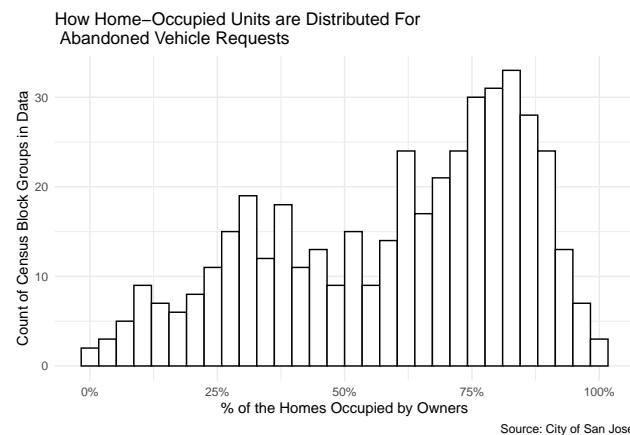
MySanJose Web Platform - Abandoned Vehicle - Age



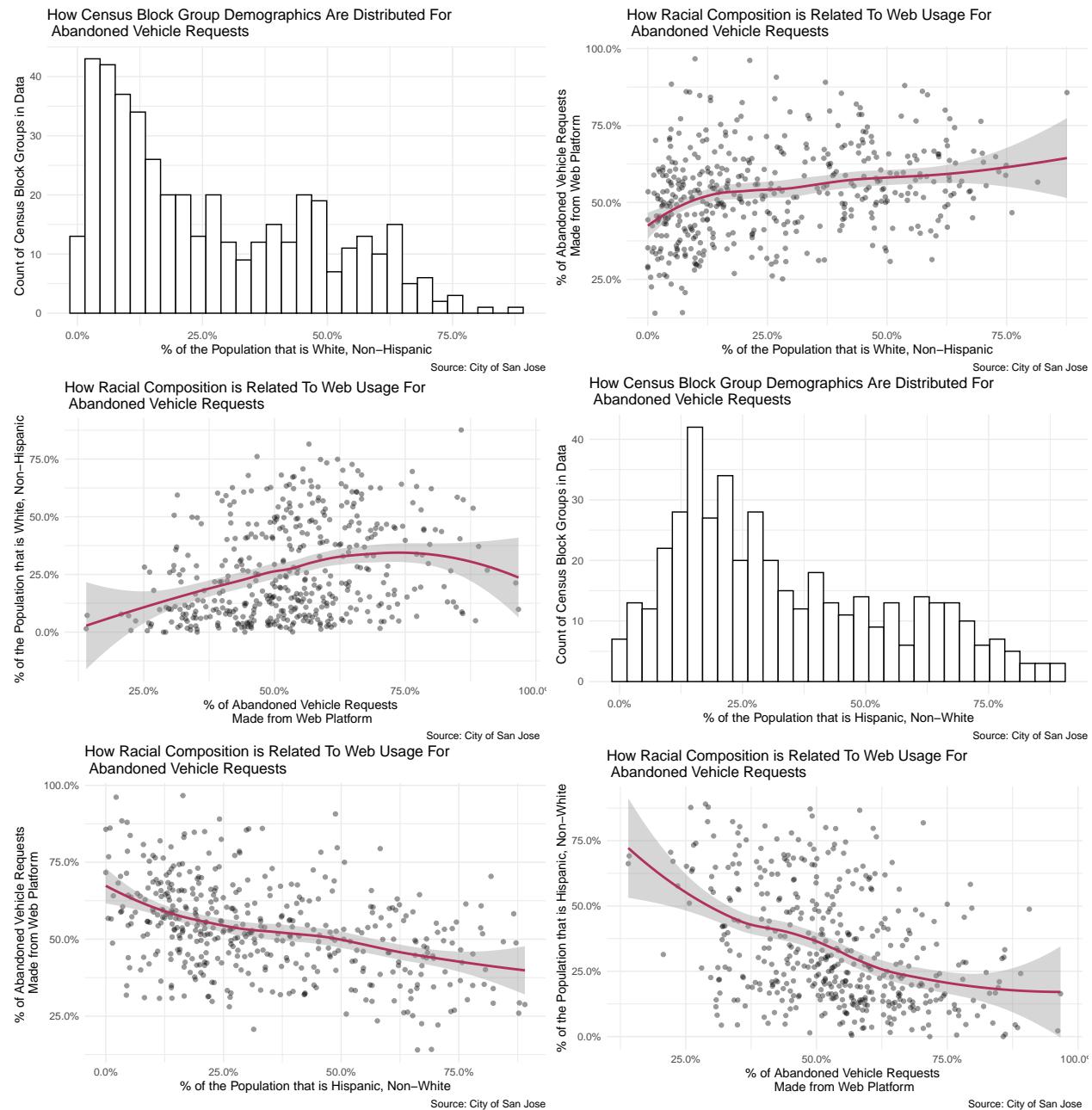
MySanJose Web Platform - Abandoned Vehicle Requests - Education



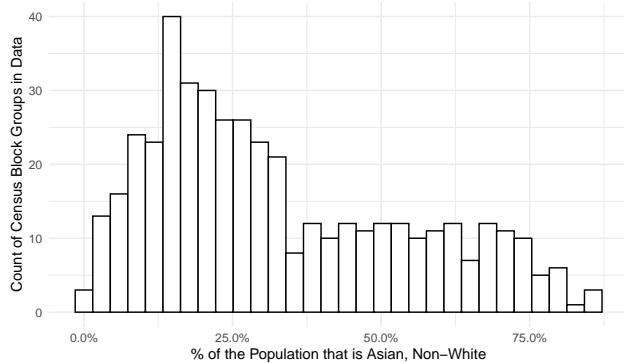
MySanJose Web Platform - Abandoned Vehicle Requests - Home Ownership/Renting



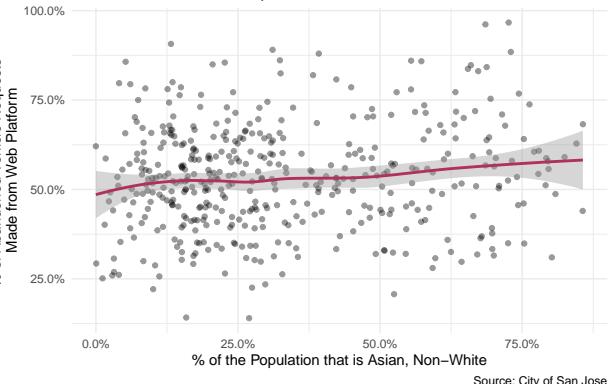
MySanJose Web Platform - Abandoned Vehicle Requests - Race/Ethnicity



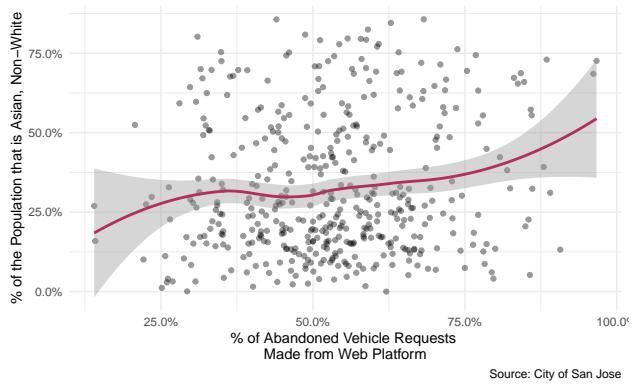
How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



How Racial Composition is Related To Web Usage For Abandoned Vehicle Requests

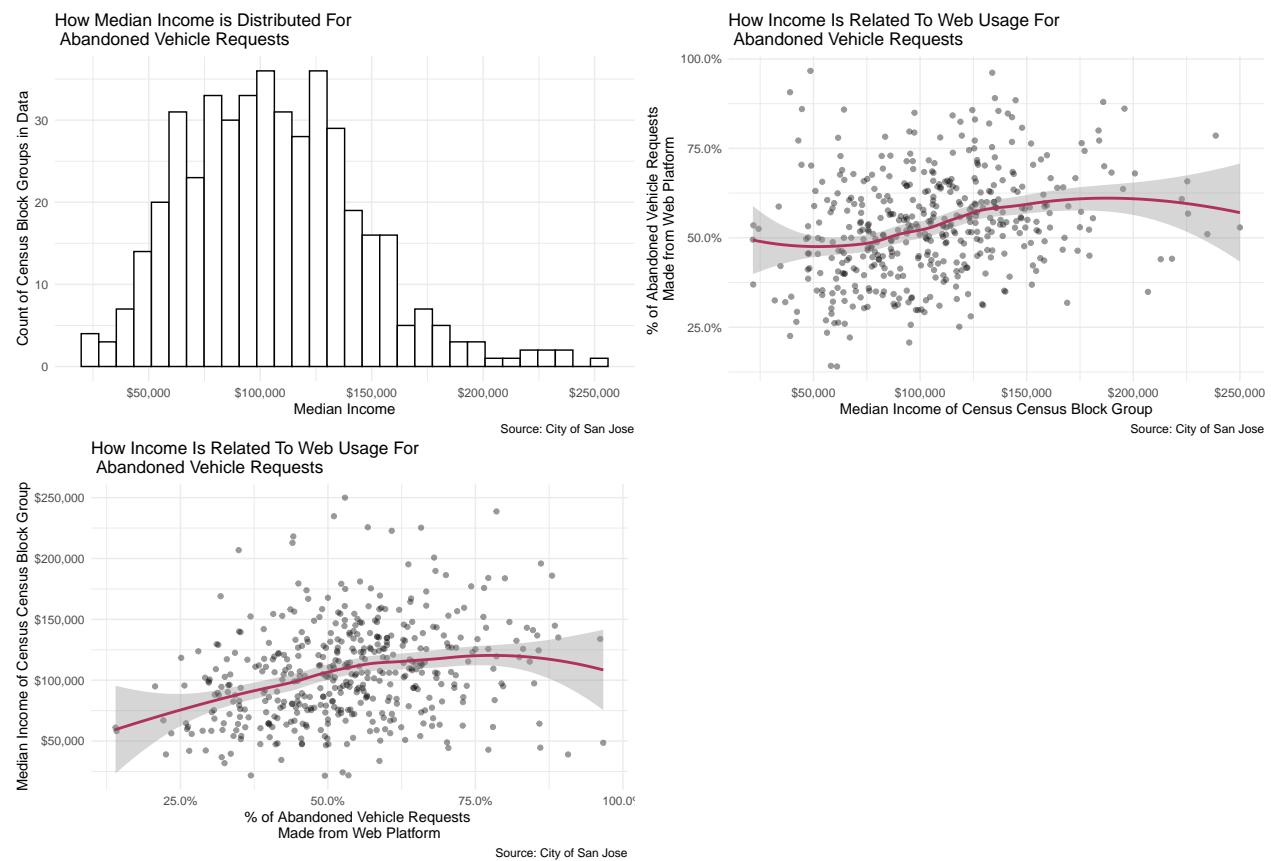


How Racial Composition is Related To Web Usage For Abandoned Vehicle Requests

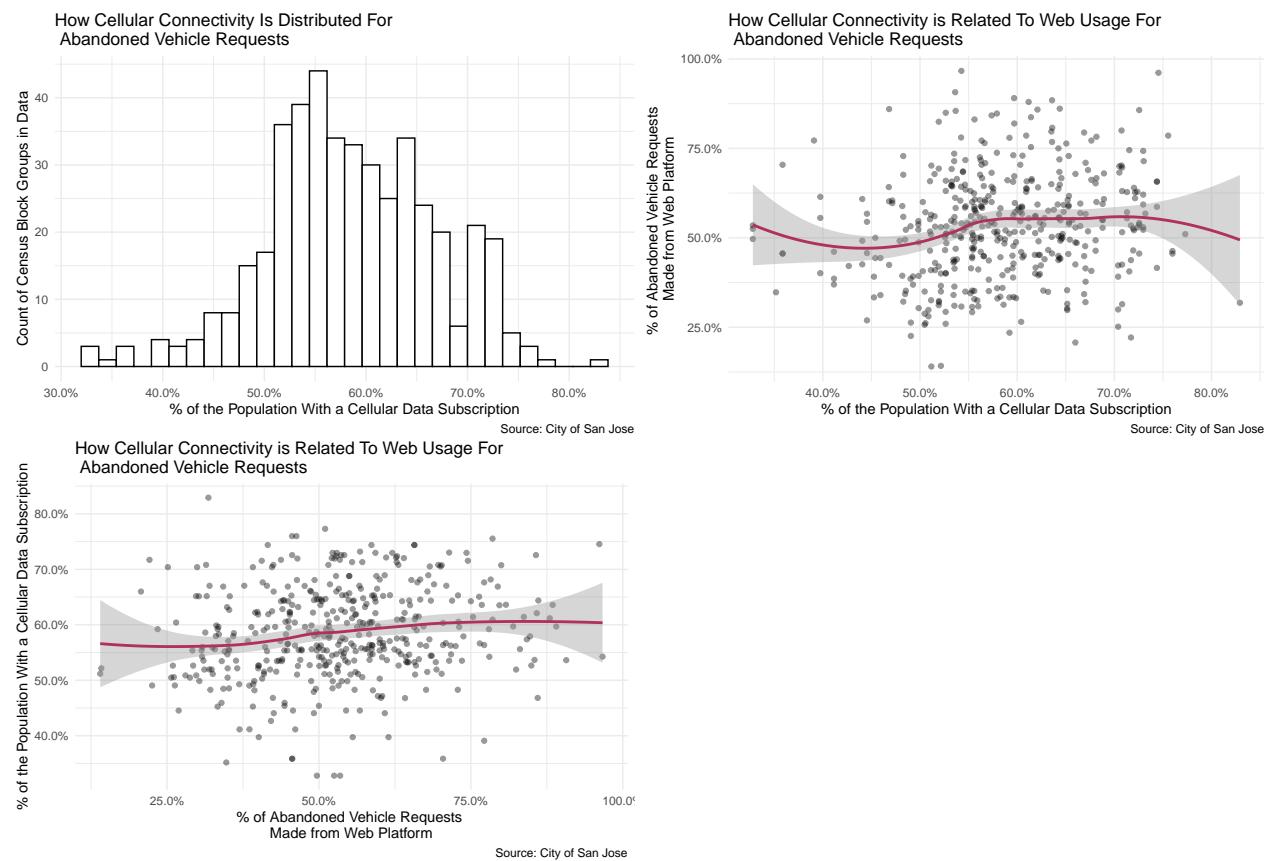


Source: City of San Jose

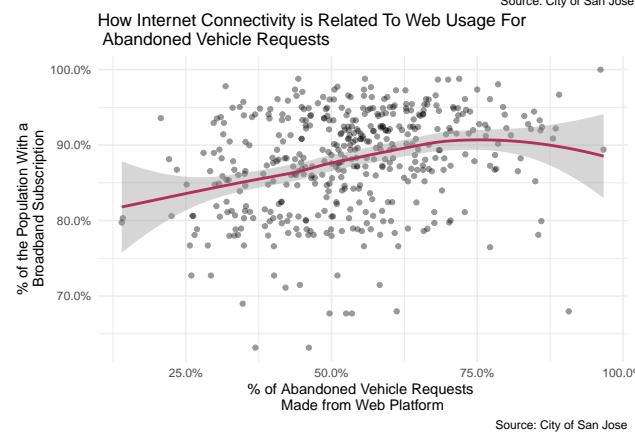
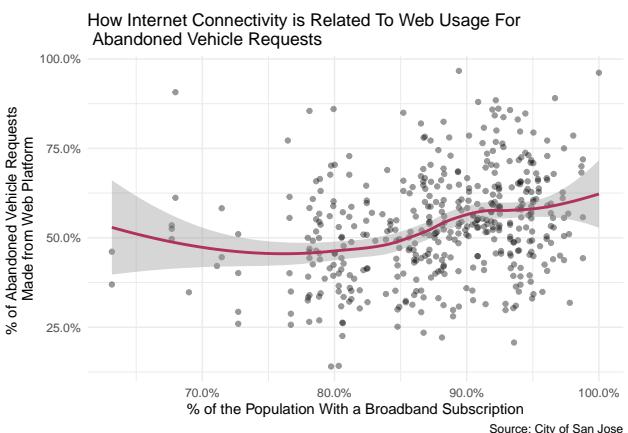
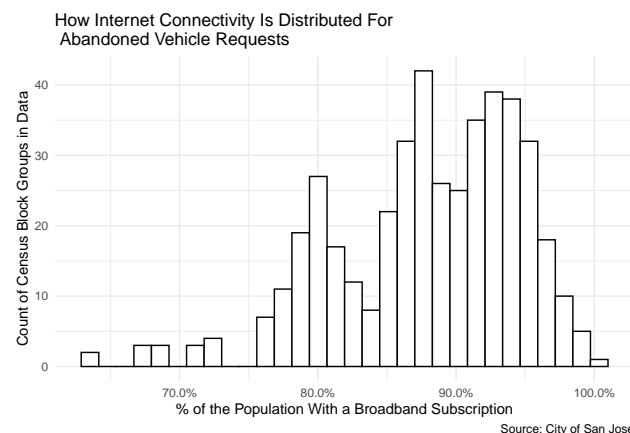
MySanJose Web Platform - Abandoned Vehicle Requests - Income



MySanJose Web Platform - Abandoned Vehicle Requests - Mobile Phone Access

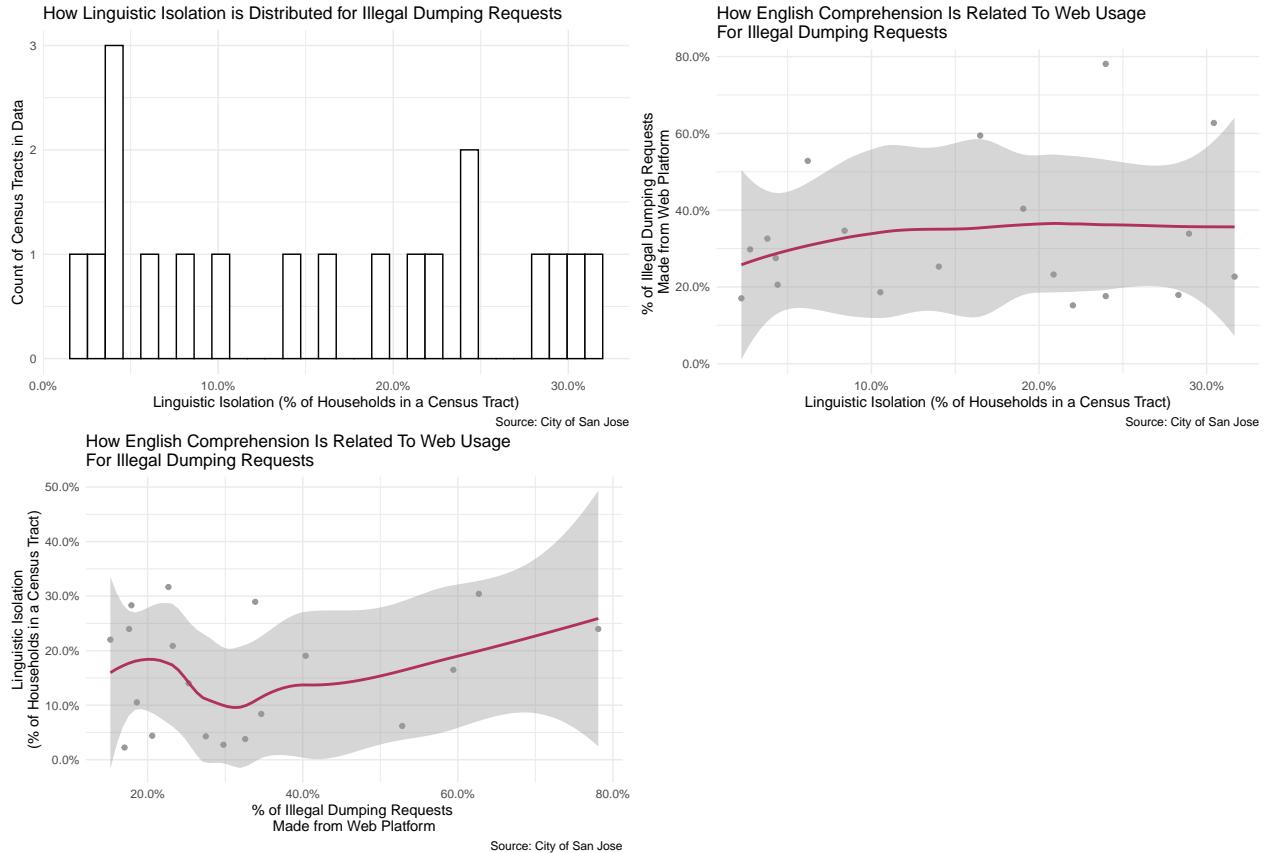


MySanJose Web Platform - Abandoned Vehicle Requests - Broadband Access

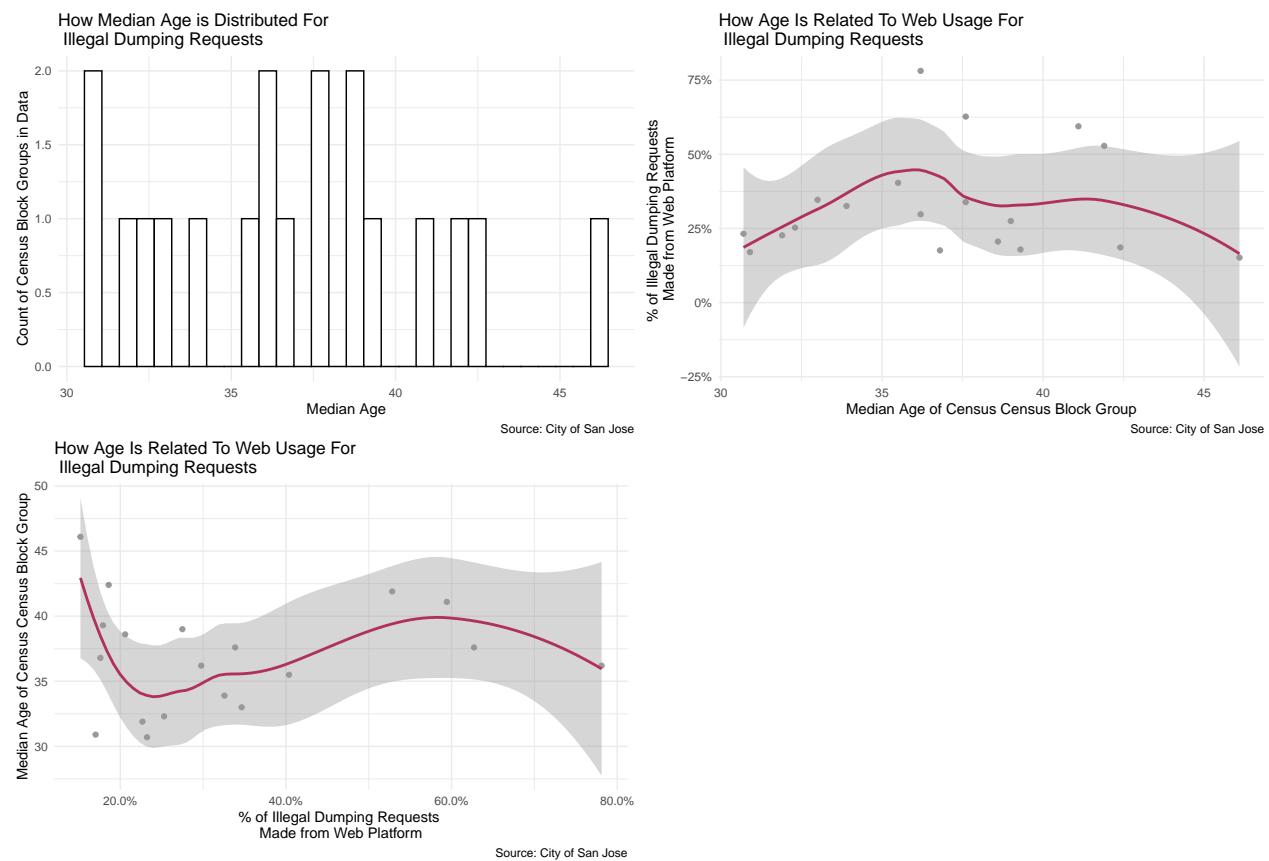


Illegal Dumping

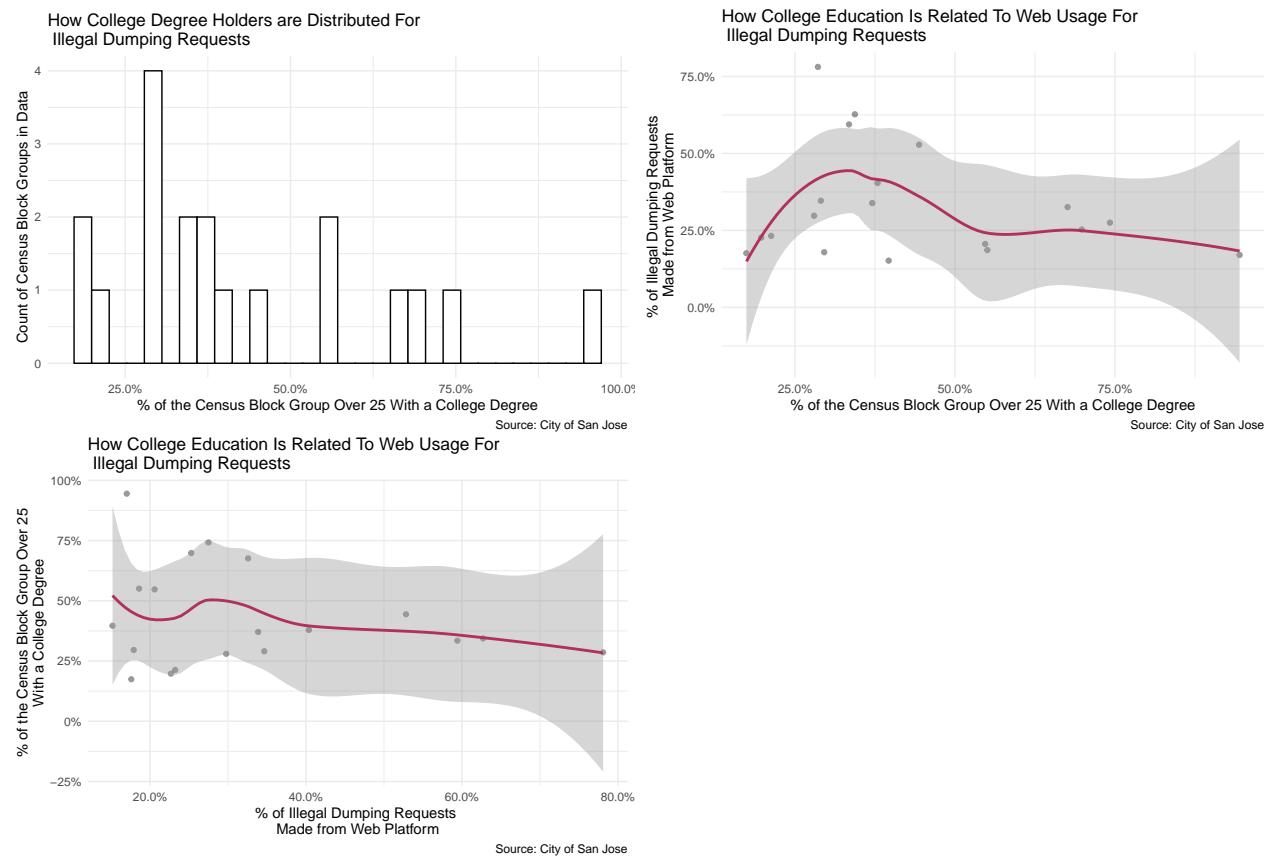
MySanJose Web Platform - Illegal Dumping - Language



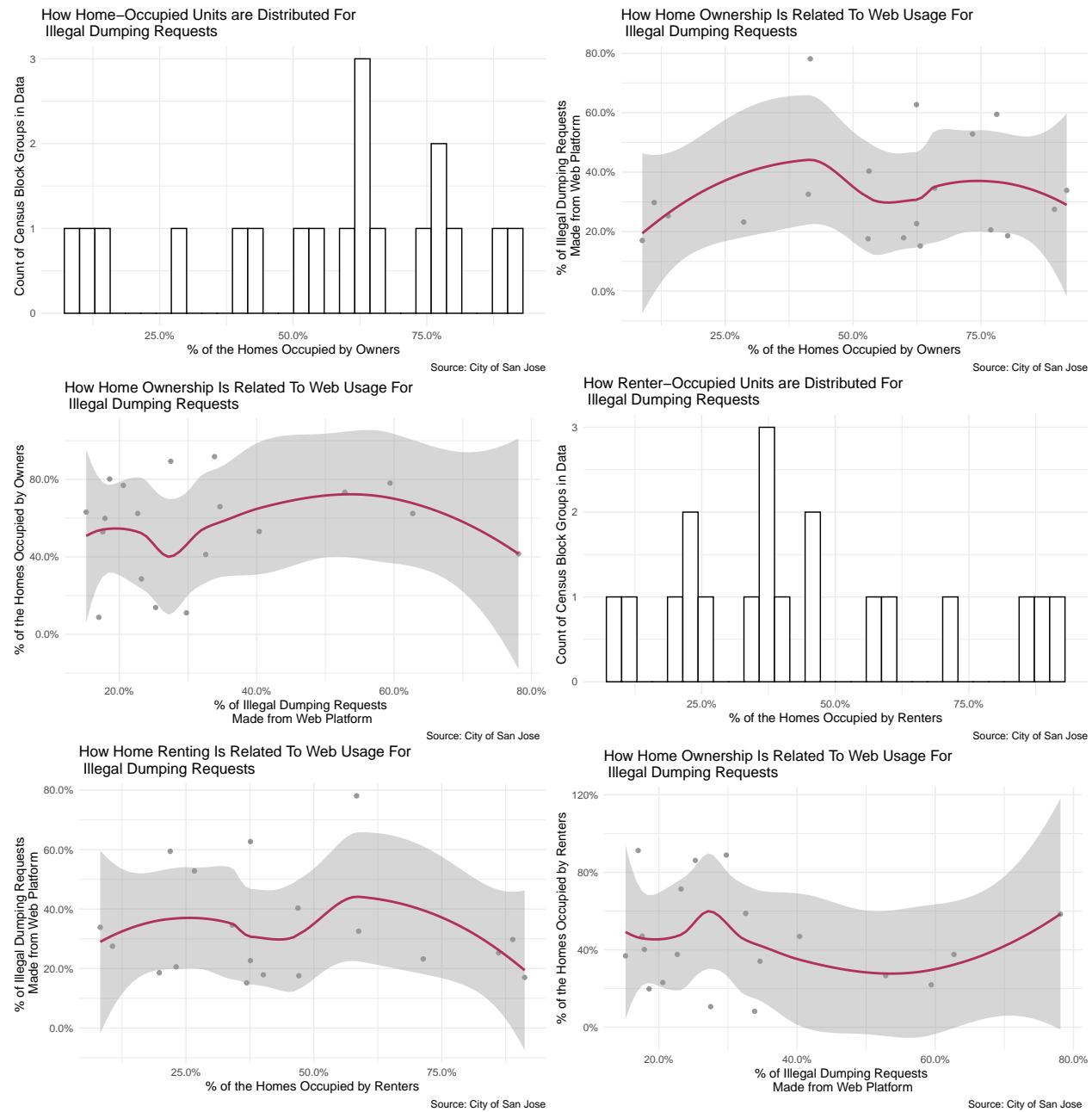
MySanJose Web Platform - Illegal Dumping - Age



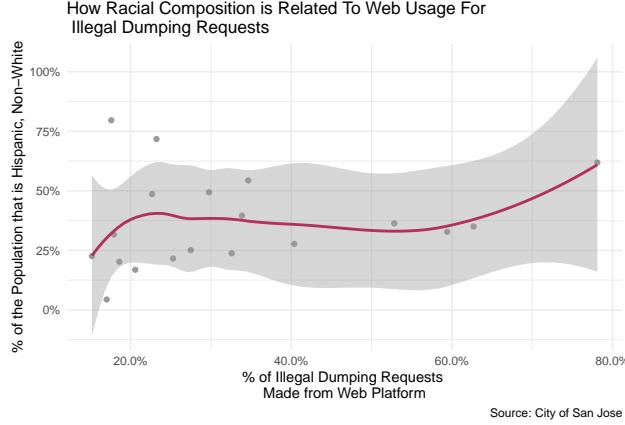
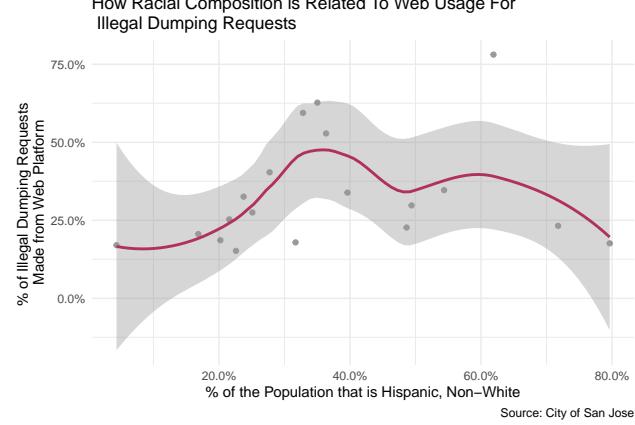
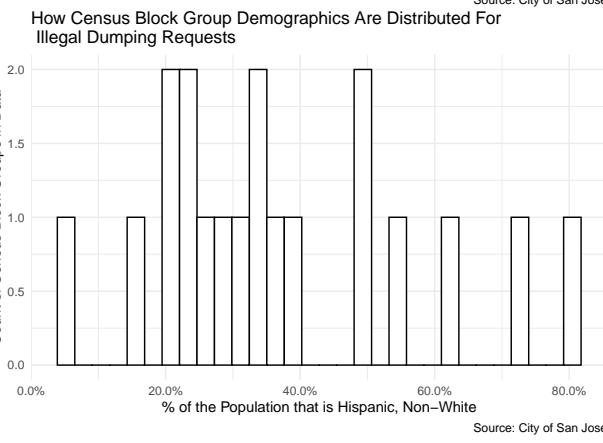
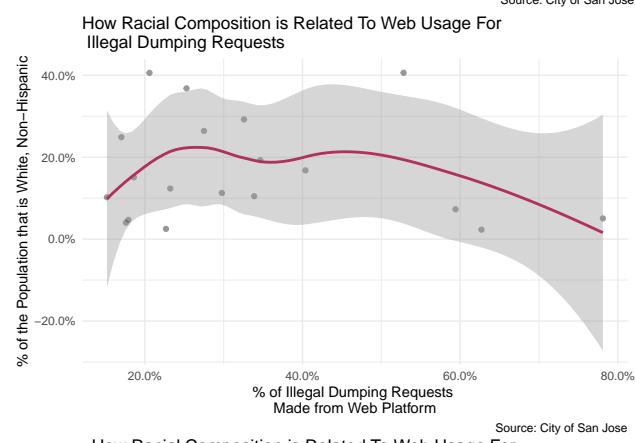
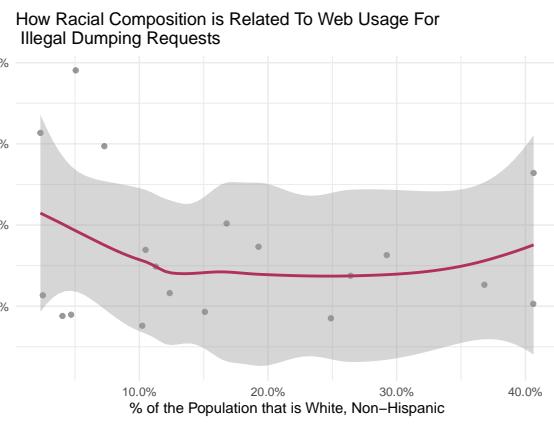
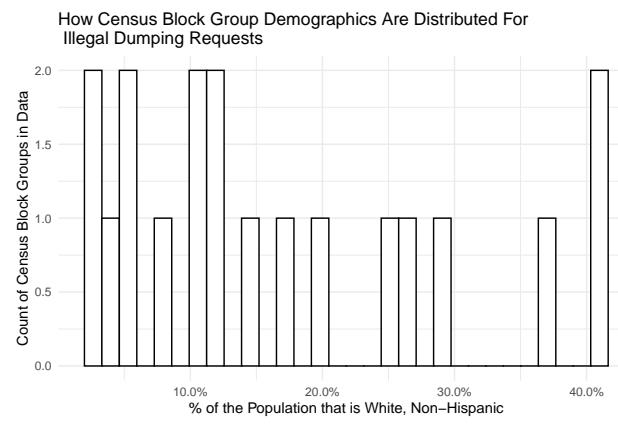
MySanJose Web Platform - Illegal Dumping - Education



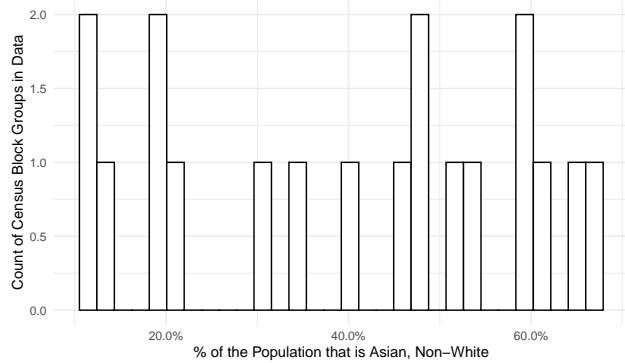
MySanJose Web Platform - Illegal Dumping - Home Ownership/Renting



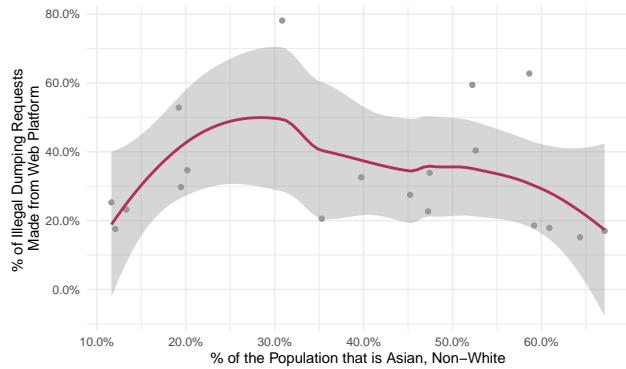
MySanJose Web Platform - Illegal Dumping - Race/Ethnicity



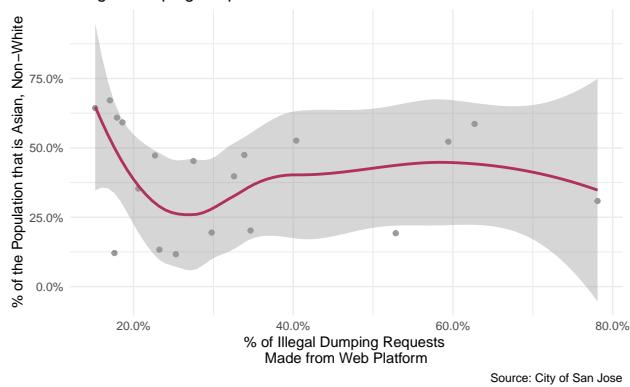
How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



How Racial Composition is Related To Web Usage For Illegal Dumping Requests

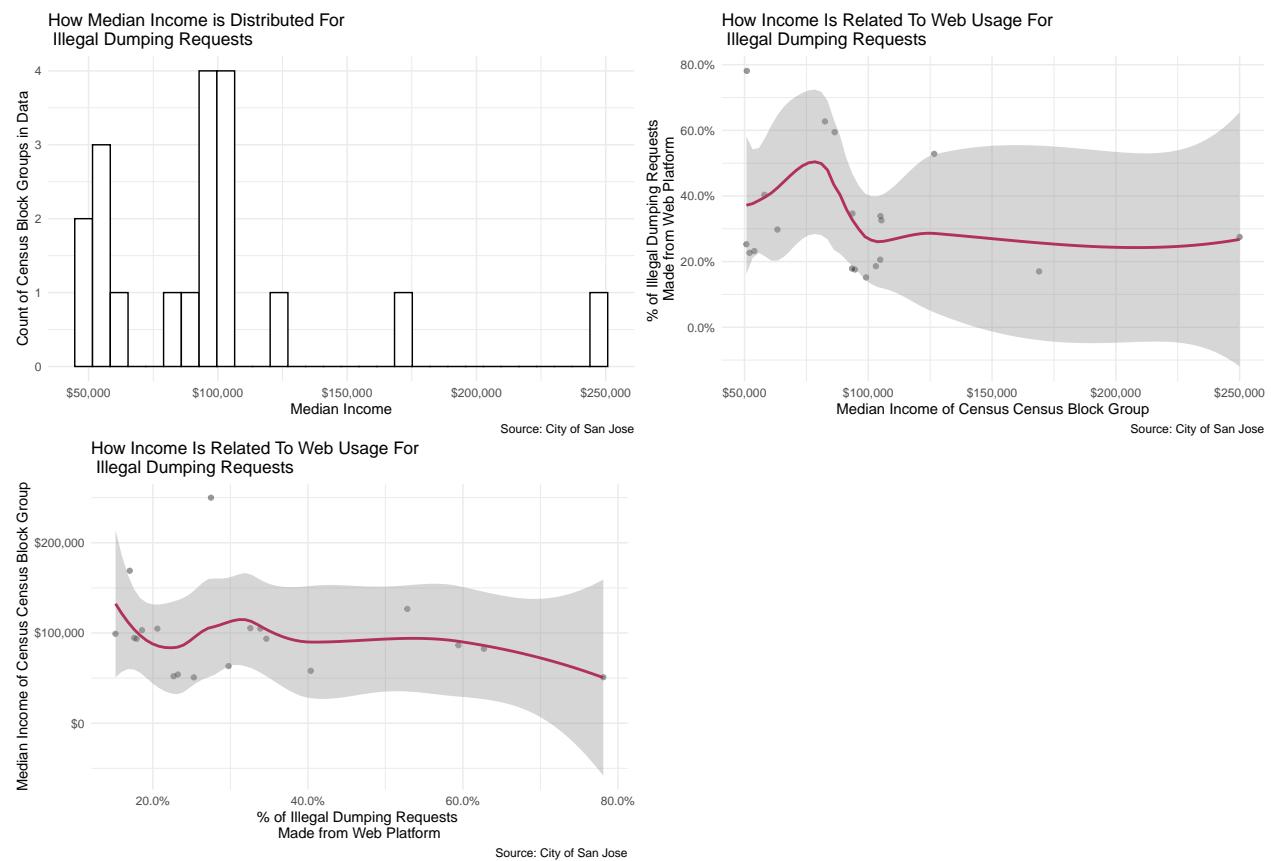


How Racial Composition is Related To Web Usage For Illegal Dumping Requests

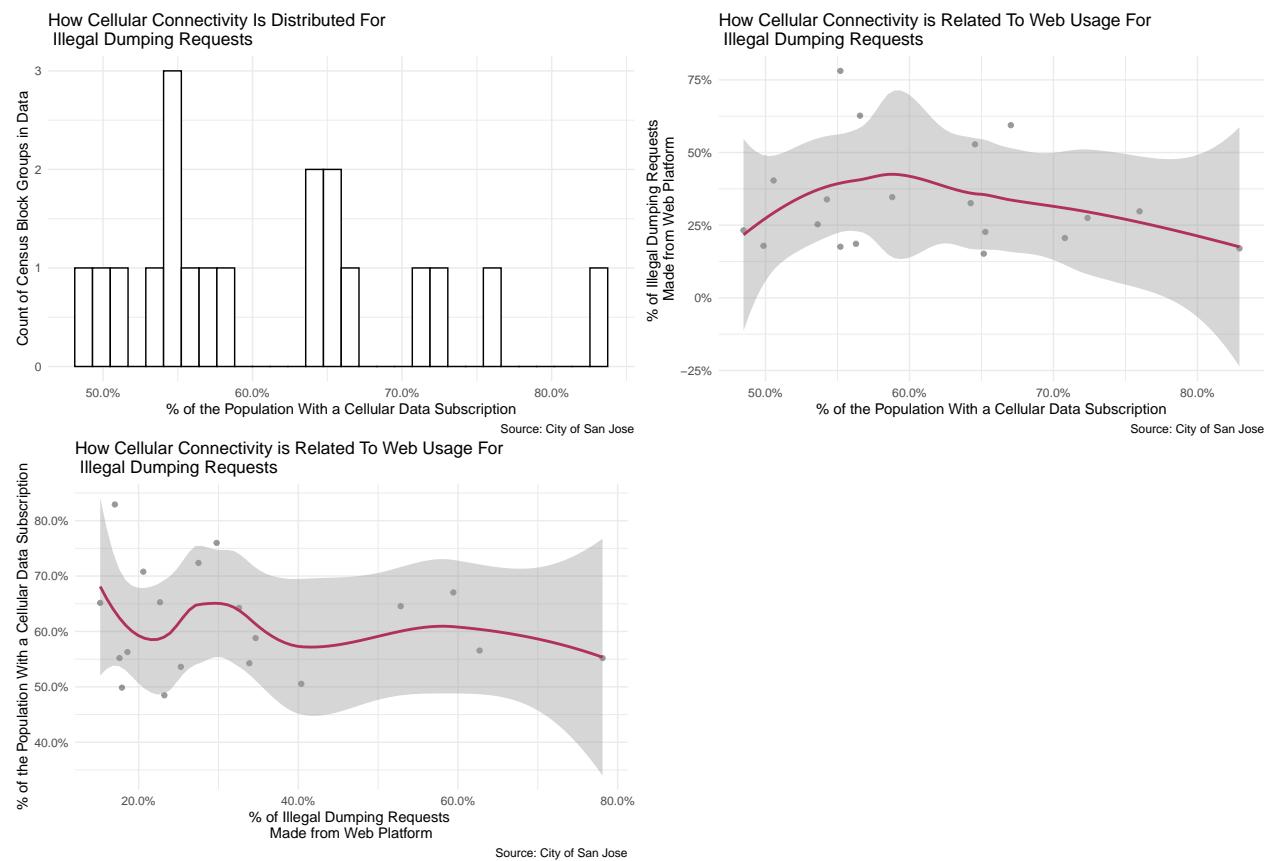


Source: City of San Jose

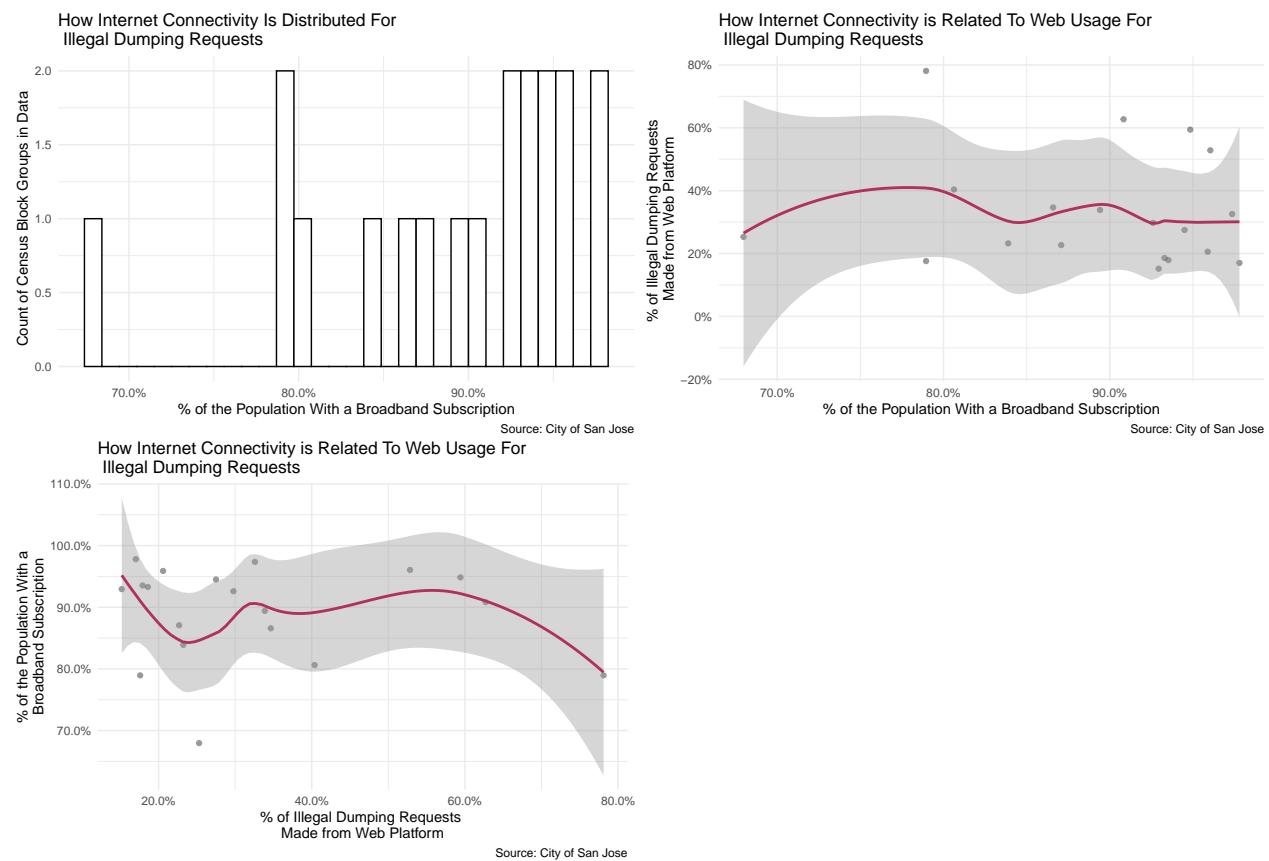
MySanJose Web Platform - Illegal Dumping - Income



MySanJose Web Platform - Illegal Dumping - Mobile Phone Access

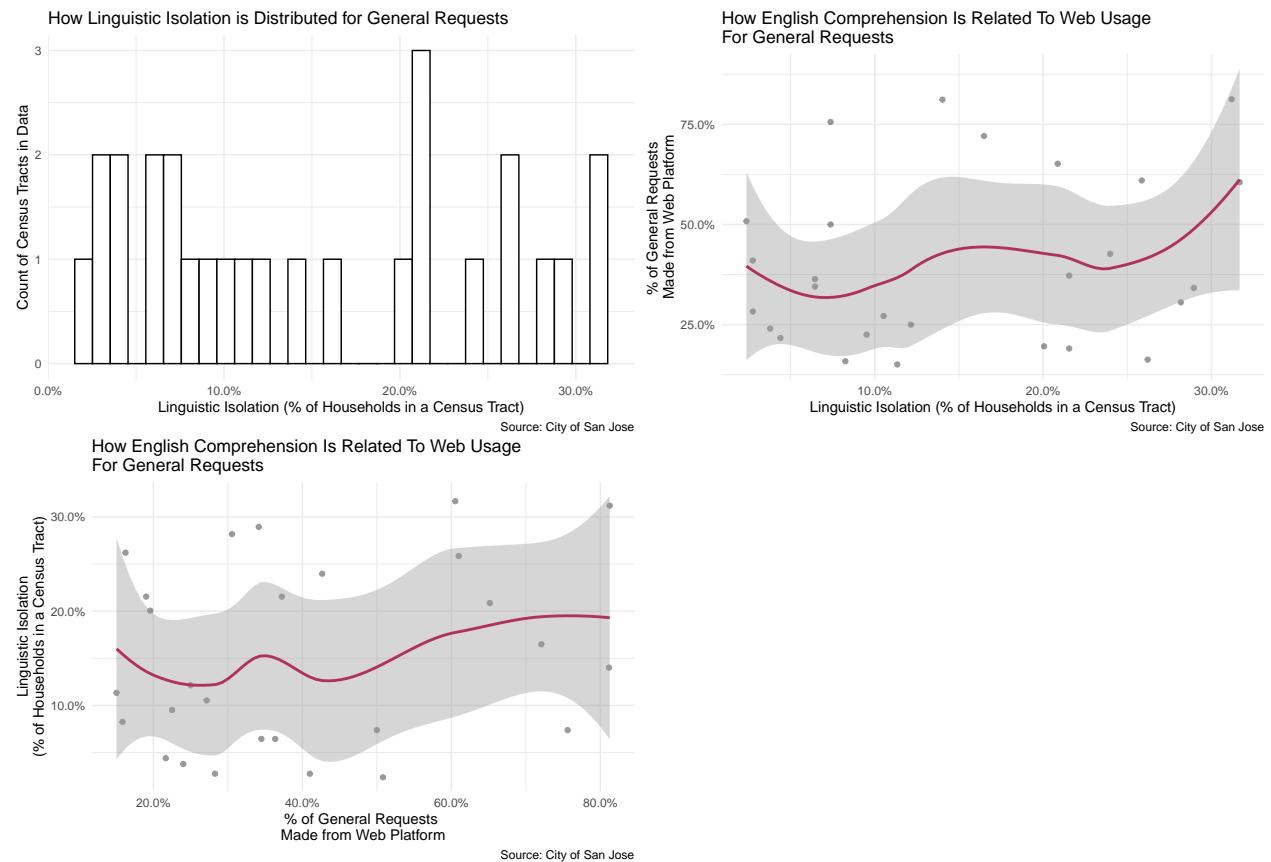


MySanJose Web Platform - Illegal Dumping - Broadband Access

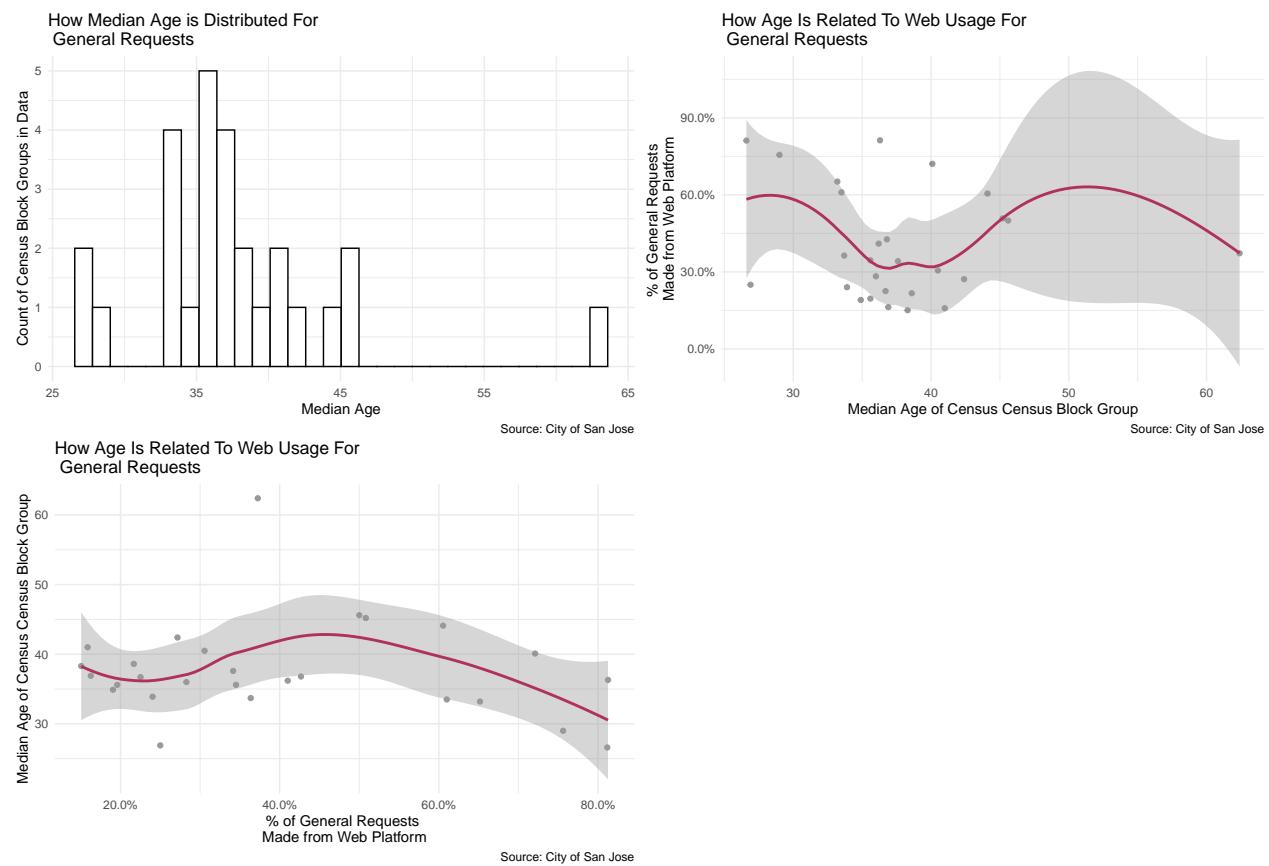


General Request

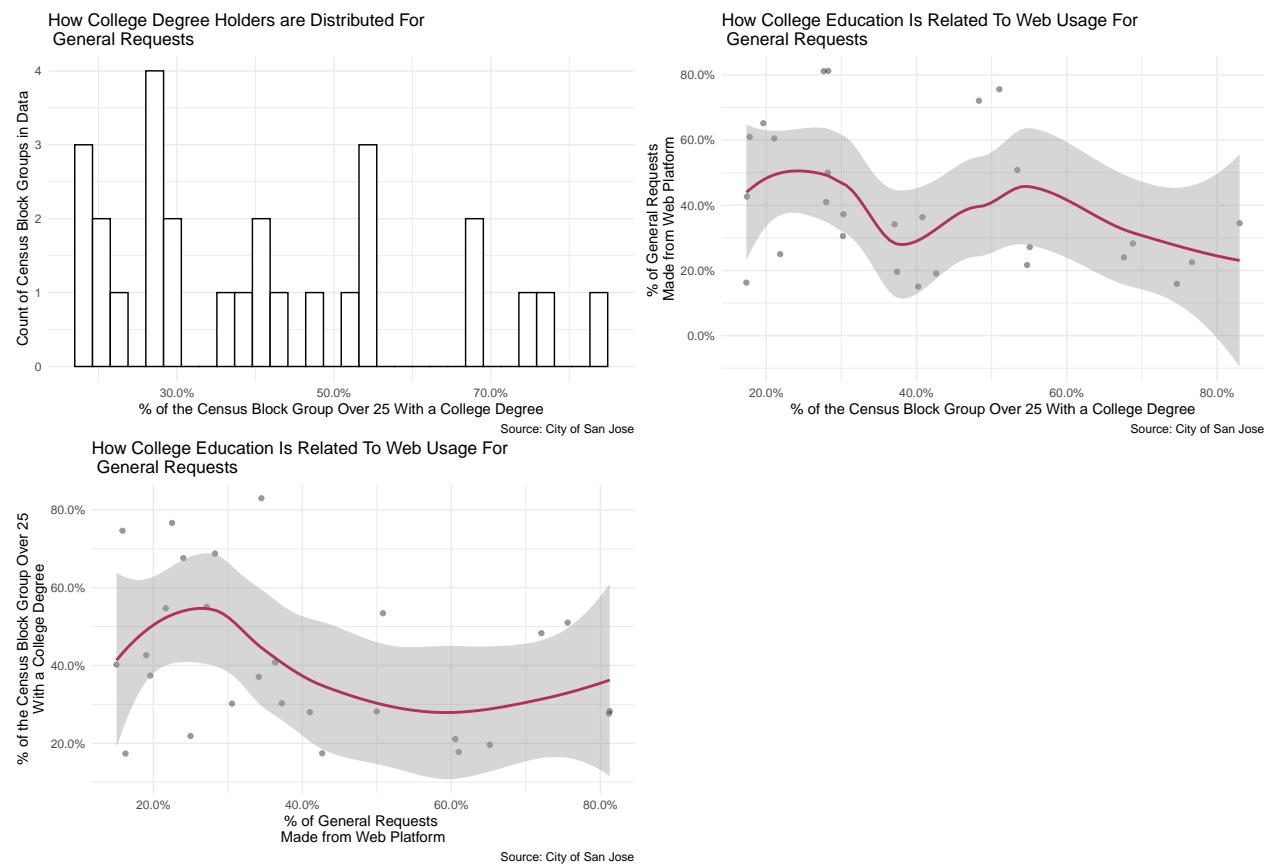
MySanJose Web Platform - General Request - Language



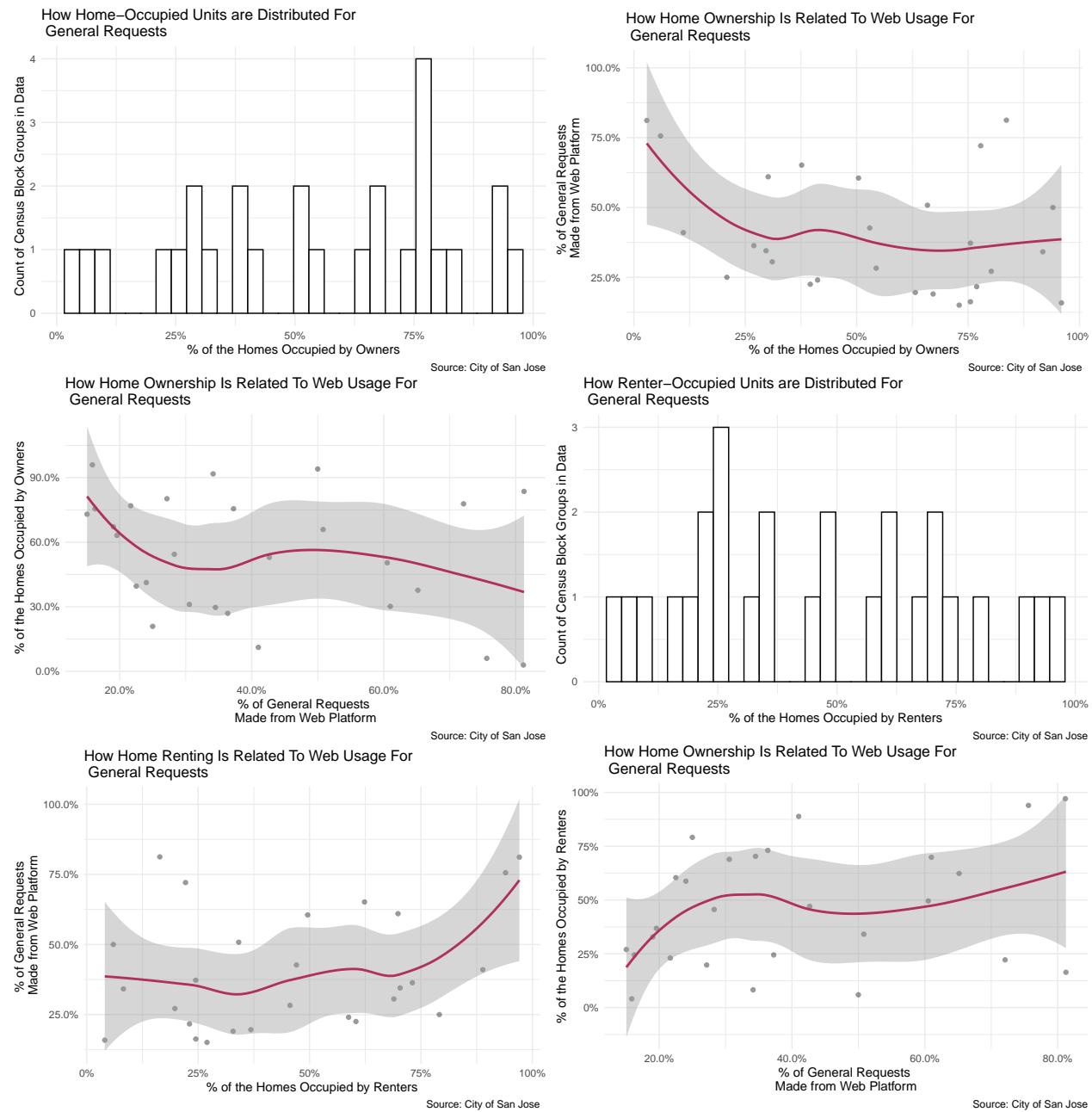
MySanJose Web Platform - General Request - Age



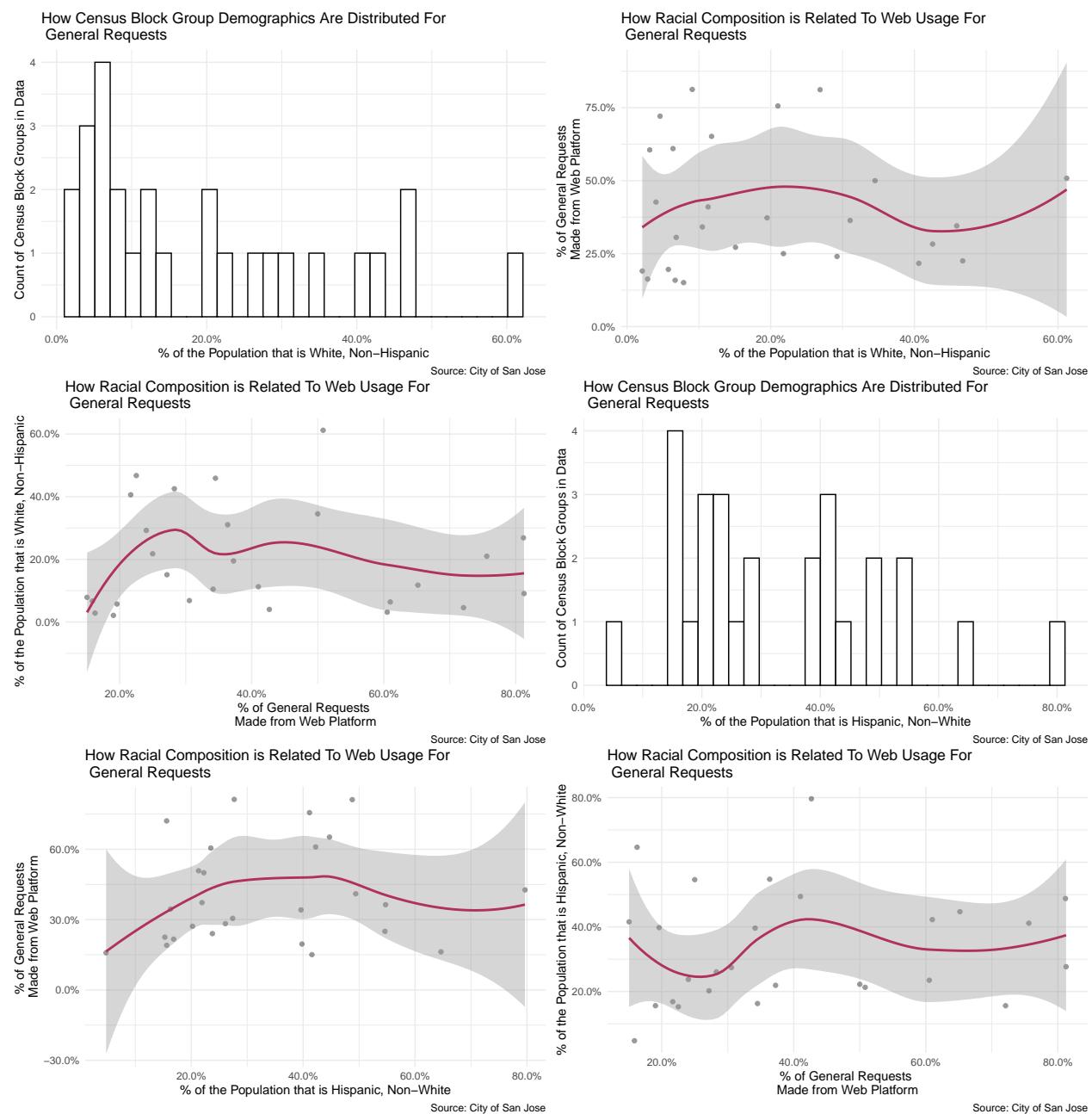
MySanJose Web Platform - General Request - Education



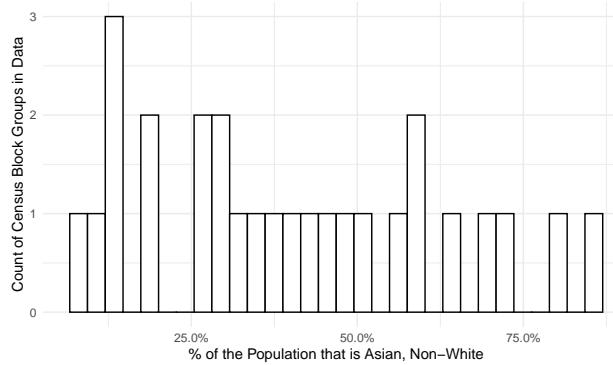
MySanJose Web Platform - General Request - Home Ownership/Renting



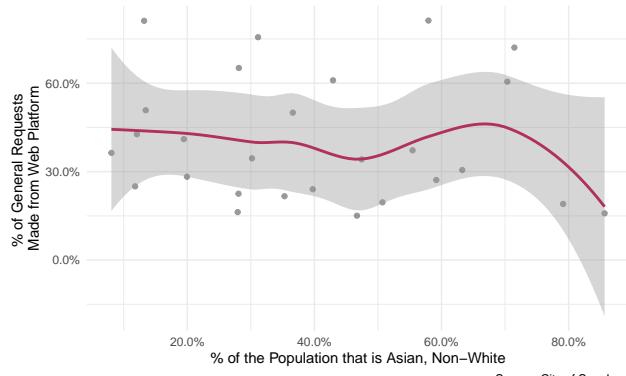
MySanJose Web Platform - General Request - Race/Ethnicity



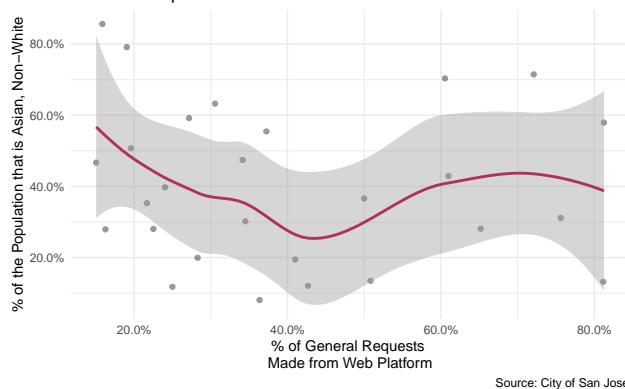
How Census Block Group Demographics Are Distributed For General Requests



How Racial Composition is Related To Web Usage For General Requests

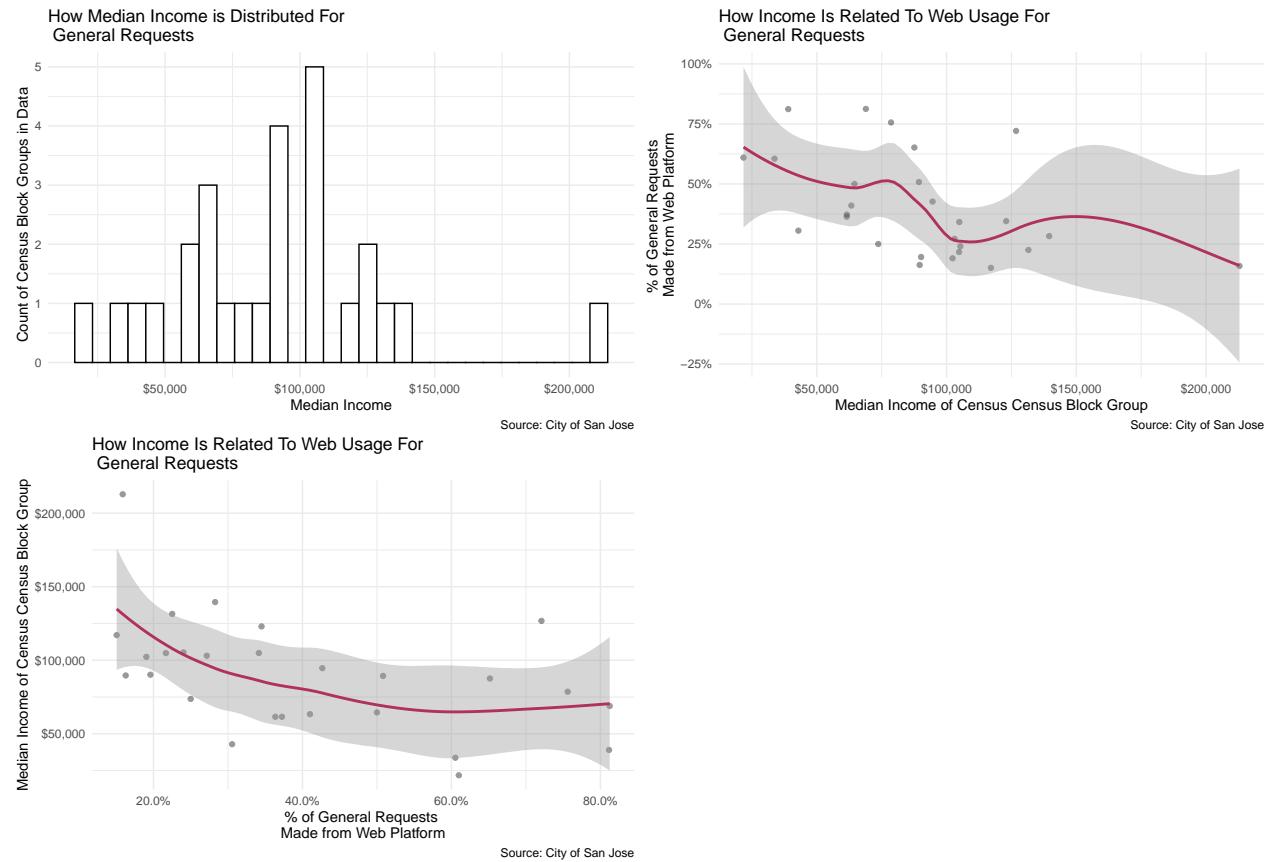


How Racial Composition is Related To Web Usage For General Requests

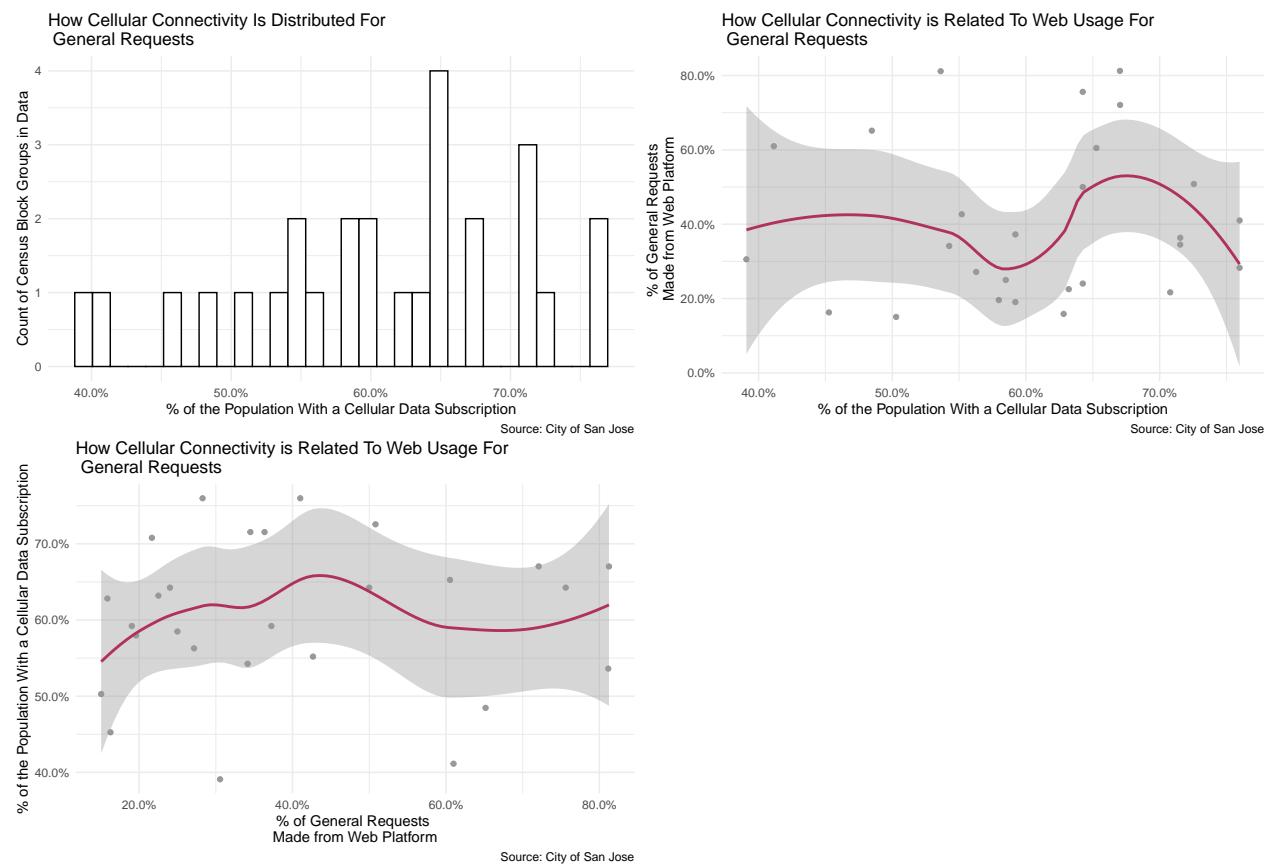


Source: City of San Jose

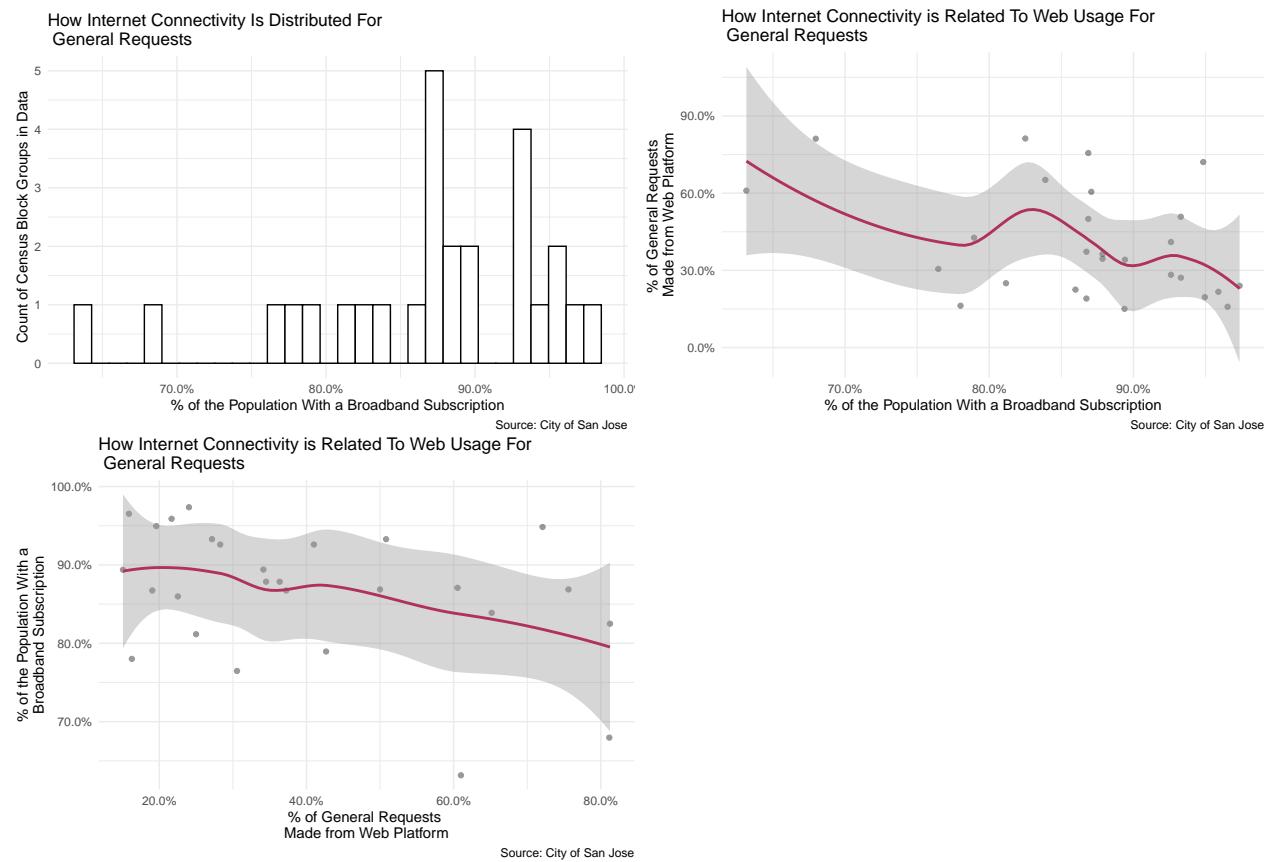
MySanJose Web Platform - General Request - Income



MySanJose Web Platform - General Request - Mobile Phone Access

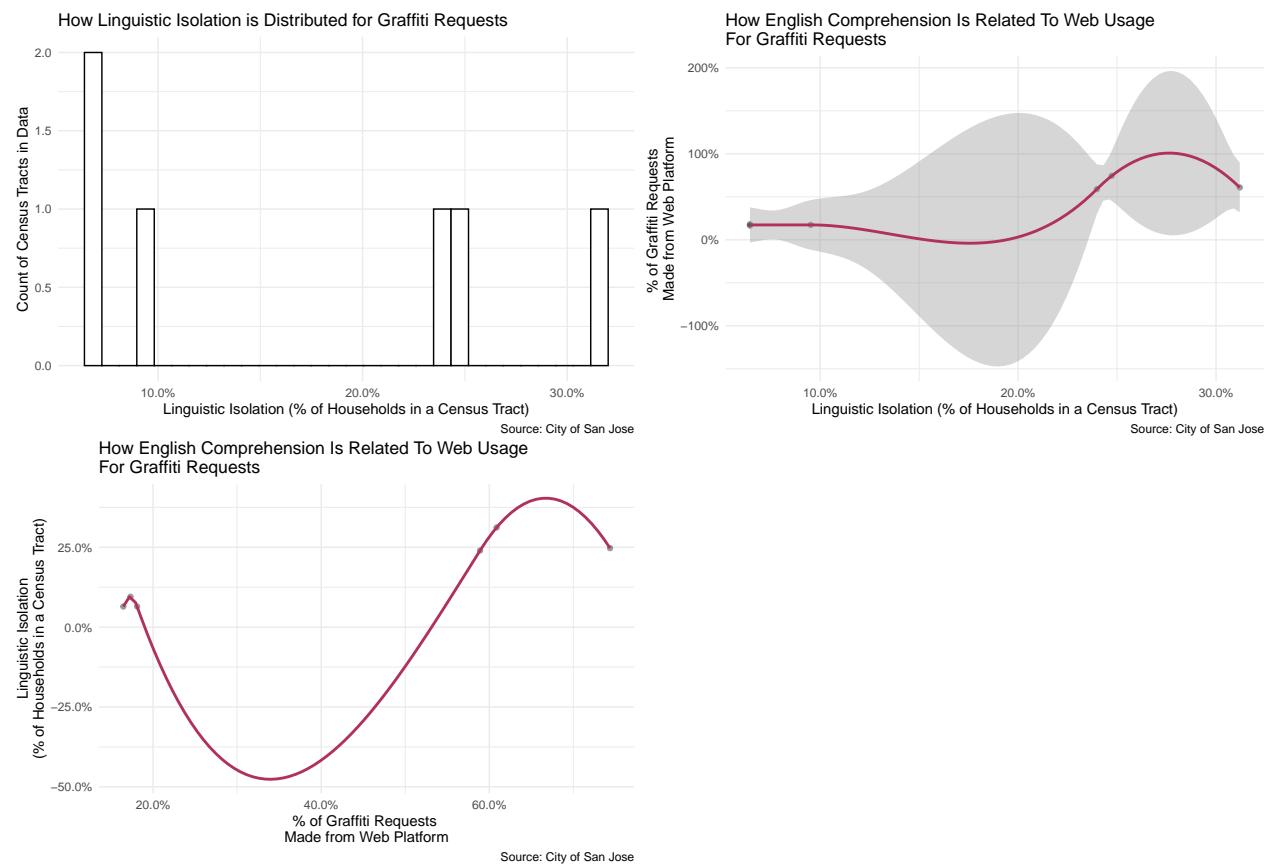


MySanJose Web Platform - General Request - Broadband Access

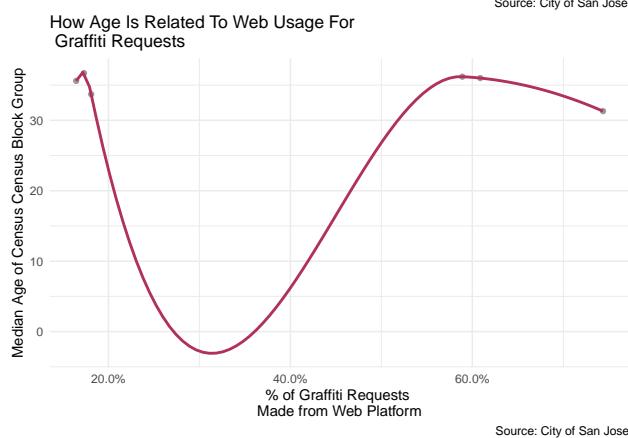
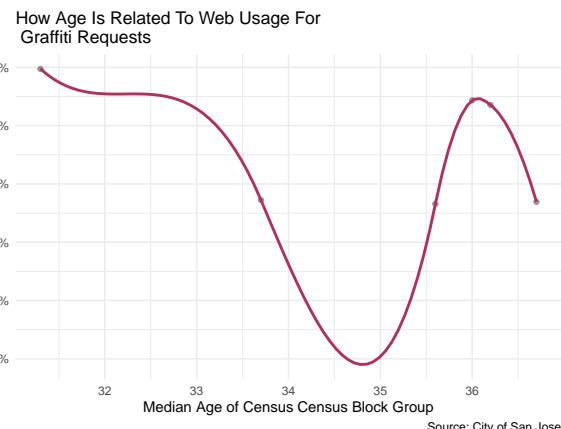
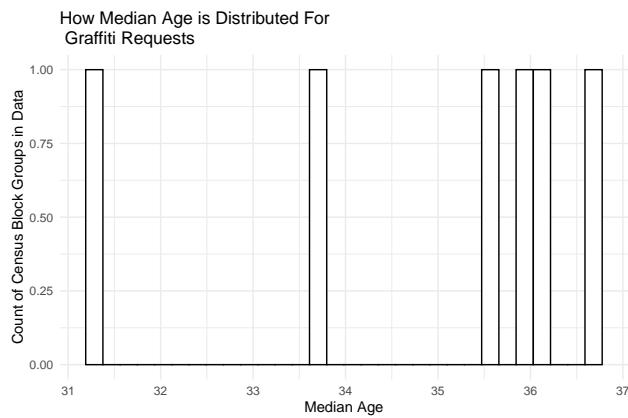


Graffiti

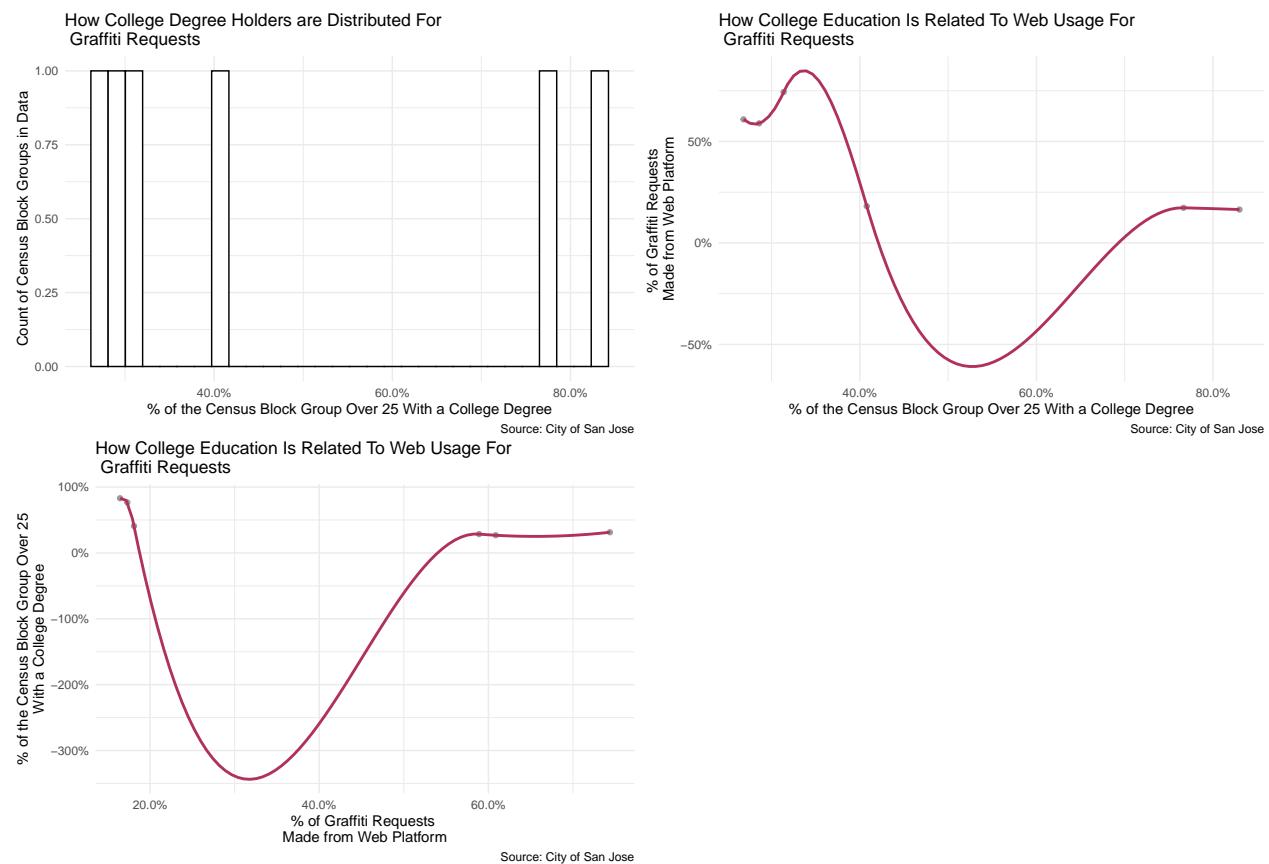
MySanJose Web Platform - Graffiti Request - Language



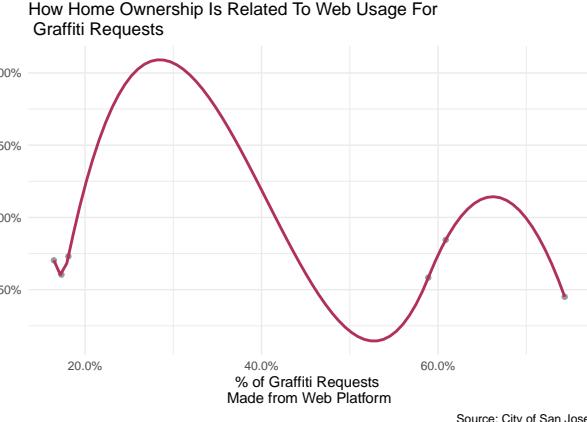
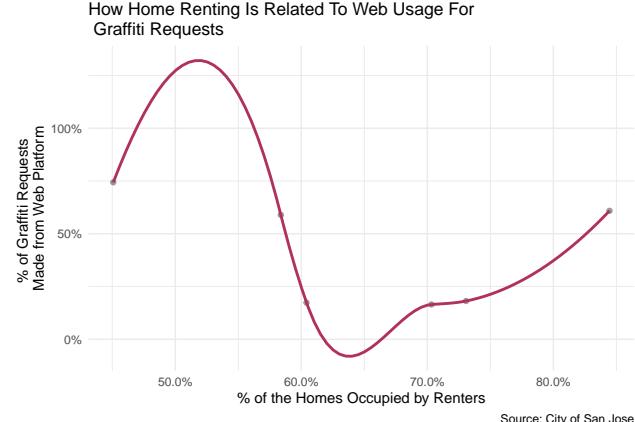
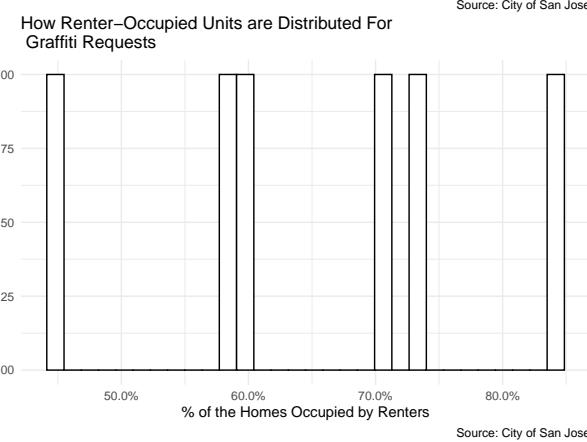
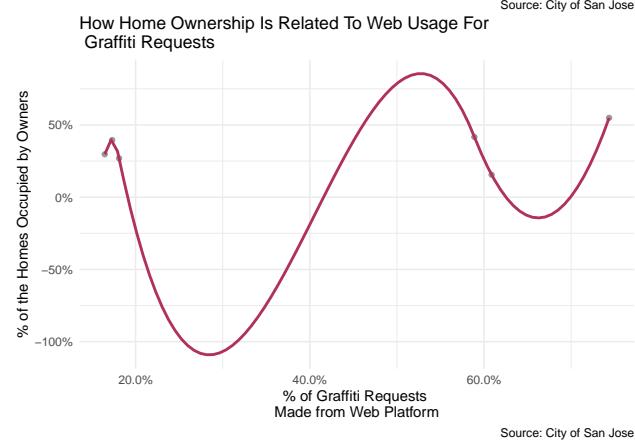
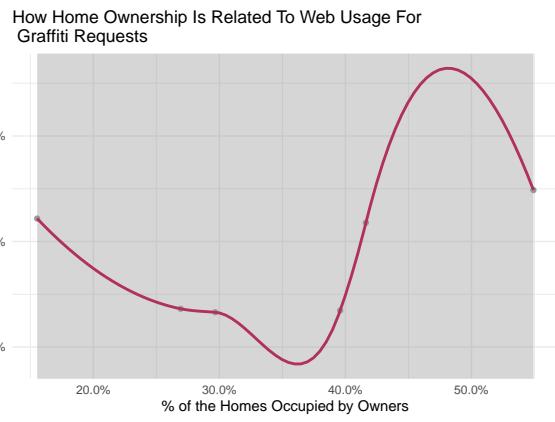
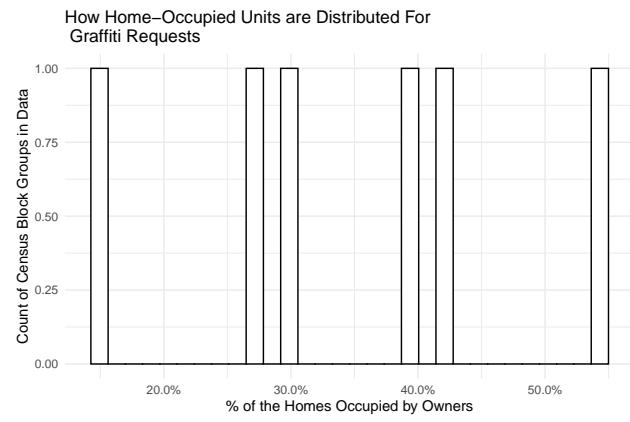
MySanJose Web Platform - Graffiti Request - Age



MySanJose Web Platform - Graffiti Request - Education

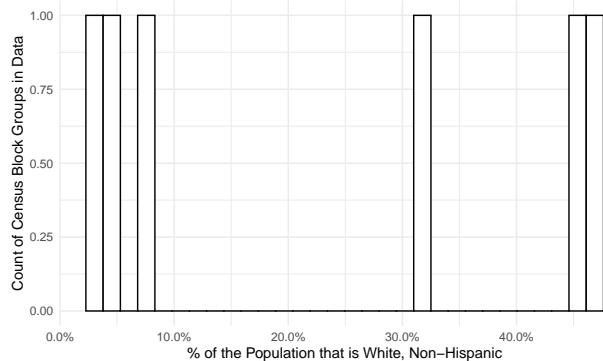


MySanJose Web Platform - Graffiti Request - Home Ownership/Renting

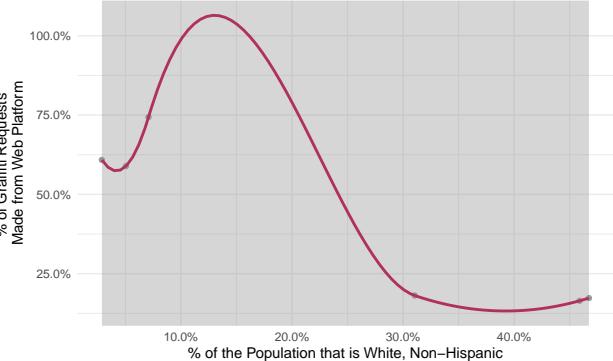


MySanJose Web Platform - Graffiti Request - Race/Ethnicity

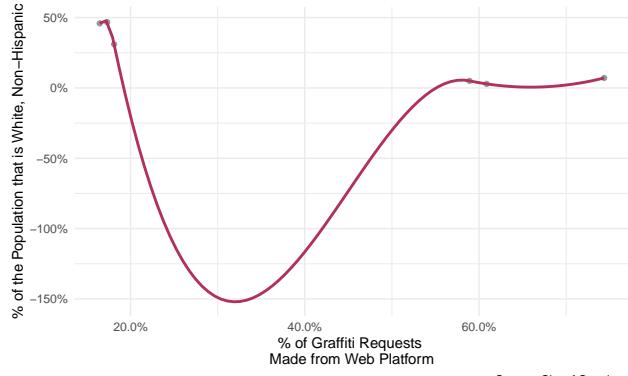
How Census Block Group Demographics Are Distributed For Graffiti Requests



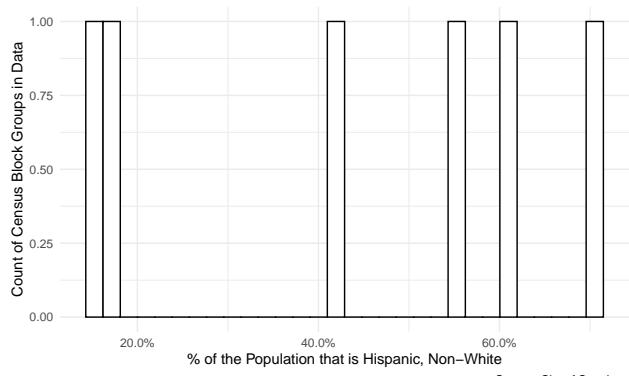
How Racial Composition is Related To Web Usage For Graffiti Requests



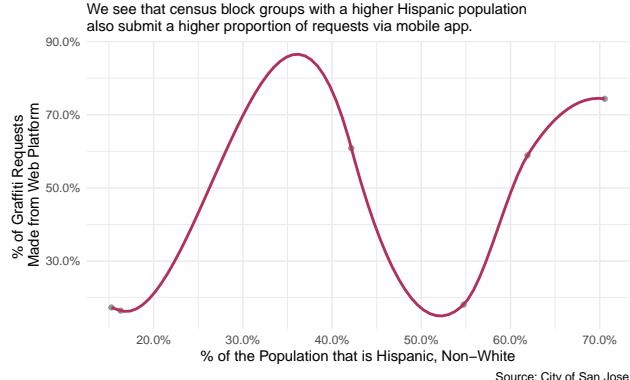
How Racial Composition is Related To Web Usage For Graffiti Requests



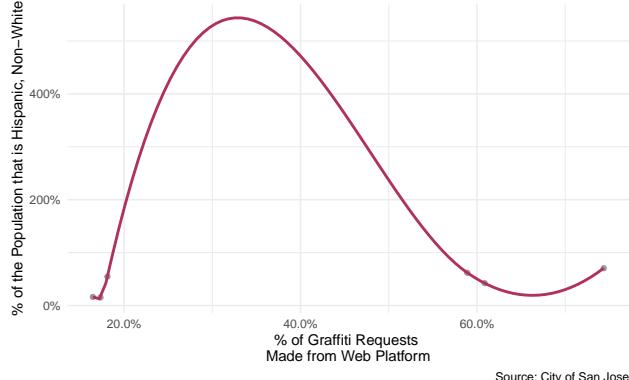
How Census Block Group Demographics Are Distributed For Graffiti Requests

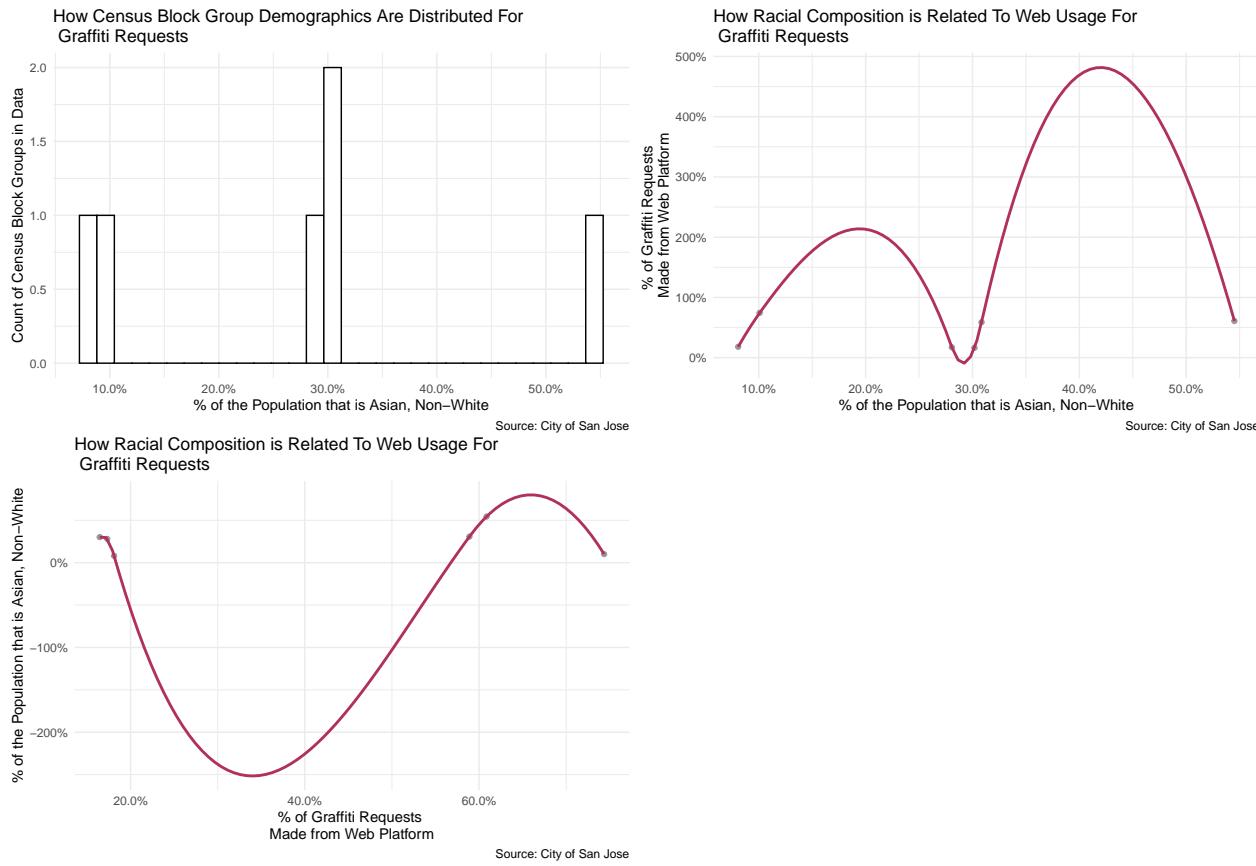


How Racial Composition is Related To Web Usage For Graffiti Requests

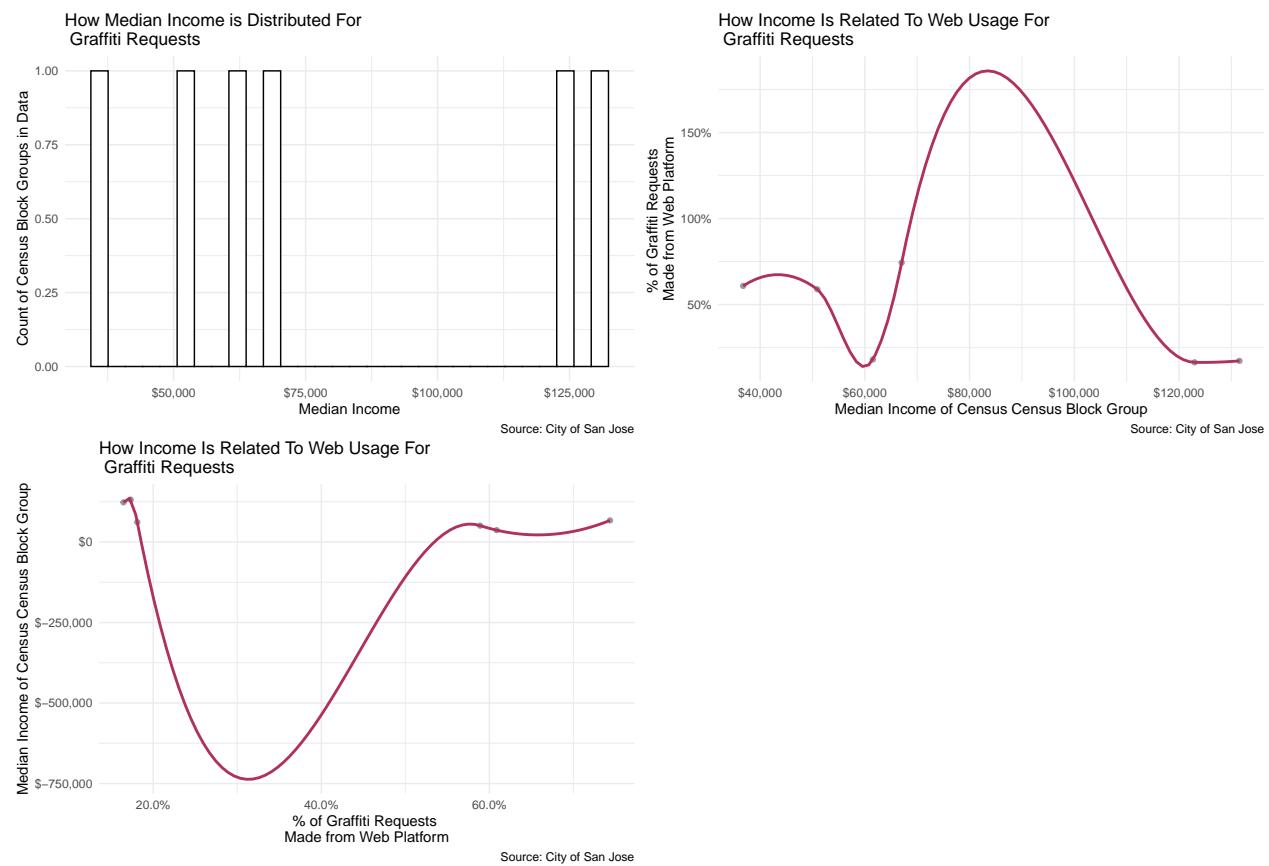


How Racial Composition is Related To Web Usage For Graffiti Requests

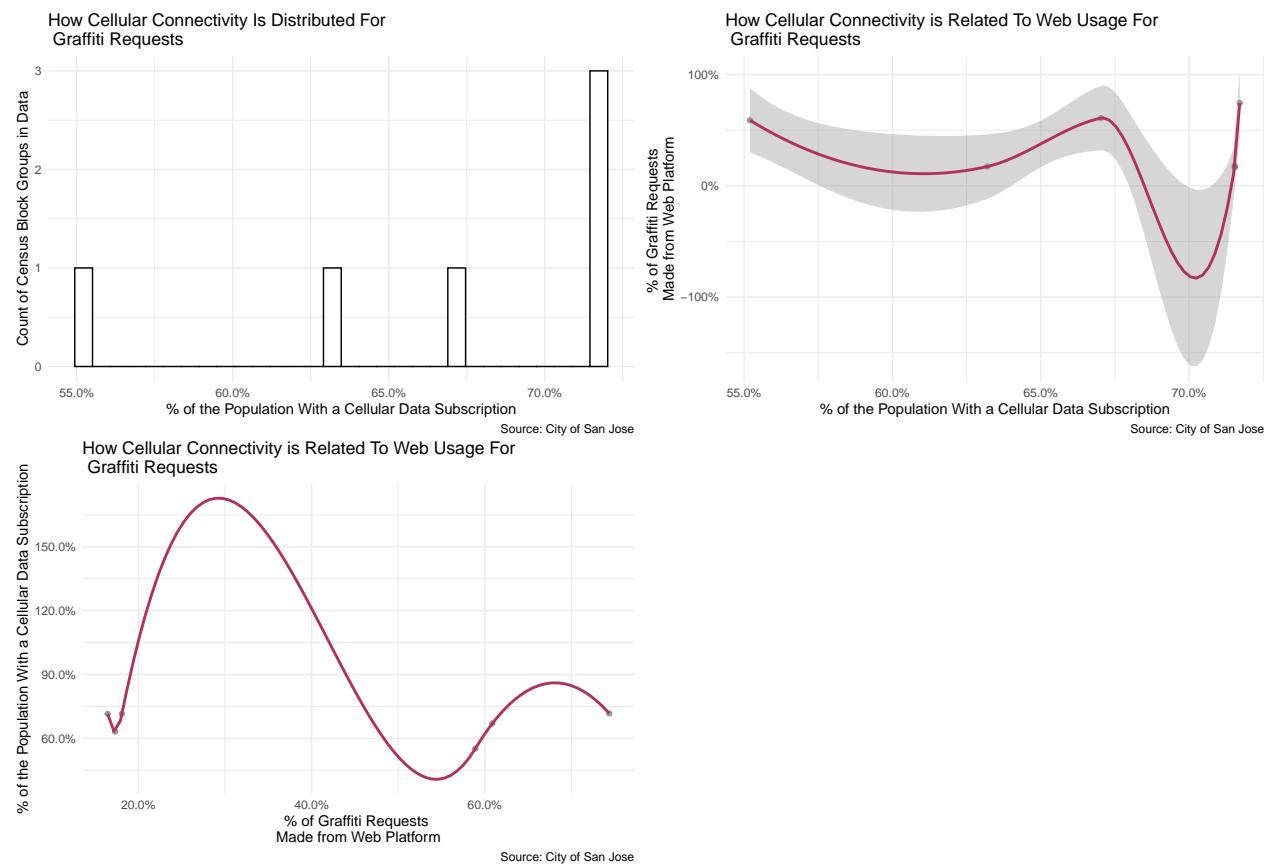




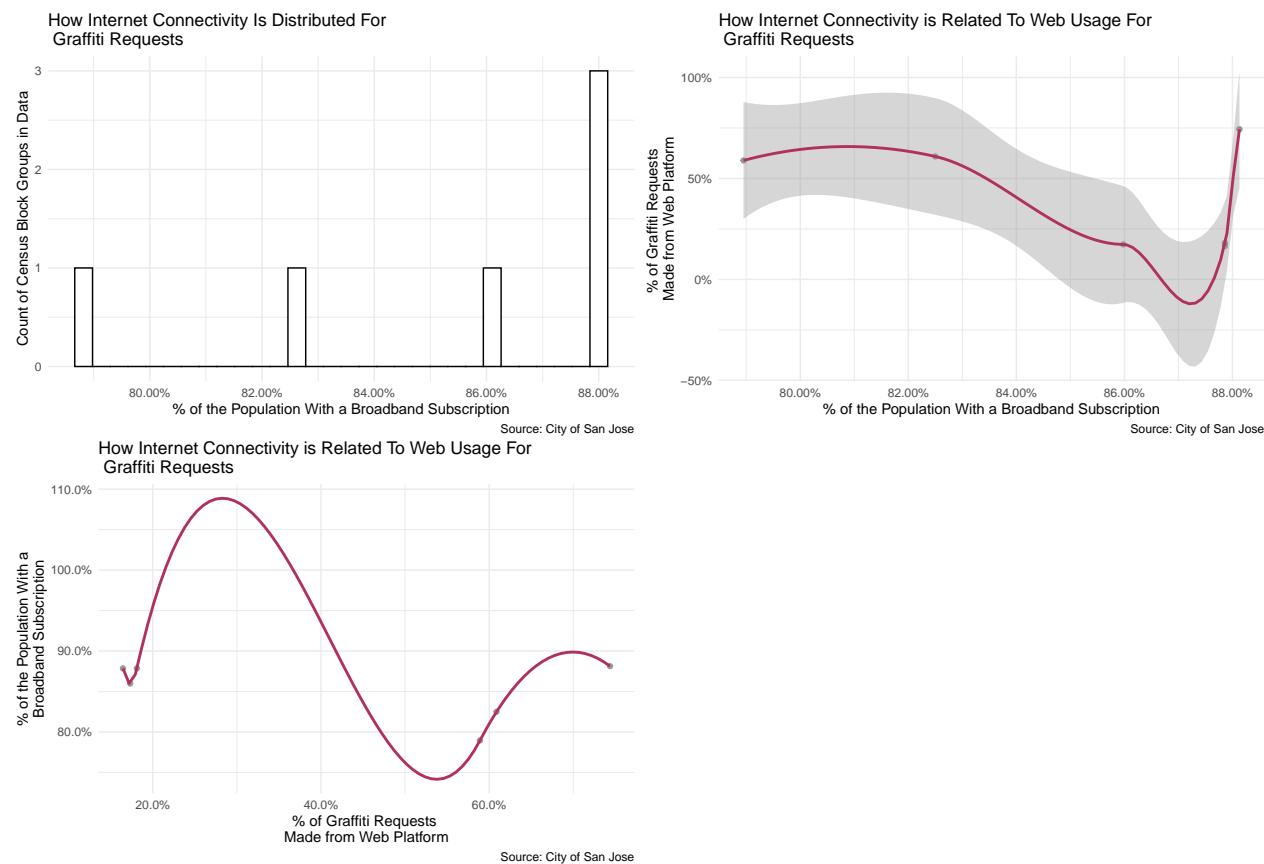
MySanJose Web Platform - Graffiti Request - Income



MySanJose Web Platform - Graffiti Request - Mobile Phone Access

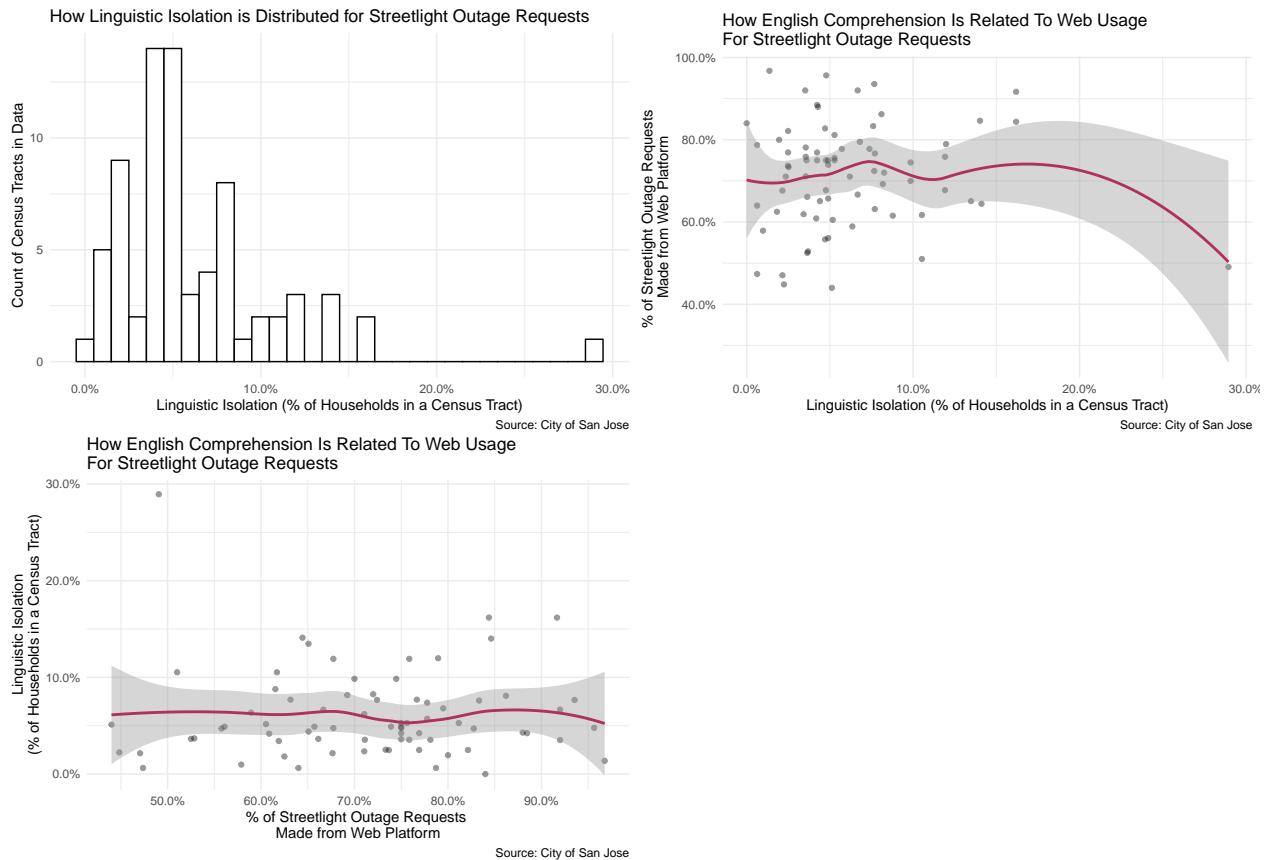


MySanJose Web Platform - Graffiti Request - Broadband Access

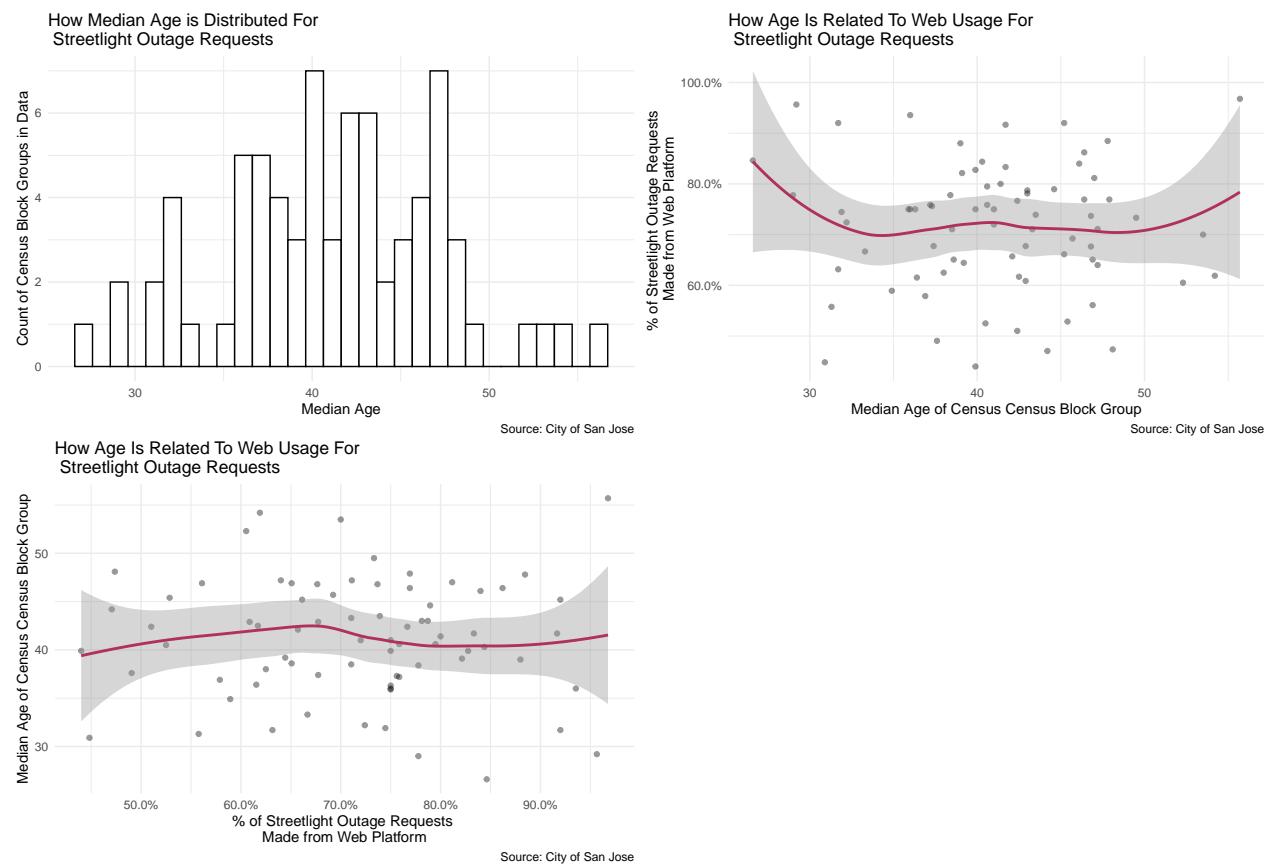


Streetlight Outage

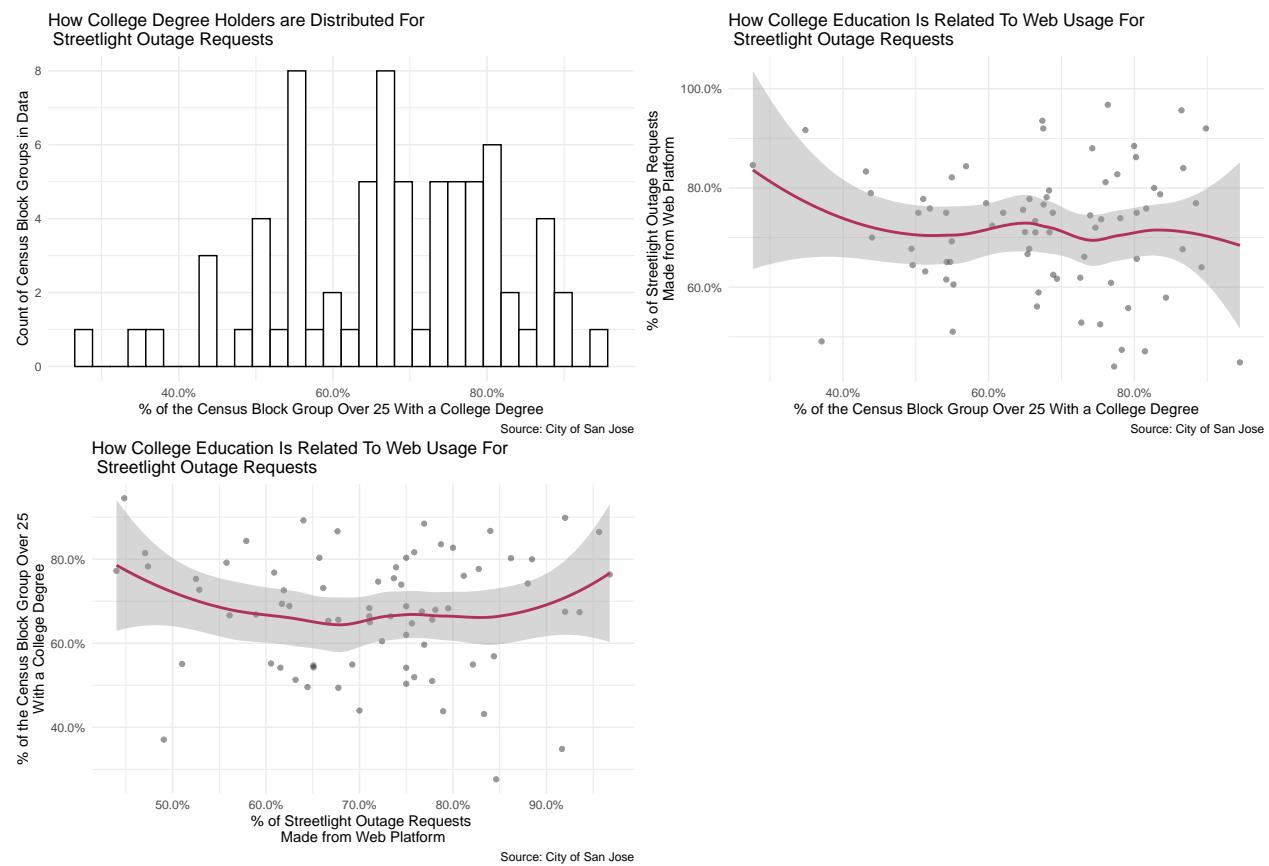
MySanJose Web Platform - Streetlight Outage - Language



MySanJose Web Platform - Streetlight Outage - Age

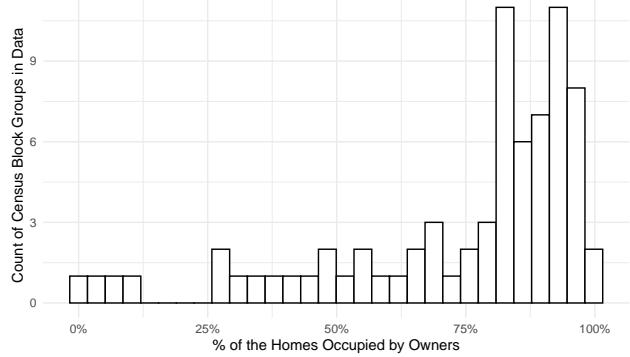


MySanJose Web Platform - Streetlight Outage - Education

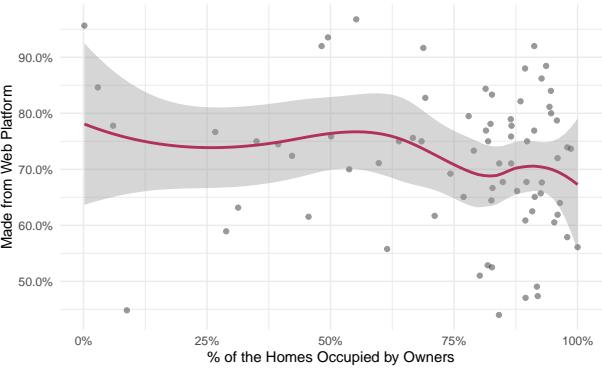


MySanJose Web Platform - Streetlight Outage - Home Ownership/Renting

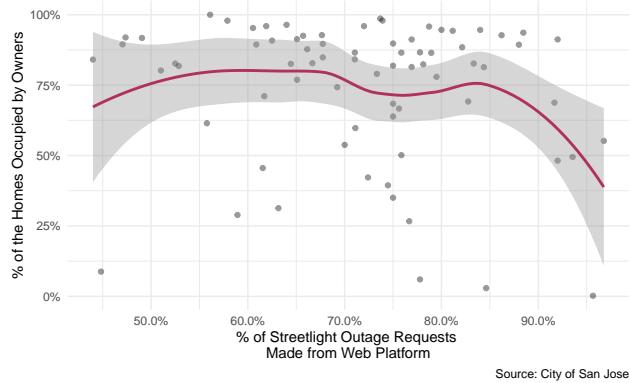
How Home-Occupied Units are Distributed For Streetlight Outage Requests



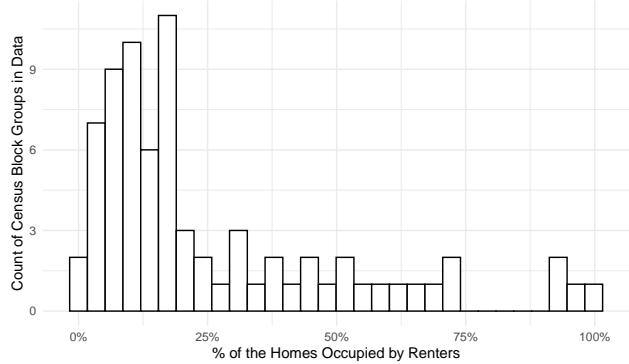
How Home Ownership Is Related To Web Usage For Streetlight Outage Requests



How Home Ownership Is Related To Web Usage For Streetlight Outage Requests



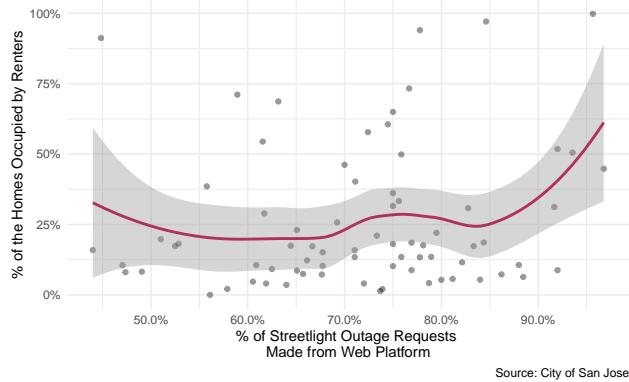
How Renter-Occupied Units are Distributed For Streetlight Outage Requests



How Home Renting Is Related To Web Usage For Streetlight Outage Requests

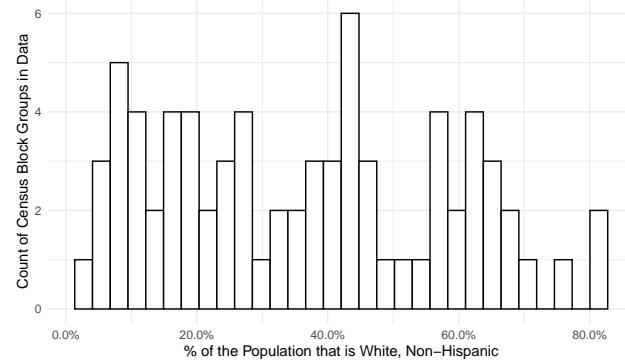


How Home Ownership Is Related To Web Usage For Streetlight Outage Requests

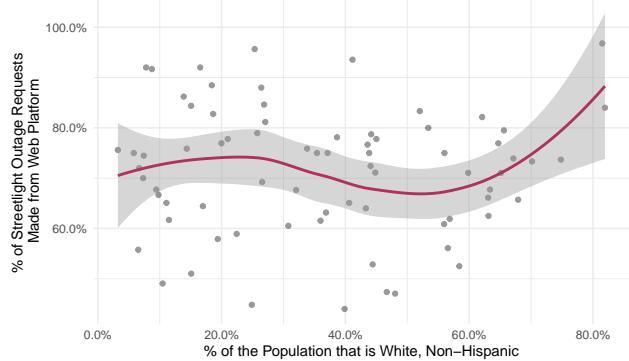


MySanJose Web Platform - Streetlight Outage - Race/Ethnicity

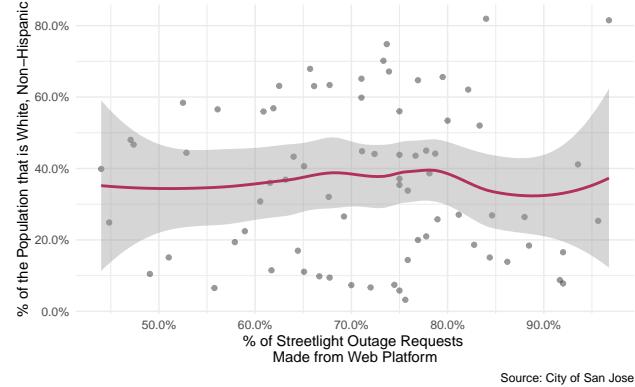
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



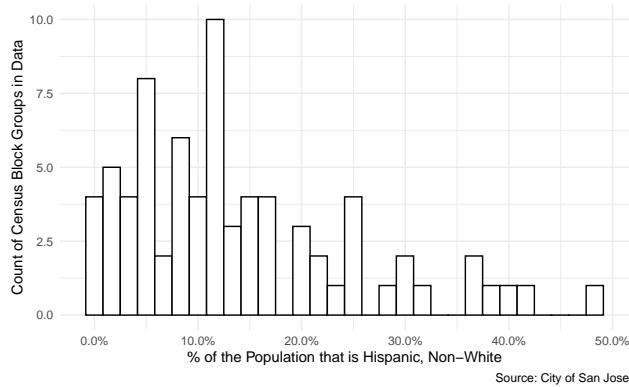
How Racial Composition is Related To Web Usage For Streetlight Outage Requests



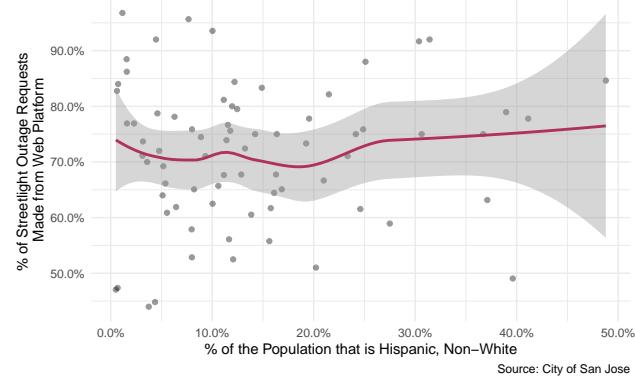
How Racial Composition is Related To Web Usage For Streetlight Outage Requests



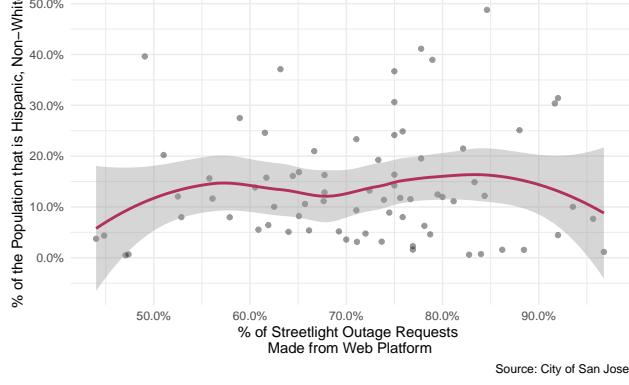
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



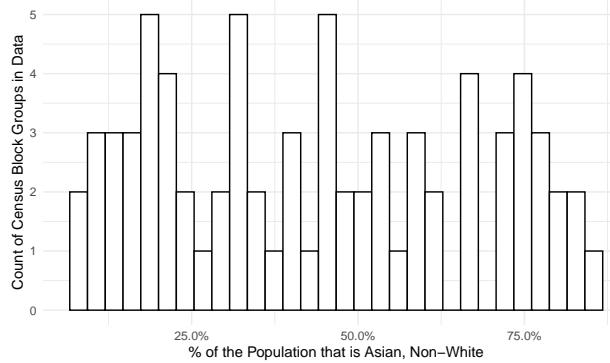
How Racial Composition is Related To Web Usage For Streetlight Outage Requests



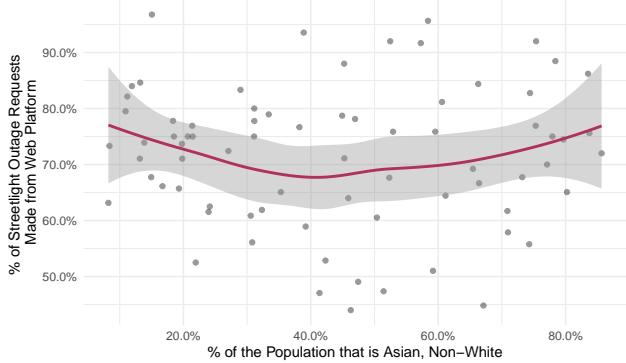
How Racial Composition is Related To Web Usage For Streetlight Outage Requests



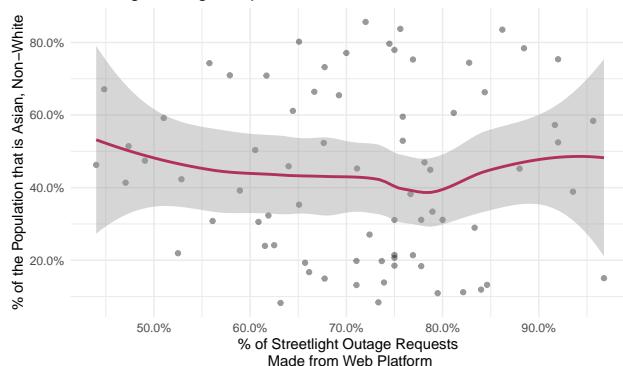
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



How Racial Composition is Related To Web Usage For Streetlight Outage Requests

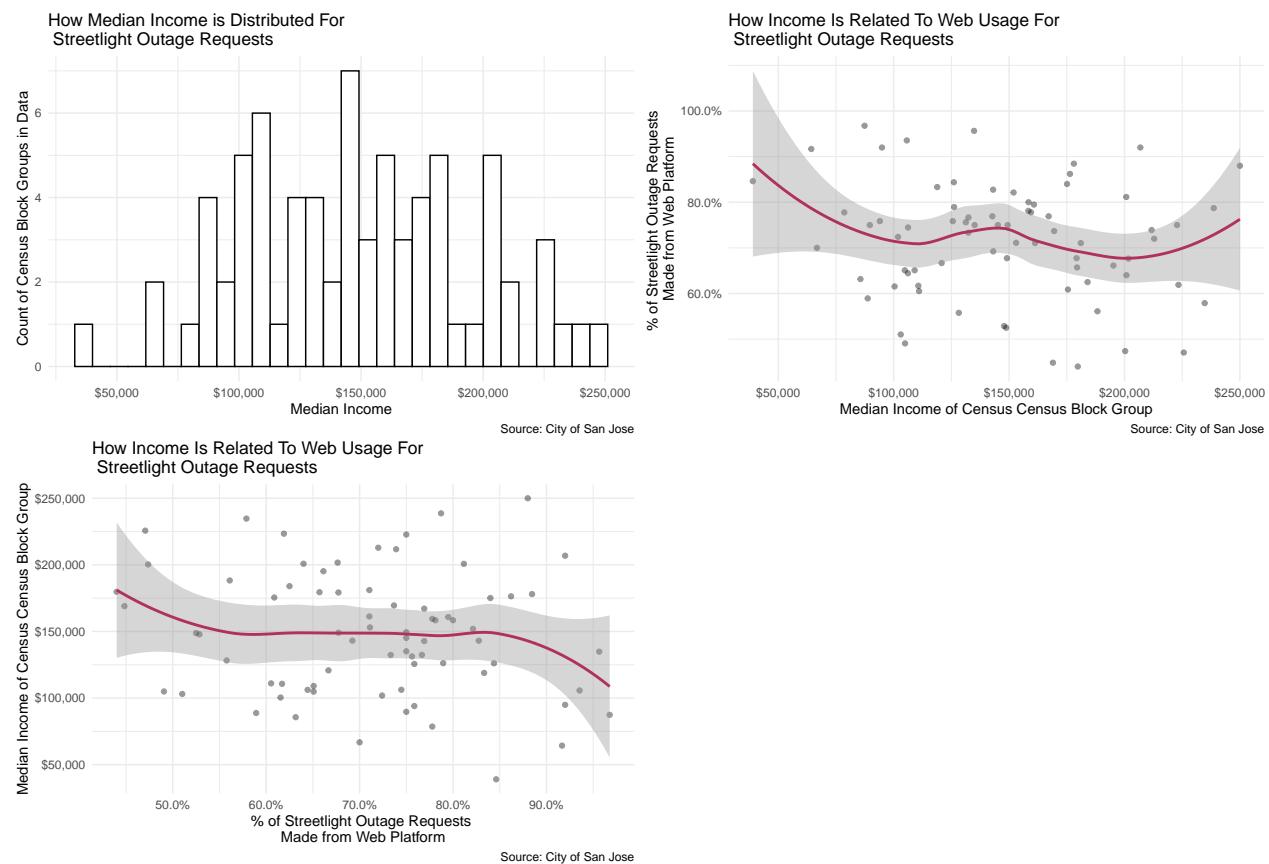


How Racial Composition is Related To Web Usage For Streetlight Outage Requests

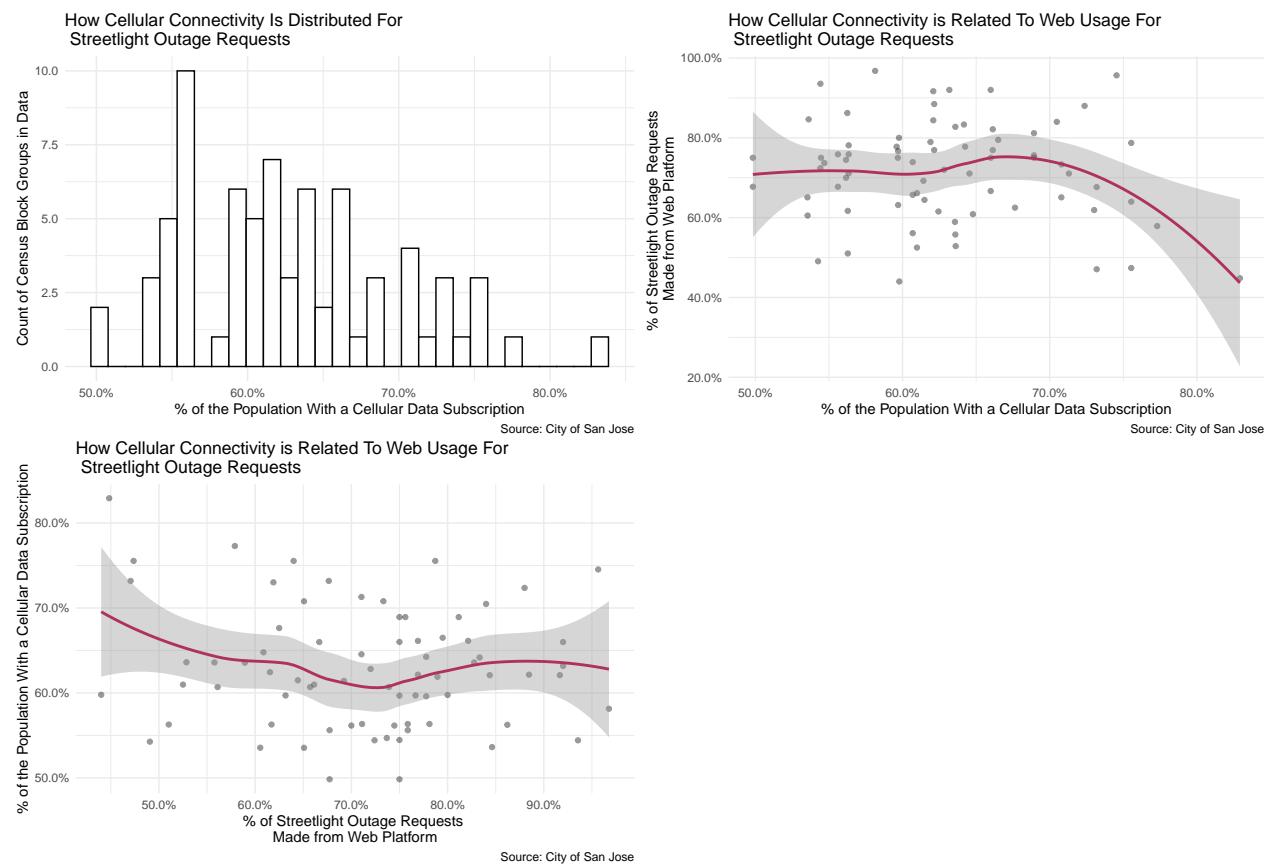


Source: City of San Jose

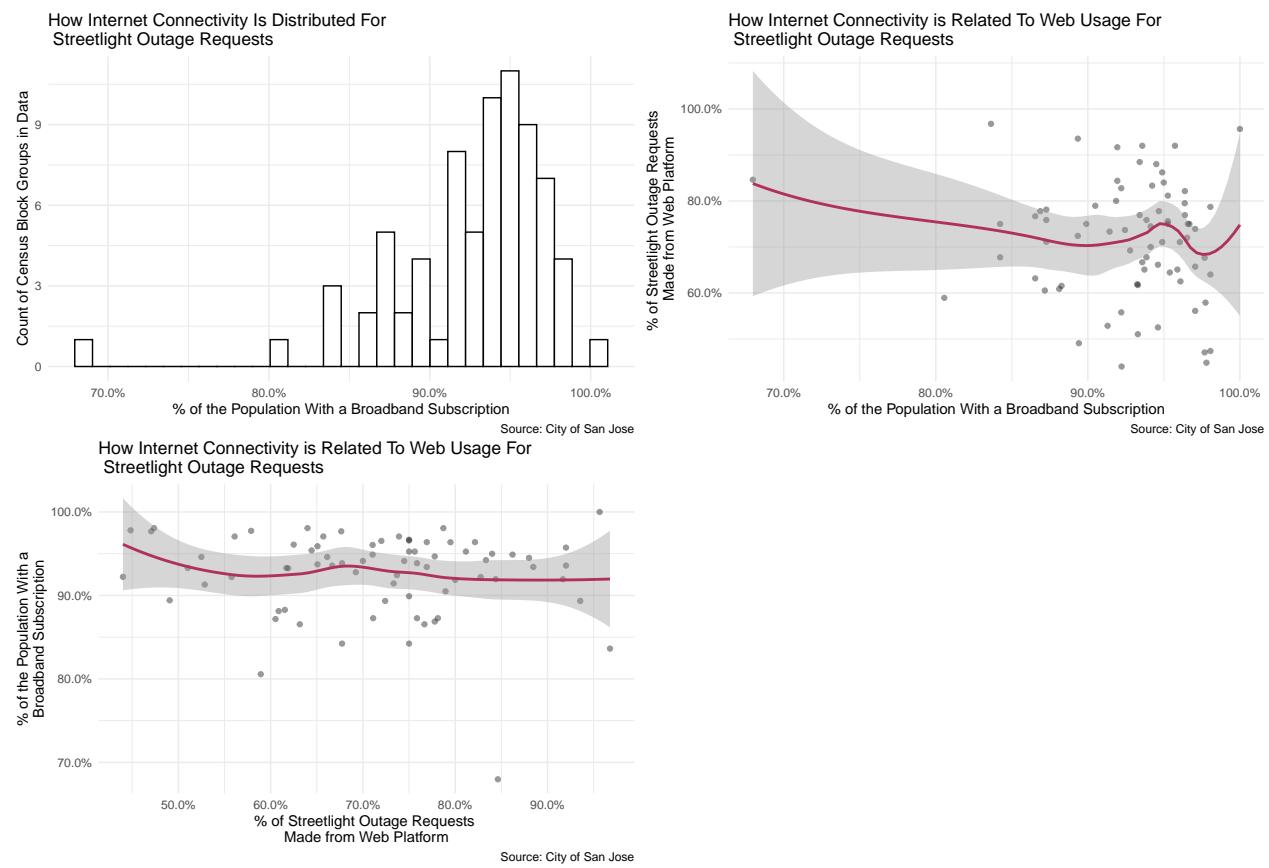
MySanJose Web Platform - Streetlight Outage - Income



MySanJose Web Platform - Streetlight Outage - Mobile Phone Access

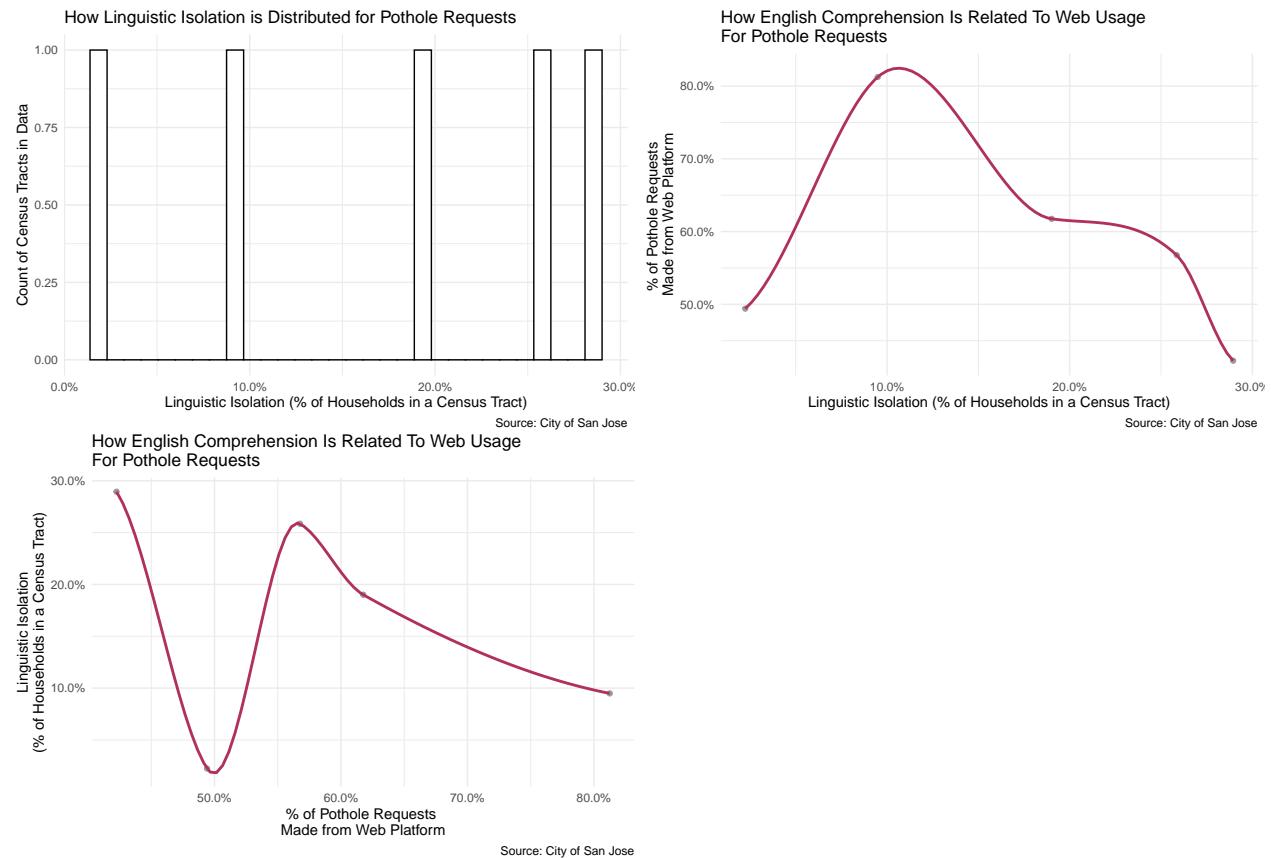


MySanJose Web Platform - Streetlight Outage - Broadband Access

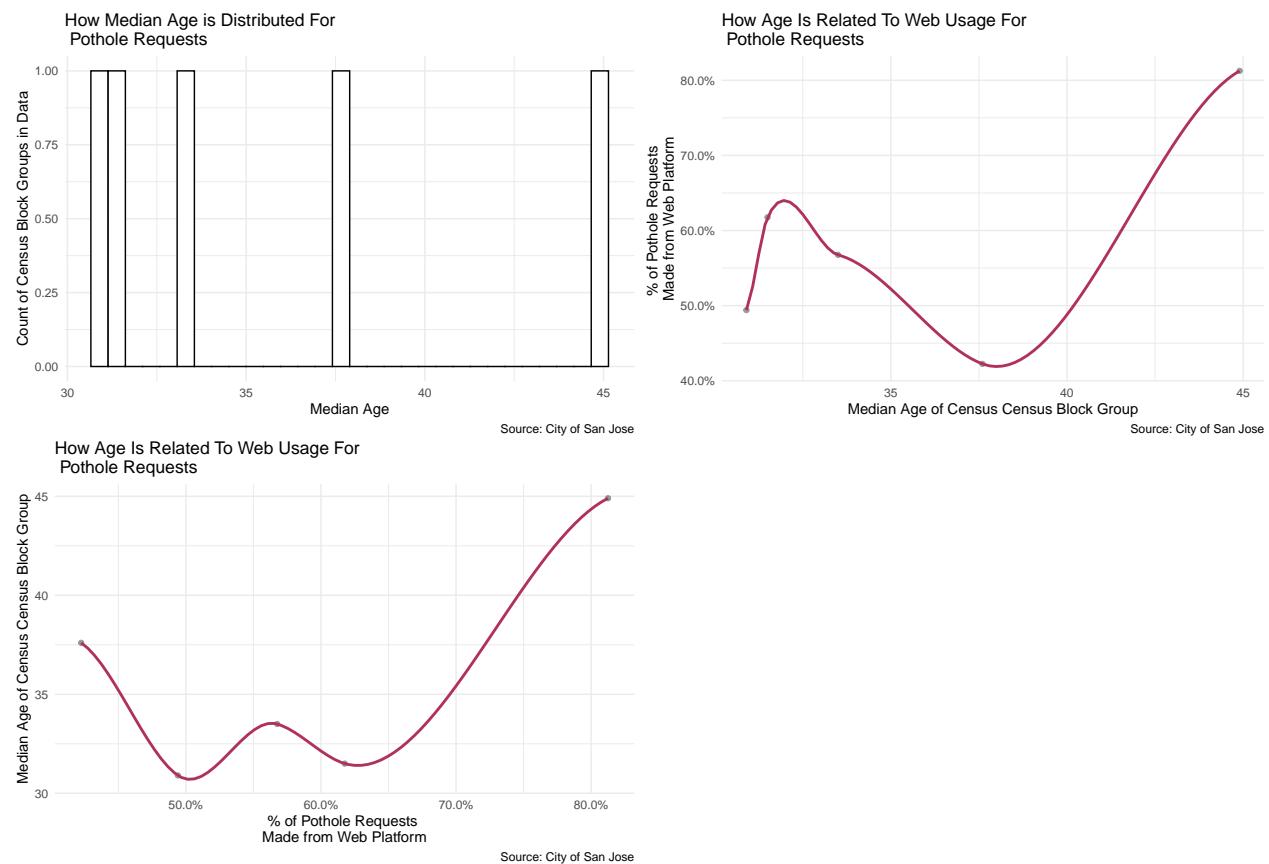


Pothole

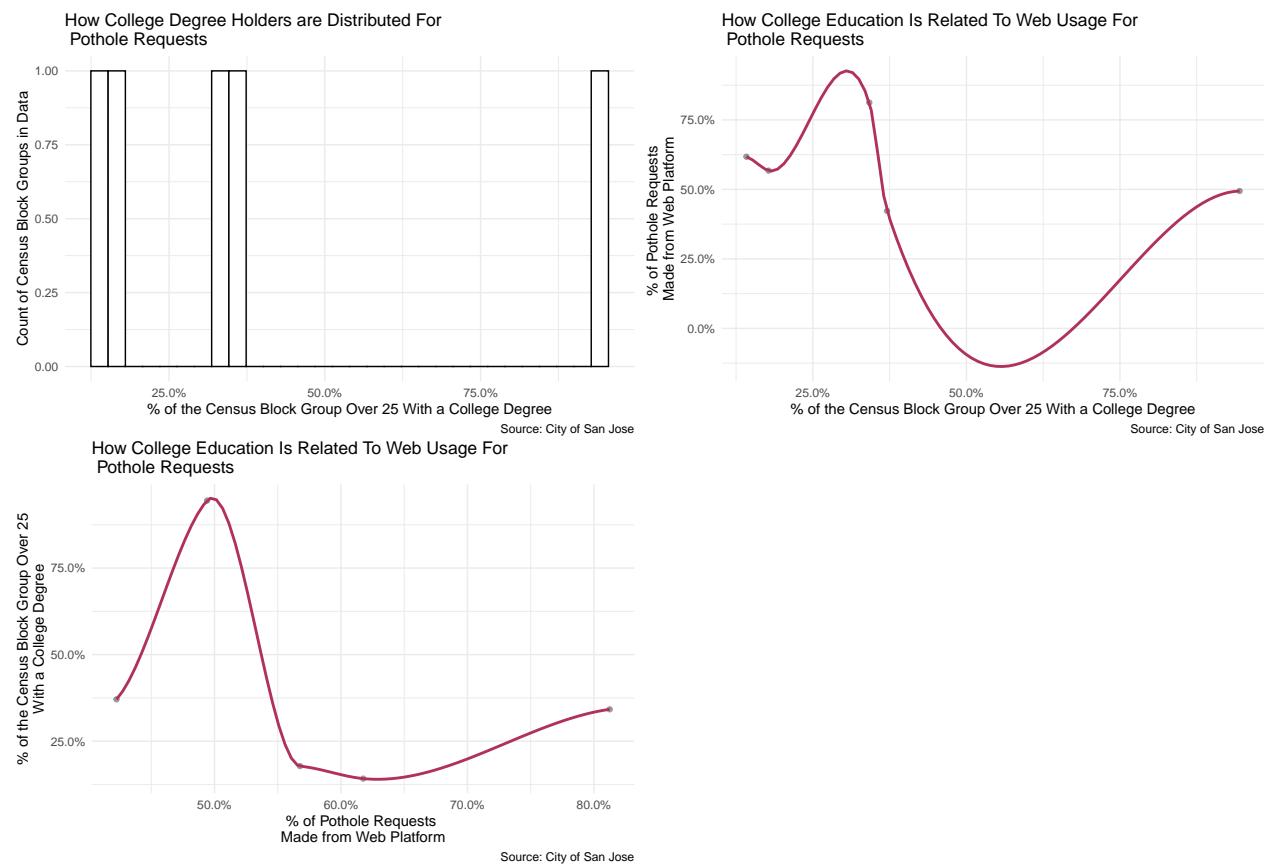
MySanJose Web Platform - Pothole - Language



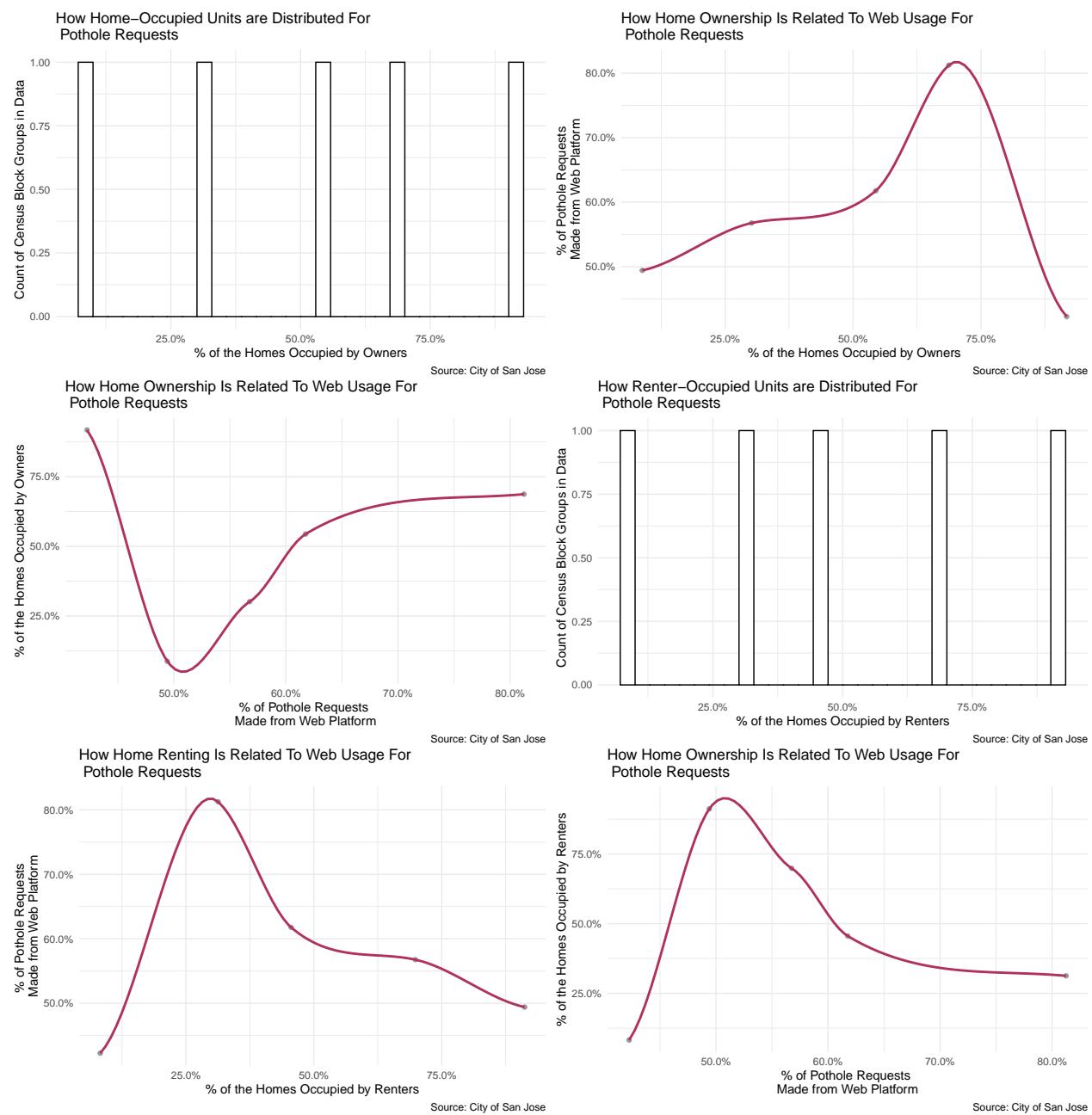
MySanJose Web Platform - Pothole - Age



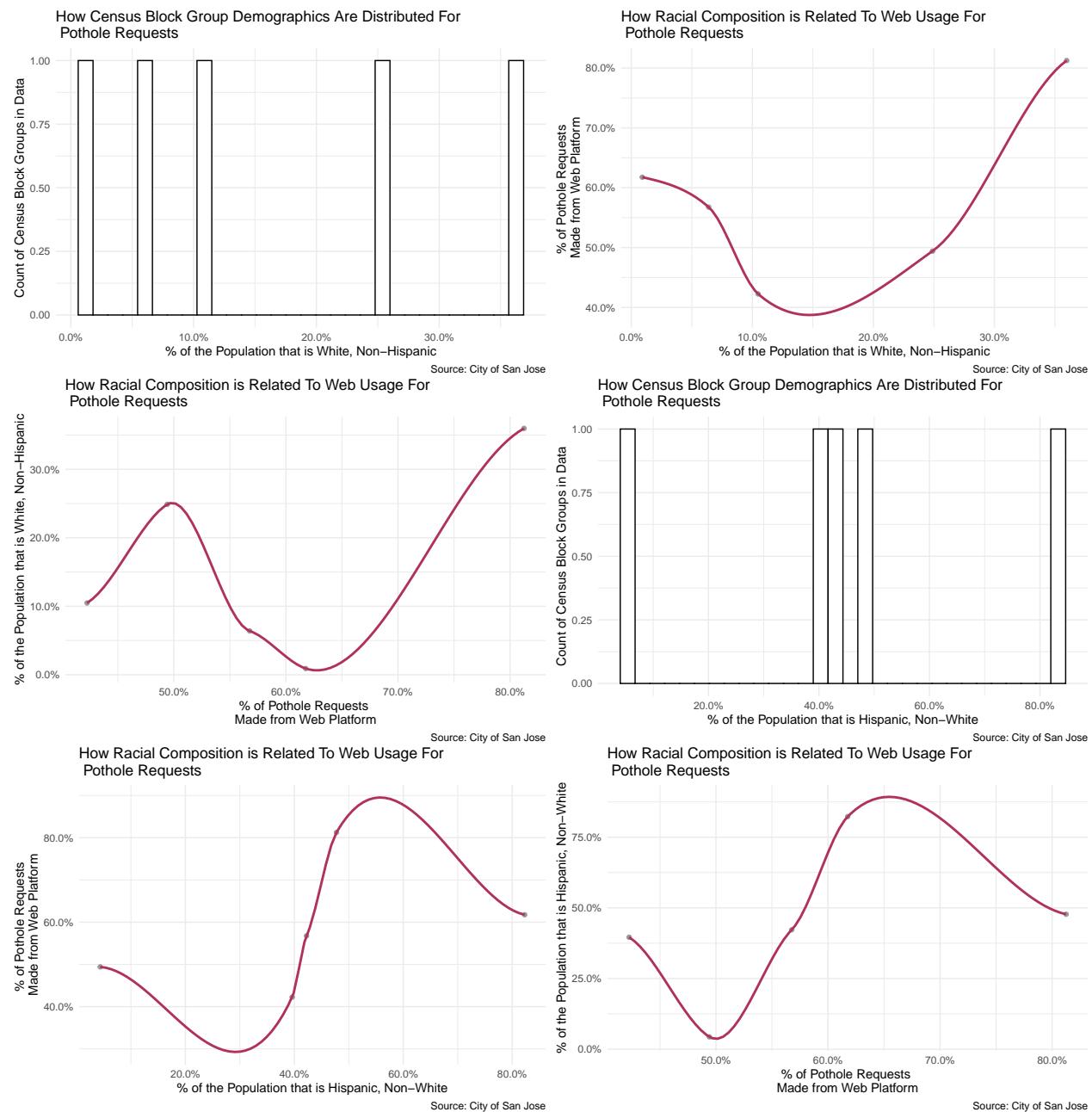
MySanJose Web Platform - Pothole - Education



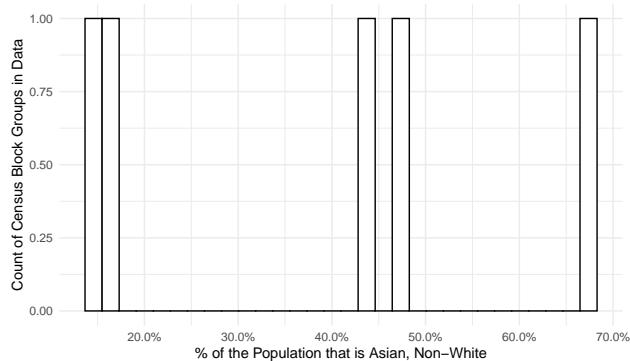
MySanJose Web Platform - Pothole - Home Ownership/Renting



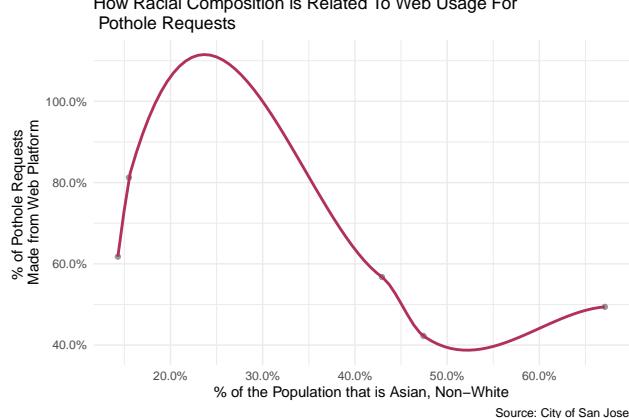
MySanJose Web Platform - Pothole - Race/Ethnicity



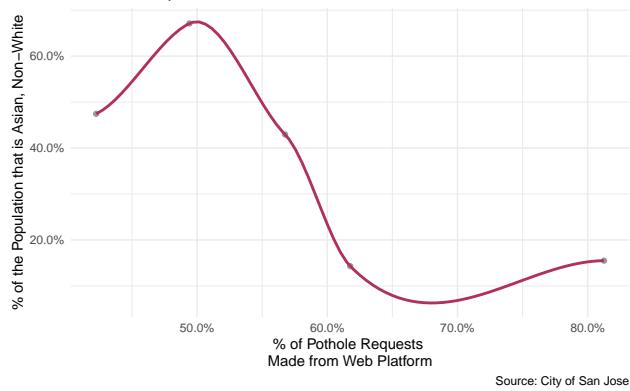
How Census Block Group Demographics Are Distributed For Pothole Requests



How Racial Composition is Related To Web Usage For Pothole Requests

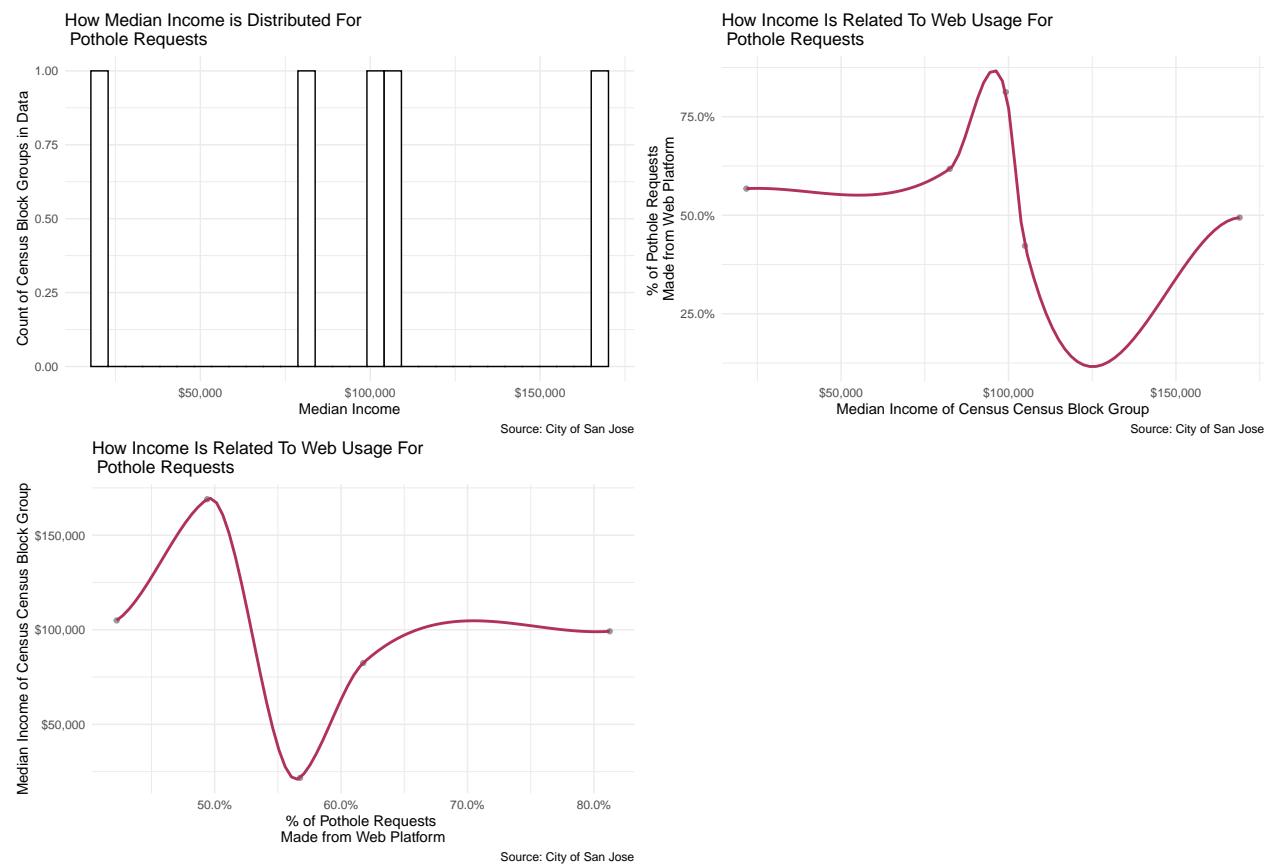


How Racial Composition is Related To Web Usage For Pothole Requests

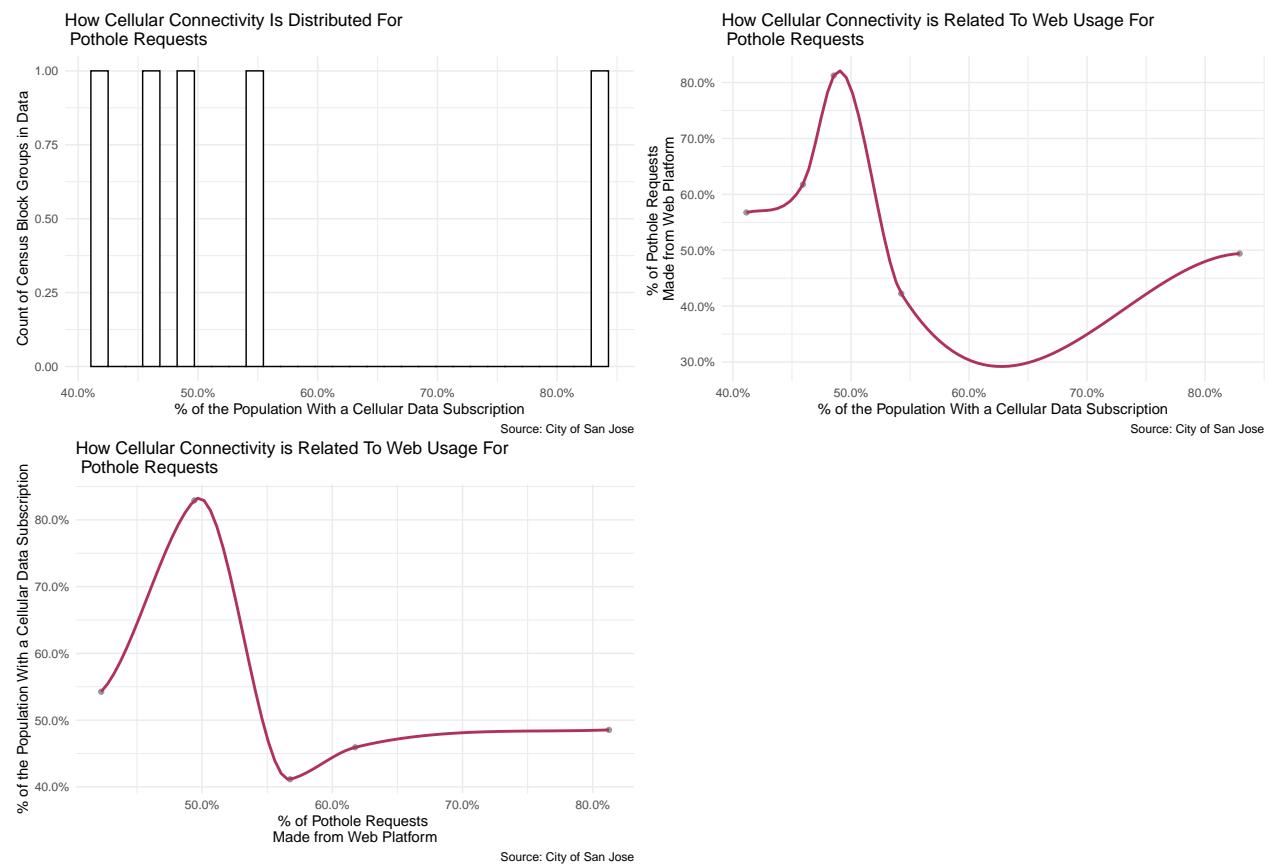


Source: City of San Jose

MySanJose Web Platform - Pothole - Income



MySanJose Web Platform - Pothole - Mobile Phone Access



MySanJose Web Platform - Pothole - Broadband Access

