

BeautifySJ Requests Analysis

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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

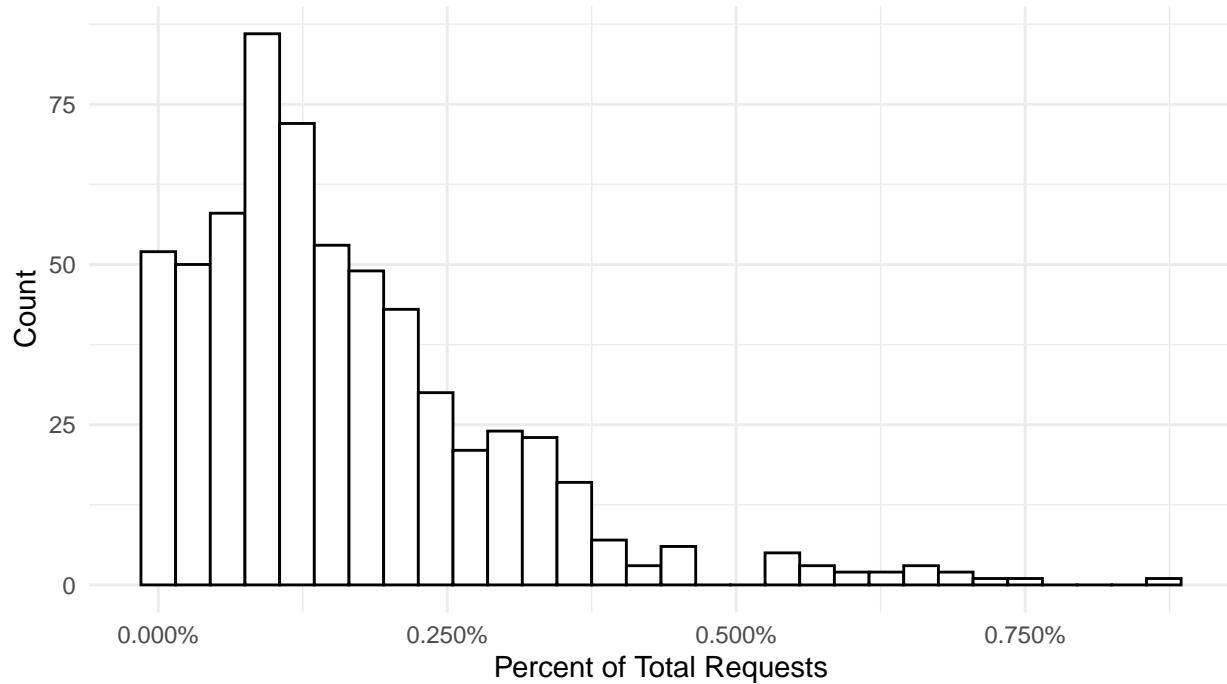
## # A tibble: 10 x 3
##   san_jose_council_district   n percent_of_total
##   <chr>           <int>      <dbl>
## 1 3                  24718      0.185
## 2 7                  17931      0.134
## 3 6                  14245      0.107
## 4 5                  13797      0.103
## 5 8                  12822      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

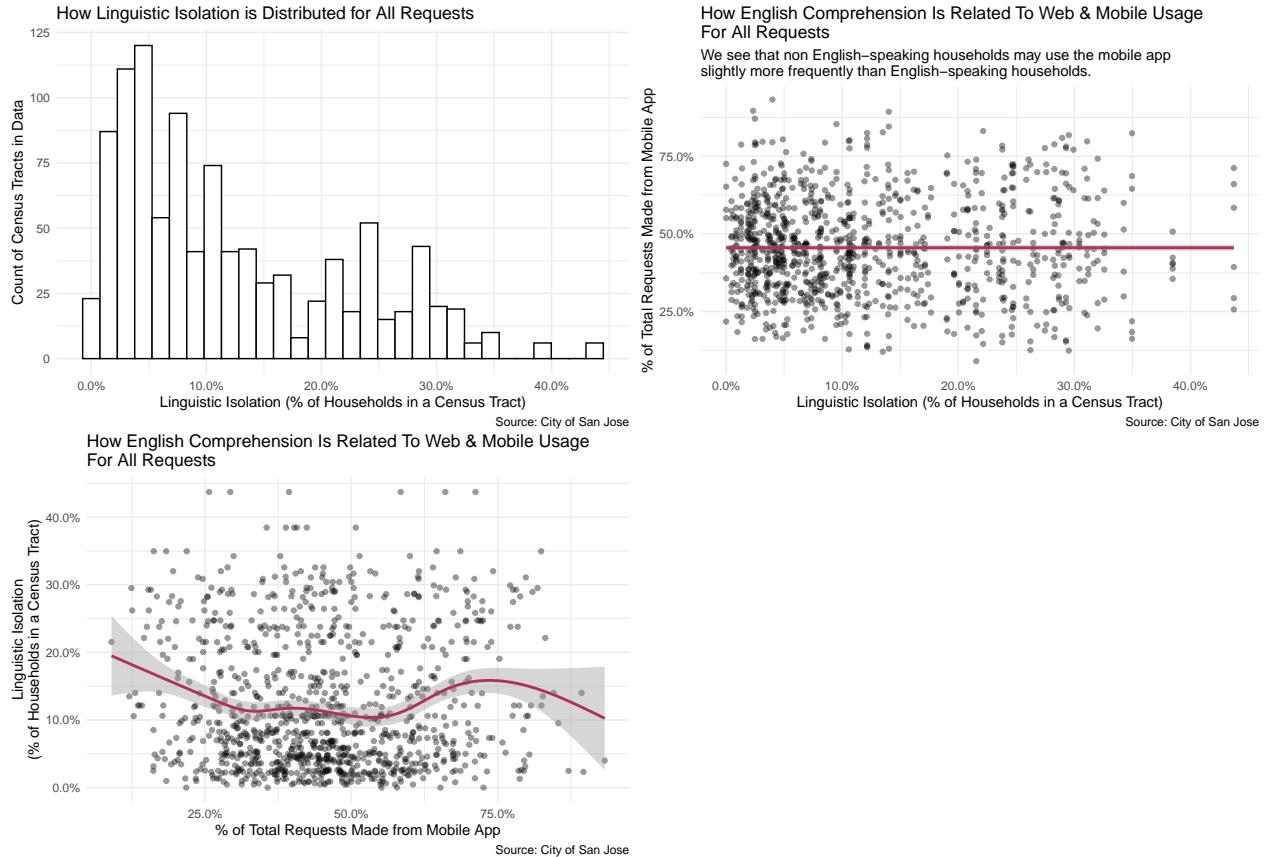
- MySanJose Mobile App
 - Home owners appear to use the mobile platform less frequently than renters
 - * Doesn't necessarily hold true for graffiti requests
 - Asian users seem to submit relatively fewer requests on the mobile platform
 - Wealthier areas appear to use the mobile platform less
 - Interestingly there doesn't seem to be much relation between cellular connectivity and use of the mobile platform
 - Areas with higher internet connectivity used the mobile platform relatively less
 - 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
- All MySanJose Platforms

All MySanJose Platforms

Observations

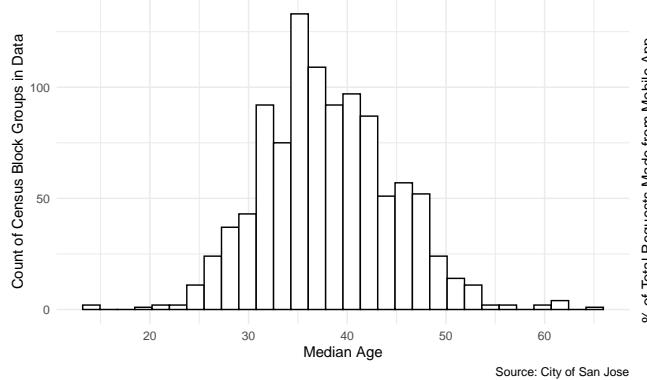
All requests

MySanJose Platforms - All Requests - Language



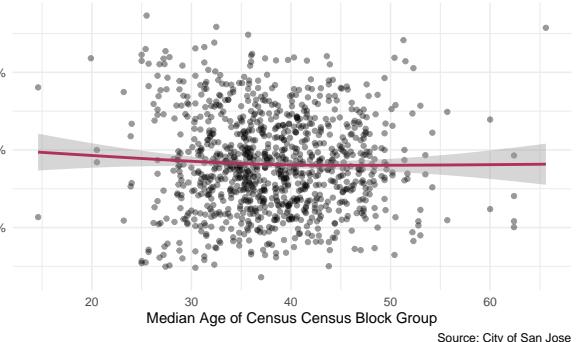
MySanJose Platforms - All Requests - Age

How Median Age is Distributed For All Requests



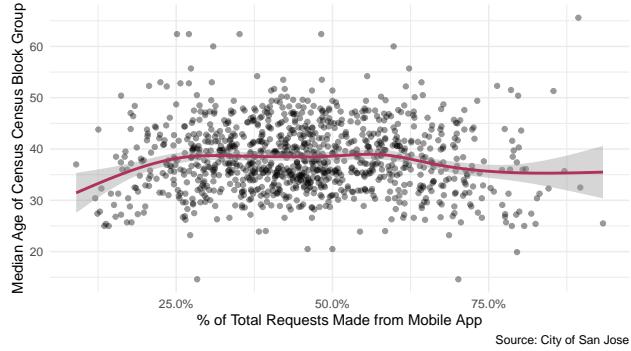
How Age Is Related To Web & Mobile Usage For All Requests

We see that younger census block groups tend to make requests via the mobile app more frequently than older blocks.

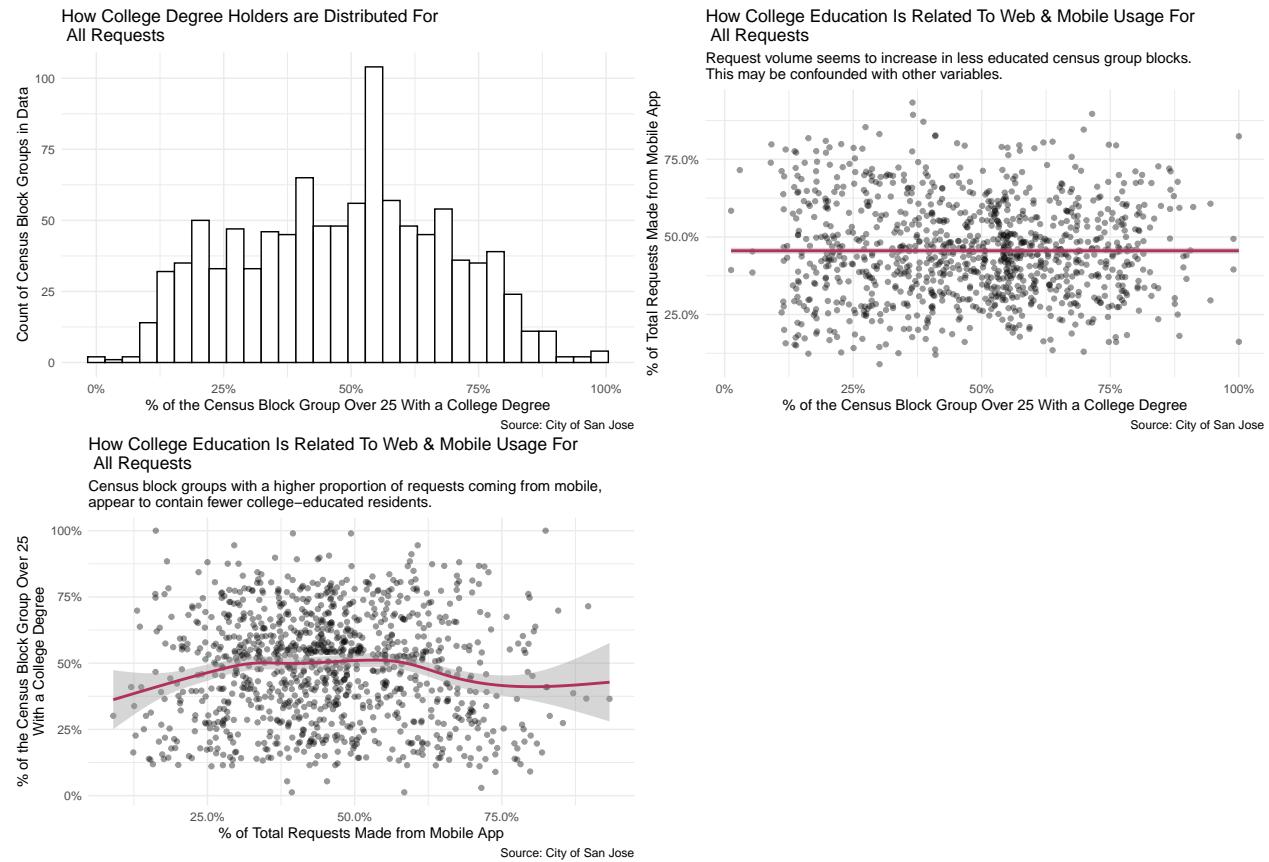


How Age Is Related To Web & Mobile Usage For All Requests

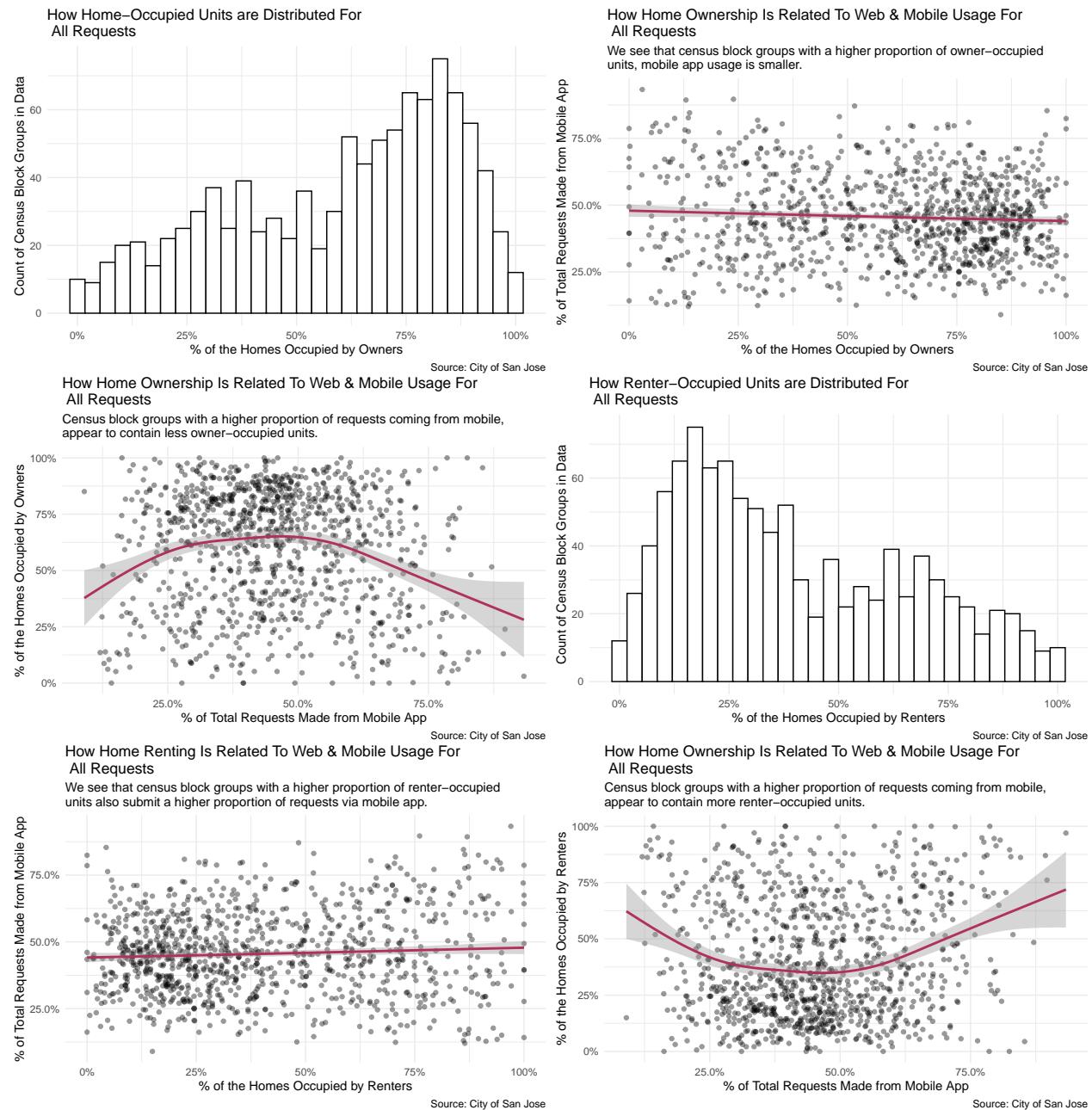
Census block groups with a higher proportion of requests coming from mobile, appear to be slightly younger.



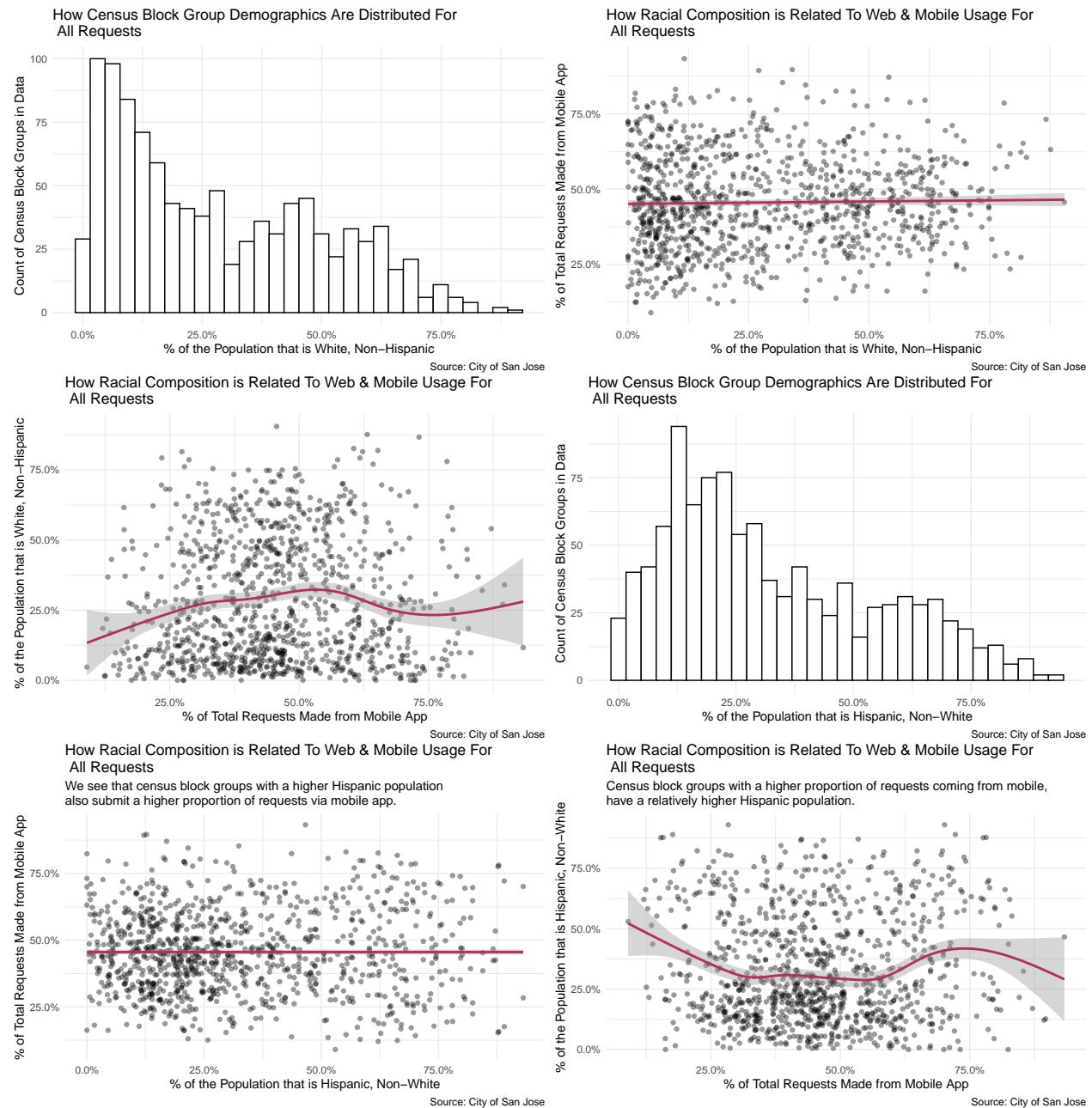
MySanJose Platforms - All Requests - Education



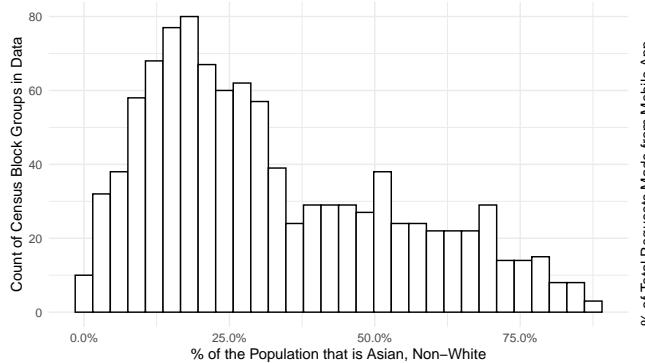
MySanJose Platforms - All Requests - Home Ownership/Renting



MySanJose Platforms - All Requests - Race/Ethnicity

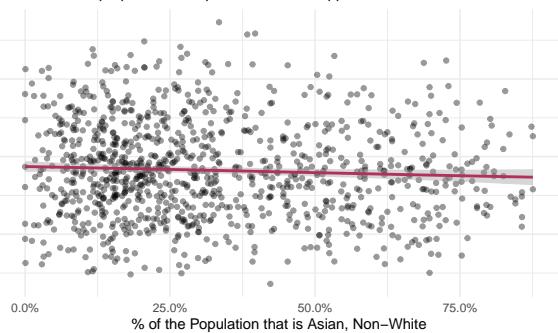


How Census Block Group Demographics Are Distributed For All Requests



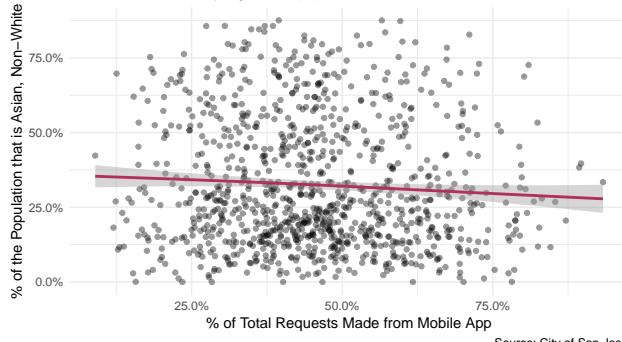
How Racial Composition is Related To Web & Mobile Usage For All Requests

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

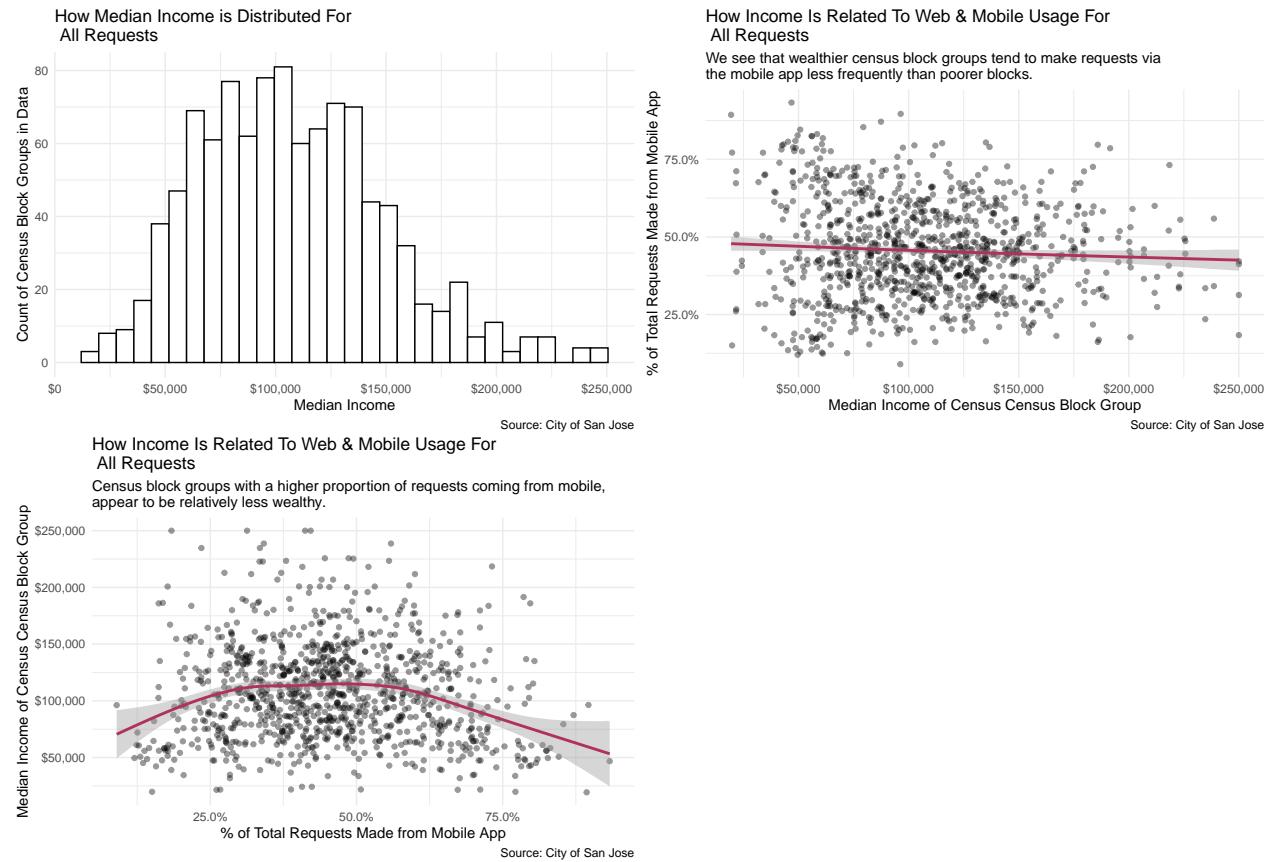


How Racial Composition is Related To Web & Mobile Usage For All Requests

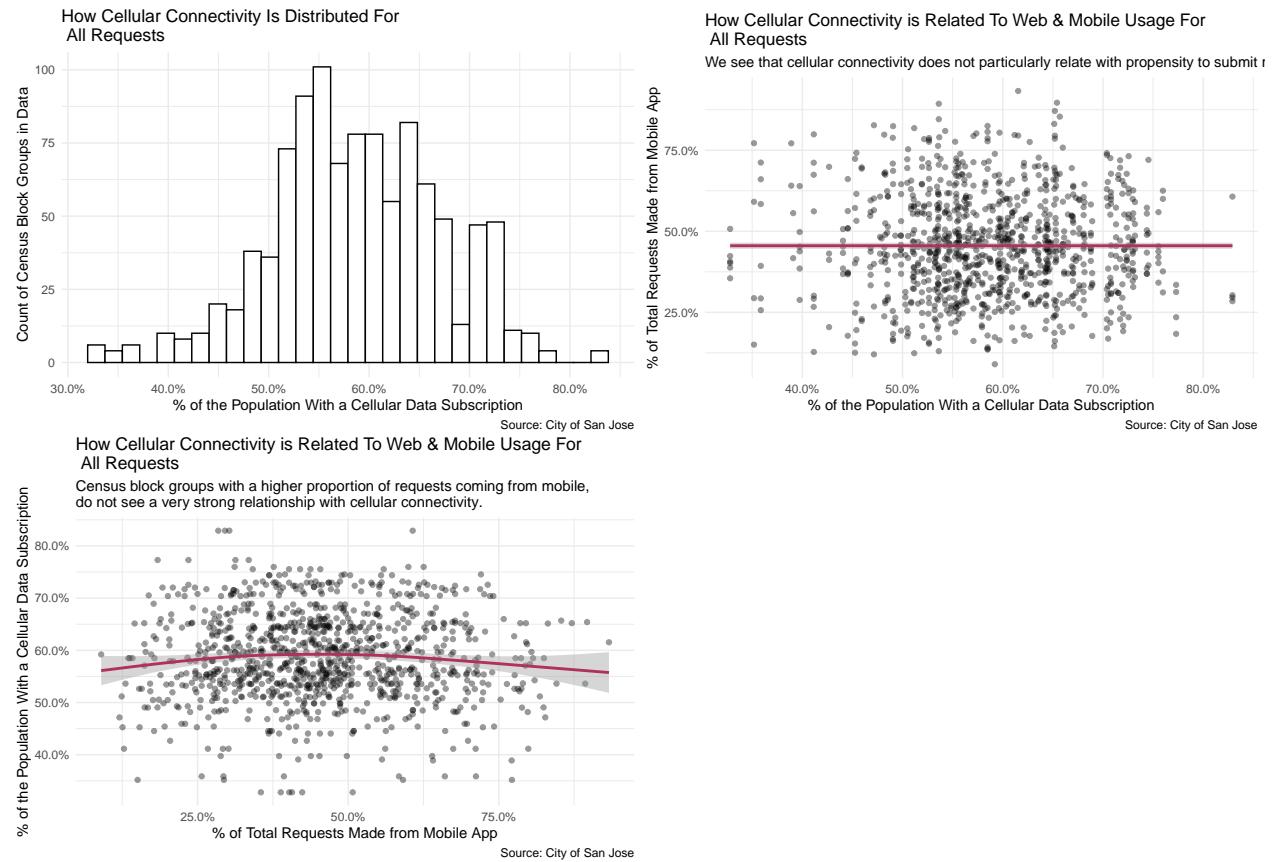
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



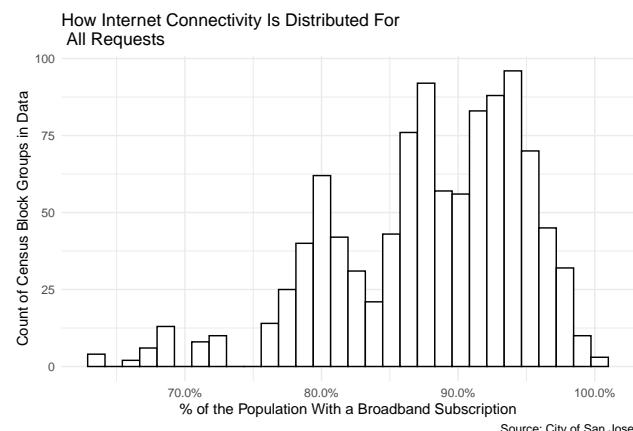
MySanJose Platforms - All Requests - Income



MySanJose Platforms - All Requests - Mobile Phone Access

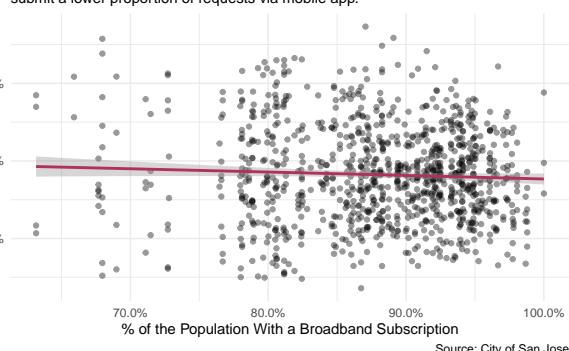


MySanJose Platforms - All Requests - Broadband Access



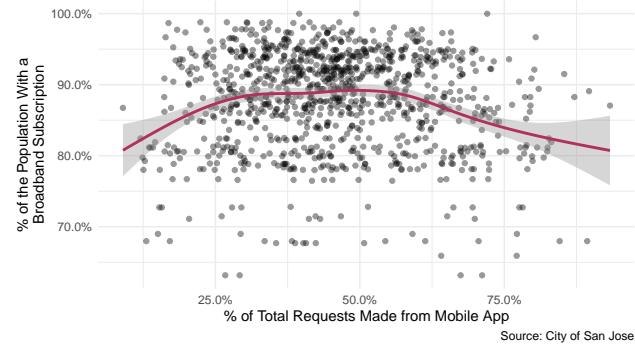
How Internet Connectivity is Related To Web & Mobile Usage For All Requests

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



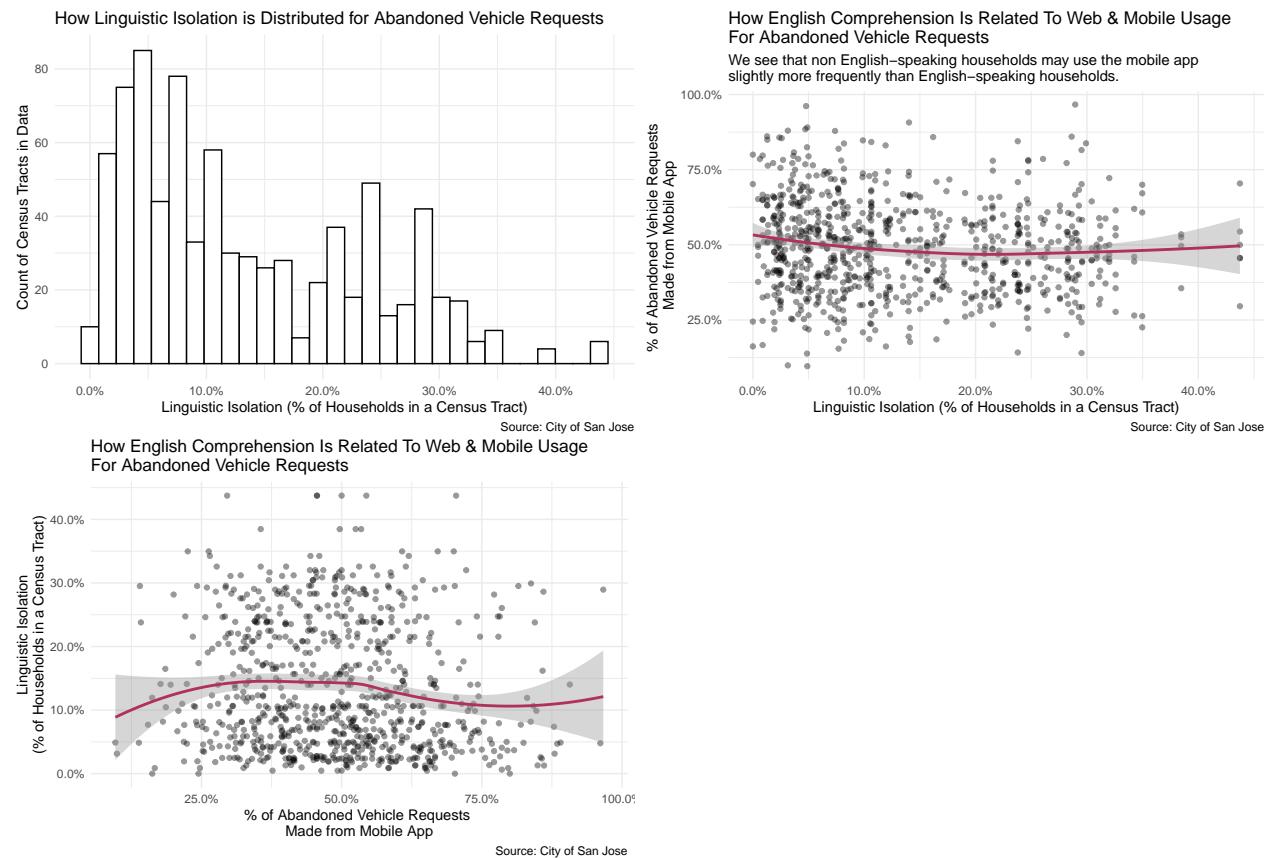
How Internet Connectivity is Related To Web & Mobile Usage For All Requests

Census block groups with a higher proportion of requests coming from mobile, are less connected to the internet via broadband service.

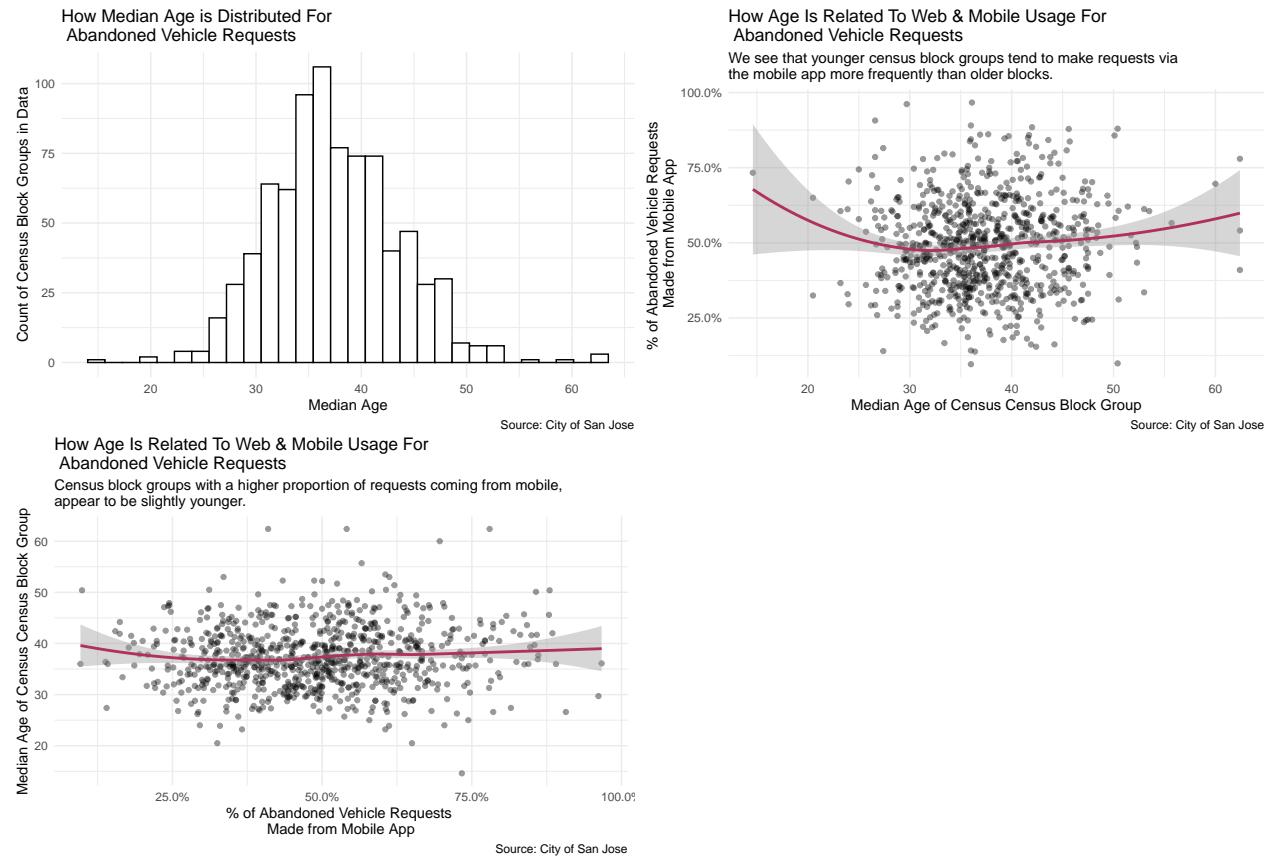


Abandoned Vehicle

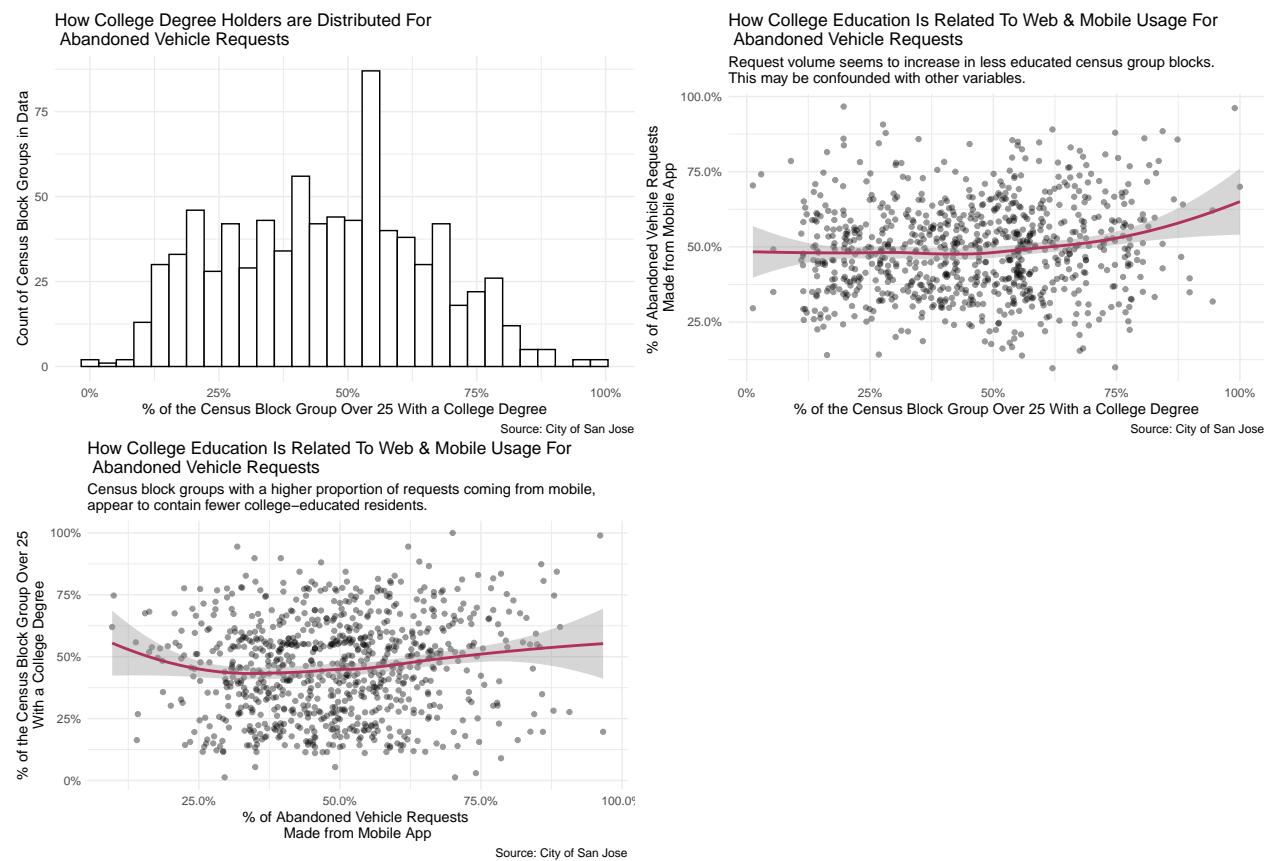
MySanJose Platforms - Abandoned Vehicle Requests - Language



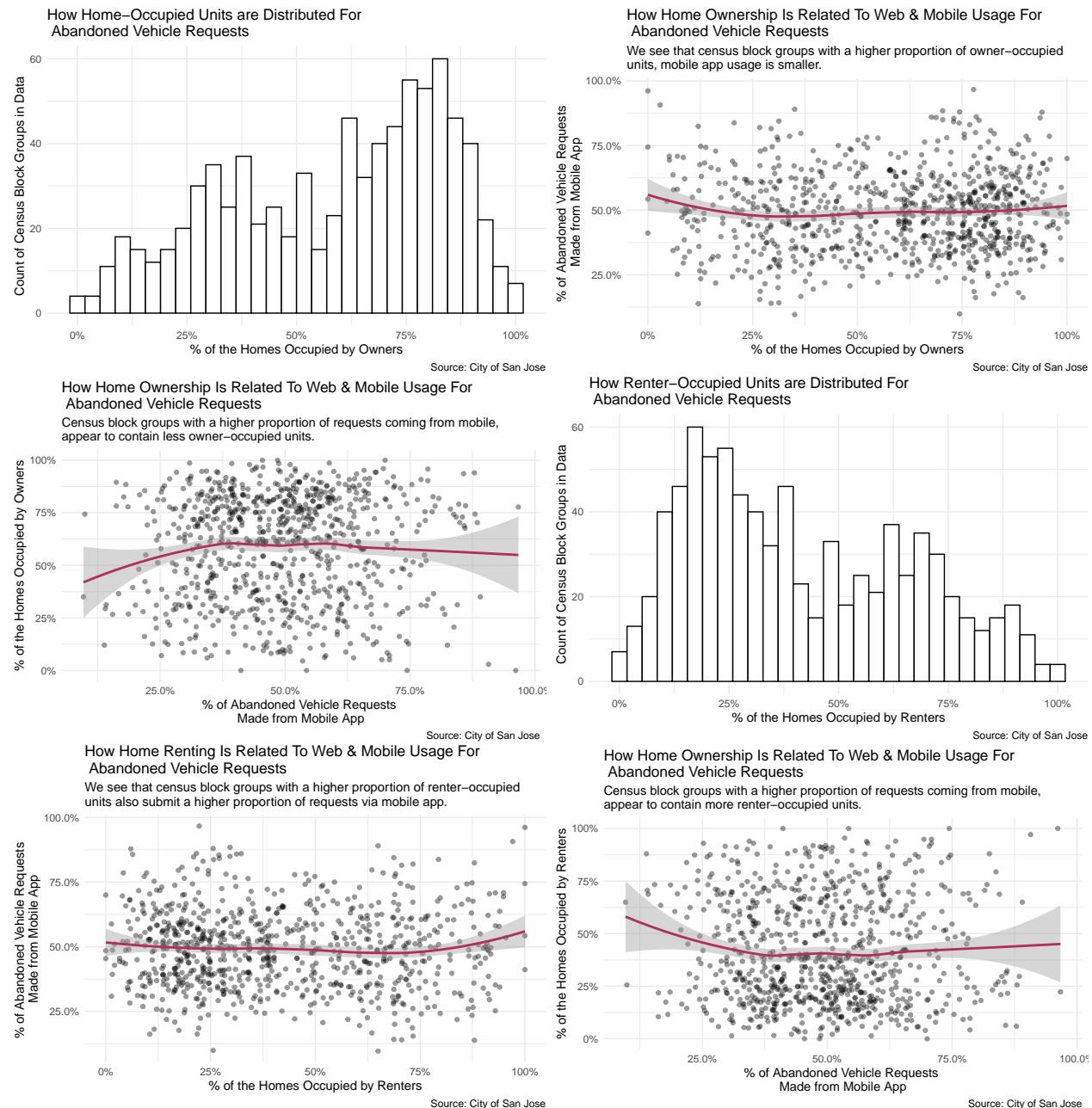
MySanJose Platforms - Abandoned Vehicle Requests - Age



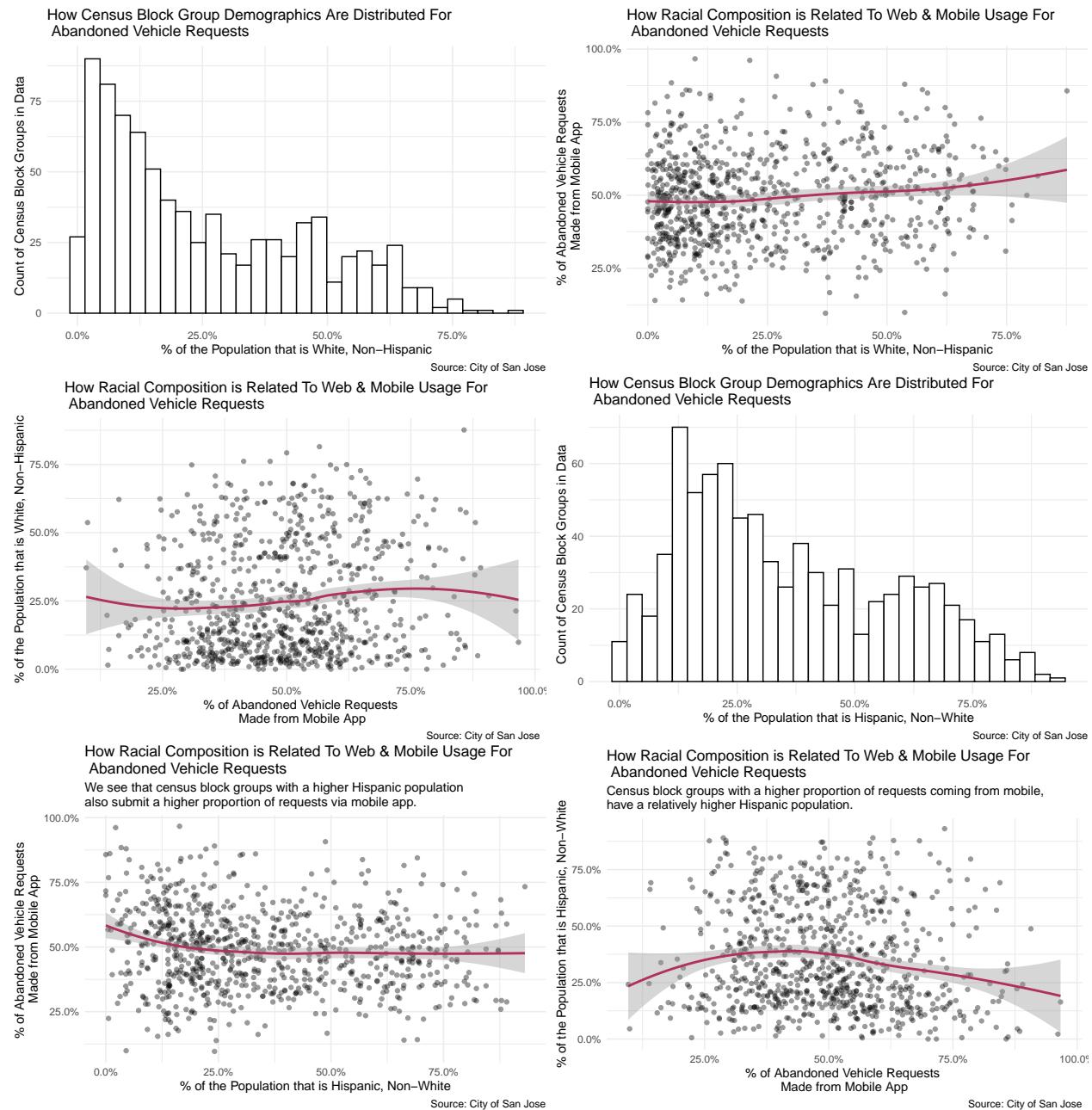
MySanJose Platforms - Abandoned Vehicle Requests - Education



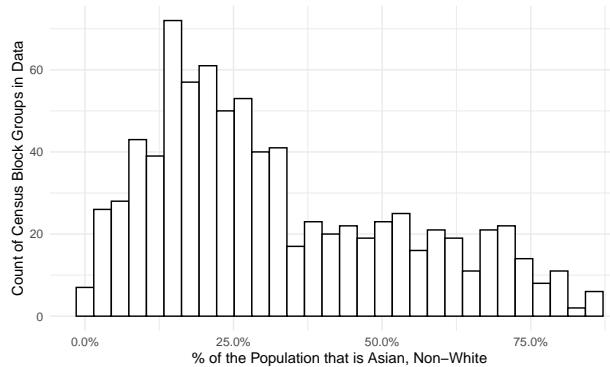
MySanJose Platforms - Abandoned Vehicle Requests - Home Ownership/Renting



MySanJose Platforms - Abandoned Vehicle Requests - Race/Ethnicity

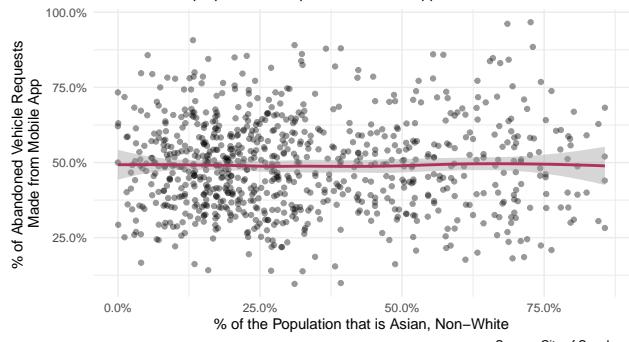


How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



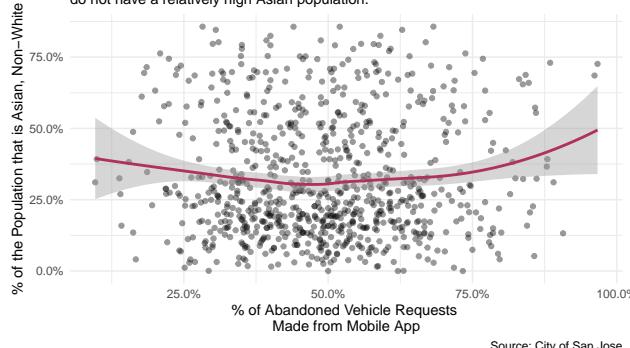
How Racial Composition is Related To Web & Mobile Usage For Abandoned Vehicle Requests

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



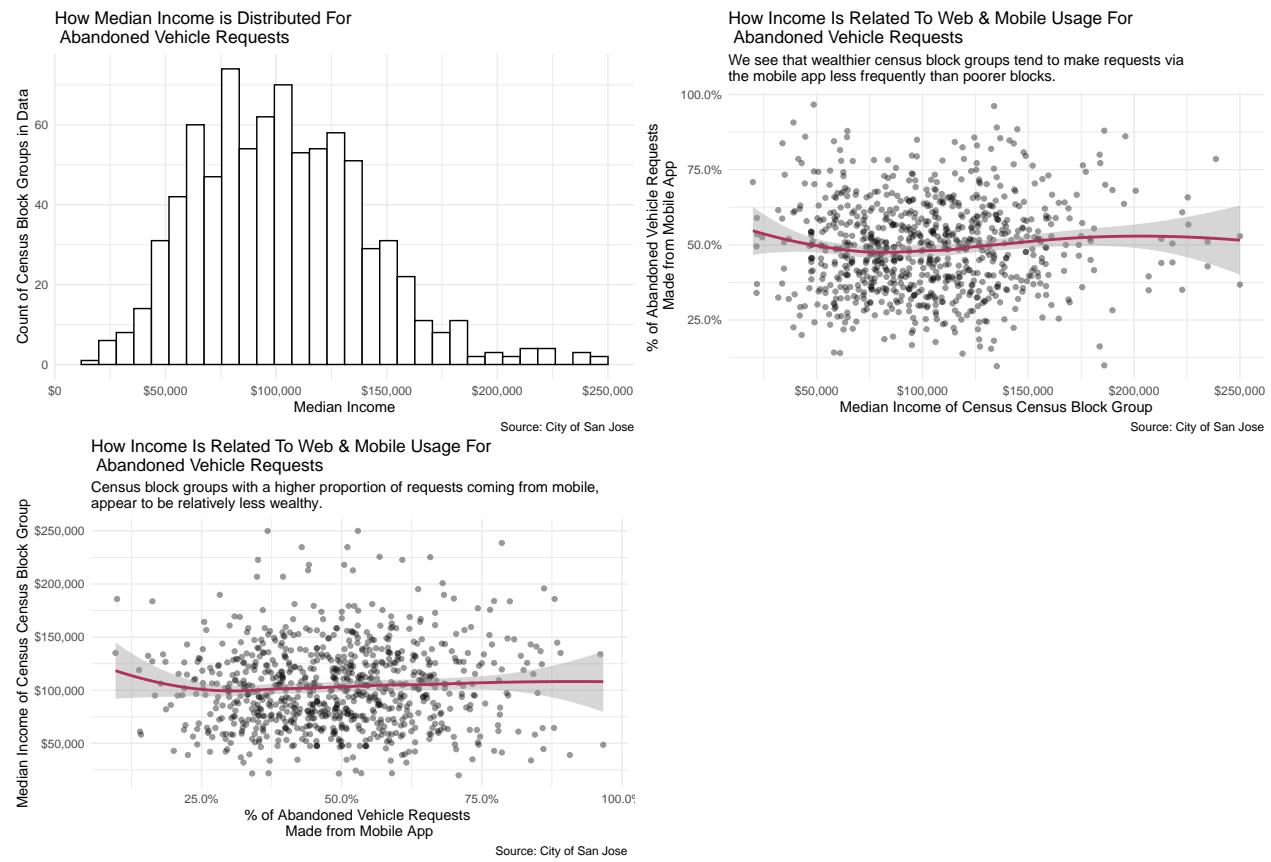
How Racial Composition is Related To Web & Mobile Usage For Abandoned Vehicle Requests

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

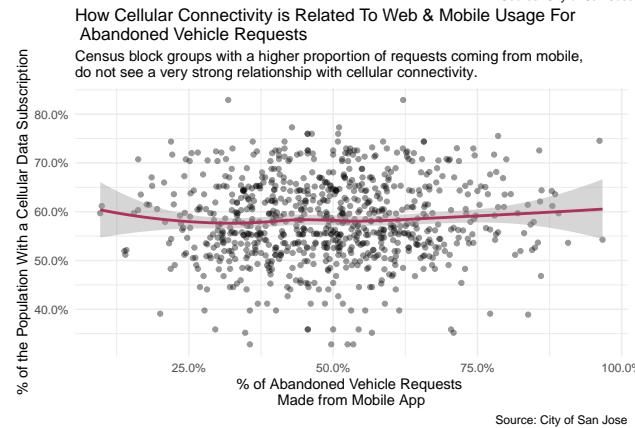
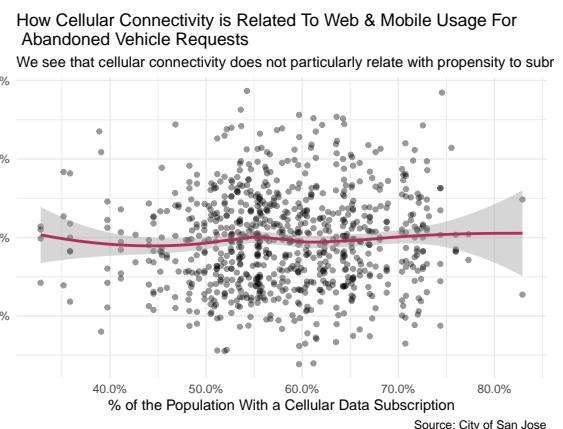
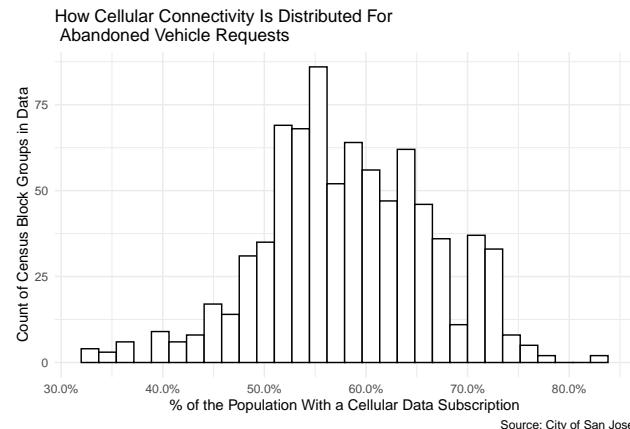


Source: City of San Jose

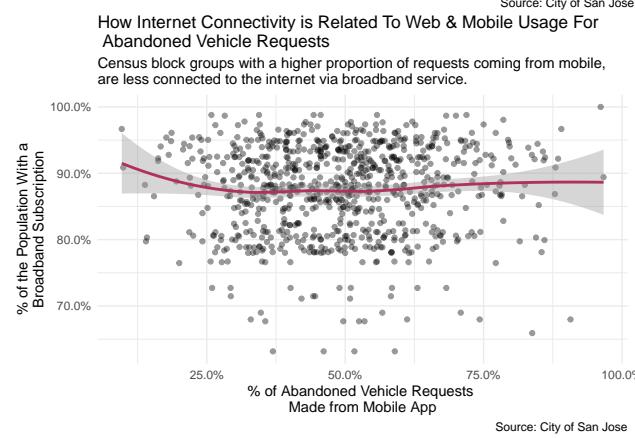
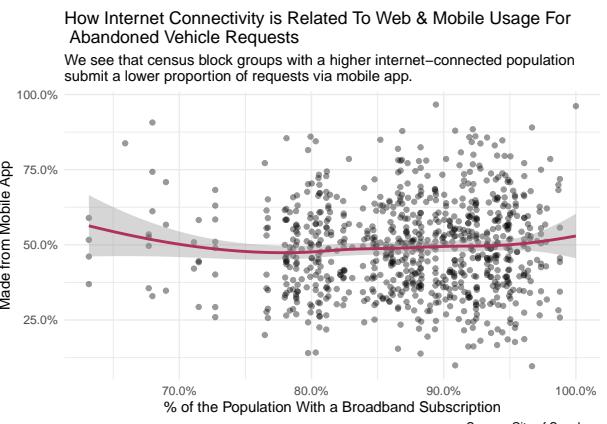
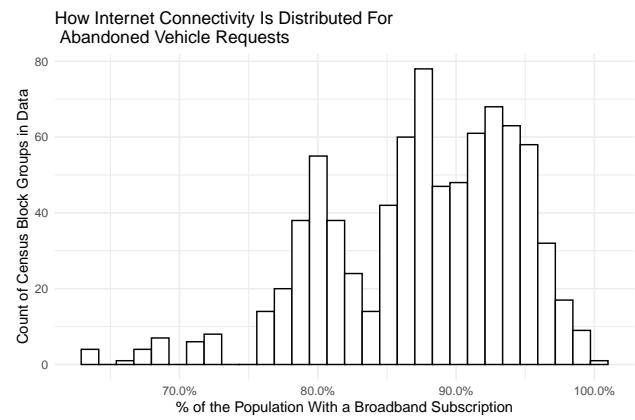
MySanJose Platforms - Abandoned Vehicle Requests - Income



MySanJose Platforms - Abandoned Vehicle Requests - Mobile Phone Access

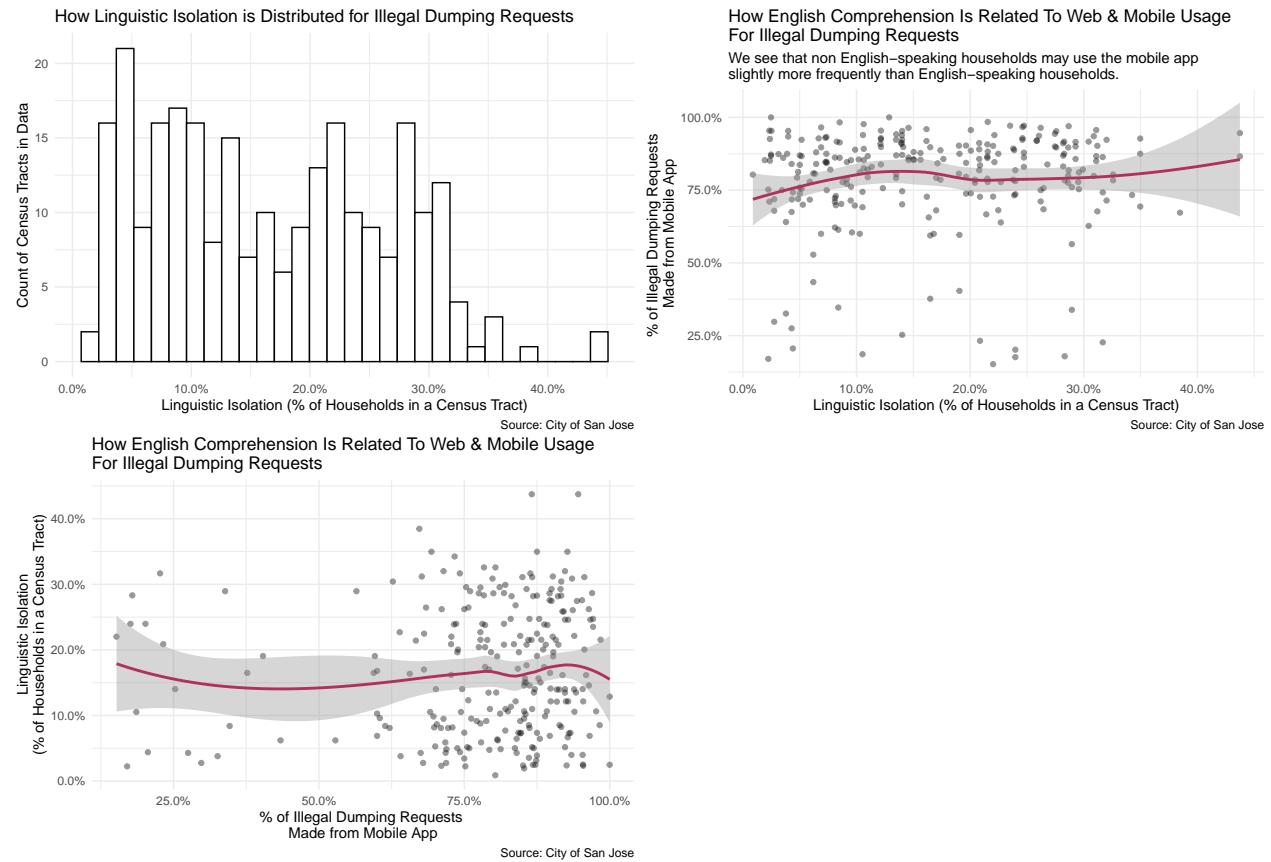


MySanJose Platforms - Abandoned Vehicle Requests - Broadband Access

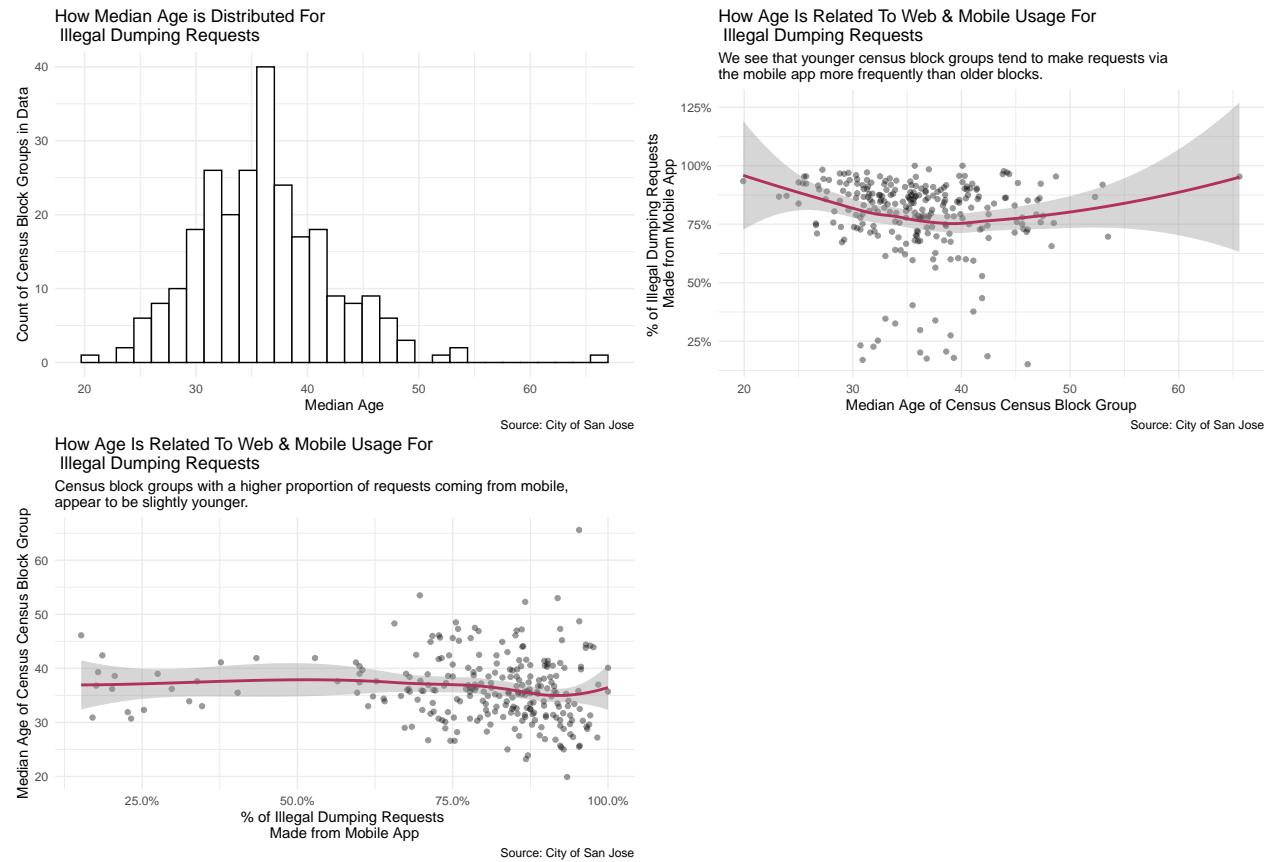


Illegal Dumping

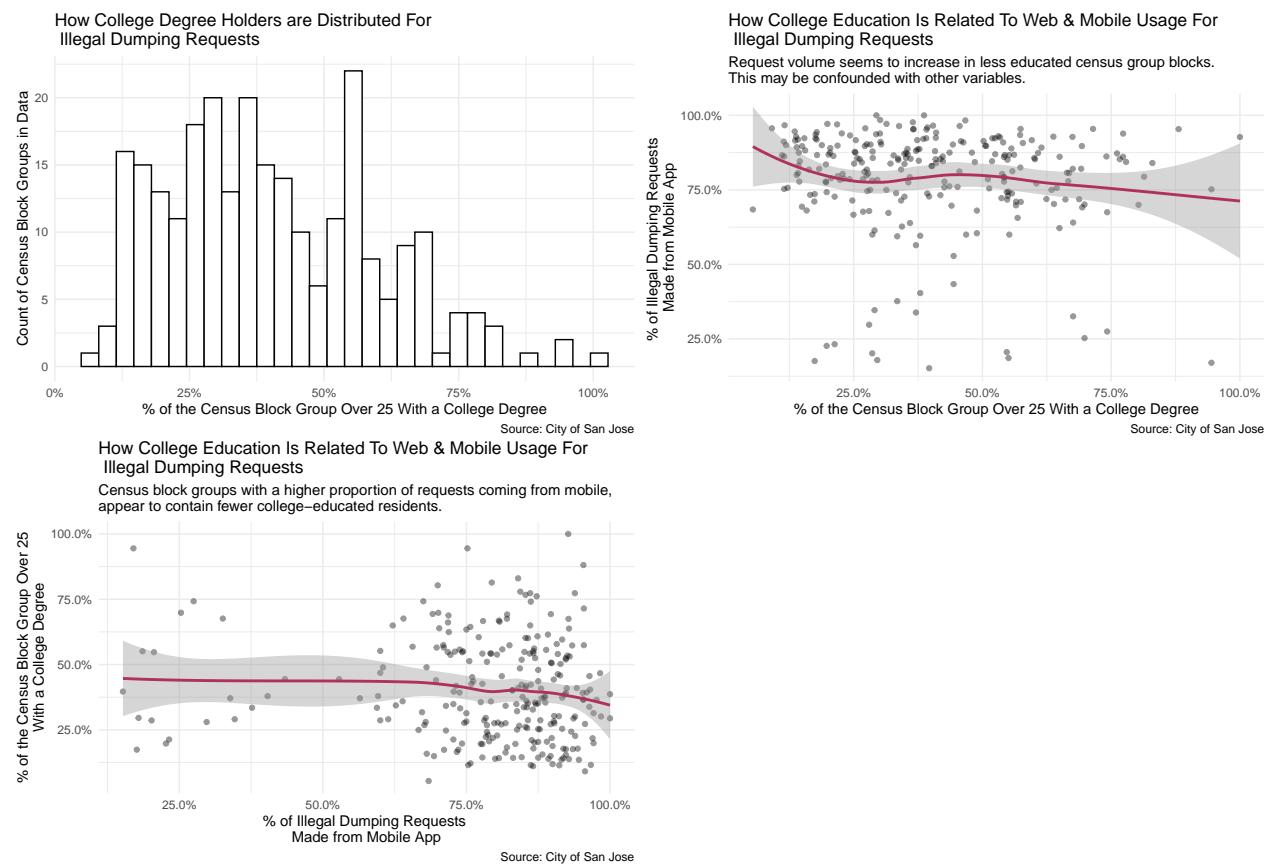
MySanJose Platforms - Illegal Dumping - Language



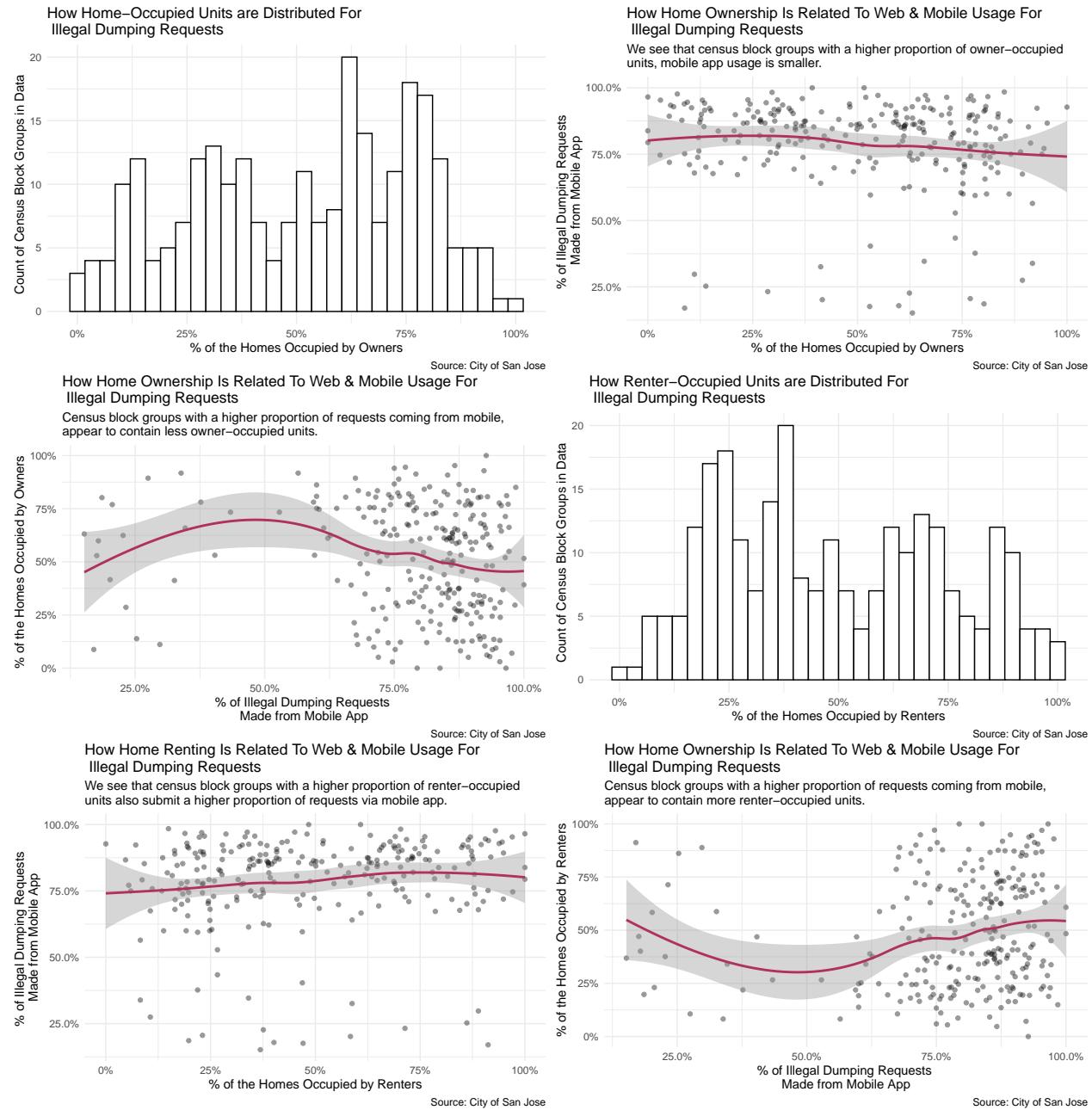
MySanJose Platforms - Illegal Dumping - Age



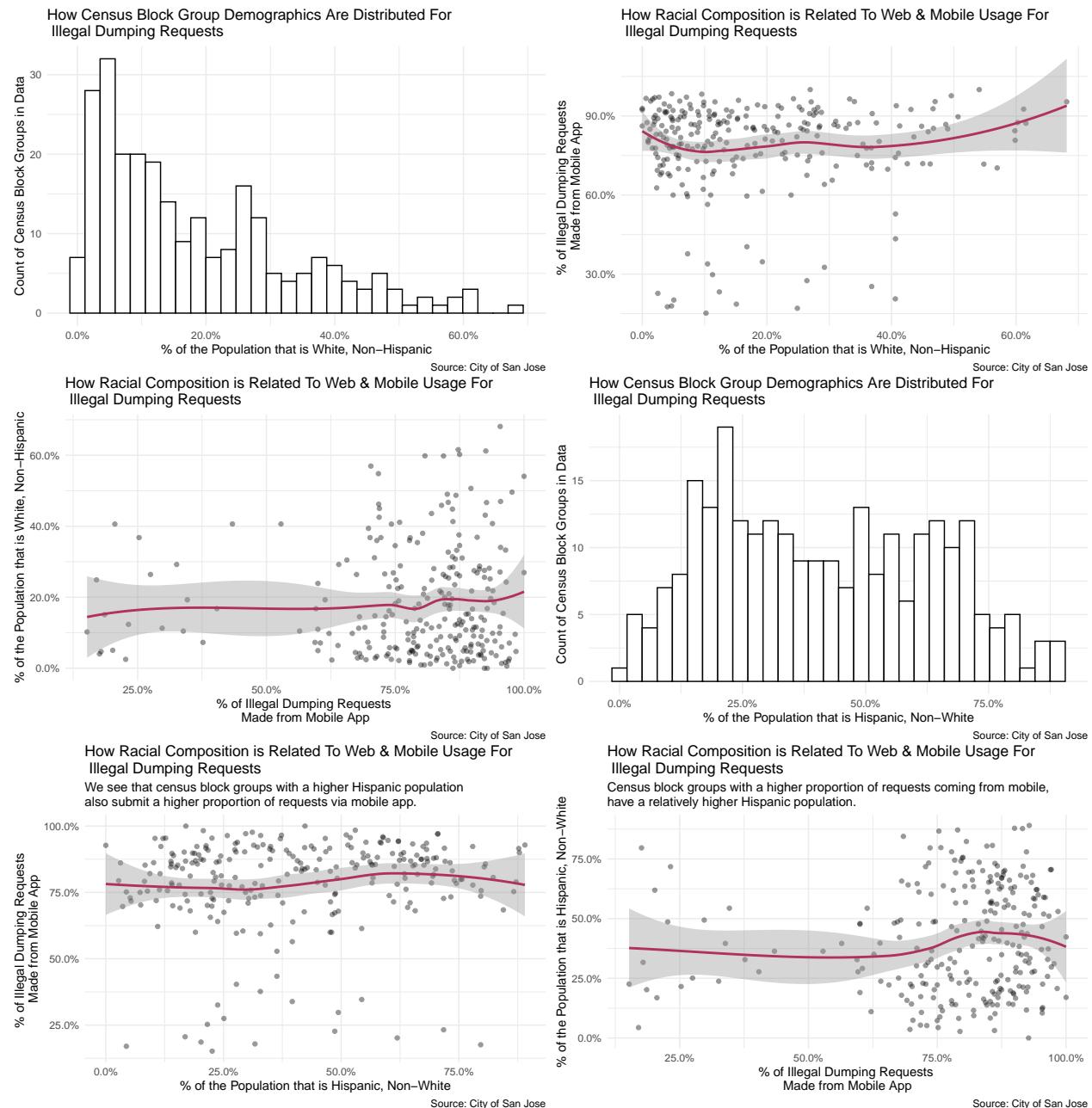
MySanJose Platforms - Illegal Dumping - Education



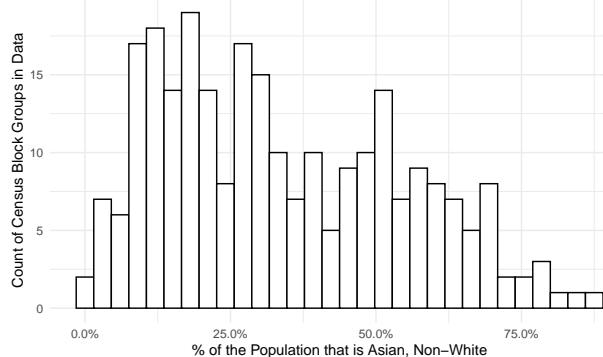
MySanJose Platforms - Illegal Dumping - Home Ownership/Renting



MySanJose Platforms - Illegal Dumping - Race/Ethnicity



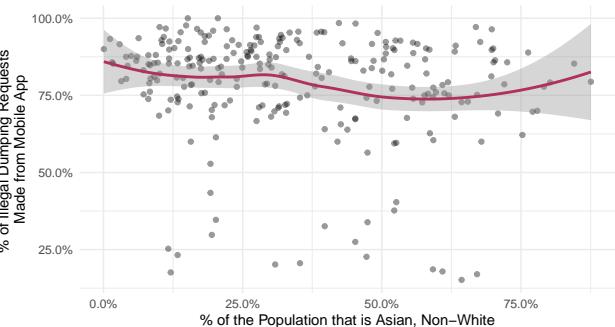
How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



Source: City of San Jose

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

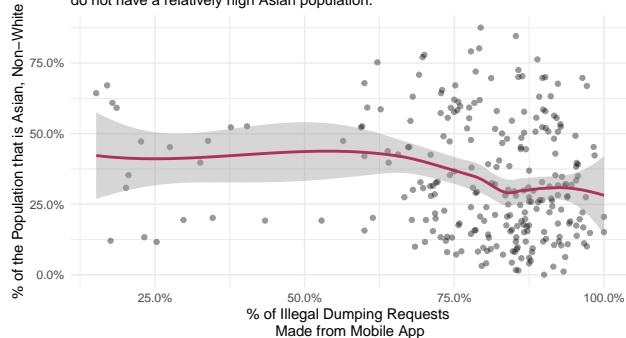
We see that census block groups with a higher Asian population submit a lower proportion of requests via mobile app.



Source: City of San Jose

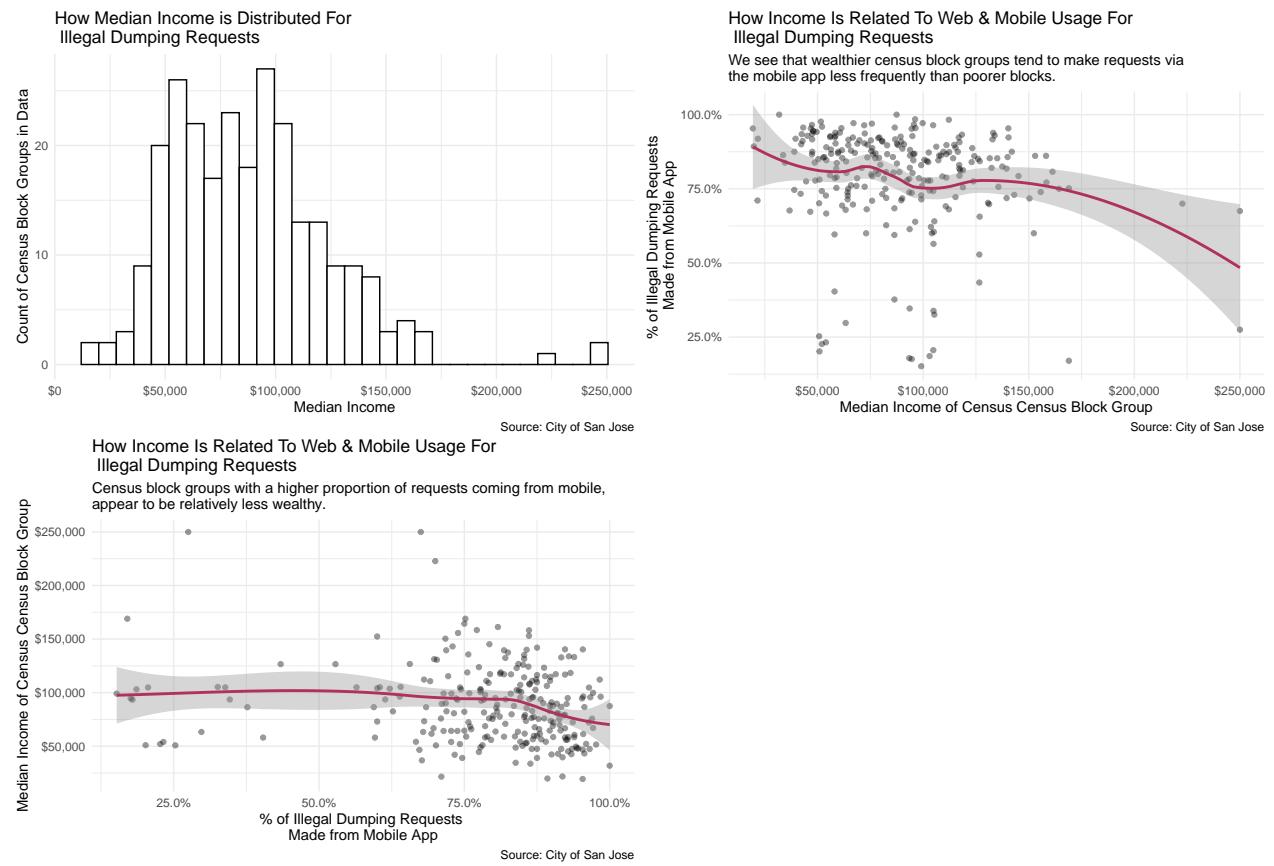
How Racial Composition is Related To Web & Mobile Usage For Illegal Dumping Requests

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

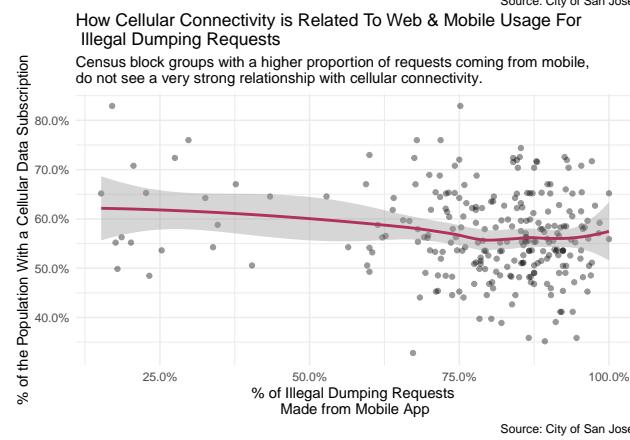
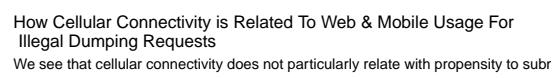
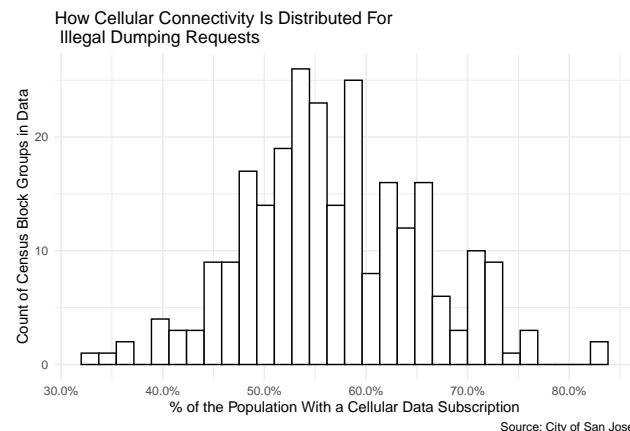


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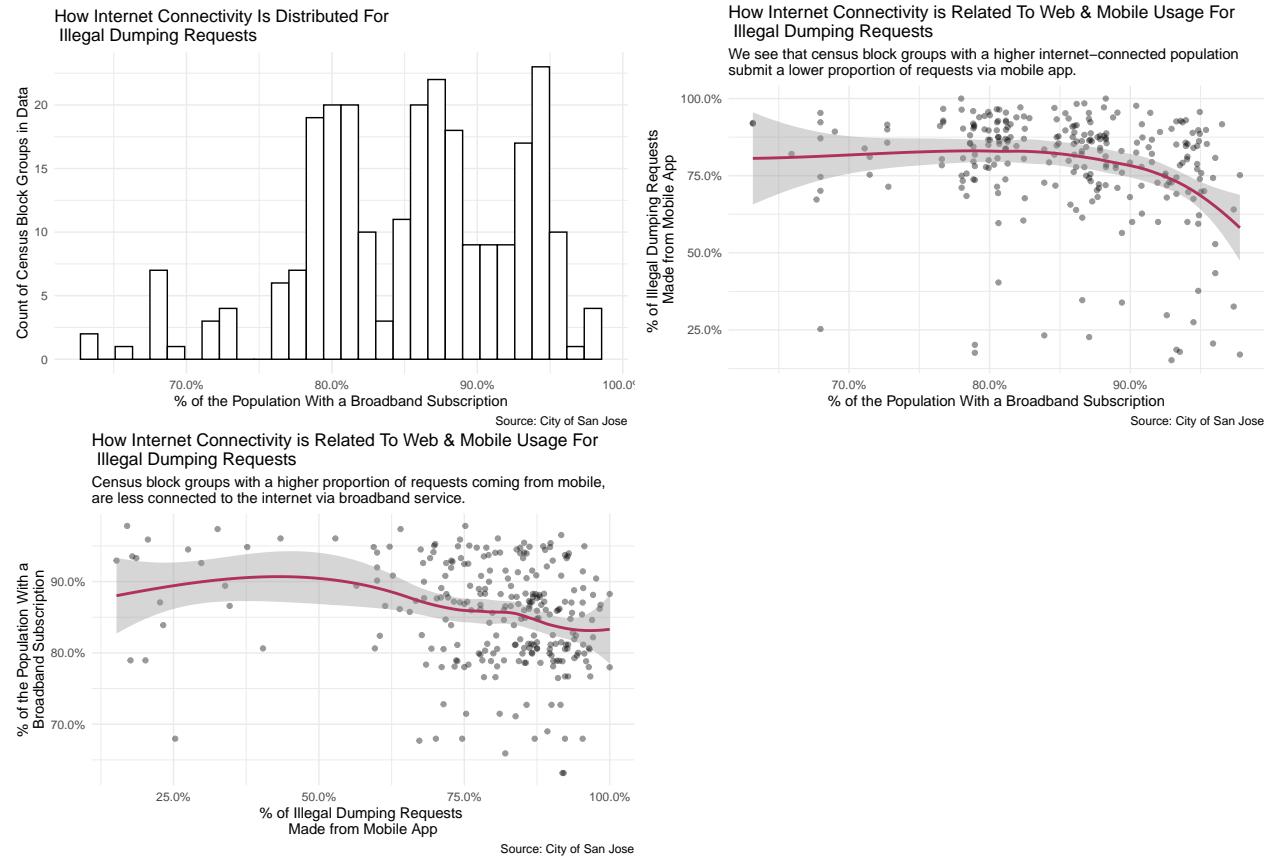
MySanJose Platforms - Illegal Dumping - Income



MySanJose Platforms - Illegal Dumping - Mobile Phone Access

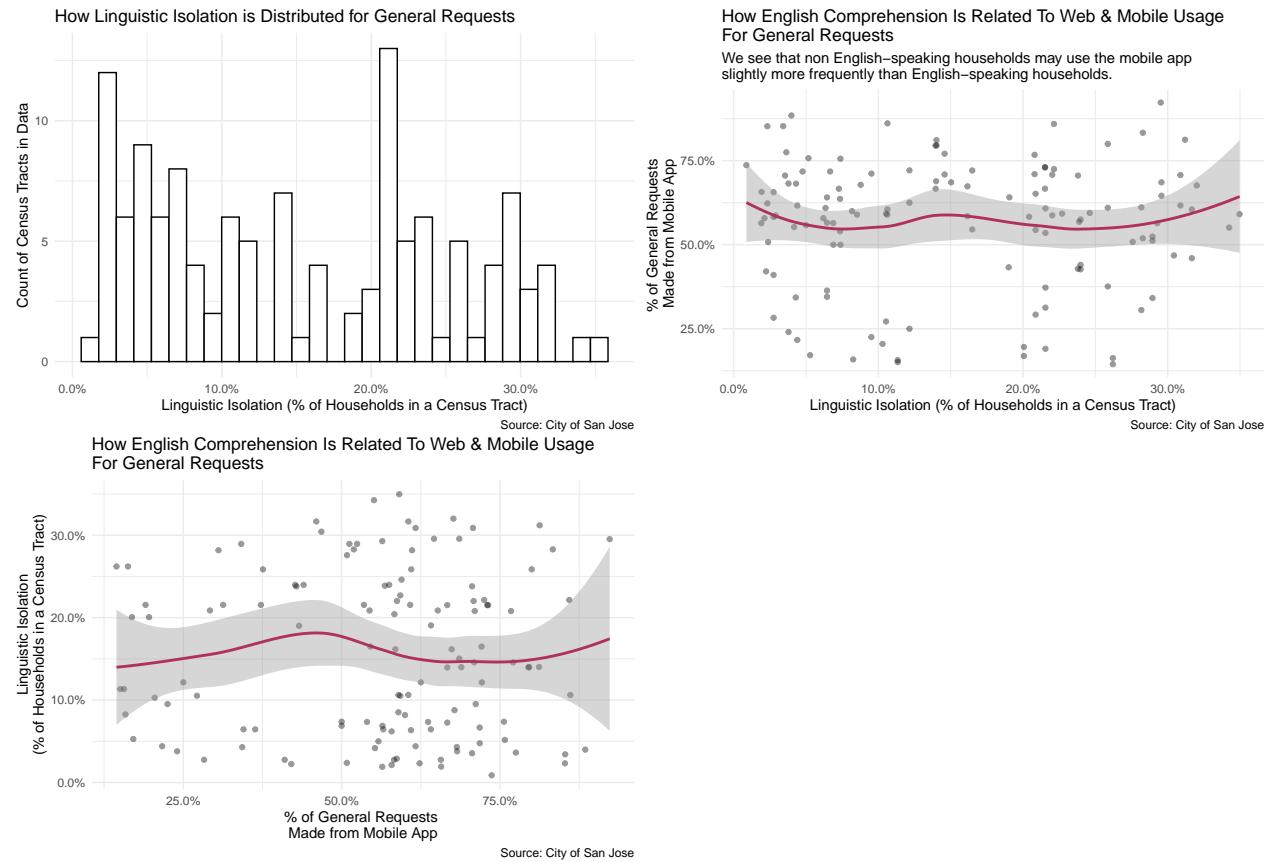


MySanJose Platforms - Illegal Dumping - Broadband Access

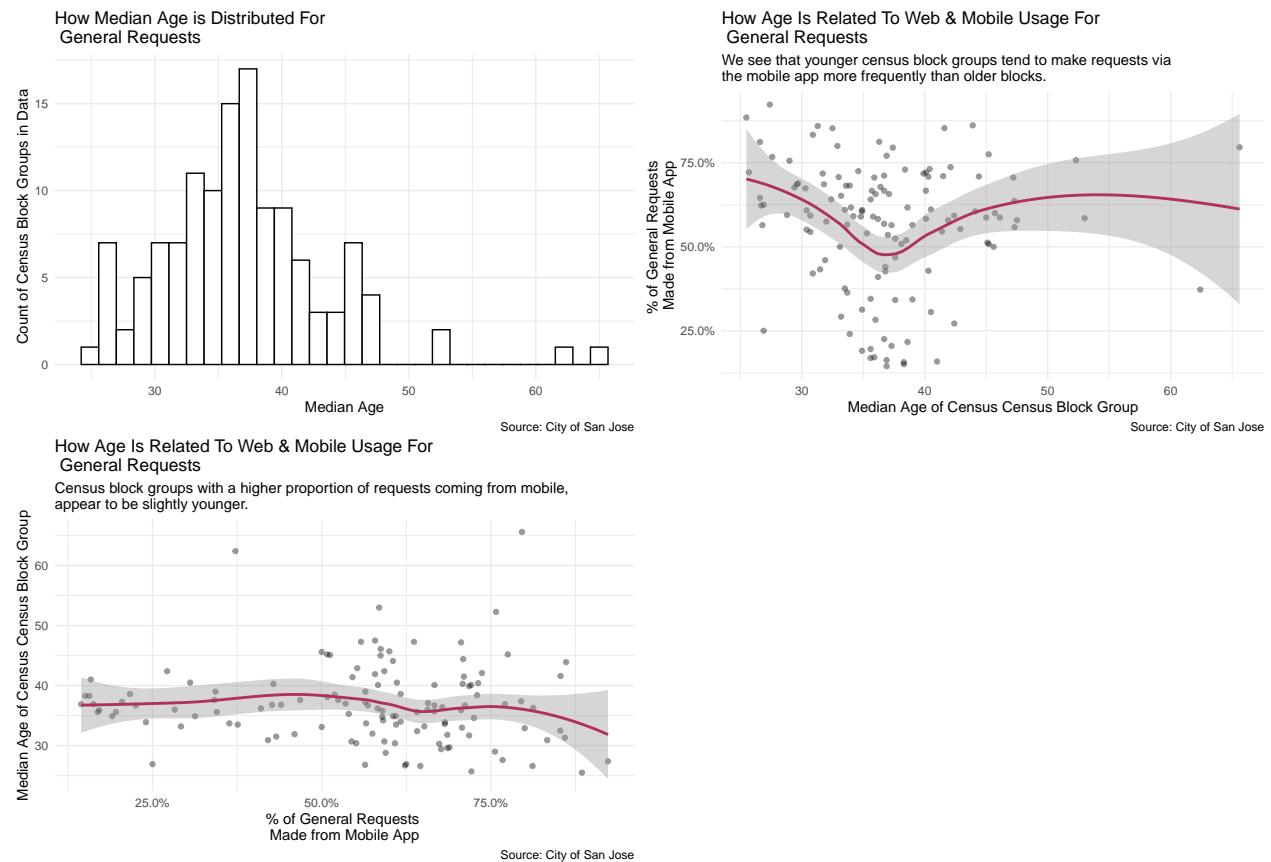


General Request

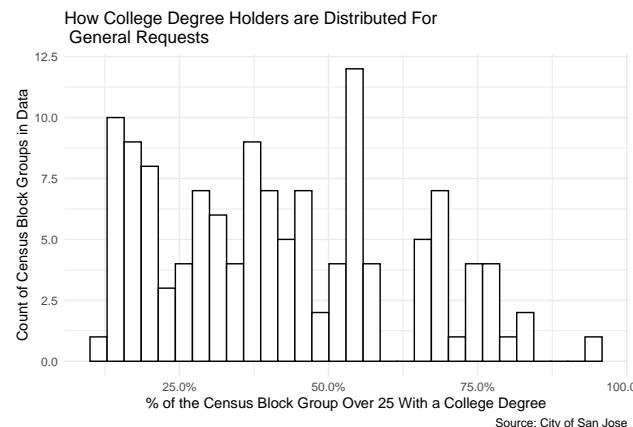
MySanJose Platforms - General Request - Language



MySanJose Platforms - General Request - Age

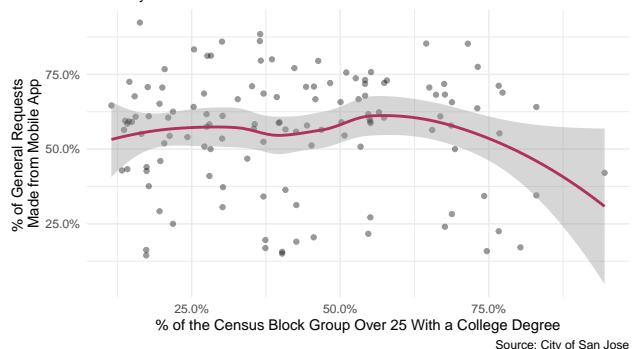


MySanJose Platforms - General Request - Education



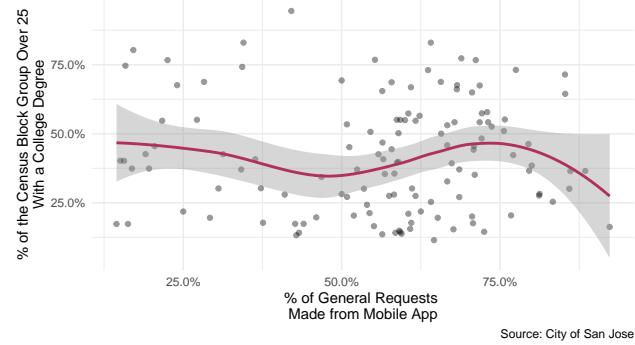
How College Education Is Related To Web & Mobile Usage For General Requests

Request volume seems to increase in less educated census group blocks. This may be confounded with other variables.

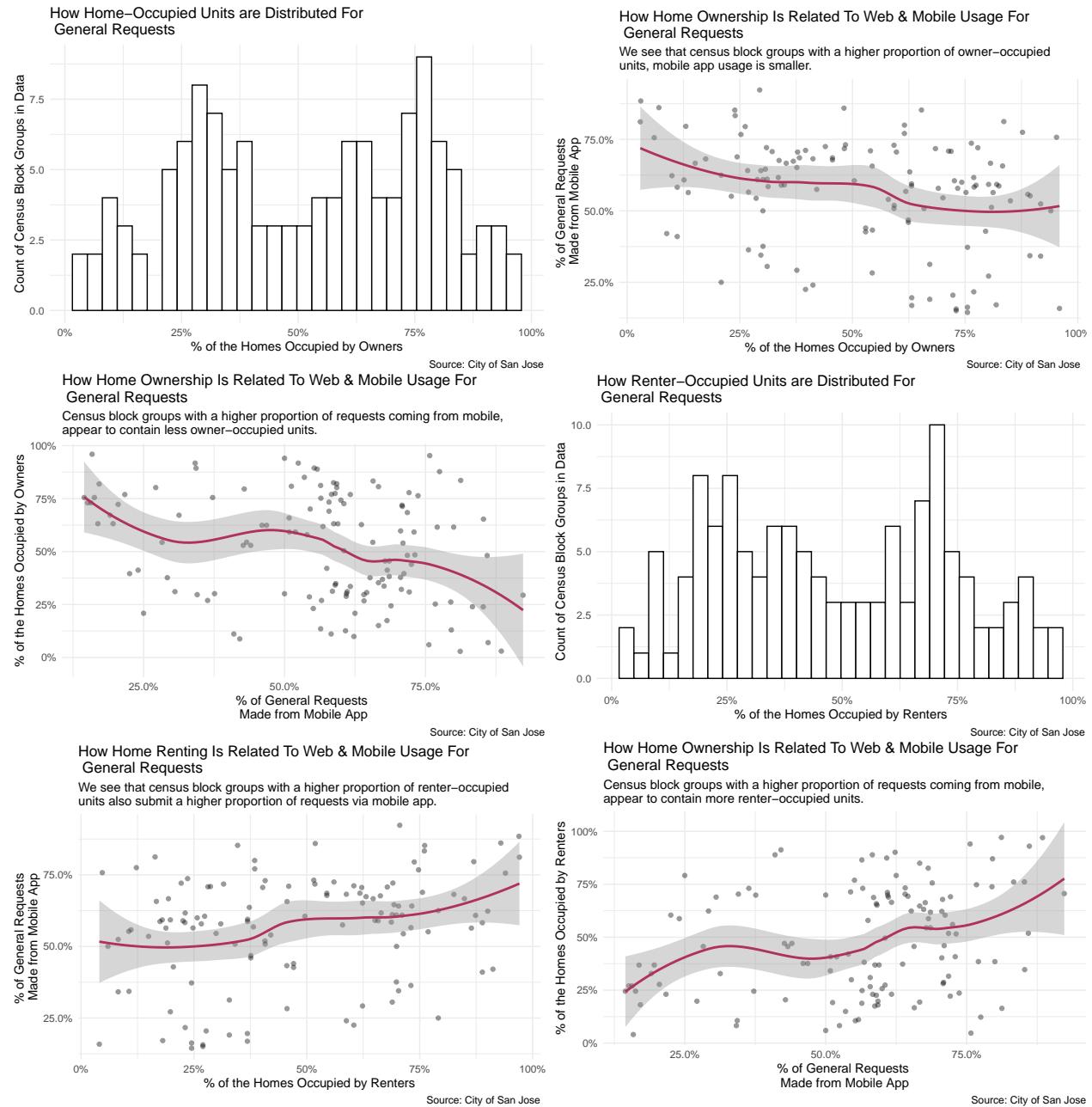


How College Education Is Related To Web & Mobile Usage For General Requests

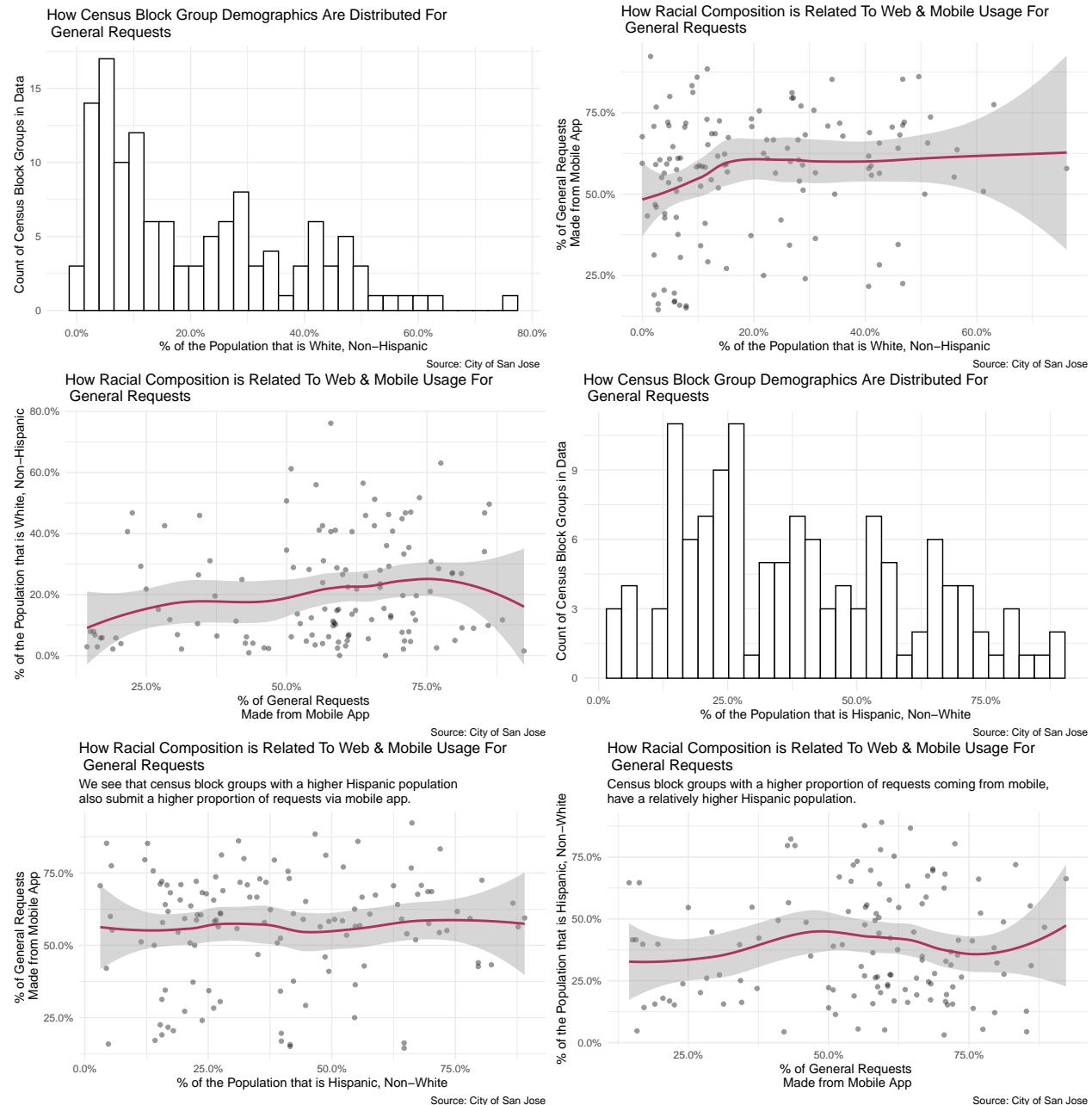
Census block groups with a higher proportion of requests coming from mobile, appear to contain fewer college-educated residents.



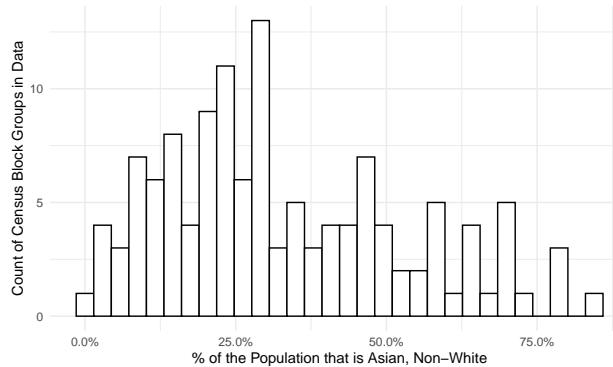
MySanJose Platforms - General Request - Home Ownership/Renting



MySanJose Platforms - General Request - Race/Ethnicity

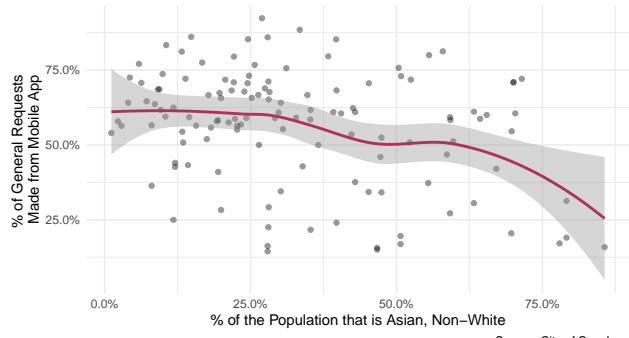


How Census Block Group Demographics Are Distributed For General Requests



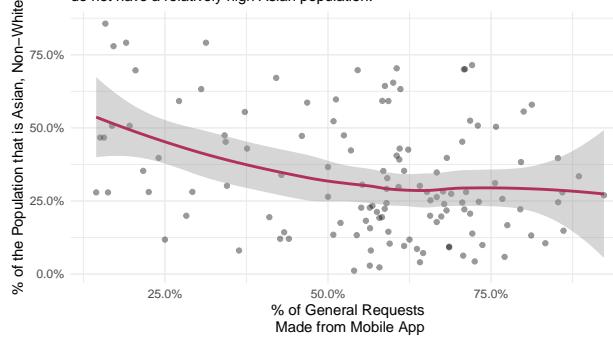
How Racial Composition is Related To Web & Mobile Usage For General Requests

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



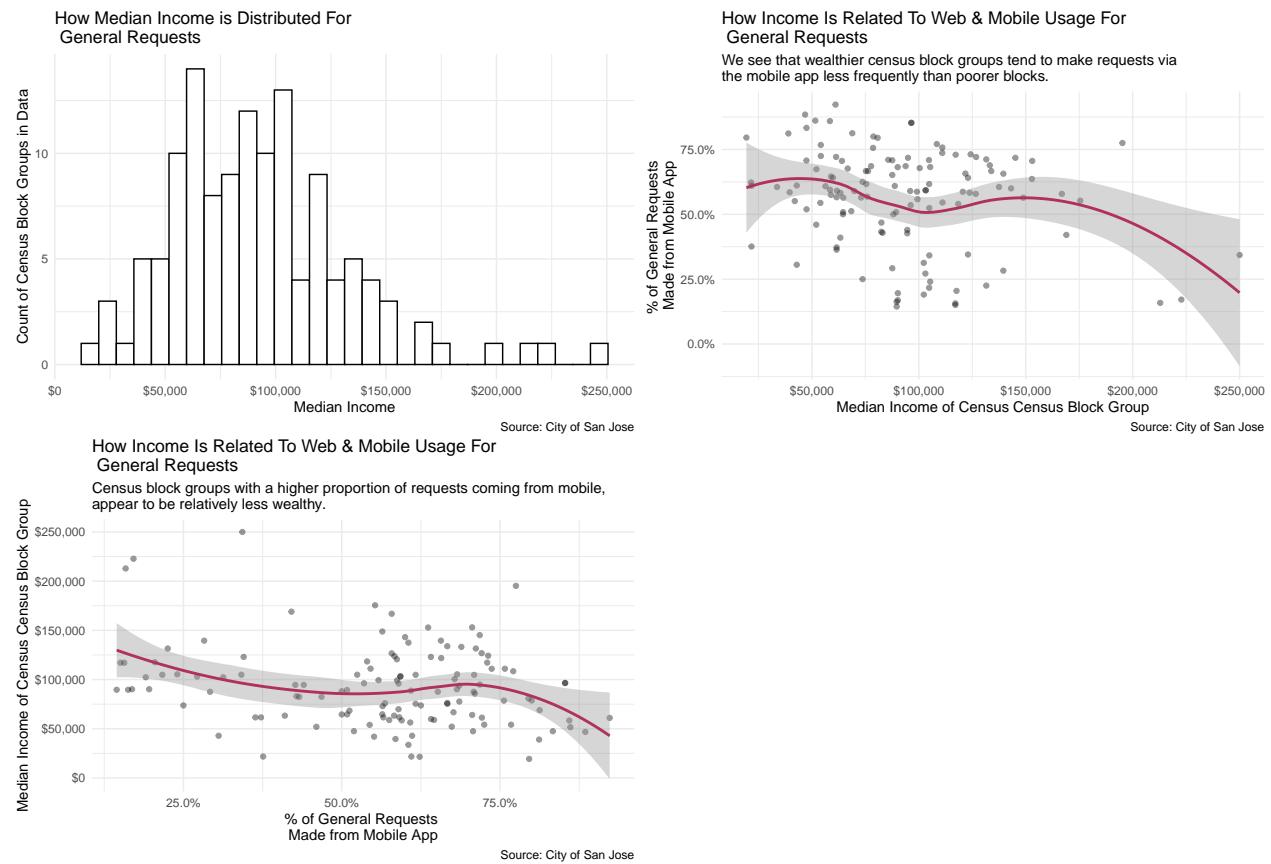
How Racial Composition is Related To Web & Mobile Usage For General Requests

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

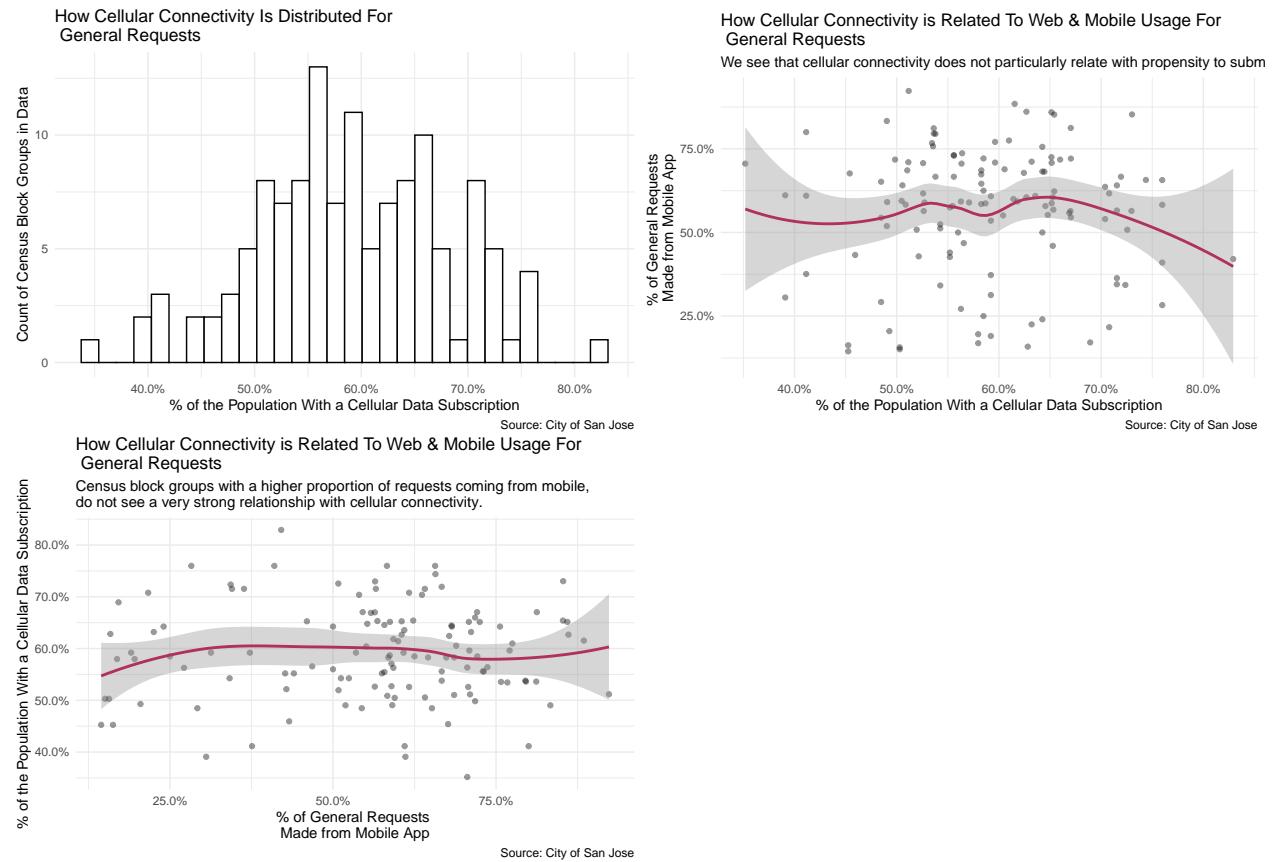


Source: City of San Jose

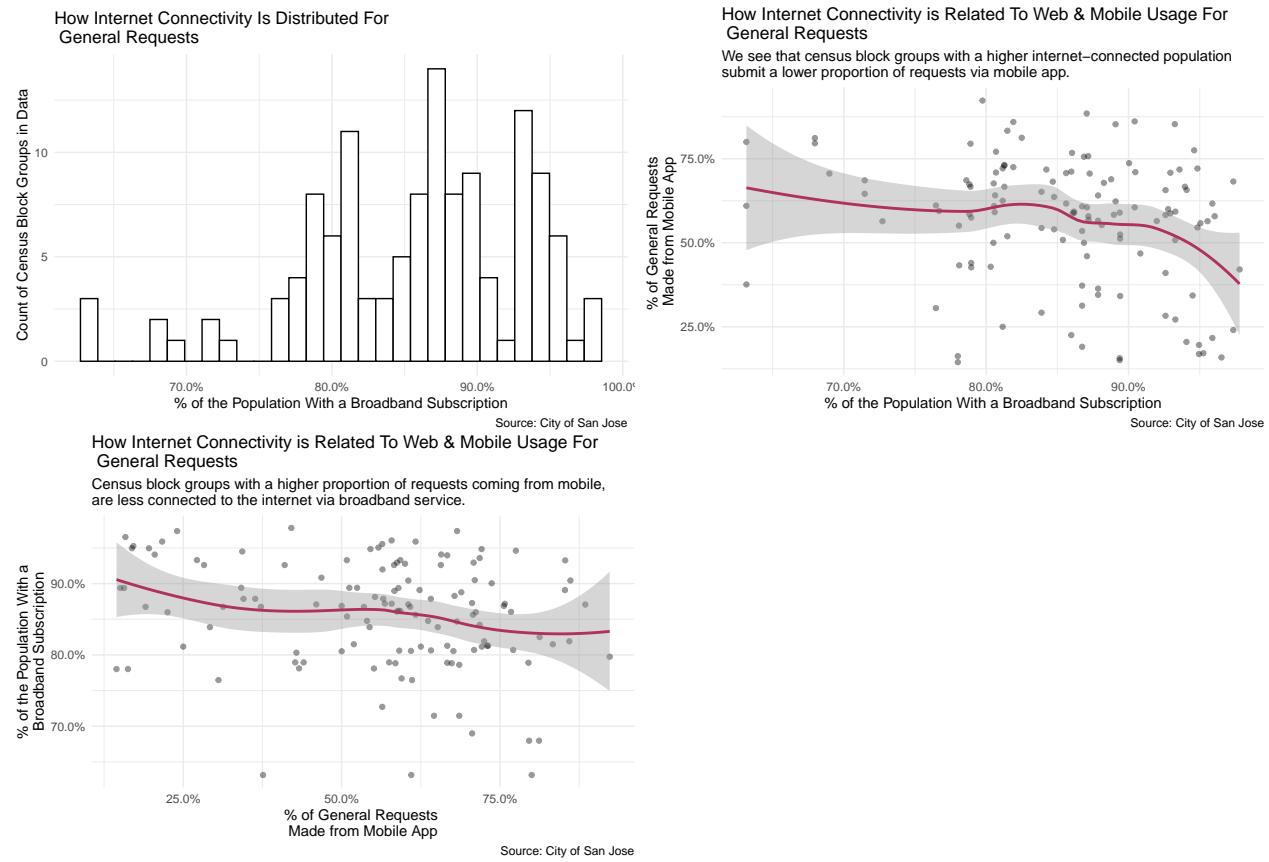
MySanJose Platforms - General Request - Income



MySanJose Platforms - General Request - Mobile Phone Access

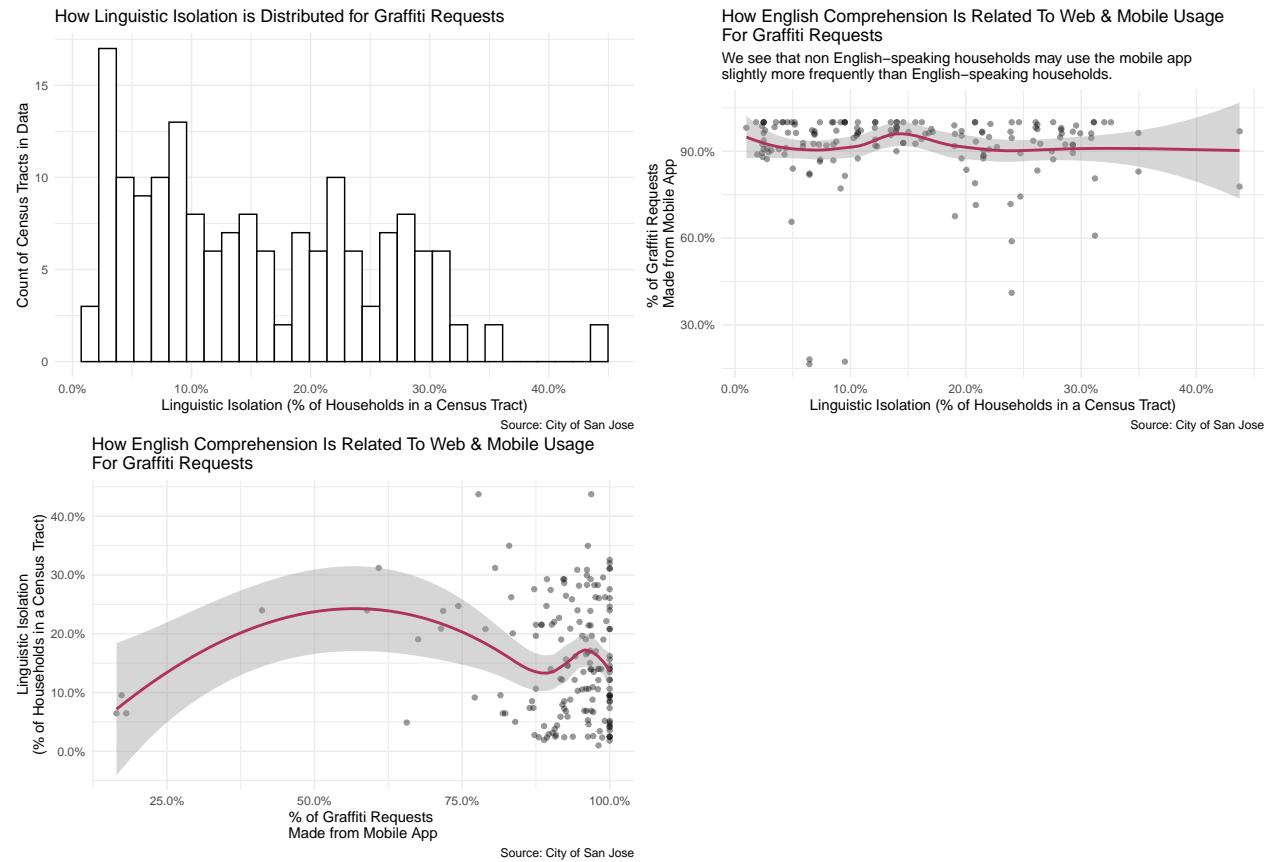


MySanJose Platforms - General Request - Broadband Access

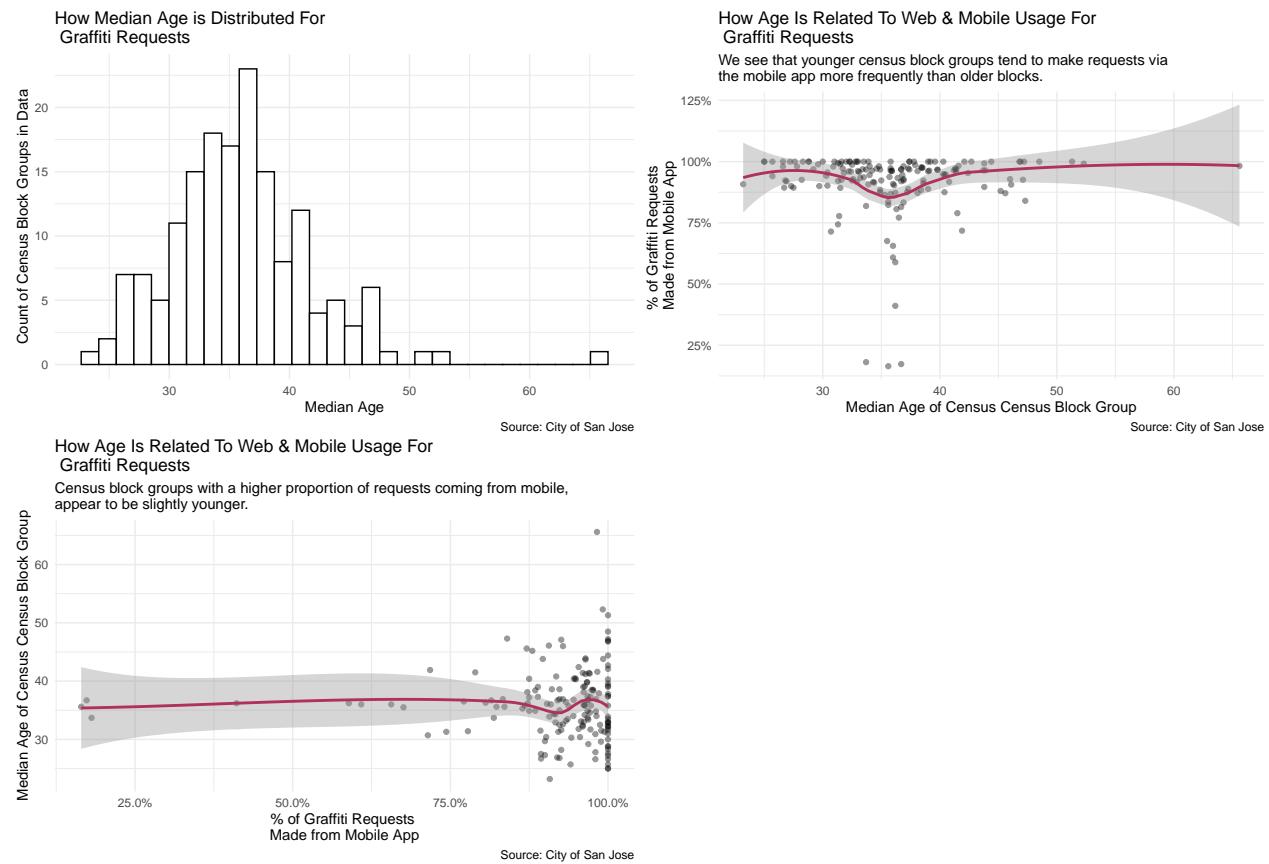


Graffiti

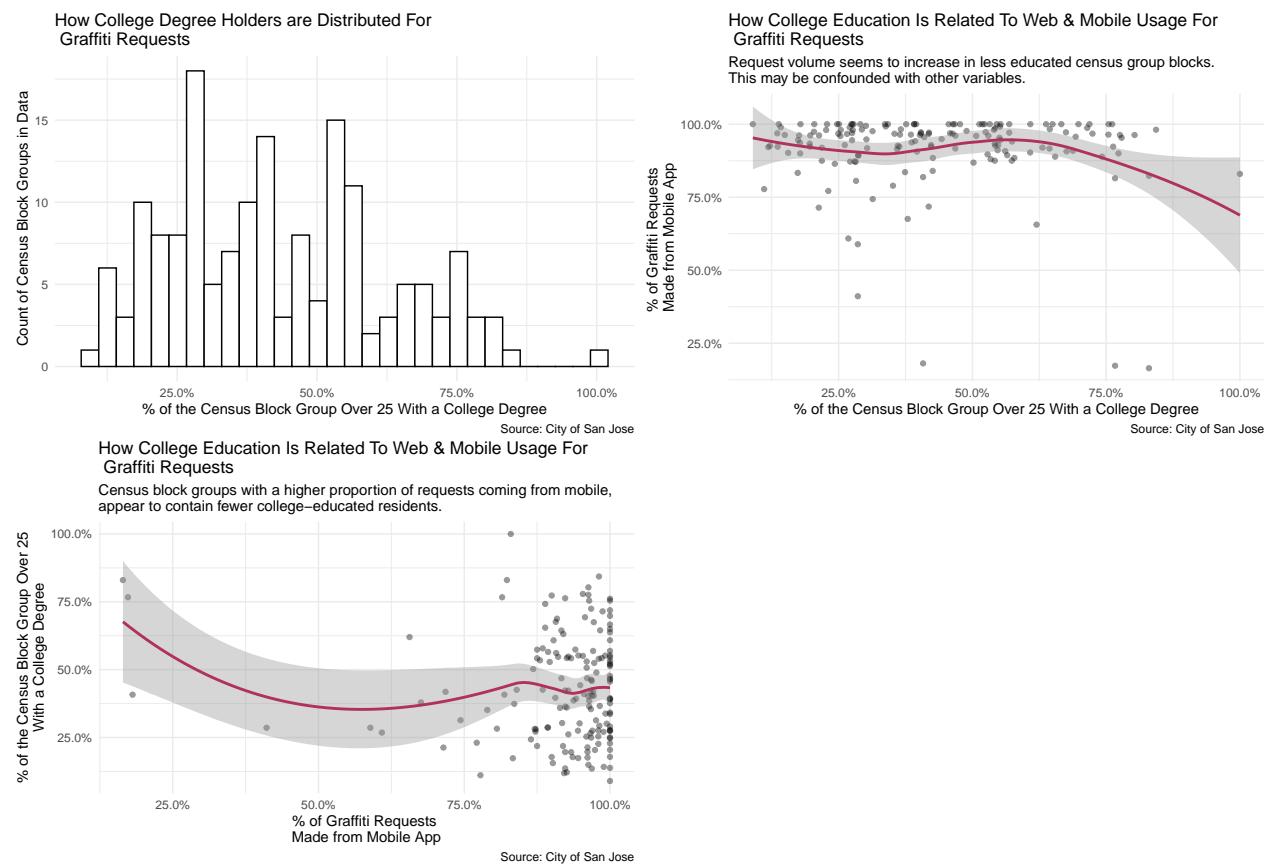
MySanJose Platforms - Graffiti Request - Language



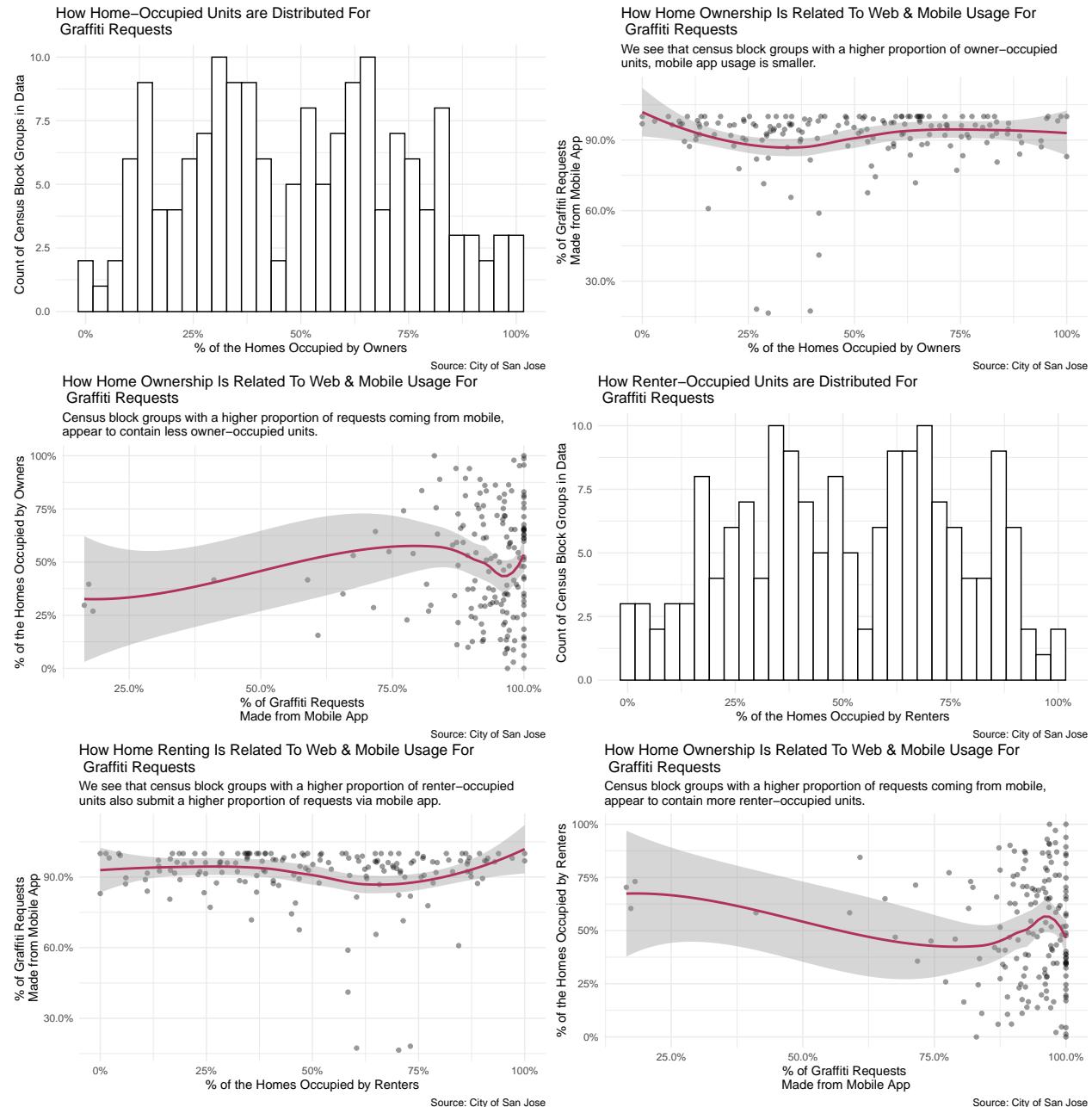
MySanJose Platforms - Graffiti Request - Age



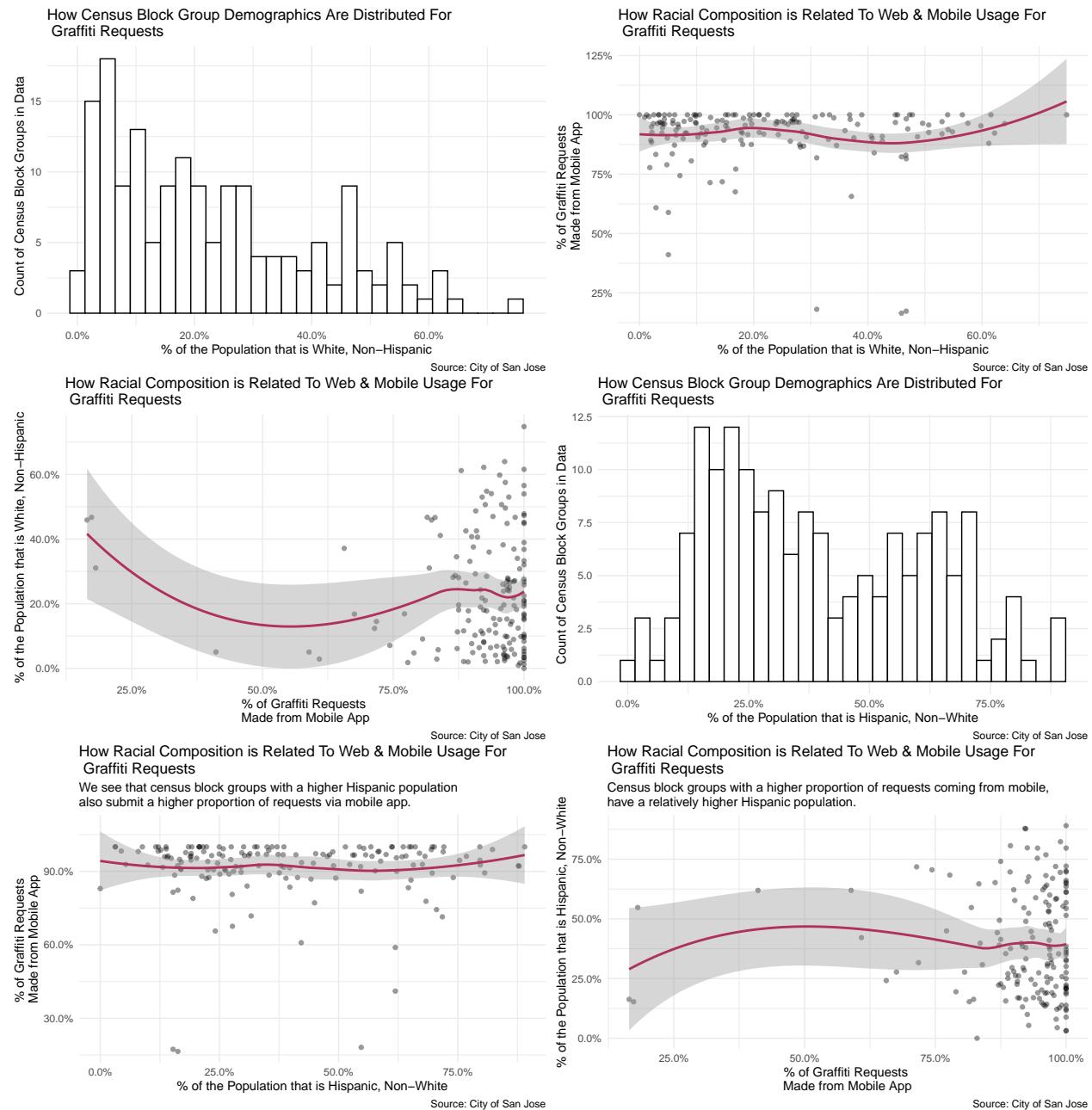
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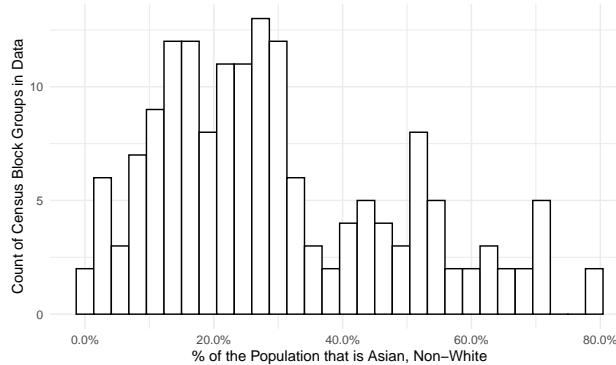
MySanJose Platforms - Graffiti Request - Home Ownership/Renting



MySanJose Platforms - Graffiti Request - Race/Ethnicity

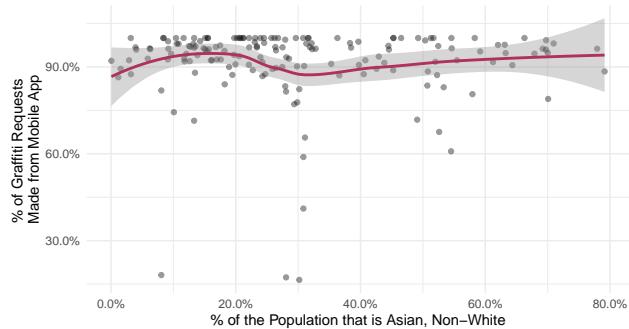


How Census Block Group Demographics Are Distributed For Graffiti Requests



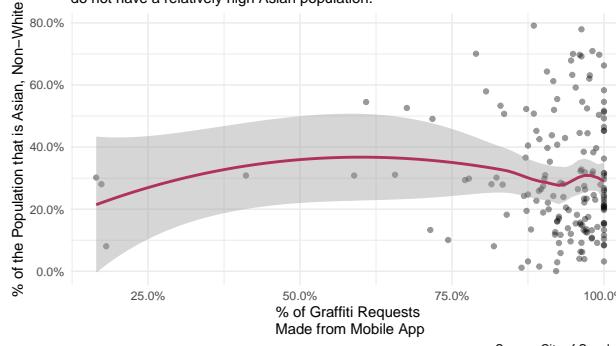
How Racial Composition is Related To Web & Mobile Usage For Graffiti Requests

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



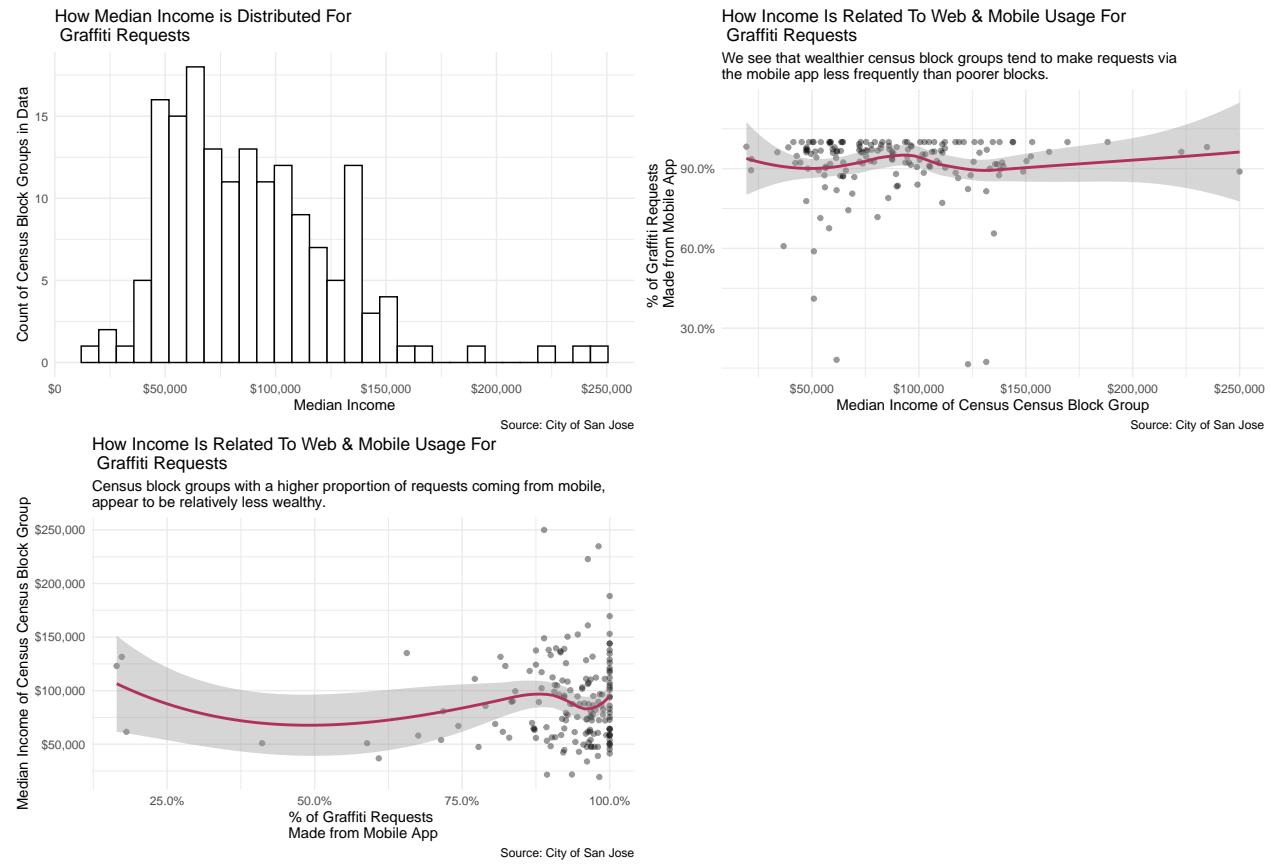
How Racial Composition is Related To Web & Mobile Usage For Graffiti Requests

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

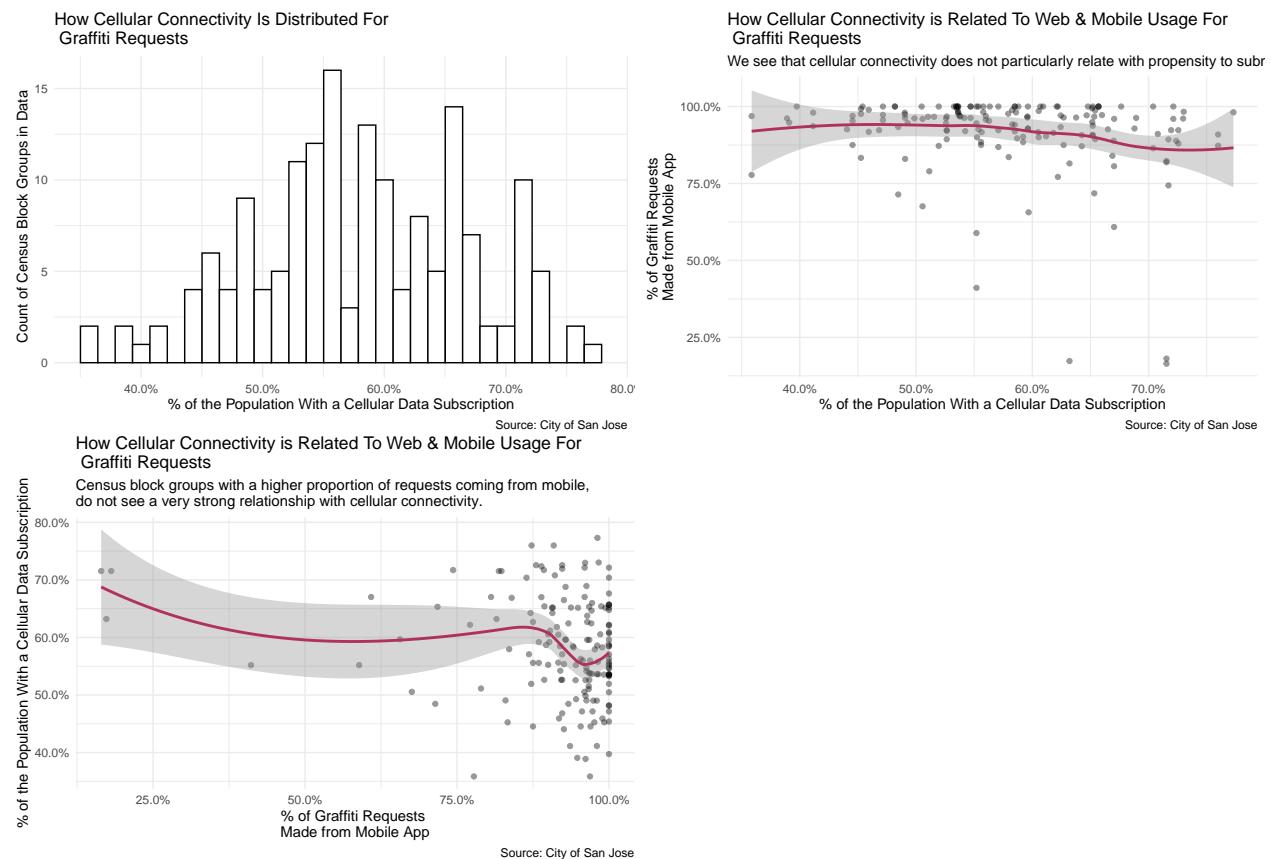


Source: City of San Jose

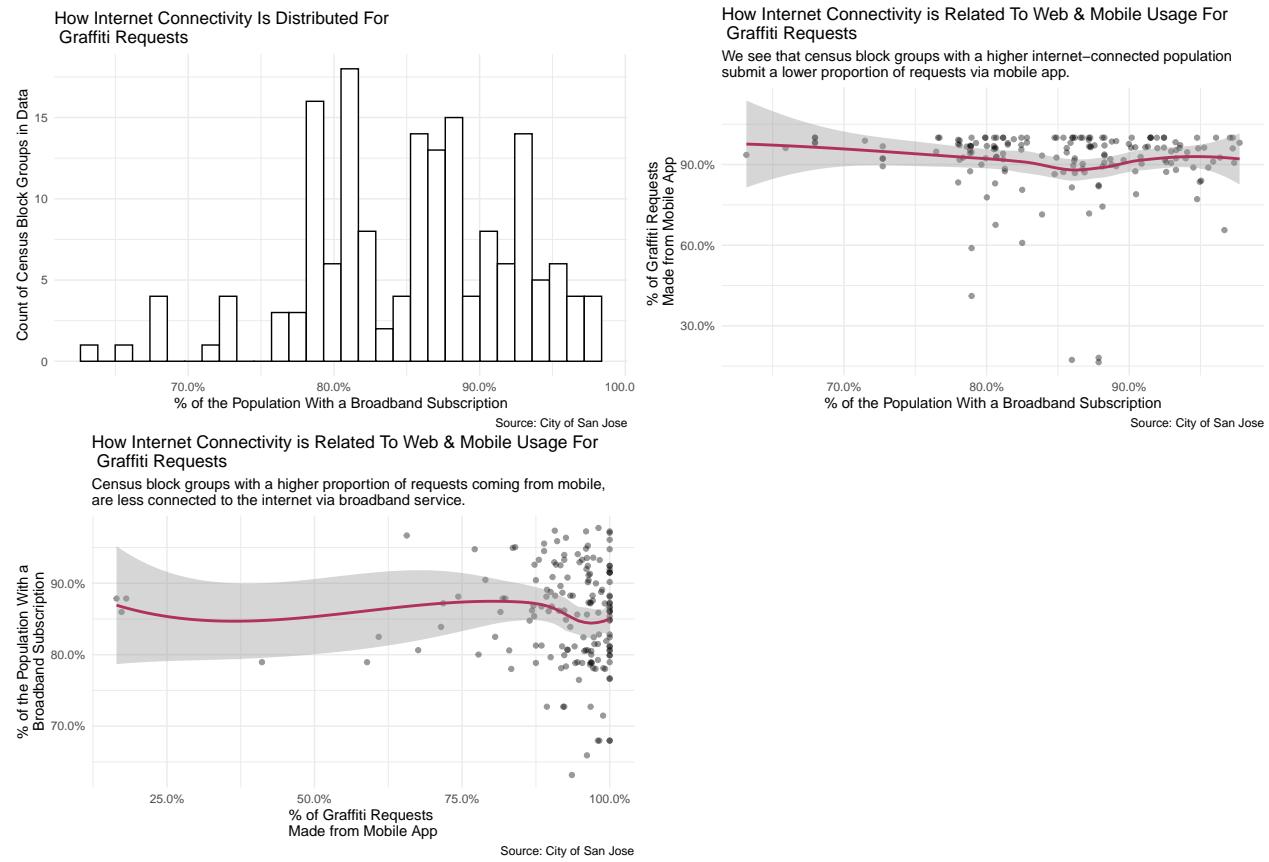
MySanJose Platforms - Graffiti Request - Income



MySanJose Platforms - Graffiti Request - Mobile Phone Access

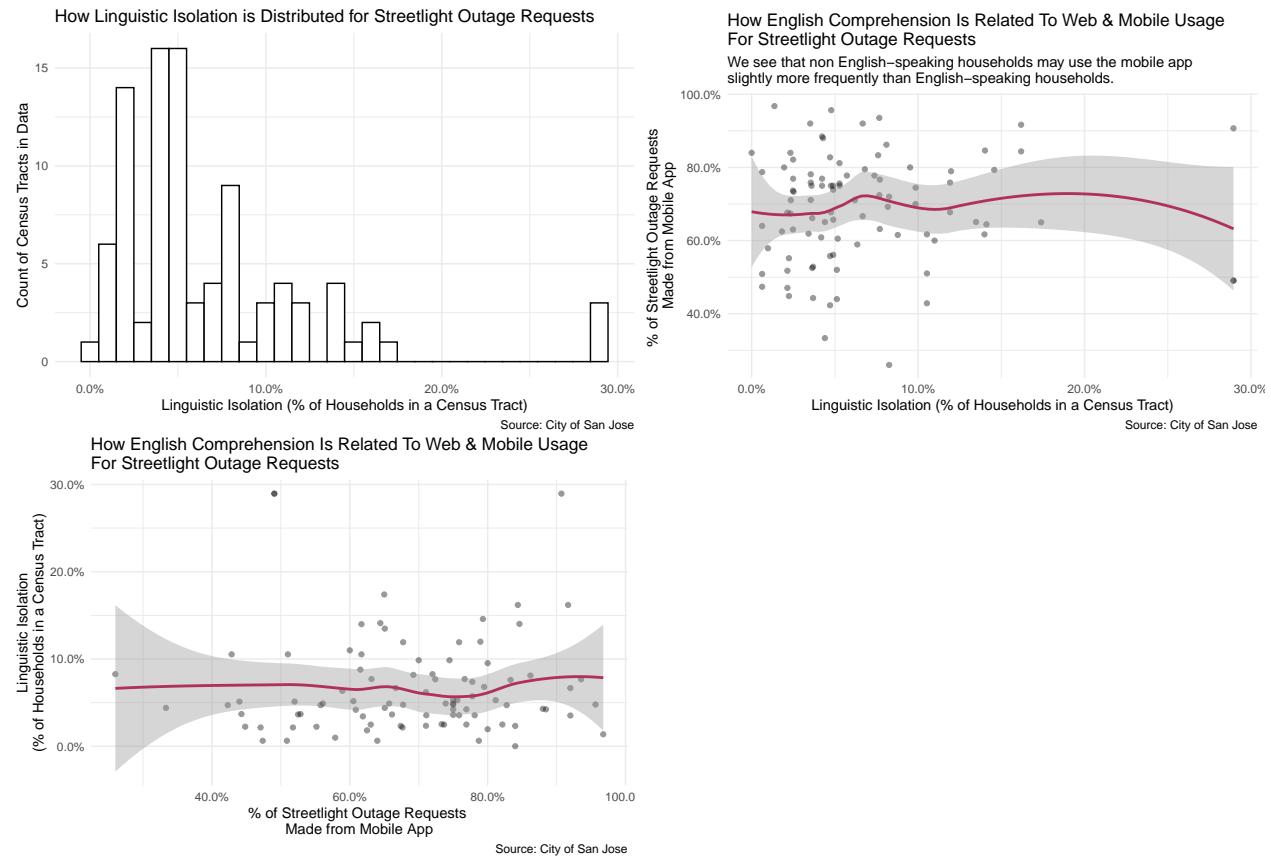


MySanJose Platforms - Graffiti Request - Broadband Access

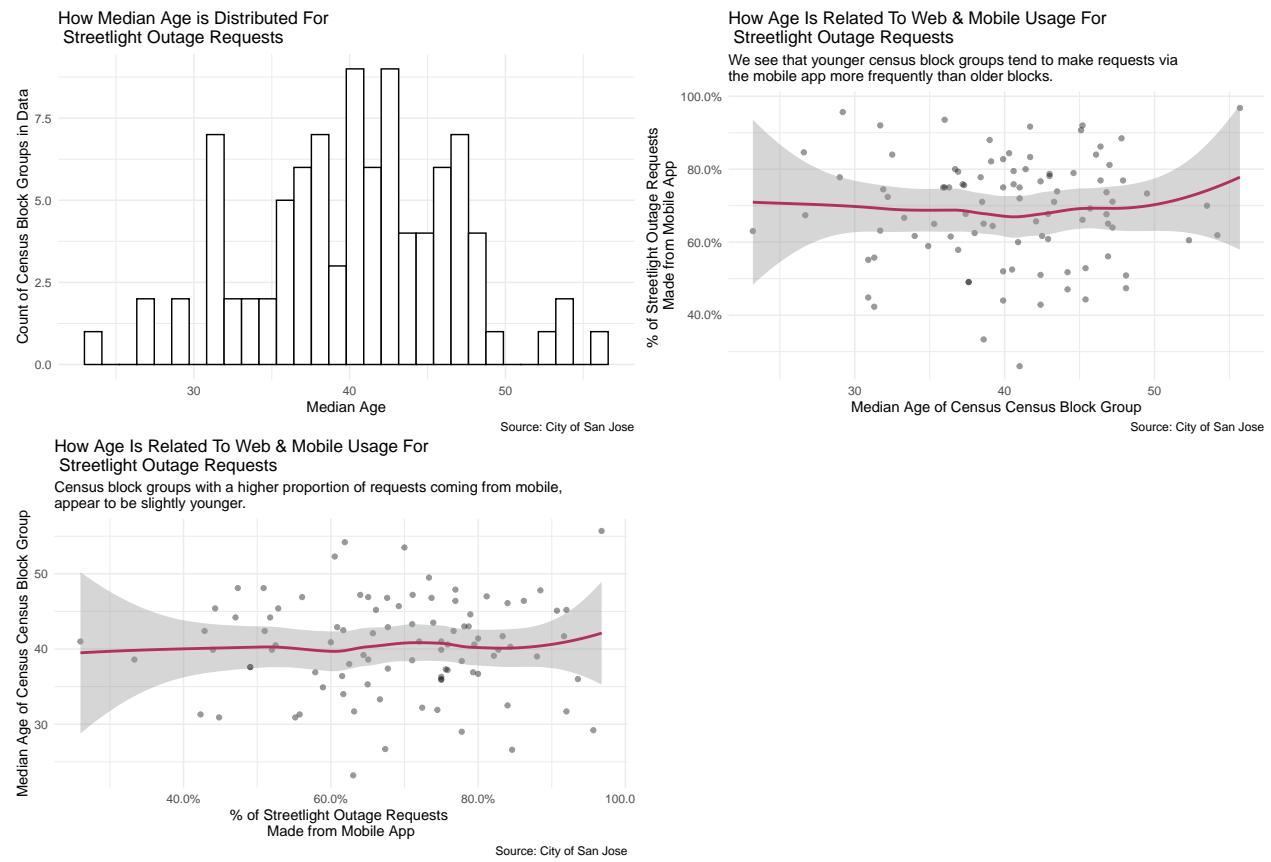


Streetlight Outage

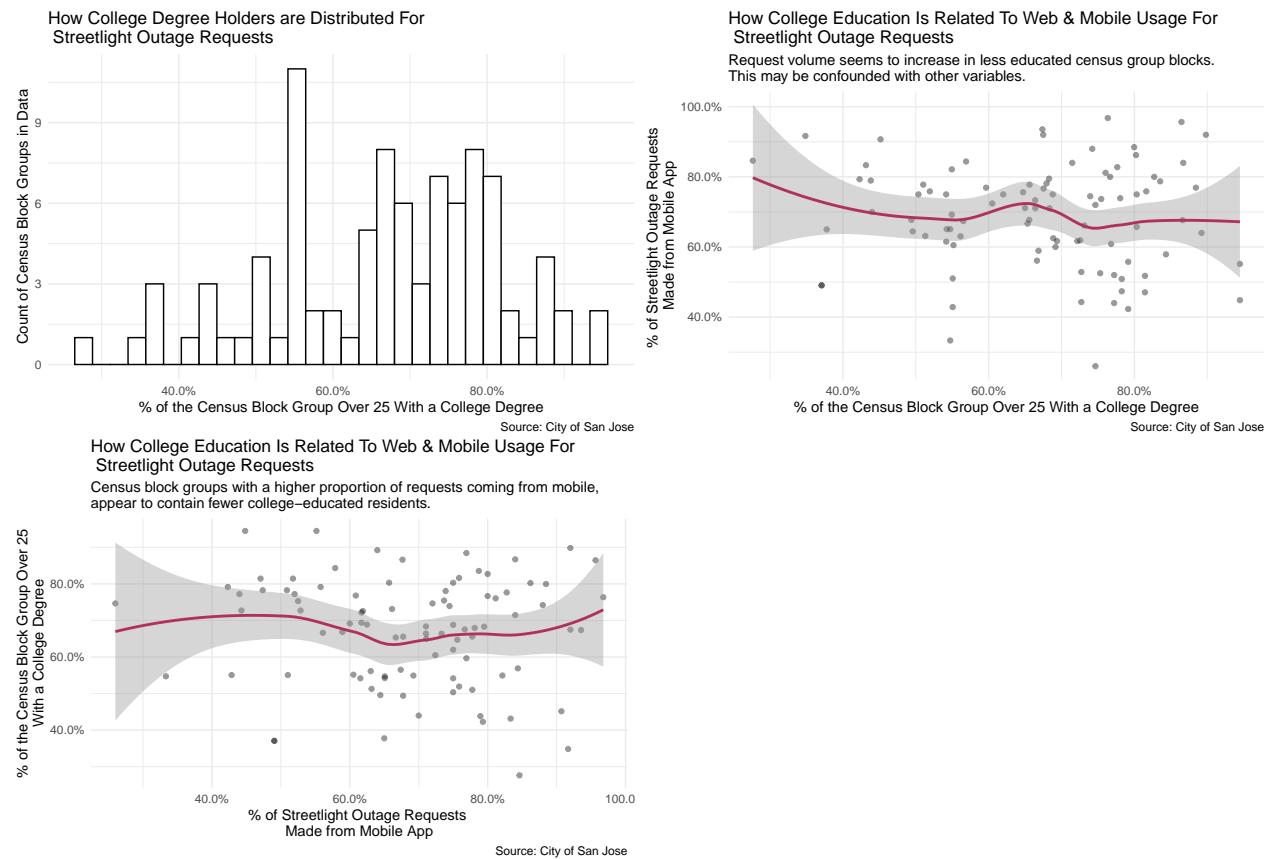
MySanJose Platforms - Streetlight Outage - Language



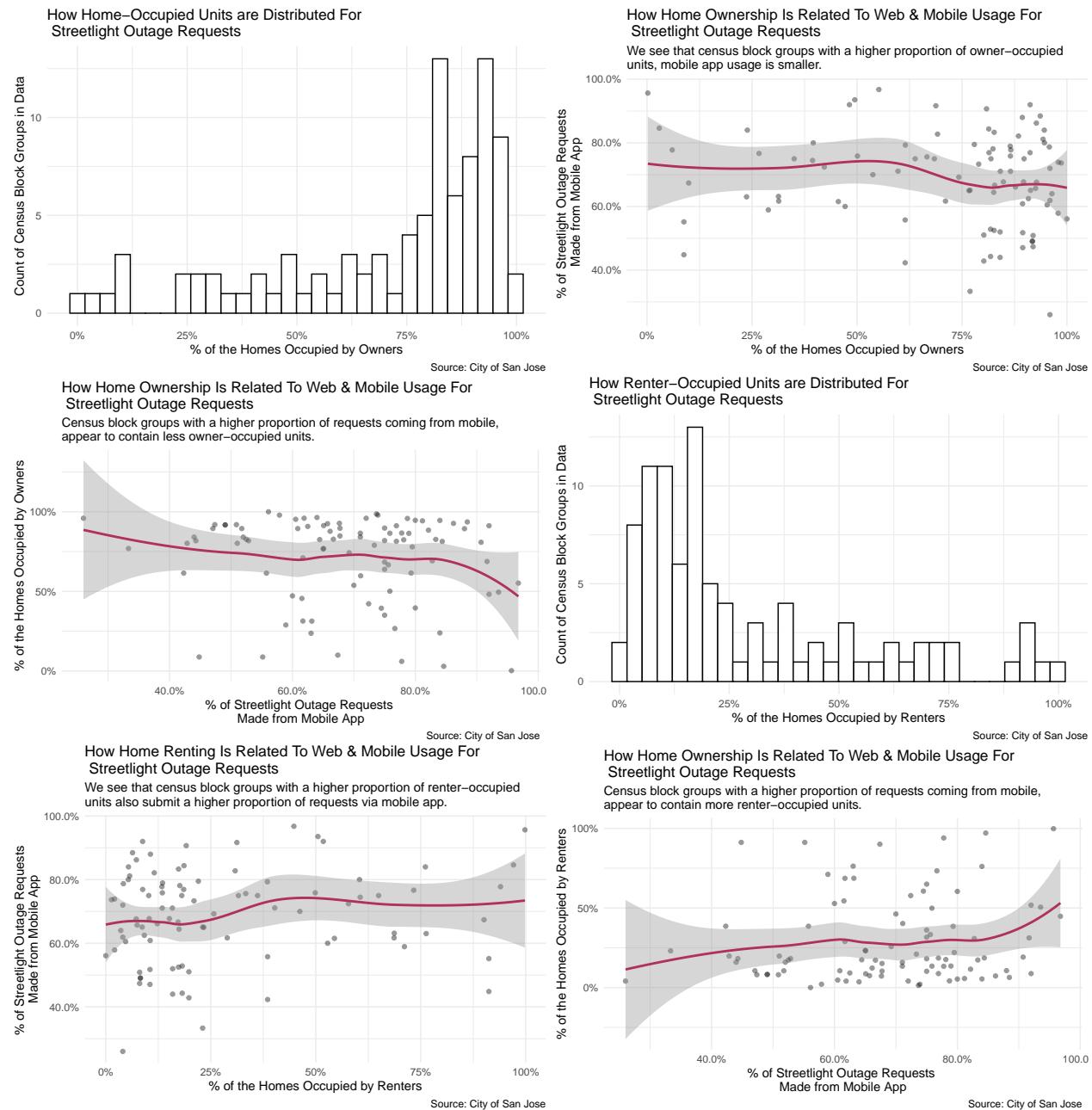
MySanJose Platforms - Streetlight Outage - Age



MySanJose Platforms - Streetlight Outage - Education

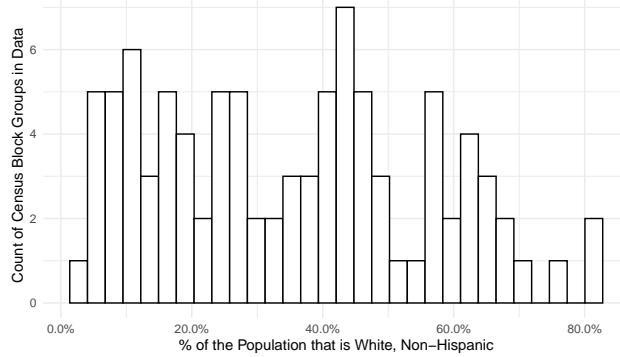


MySanJose Platforms - Streetlight Outage - Home Ownership/Renting

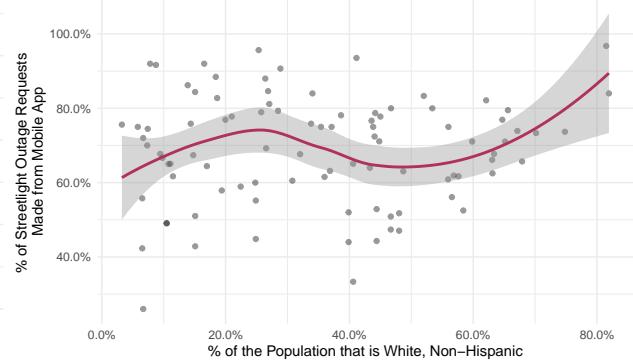


MySanJose Platforms - Streetlight Outage - Race/Ethnicity

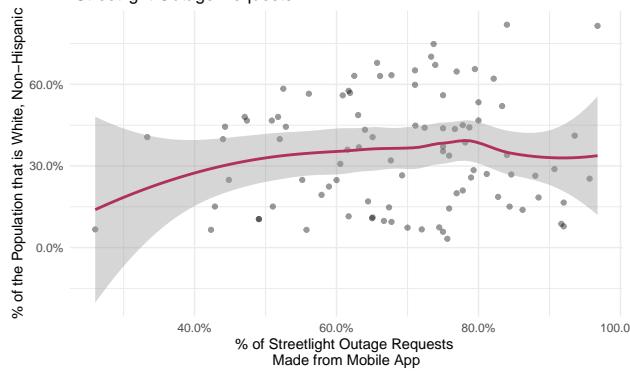
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



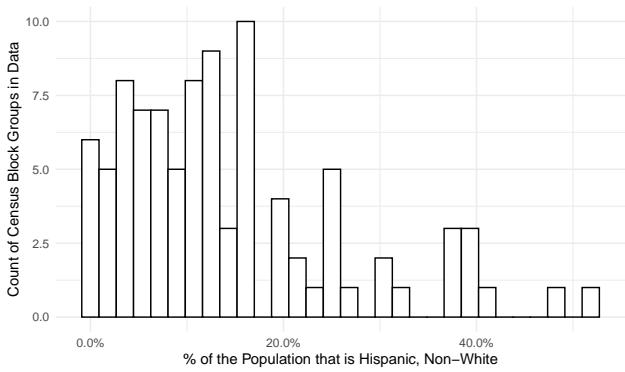
How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests



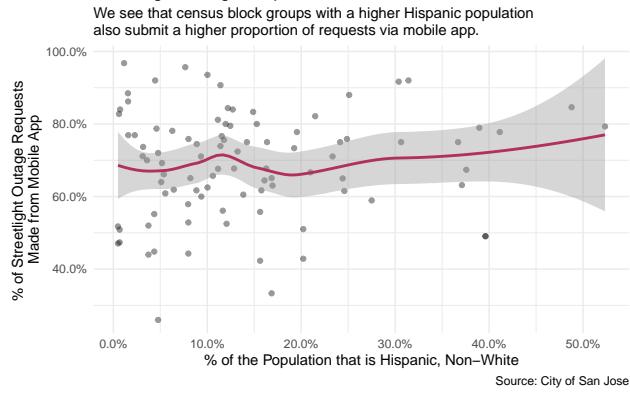
How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests



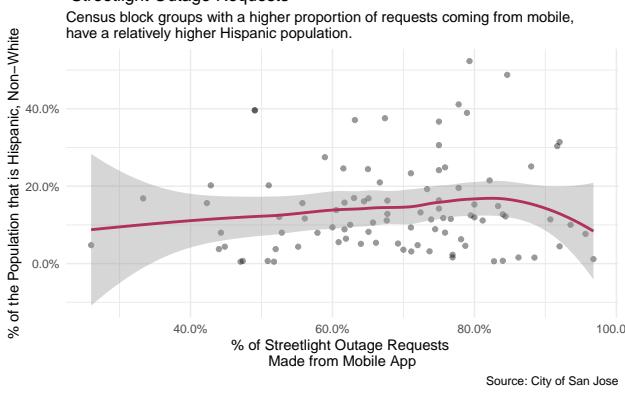
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



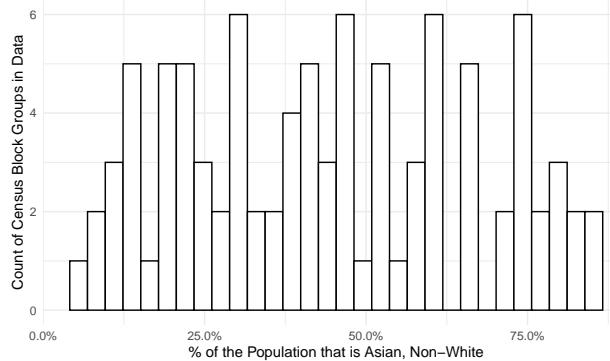
How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests



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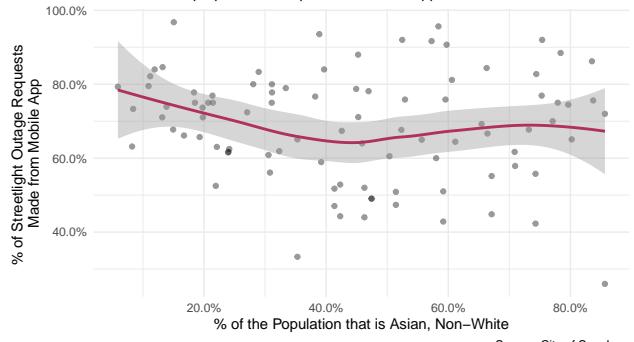


How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



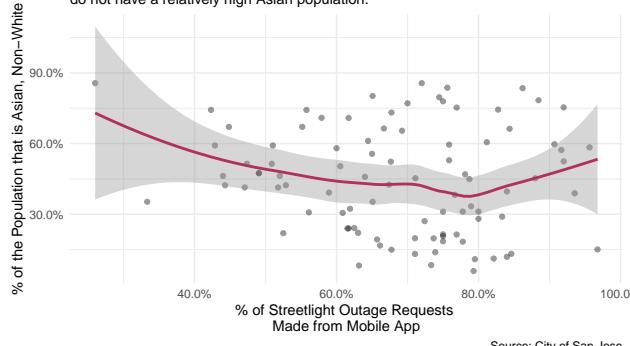
How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests

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



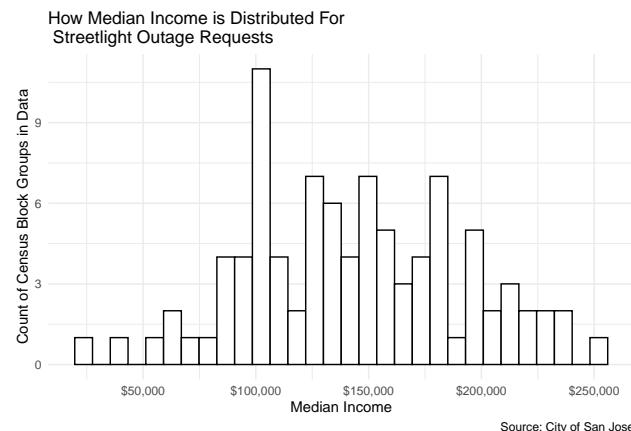
How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests

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



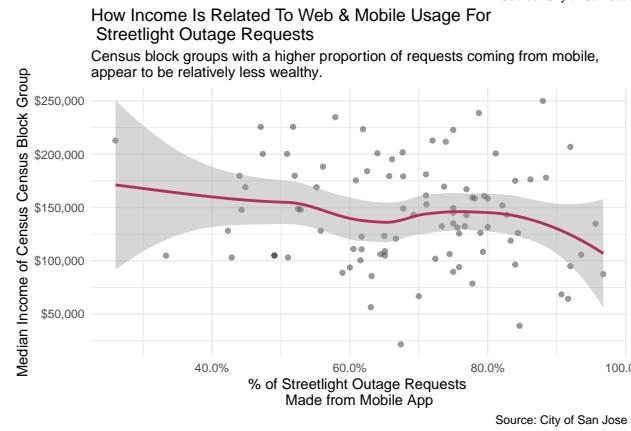
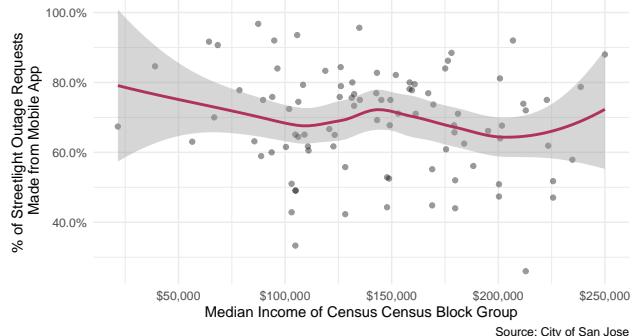
Source: City of San Jose

MySanJose Platforms - Streetlight Outage - Income

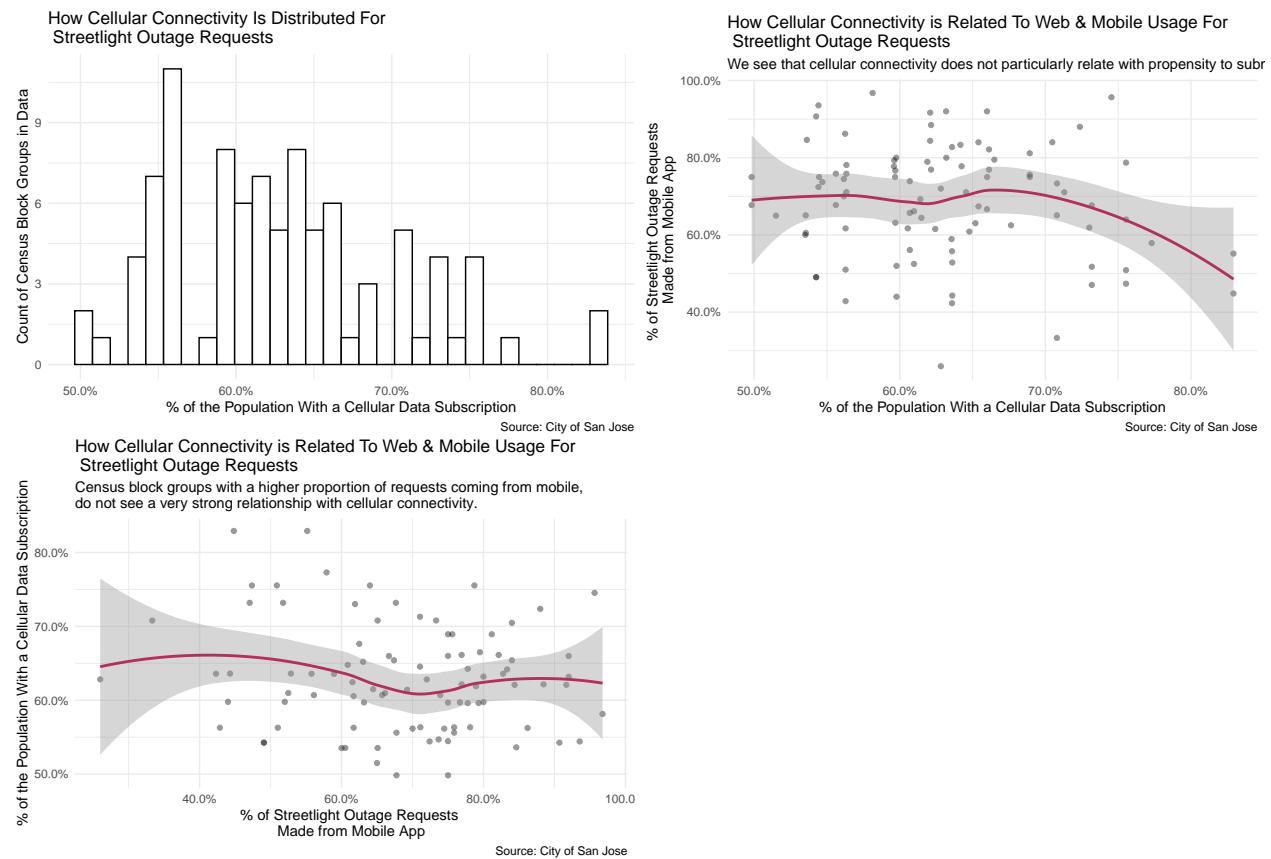


How Income Is Related To Web & Mobile Usage For Streetlight Outage Requests

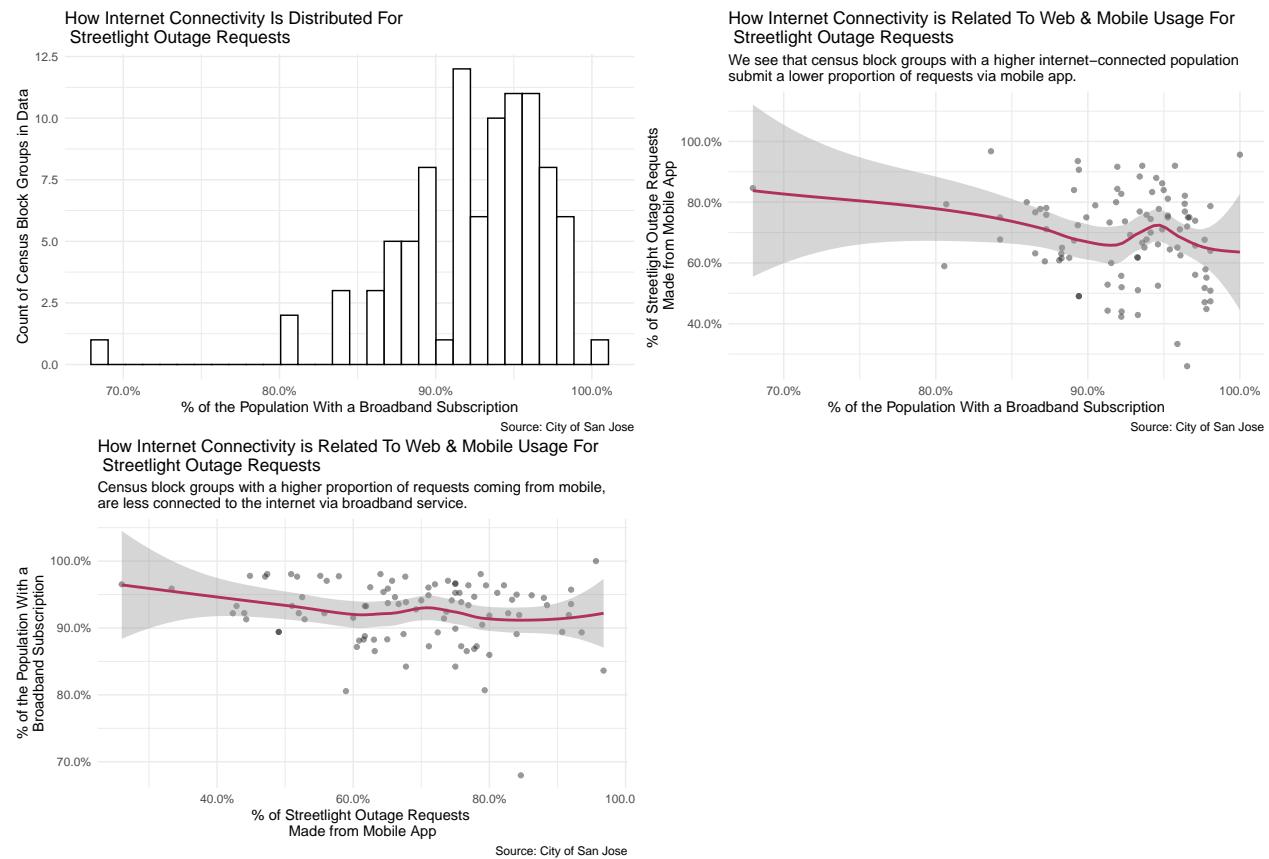
We see that wealthier census block groups tend to make requests via the mobile app less frequently than poorer blocks.



MySanJose Platforms - Streetlight Outage - Mobile Phone Access

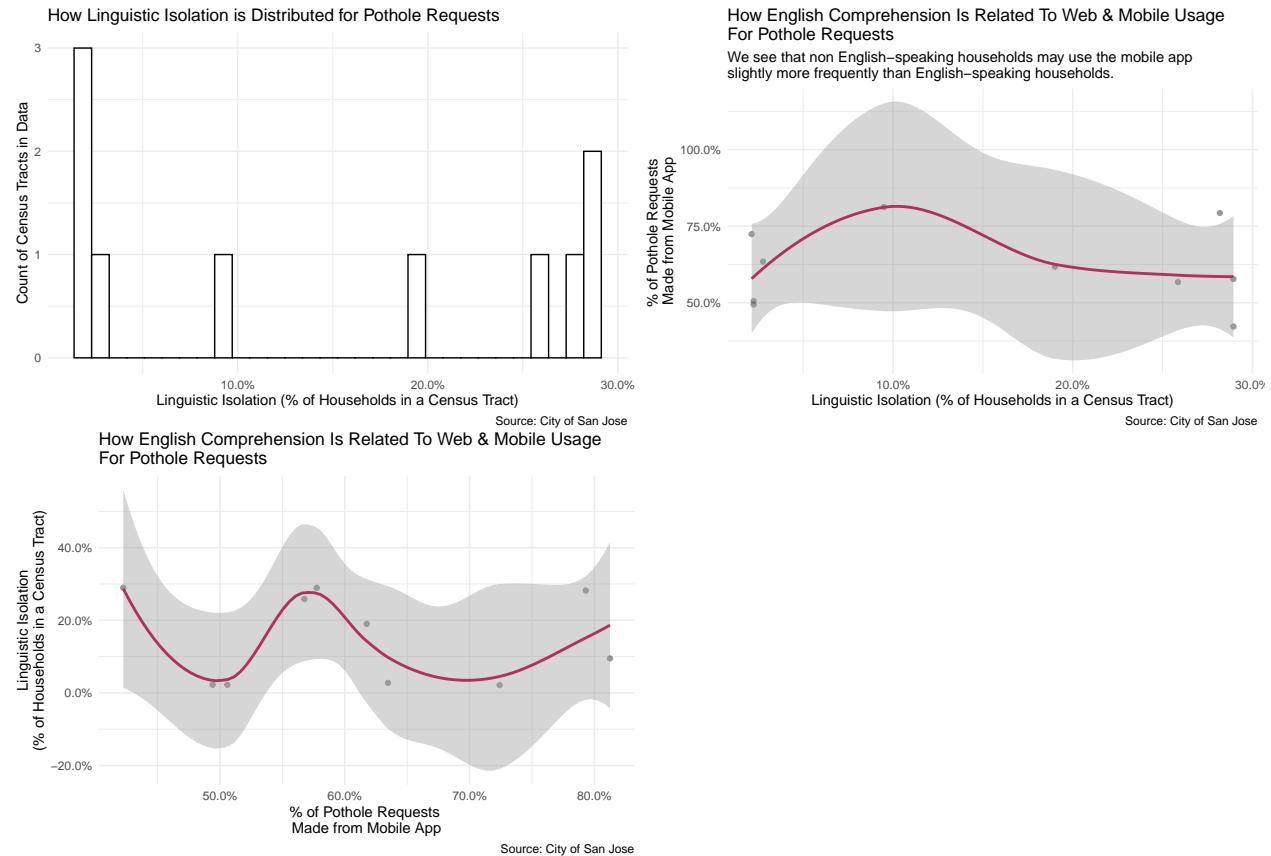


MySanJose Platforms - Streetlight Outage - Broadband Access

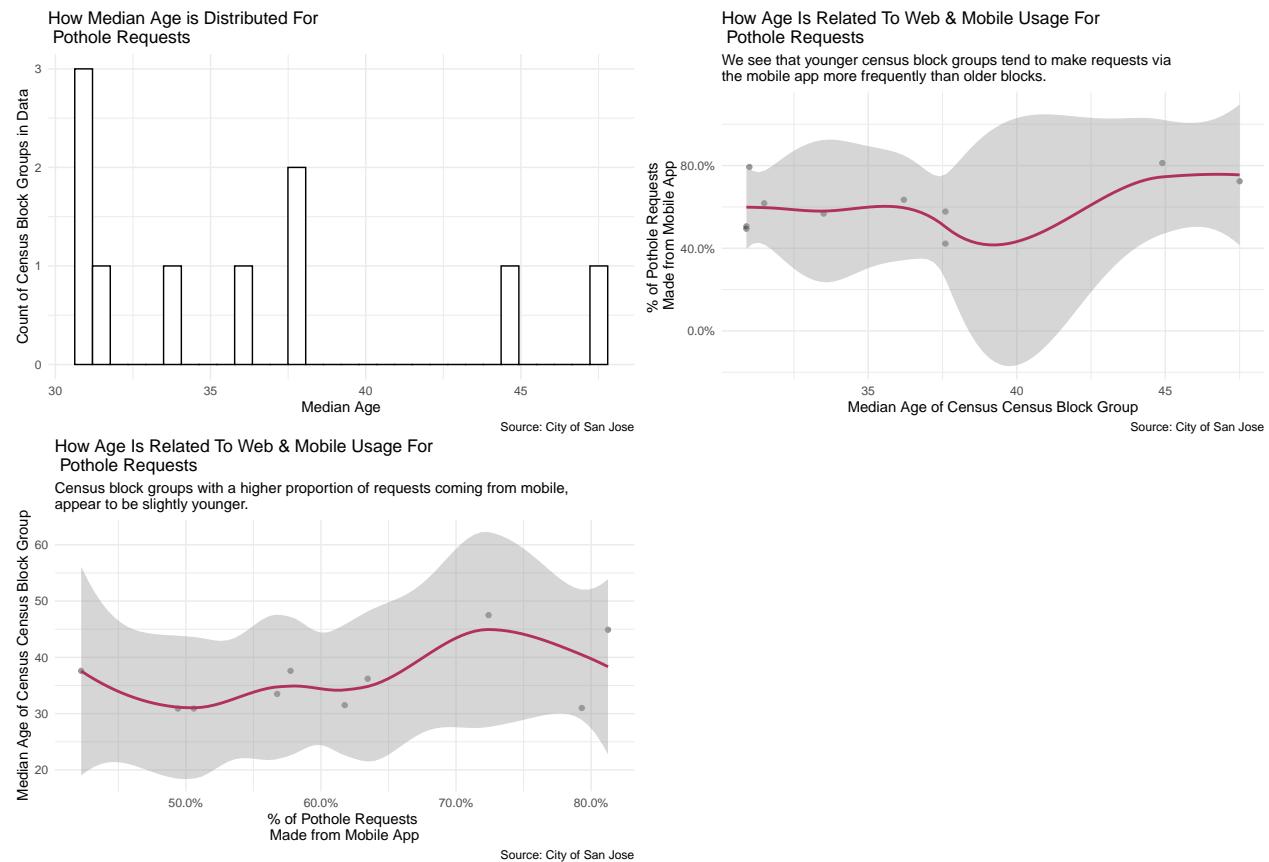


Pothole

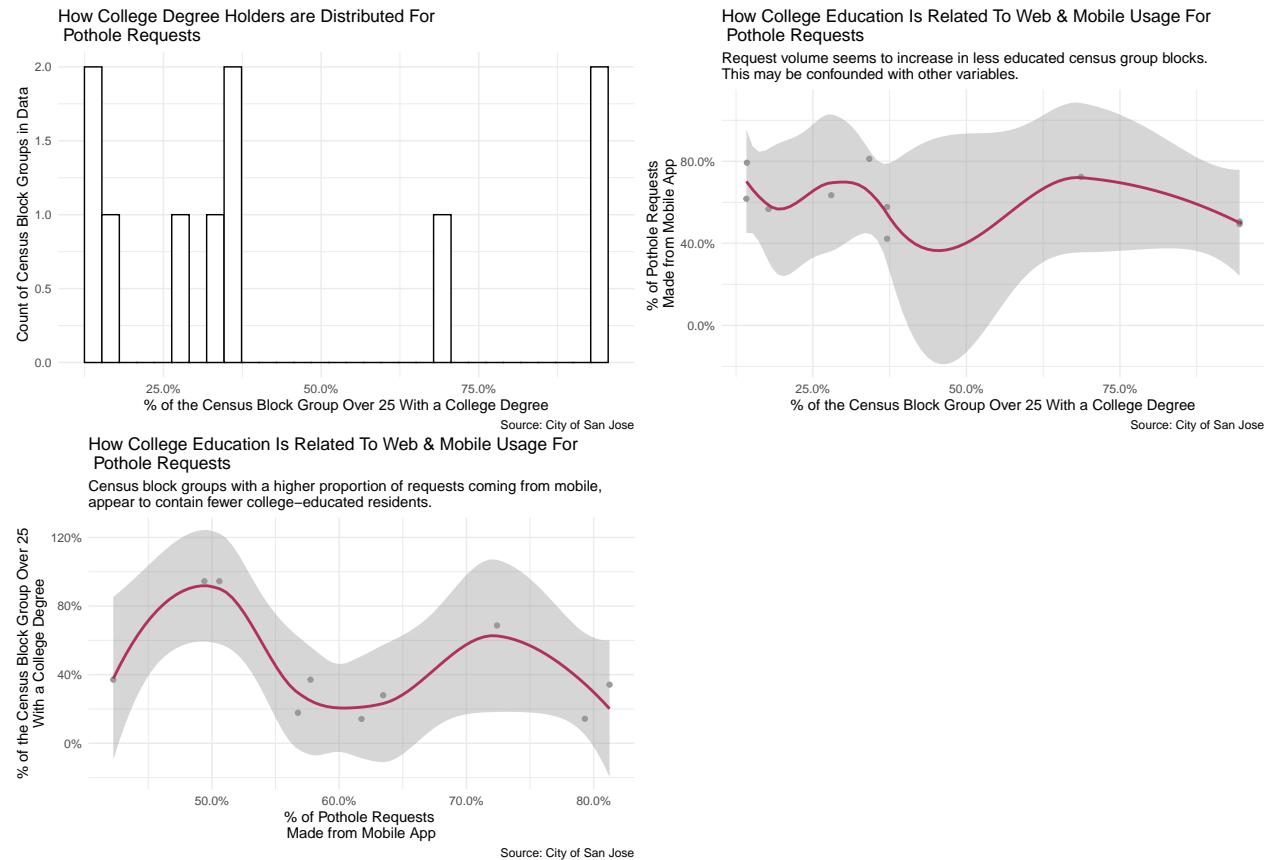
MySanJose Platforms - Pothole - Language



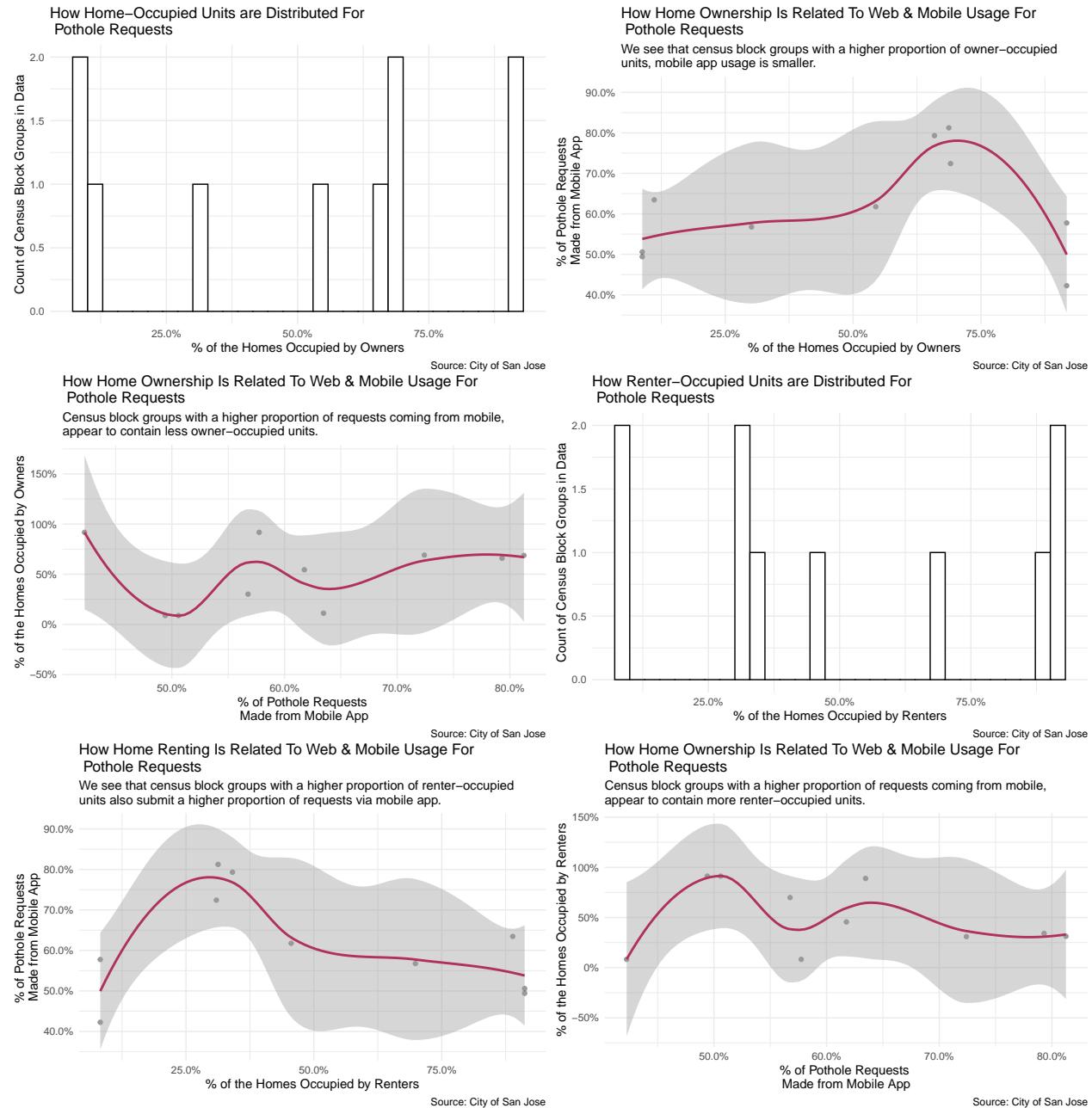
MySanJose Platforms - Pothole - Age



MySanJose Platforms - Pothole - Education

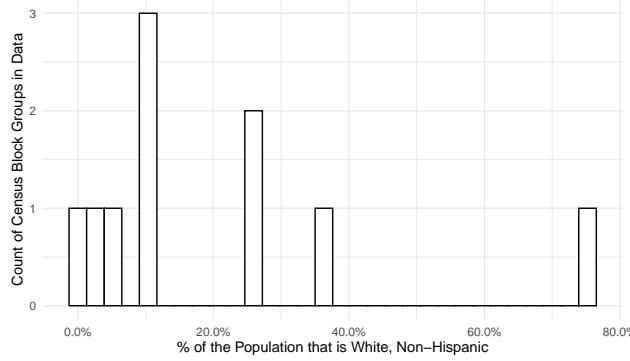


MySanJose Platforms - Pothole - Home Ownership/Renting

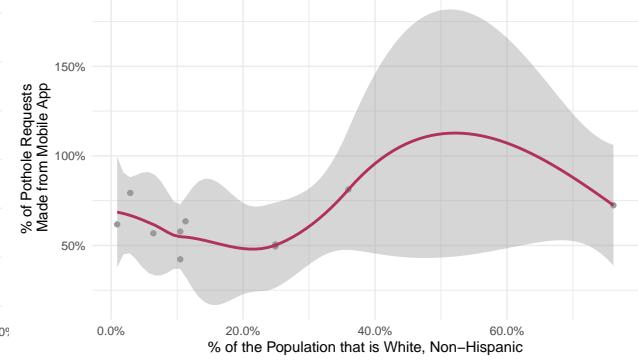


MySanJose Platforms - Pothole - Race/Ethnicity

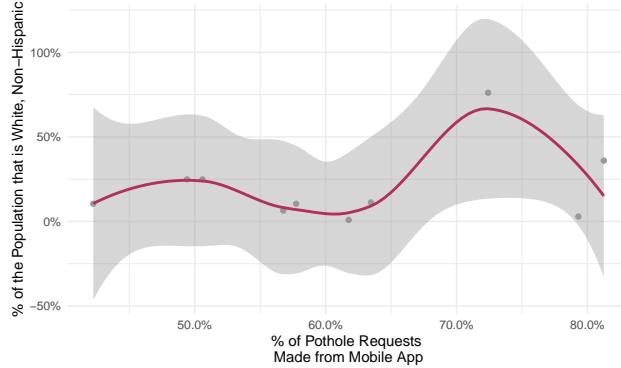
How Census Block Group Demographics Are Distributed For Pothole Requests



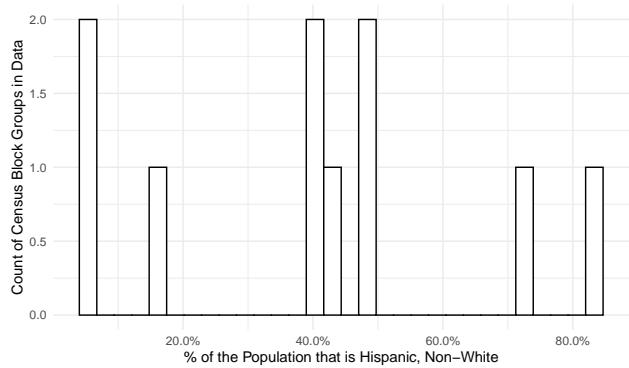
How Racial Composition is Related To Web & Mobile Usage For Pothole Requests



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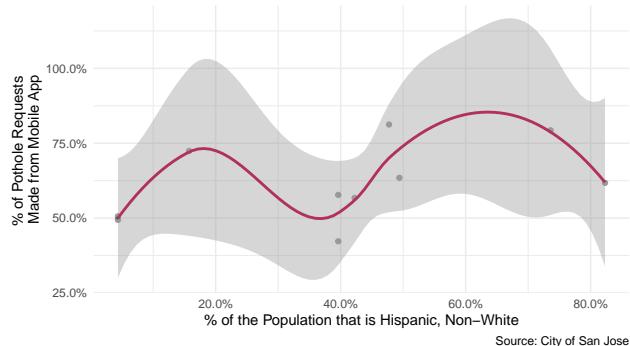


How Census Block Group Demographics Are Distributed For Pothole Requests



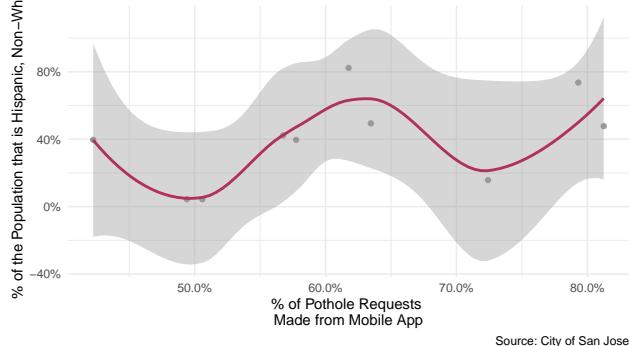
How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

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

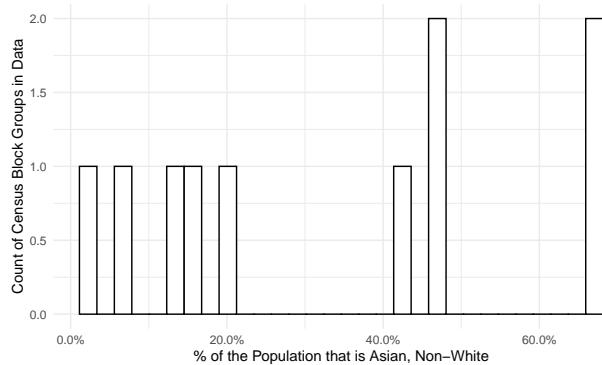


How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

Census block groups with a higher proportion of requests coming from mobile, have a relatively higher Hispanic population.

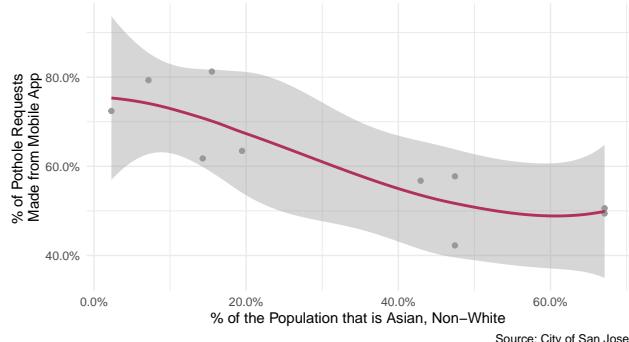


How Census Block Group Demographics Are Distributed For Pothole Requests



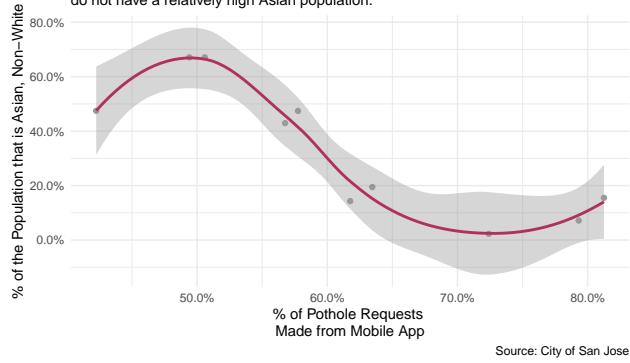
How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

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 Web & Mobile Usage For Pothole Requests

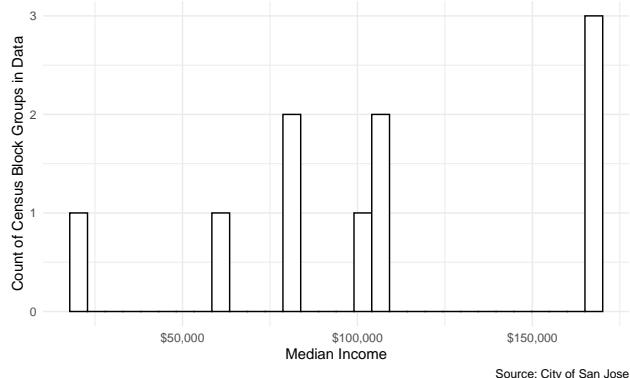
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



Source: City of San Jose

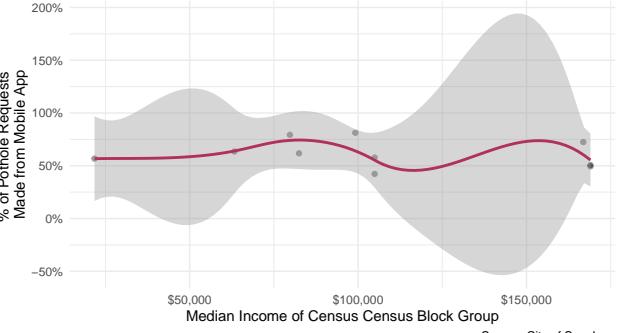
MySanJose Platforms - Pothole - Income

How Median Income is Distributed For Pothole Requests



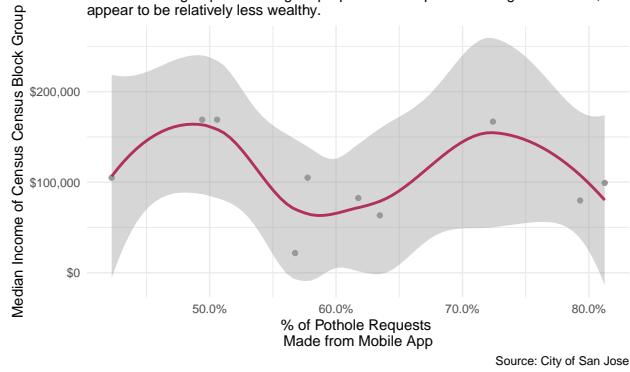
How Income Is Related To Web & Mobile Usage For Pothole Requests

We see that wealthier census block groups tend to make requests via the mobile app less frequently than poorer blocks.

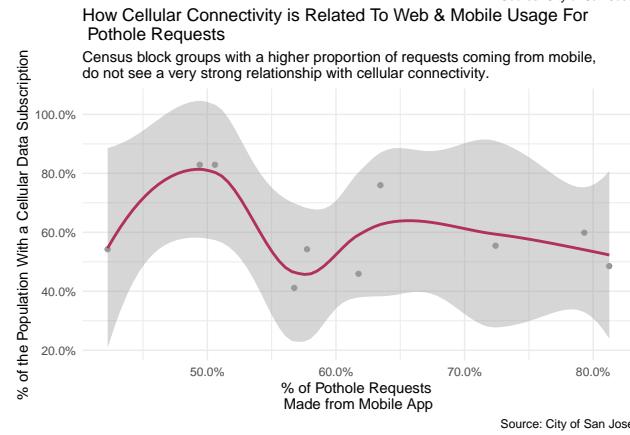
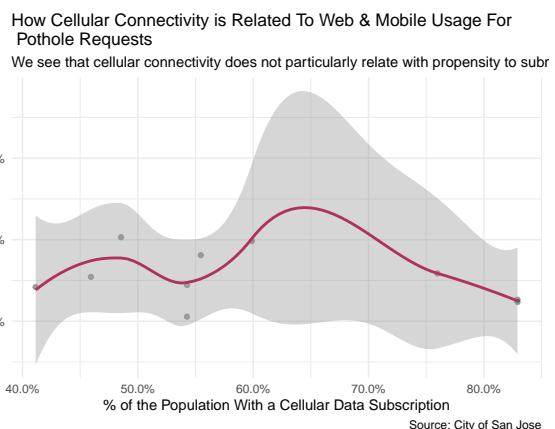
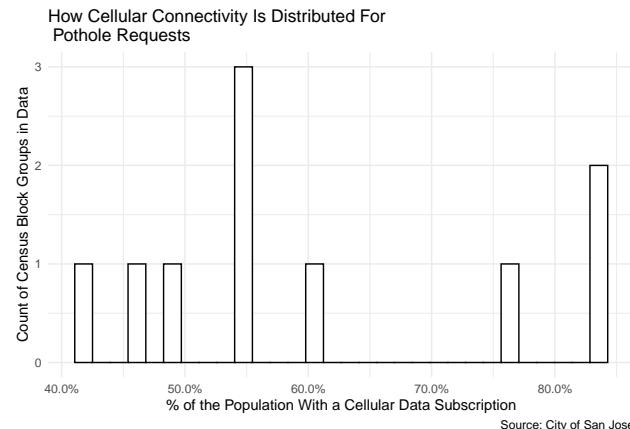


How Income Is Related To Web & Mobile Usage For Pothole Requests

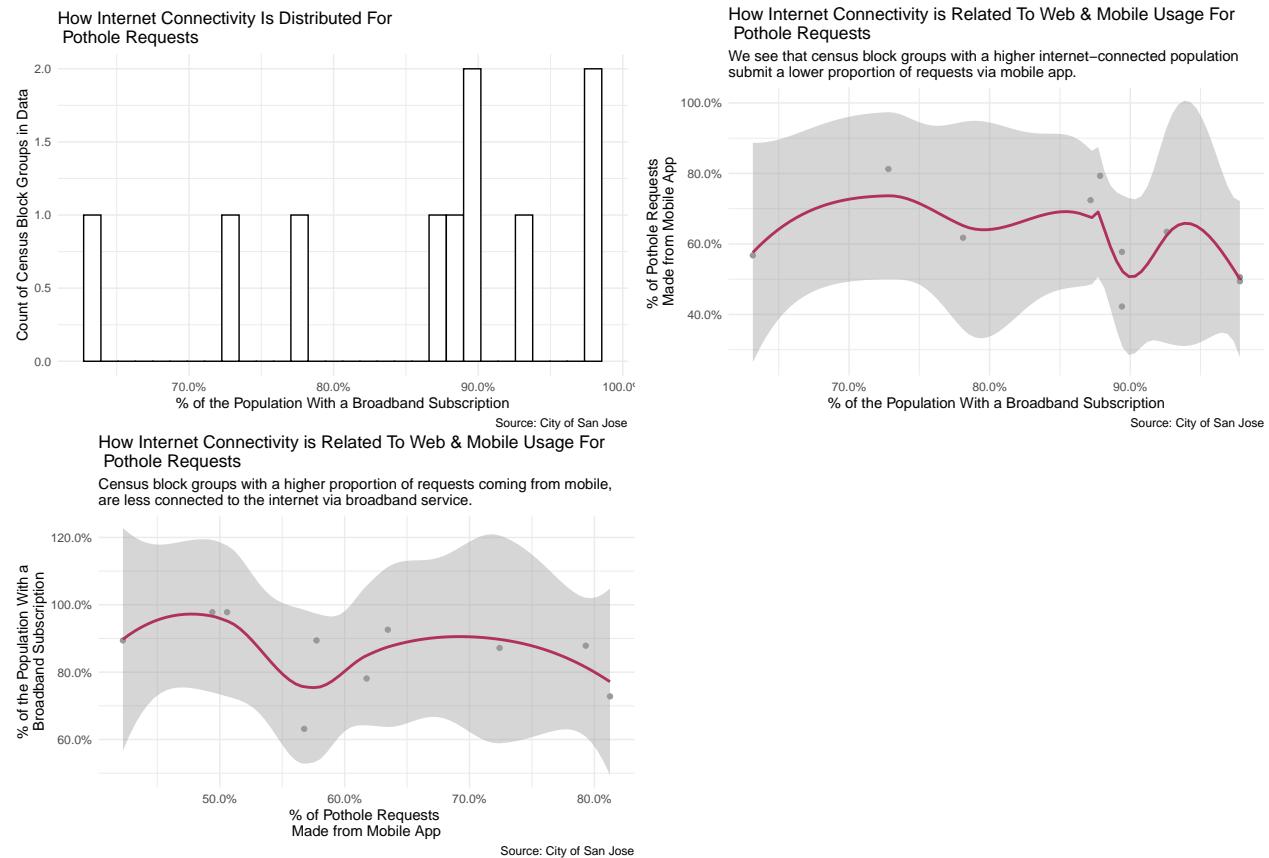
Census block groups with a higher proportion of requests coming from mobile, appear to be relatively less wealthy.



MySanJose Platforms - Pothole - Mobile Phone Access



MySanJose Platforms - Pothole - Broadband Access



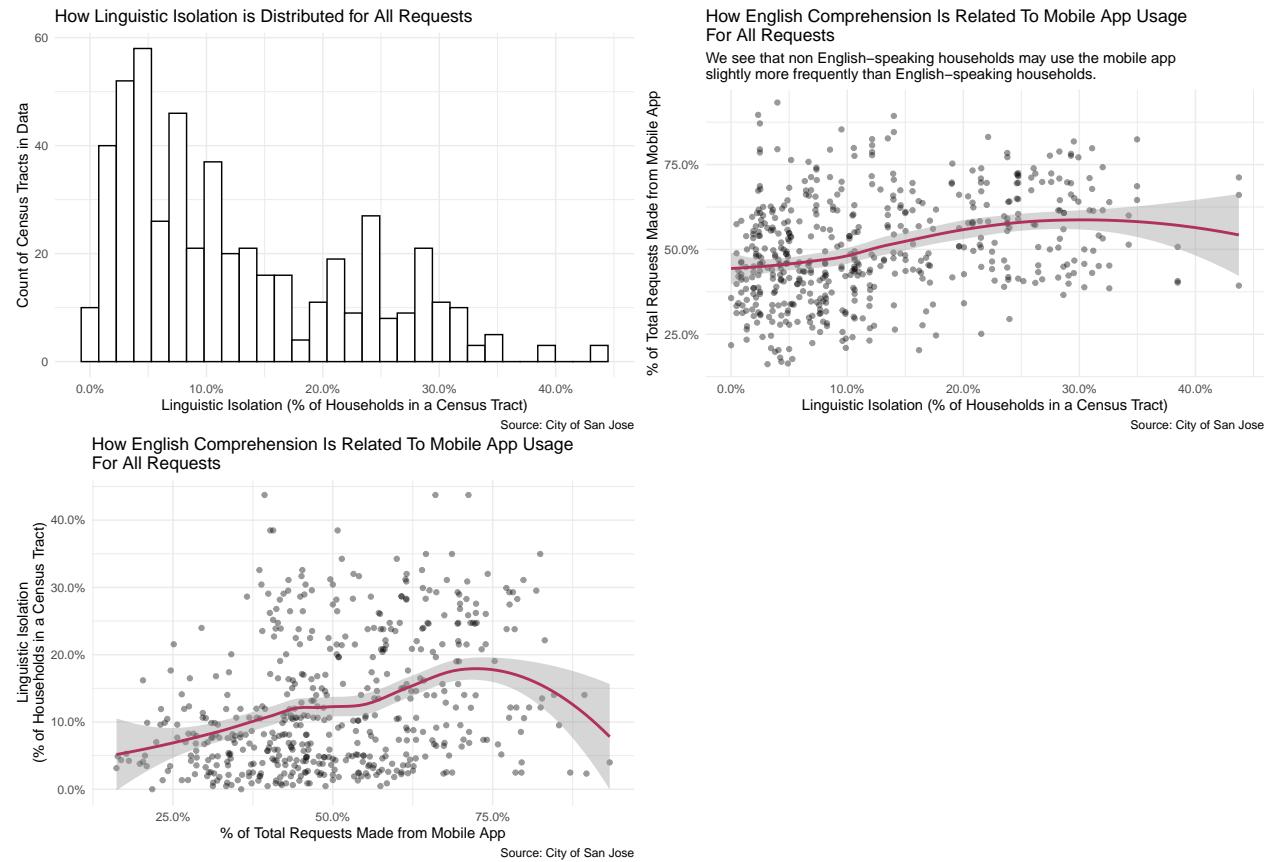
MySanJose Mobile App

Observations

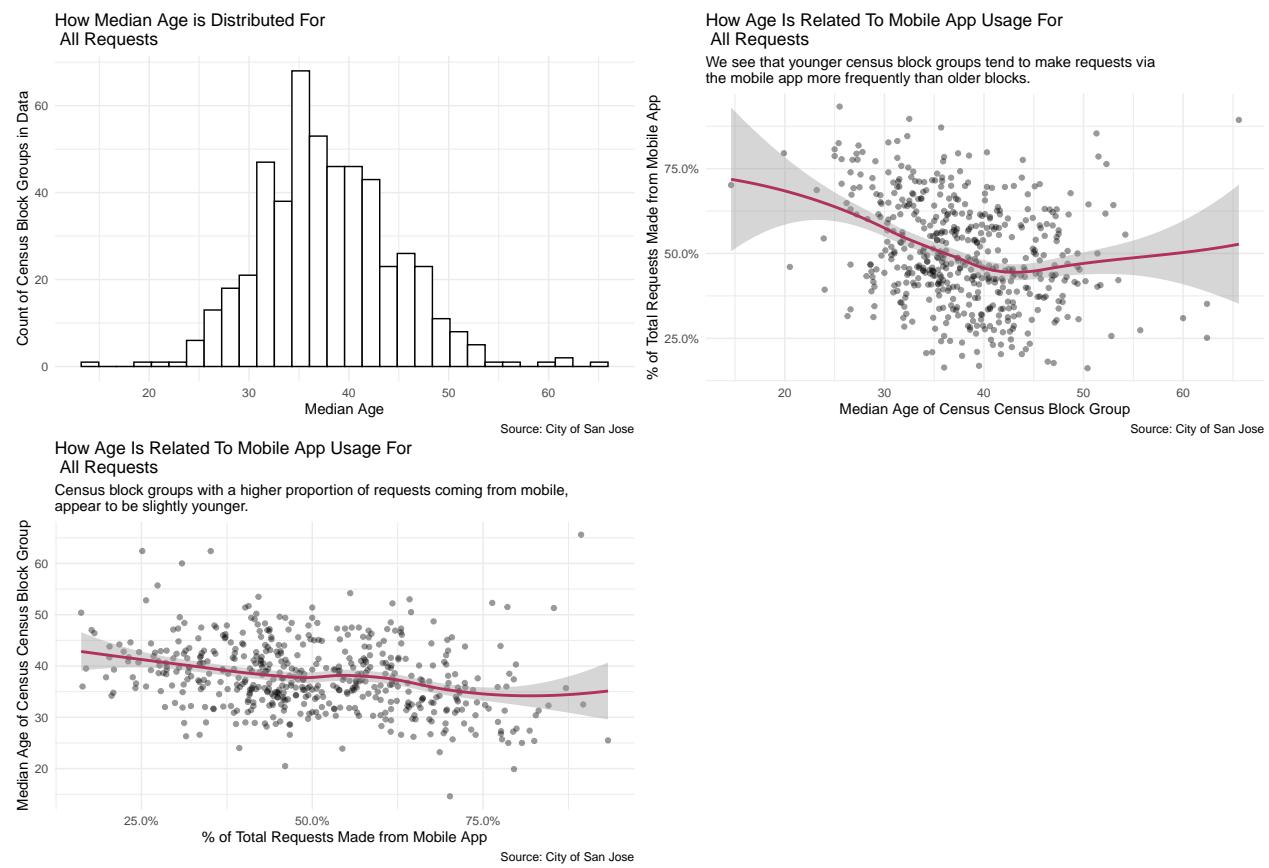
- Home owners appear to use the mobile platform less frequently than renters
 - Doesn't necessarily hold true for graffiti requests
- Asian users seem to submit relatively fewer requests on the mobile platform
- Wealthier areas appear to use the mobile platform less
- Interestingly there doesn't seem to be much relation between cellular connectivity and use of the mobile platform
- Areas with higher internet connectivity used the mobile platform relatively less
- 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

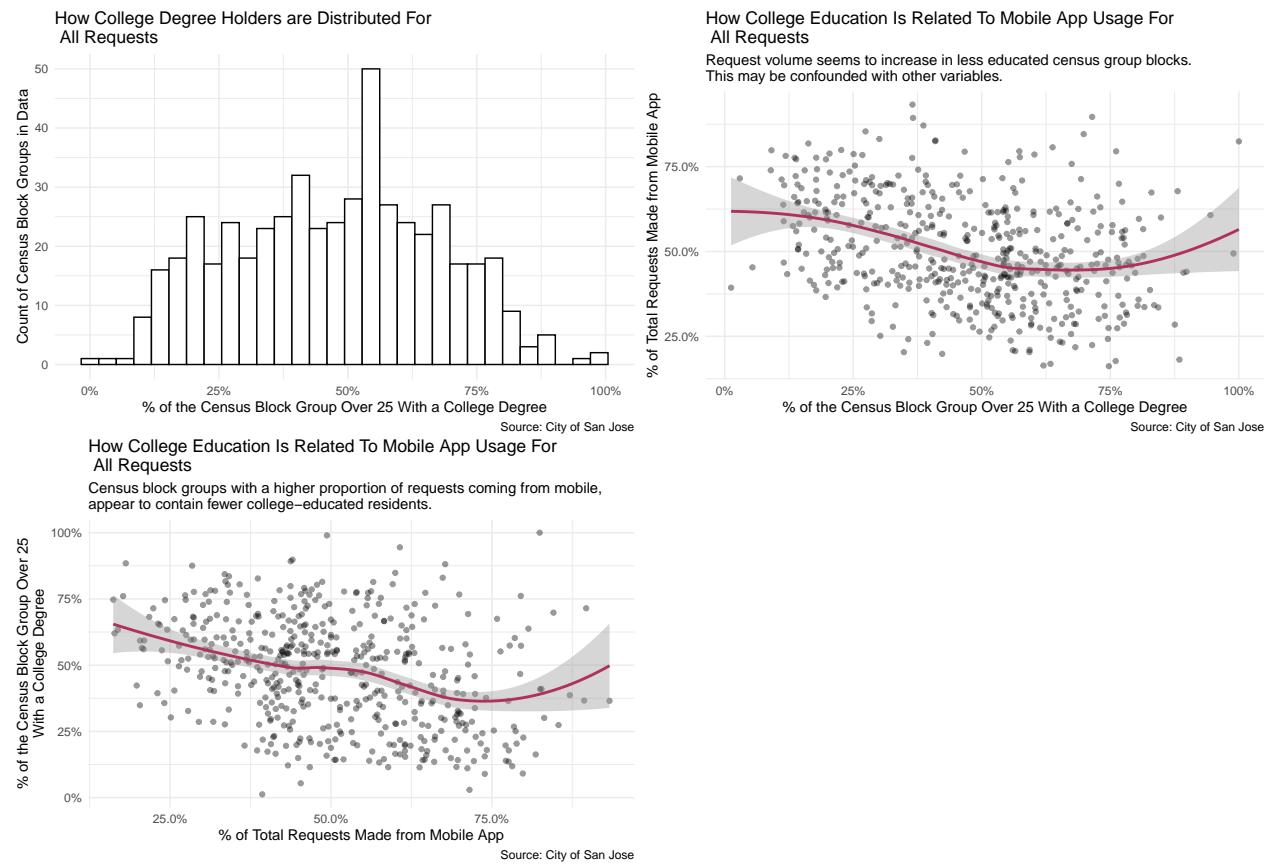
MySanJose Mobile App - All Requests - Language



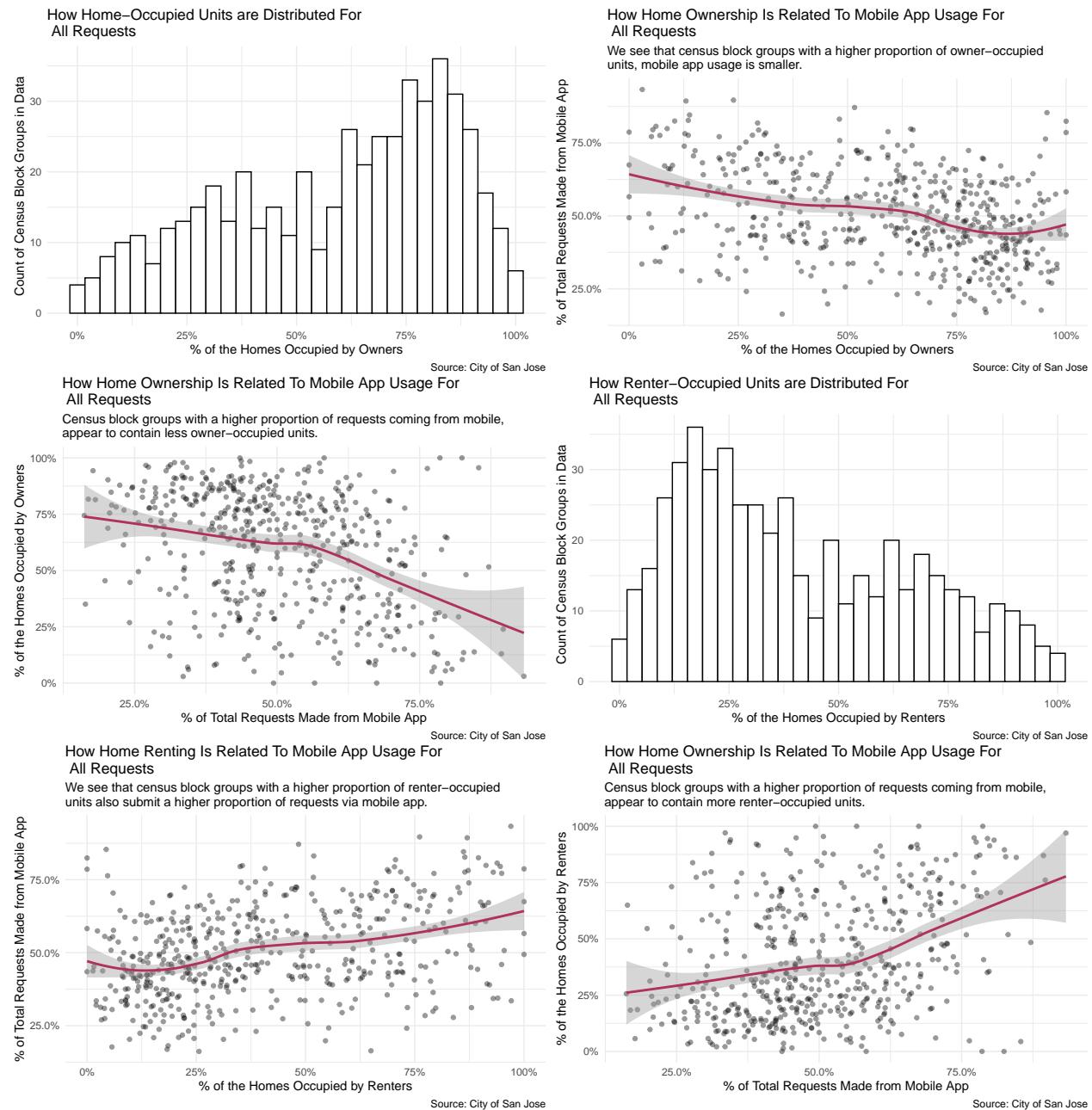
MySanJose Mobile App - All Requests - Age



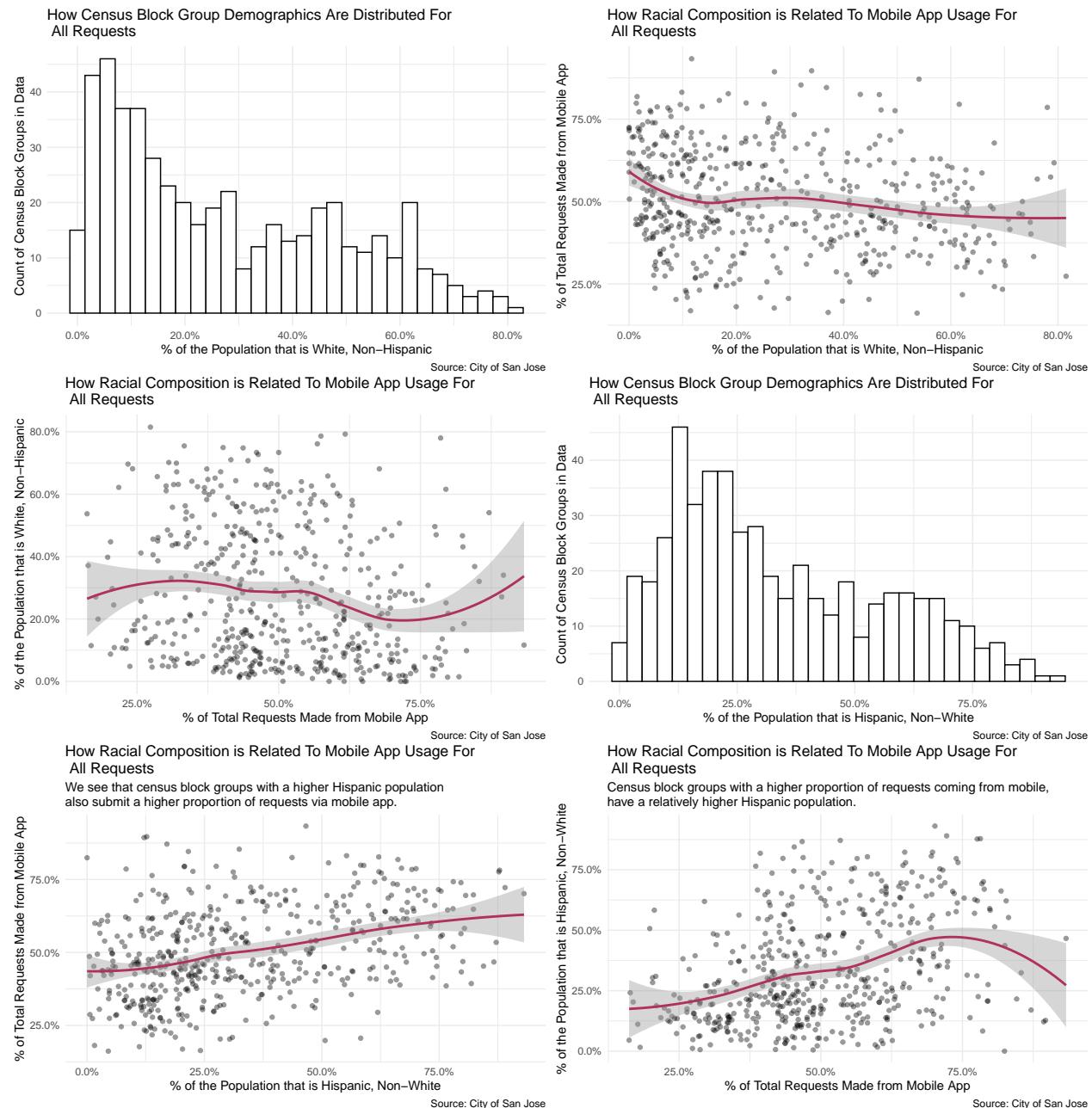
MySanJose Mobile App - All Requests - Education



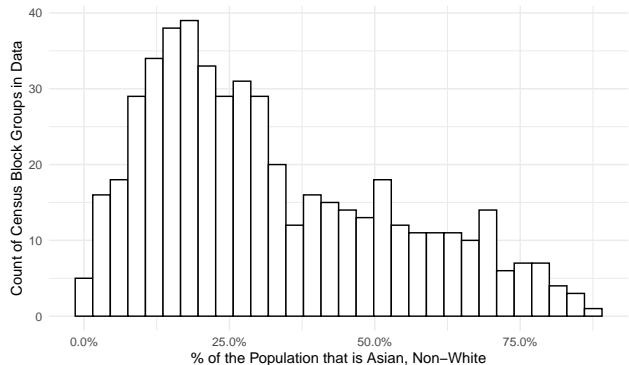
MySanJose Mobile App - All Requests - Home Ownership/Renting



MySanJose Mobile App - All Requests - Race/Ethnicity

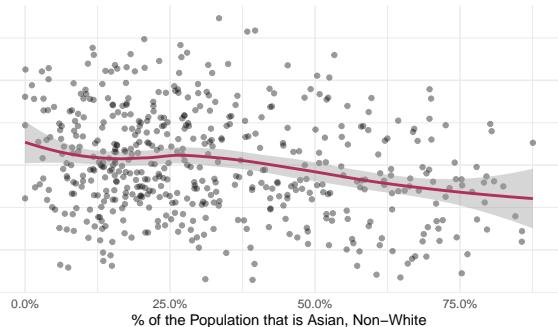


How Census Block Group Demographics Are Distributed For All Requests



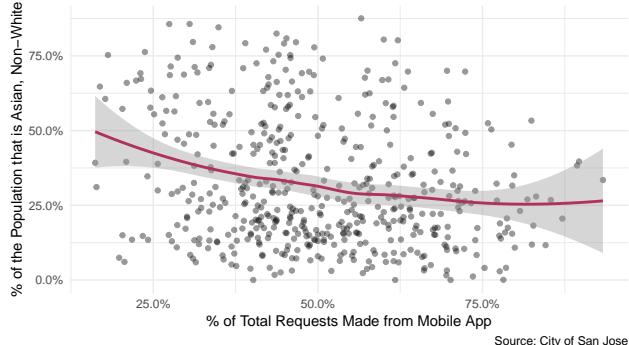
How Racial Composition is Related To Mobile App Usage For All Requests

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



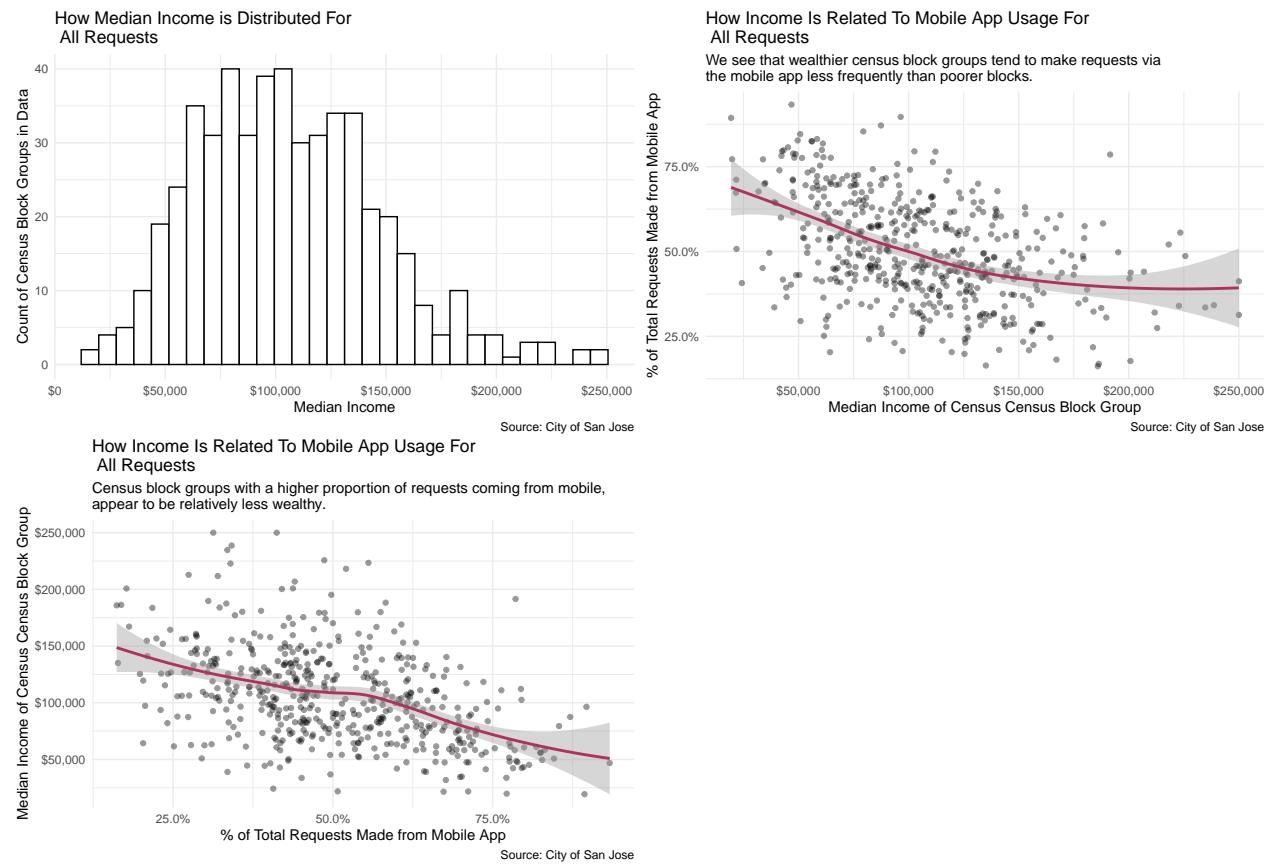
How Racial Composition is Related To Mobile App Usage For All Requests

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

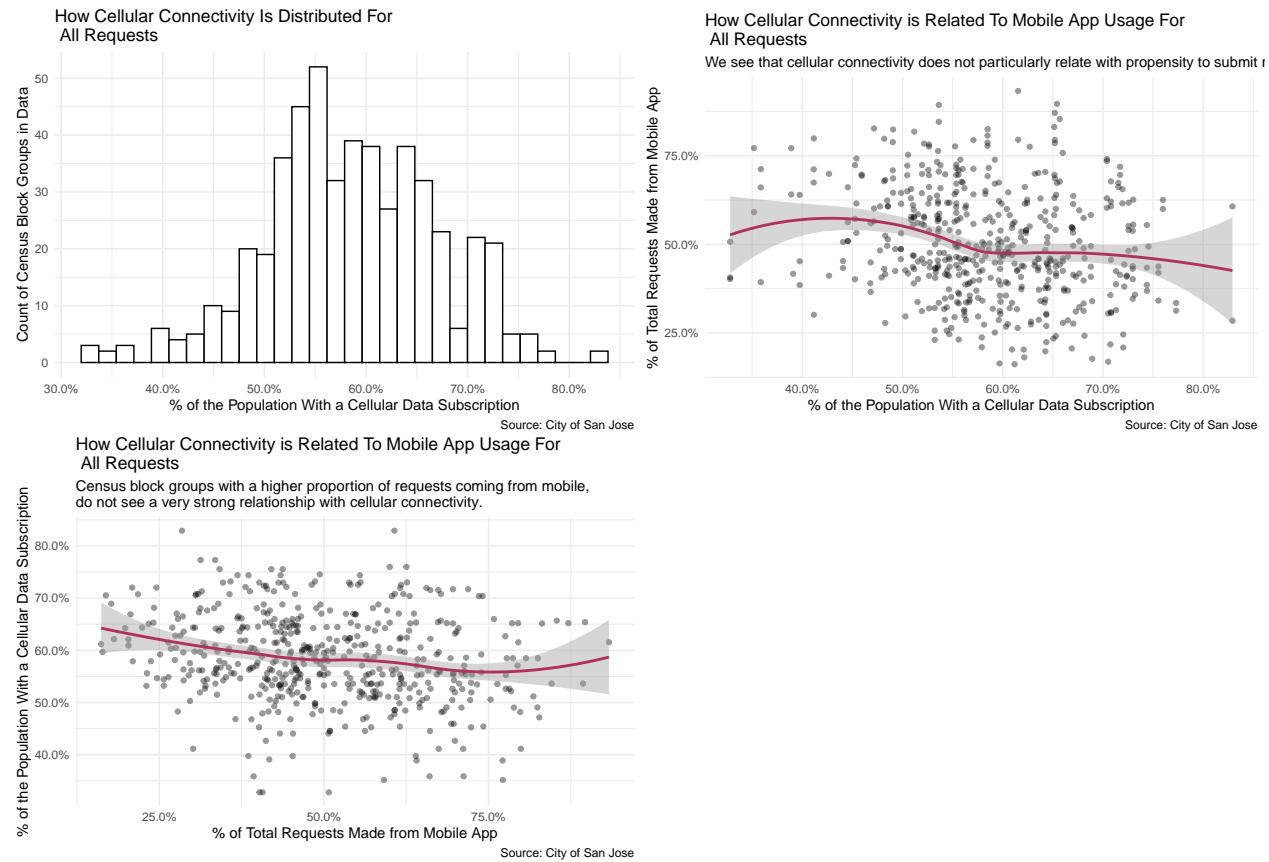


Source: City of San Jose

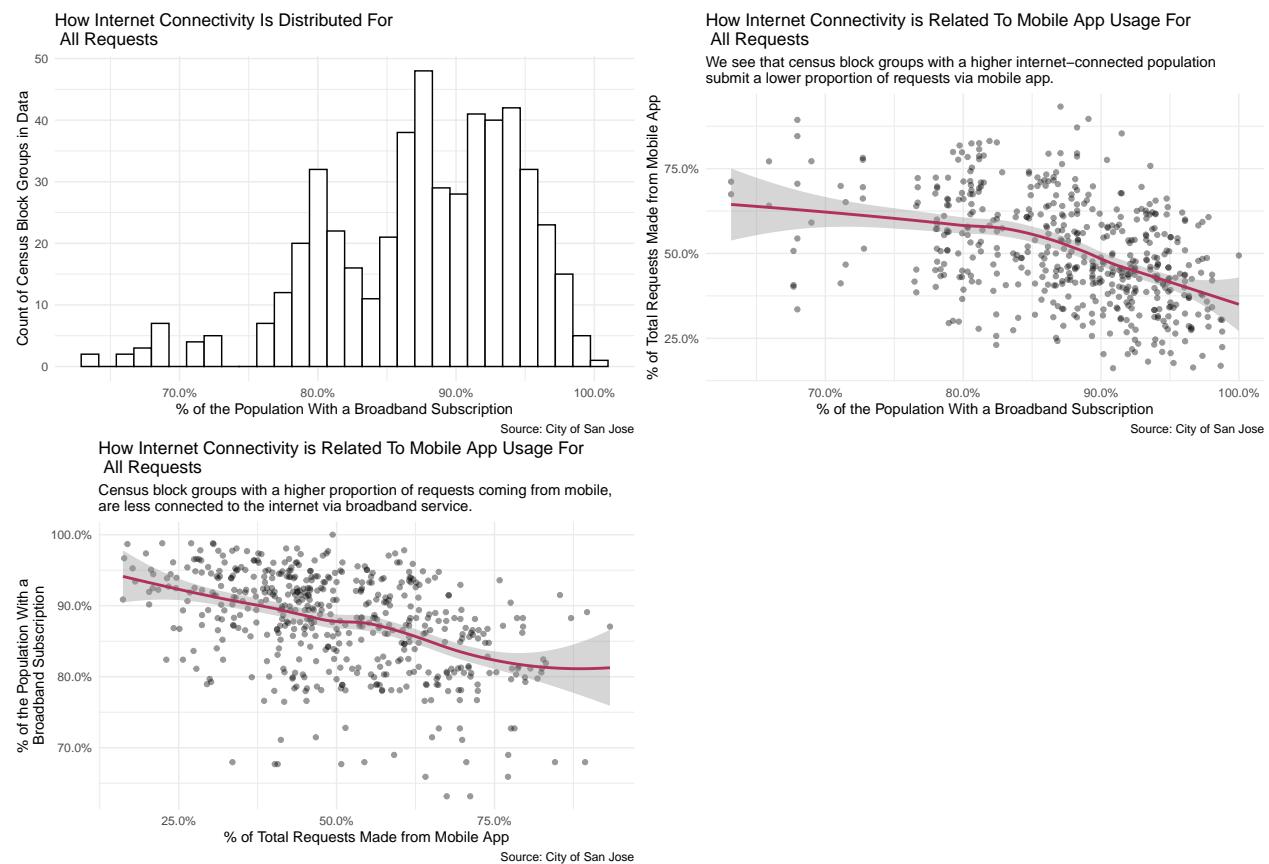
MySanJose Mobile App - All Requests - Income



MySanJose Mobile App - All Requests - Mobile Phone Access

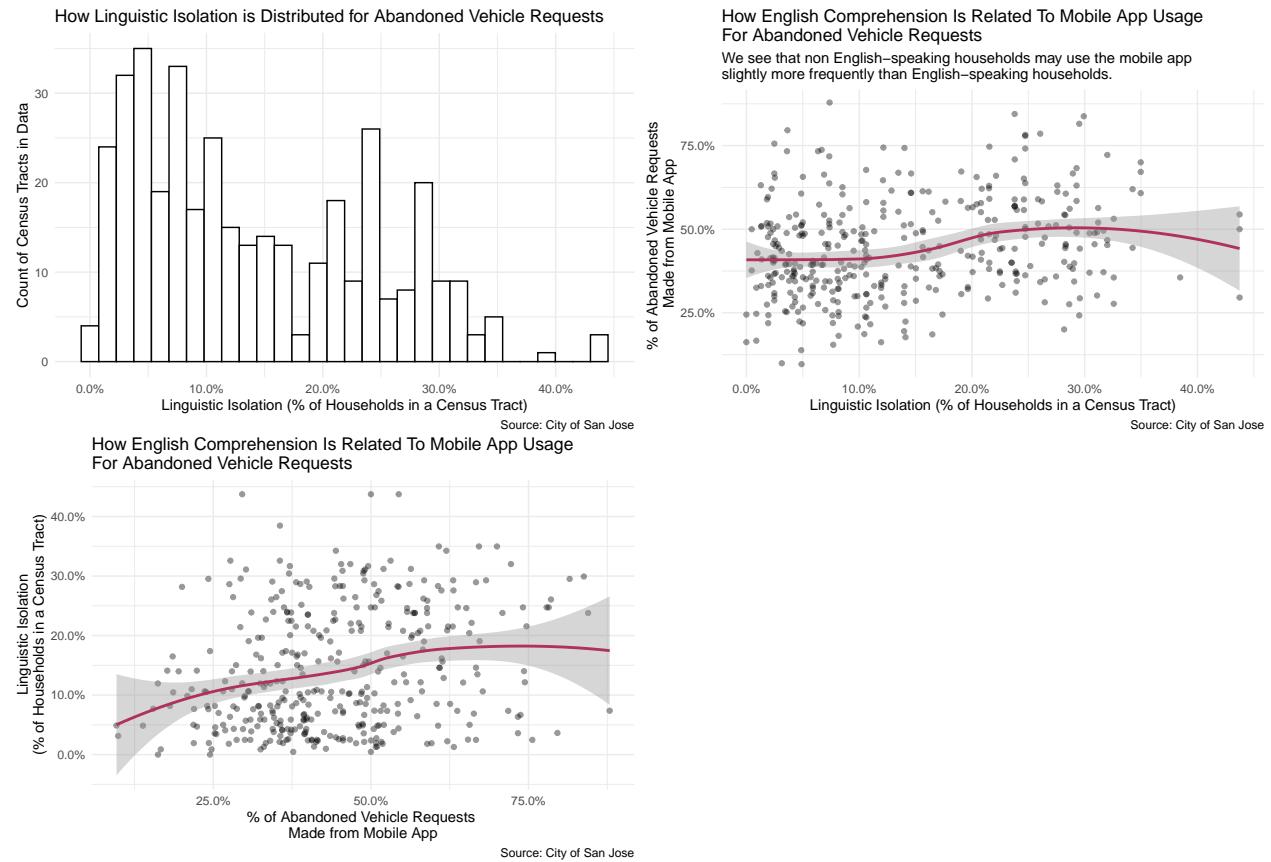


MySanJose Mobile App - All Requests - Broadband Access

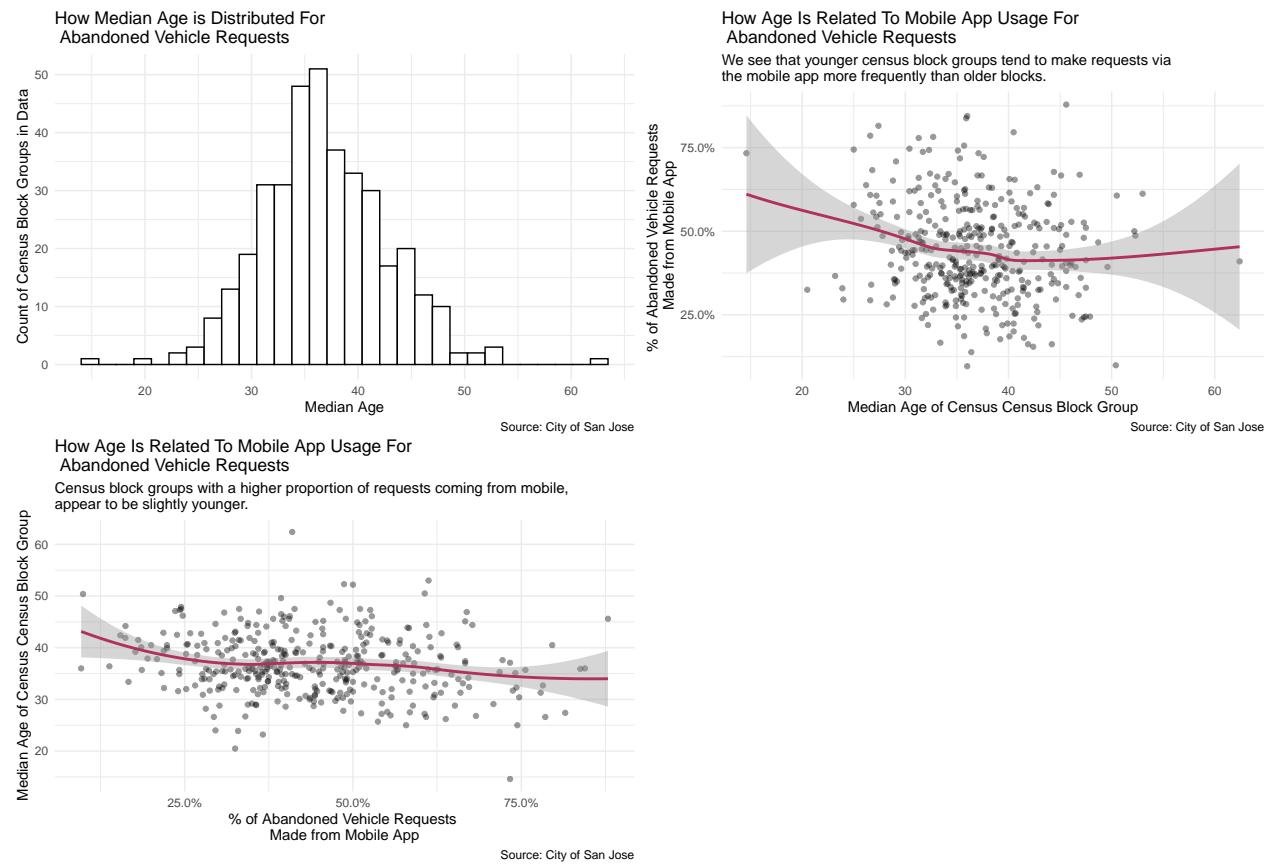


Abandoned Vehicle

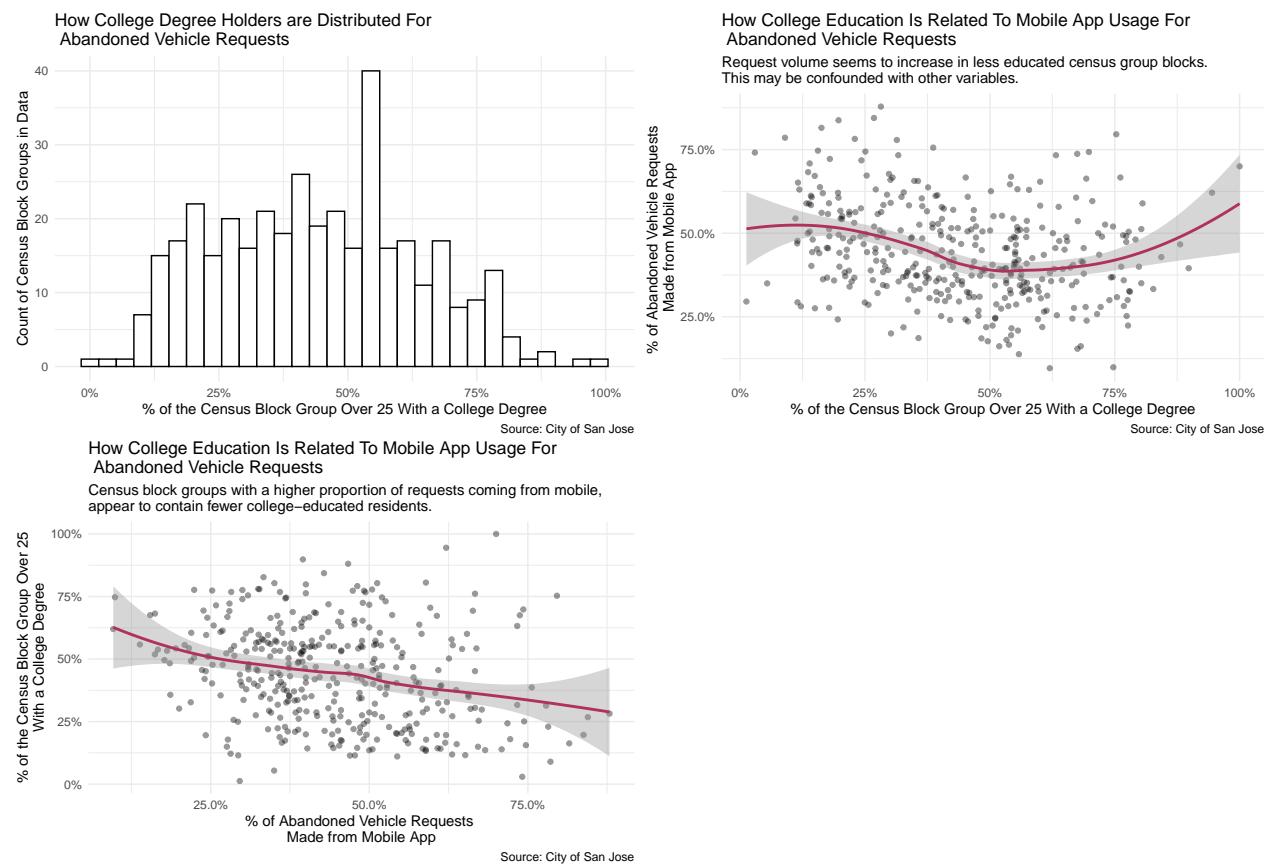
MySanJose Mobile App - Abandoned Vehicle Requests - Language



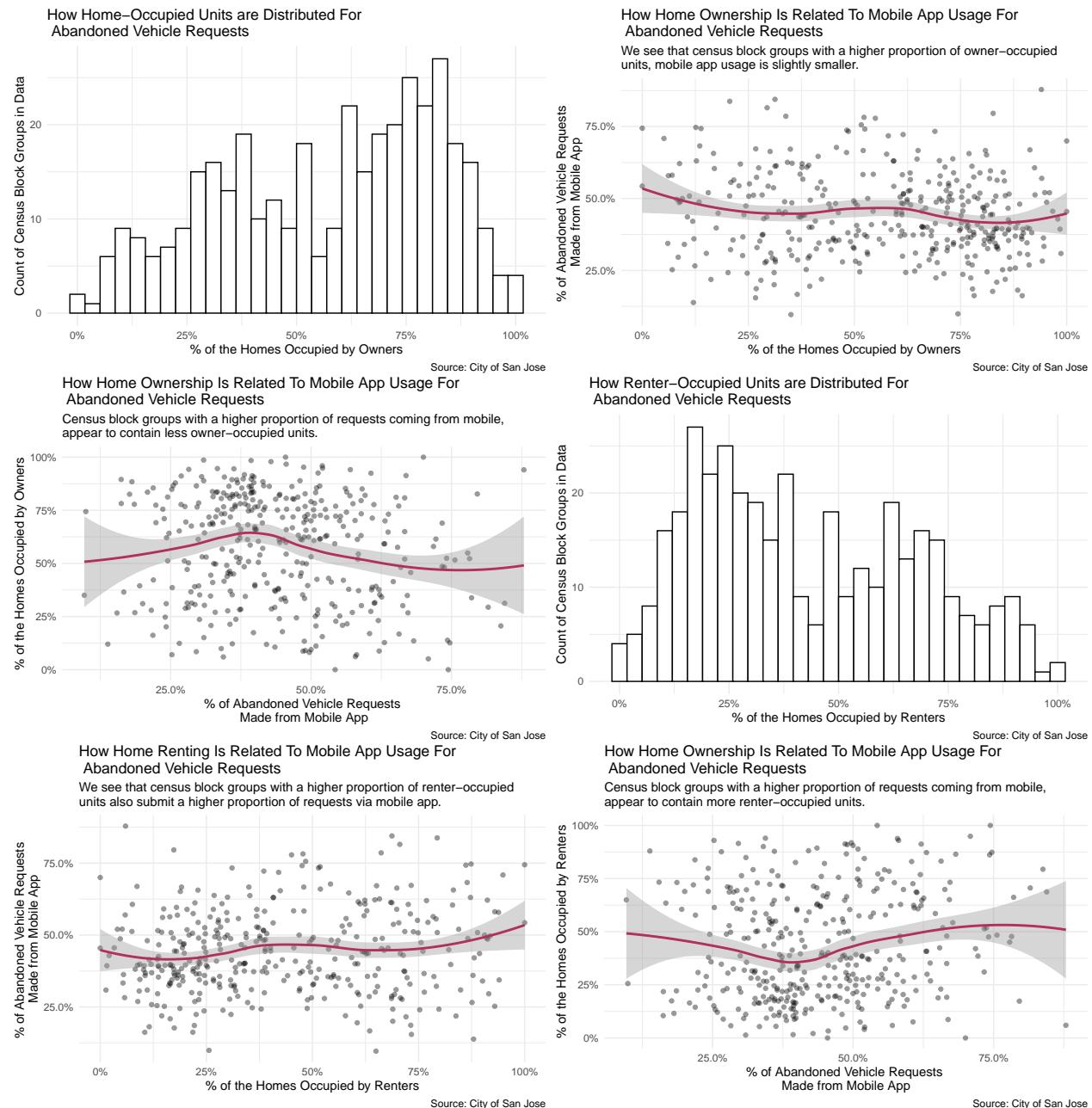
MySanJose Mobile App - Abandoned Vehicle Requests - Age



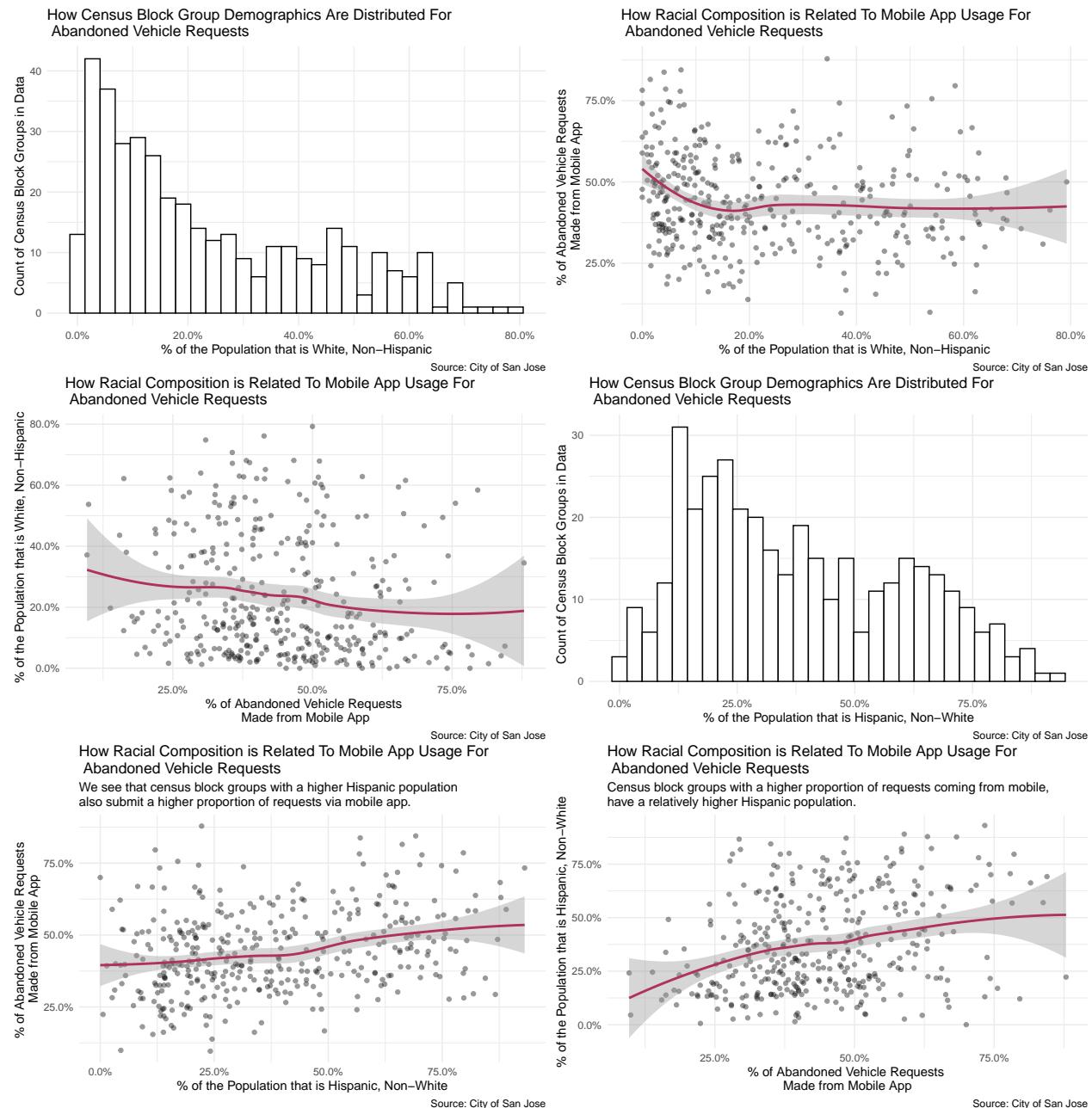
MySanJose Mobile App - Abandoned Vehicle Requests - Education



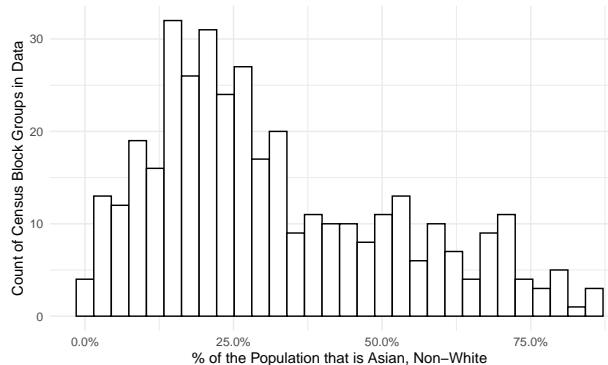
MySanJose Mobile App - Abandoned Vehicle Requests - Home Ownership/Renting



MySanJose Mobile App - Abandoned Vehicle Requests - Race/Ethnicity

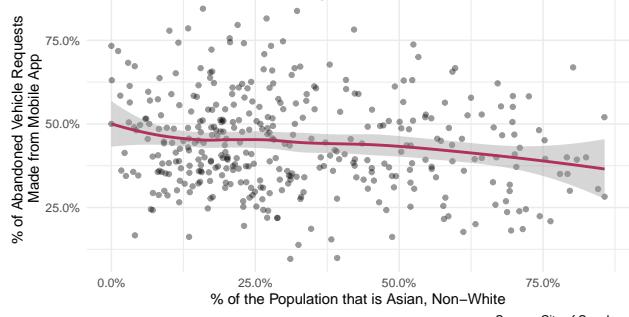


How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



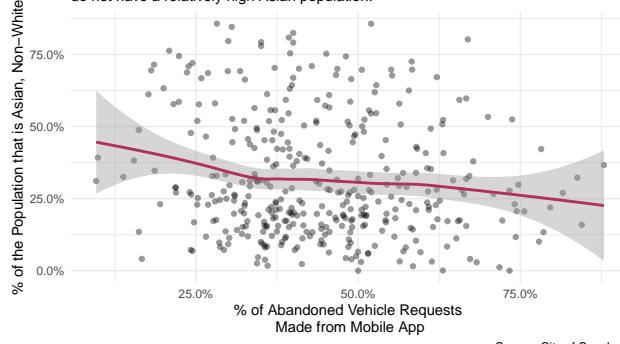
How Racial Composition is Related To Mobile App Usage For Abandoned Vehicle Requests

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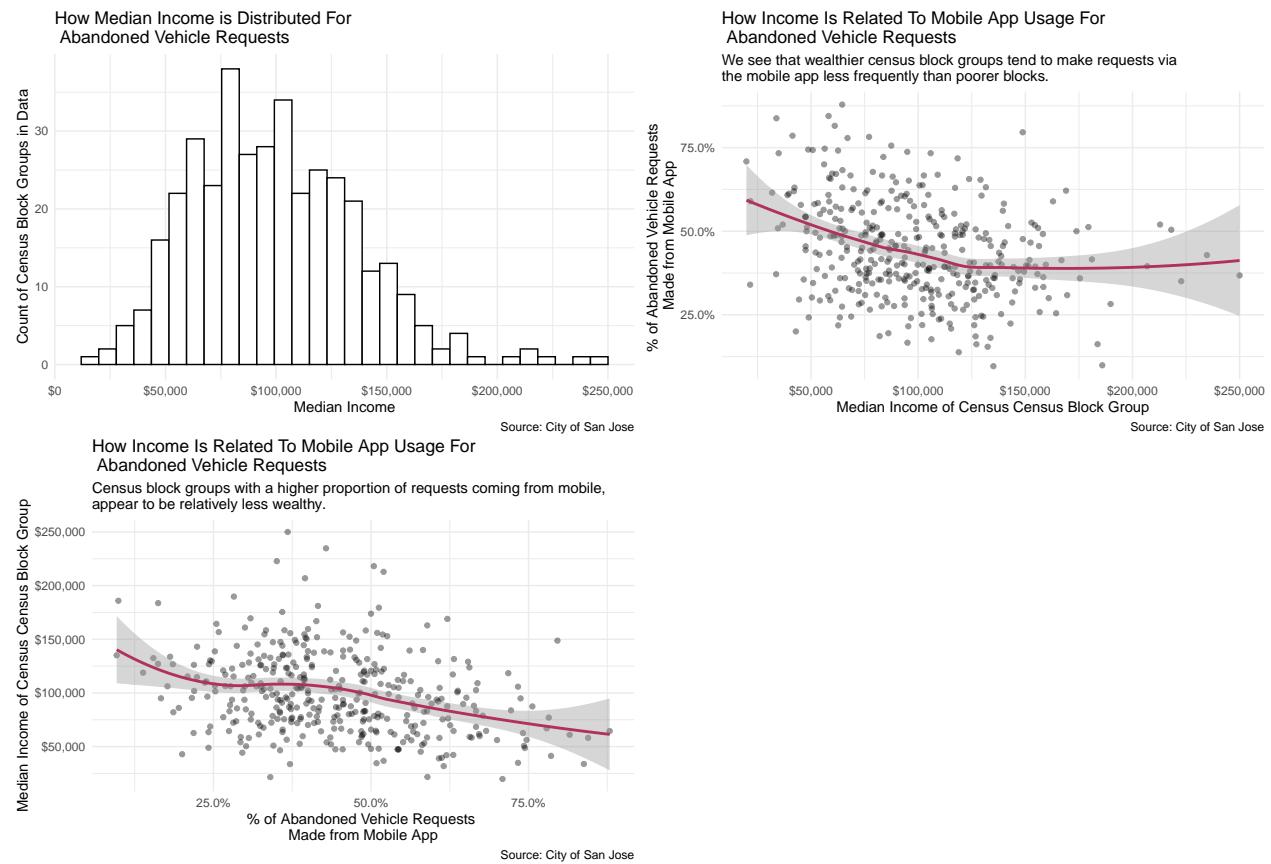
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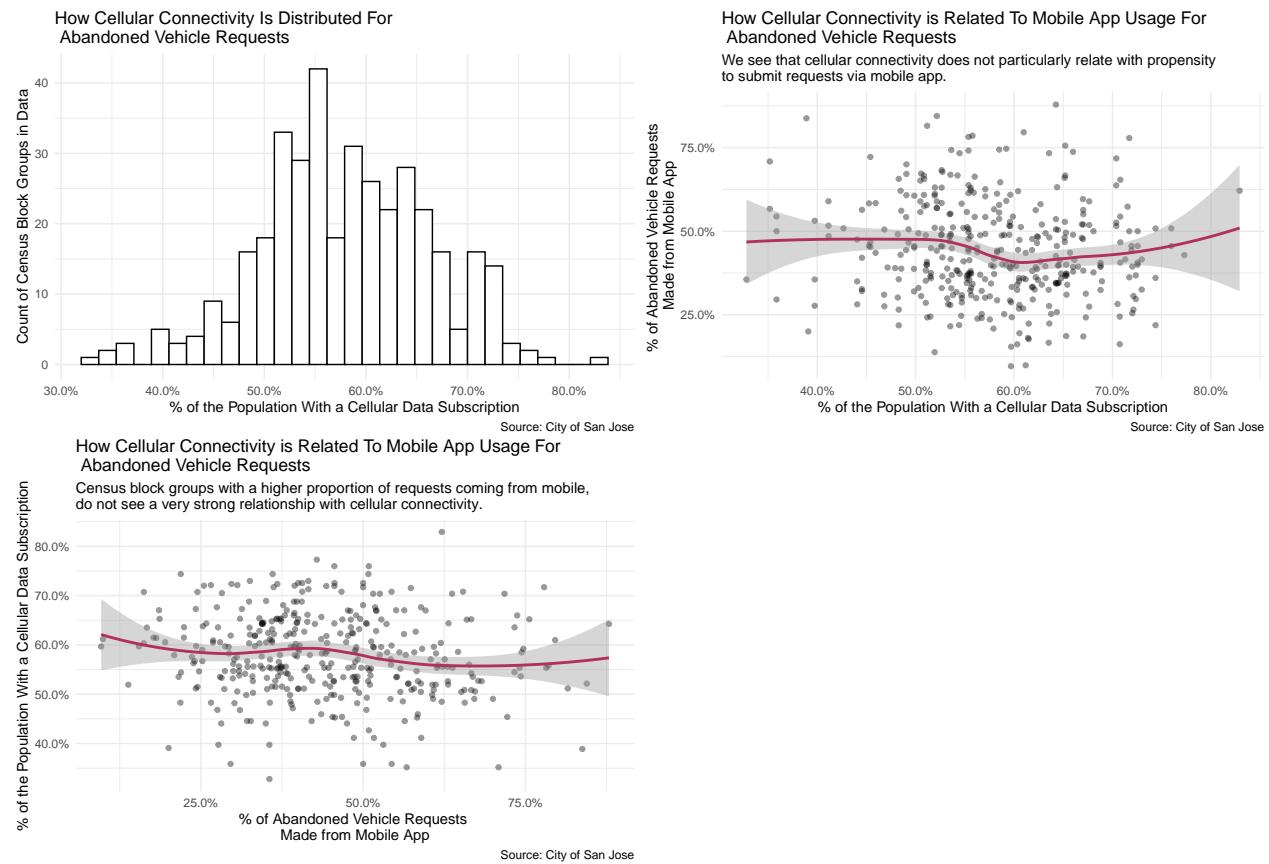


Source: City of San Jose

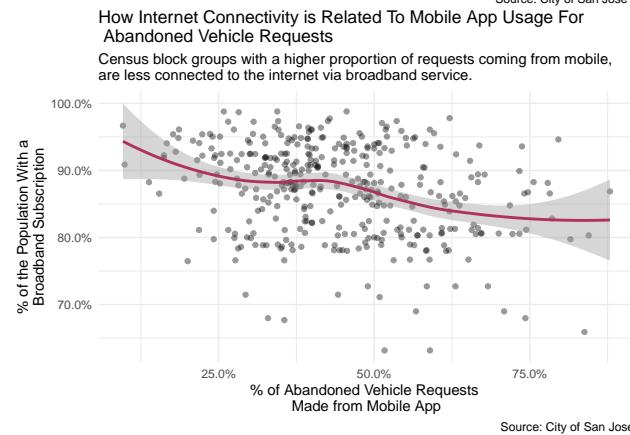
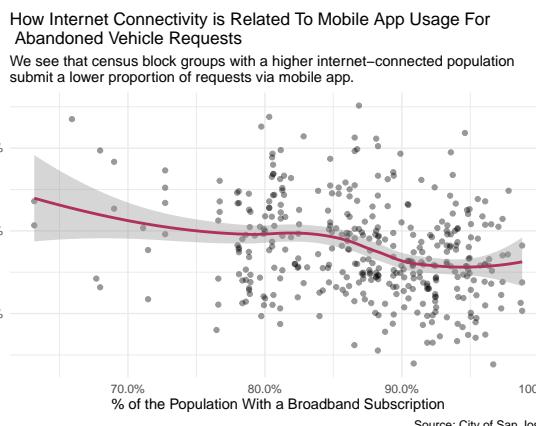
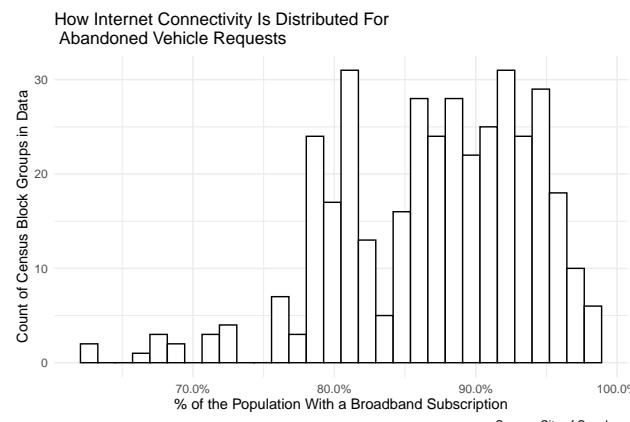
MySanJose Mobile App - Abandoned Vehicle Requests - Income



MySanJose Mobile App - Abandoned Vehicle Requests - Mobile Phone Access

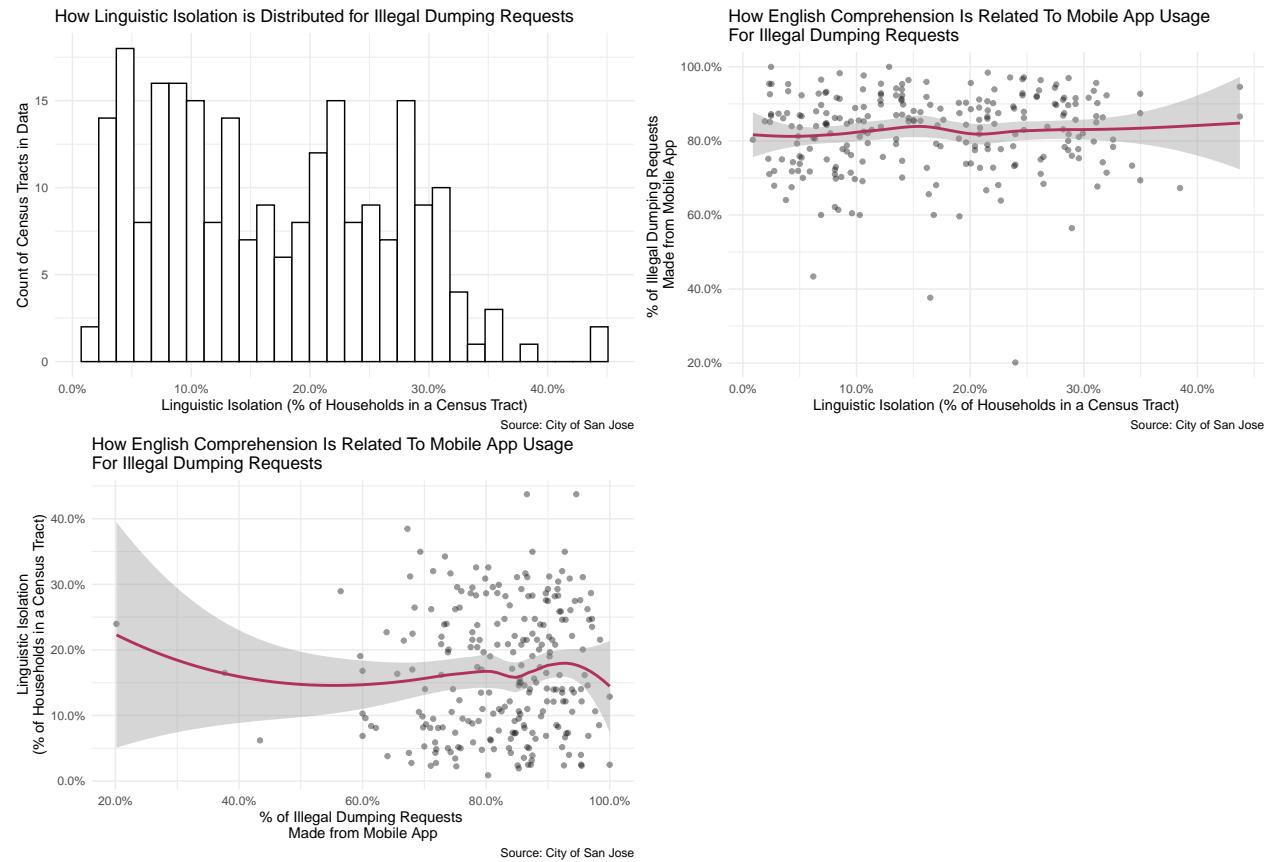


MySanJose Mobile App - Abandoned Vehicle Requests - Broadband Access

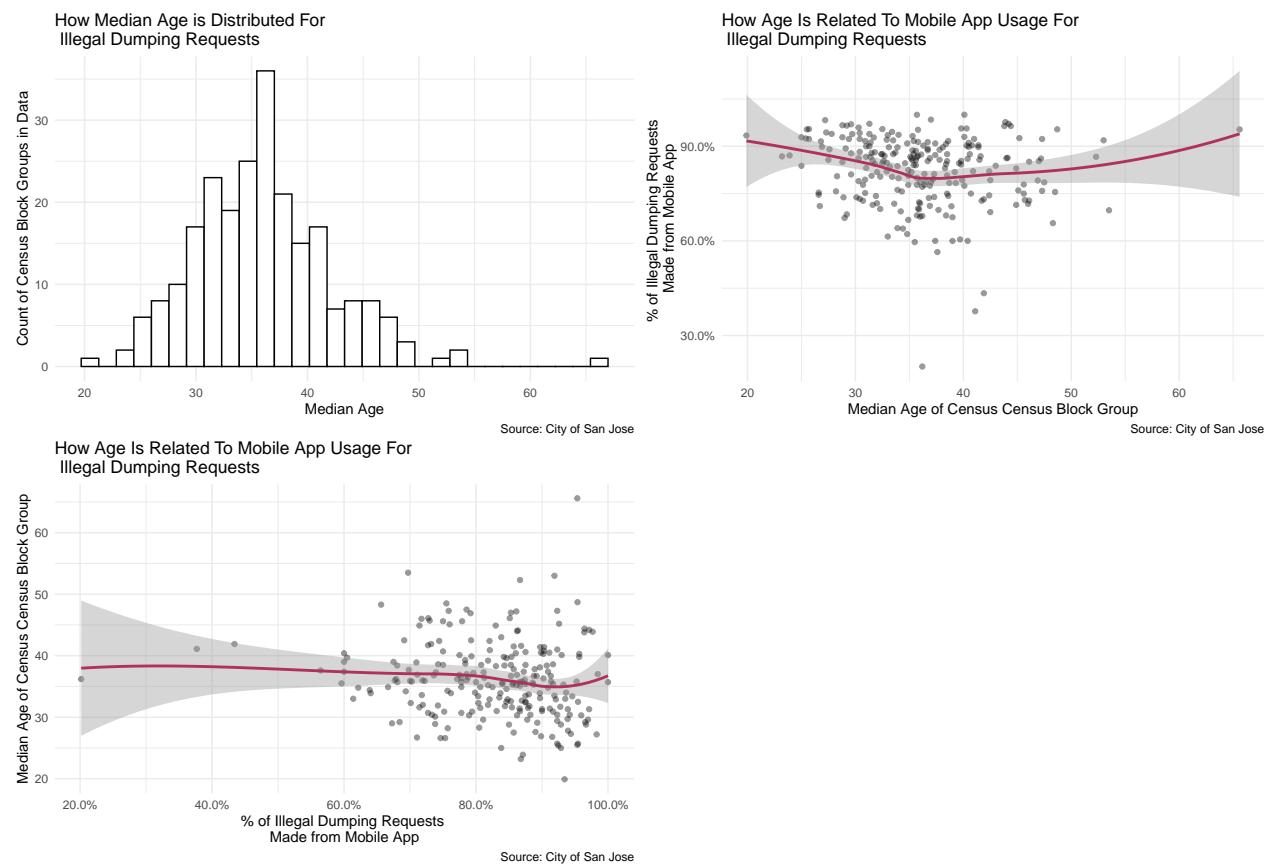


Illegal Dumping

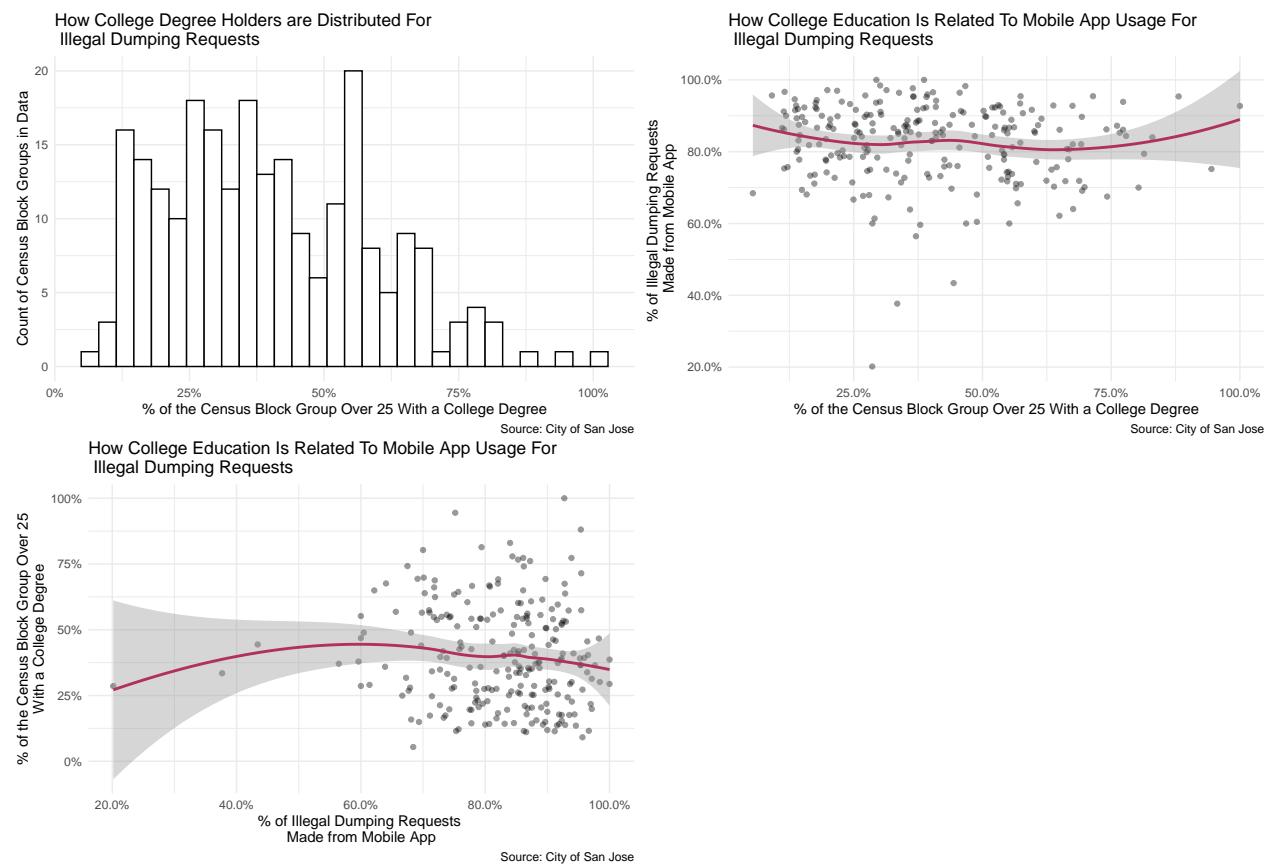
MySanJose Mobile App - Illegal Dumping Requests - Language



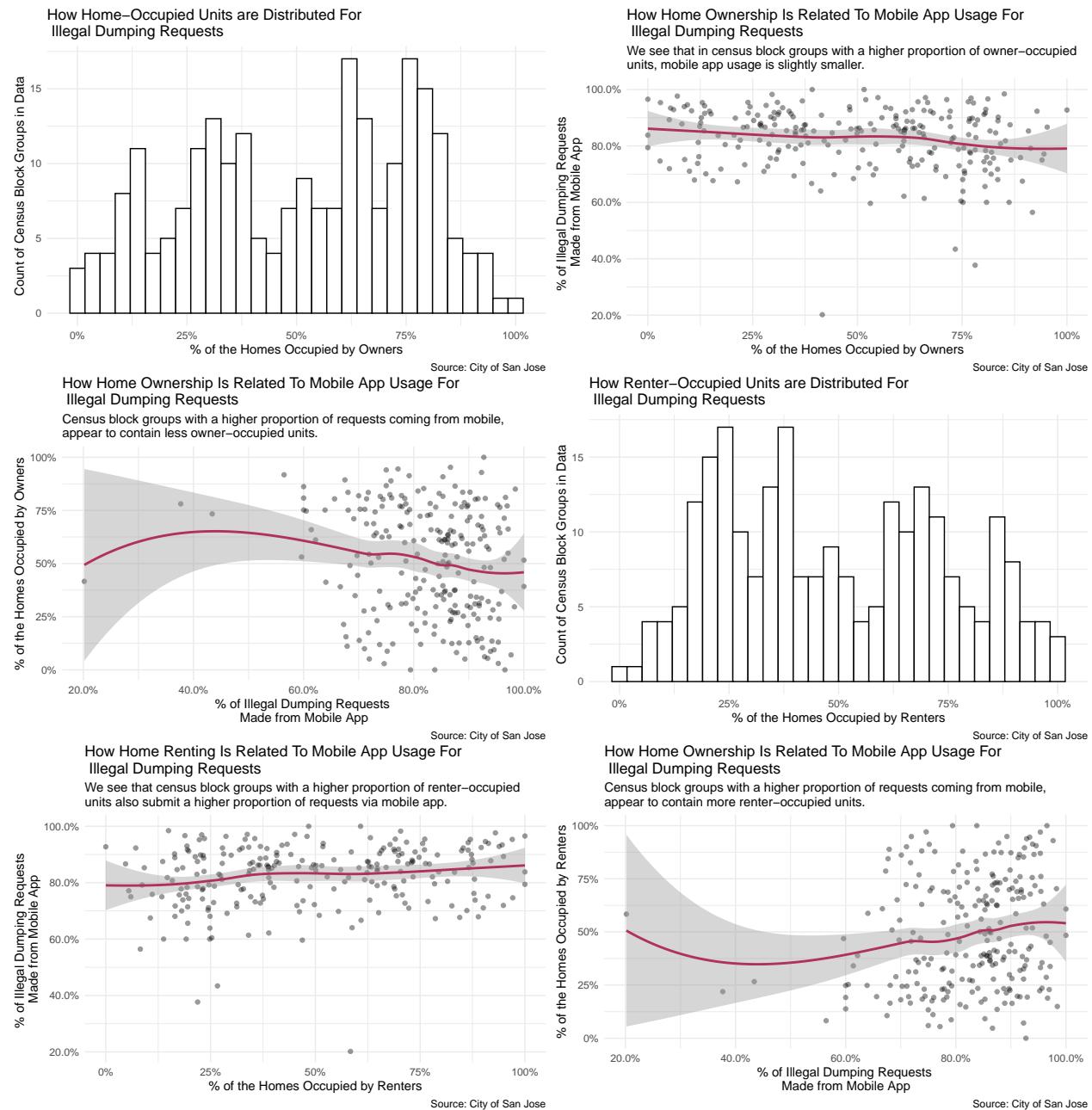
MySanJose Mobile App - Illegal Dumping Requests - Age



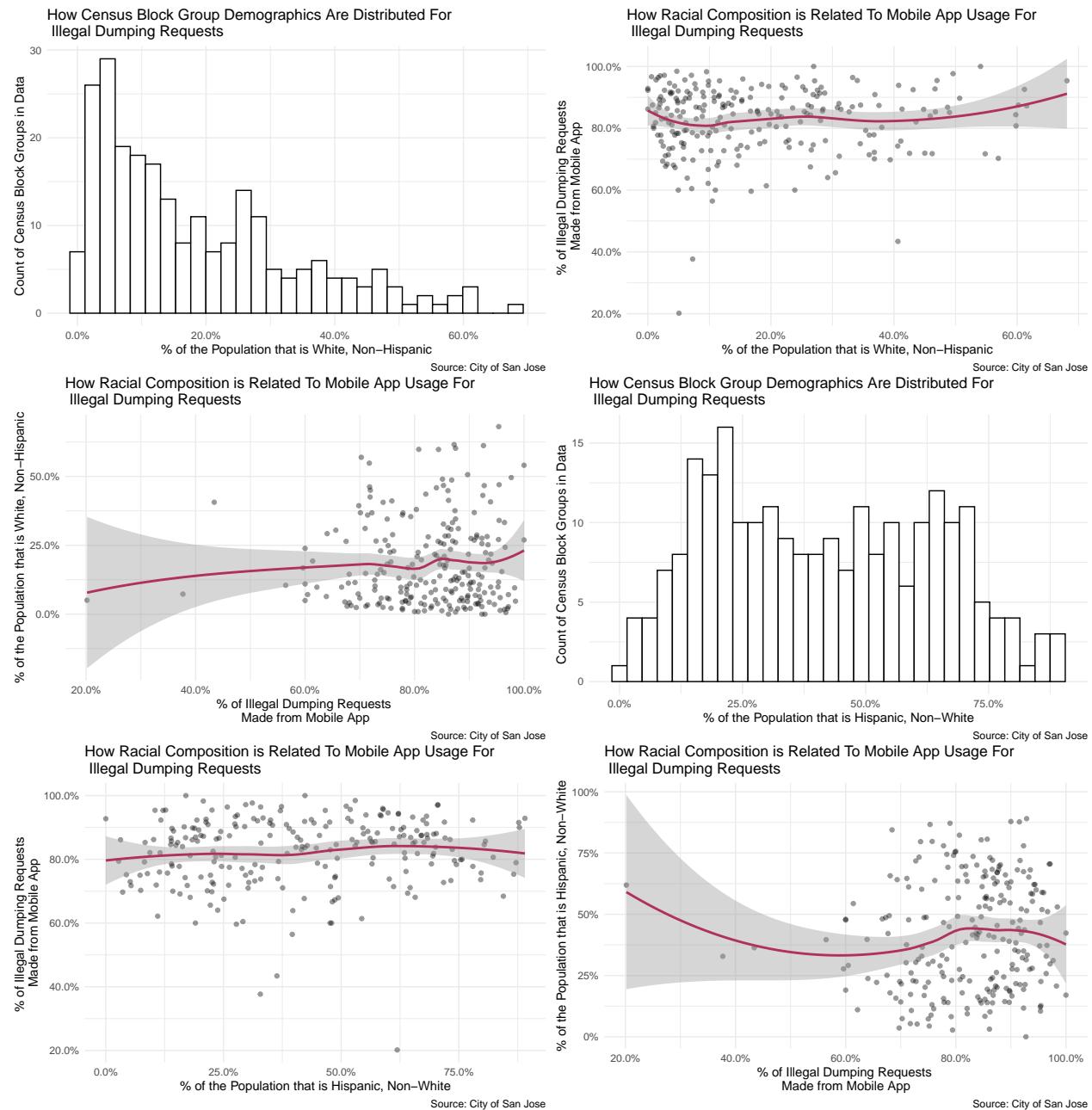
MySanJose Mobile App - Illegal Dumping - Education



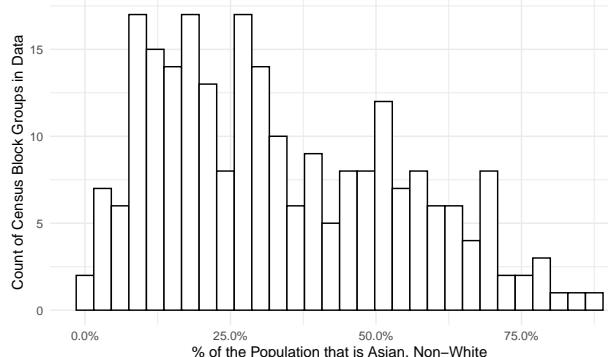
MySanJose Mobile App - Illegal Dumping - Home Ownership/Renting



MySanJose Mobile App - Illegal Dumping - Race/Ethnicity

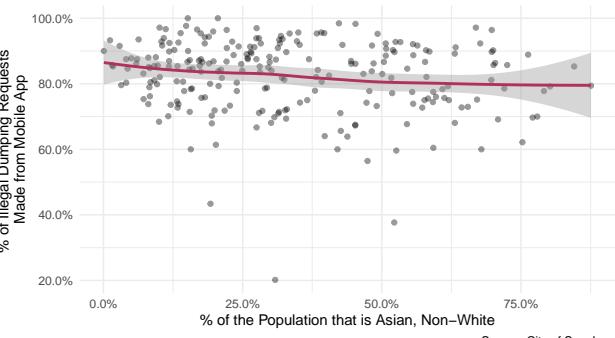


How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



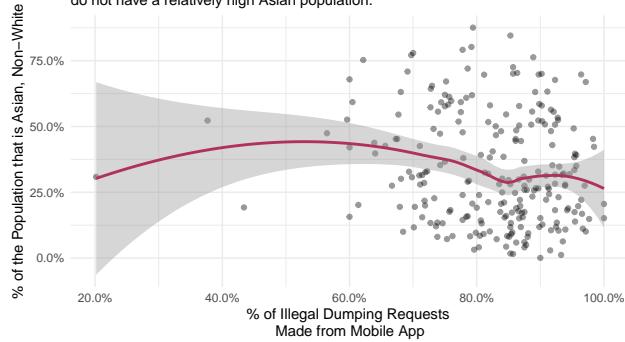
How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

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



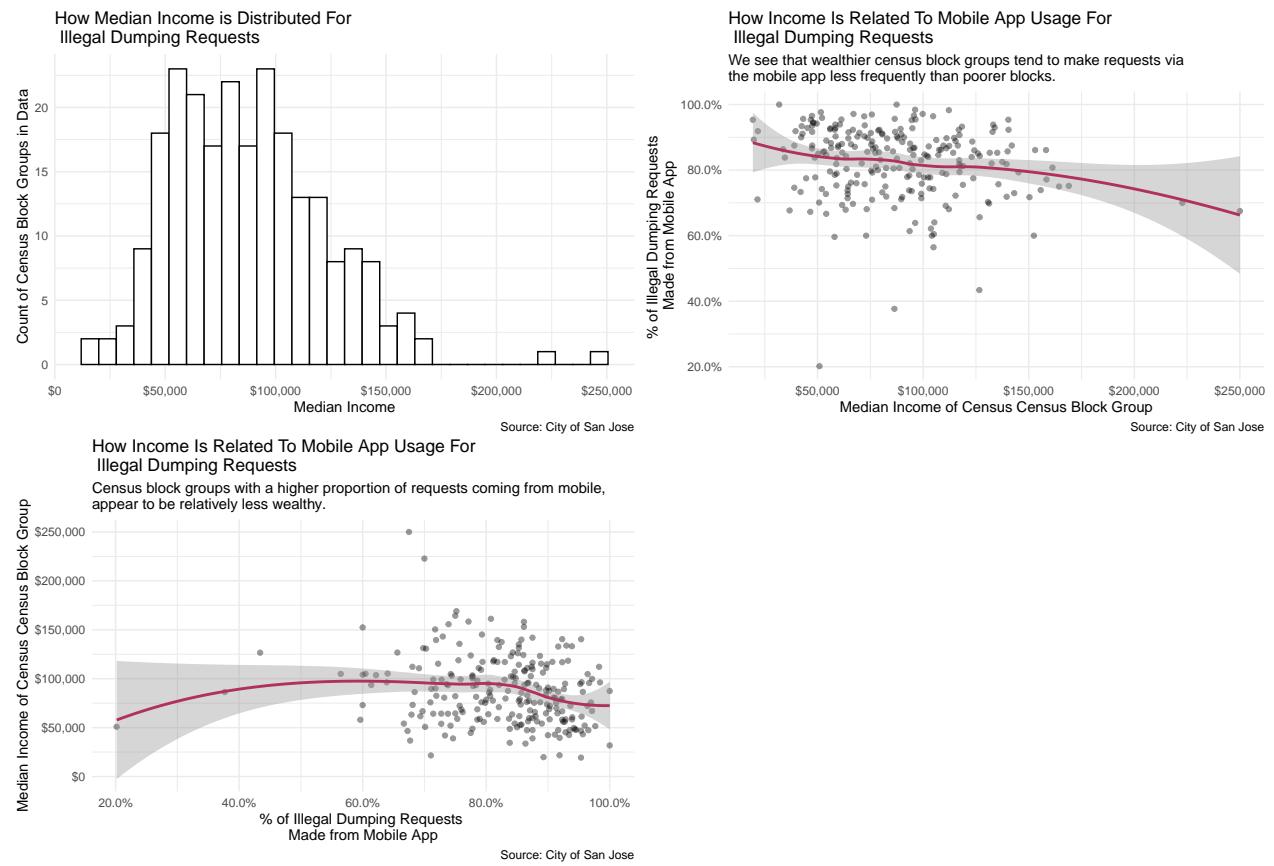
How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

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

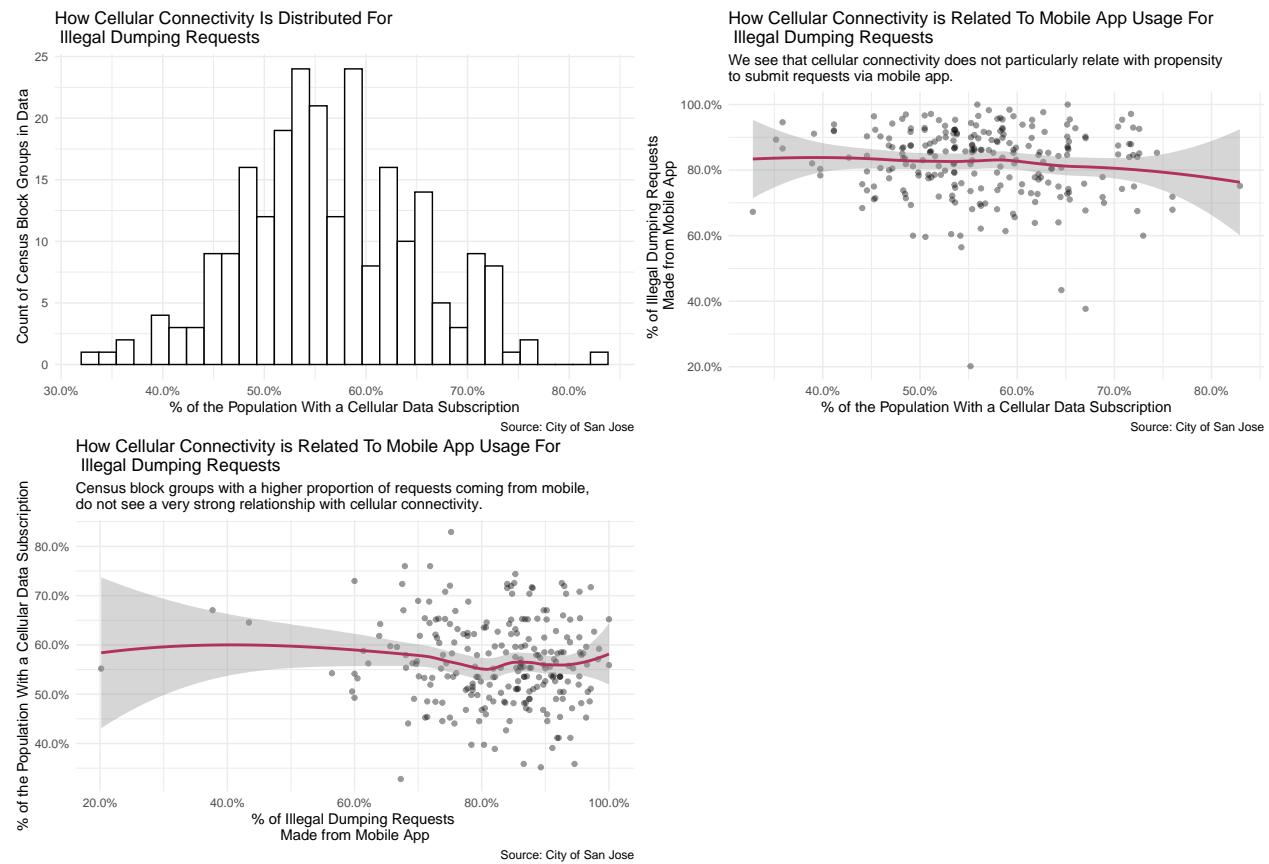


Source: City of San Jose

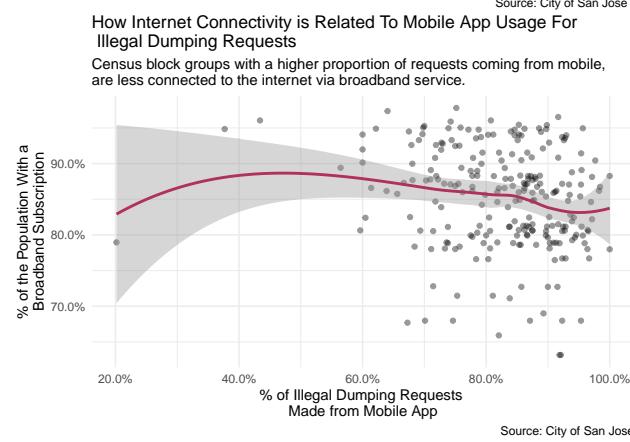
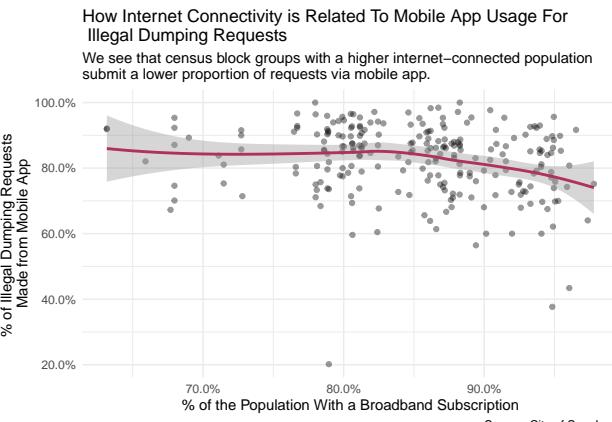
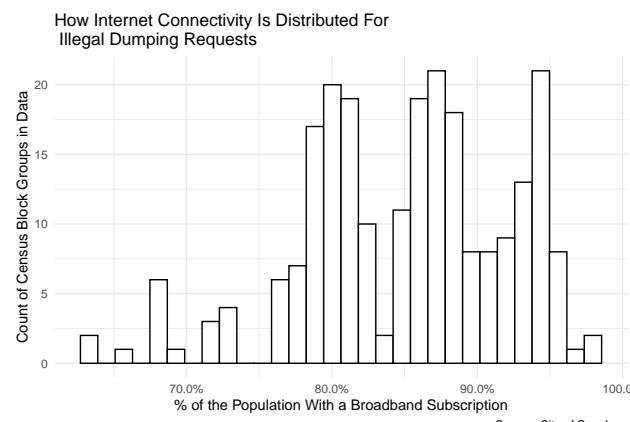
MySanJose Mobile App - Illegal Dumping - Income



MySanJose Mobile App - Illegal Dumping - Mobile Phone Access

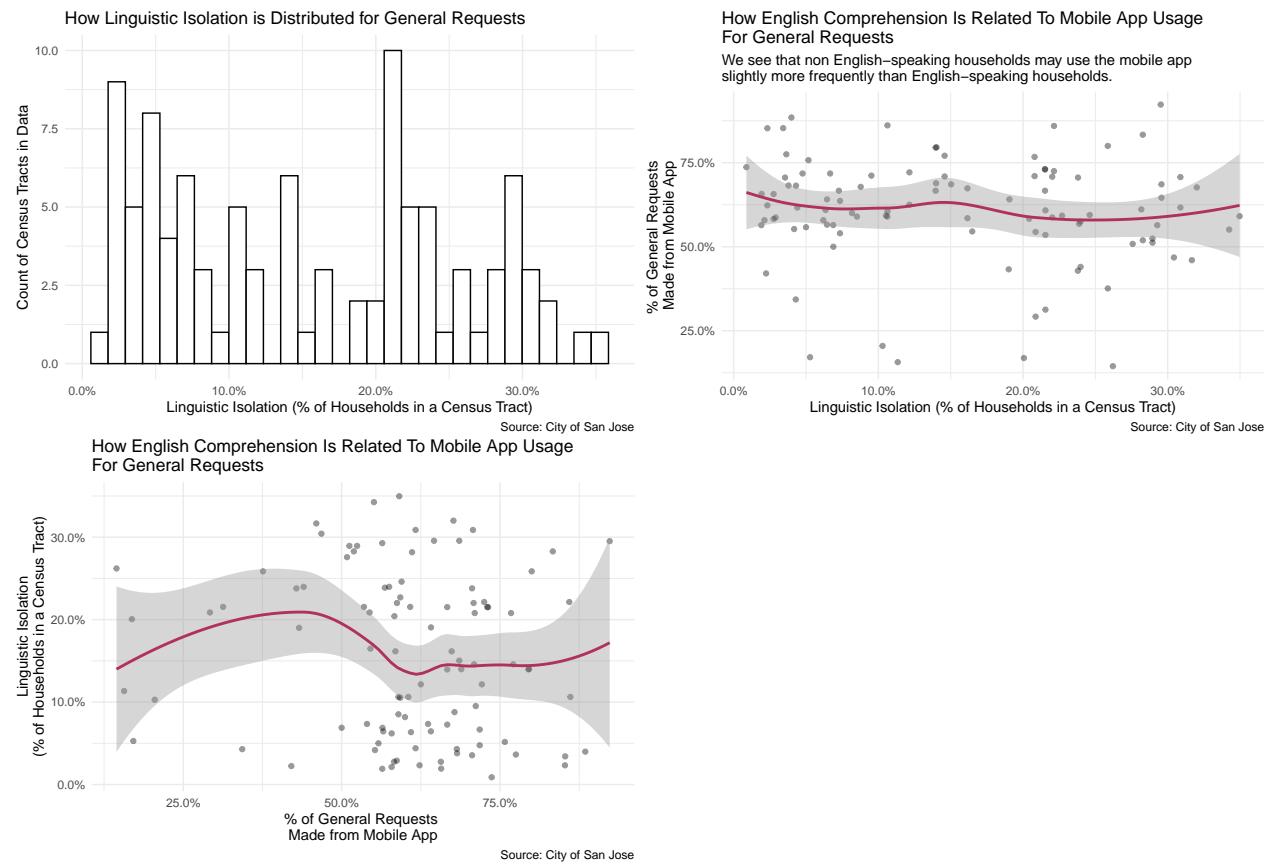


MySanJose Mobile App - Illegal Dumping - Broadband Access

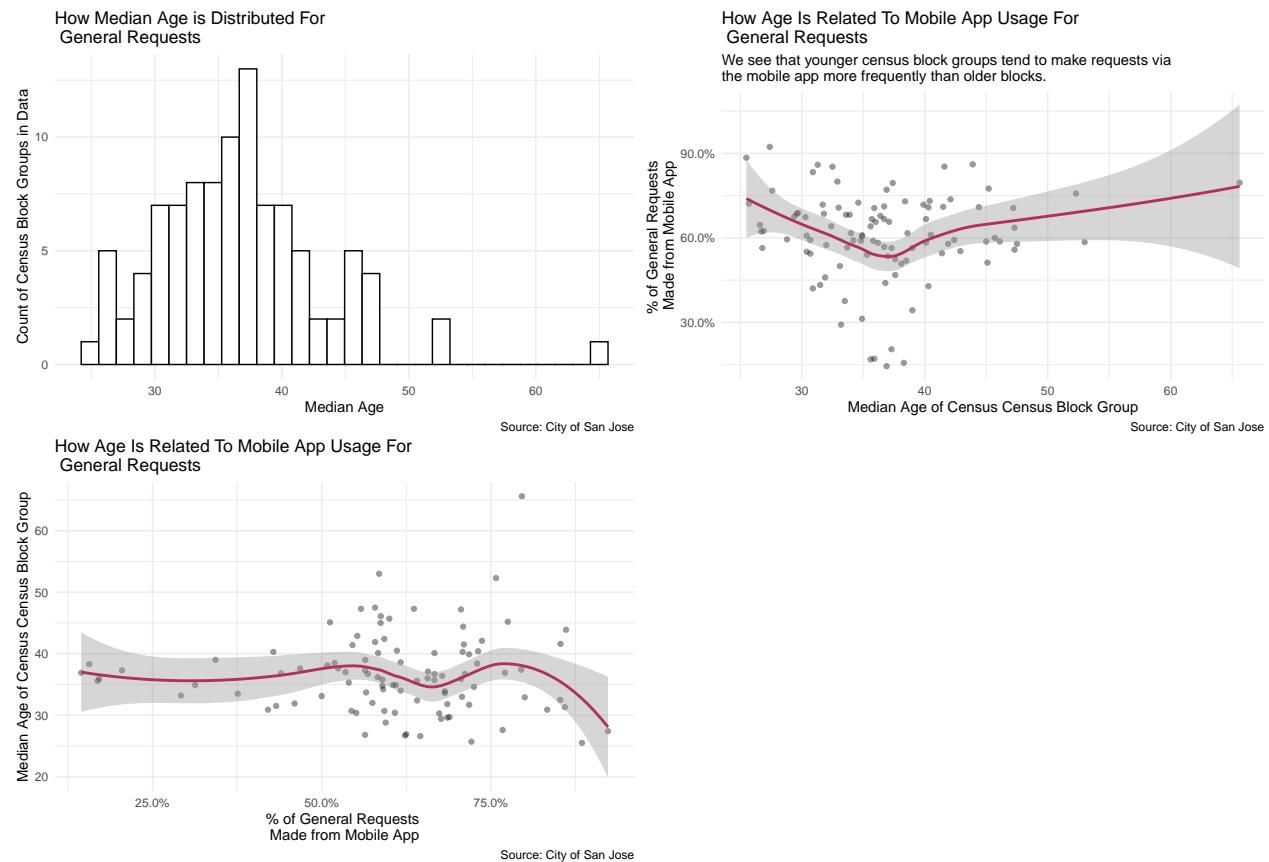


General Request

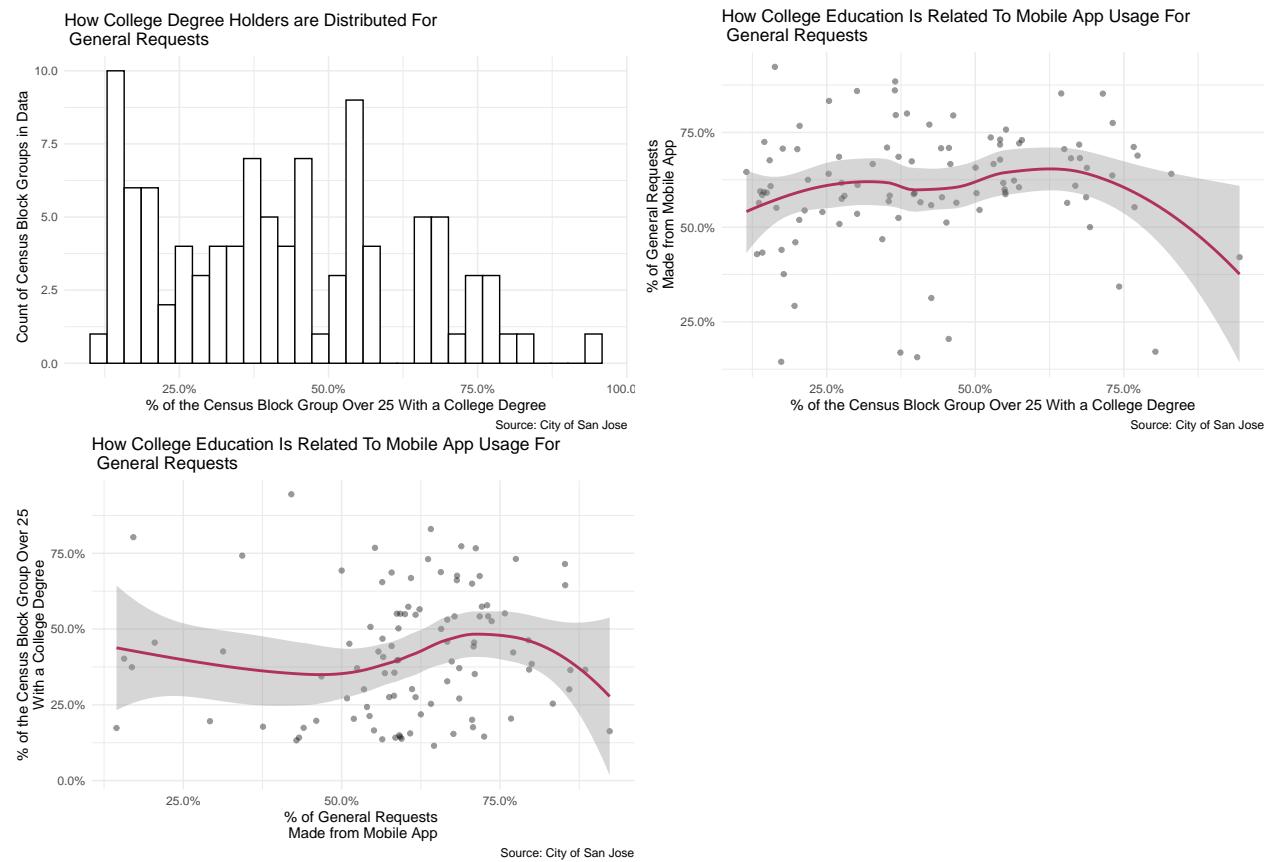
MySanJose Mobile App - General Request - Language



MySanJose Mobile App - General Request - Age

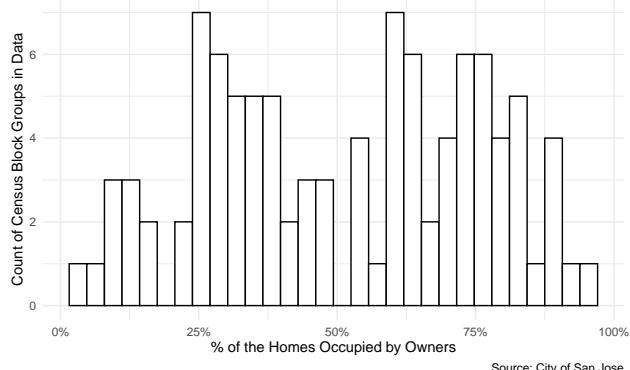


MySanJose Mobile App - General Request - Education



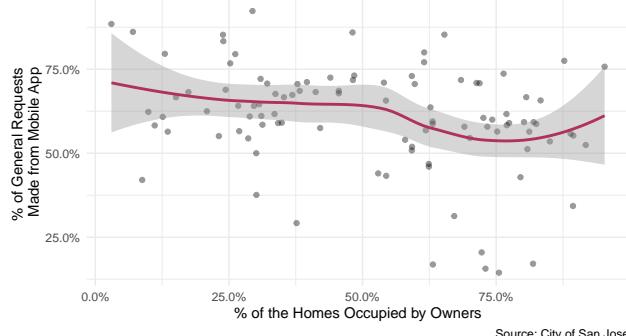
MySanJose Mobile App - General Request - Home Ownership/Renting

How Home-Occupied Units are Distributed For General Requests



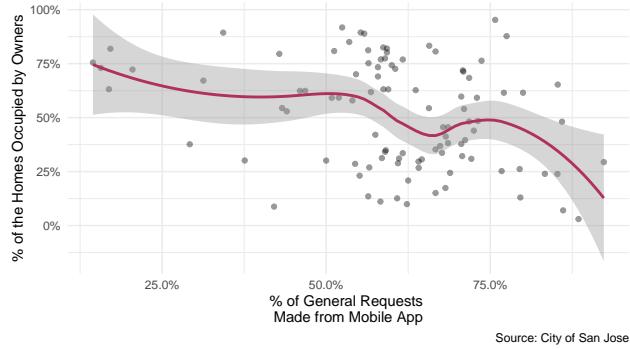
How Home Ownership Is Related To Mobile App Usage For General Requests

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

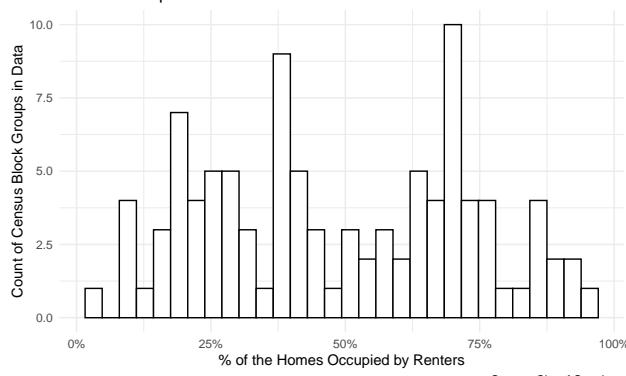


How Home Ownership Is Related To Mobile App Usage For General Requests

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

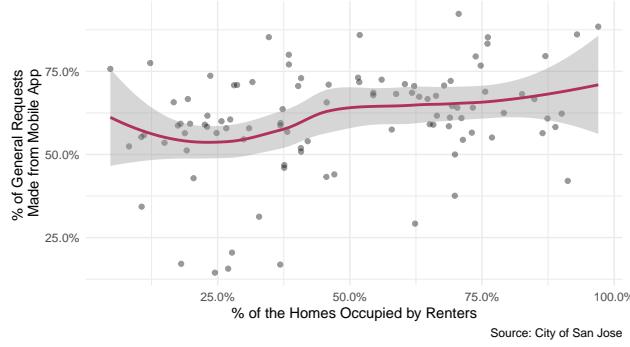


How Renter-Occupied Units are Distributed For General Requests



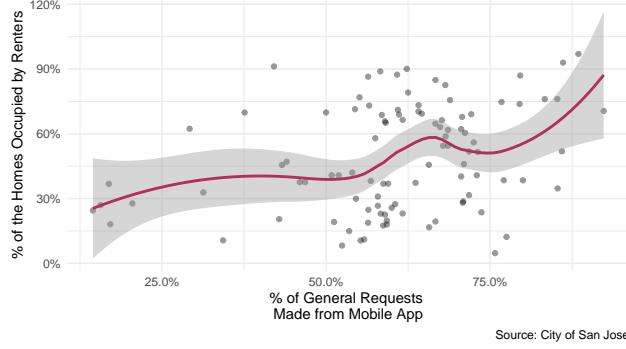
How Home Renting Is Related To Mobile App Usage For General Requests

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

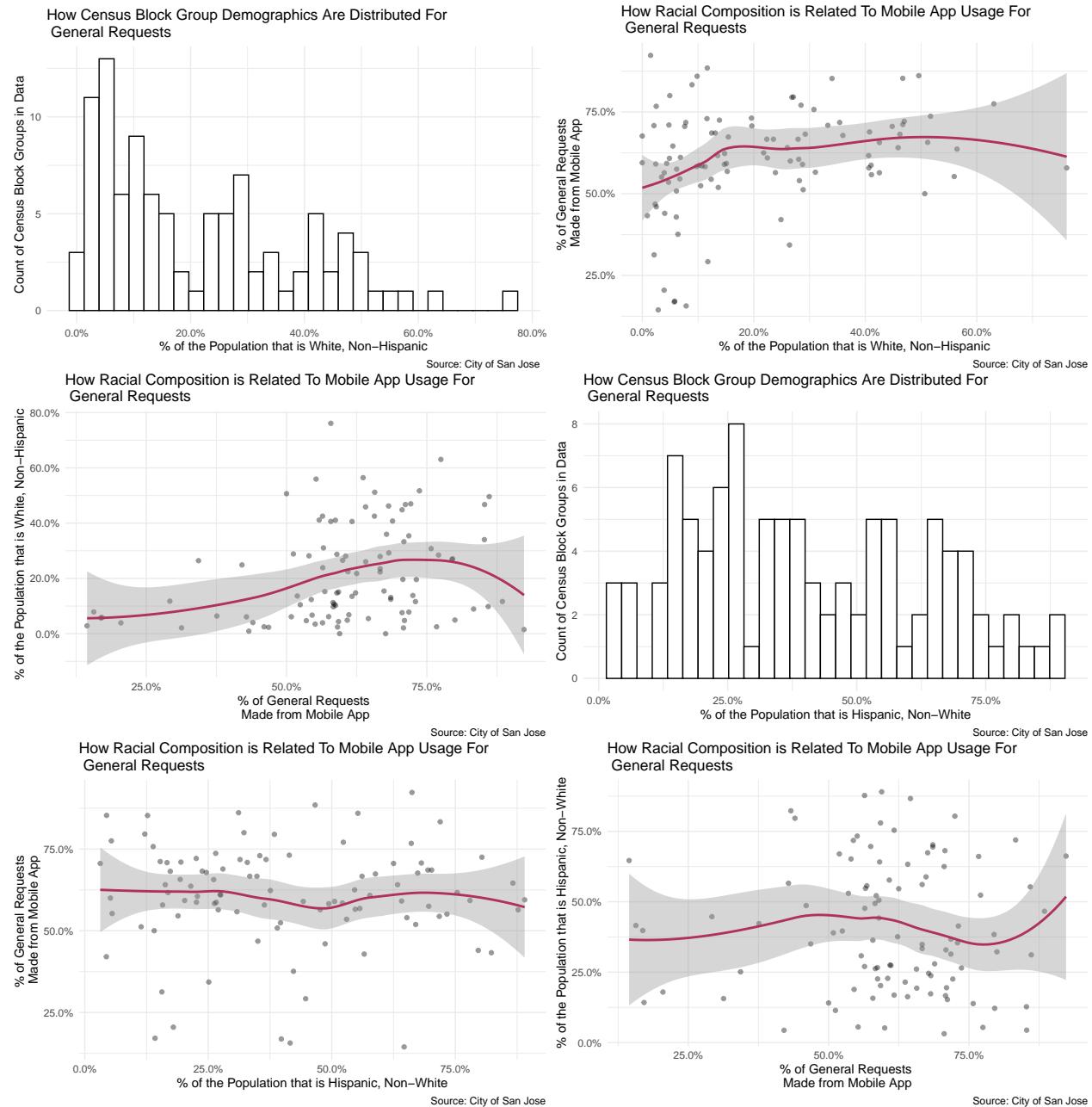


How Home Ownership Is Related To Mobile App Usage For General Requests

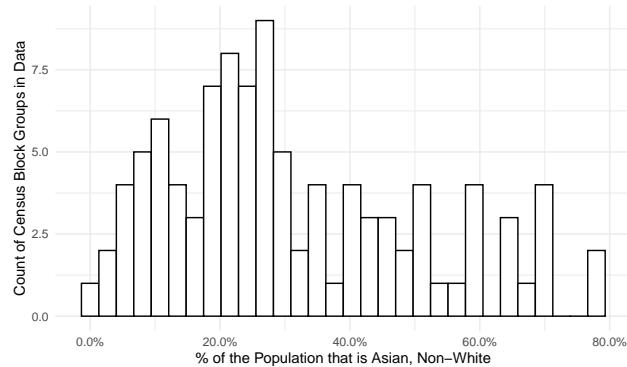
Census block groups with a higher proportion of requests coming from mobile, appear to contain more renter-occupied units.



MySanJose Mobile App - General Request - Race/Ethnicity

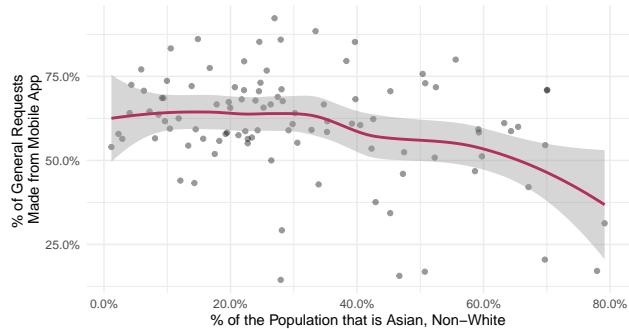


How Census Block Group Demographics Are Distributed For General Requests



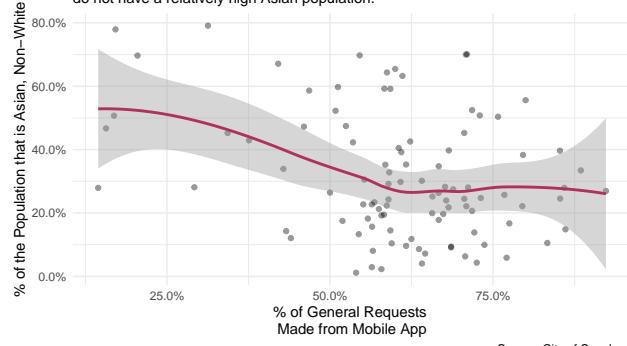
How Racial Composition is Related To Mobile App Usage For General Requests

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



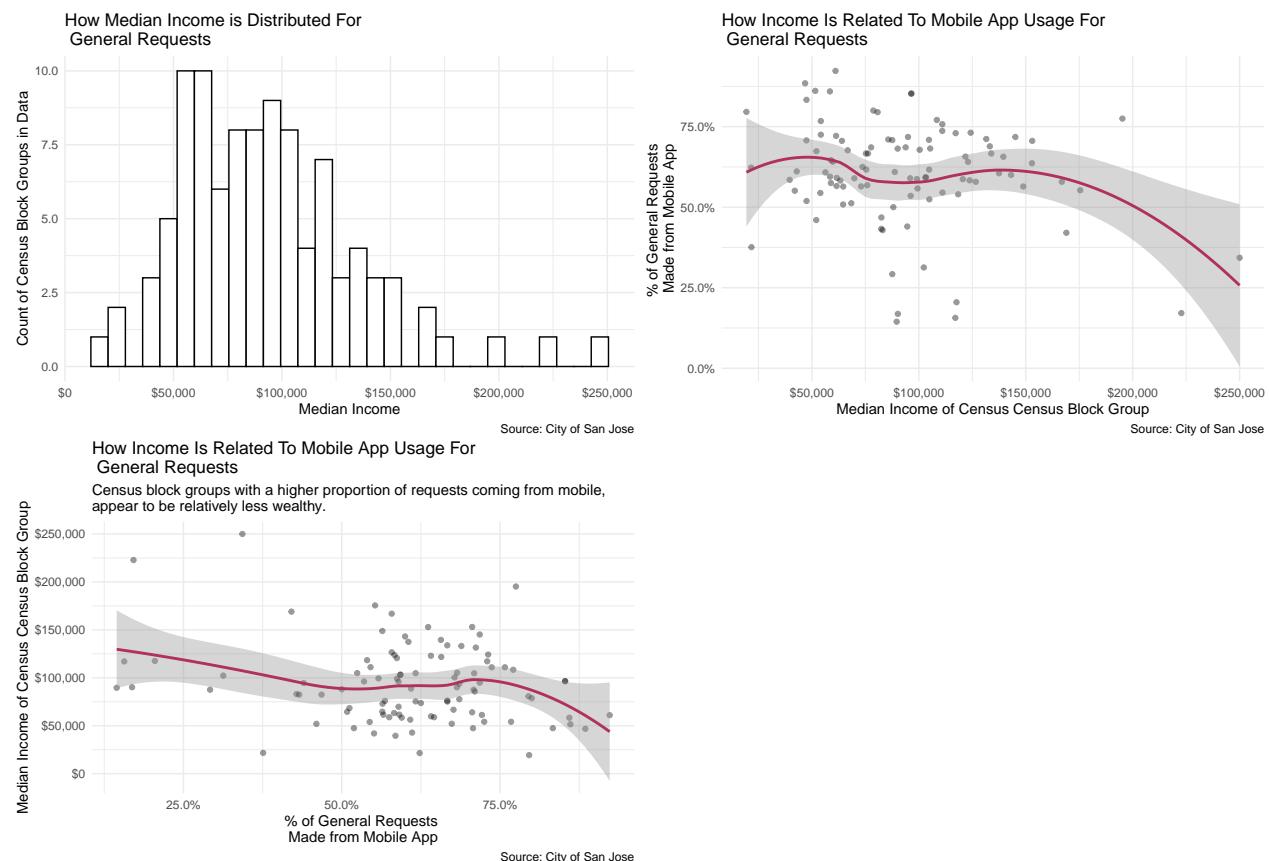
How Racial Composition is Related To Mobile App Usage For General Requests

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



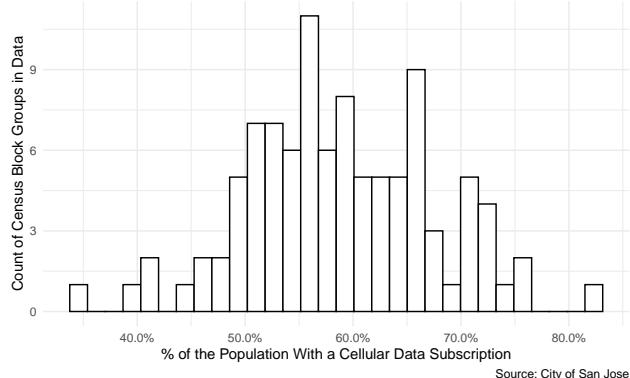
Source: City of San Jose

MySanJose Mobile App - General Request - Income



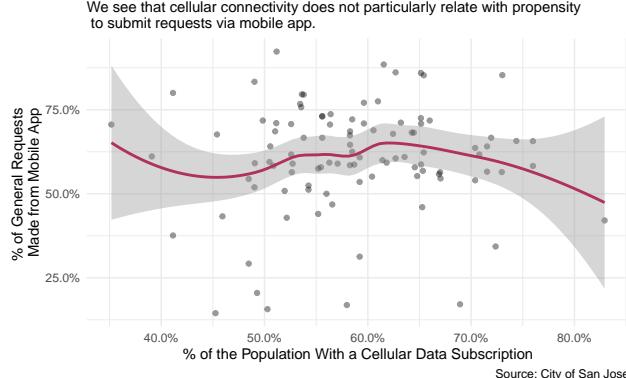
MySanJose Mobile App - General Request - Mobile Phone Access

How Cellular Connectivity Is Distributed For General Requests



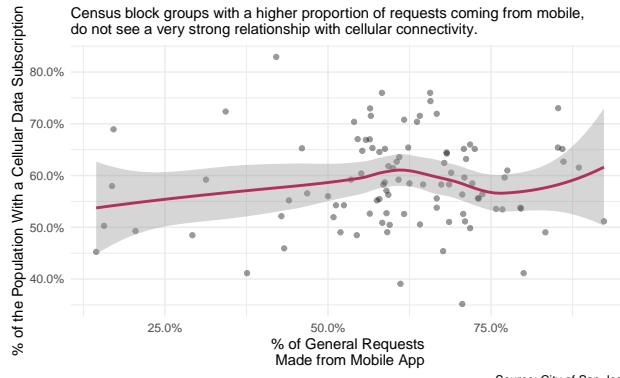
How Cellular Connectivity is Related To Mobile App Usage For General Requests

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

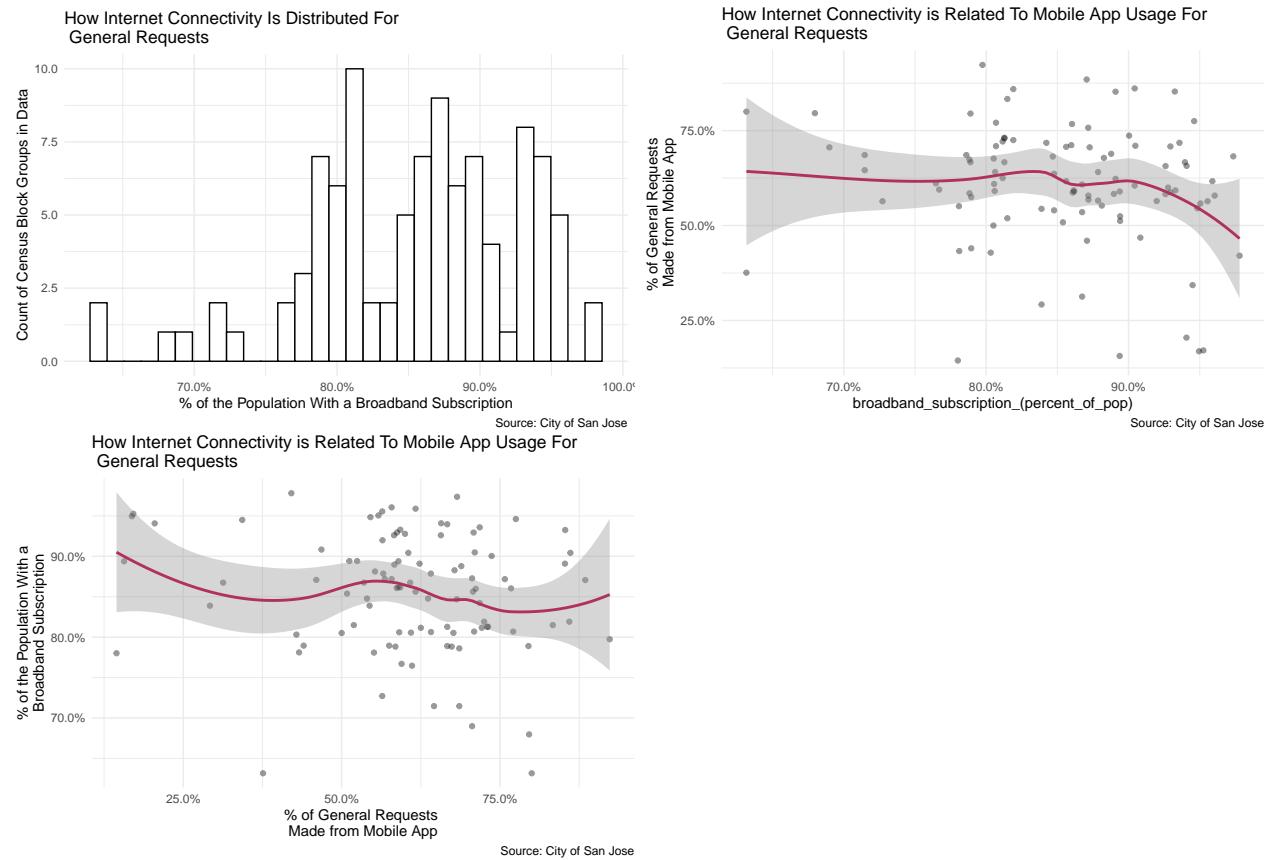


How Cellular Connectivity is Related To Mobile App Usage For General Requests

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

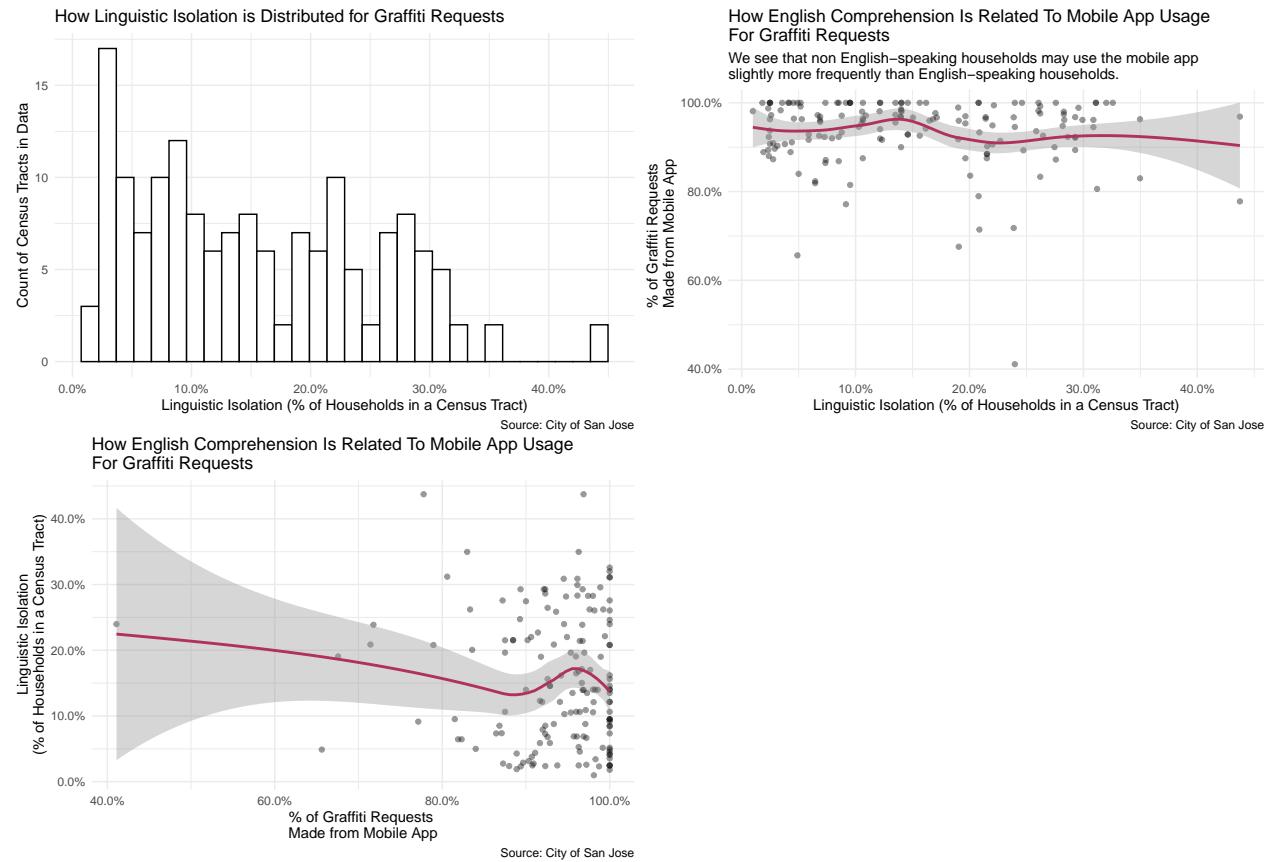


MySanJose Mobile App - General Request - Broadband Access

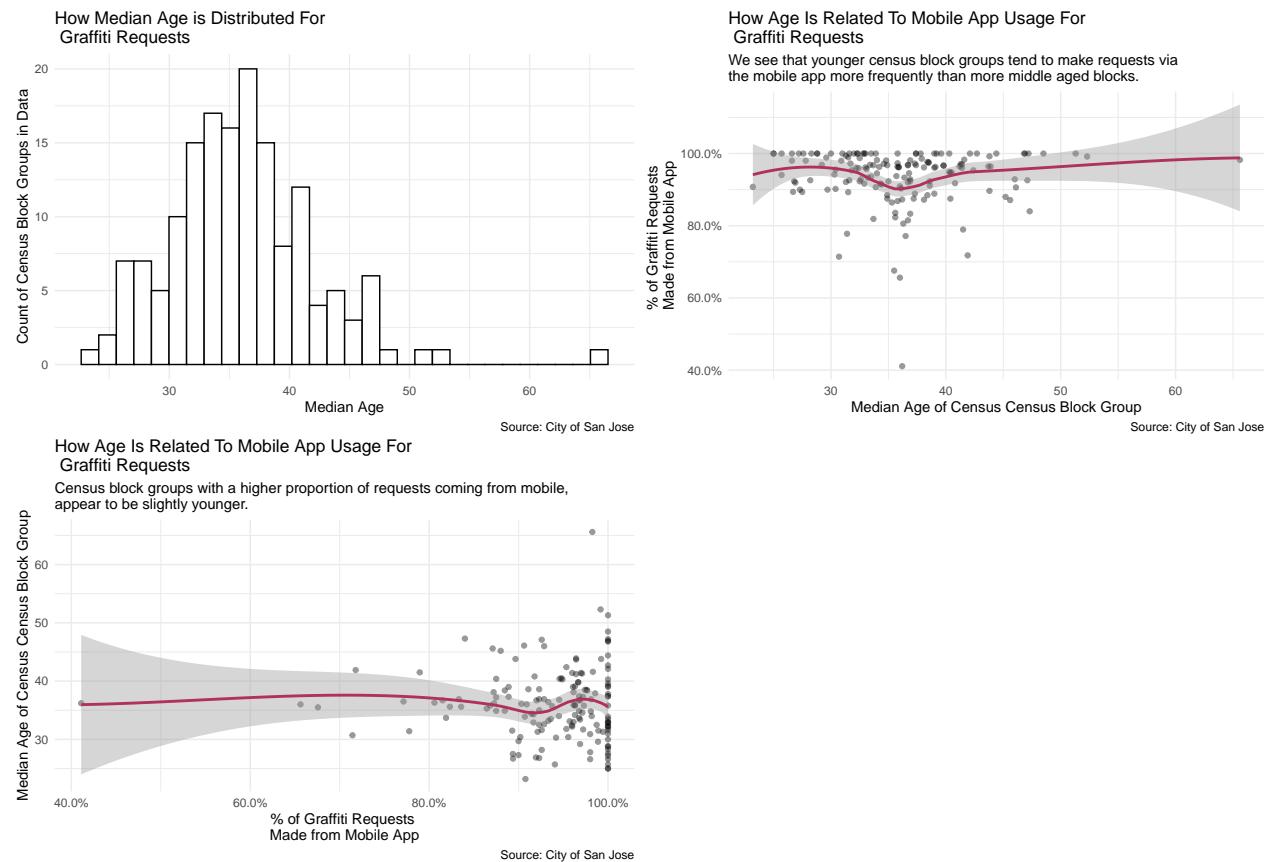


Graffiti

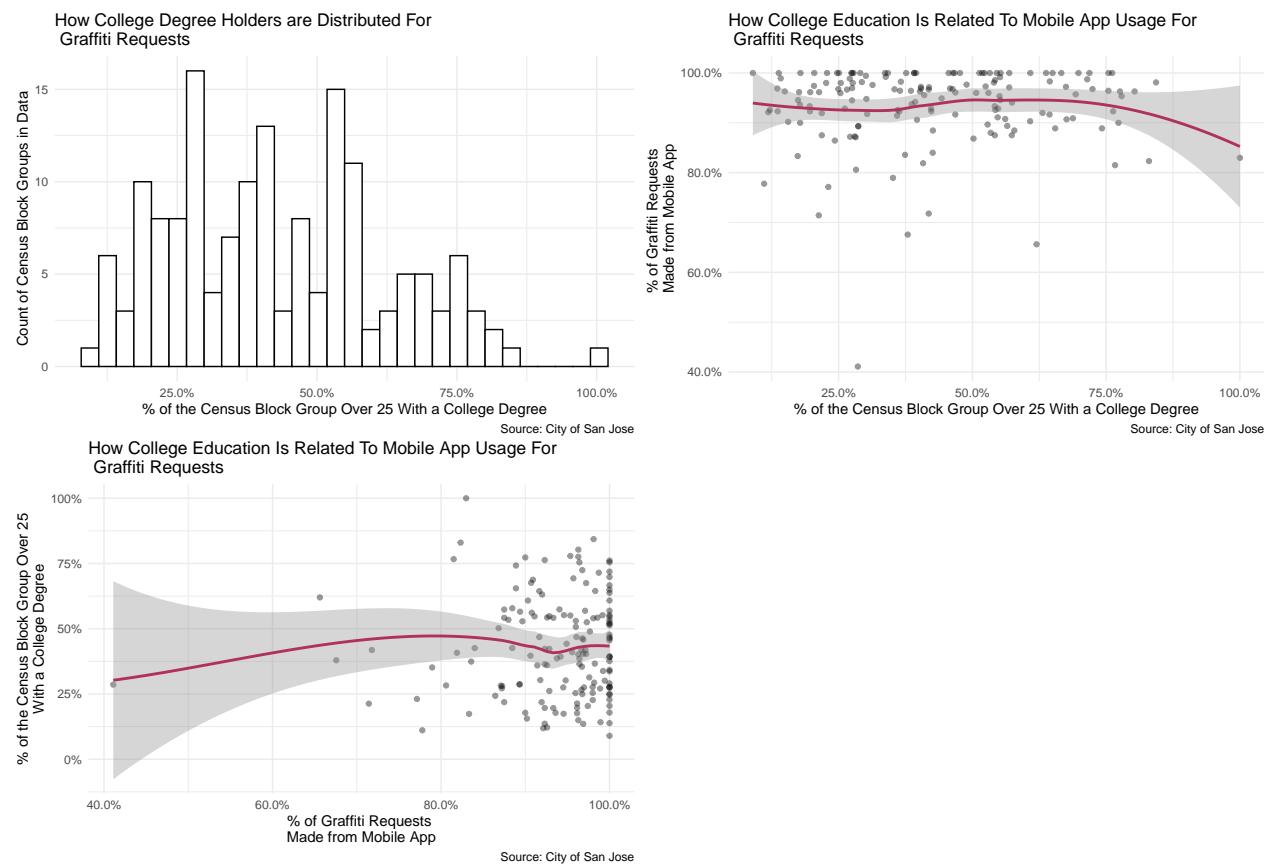
MySanJose Mobile App - Graffiti Request - Language



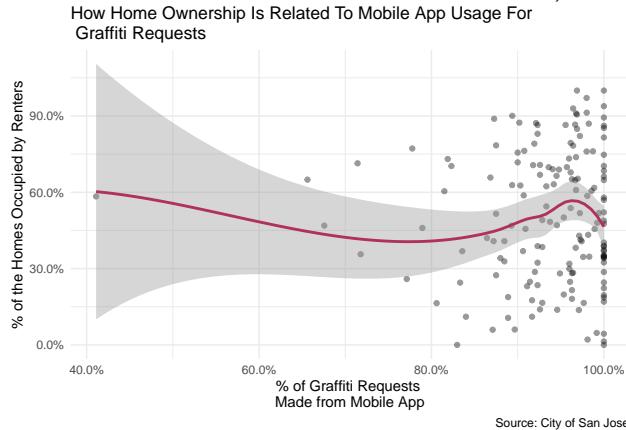
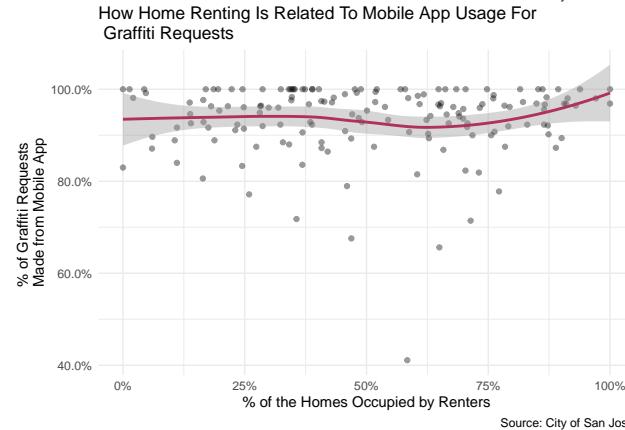
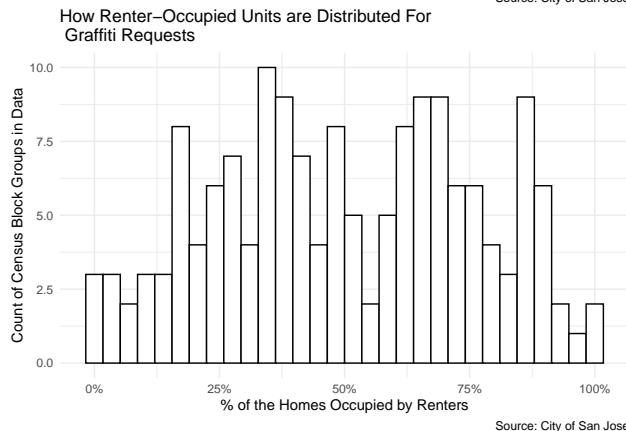
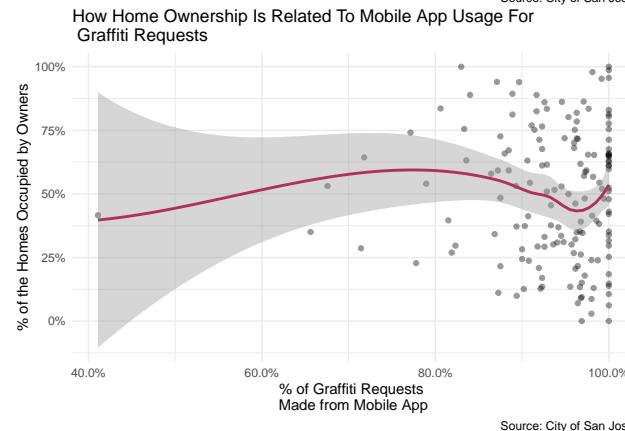
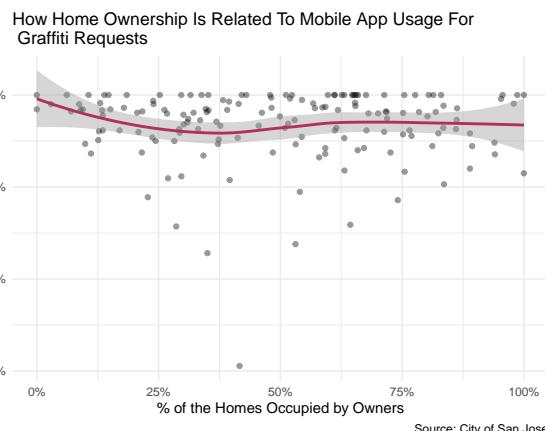
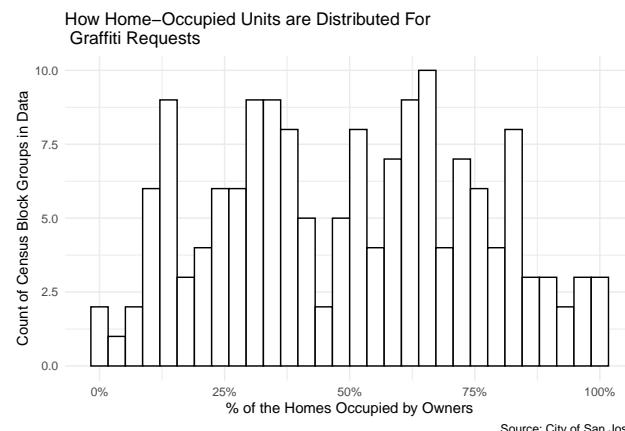
MySanJose Mobile App - Graffiti Request - Age



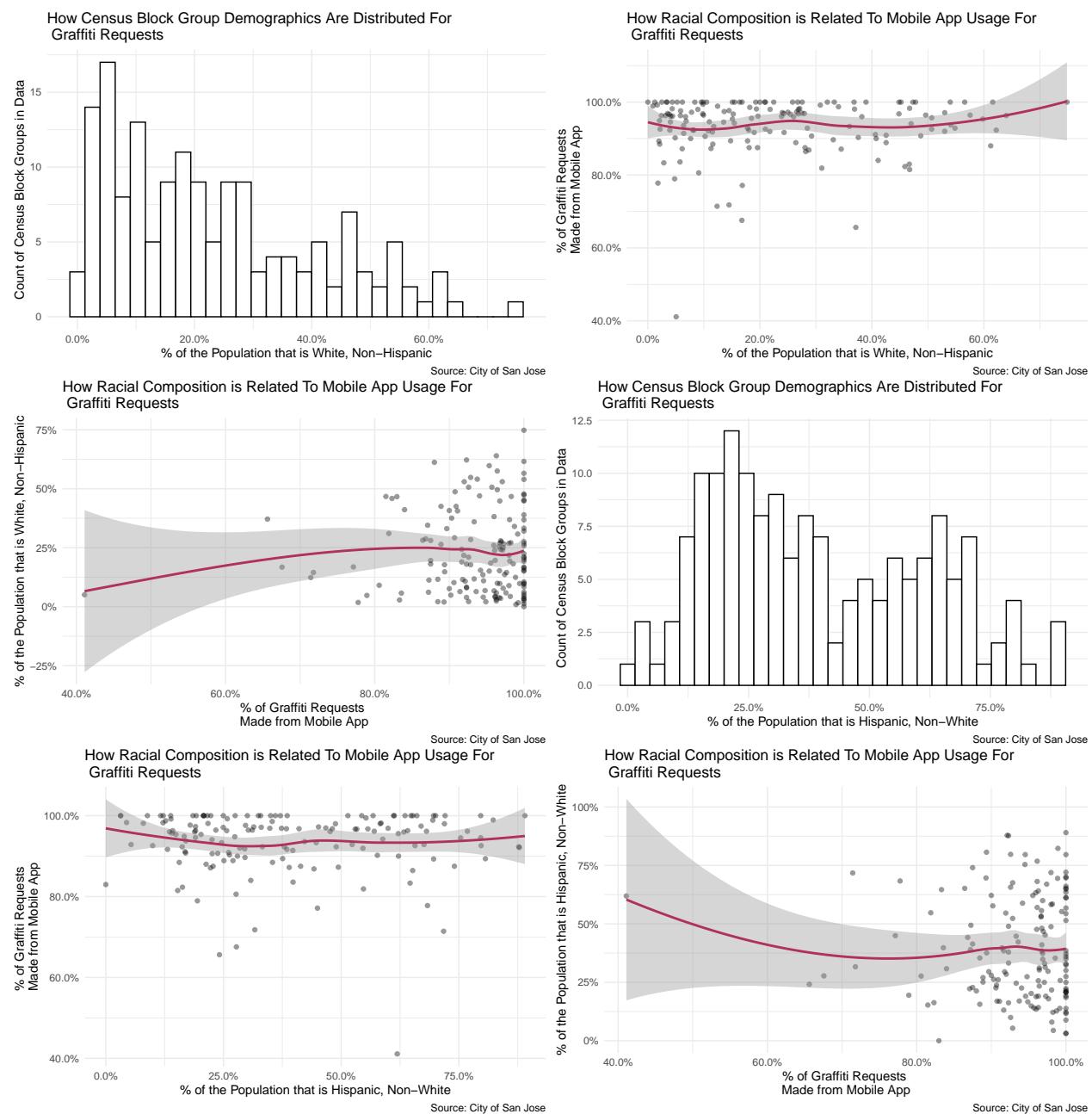
MySanJose Mobile App - Graffiti Request - Education

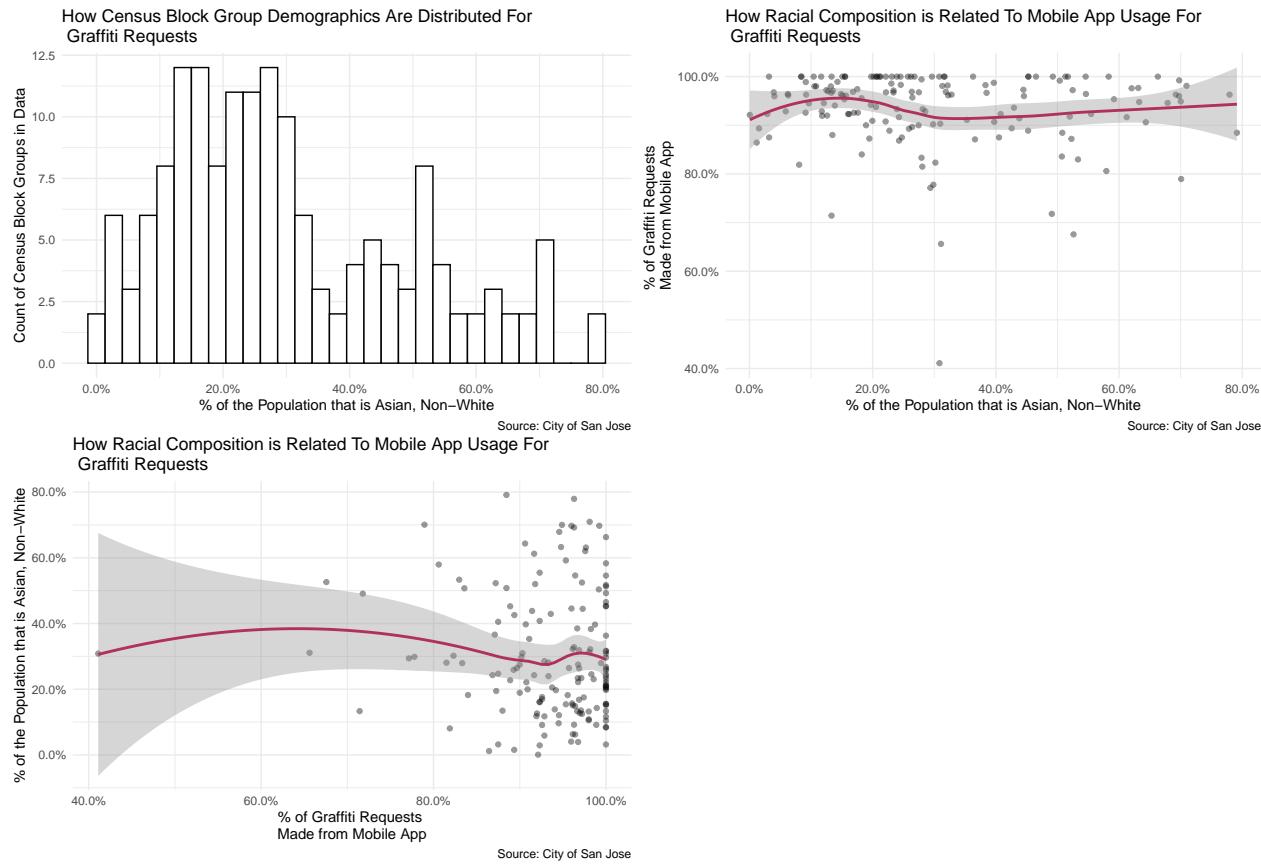


MySanJose Mobile App - Graffiti Request - Home Ownership/Renting



MySanJose Mobile App - Graffiti Request - Race/Ethnicity

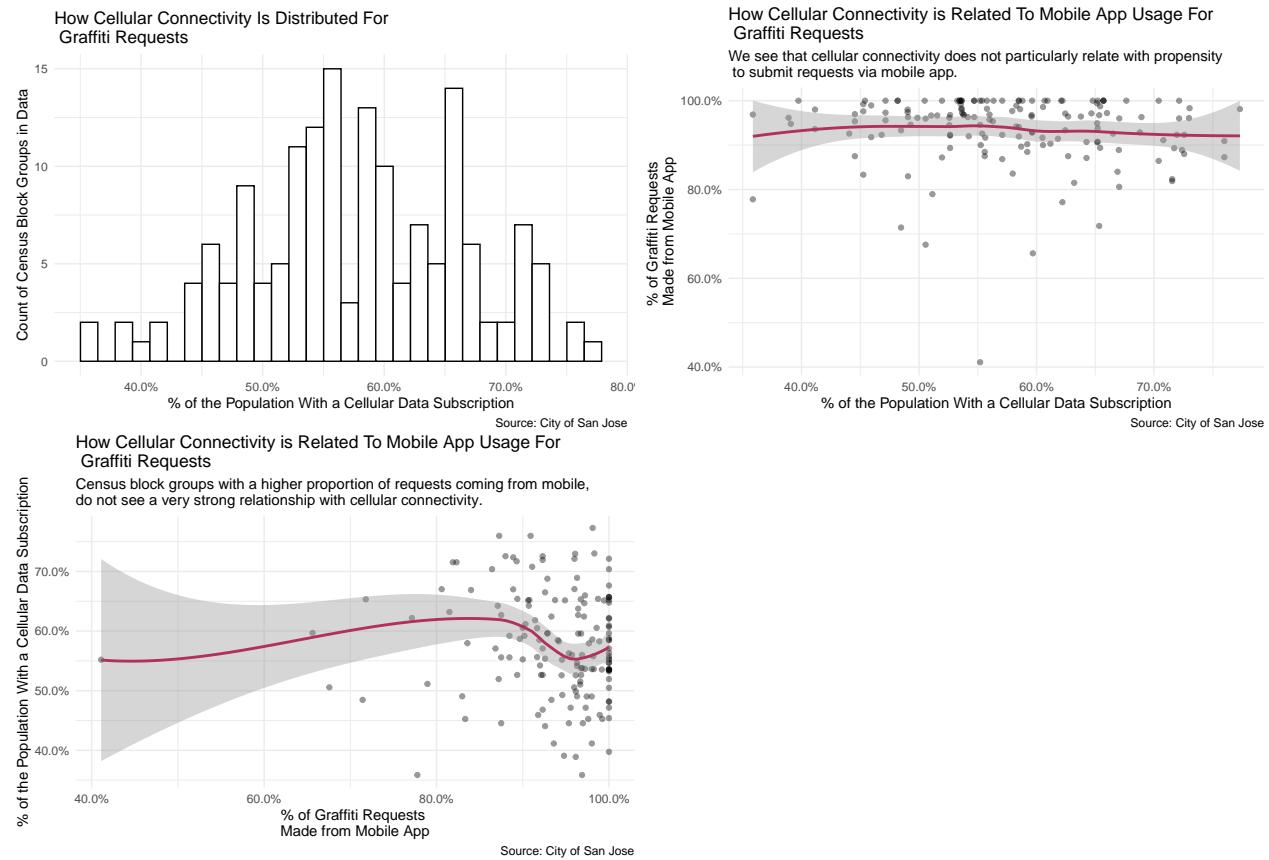




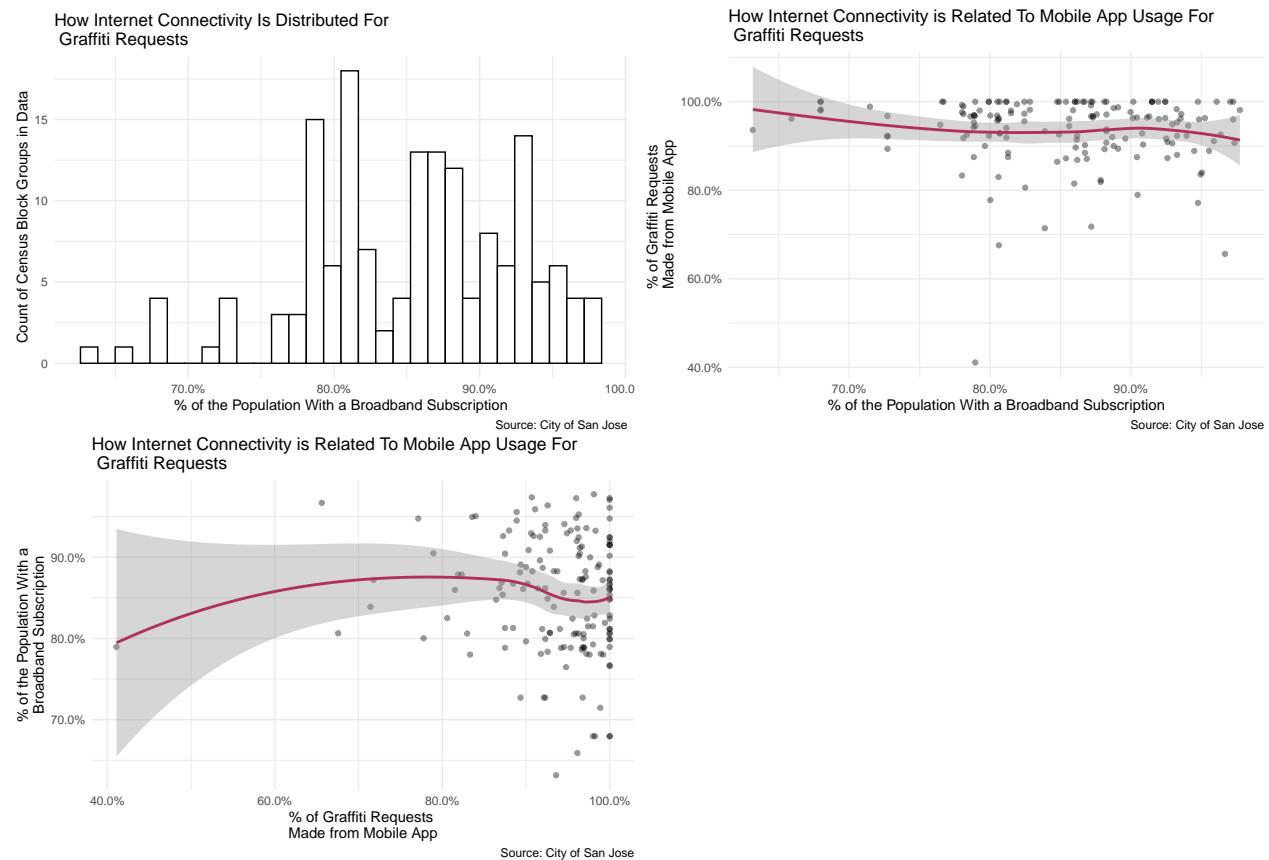
MySanJose Mobile App - Graffiti Request - Income



MySanJose Mobile App - Graffiti Request - Mobile Phone Access

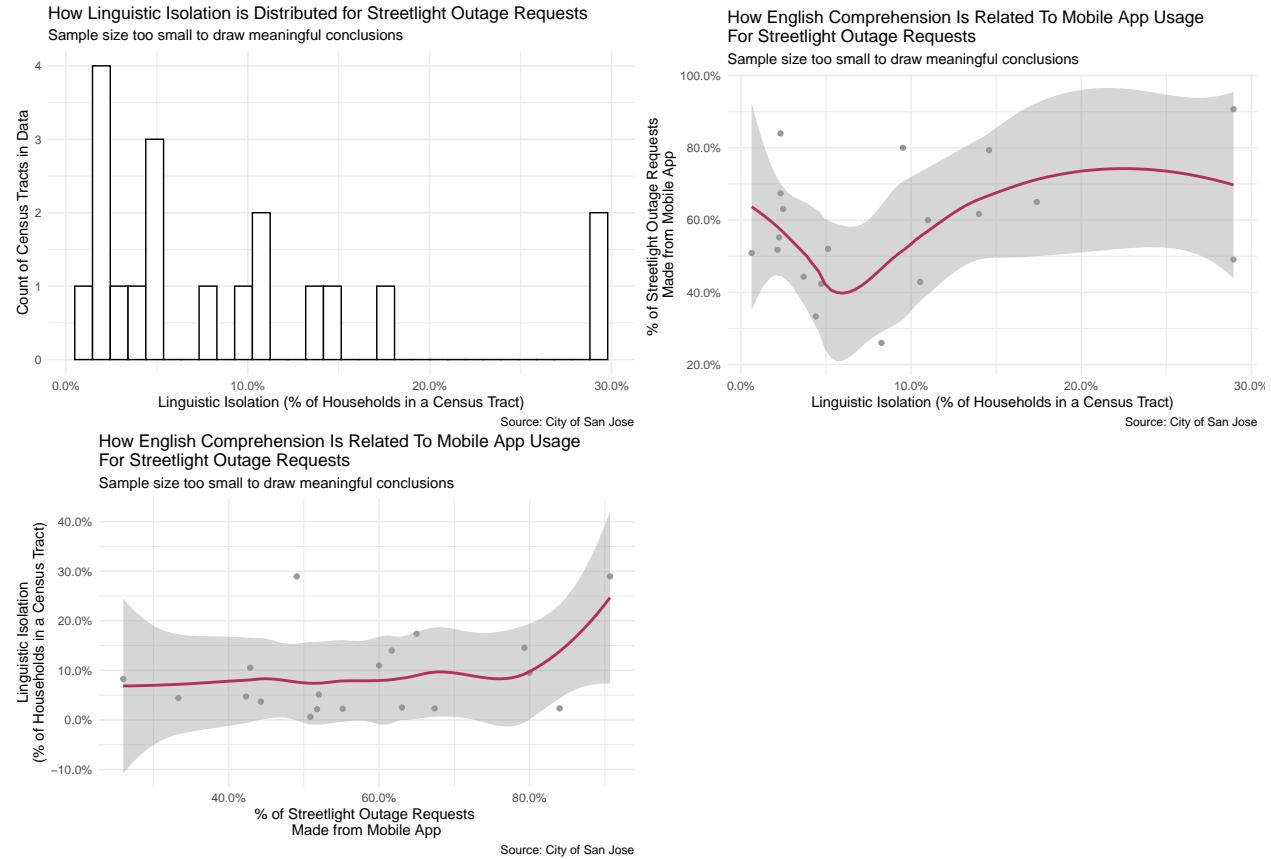


MySanJose Mobile App - Graffiti Request - Broadband Access

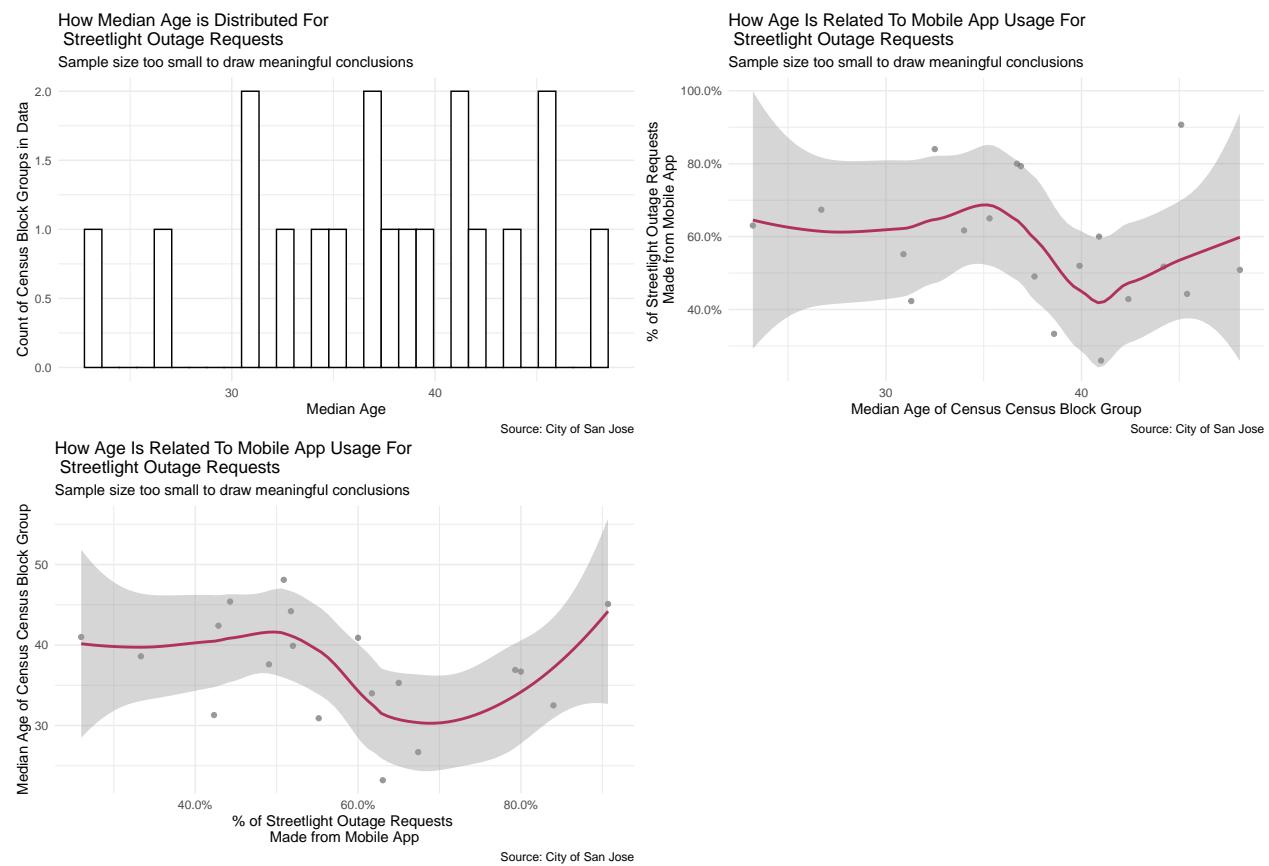


Streetlight Outage

MySanJose Mobile App - Streetlight Outage - Language

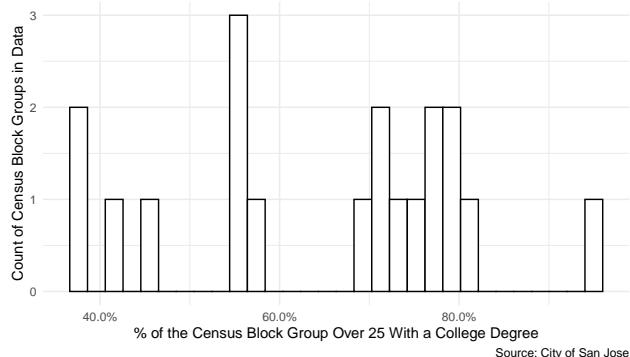


MySanJose Mobile App - Streetlight Outage - Age

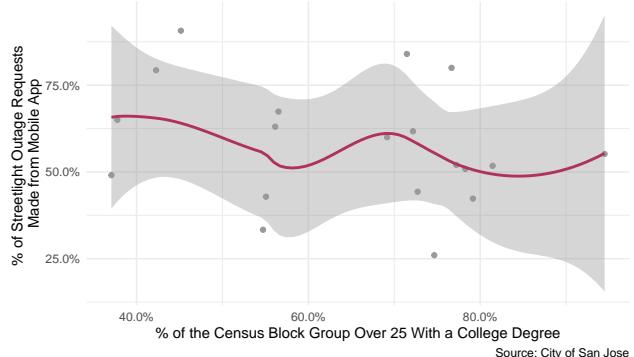


MySanJose Mobile App - Streetlight Outage - Education

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

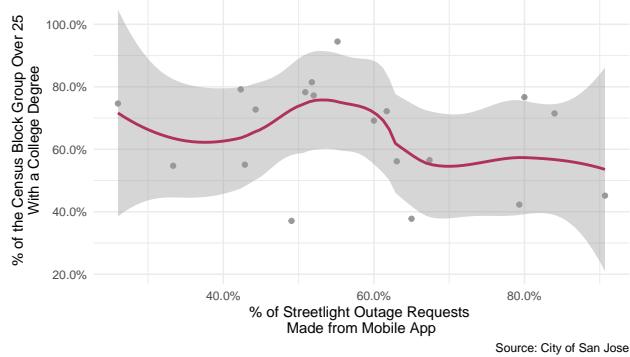


How College Education Is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



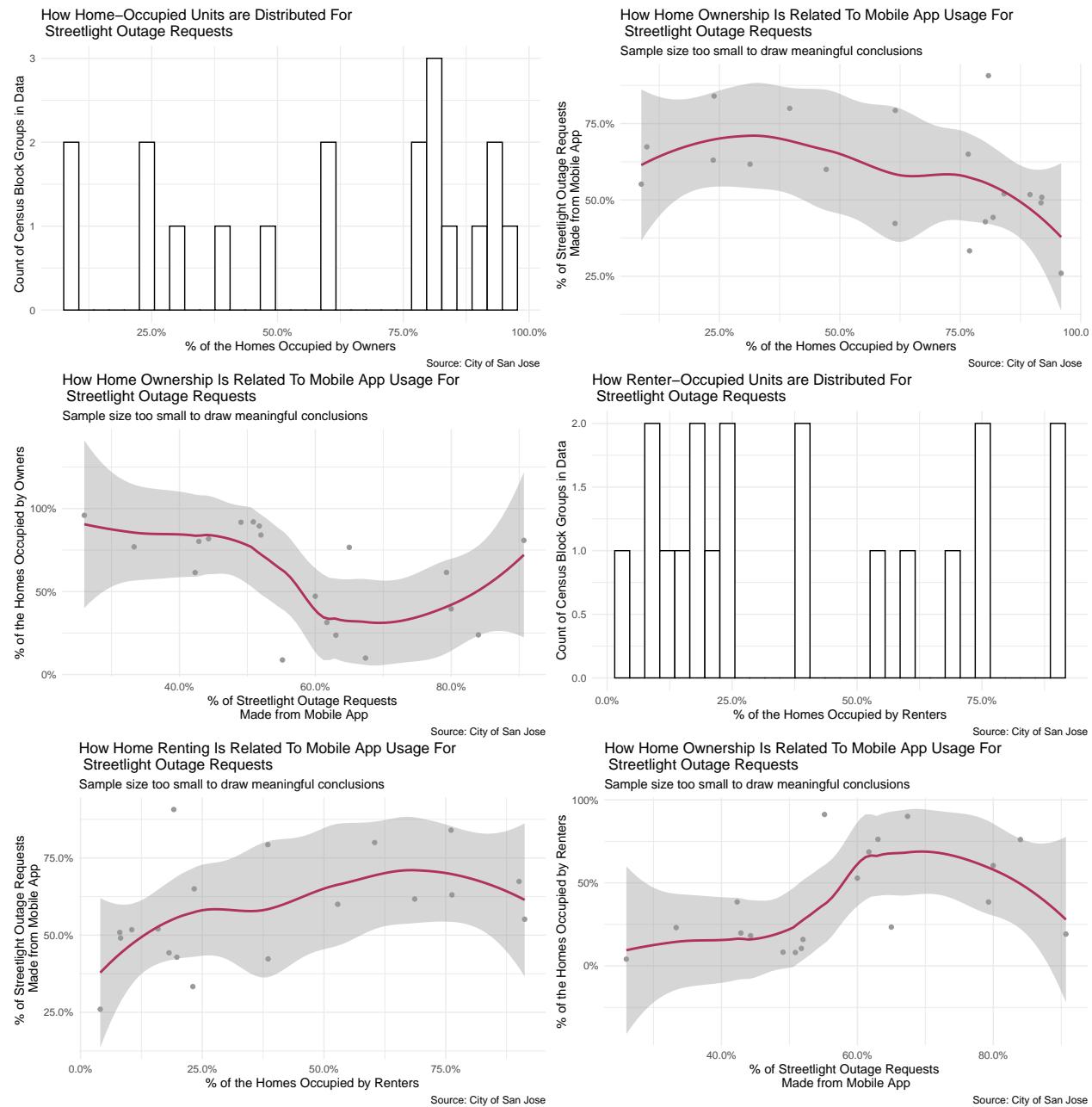
How College Education Is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



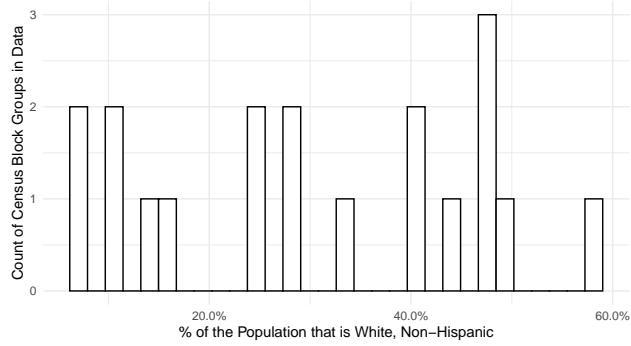
Source: City of San Jose

MySanJose Mobile App - Streetlight Outage - Home Ownership/Renting

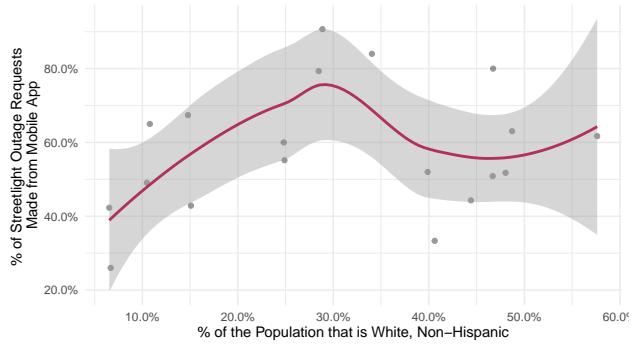


MySanJose Mobile App - Streetlight Outage - Race/Ethnicity

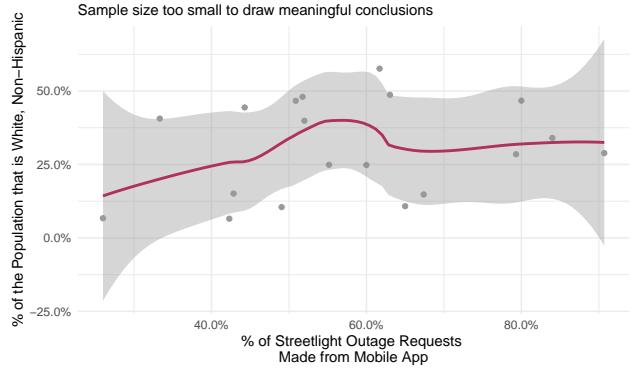
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



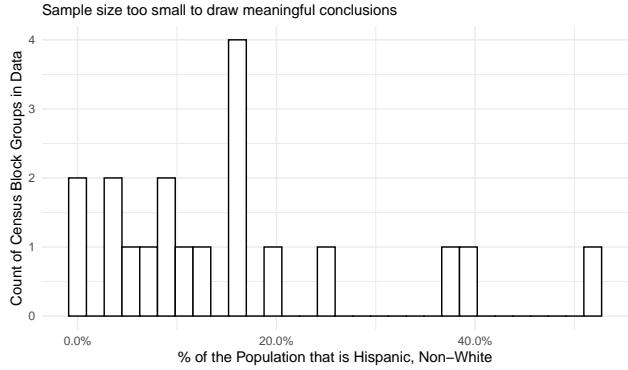
How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



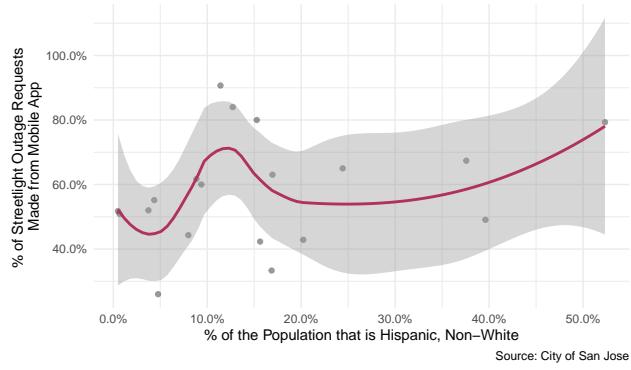
How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



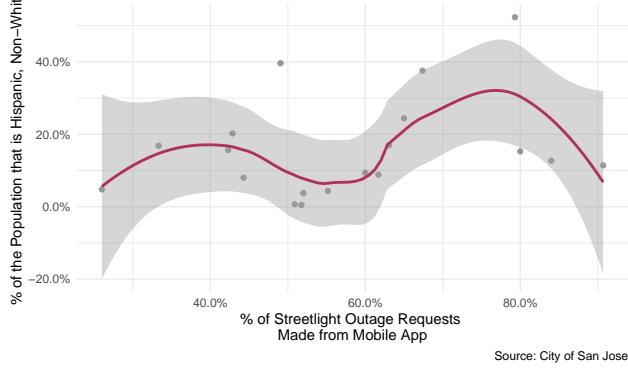
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



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

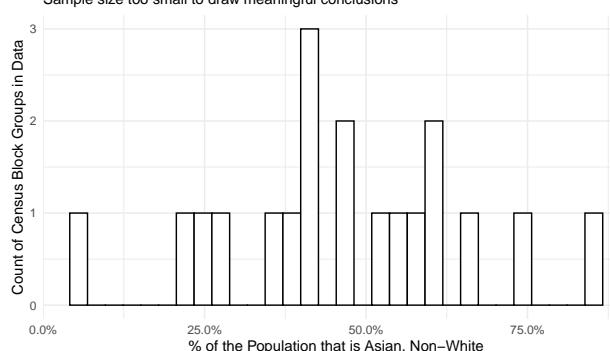


How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



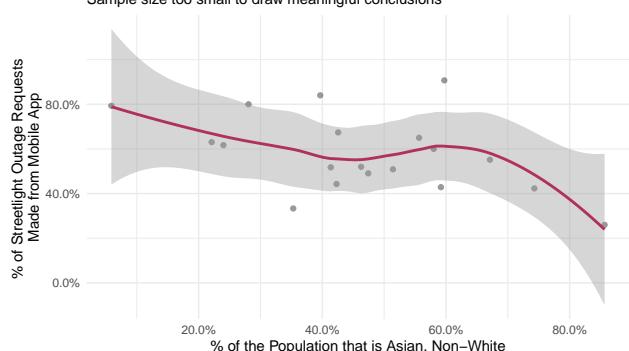
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



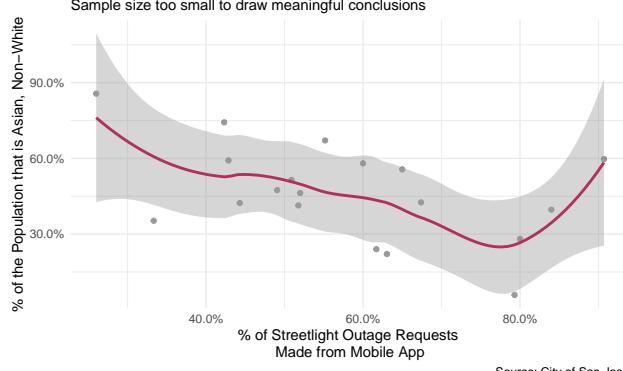
How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



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

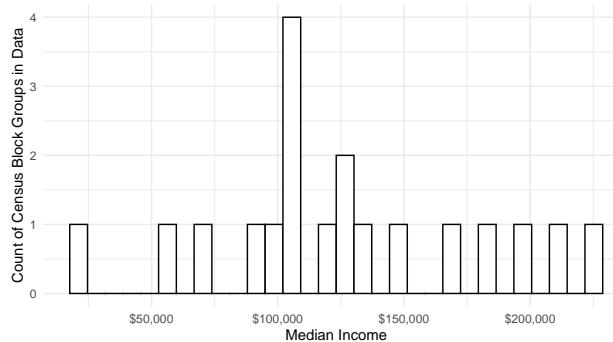
Sample size too small to draw meaningful conclusions



MySanJose Mobile App - Streetlight Outage - Income

How Median Income is Distributed For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



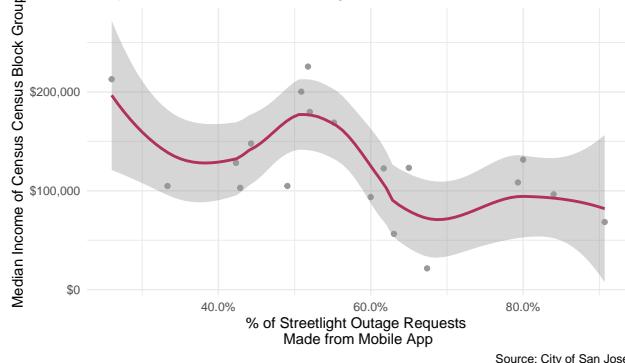
How Income Is Related To Mobile App Usage For Streetlight Outage Requests

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

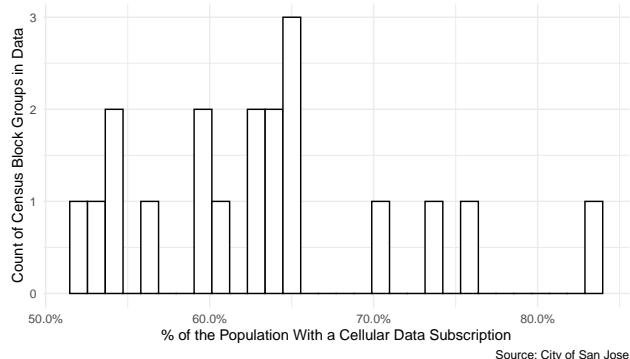


Source: City of San Jose

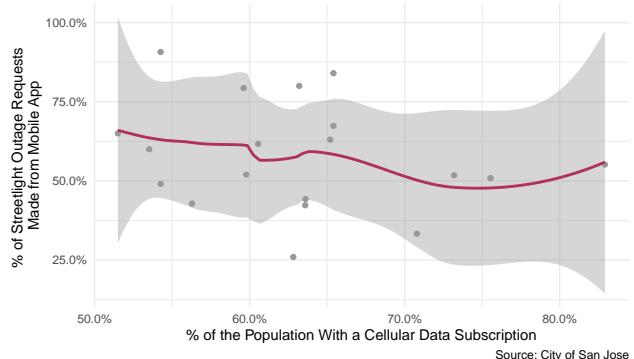
Source: City of San Jose

MySanJose Mobile App - Streetlight Outage - Mobile Phone Access

How Cellular Connectivity Is Distributed For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions

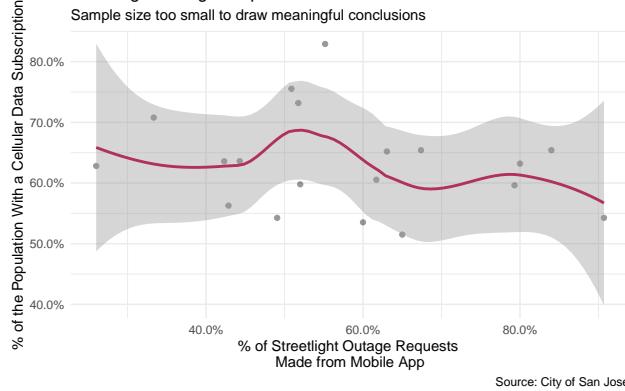


How Cellular Connectivity is Related To Mobile App Usage For Streetlight Outage Requests
Sample size too small to draw meaningful conclusions



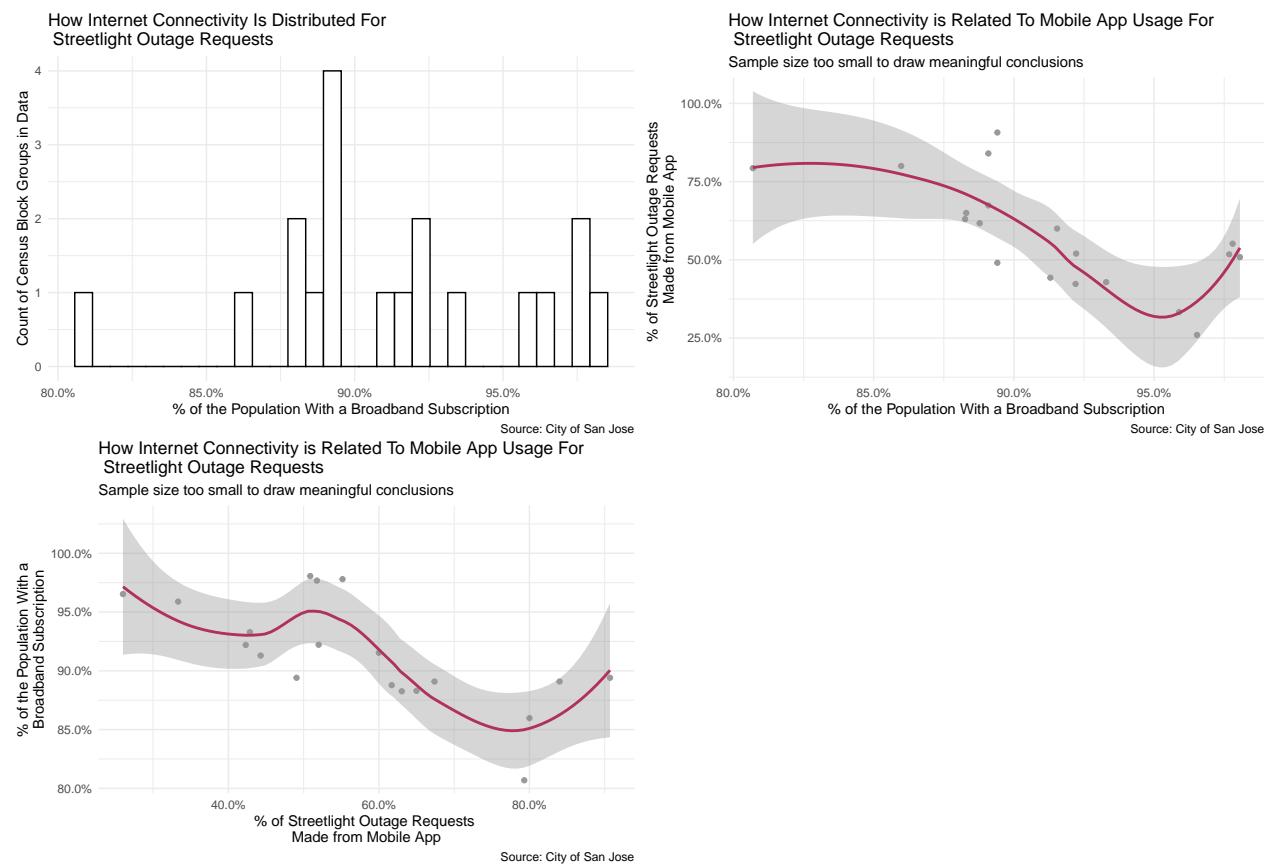
How Cellular Connectivity is Related To Mobile App Usage For Streetlight Outage Requests

Sample size too small to draw meaningful conclusions



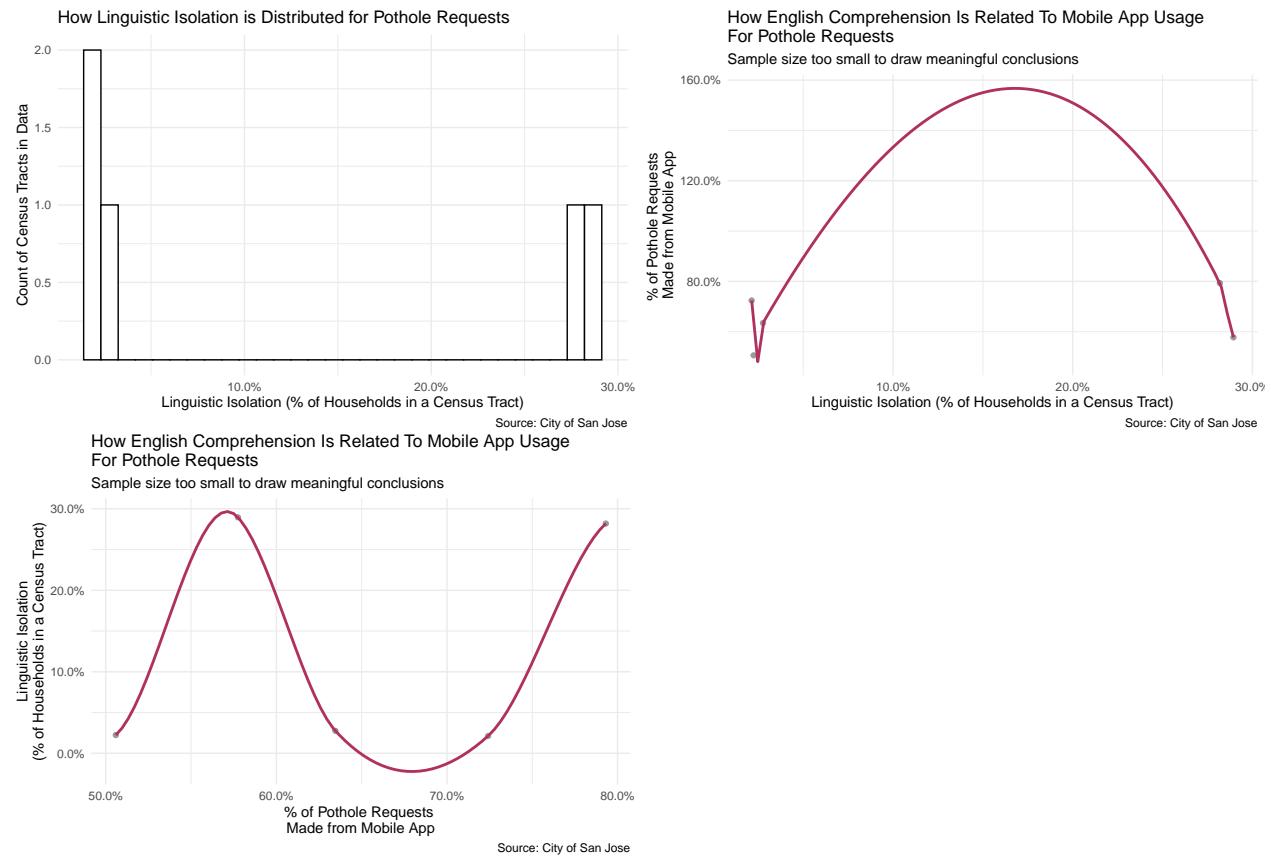
Source: City of San Jose

MySanJose Mobile App - Streetlight Outage - Broadband Access

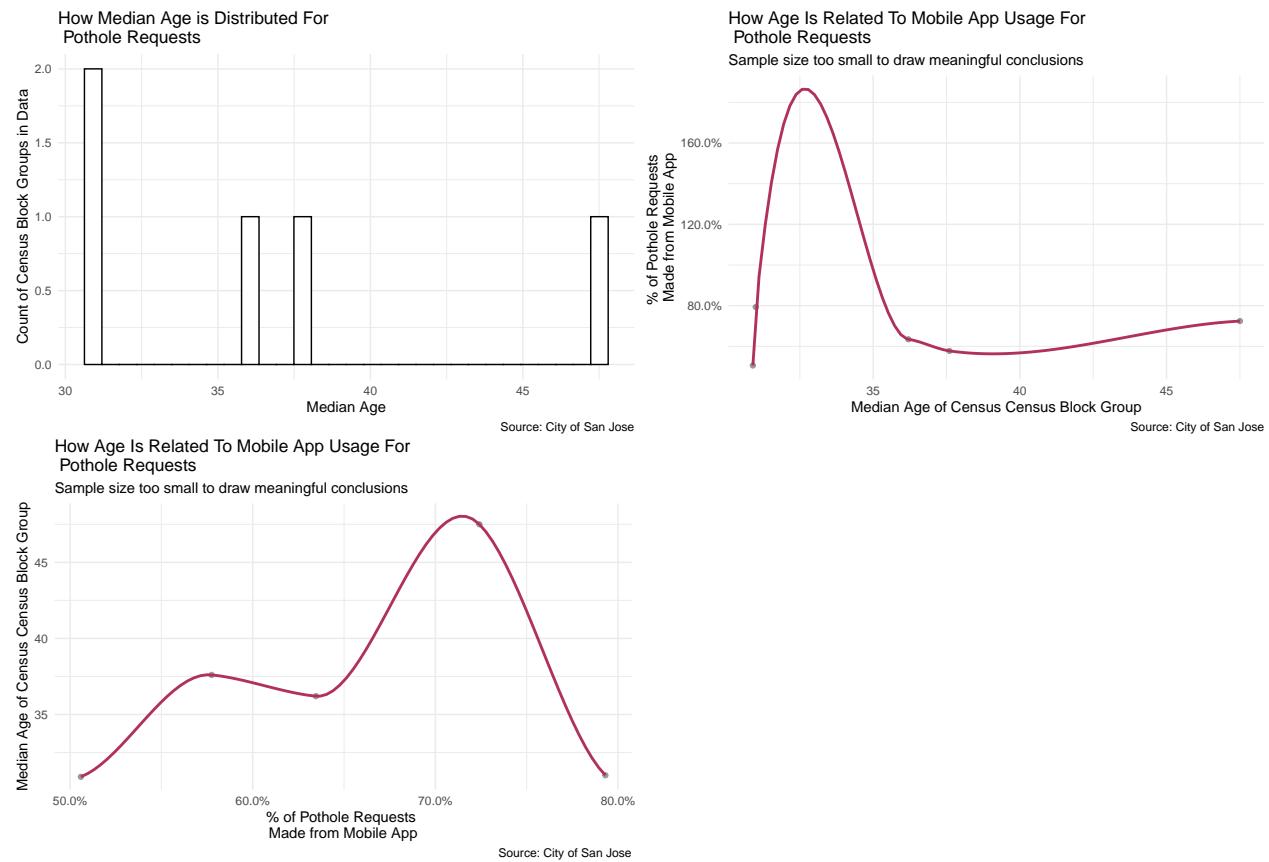


Pothole

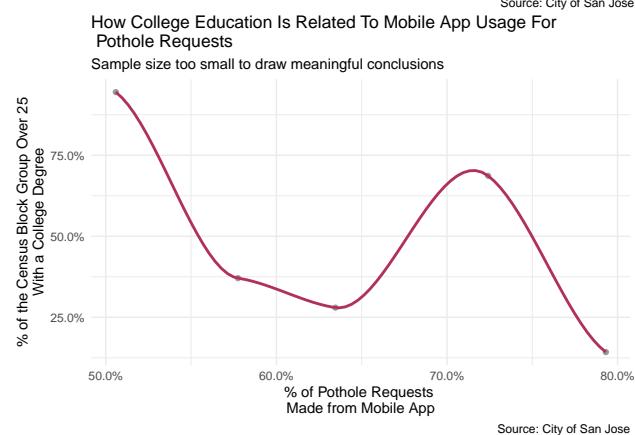
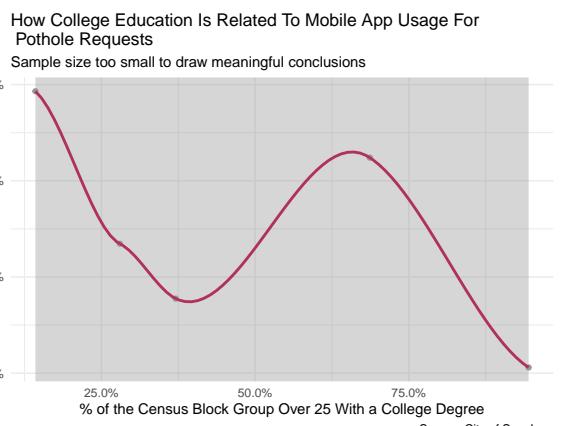
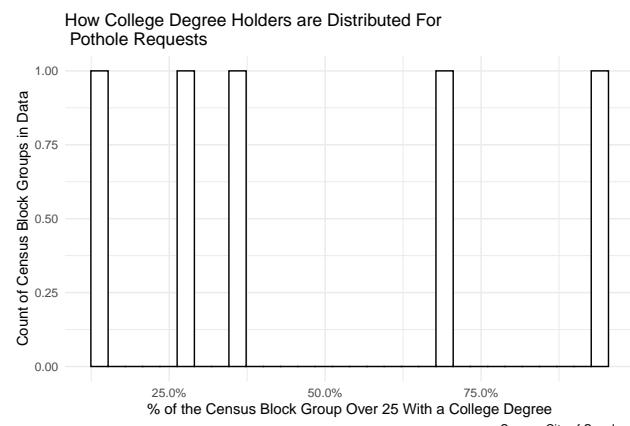
MySanJose Mobile App - Pothole - Language



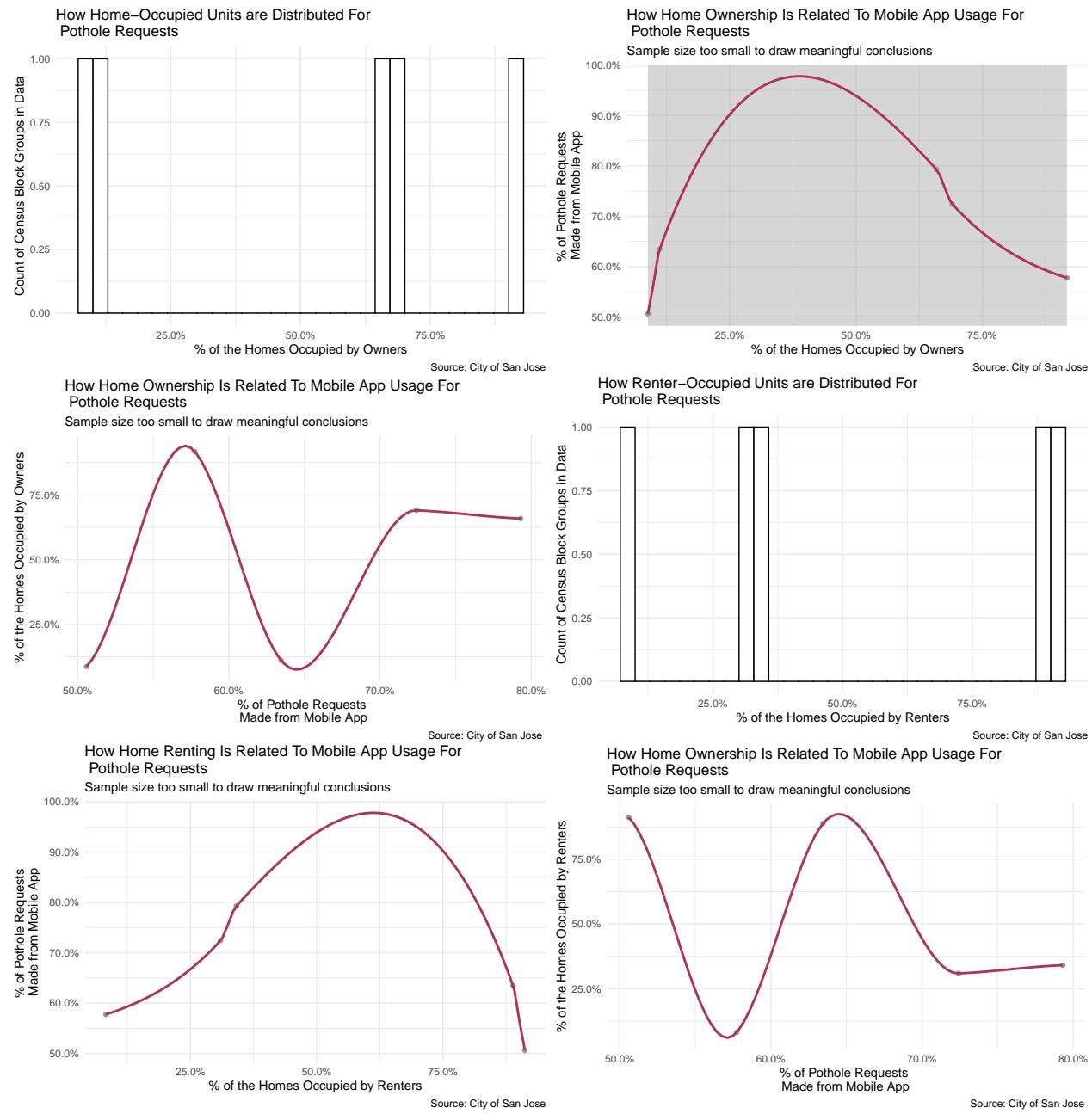
MySanJose Mobile App - Pothole - Age



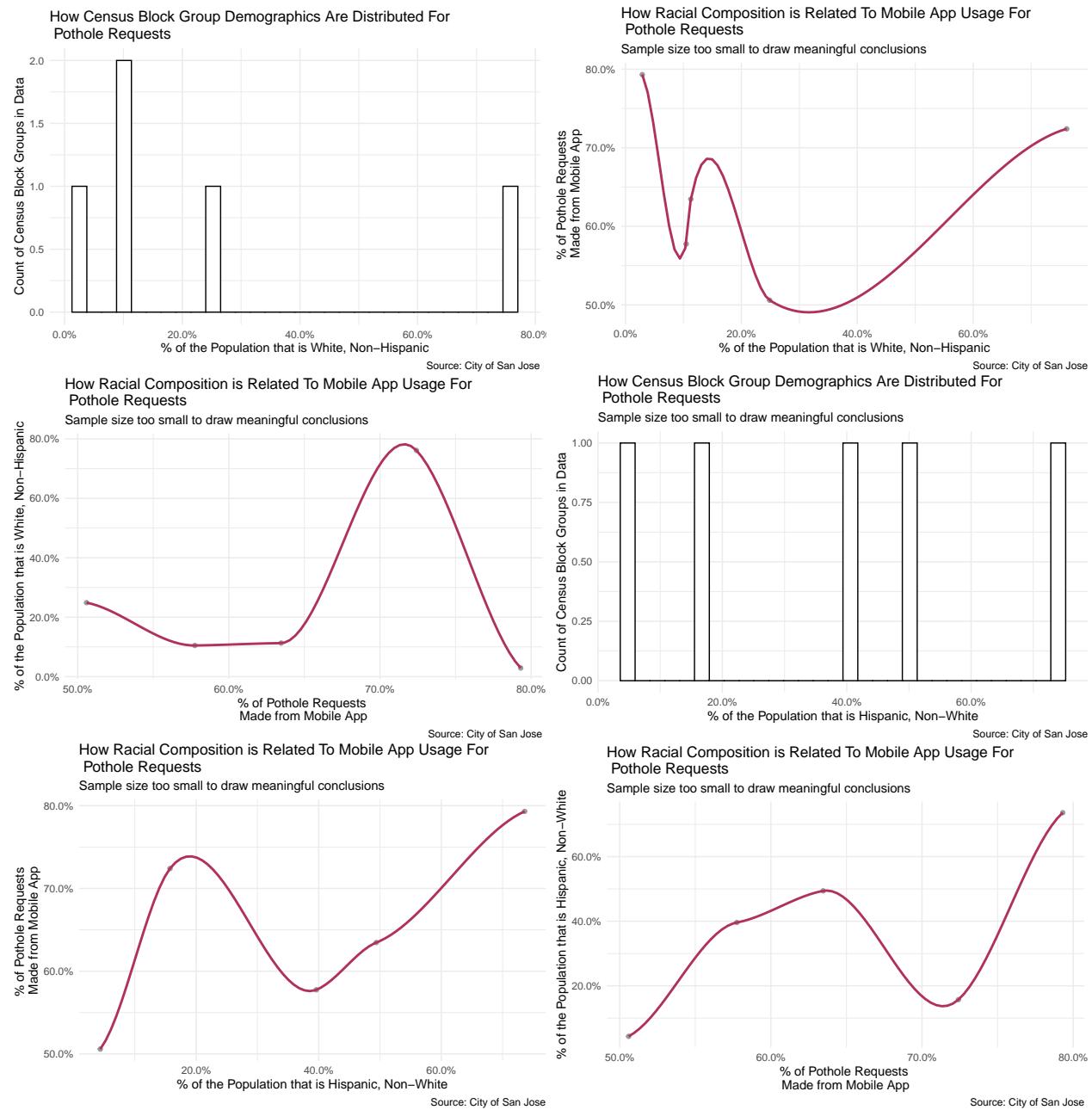
MySanJose Mobile App - Pothole - Education



MySanJose Mobile App - Pothole - Home Ownership/Renting

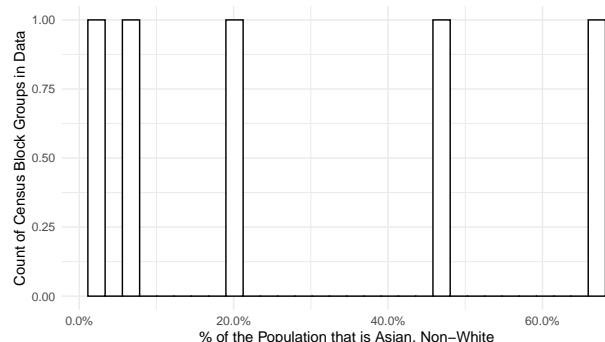


MySanJose Mobile App - Pothole - Race/Ethnicity



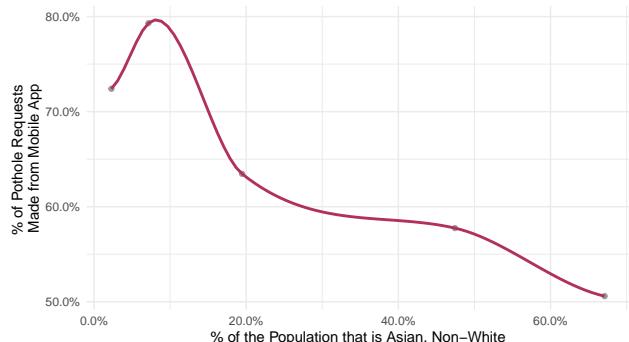
How Census Block Group Demographics Are Distributed For Pothole Requests

Sample size too small to draw meaningful conclusions



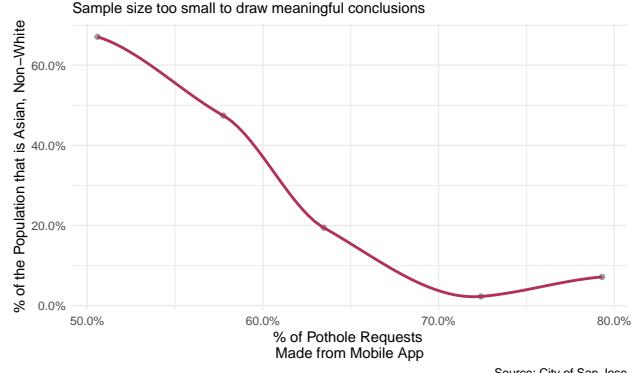
How Racial Composition is Related To Mobile App Usage For Pothole Requests

Sample size too small to draw meaningful conclusions

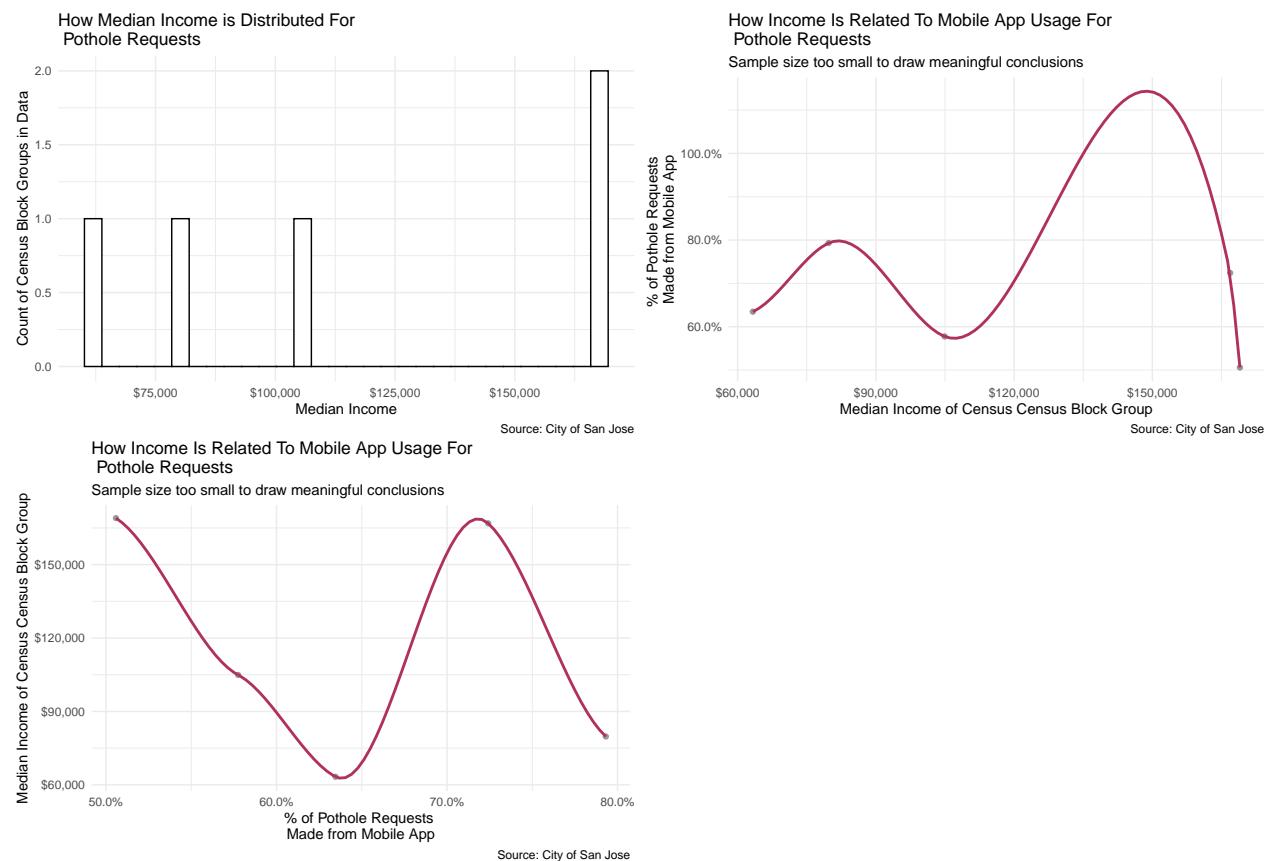


How Racial Composition is Related To Mobile App Usage For Pothole Requests

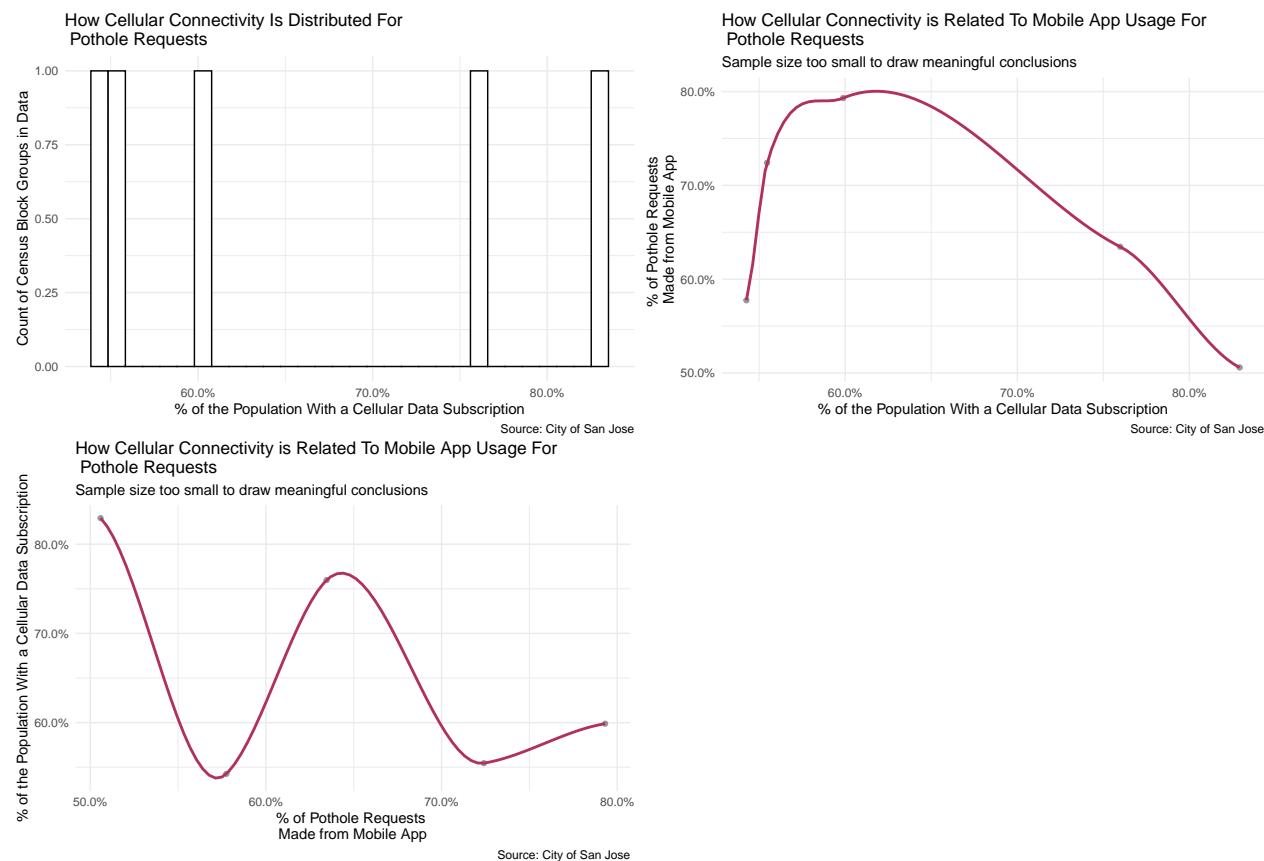
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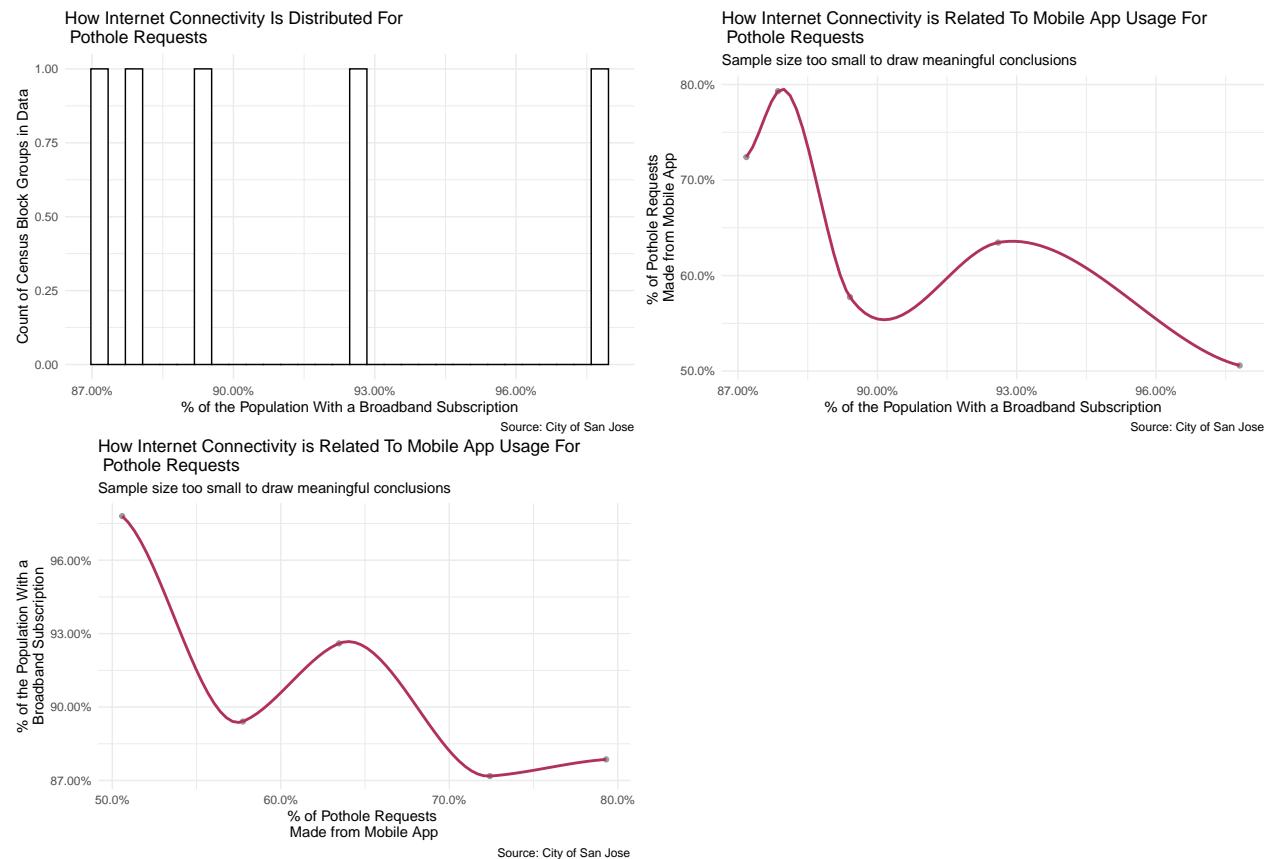
MySanJose Mobile App - Pothole - Income



MySanJose Mobile App - Pothole - Mobile Phone Access



MySanJose Mobile App - Pothole - Broadband Access

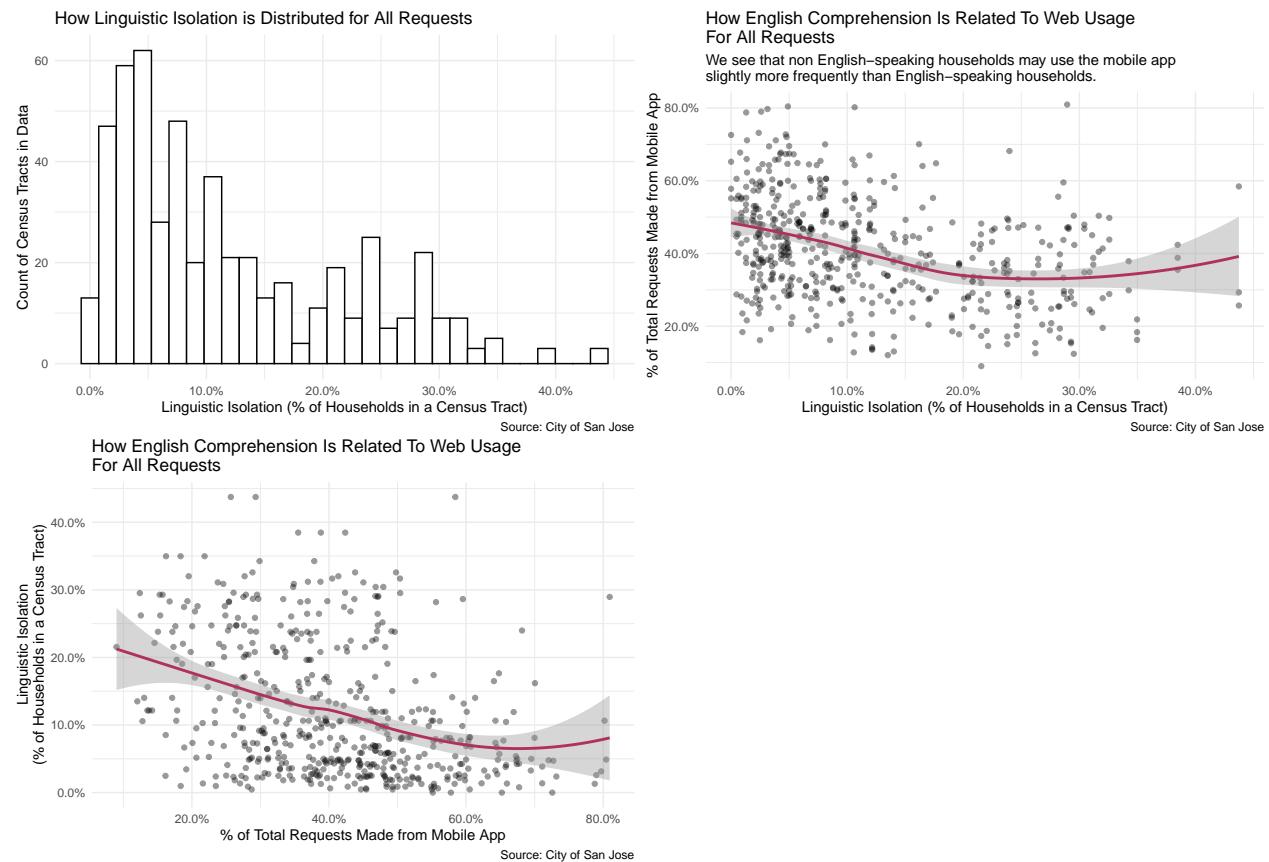


MySanJose Web Platforms

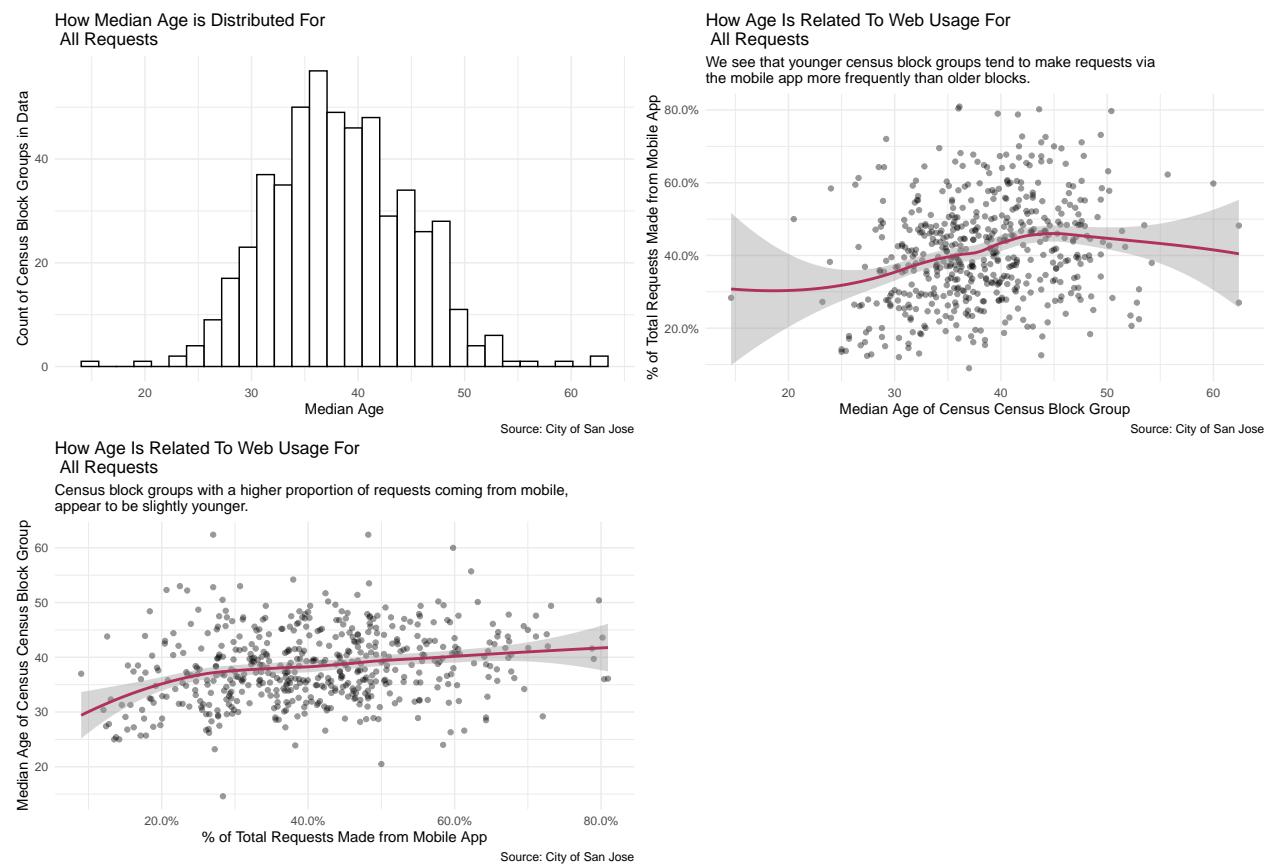
Observations

All requests

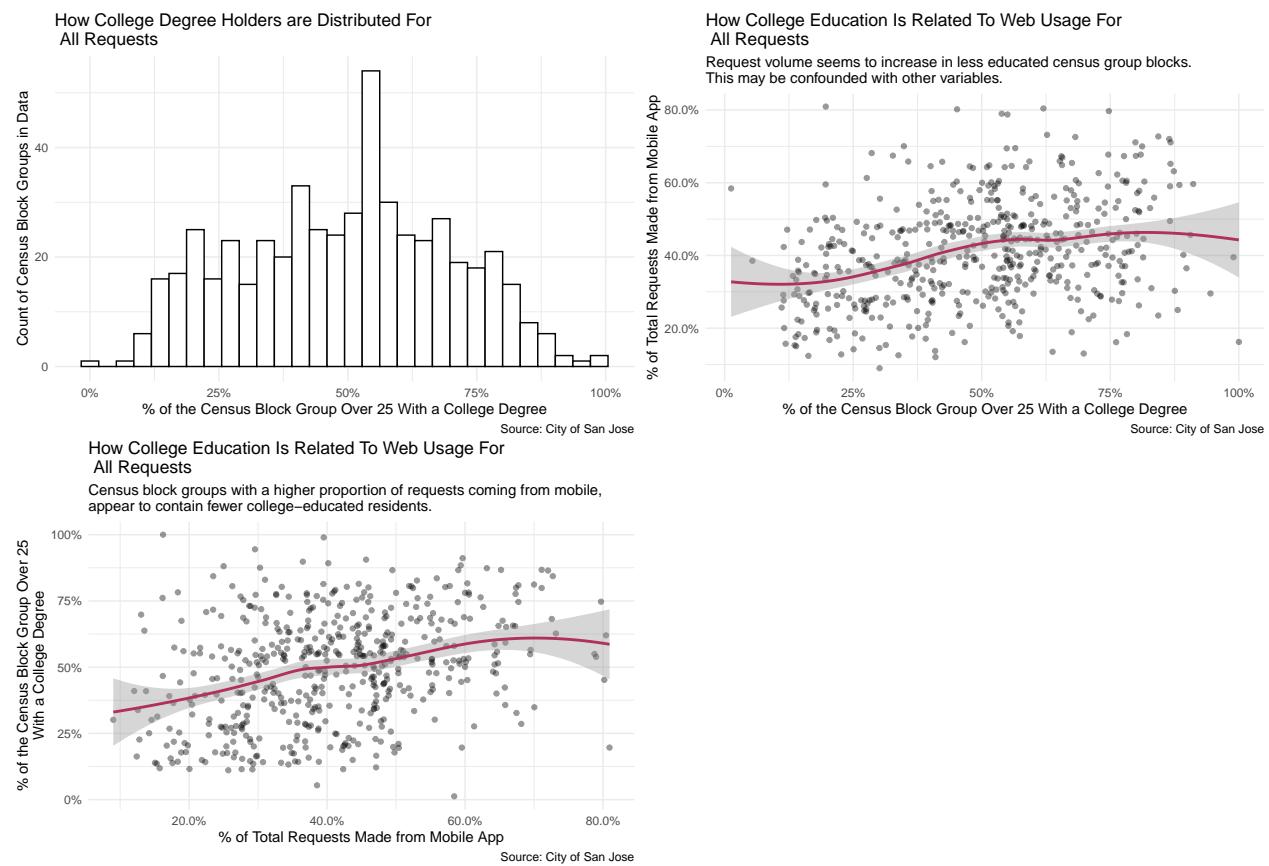
MySanJose Web Platform - All Requests - Language



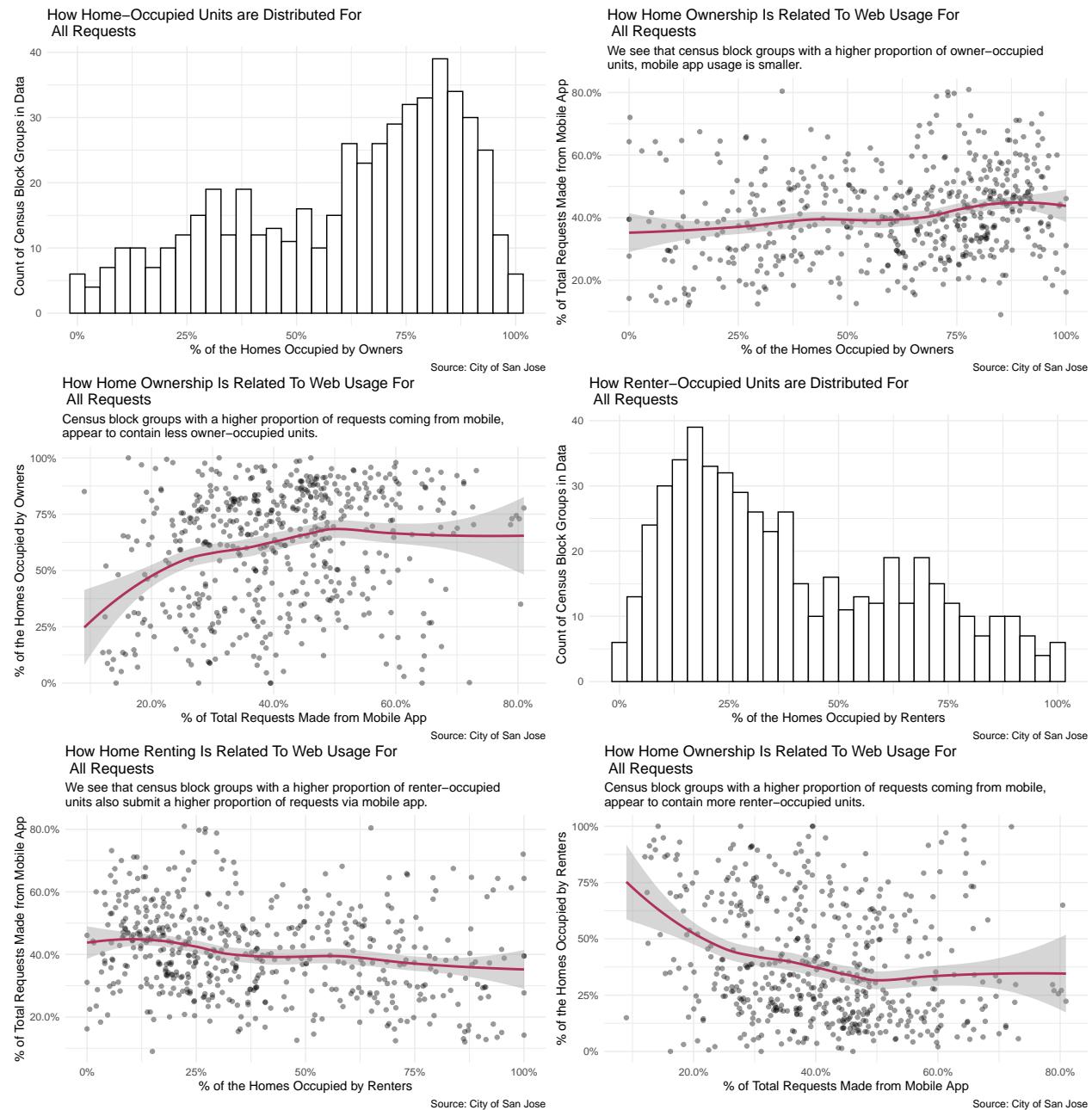
MySanJose Web Platform - All Requests - Age



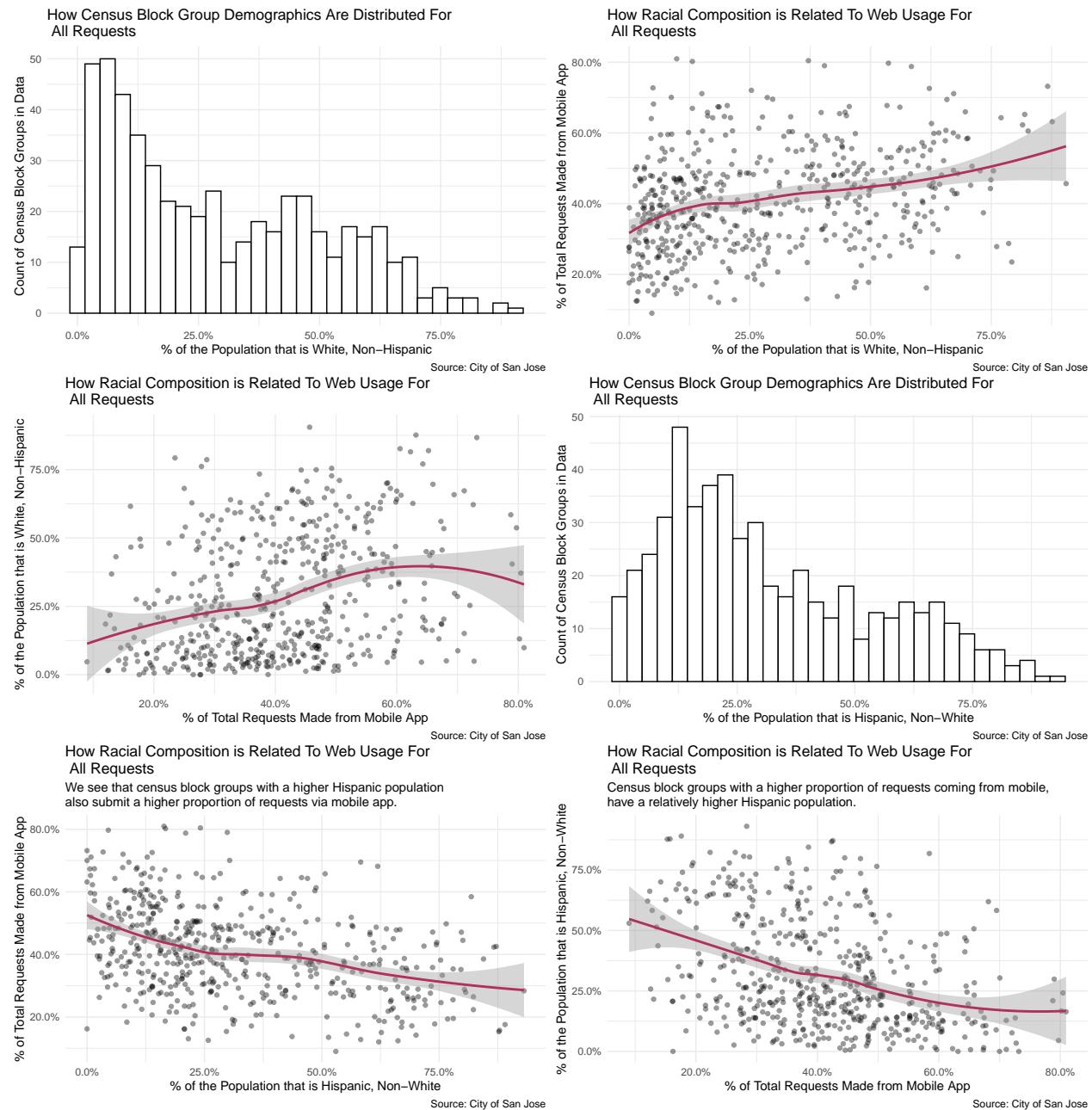
MySanJose Web Platform - All Requests - Education



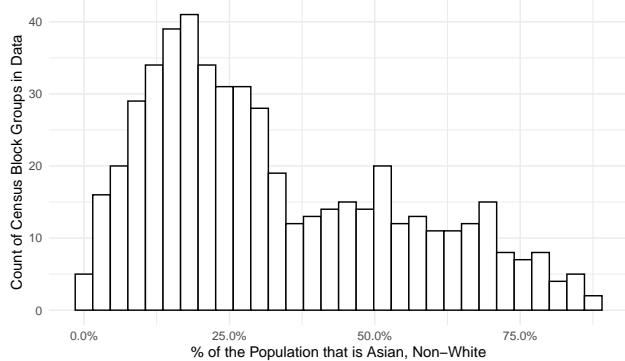
MySanJose Web Platform - All Requests - Home Ownership/Renting



MySanJose Web Platform - All Requests - Race/Ethnicity

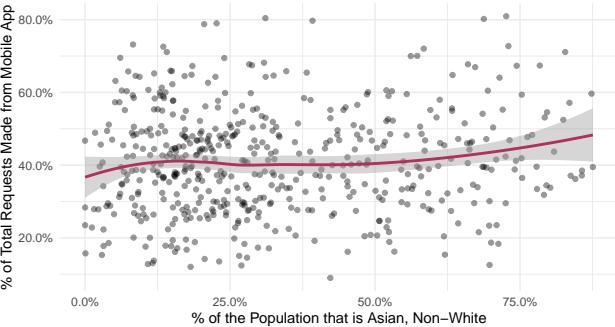


How Census Block Group Demographics Are Distributed For All Requests



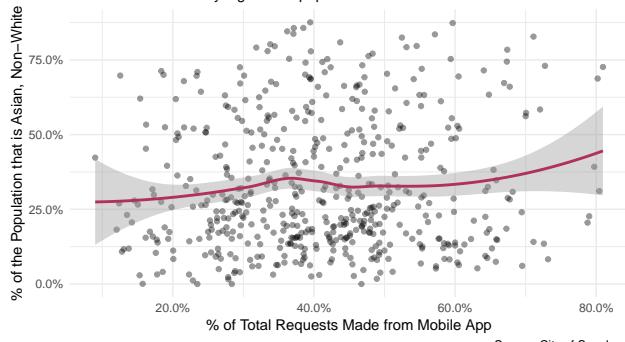
How Racial Composition is Related To Web Usage For All Requests

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



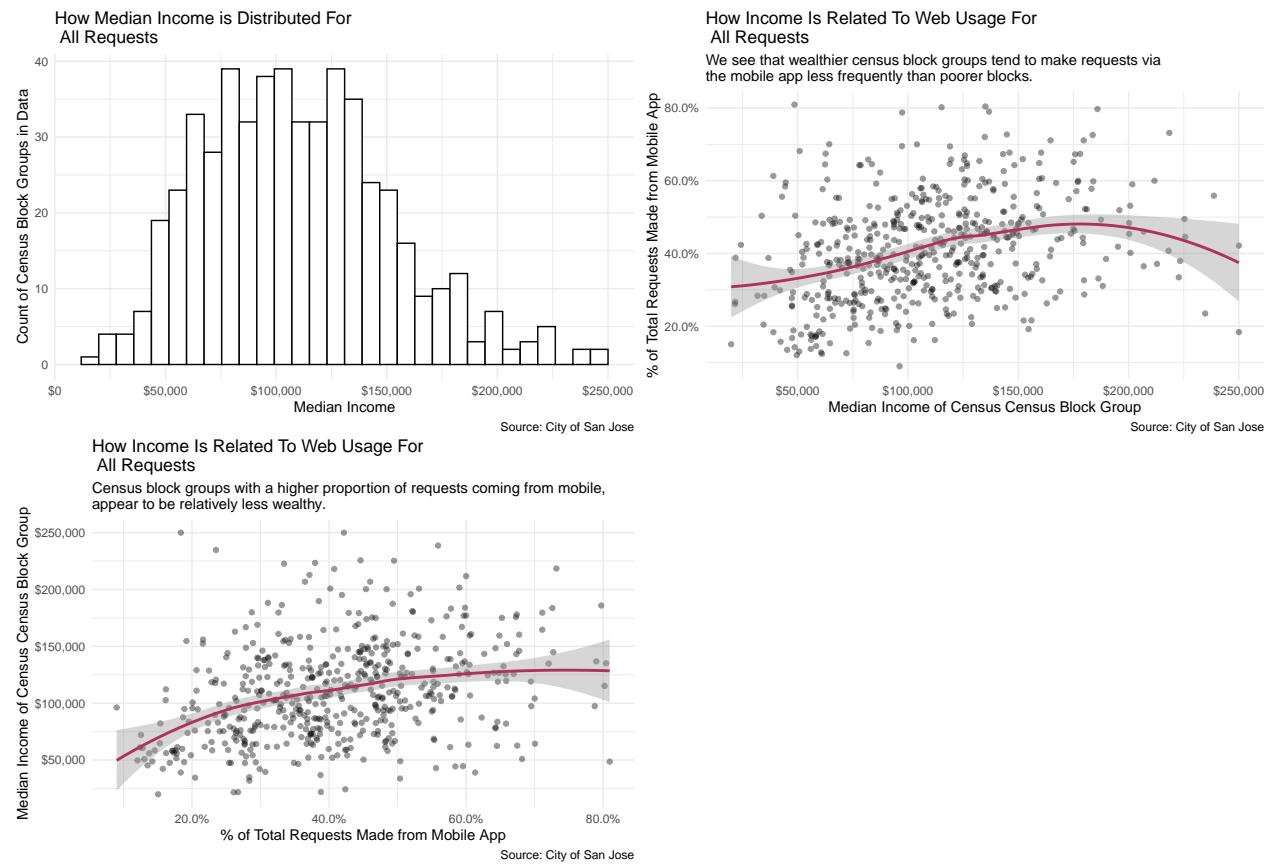
How Racial Composition is Related To Web Usage For All Requests

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

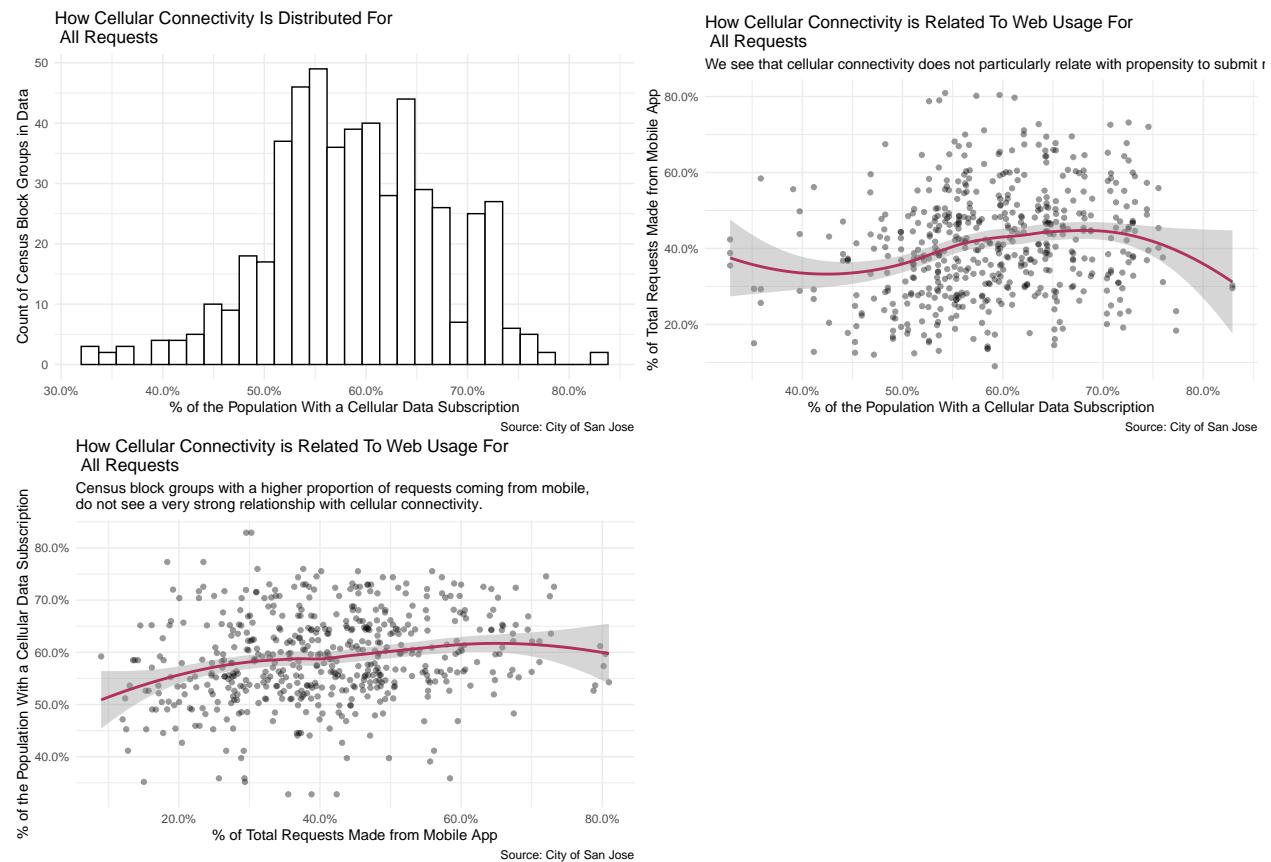


Source: City of San Jose

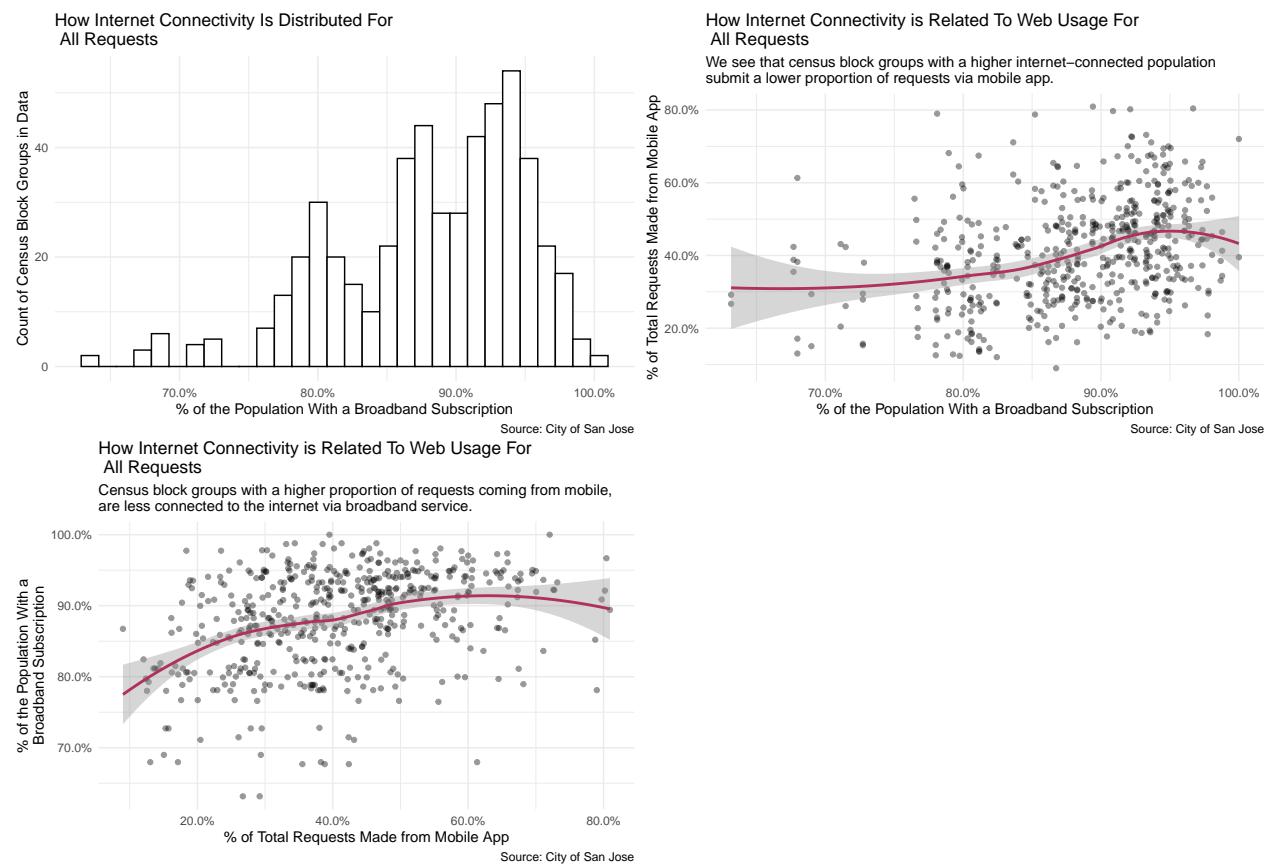
MySanJose Web Platform - All Requests - Income



MySanJose Web Platform - All Requests - Mobile Phone Access

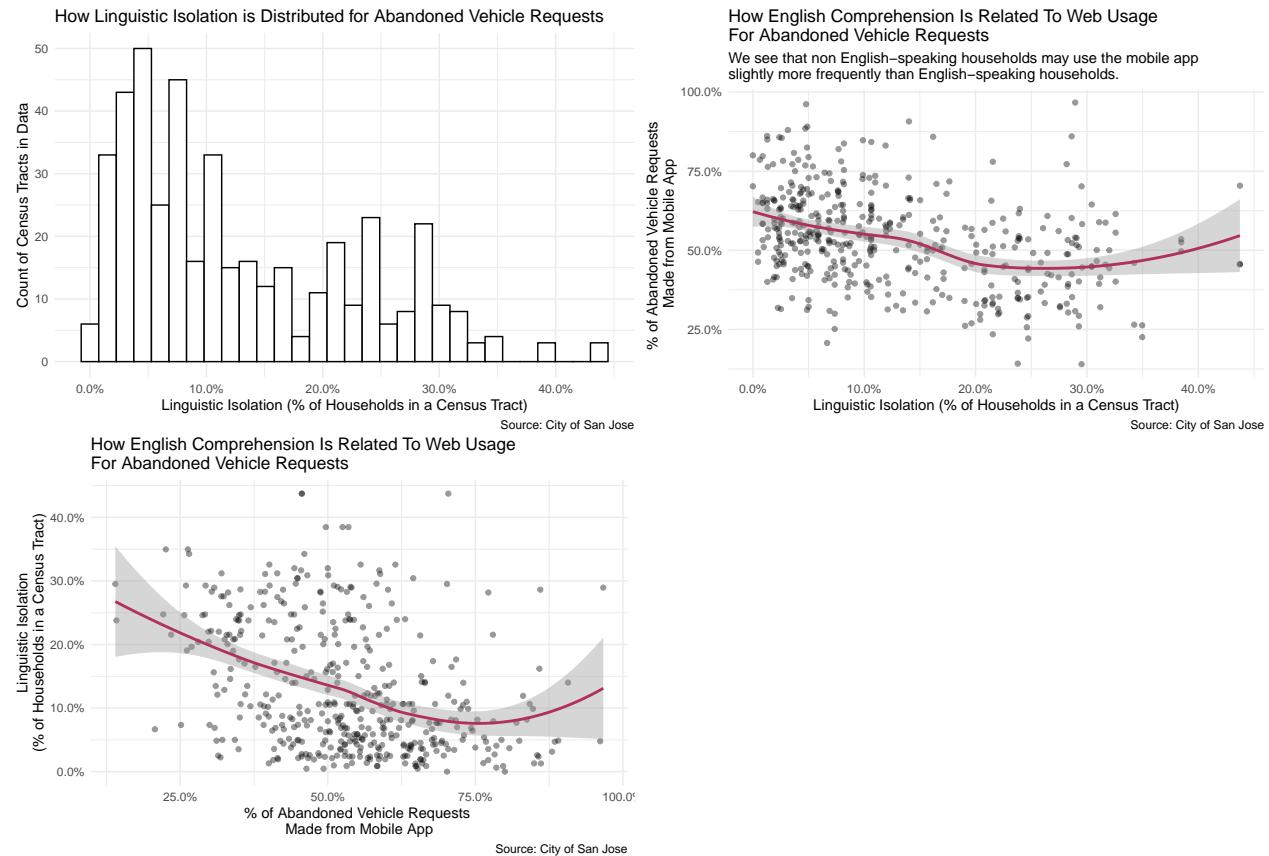


MySanJose Web Platform - All Requests - Broadband Access

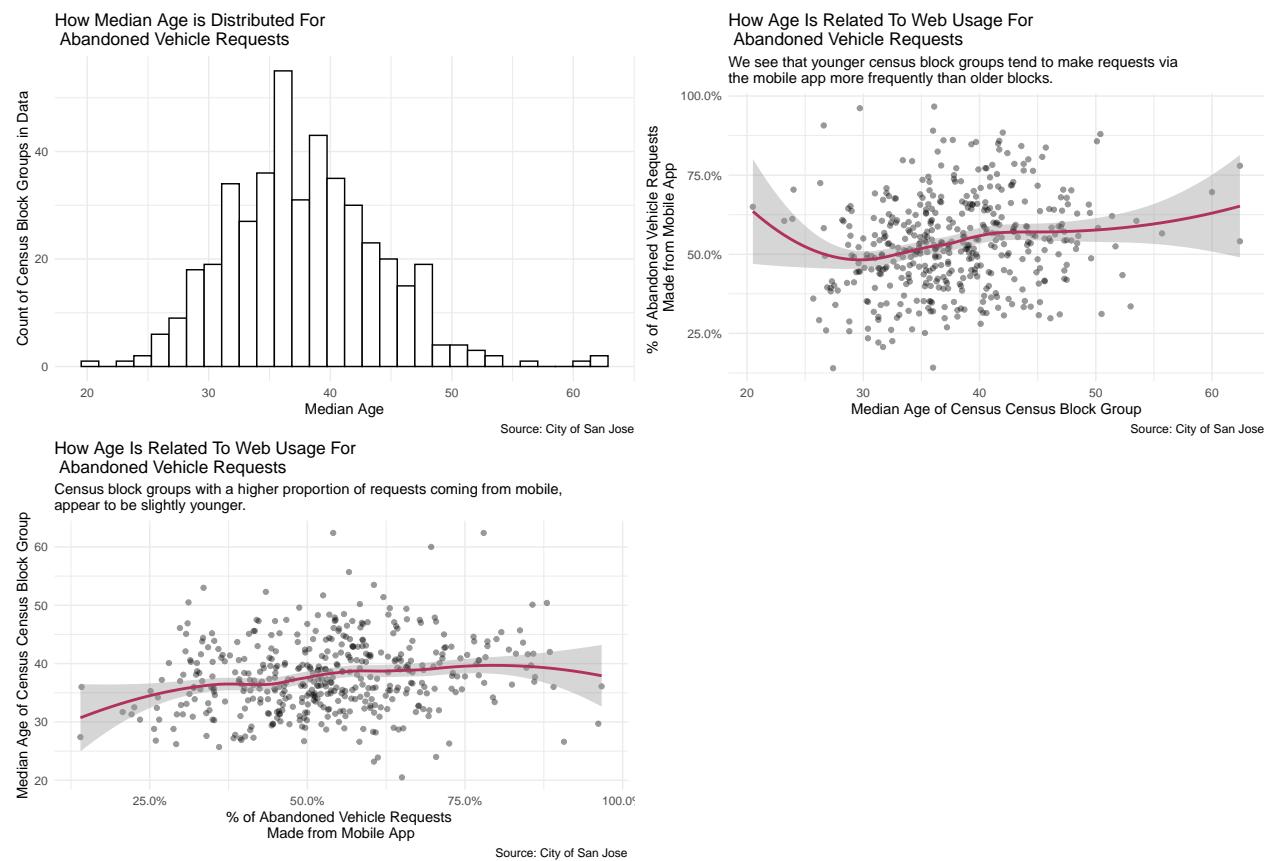


Abandoned Vehicle

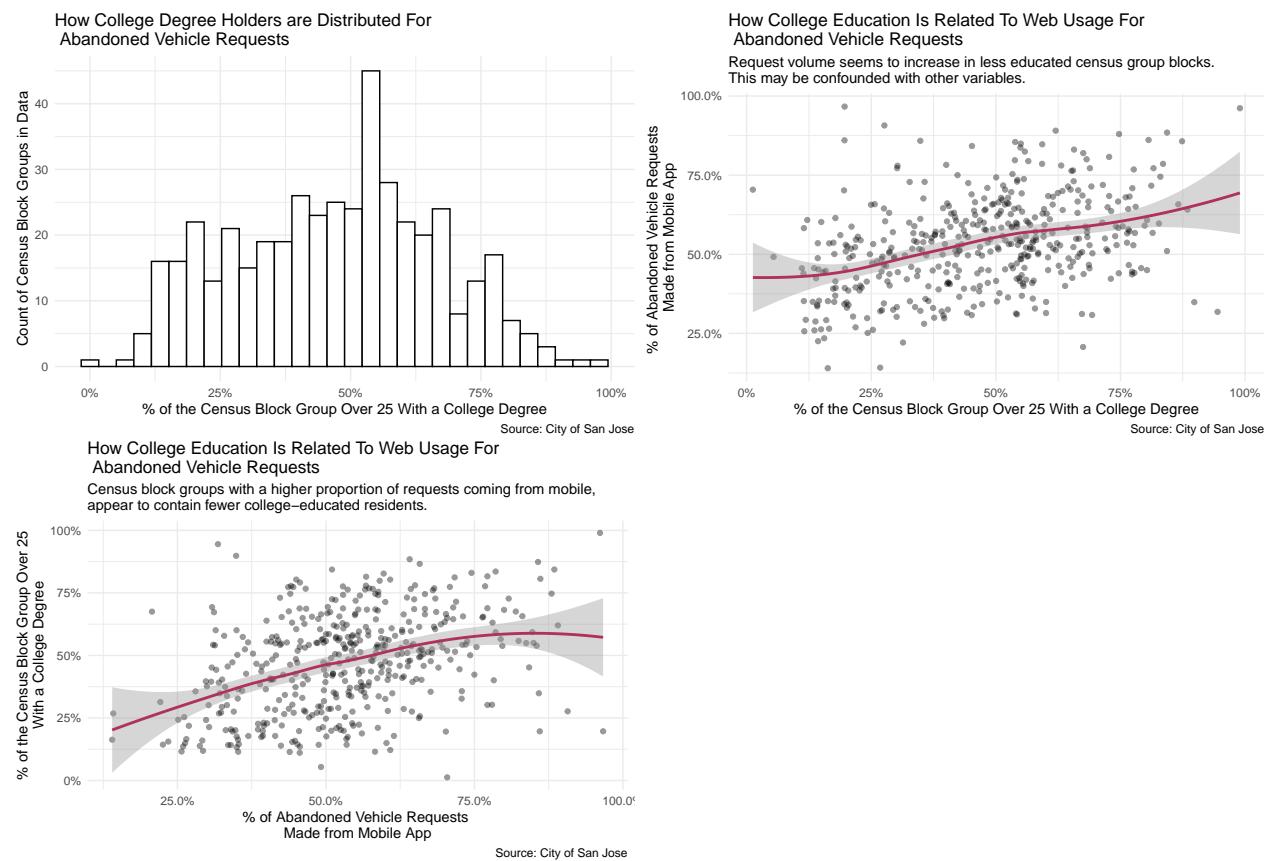
MySanJose Web Platform - Abandoned Vehicle - Language



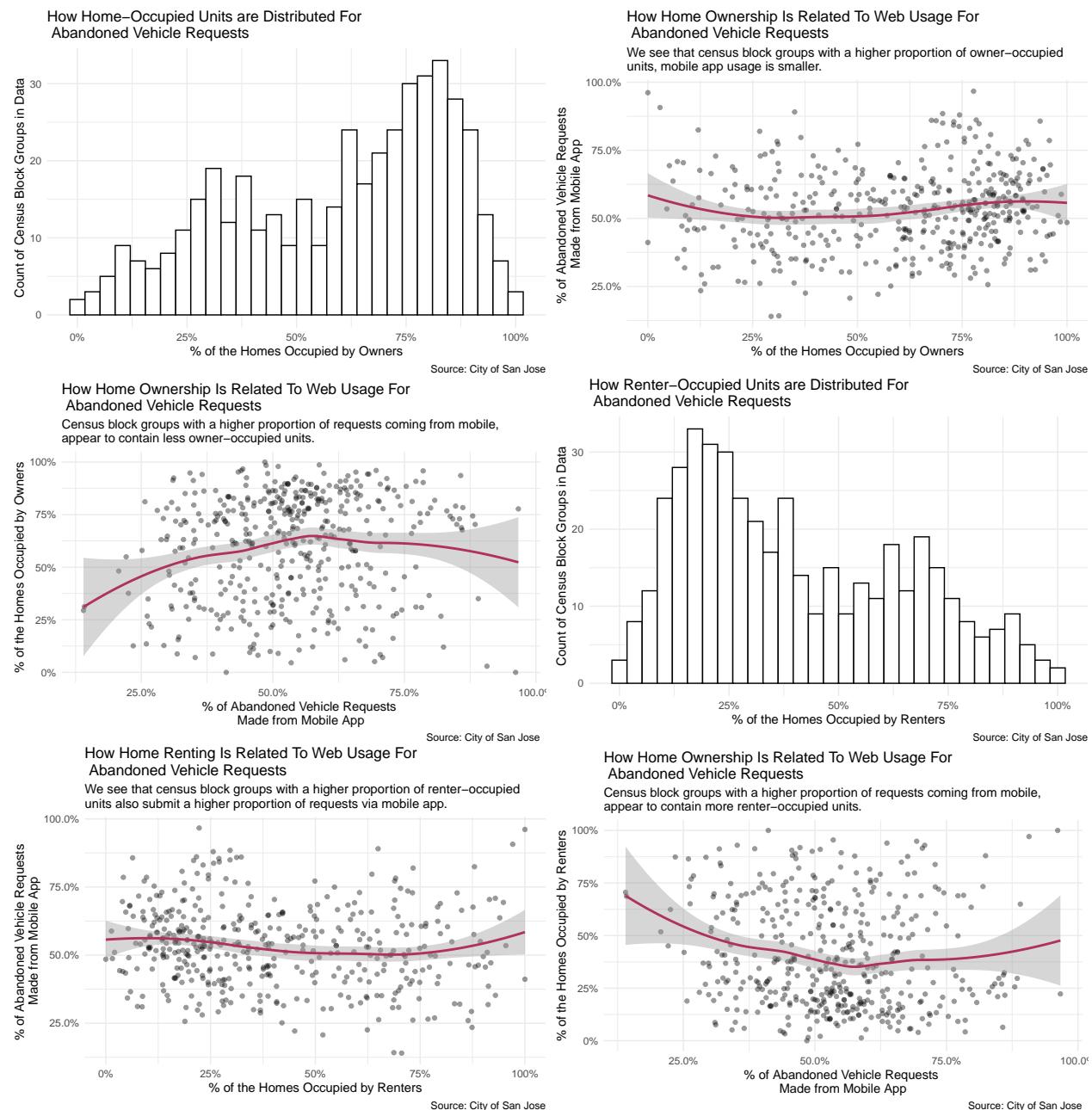
MySanJose Web Platform - Abandoned Vehicle - Age



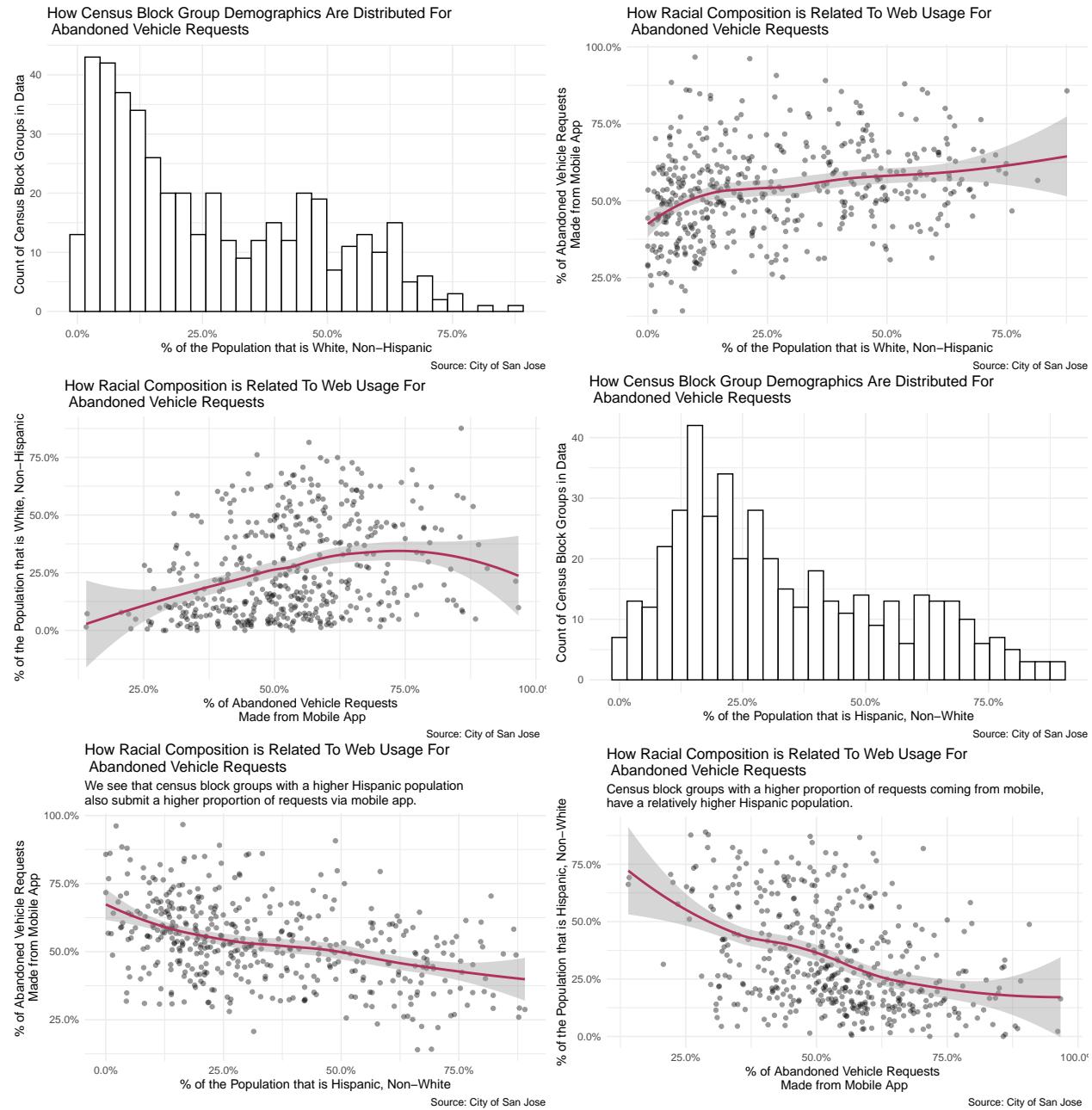
MySanJose Web Platform - Abandoned Vehicle Requests - Education



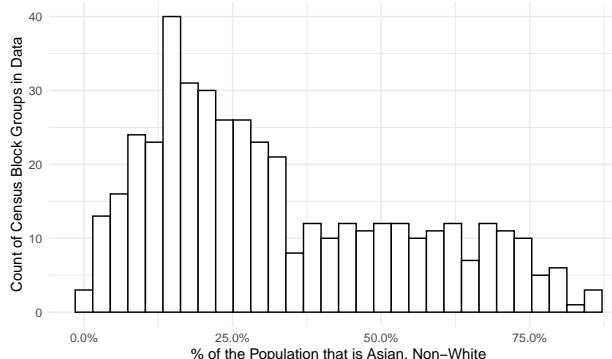
MySanJose Web Platform - Abandoned Vehicle Requests - Home Ownership/Renting



MySanJose Web Platform - Abandoned Vehicle Requests - Race/Ethnicity

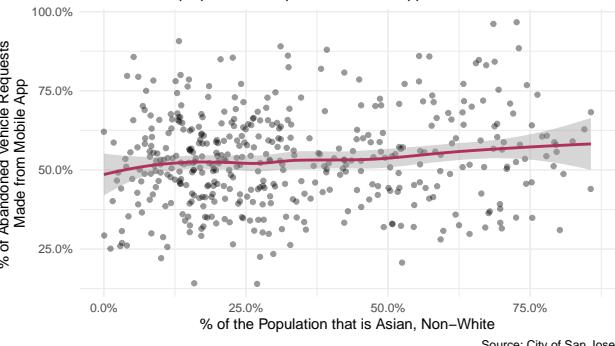


How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



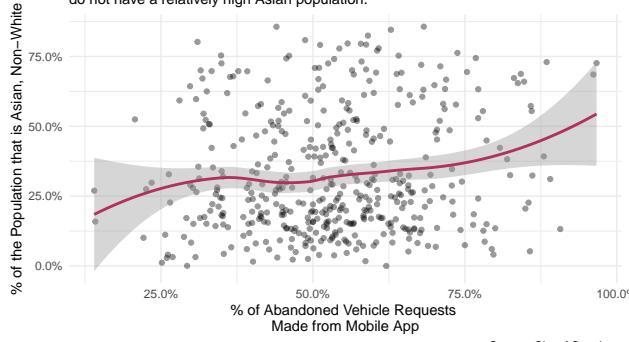
How Racial Composition is Related To Web Usage For Abandoned Vehicle Requests

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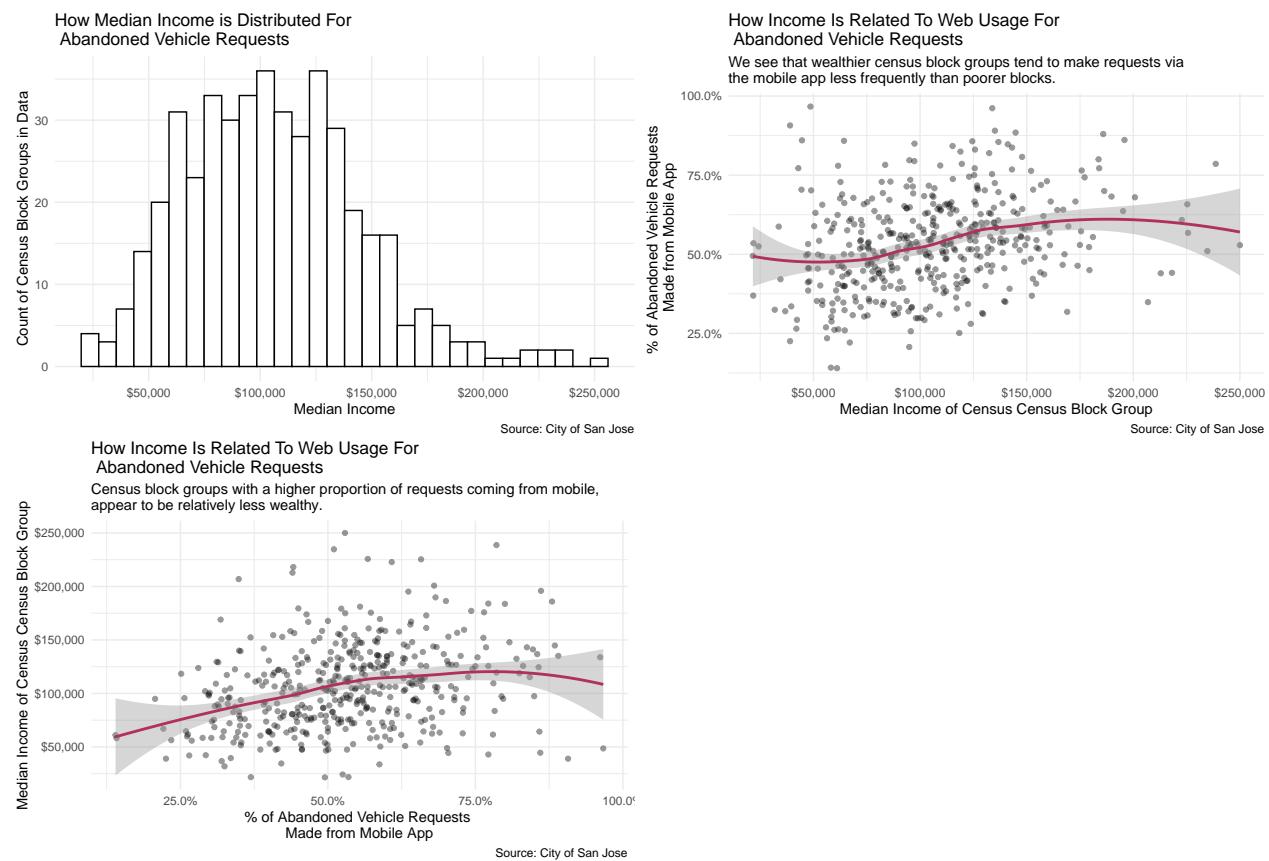
How Racial Composition is Related To Web Usage For Abandoned Vehicle Requests

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

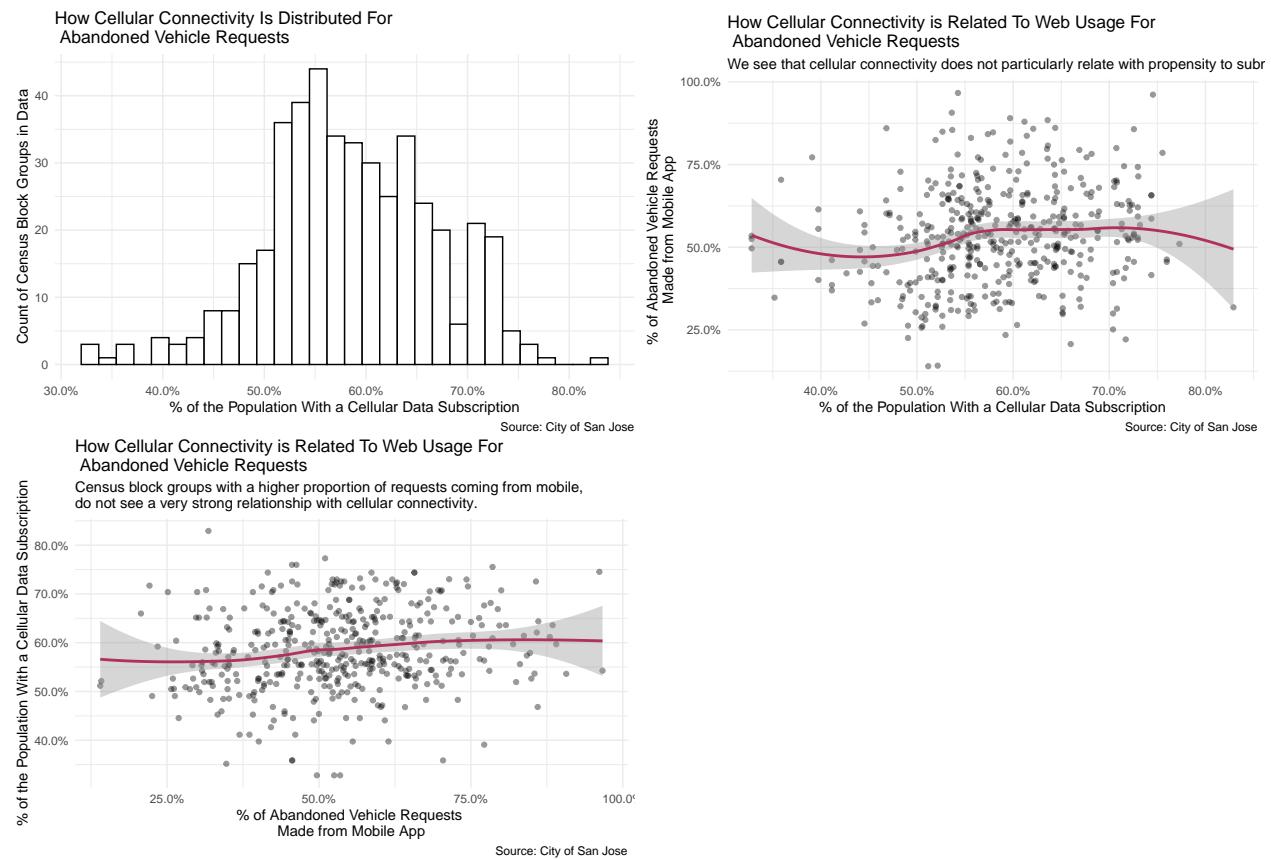


Source: City of San Jose

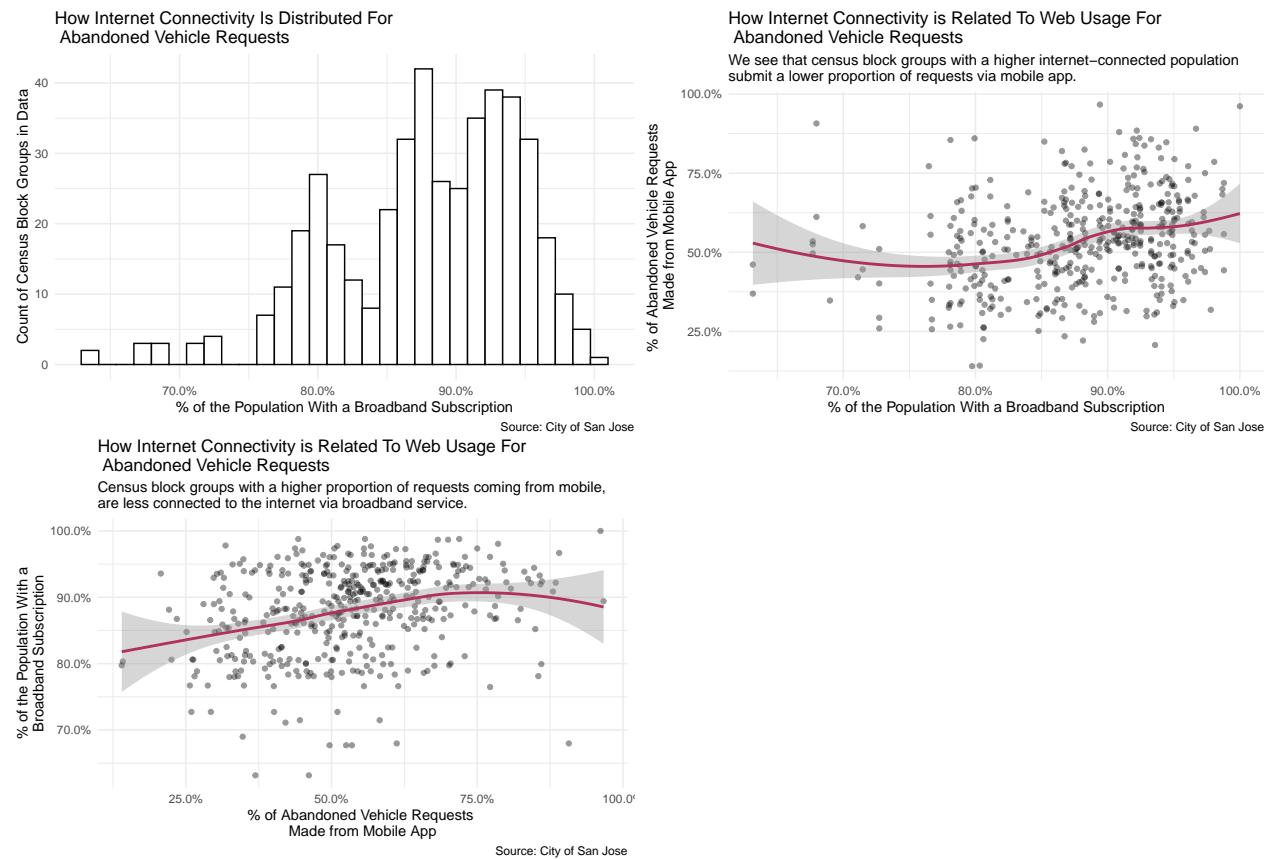
MySanJose Web Platform - Abandoned Vehicle Requests - Income



MySanJose Web Platform - Abandoned Vehicle Requests - Mobile Phone Access

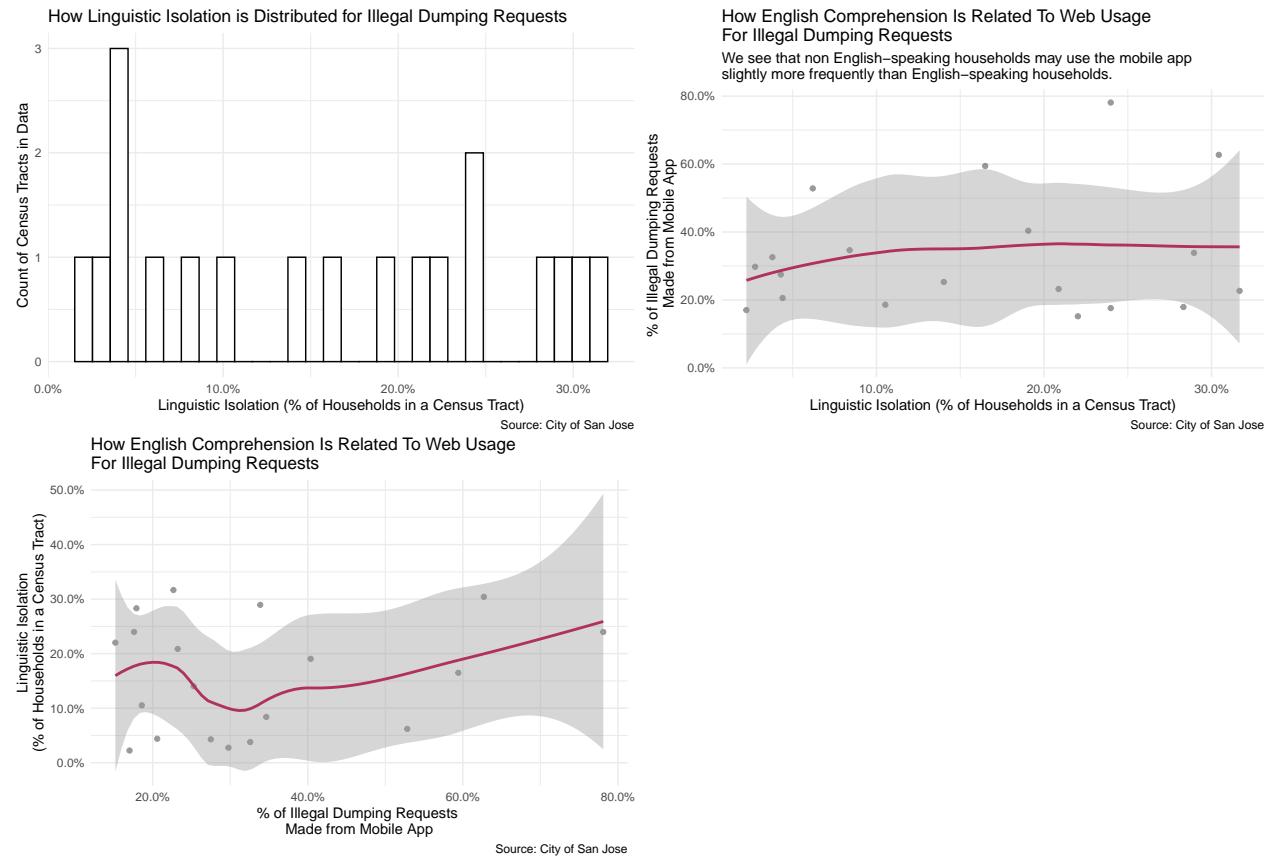


MySanJose Web Platform - Abandoned Vehicle Requests - Broadband Access

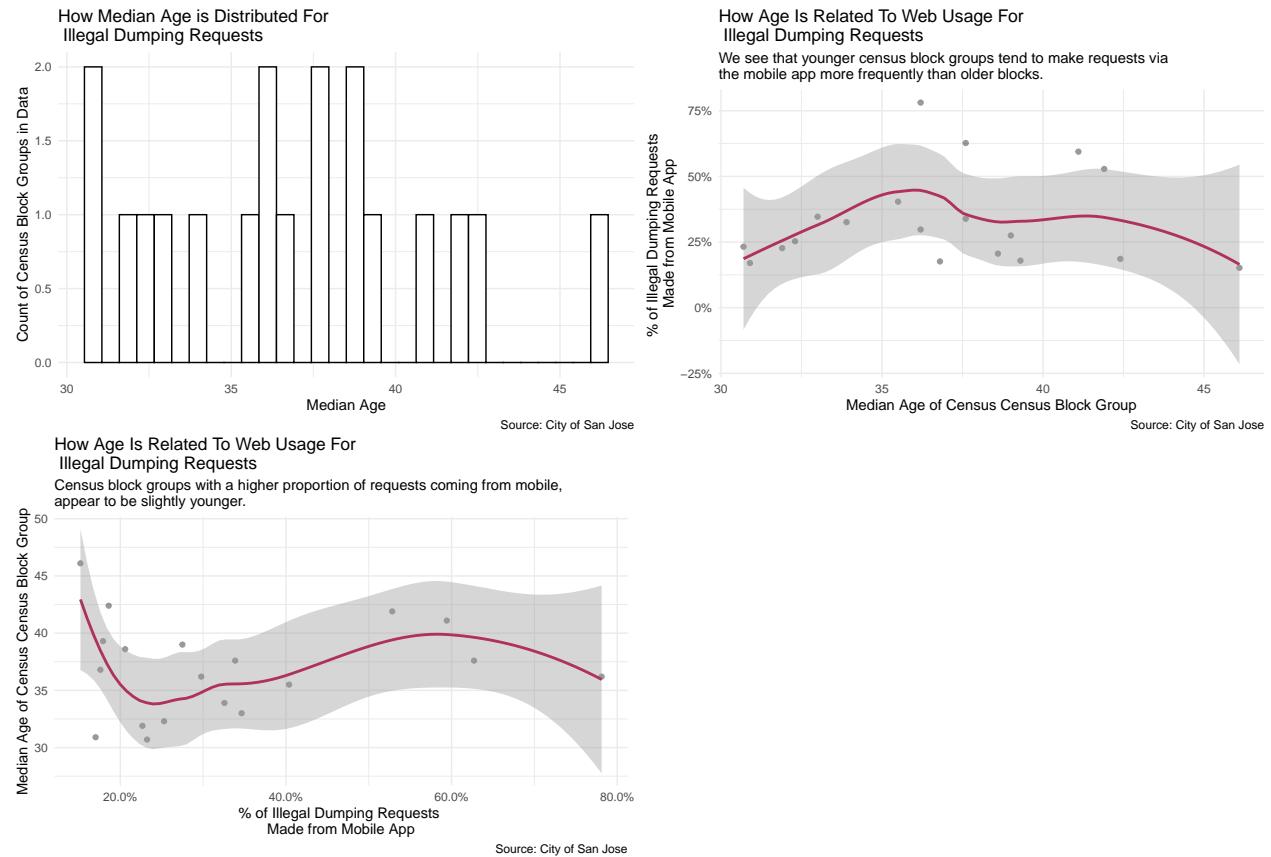


Illegal Dumping

MySanJose Web Platform - Illegal Dumping - Language

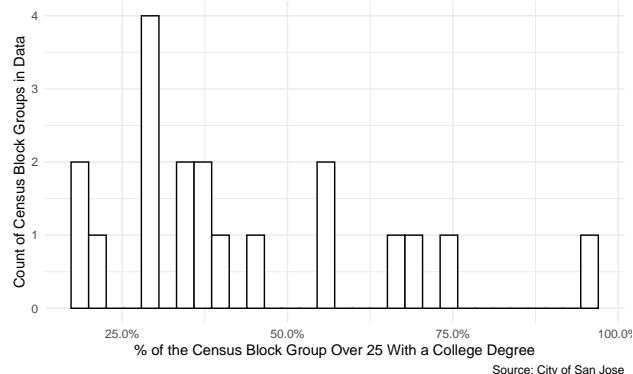


MySanJose Web Platform - Illegal Dumping - Age



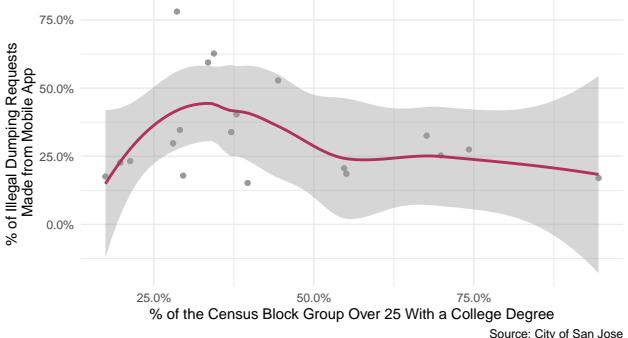
MySanJose Web Platform - Illegal Dumping - Education

How College Degree Holders are Distributed For Illegal Dumping Requests



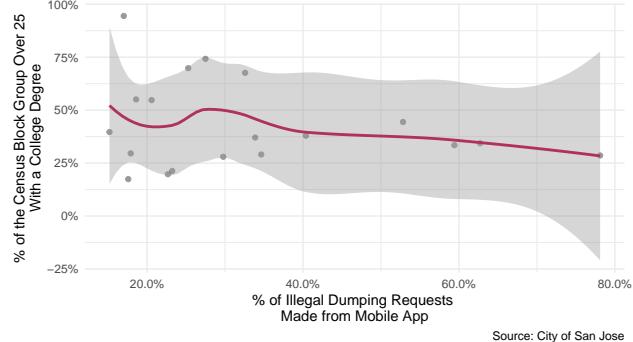
How College Education Is Related To Web Usage For Illegal Dumping Requests

Request volume seems to increase in less educated census group blocks. This may be confounded with other variables.



How College Education Is Related To Web Usage For Illegal Dumping Requests

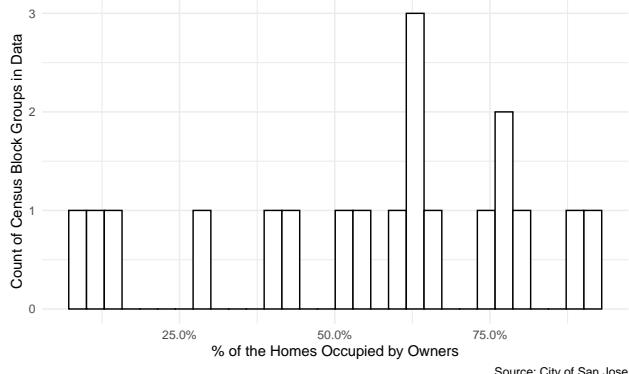
Census block groups with a higher proportion of requests coming from mobile, appear to contain fewer college-educated residents.



Source: City of San Jose

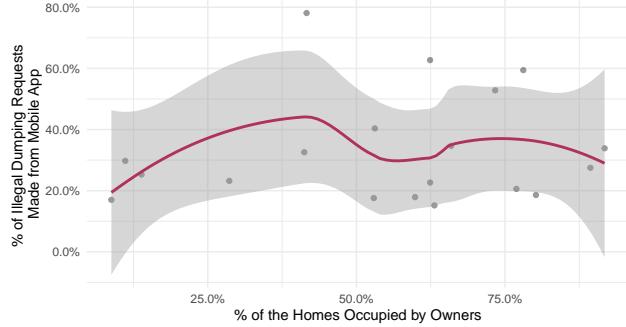
MySanJose Web Platform - Illegal Dumping - Home Ownership/Renting

How Home-Occupied Units are Distributed For Illegal Dumping Requests



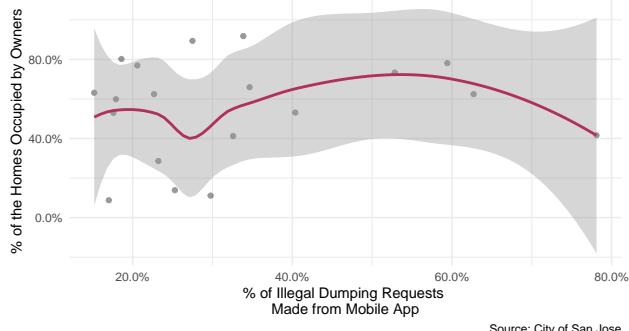
How Home Ownership Is Related To Web Usage For Illegal Dumping Requests

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

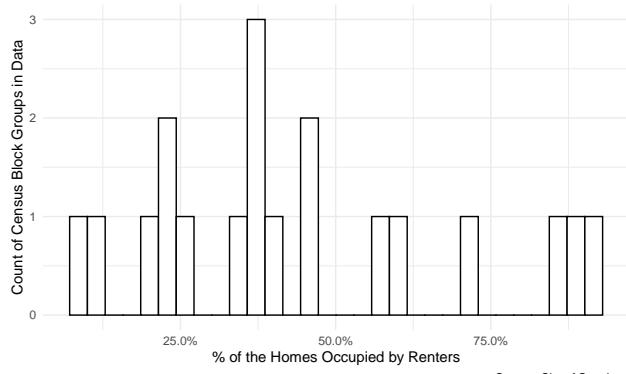


How Home Ownership Is Related To Web Usage For Illegal Dumping Requests

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 Illegal Dumping Requests



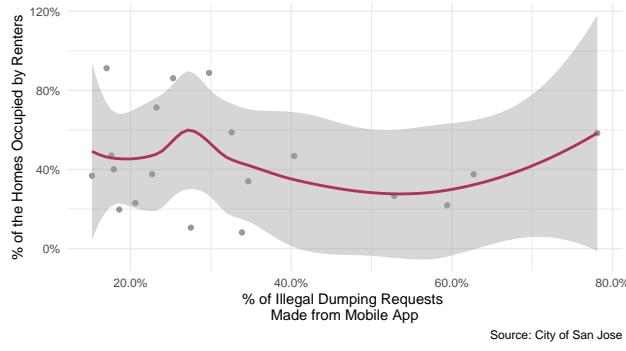
How Home Renting Is Related To Web Usage For Illegal Dumping Requests

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

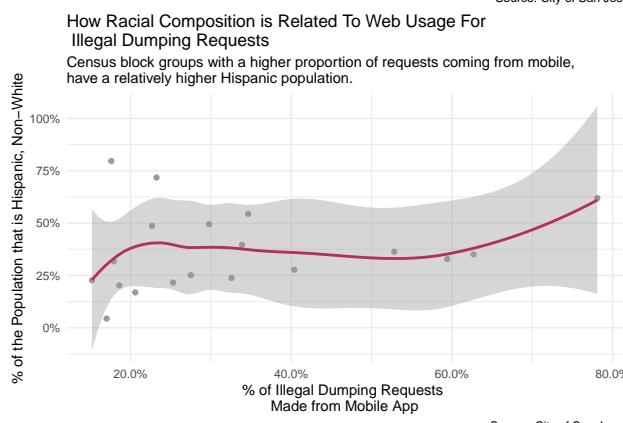
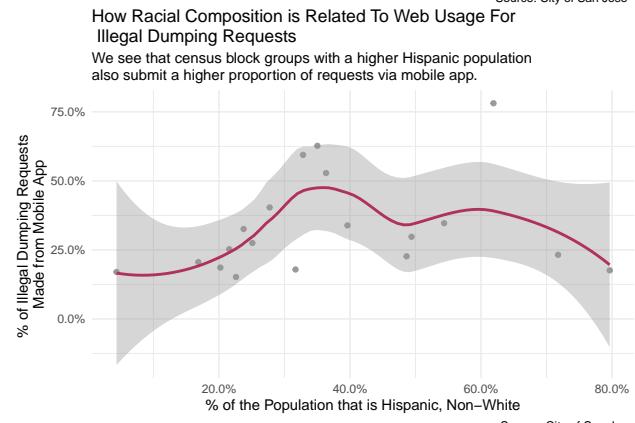
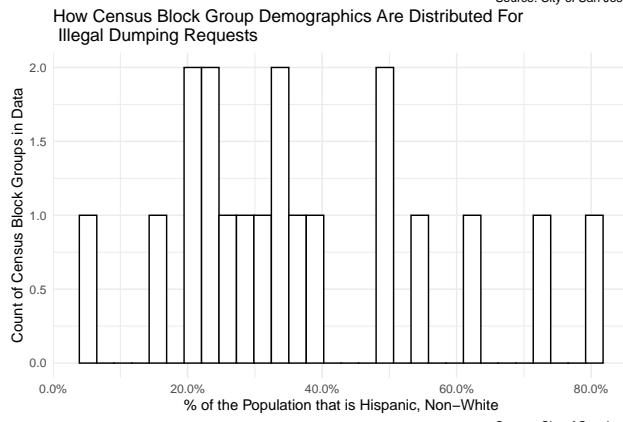
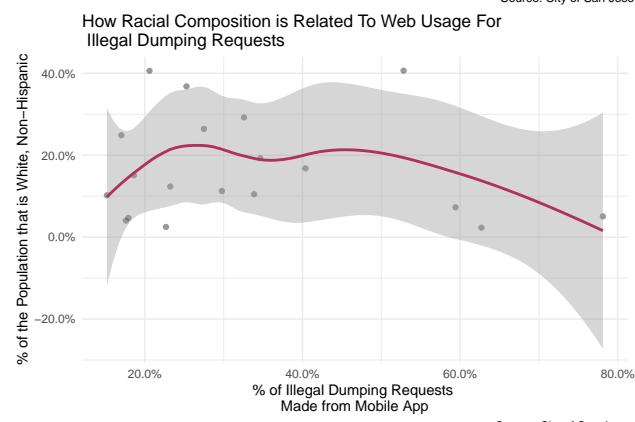
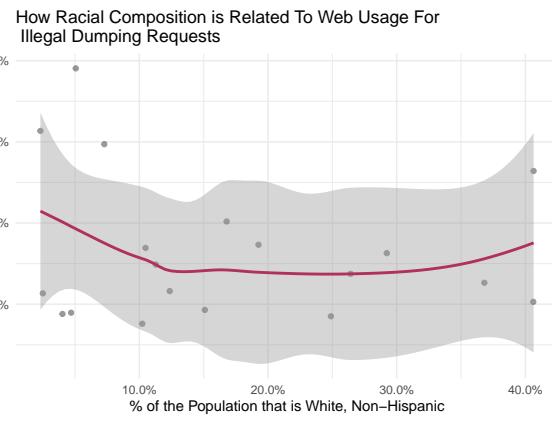
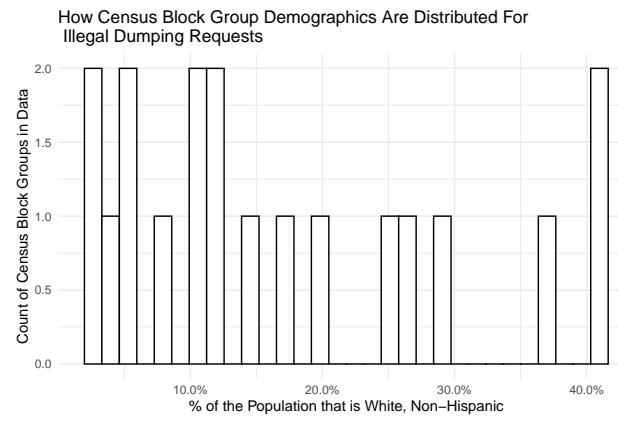


How Home Ownership Is Related To Web Usage For Illegal Dumping Requests

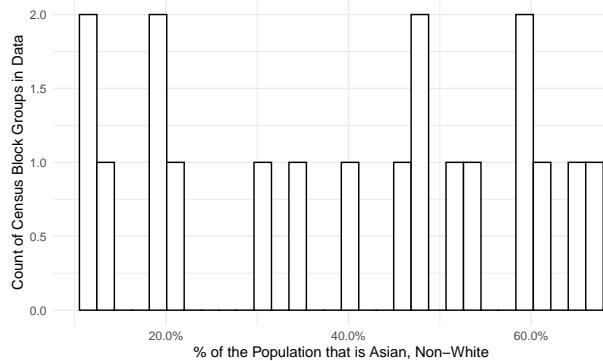
Census block groups with a higher proportion of requests coming from mobile, appear to contain more renter-occupied units.



MySanJose Web Platform - Illegal Dumping - Race/Ethnicity

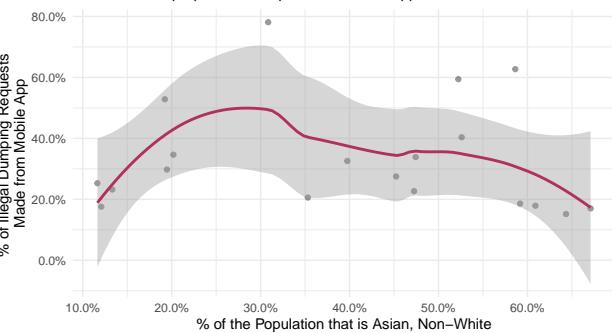


How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



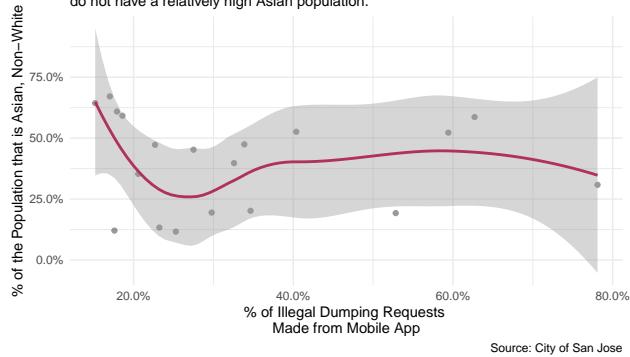
How Racial Composition is Related To Web Usage For Illegal Dumping Requests

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

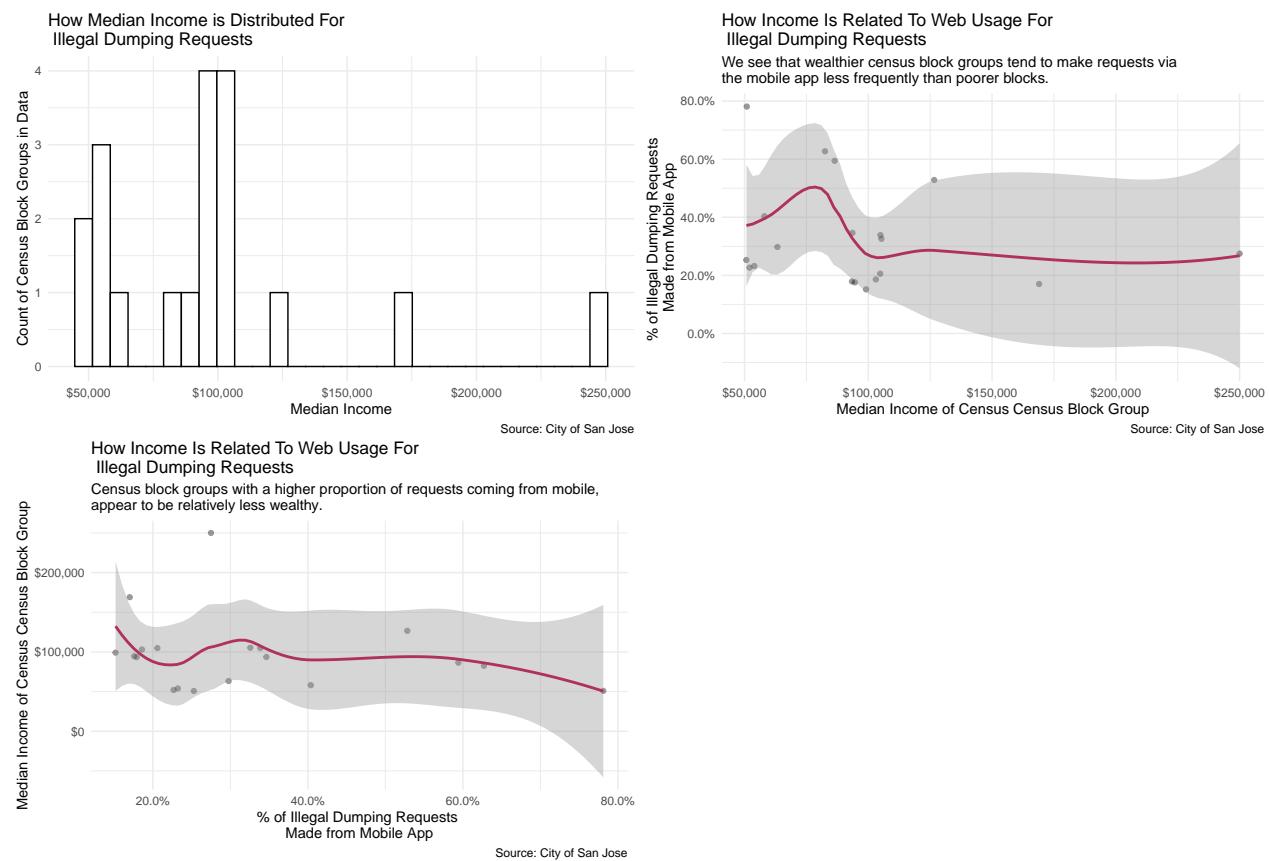


How Racial Composition is Related To Web Usage For Illegal Dumping Requests

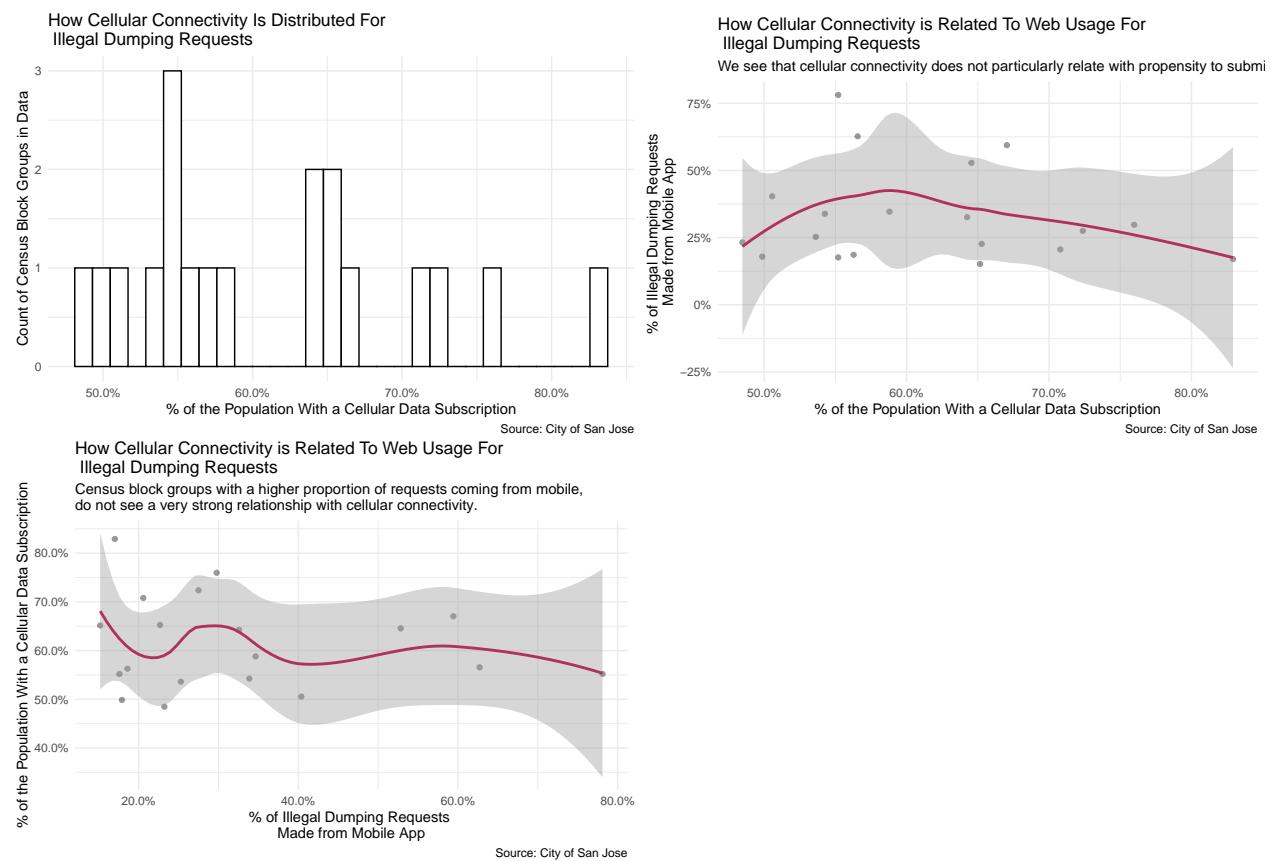
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



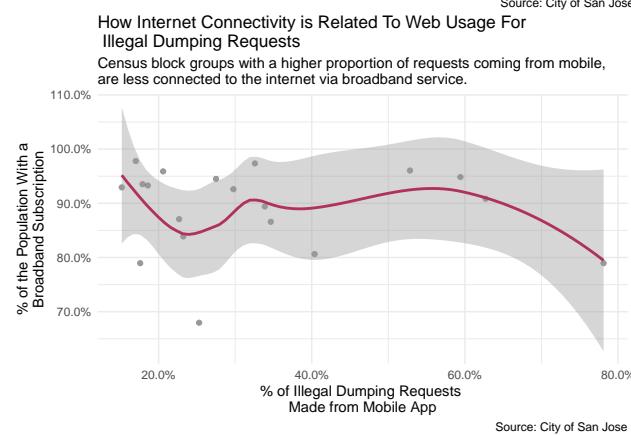
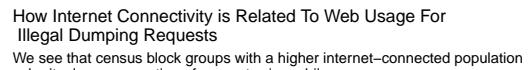
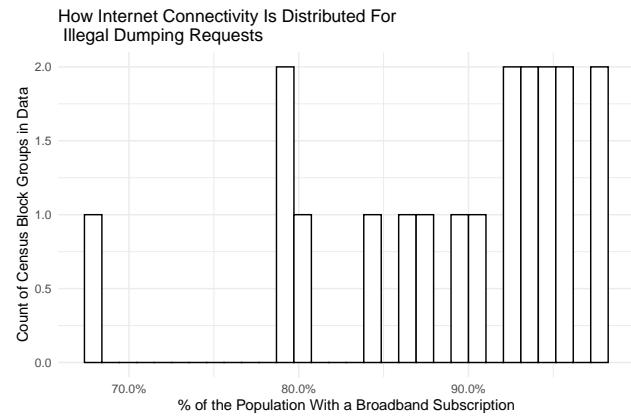
MySanJose Web Platform - Illegal Dumping - Income



MySanJose Web Platform - Illegal Dumping - Mobile Phone Access

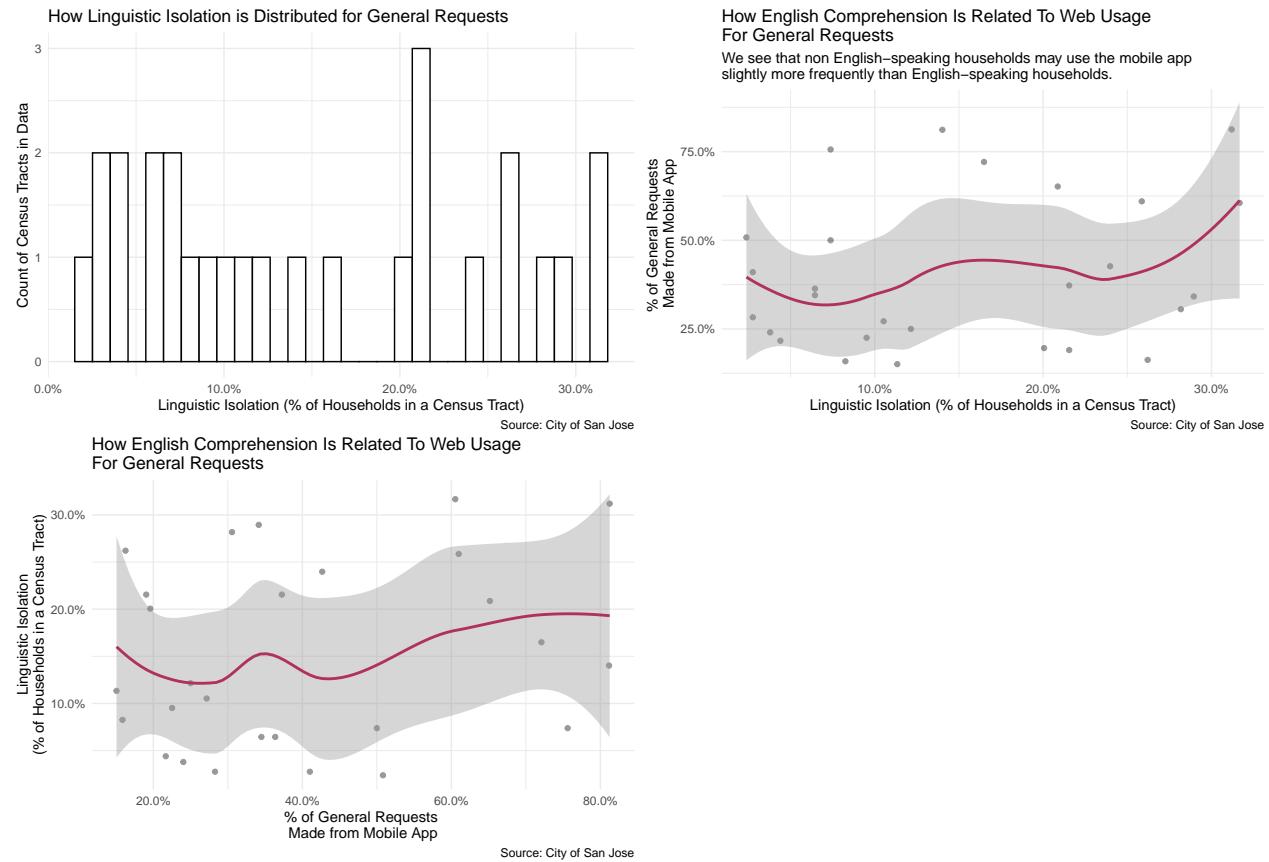


MySanJose Web Platform - Illegal Dumping - Broadband Access

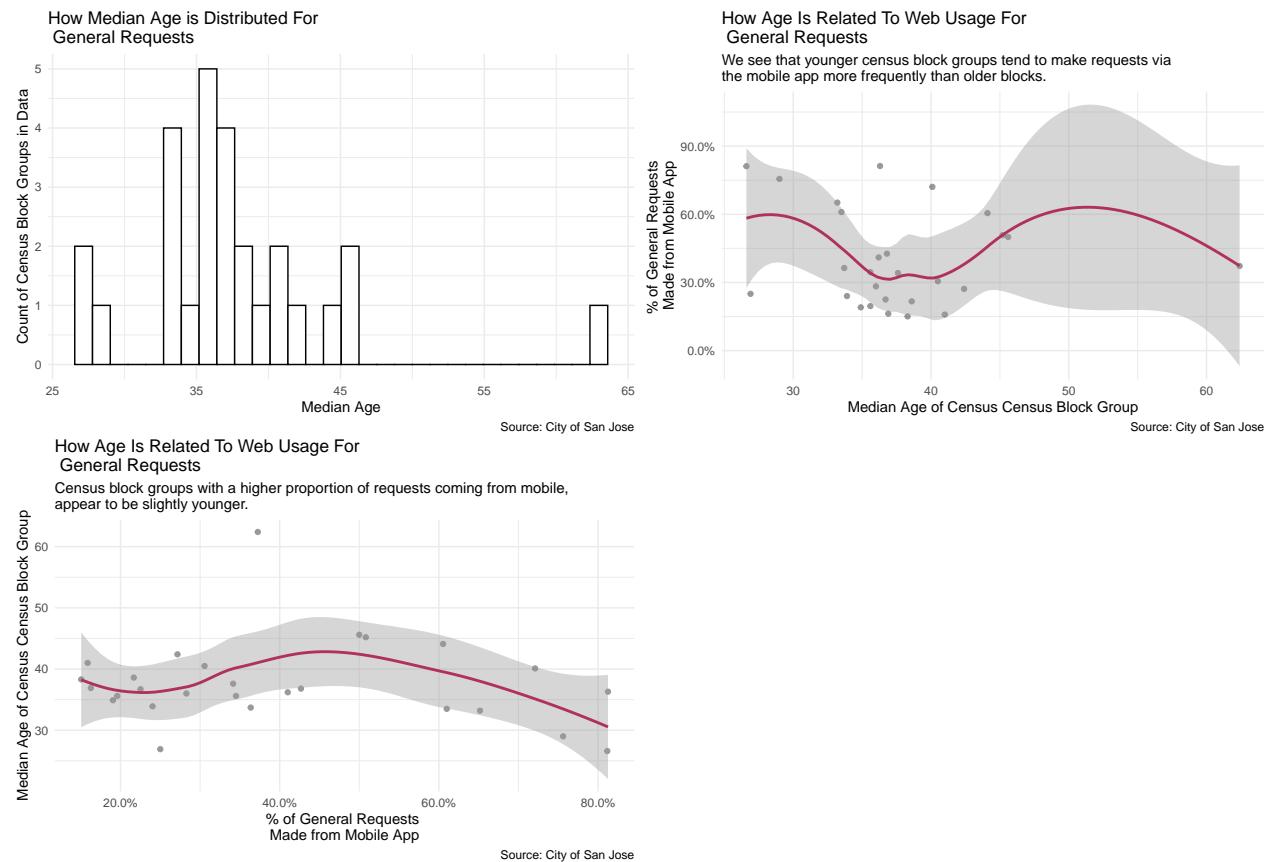


General Request

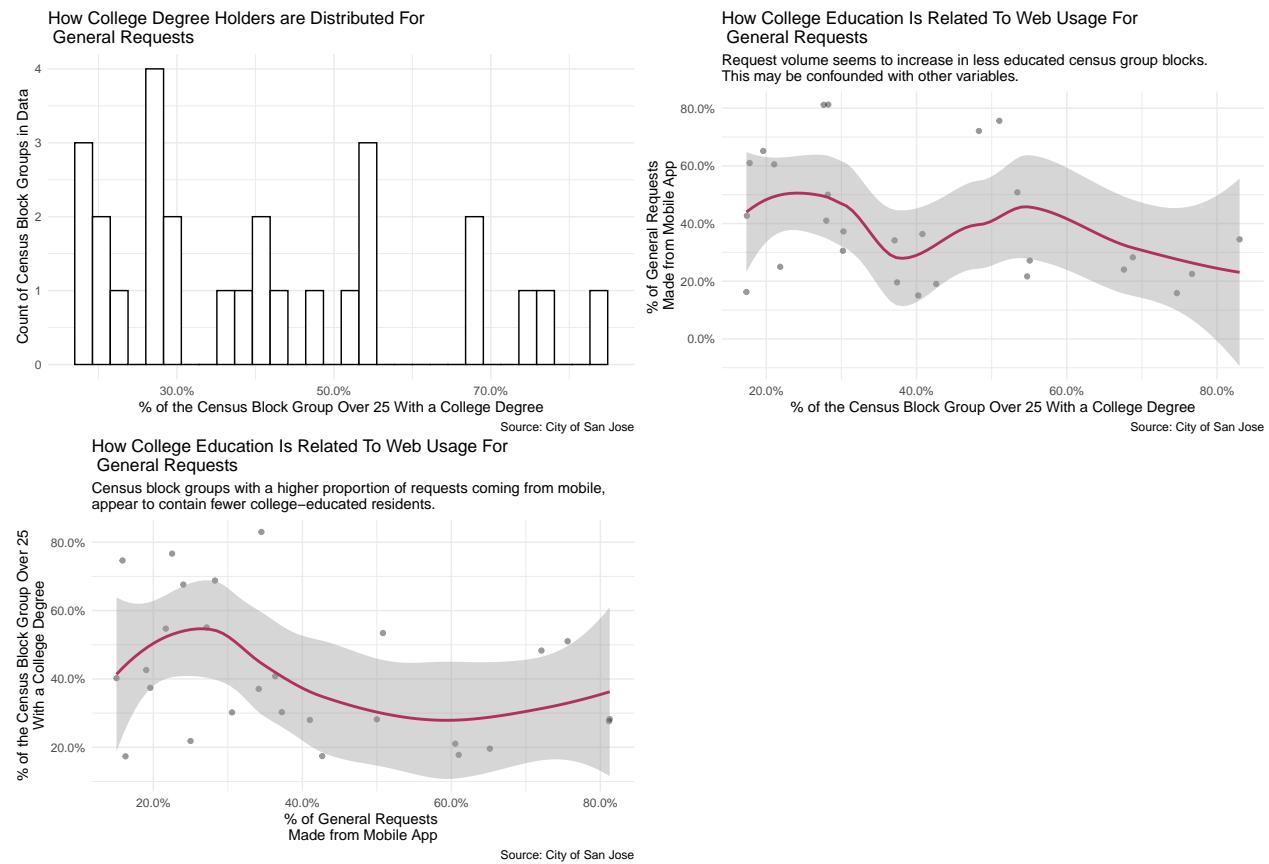
MySanJose Web Platform - General Request - Language



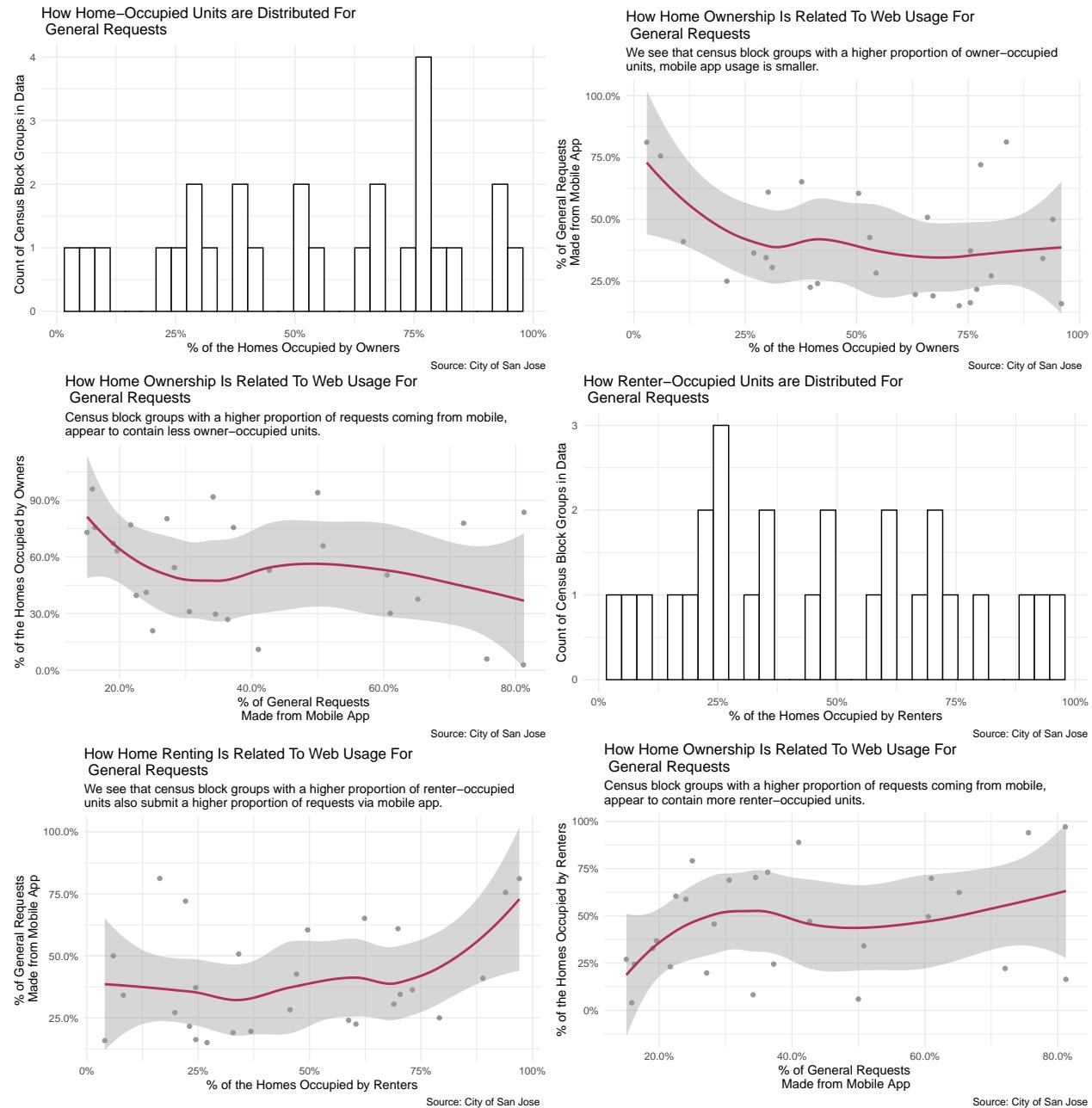
MySanJose Web Platform - General Request - Age



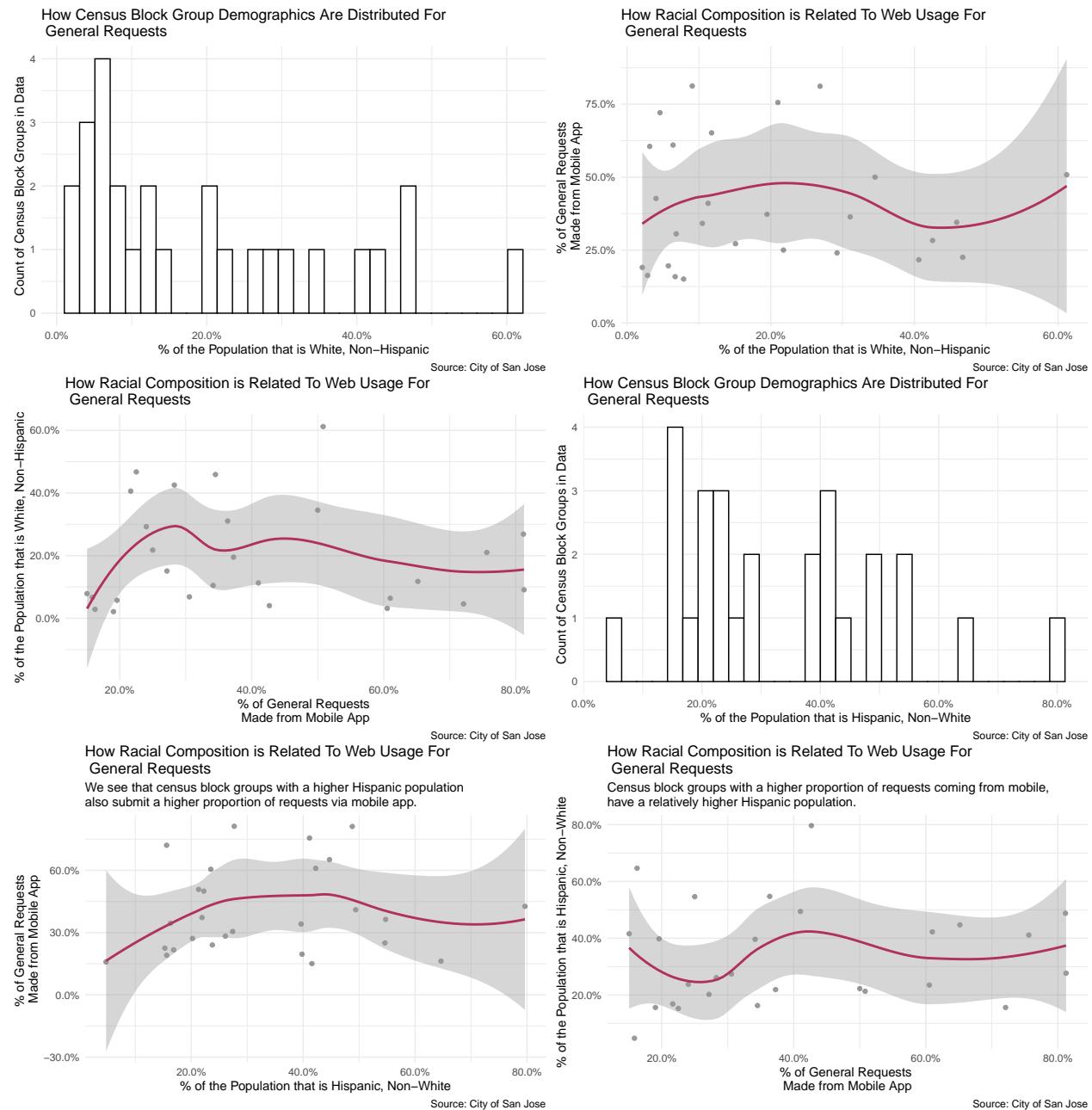
MySanJose Web Platform - General Request - Education



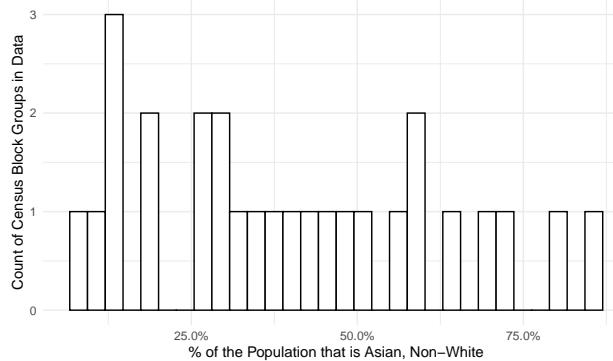
MySanJose Web Platform - General Request - Home Ownership/Renting



MySanJose Web Platform - General Request - Race/Ethnicity

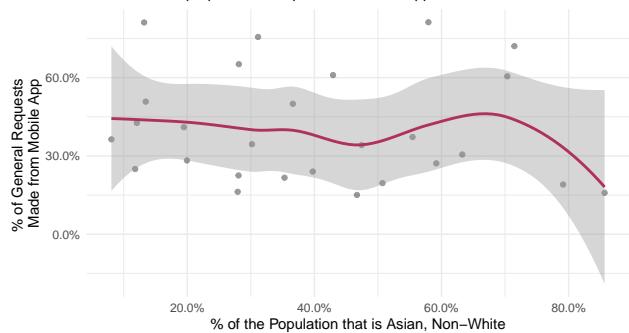


How Census Block Group Demographics Are Distributed For General Requests



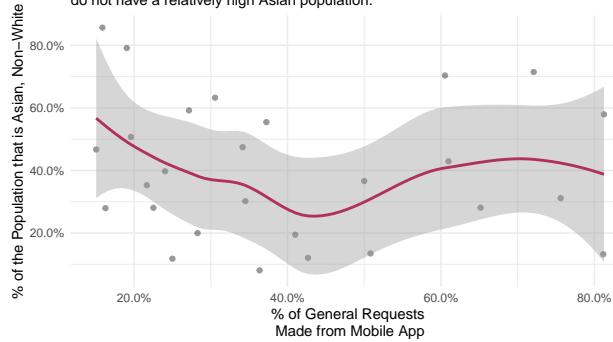
How Racial Composition is Related To Web Usage For General Requests

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



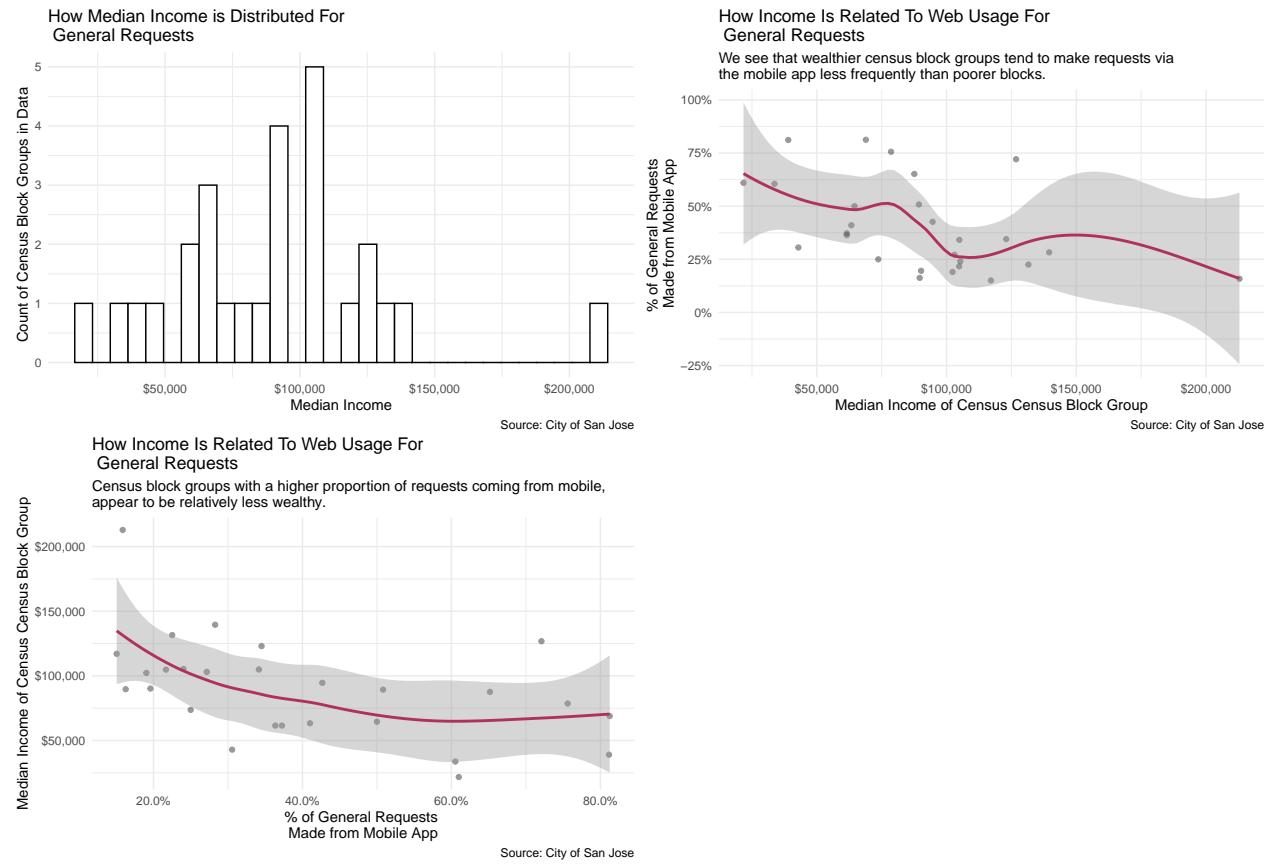
How Racial Composition is Related To Web Usage For General Requests

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

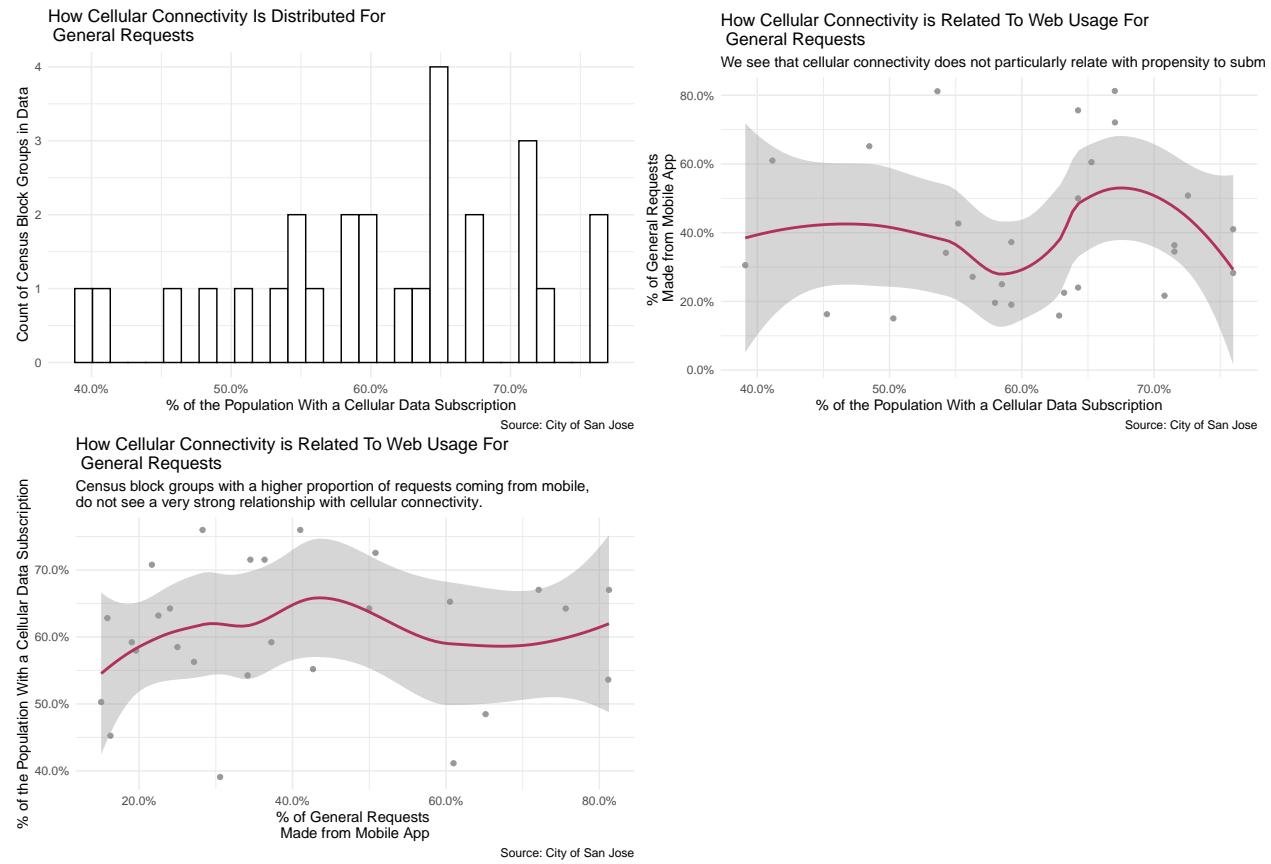


Source: City of San Jose

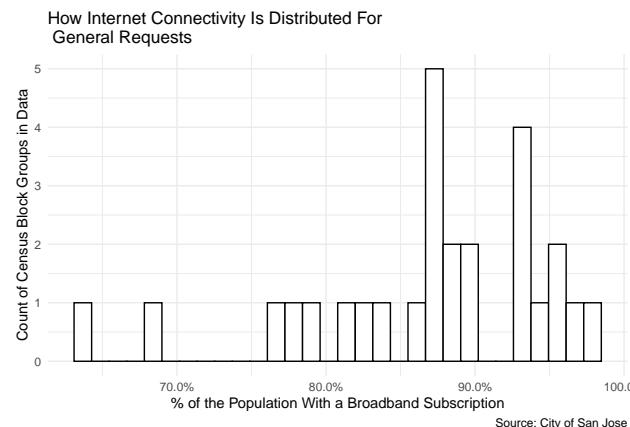
MySanJose Web Platform - General Request - Income



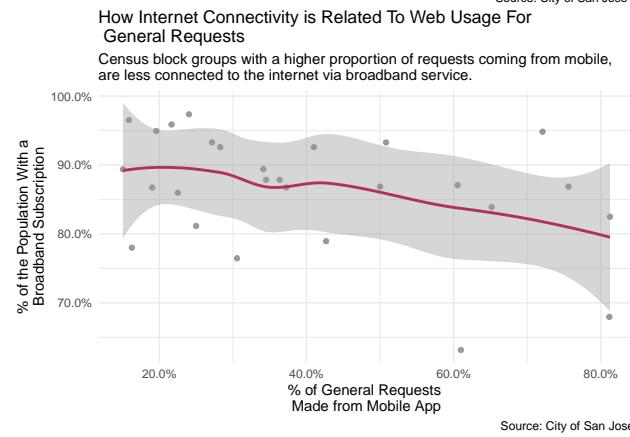
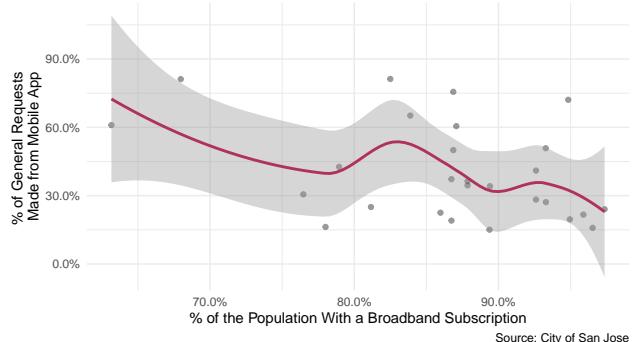
MySanJose Web Platform - General Request - Mobile Phone Access



MySanJose Web Platform - General Request - Broadband Access

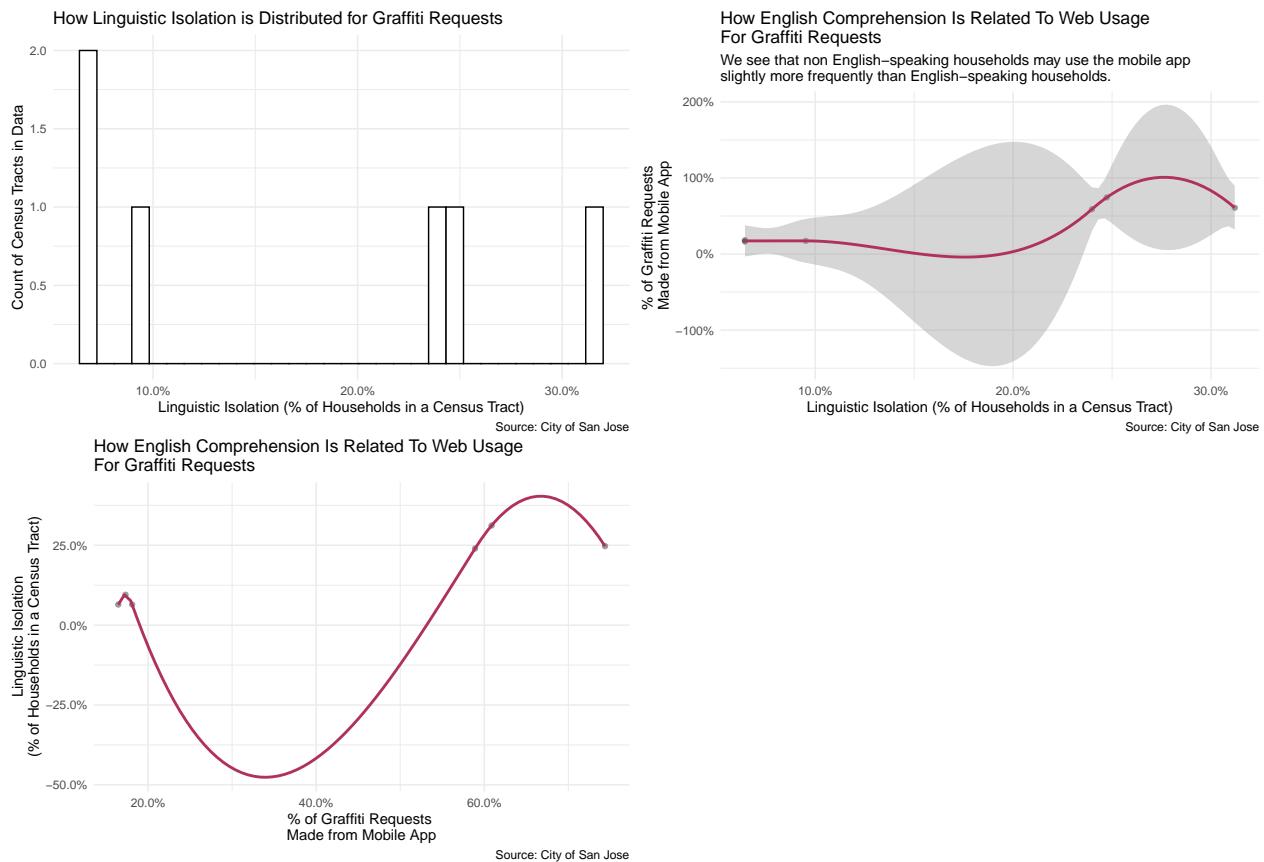


How Internet Connectivity is Related To Web Usage For General Requests
We see that census block groups with a higher internet-connected population submit a lower proportion of requests via mobile app.

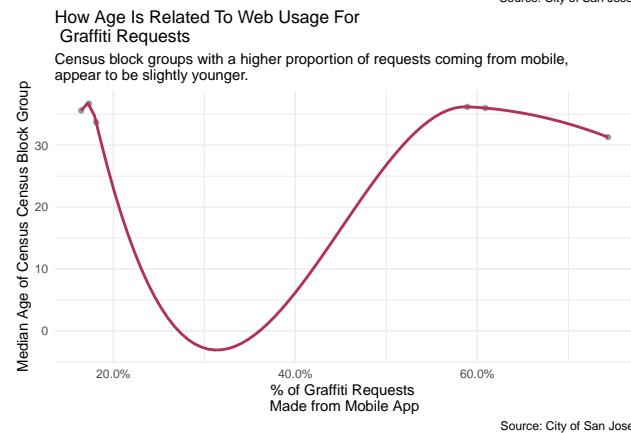
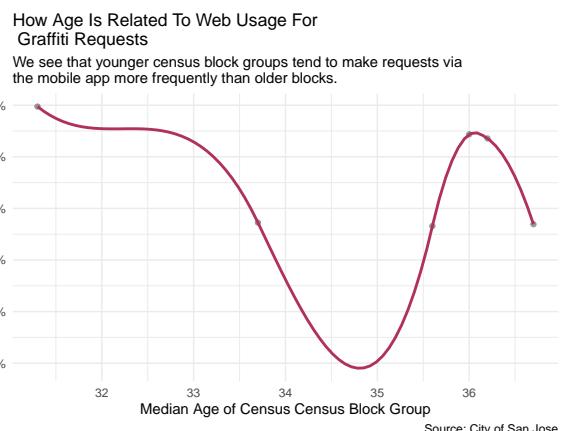
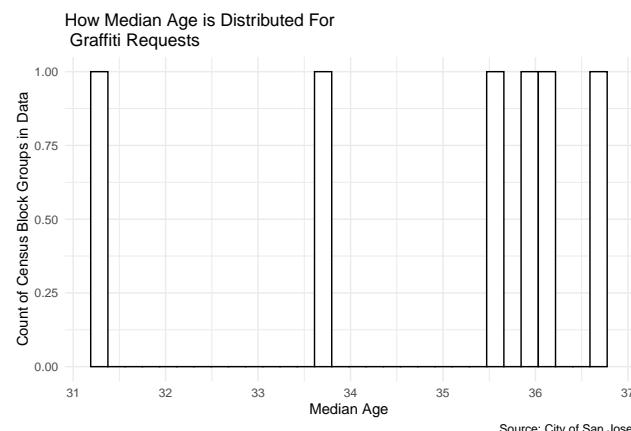


Graffiti

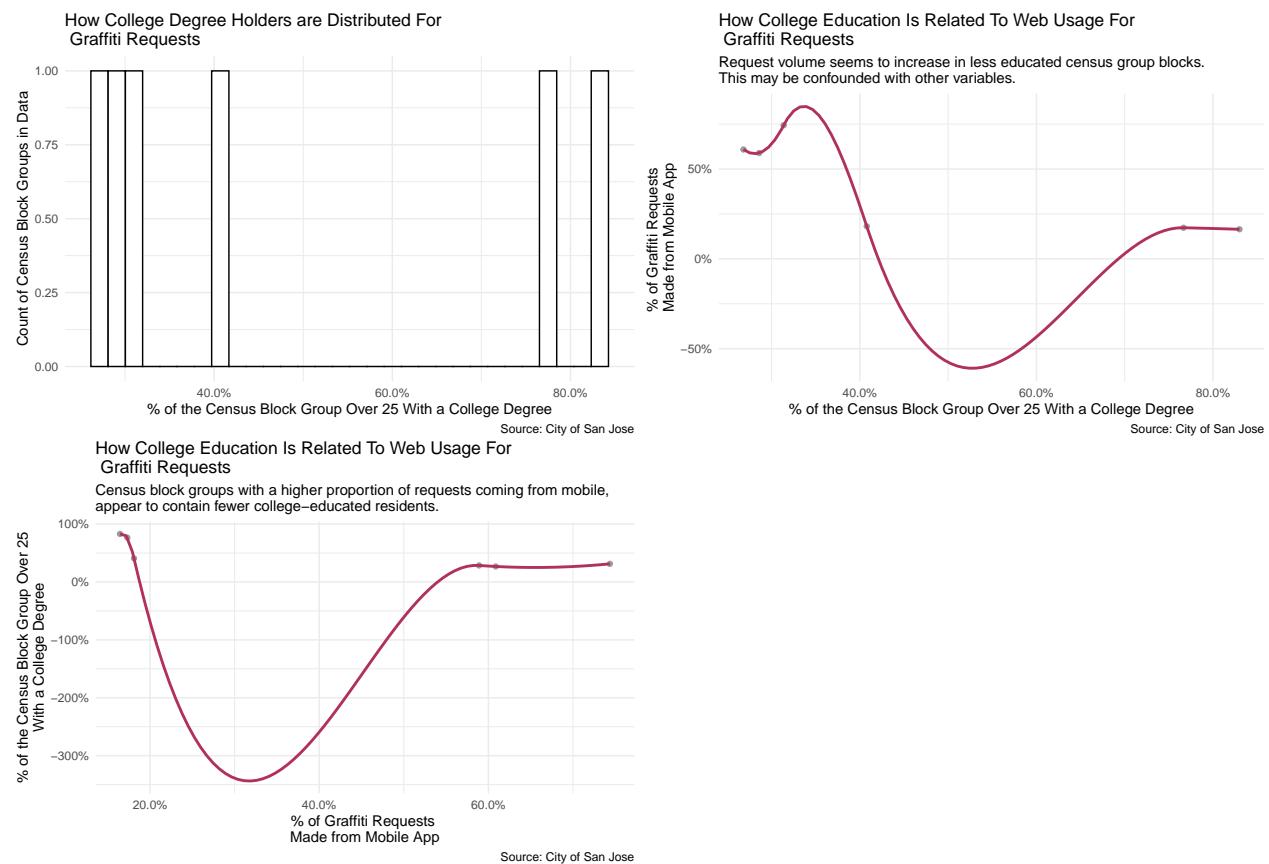
MySanJose Web Platform - Graffiti Request - Language



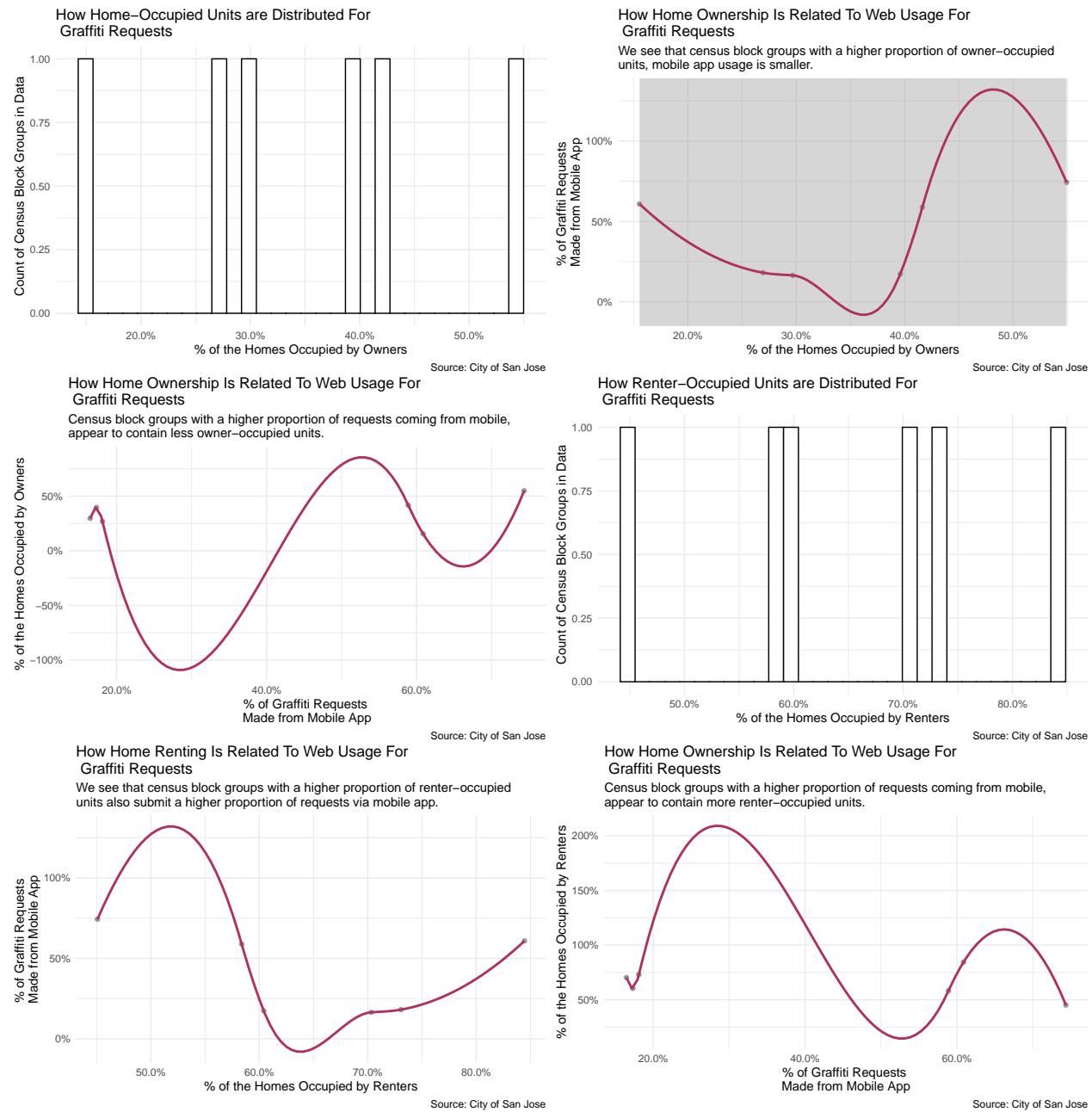
MySanJose Web Platform - Graffiti Request - Age



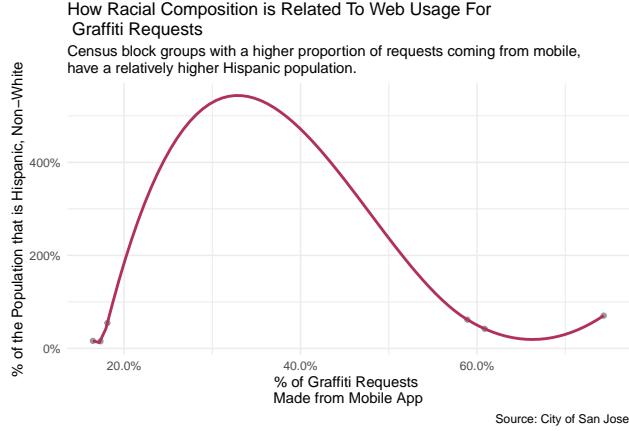
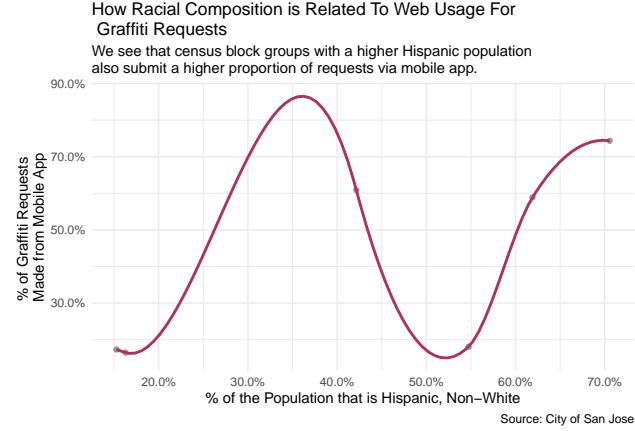
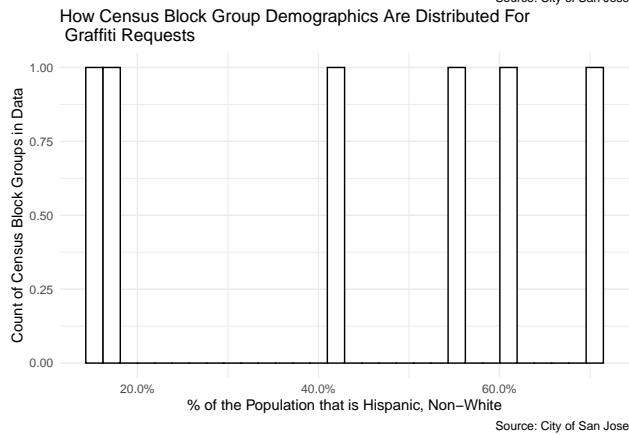
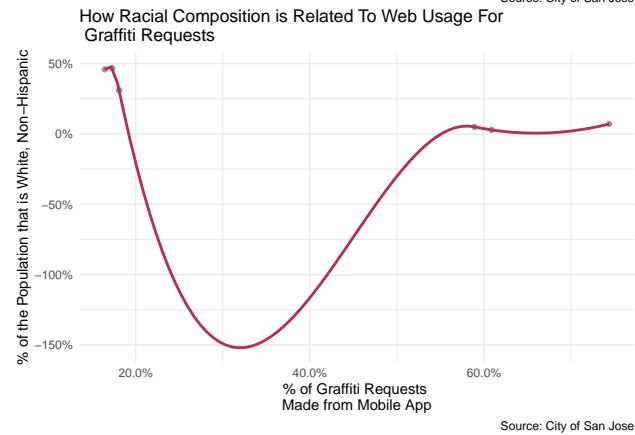
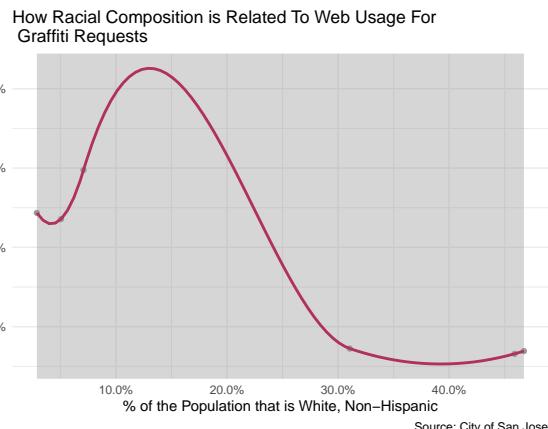
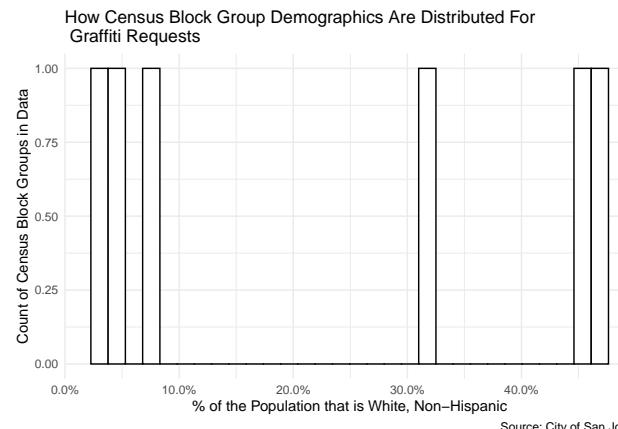
MySanJose Web Platform - Graffiti Request - Education



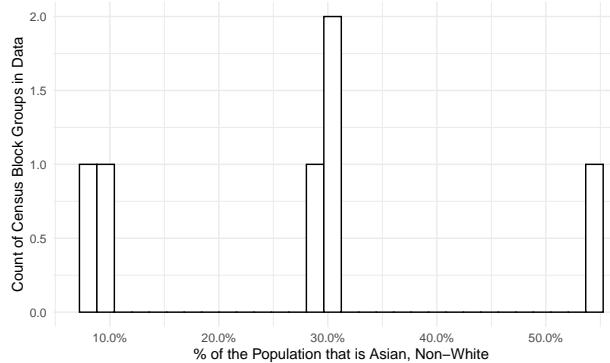
MySanJose Web Platform - Graffiti Request - Home Ownership/Renting



MySanJose Web Platform - Graffiti Request - Race/Ethnicity

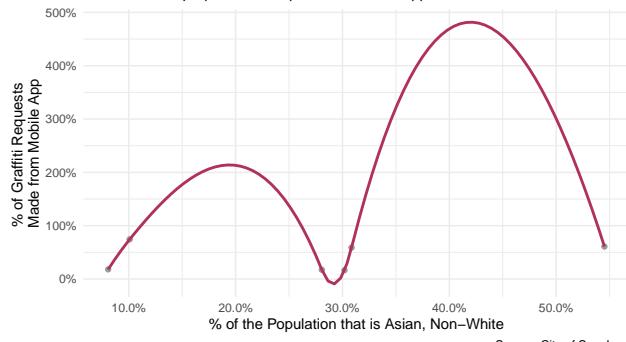


How Census Block Group Demographics Are Distributed For Graffiti Requests



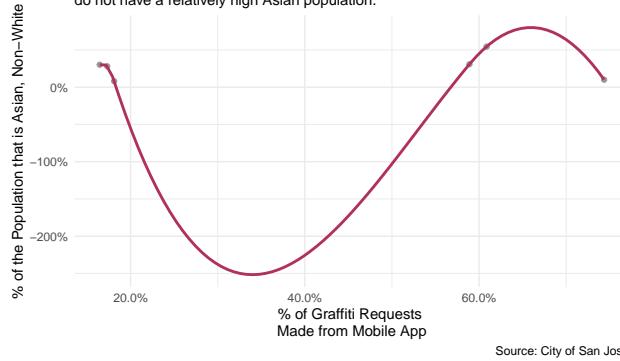
How Racial Composition is Related To Web Usage For Graffiti Requests

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



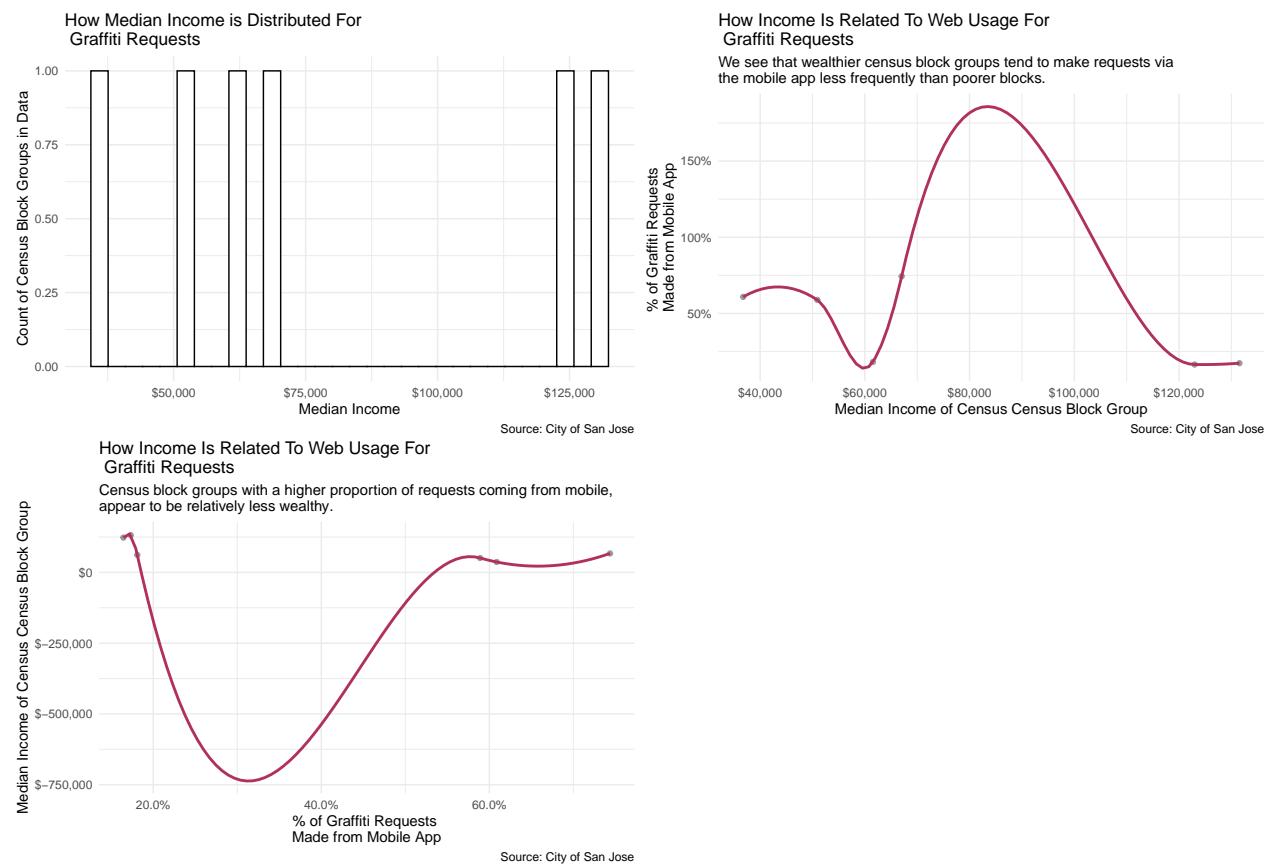
How Racial Composition is Related To Web Usage For Graffiti Requests

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

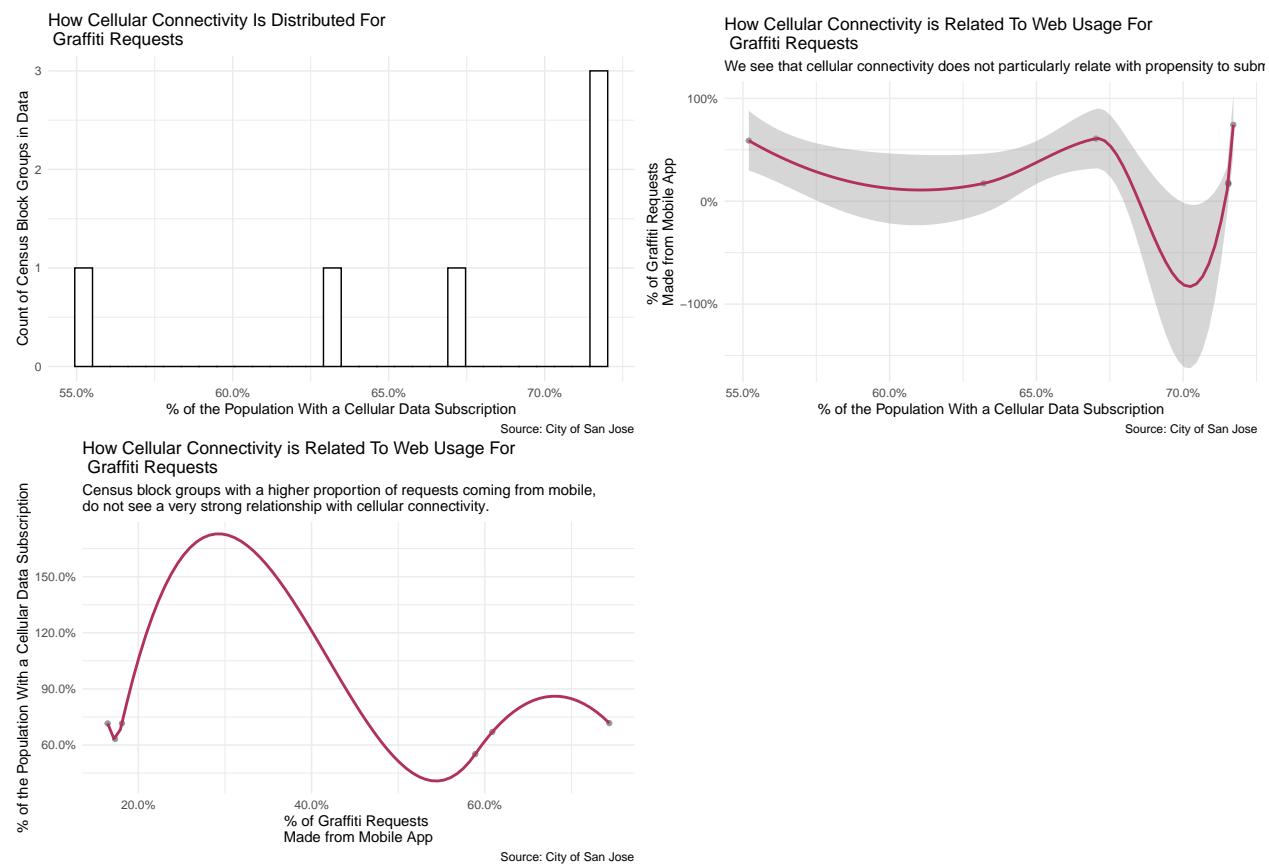


Source: City of San Jose

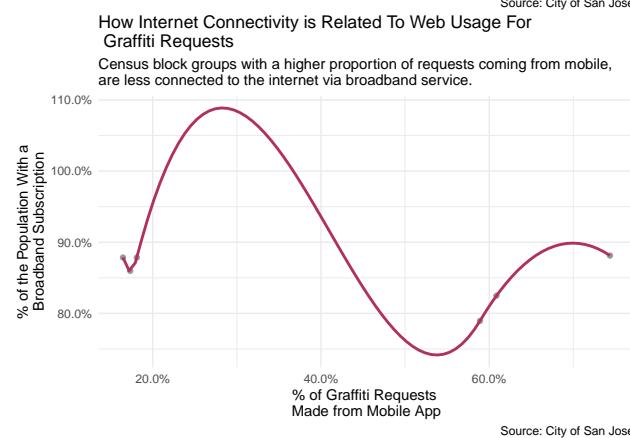
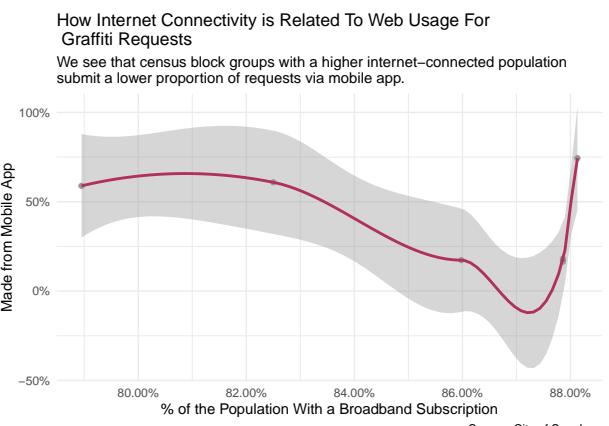
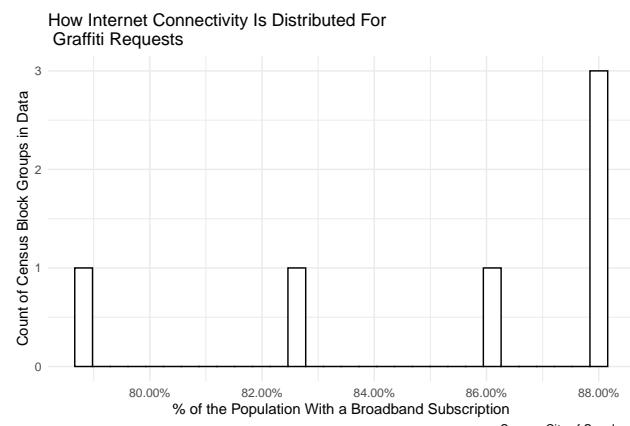
MySanJose Web Platform - Graffiti Request - Income



MySanJose Web Platform - Graffiti Request - Mobile Phone Access

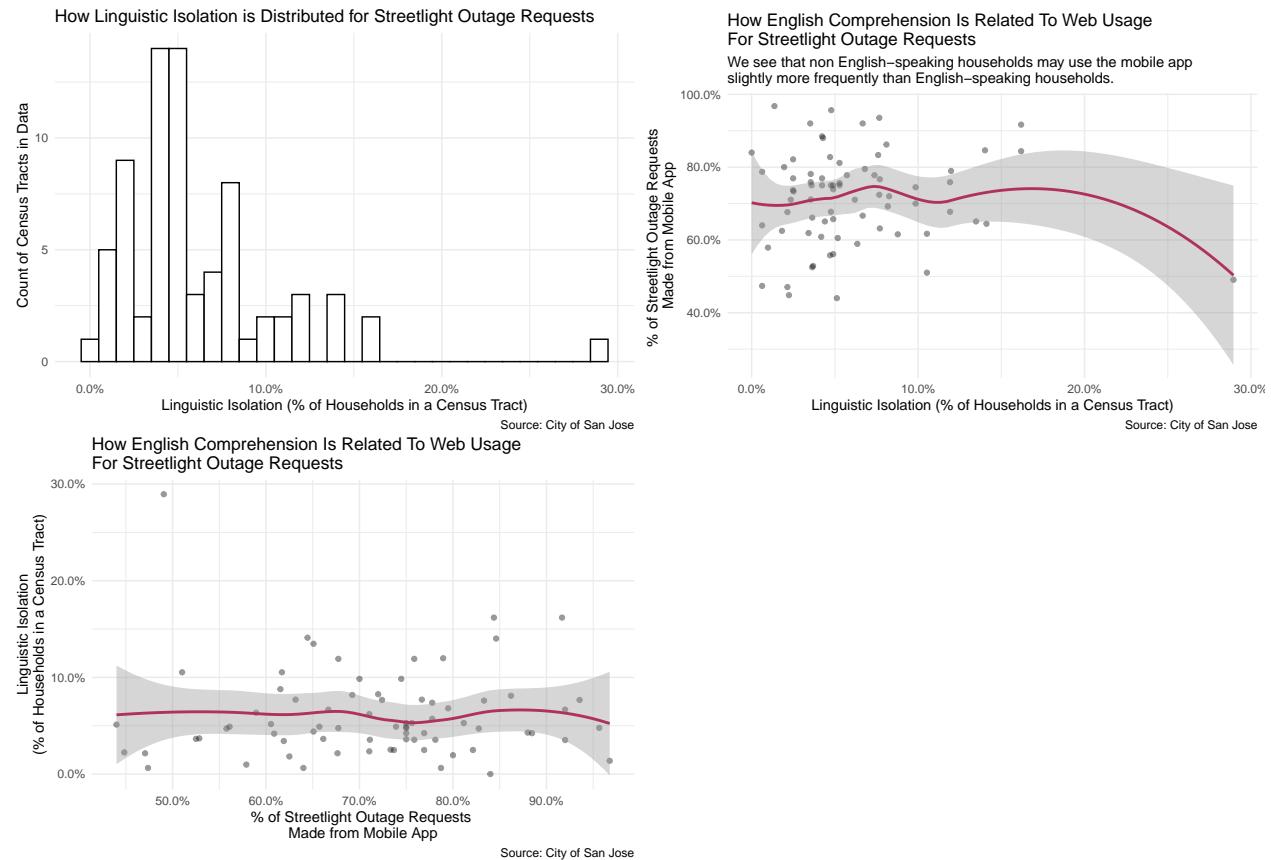


MySanJose Web Platform - Graffiti Request - Broadband Access



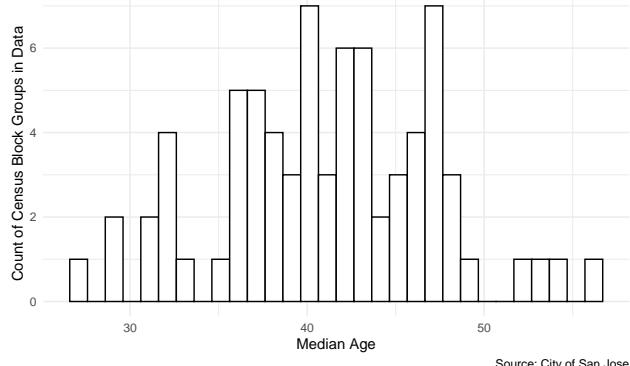
Streetlight Outage

MySanJose Web Platform - Streetlight Outage - Language



MySanJose Web Platform - Streetlight Outage - Age

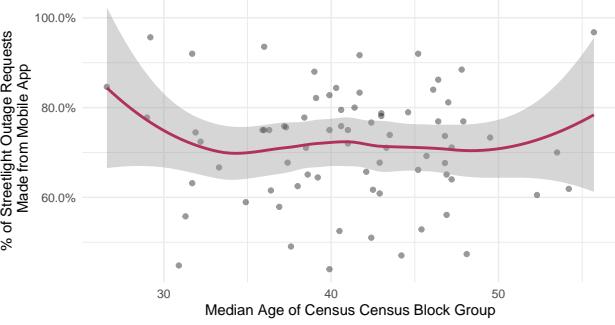
How Median Age is Distributed For Streetlight Outage Requests



Source: City of San Jose

How Age Is Related To Web Usage For Streetlight Outage Requests

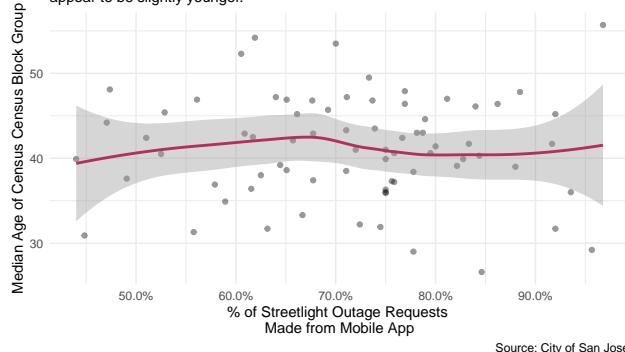
We see that younger census block groups tend to make requests via the mobile app more frequently than older blocks.



Source: City of San Jose

How Age Is Related To Web Usage For Streetlight Outage Requests

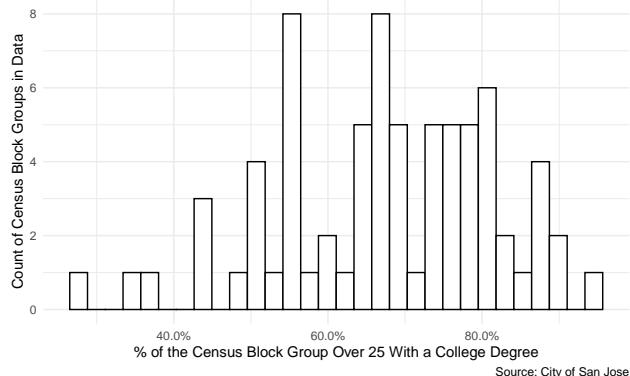
Census block groups with a higher proportion of requests coming from mobile, appear to be slightly younger.



Source: City of San Jose

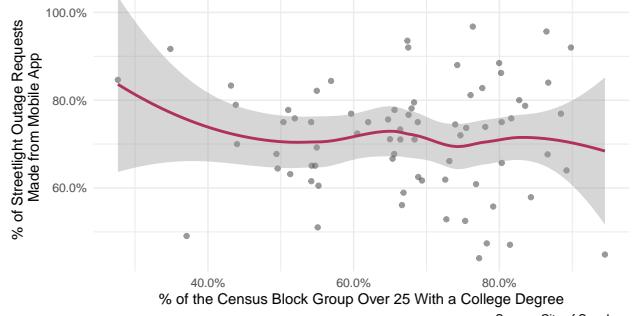
MySanJose Web Platform - Streetlight Outage - Education

How College Degree Holders are Distributed For Streetlight Outage Requests



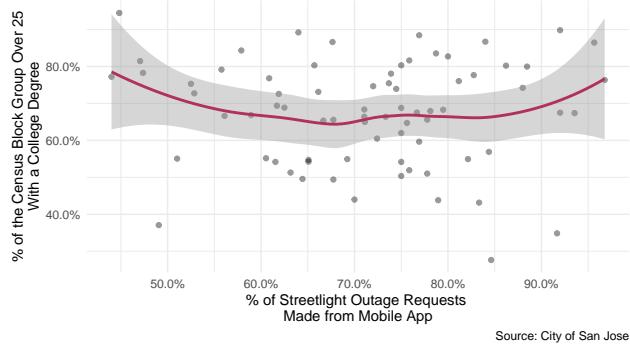
How College Education Is Related To Web Usage For Streetlight Outage Requests

Request volume seems to increase in less educated census group blocks. This may be confounded with other variables.



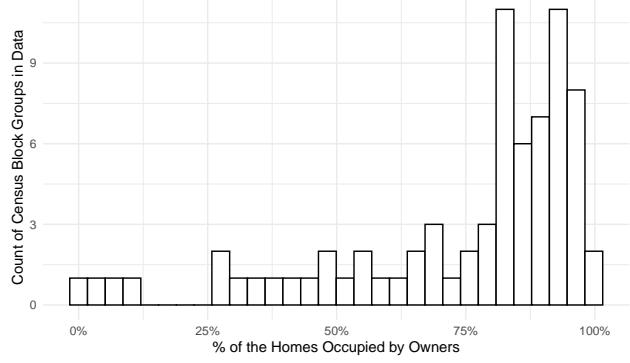
How College Education Is Related To Web Usage For Streetlight Outage Requests

Census block groups with a higher proportion of requests coming from mobile, appear to contain fewer college-educated residents.



MySanJose Web Platform - Streetlight Outage - Home Ownership/Renting

How Home-Occupied Units are Distributed For Streetlight Outage Requests



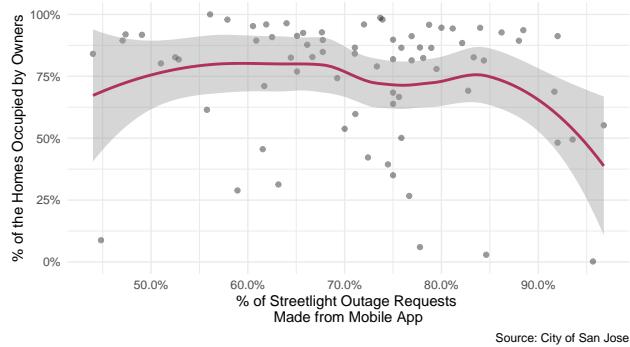
How Home Ownership Is Related To Web Usage For Streetlight Outage Requests

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

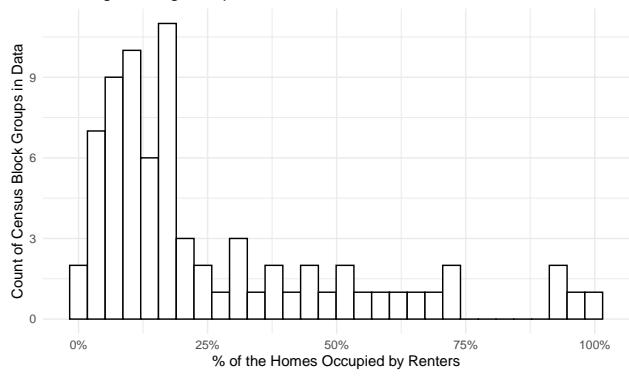


How Home Ownership Is Related To Web Usage For Streetlight Outage Requests

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

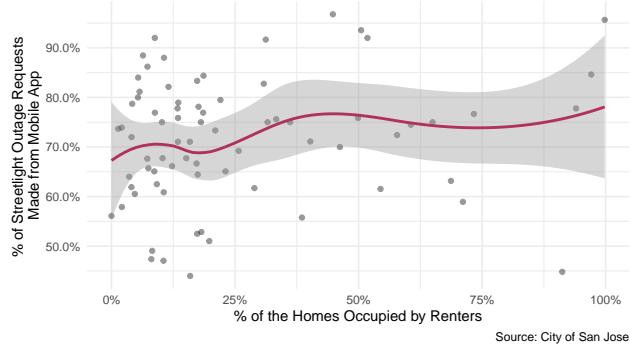


How Renter-Occupied Units are Distributed For Streetlight Outage Requests



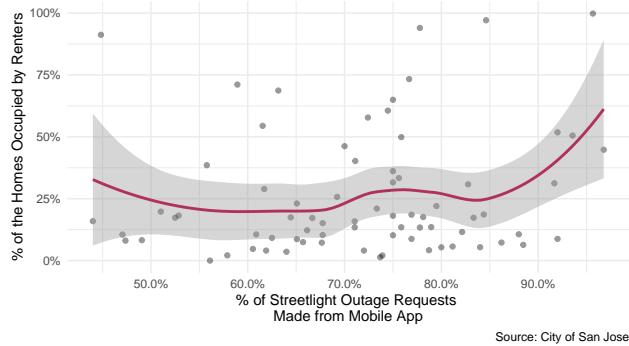
How Home Renting Is Related To Web Usage For Streetlight Outage Requests

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

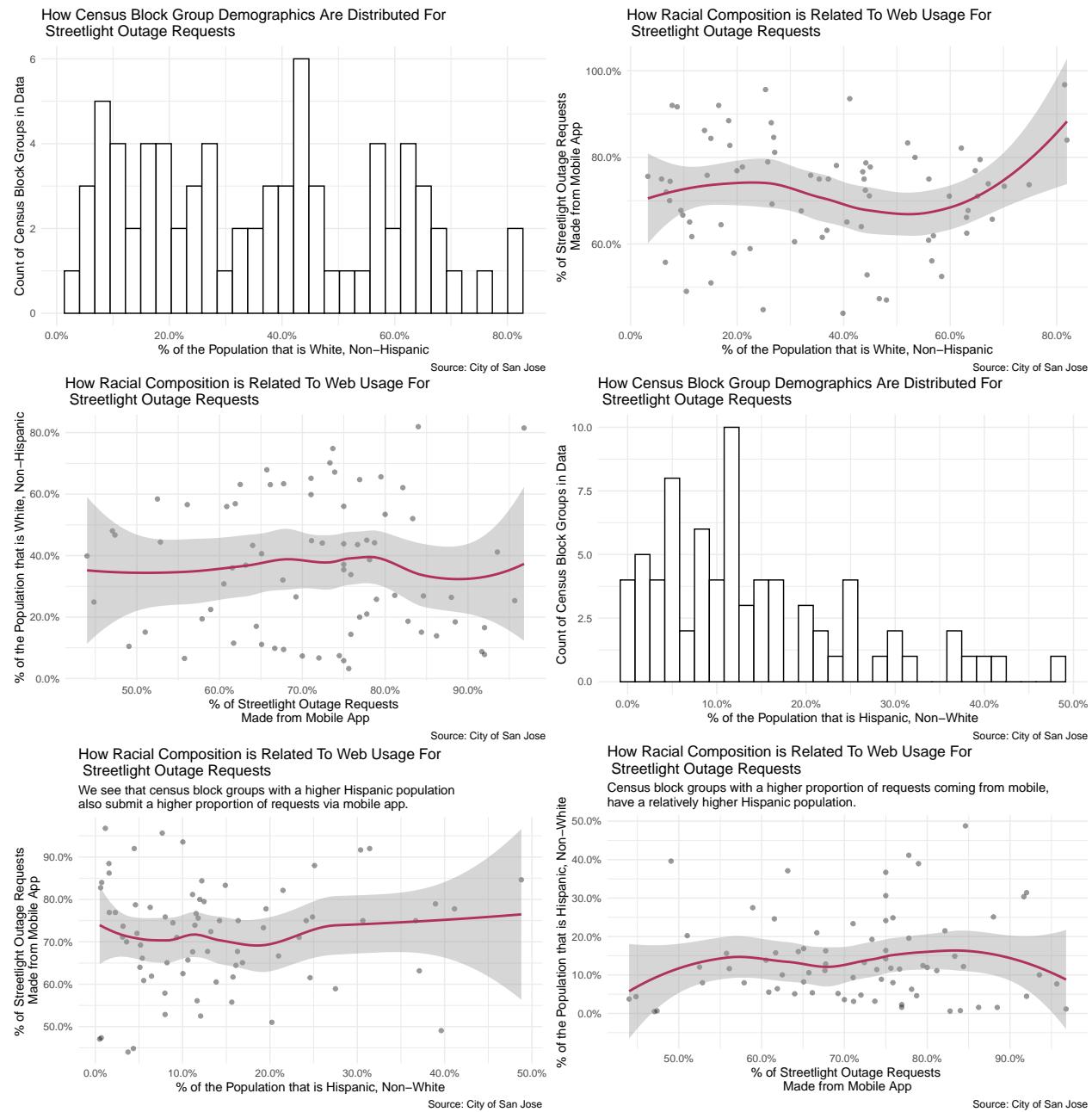


How Home Ownership Is Related To Web Usage For Streetlight Outage Requests

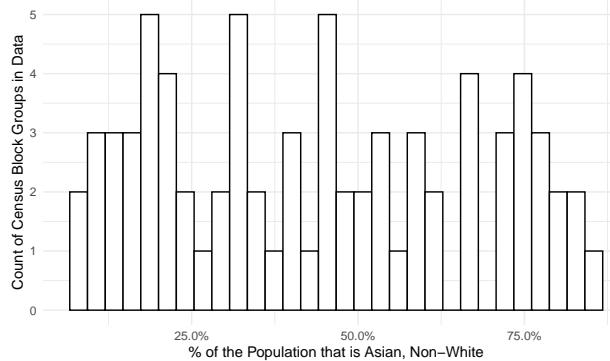
Census block groups with a higher proportion of requests coming from mobile, appear to contain more renter-occupied units.



MySanJose Web Platform - Streetlight Outage - Race/Ethnicity

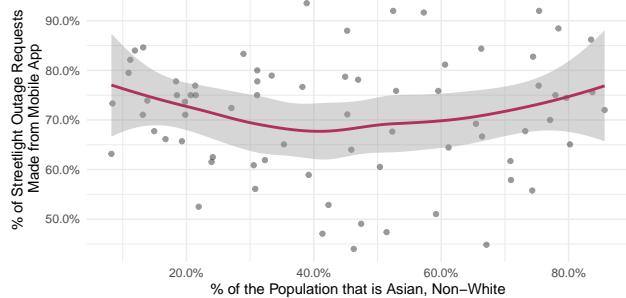


How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



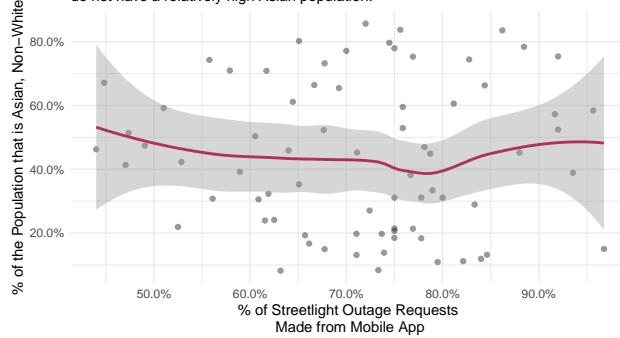
How Racial Composition is Related To Web Usage For Streetlight Outage Requests

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 Web Usage For Streetlight Outage Requests

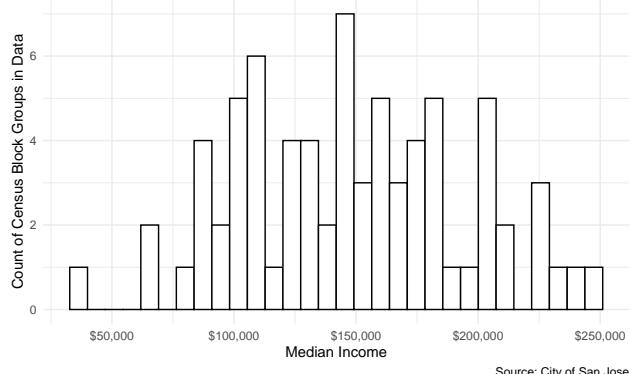
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



Source: City of San Jose

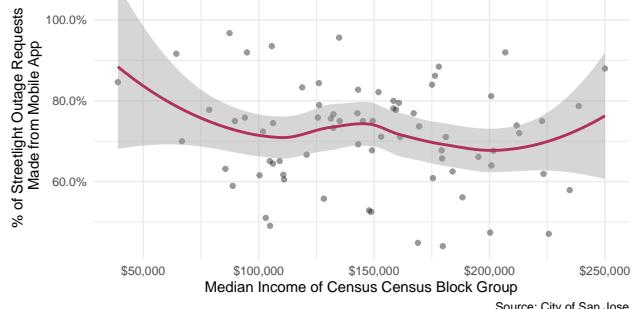
MySanJose Web Platform - Streetlight Outage - Income

How Median Income is Distributed For Streetlight Outage Requests



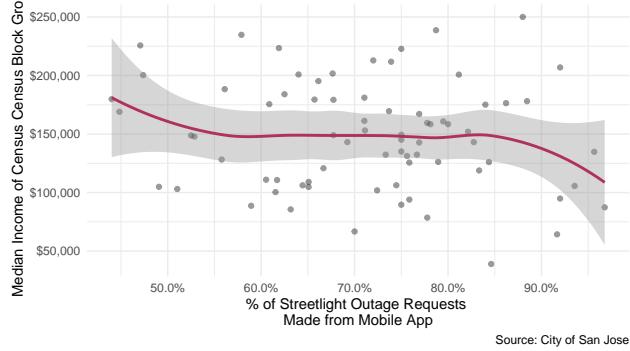
How Income Is Related To Web Usage For Streetlight Outage Requests

We see that wealthier census block groups tend to make requests via the mobile app less frequently than poorer blocks.



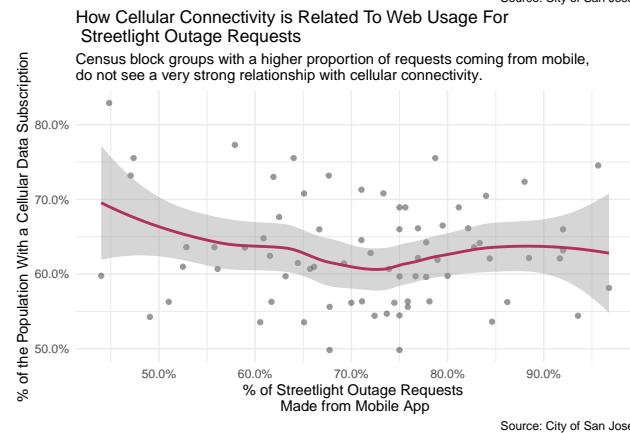
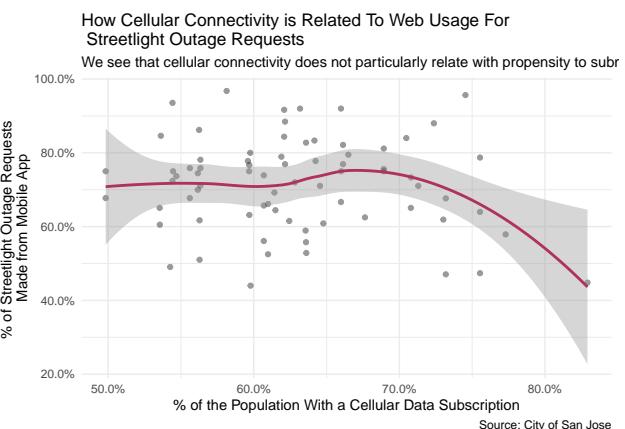
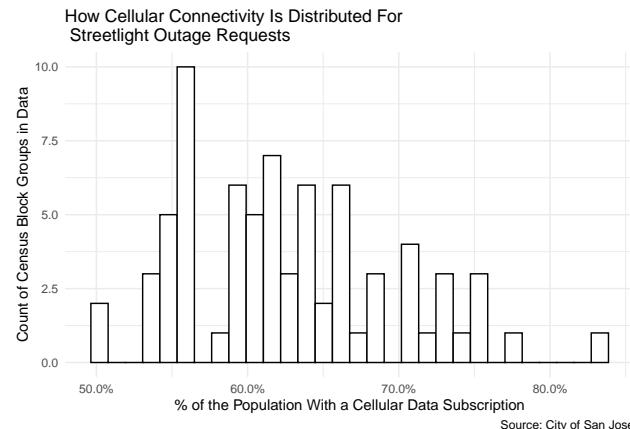
How Income Is Related To Web Usage For Streetlight Outage Requests

Census block groups with a higher proportion of requests coming from mobile, appear to be relatively less wealthy.

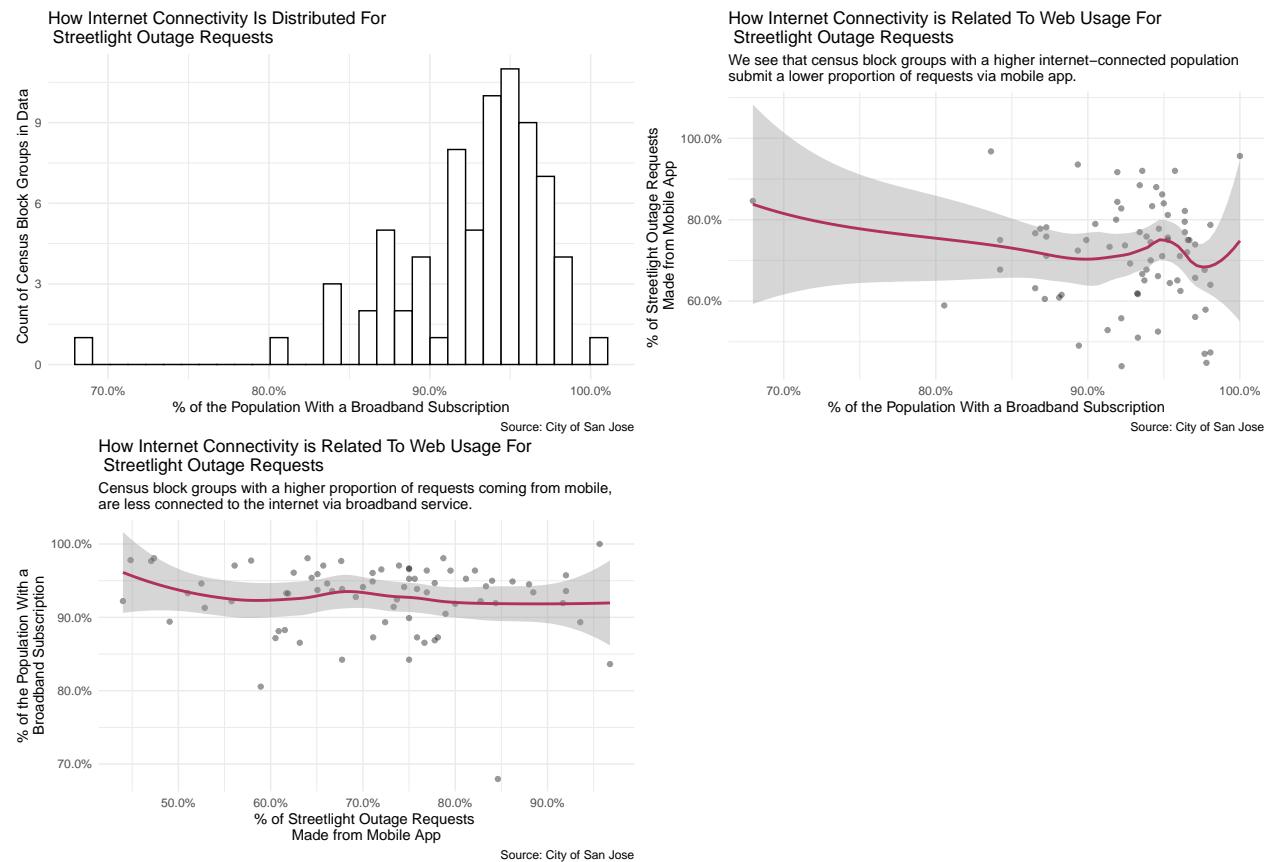


Source: City of San Jose

MySanJose Web Platform - Streetlight Outage - Mobile Phone Access

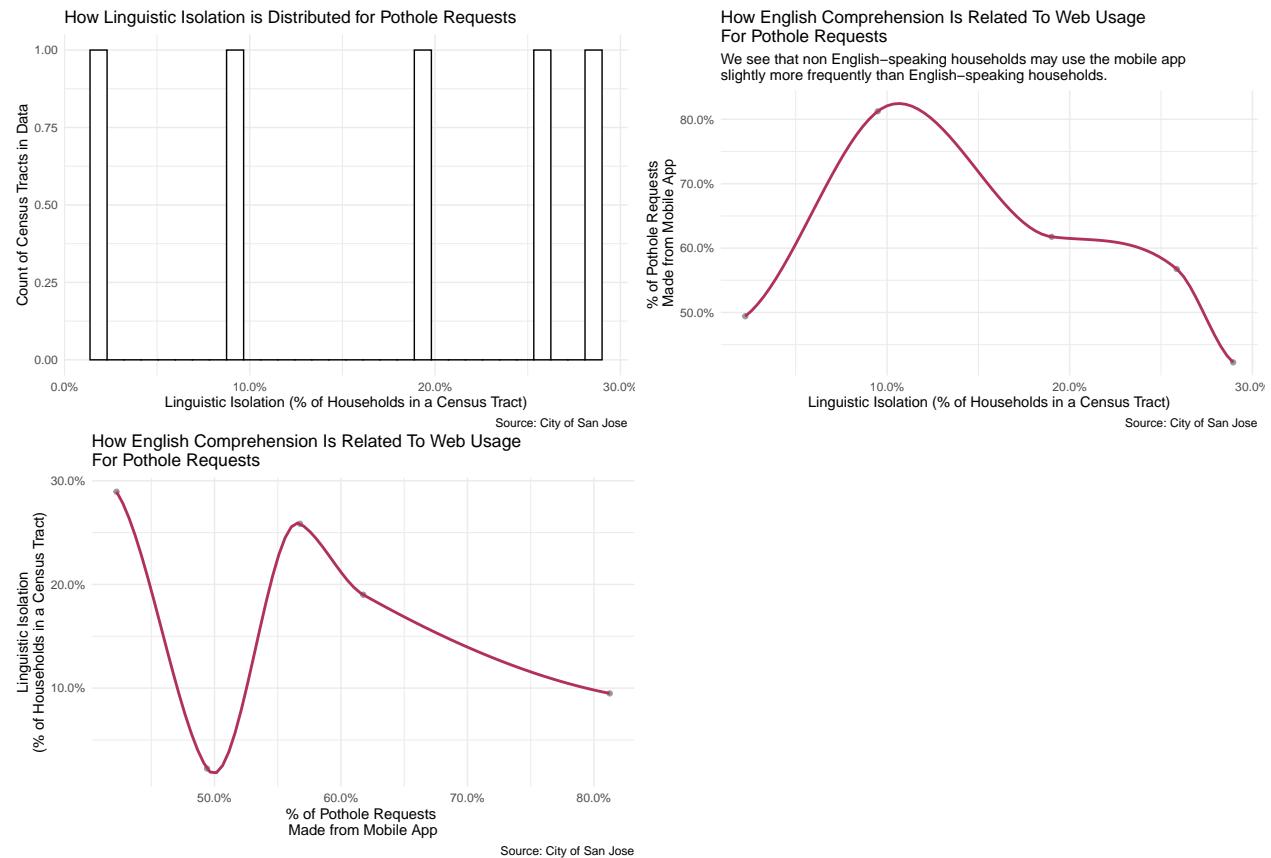


MySanJose Web Platform - Streetlight Outage - Broadband Access

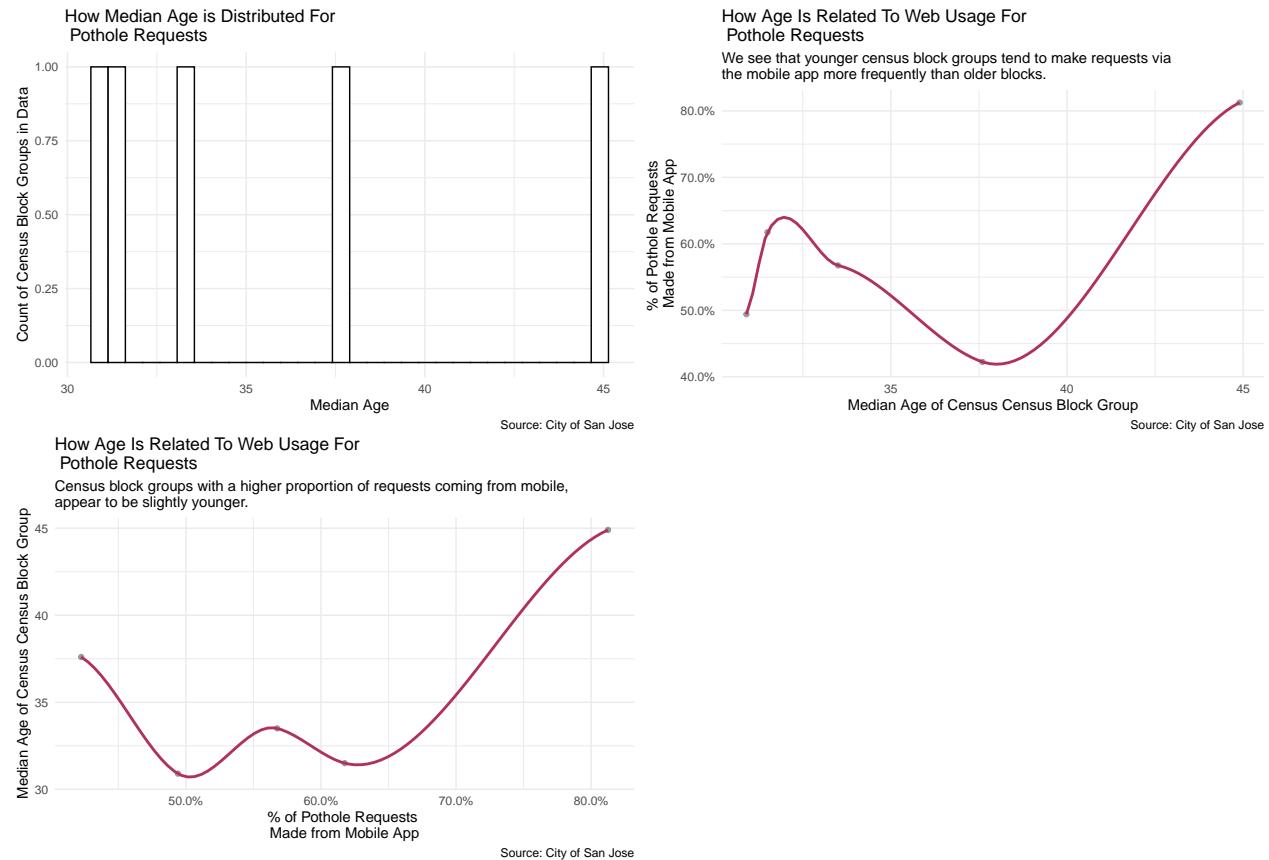


Pothole

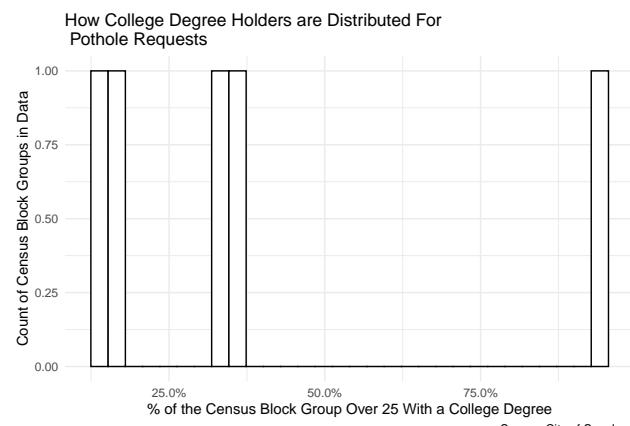
MySanJose Web Platform - Pothole - Language



MySanJose Web Platform - Pothole - Age

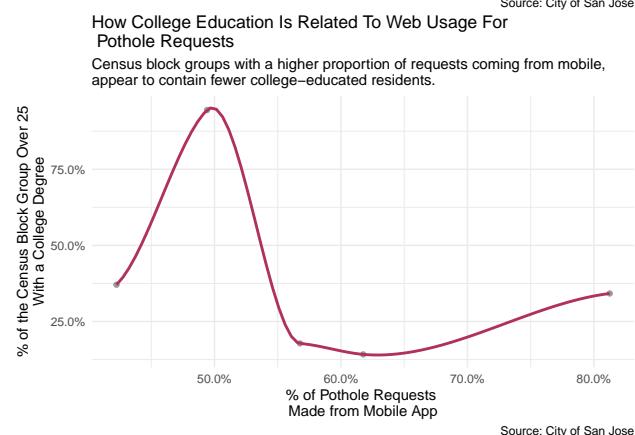
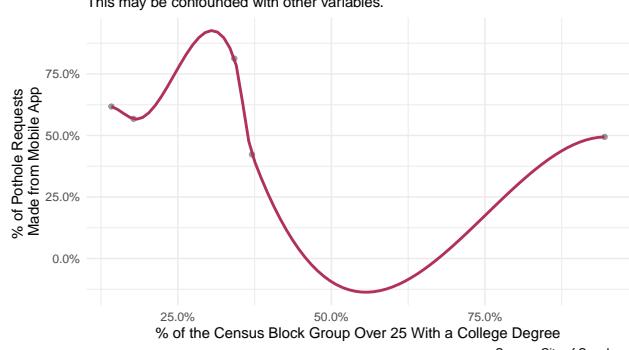


MySanJose Web Platform - Pothole - Education

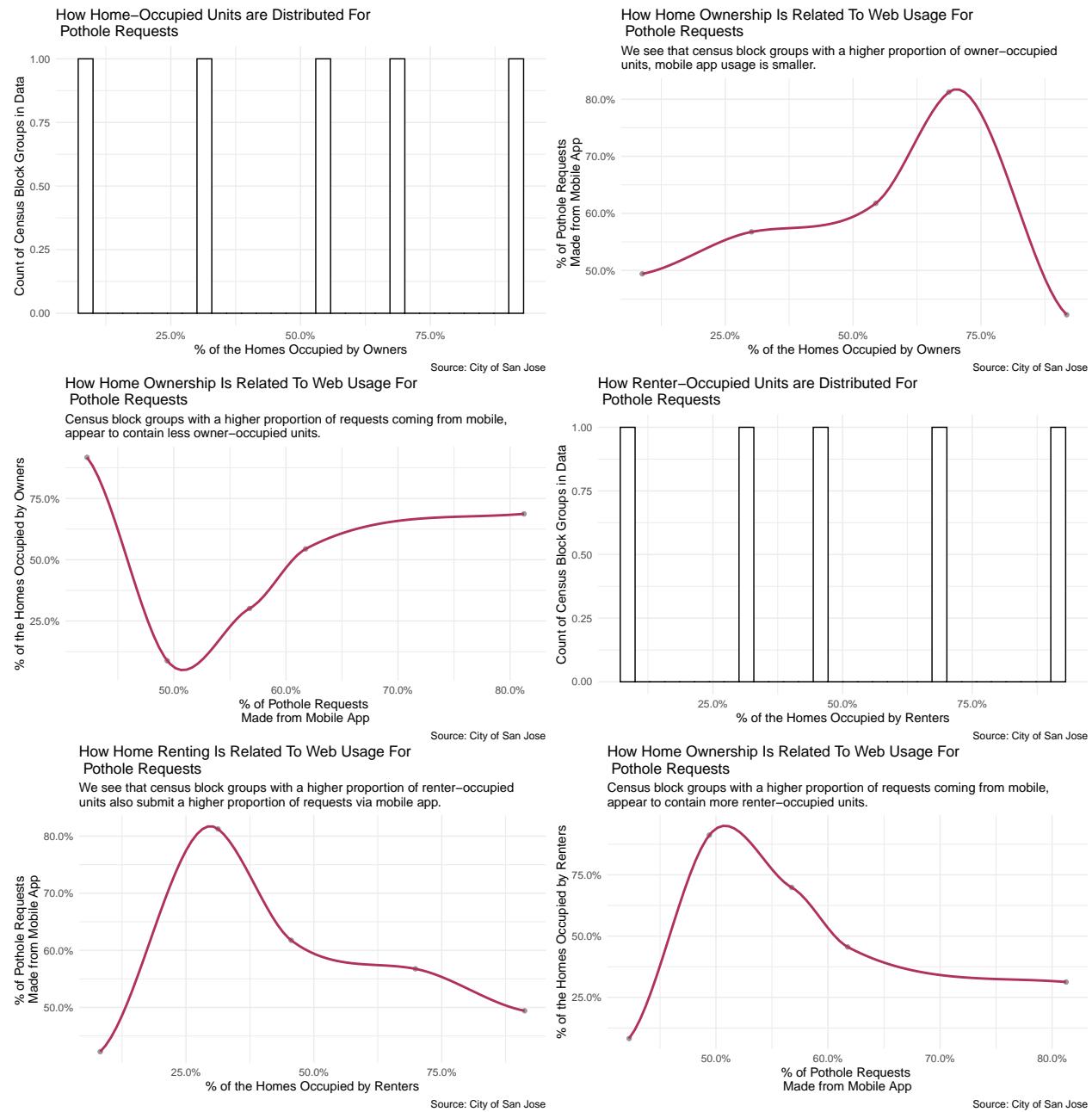


How College Education Is Related To Web Usage For Pothole Requests

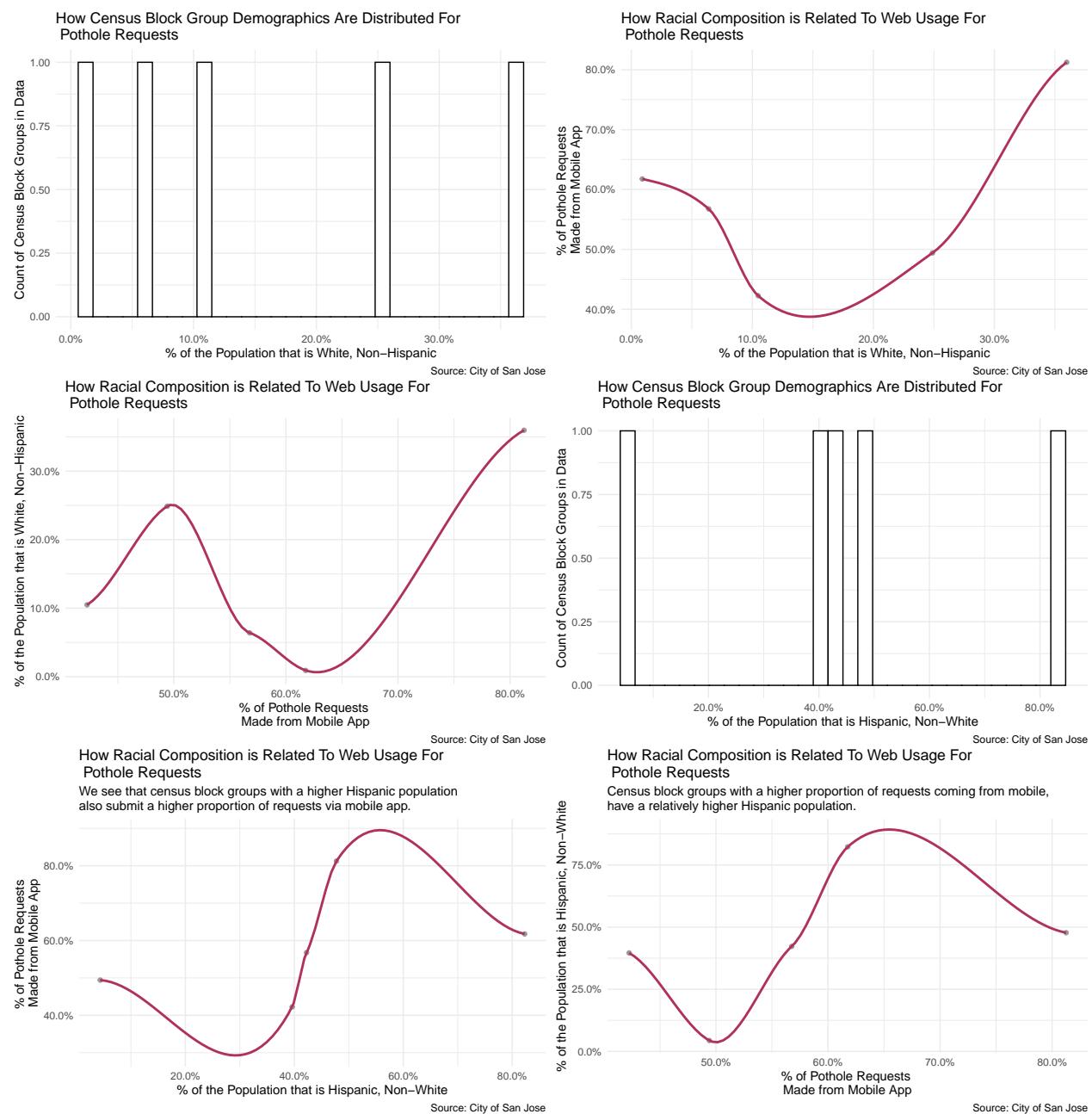
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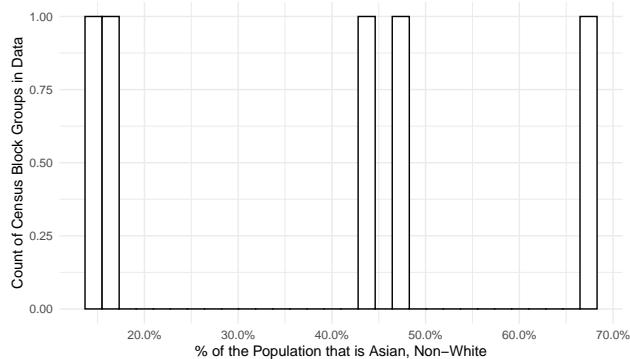
MySanJose Web Platform - Pothole - Home Ownership/Renting



MySanJose Web Platform - Pothole - Race/Ethnicity

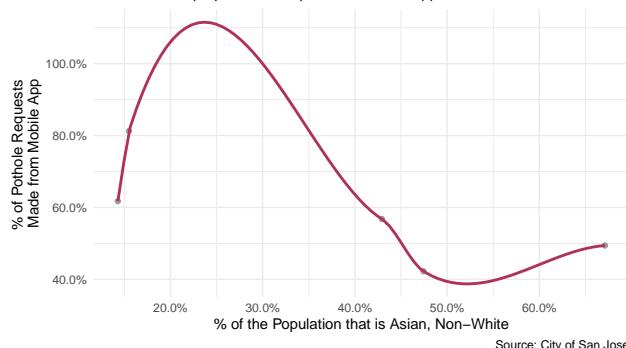


How Census Block Group Demographics Are Distributed For Pothole Requests



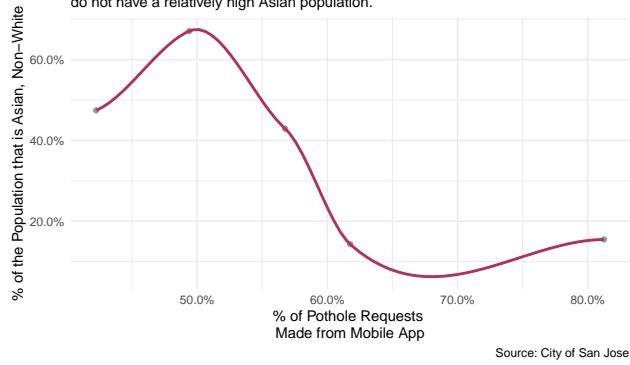
How Racial Composition is Related To Web Usage For Pothole Requests

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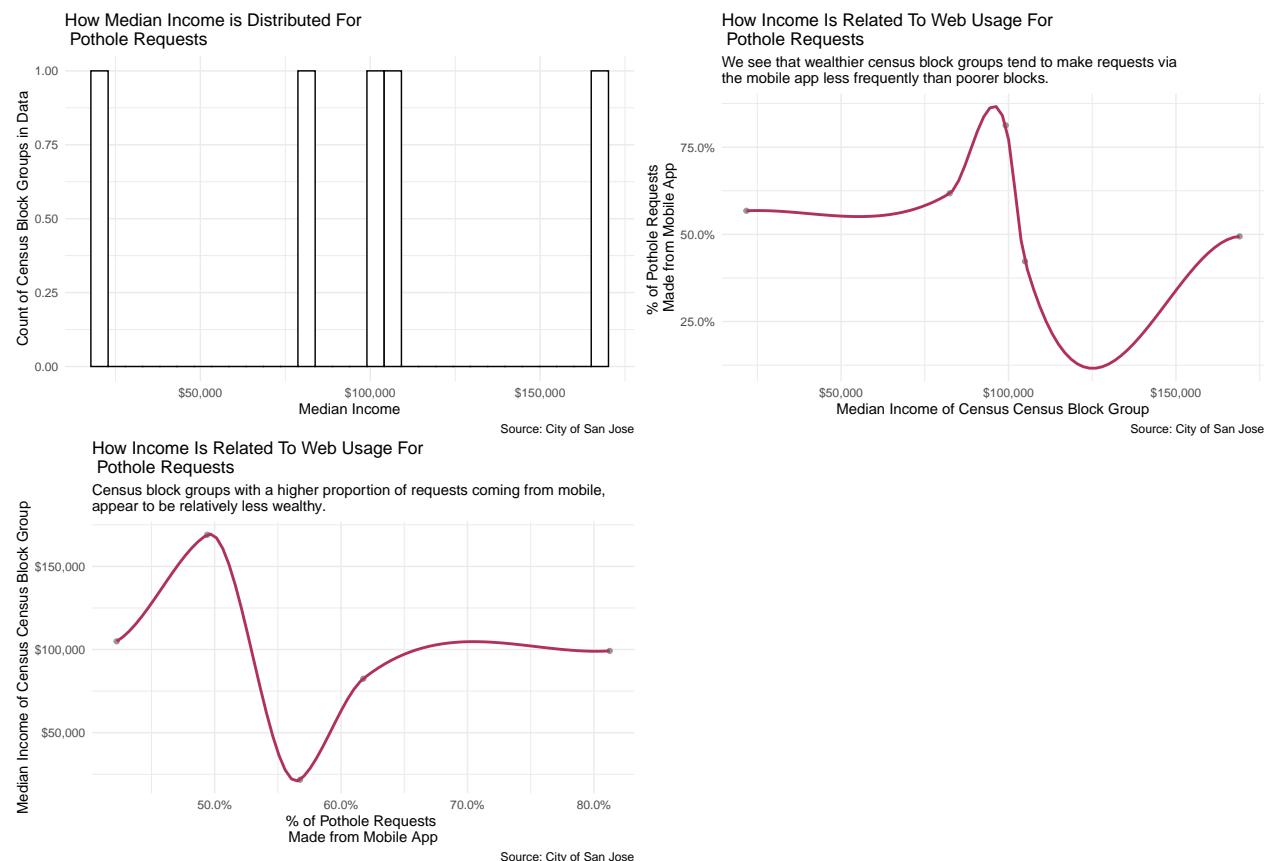
How Racial Composition is Related To Web Usage For Pothole Requests

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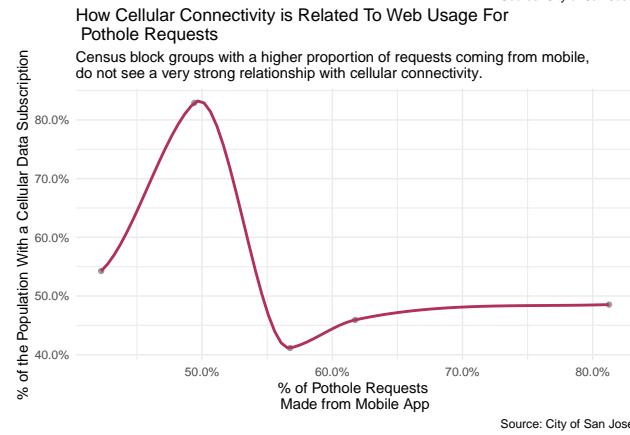
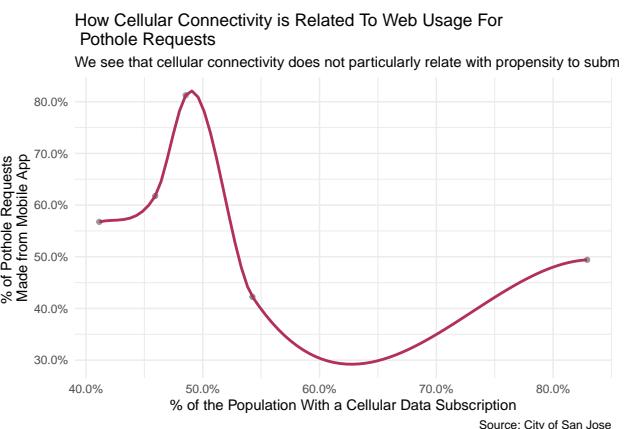
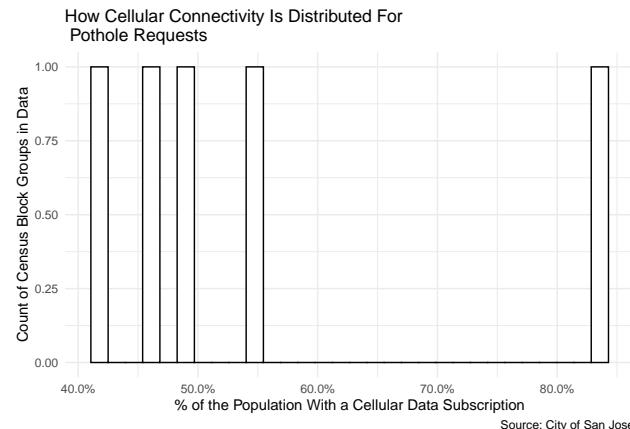


Source: City of San Jose

MySanJose Web Platform - Pothole - Income



MySanJose Web Platform - Pothole - Mobile Phone Access



MySanJose Web Platform - Pothole - Broadband Access

