

# BeautifySJ Requests Exploratory Trends Analysis

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

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## 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
```

```

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

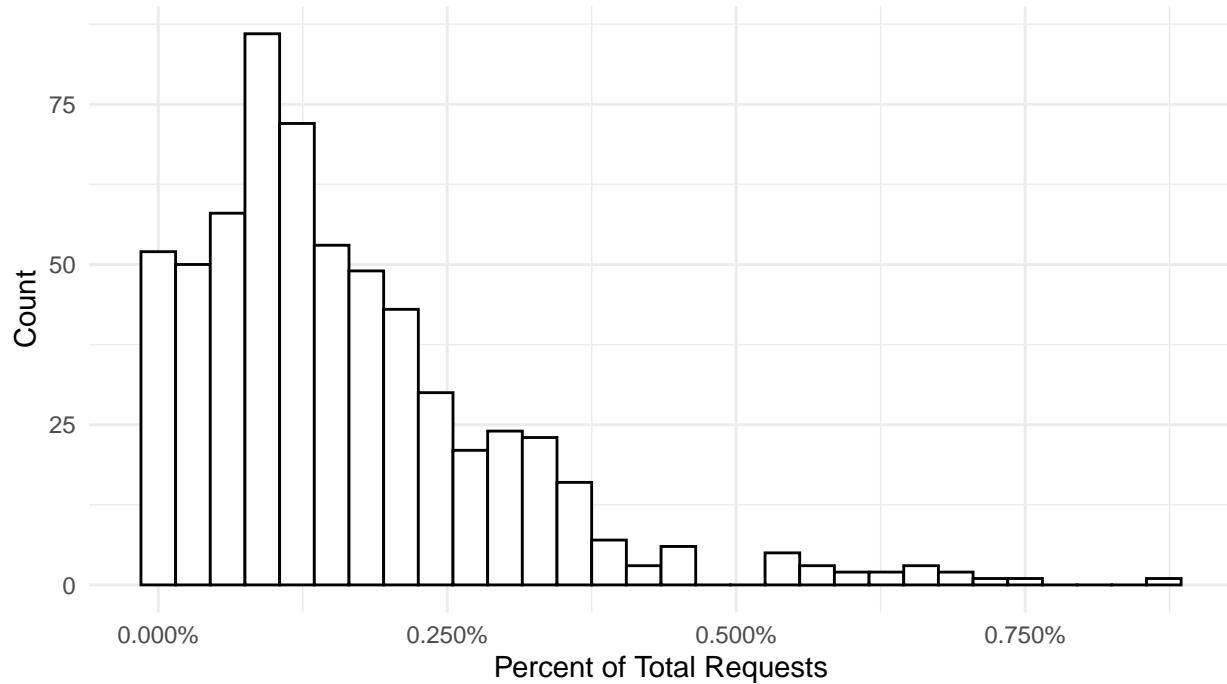
## # A tibble: 10 x 3
##   san_jose_council_district     n percent_of_total
##   <chr>           <int>      <dbl>
## 1 3                  24718      0.185
## 2 7                  17931      0.134
## 3 6                  14245      0.107
## 4 5                  13797      0.103
## 5 8                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

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

```

## Distribution of Requests Across Census Block Groups

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



Source: City of San Jose

## Summary Findings

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

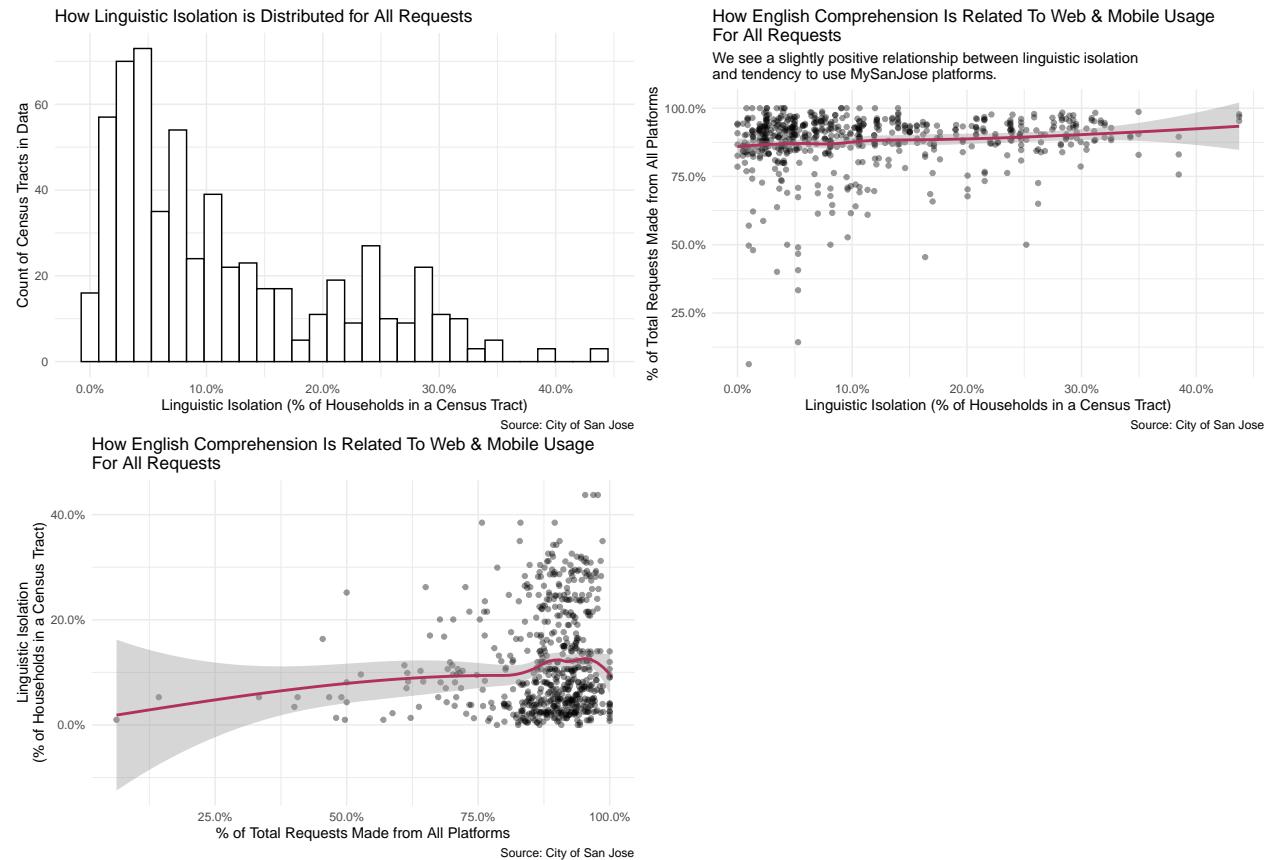
## All MySanJose Platforms

### Observations

- No clear relationship between linguistic isolation and request frequency.
- Younger areas seem to more (slightly) more frequently use MySanJose Platforms to make requests as compared to older areas.
- The overwhelming majority of graffiti requests and streetlight outage requests are made using MySanJose platforms.
- There is not a particularly strong relationship between education and MySanJose platform usage.
- There may be a slight negative relationship between the proportion of owner occupied units and usage of MySanJose platforms.
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- There do not seem to be any particularly striking relationships between race and usage of MySanJose platforms.
- Small negative correlation between requests frequency and income among all requests, but not for individual requests.
- No clear relationship between cellular connectivity and request frequency.
- No clear relationship between broadband connectivity and request frequency.

## All requests

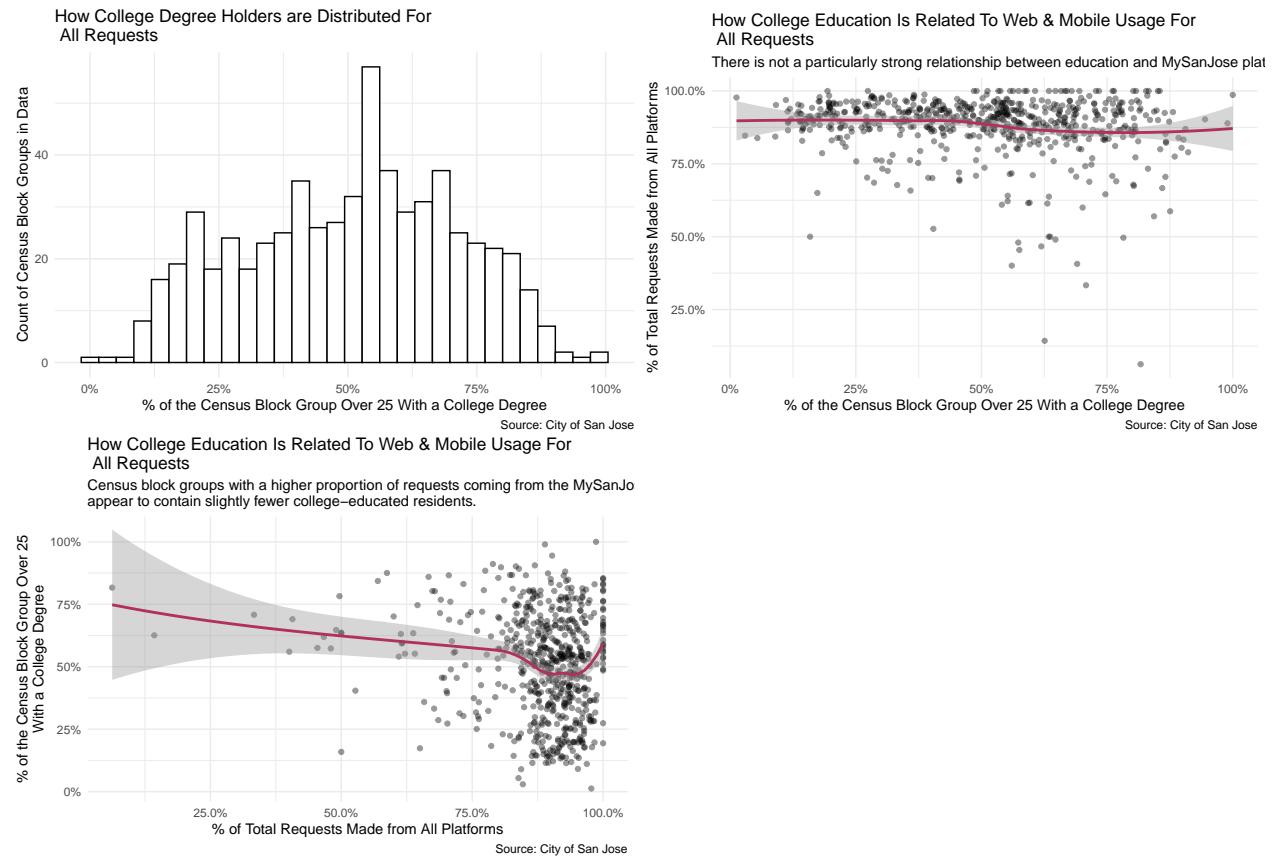
### MySanJose Platforms - All Requests - Language



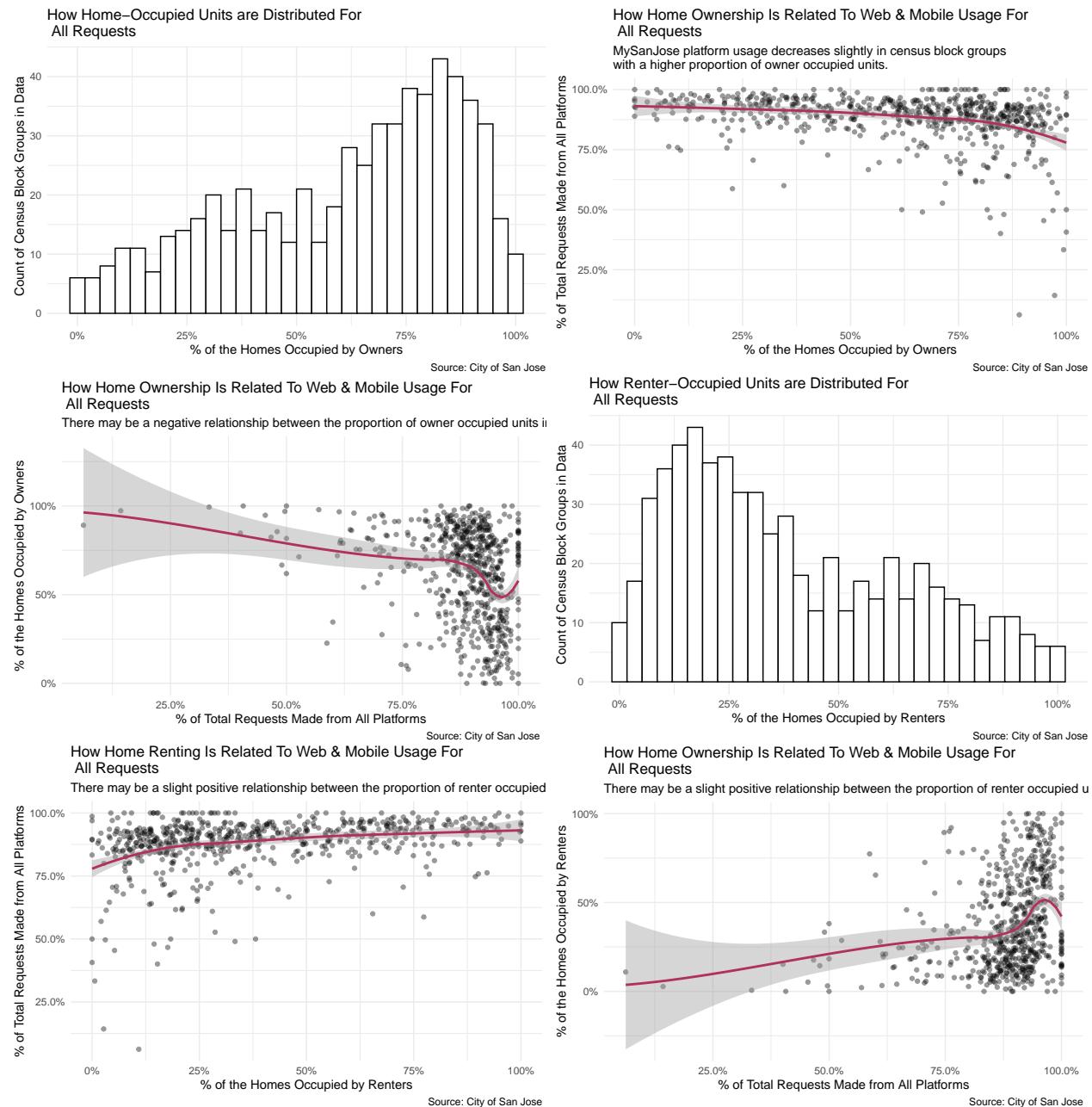
## MySanJose Platforms - All Requests - Age



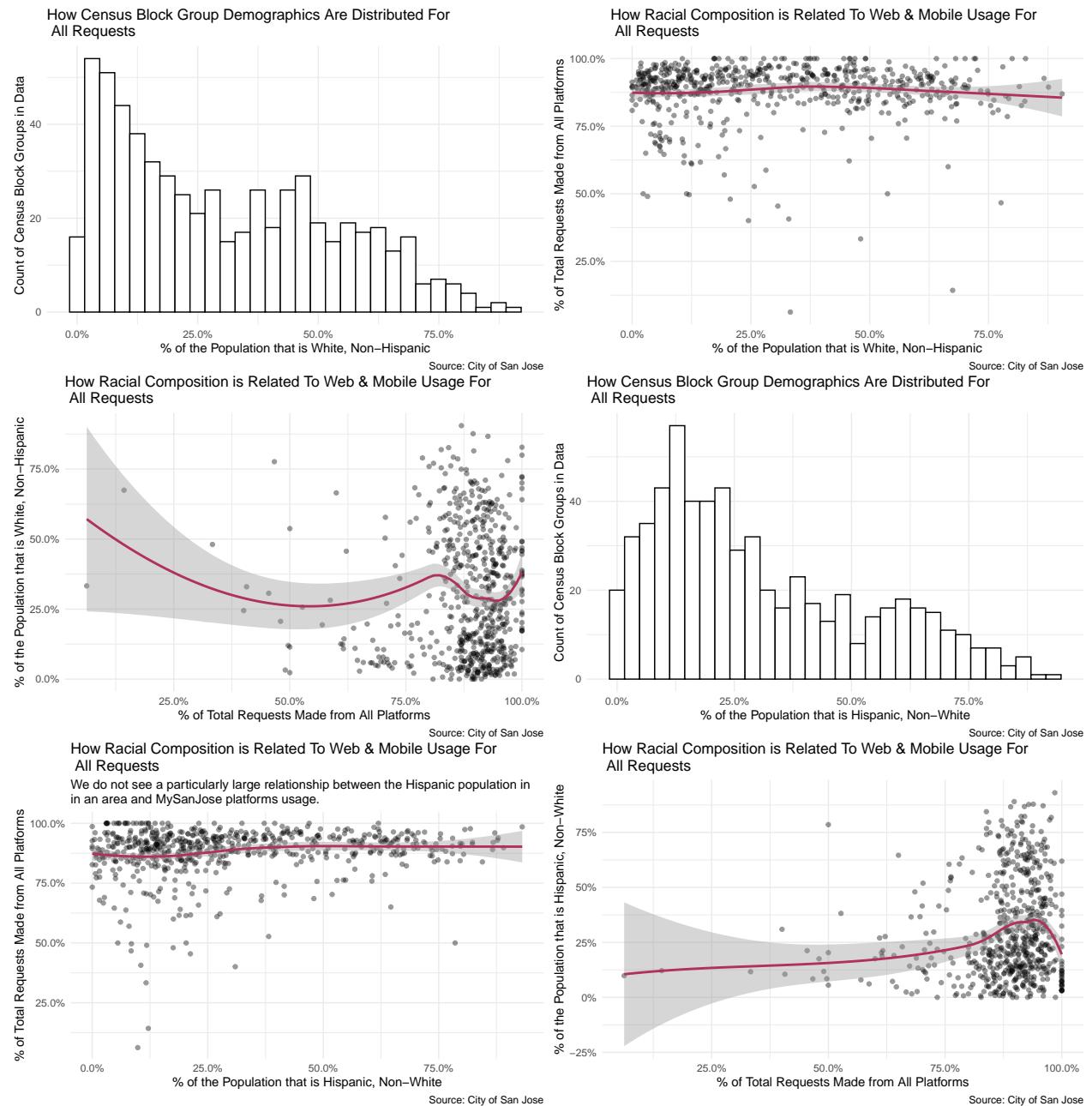
## MySanJose Platforms - All Requests - Education



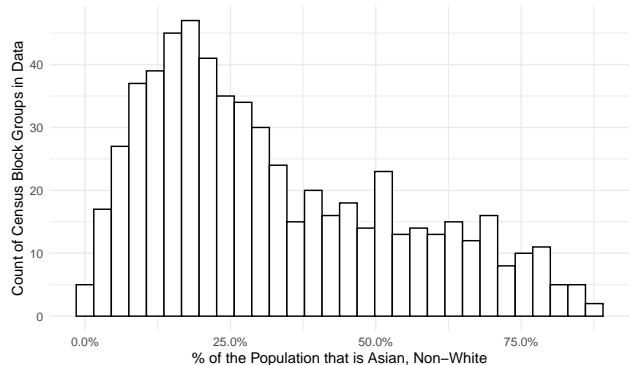
## MySanJose Platforms - All Requests - Home Ownership/Renting



## MySanJose Platforms - All Requests - Race/Ethnicity

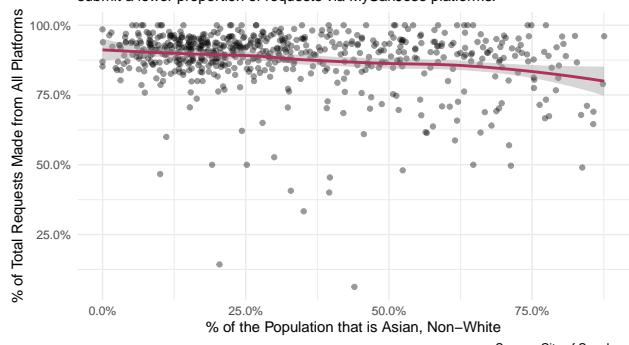


How Census Block Group Demographics Are Distributed For All Requests

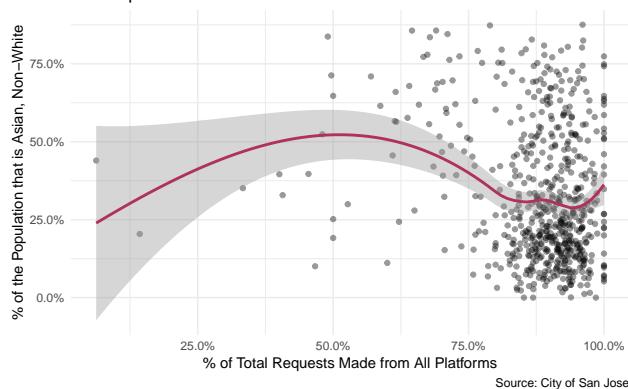


How Racial Composition is Related To Web & Mobile Usage For All Requests

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

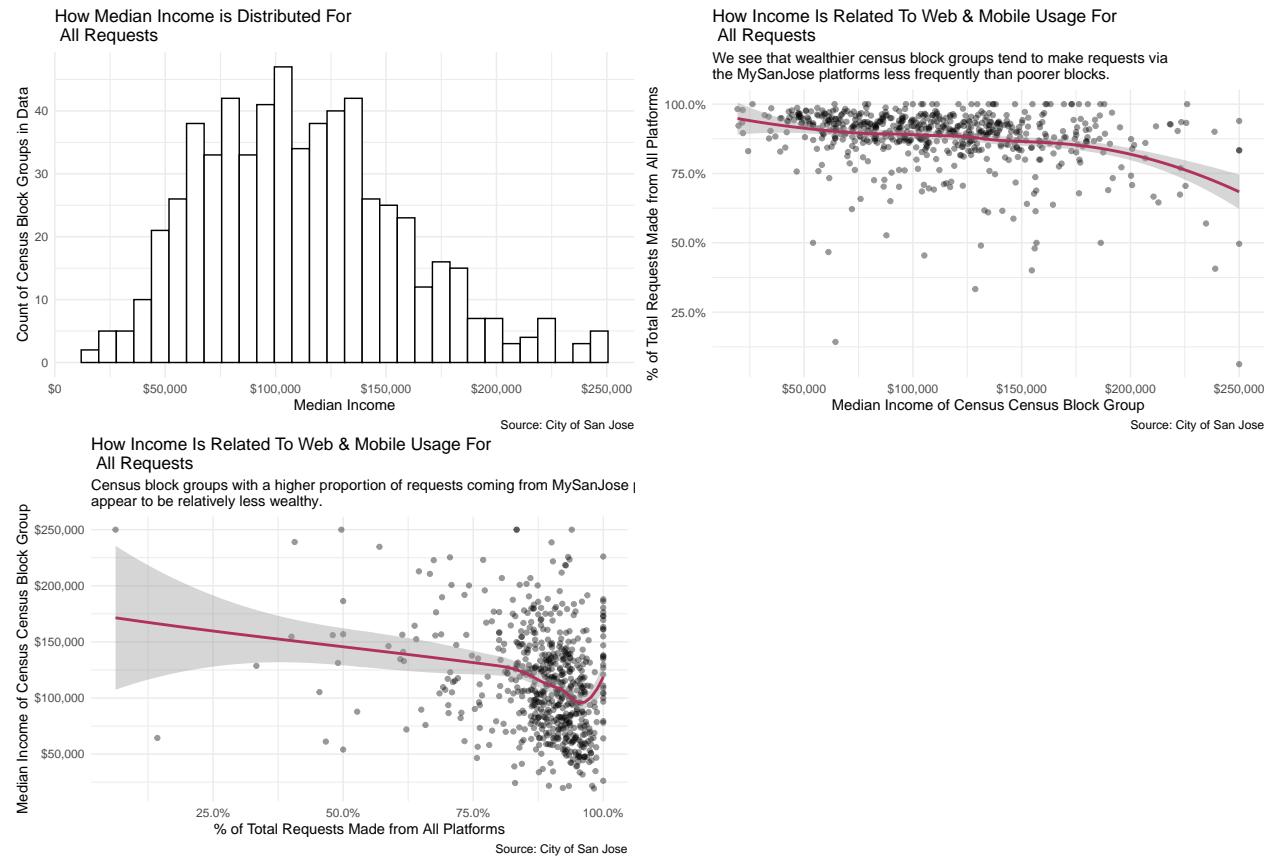


How Racial Composition is Related To Web & Mobile Usage For All Requests

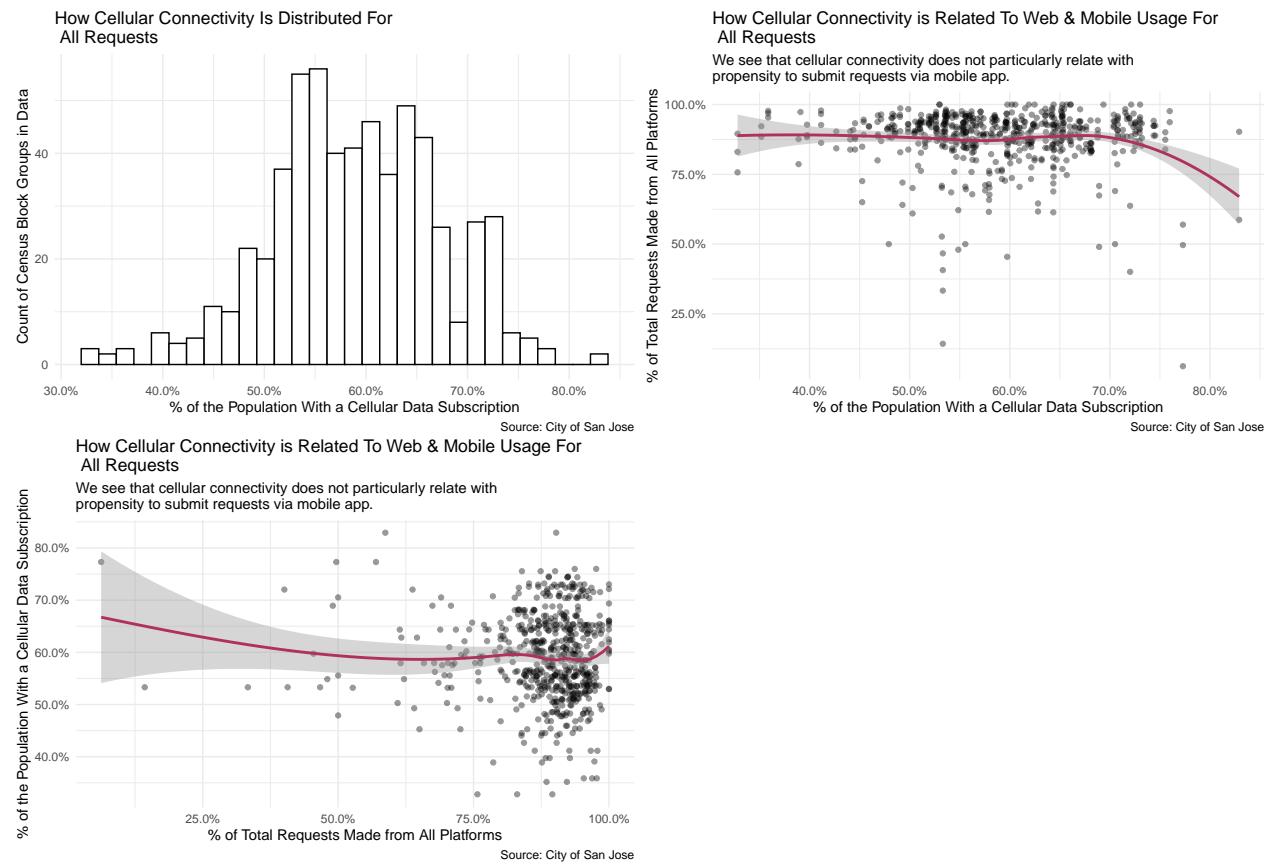


Source: City of San Jose

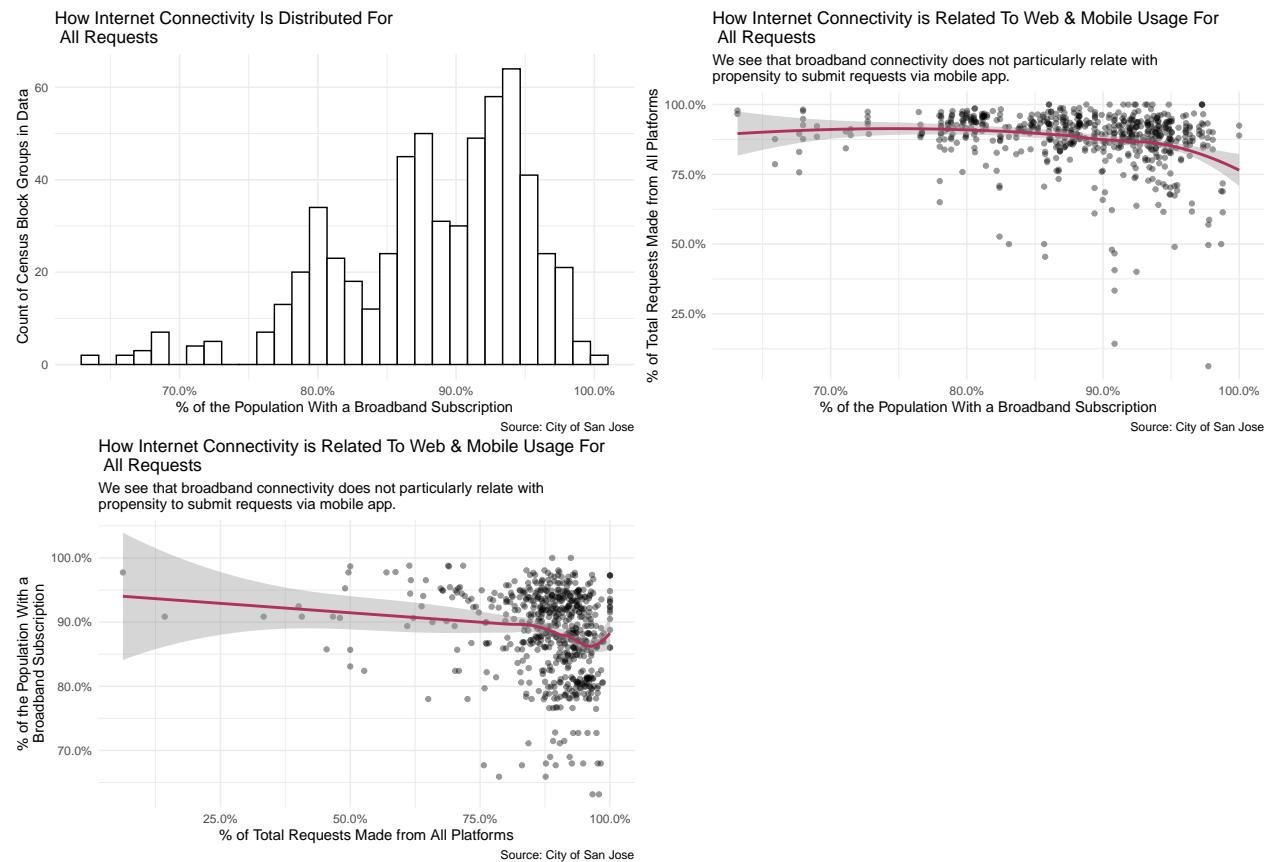
## MySanJose Platforms - All Requests - Income



## MySanJose Platforms - All Requests - Mobile Phone Access



## MySanJose Platforms - All Requests - Broadband Access

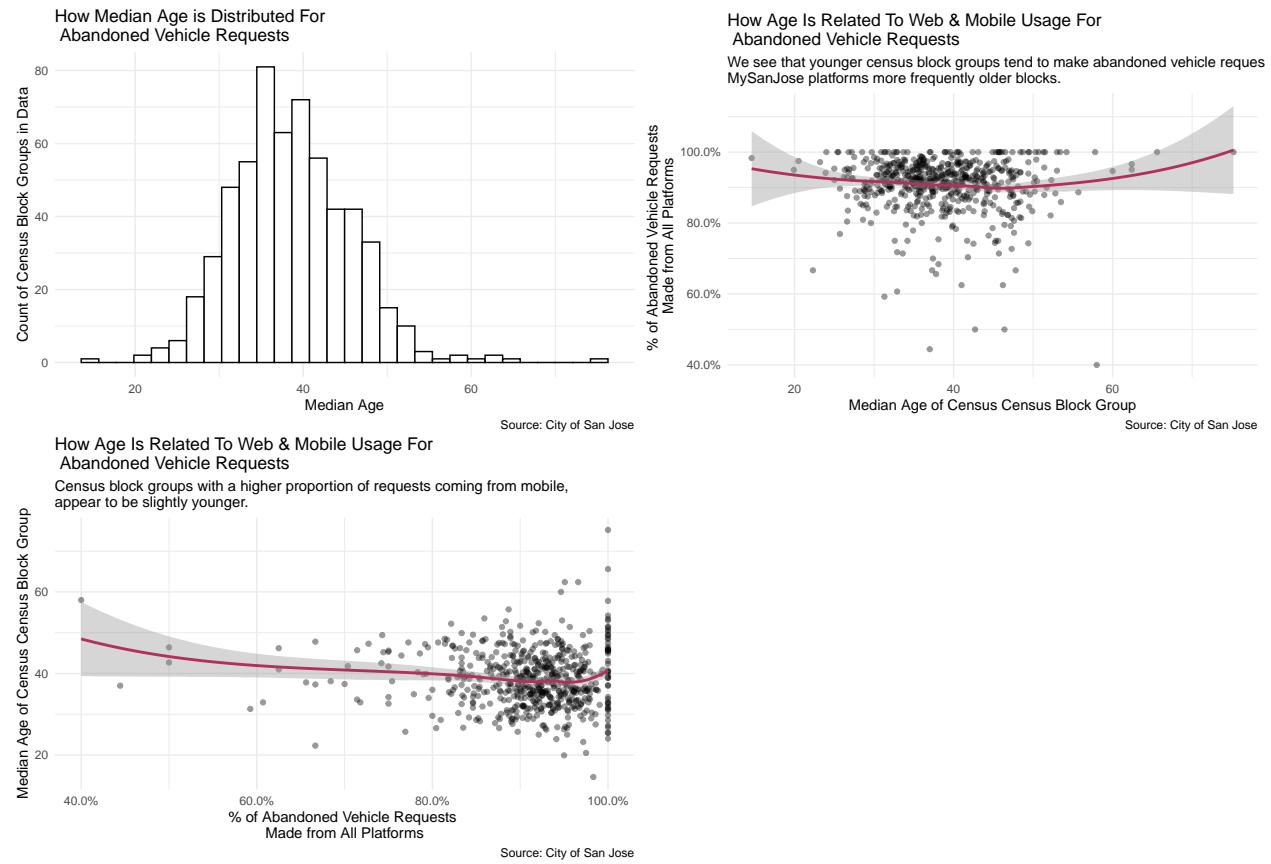


## Abandoned Vehicle

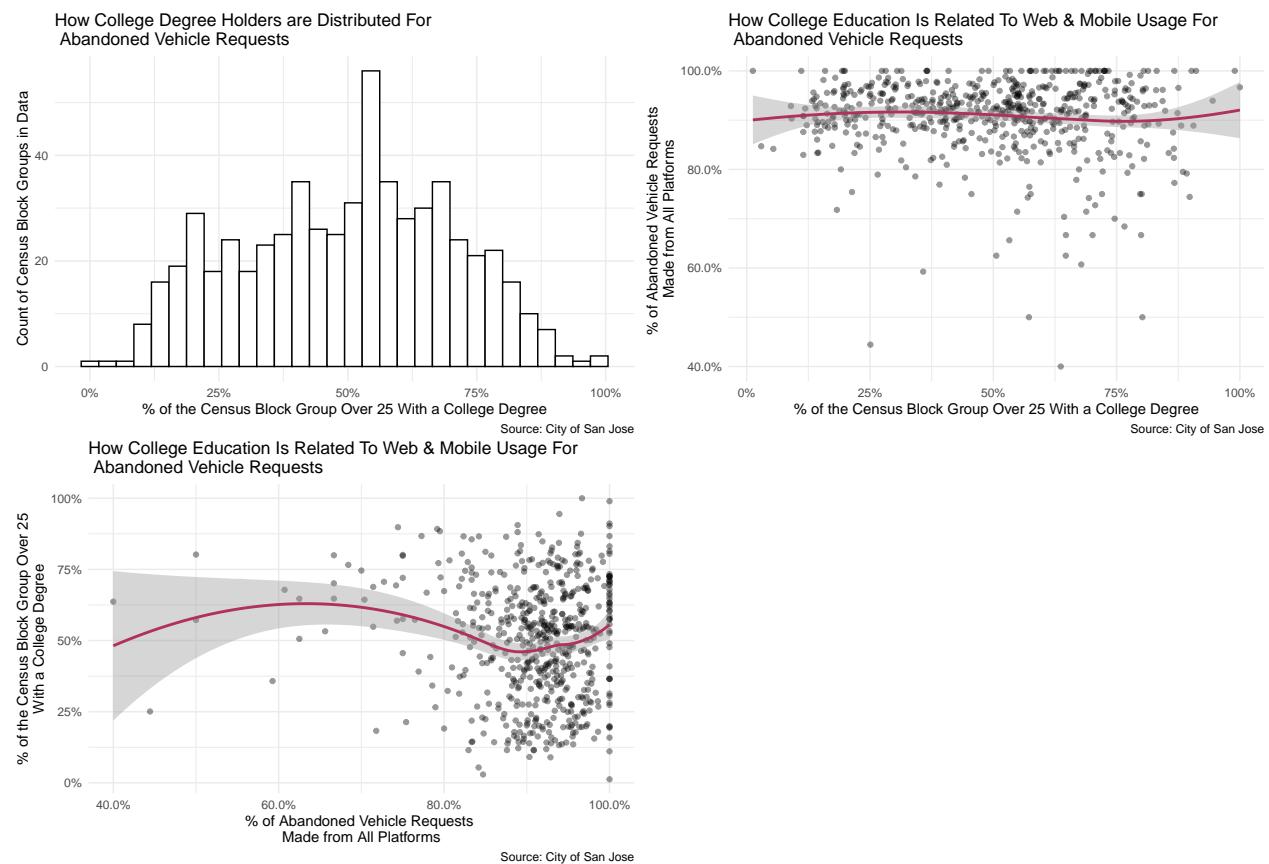
### MySanJose Platforms - Abandoned Vehicle Requests - Language



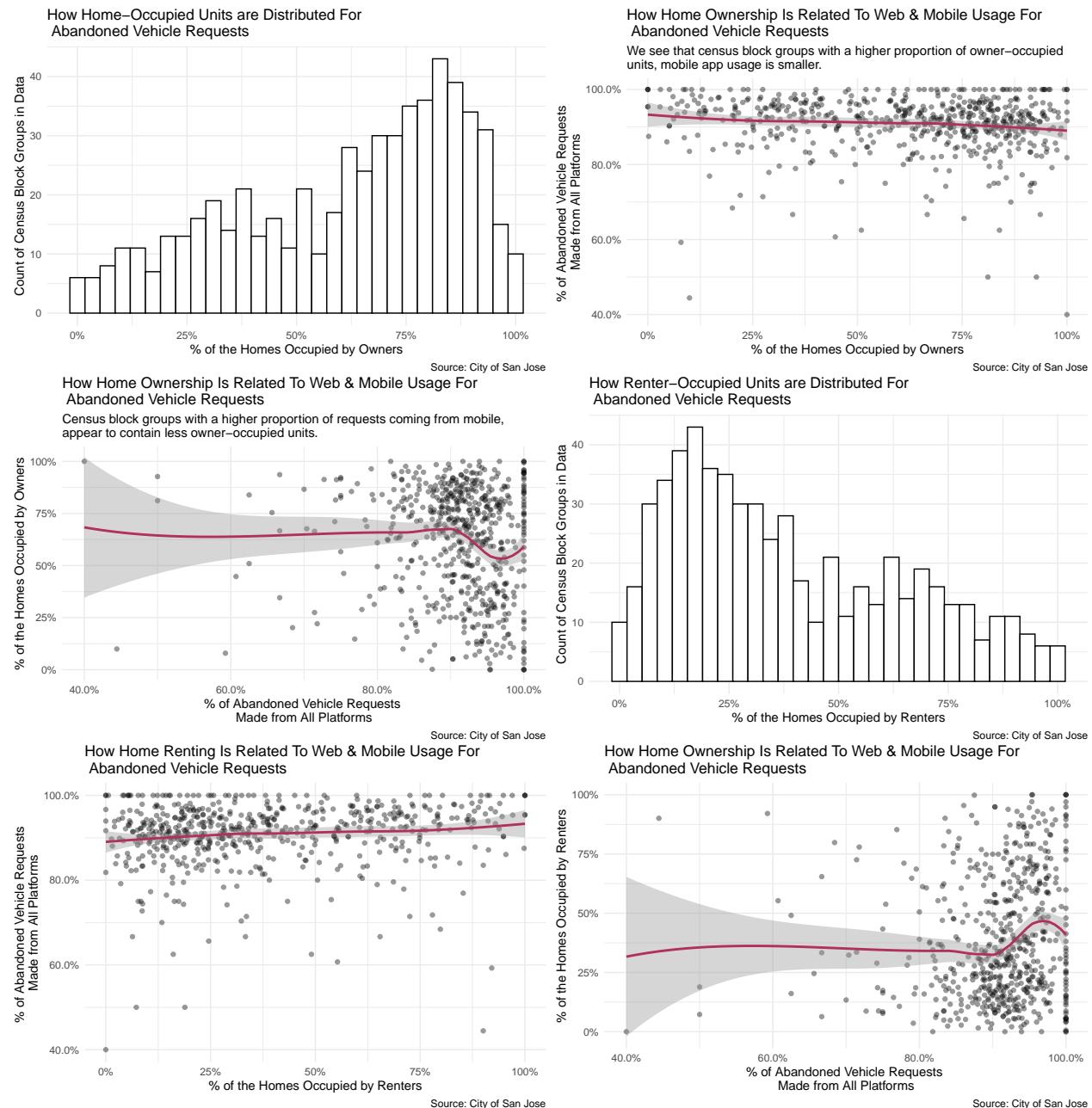
## MySanJose Platforms - Abandoned Vehicle Requests - Age



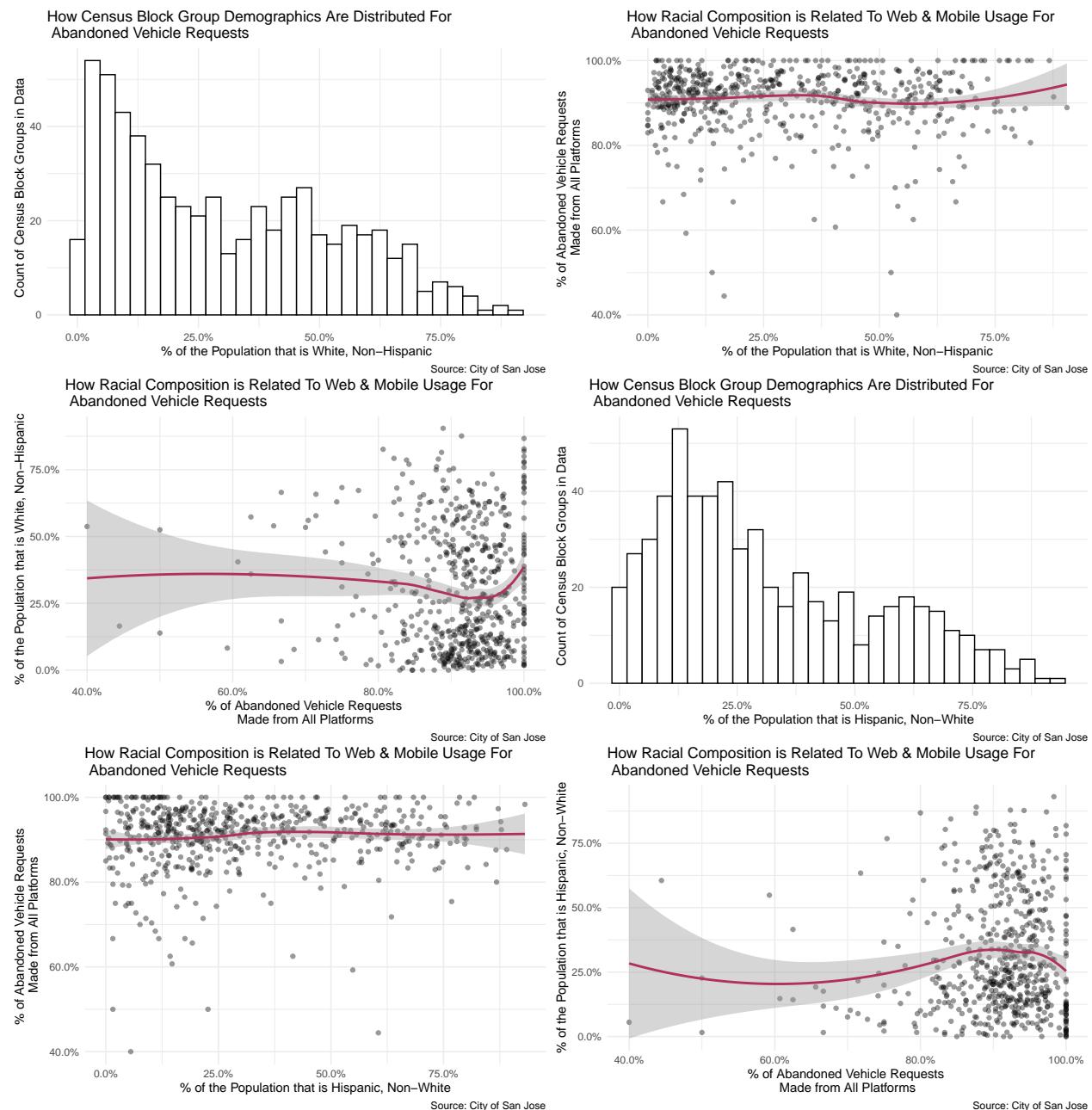
## MySanJose Platforms - Abandoned Vehicle Requests - Education



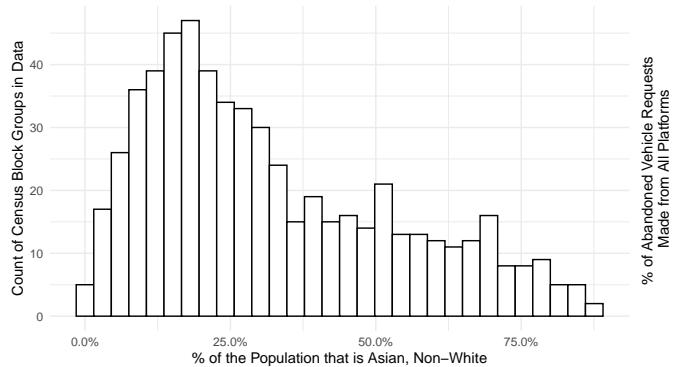
## MySanJose Platforms - Abandoned Vehicle Requests - Home Ownership/Renting



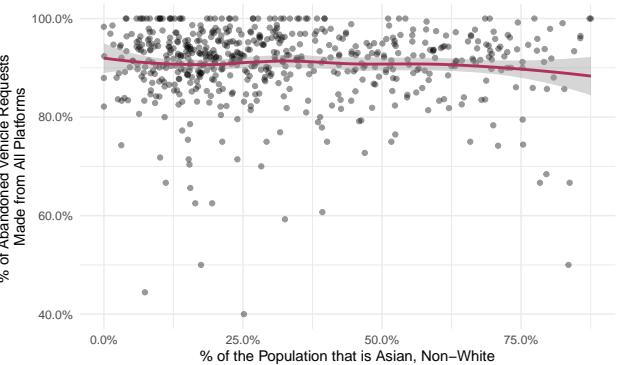
## MySanJose Platforms - Abandoned Vehicle Requests - Race/Ethnicity



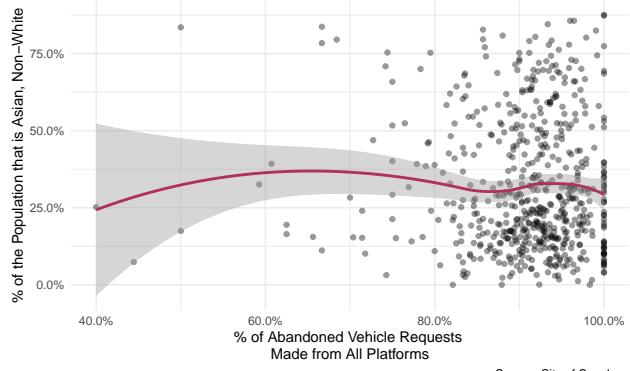
How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



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

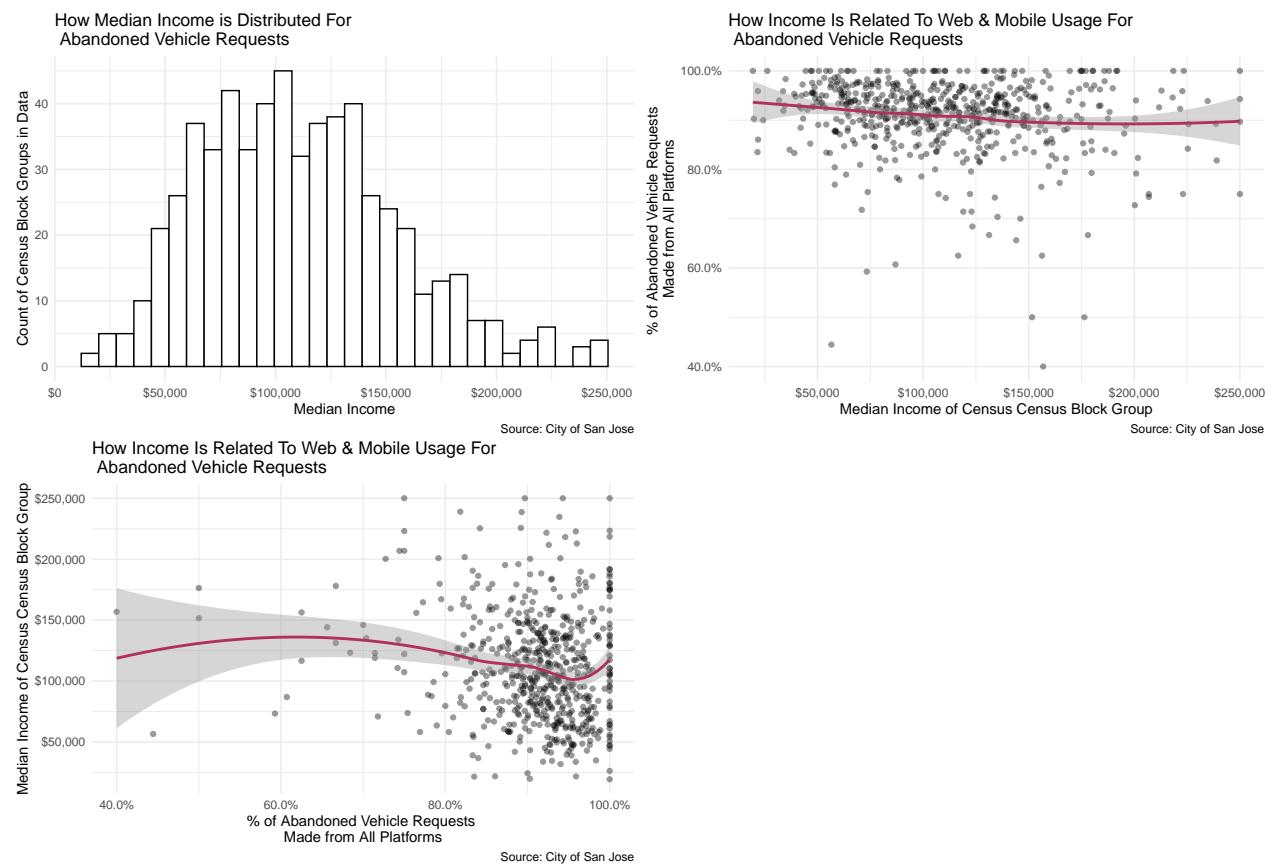


How Racial Composition is Related To Web & Mobile Usage For Abandoned Vehicle Requests

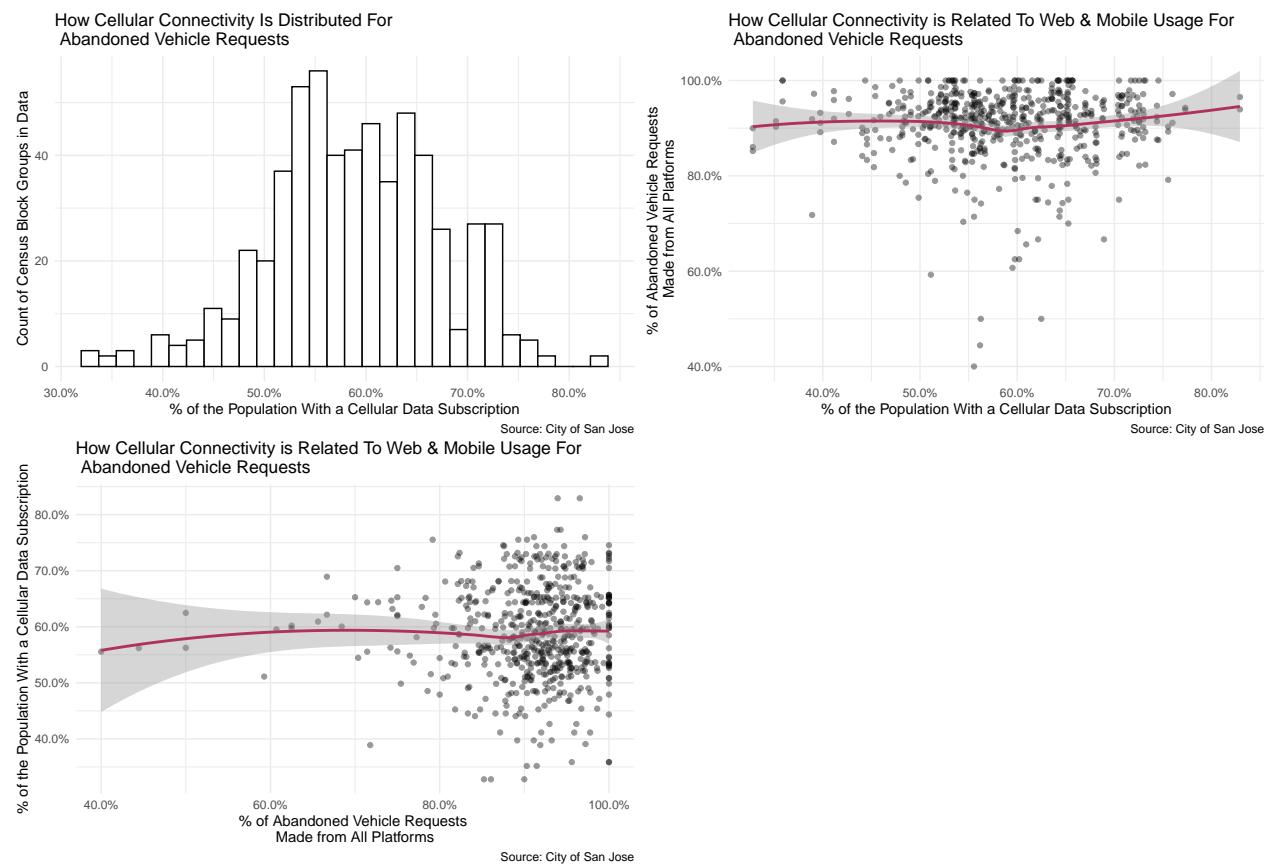


Source: City of San Jose

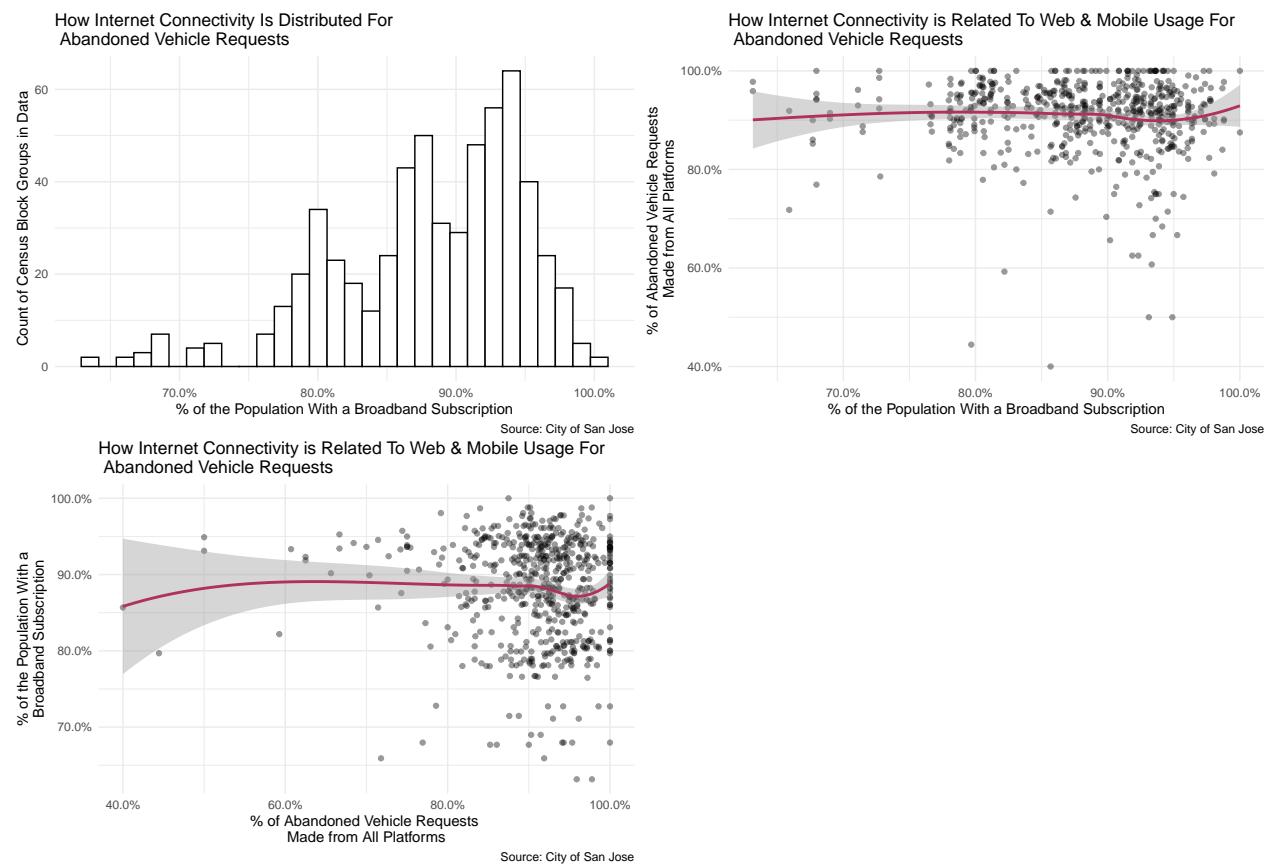
## MySanJose Platforms - Abandoned Vehicle Requests - Income



## MySanJose Platforms - Abandoned Vehicle Requests - Mobile Phone Access

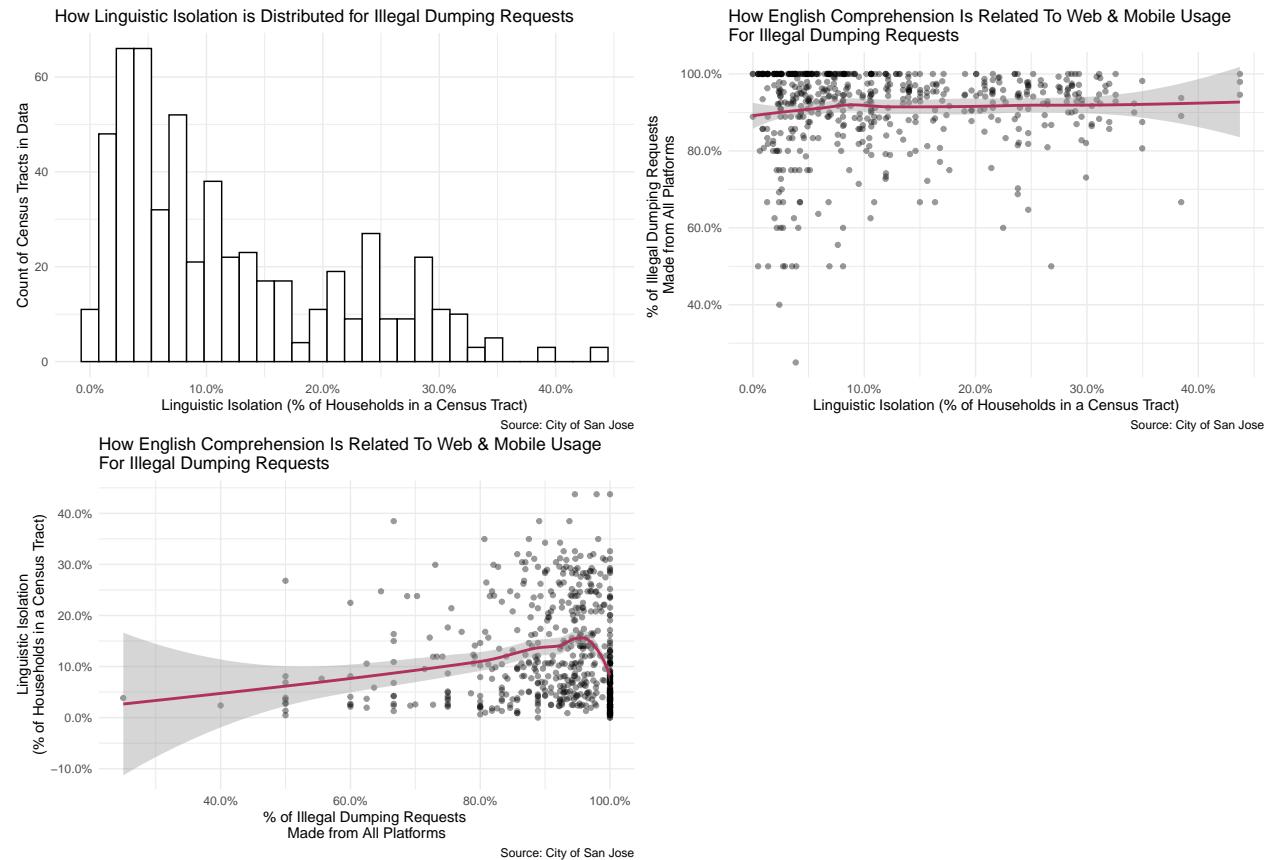


## MySanJose Platforms - Abandoned Vehicle Requests - Broadband Access

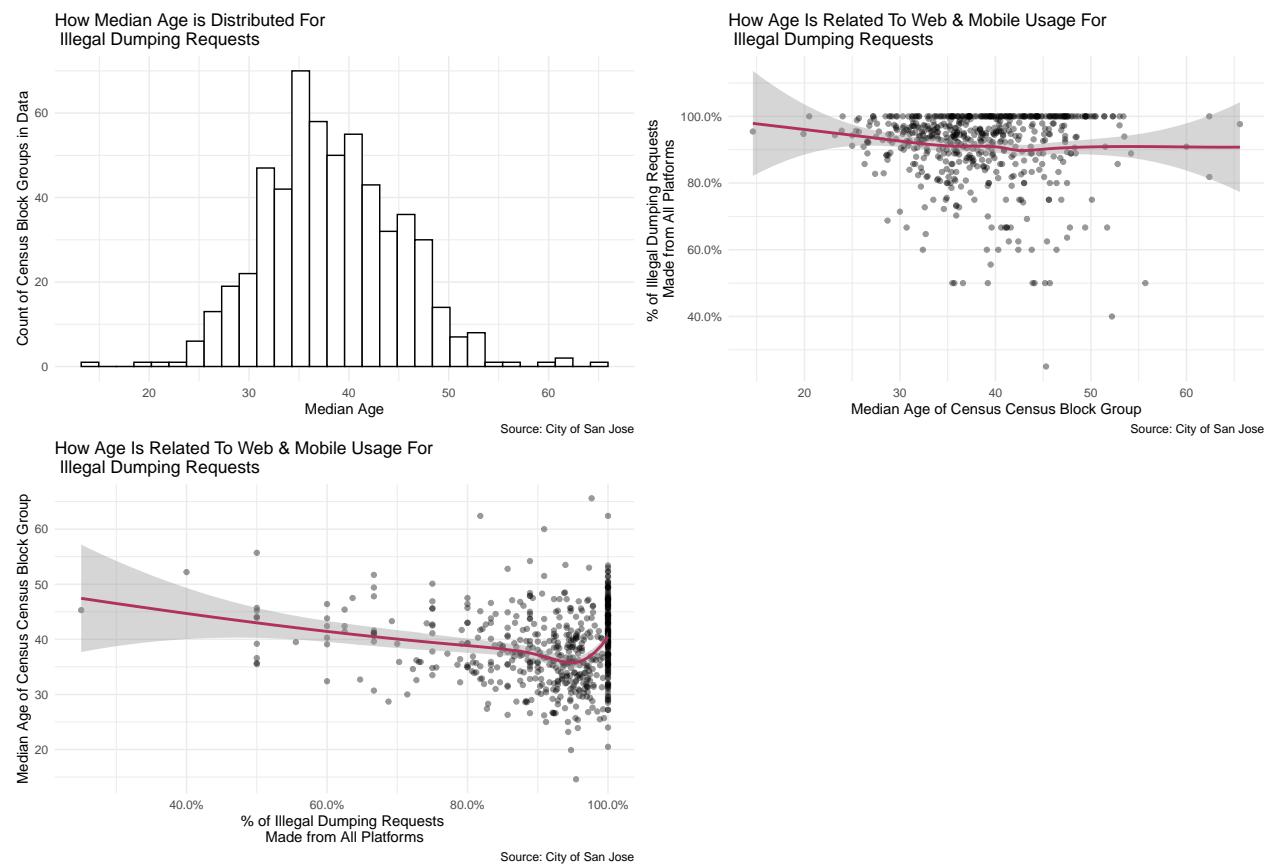


## Illegal Dumping

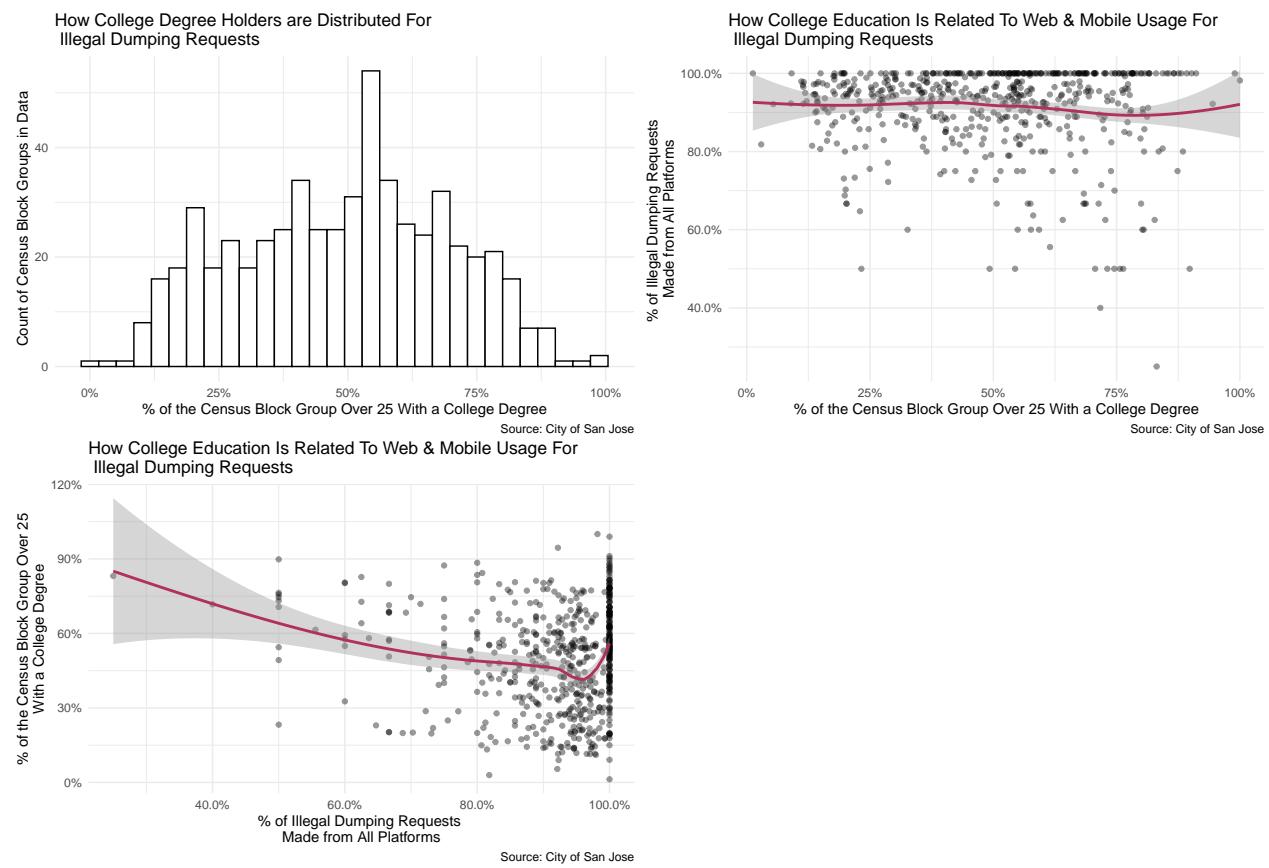
### MySanJose Platforms - Illegal Dumping - Language



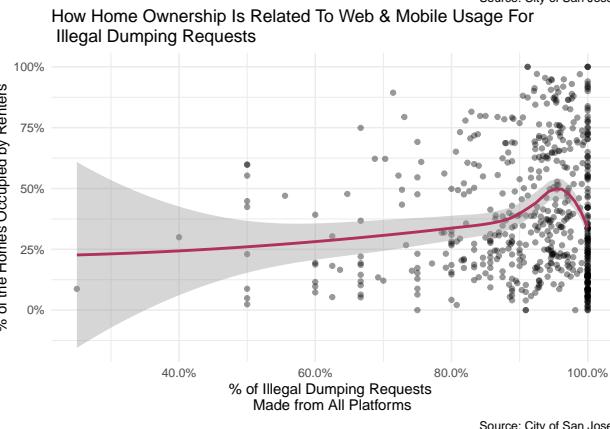
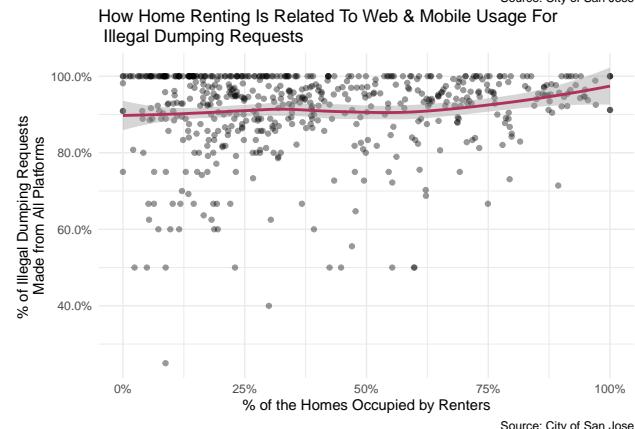
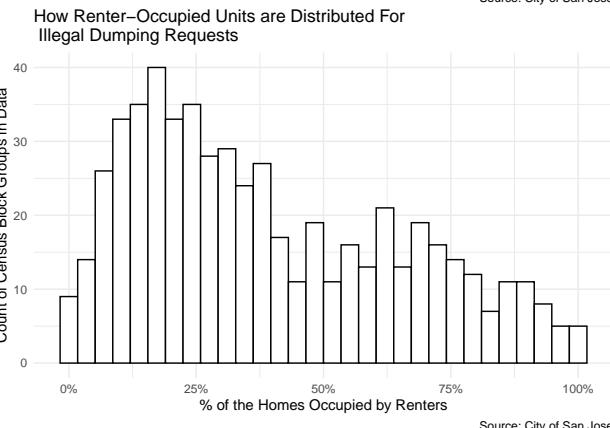
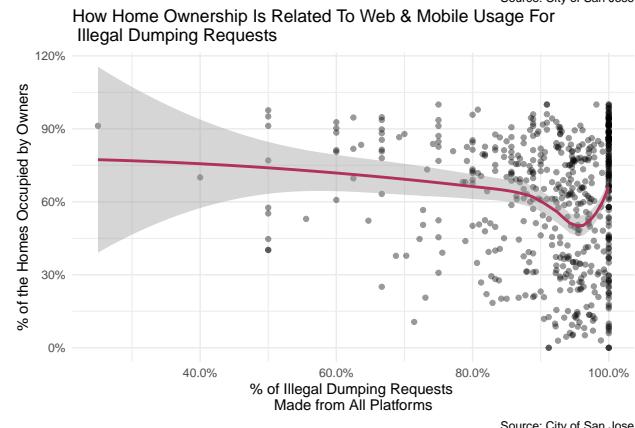
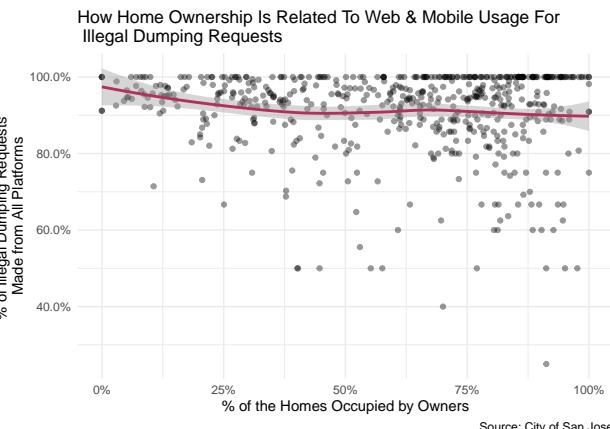
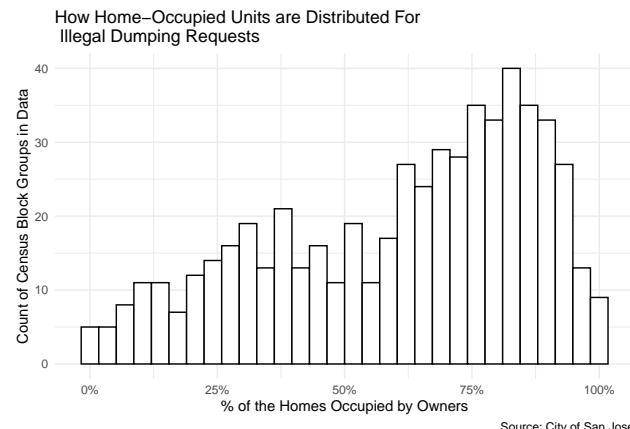
## MySanJose Platforms - Illegal Dumping - Age



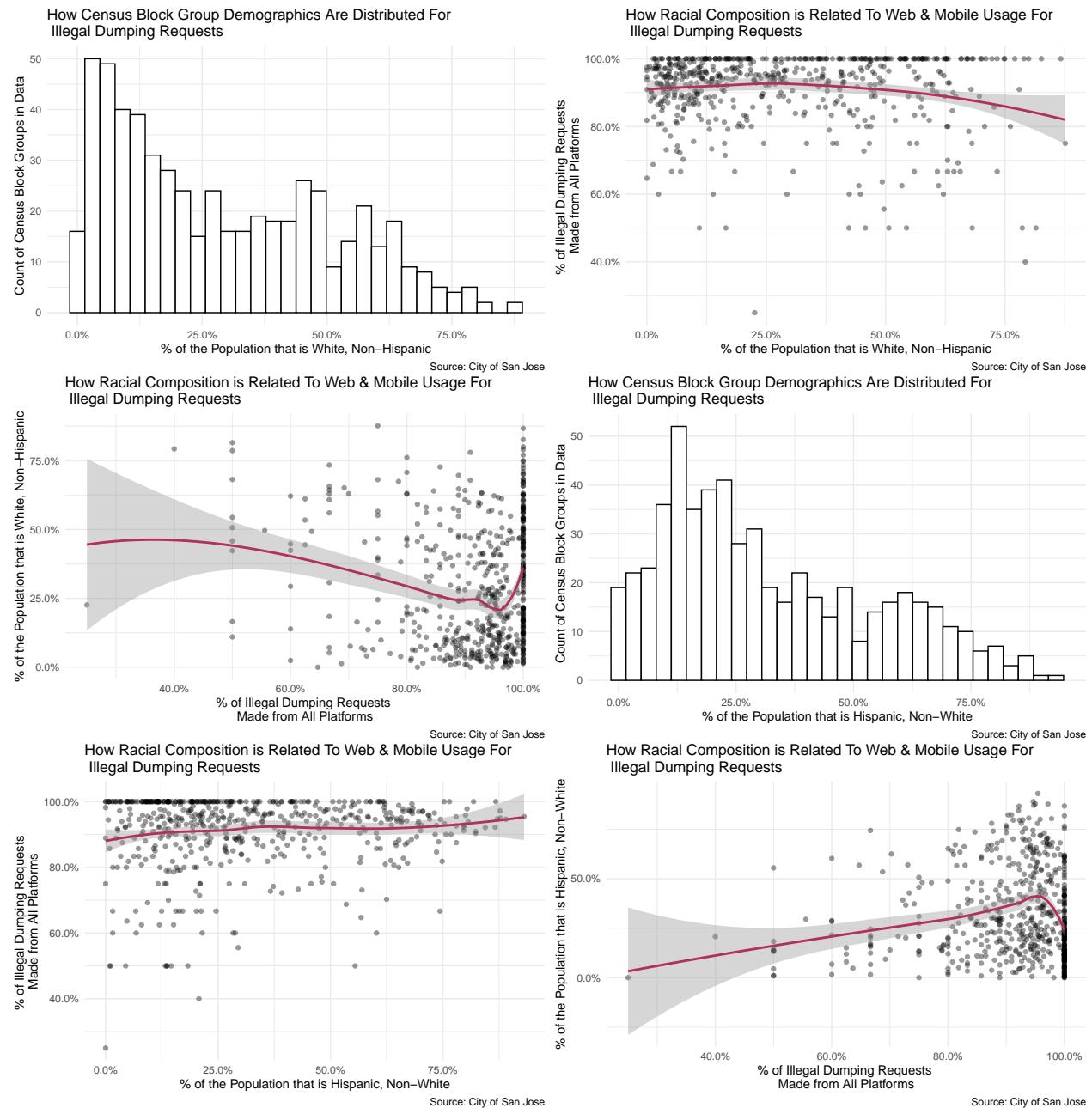
## MySanJose Platforms - Illegal Dumping - Education



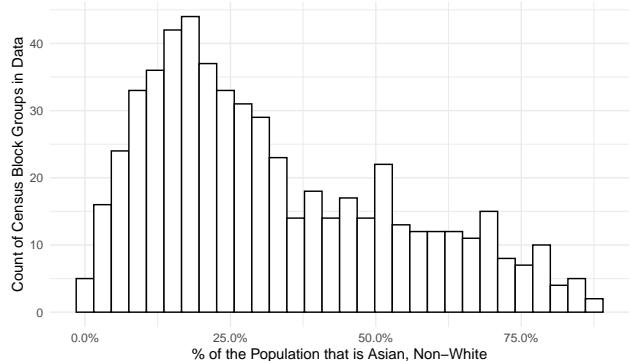
## MySanJose Platforms - Illegal Dumping - Home Ownership/Renting



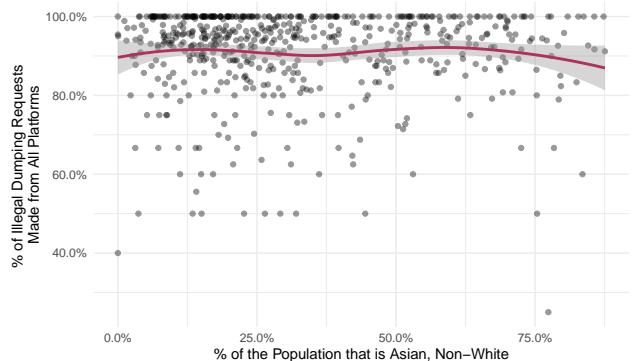
## MySanJose Platforms - Illegal Dumping - Race/Ethnicity



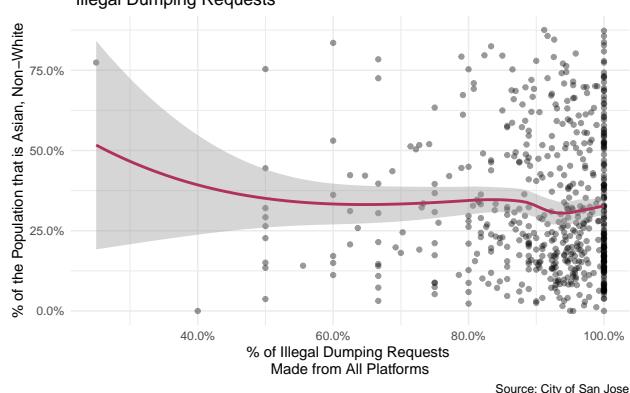
How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



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

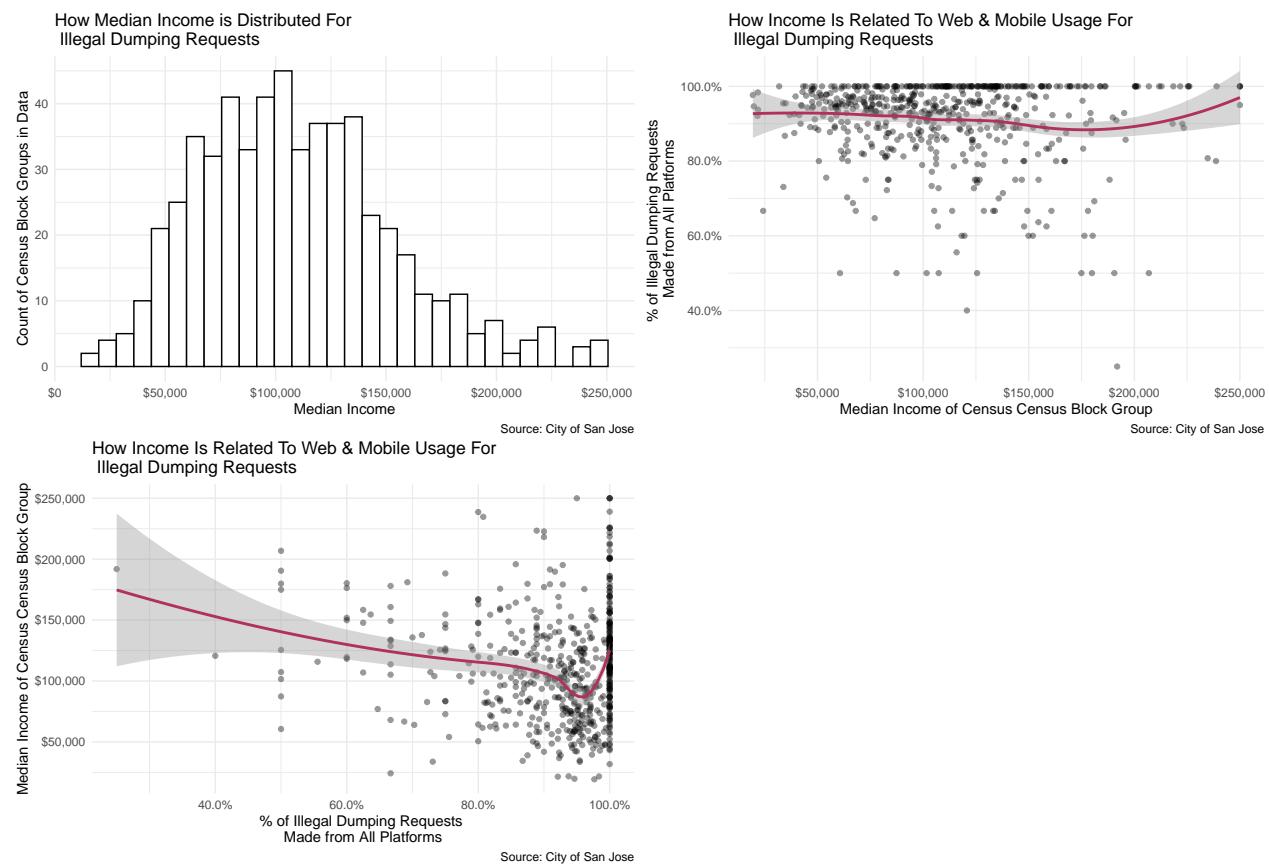


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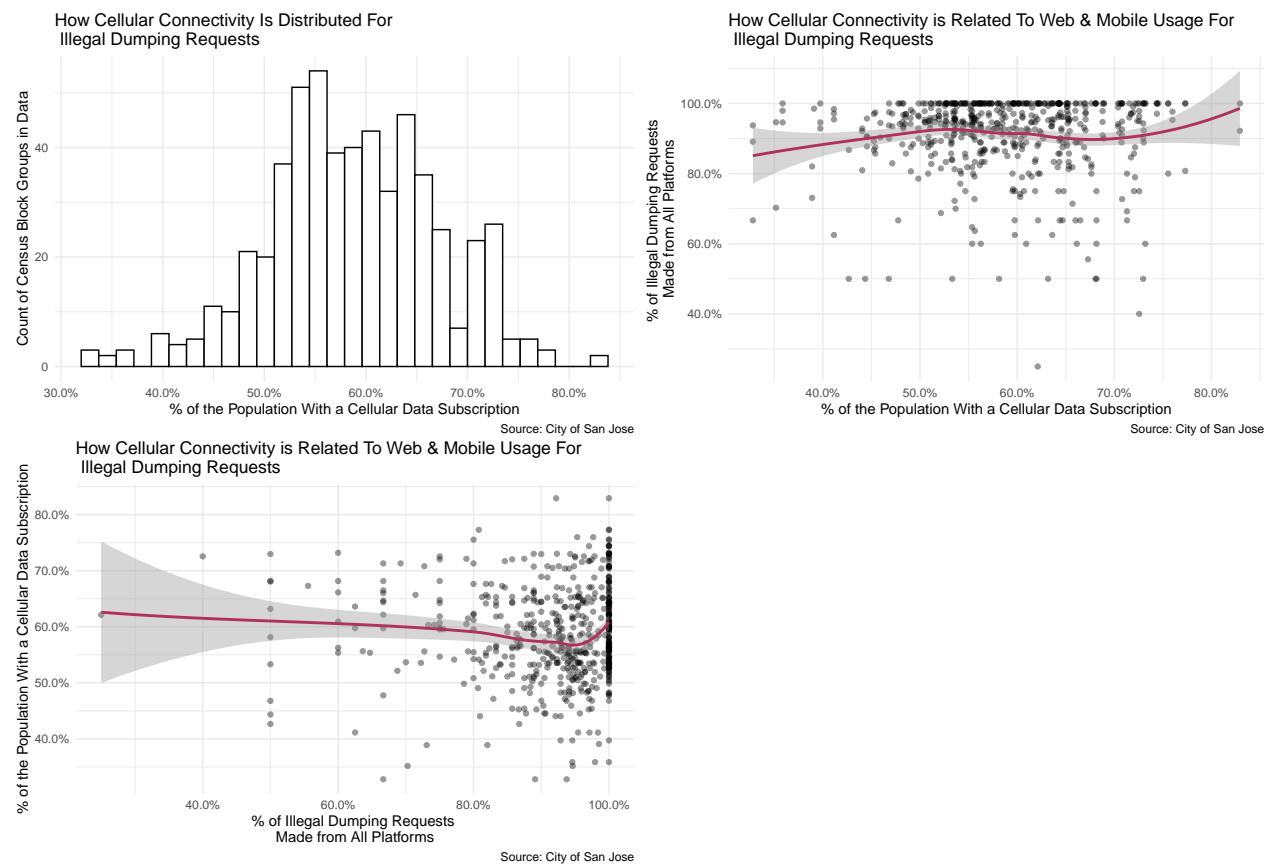


Source: City of San Jose

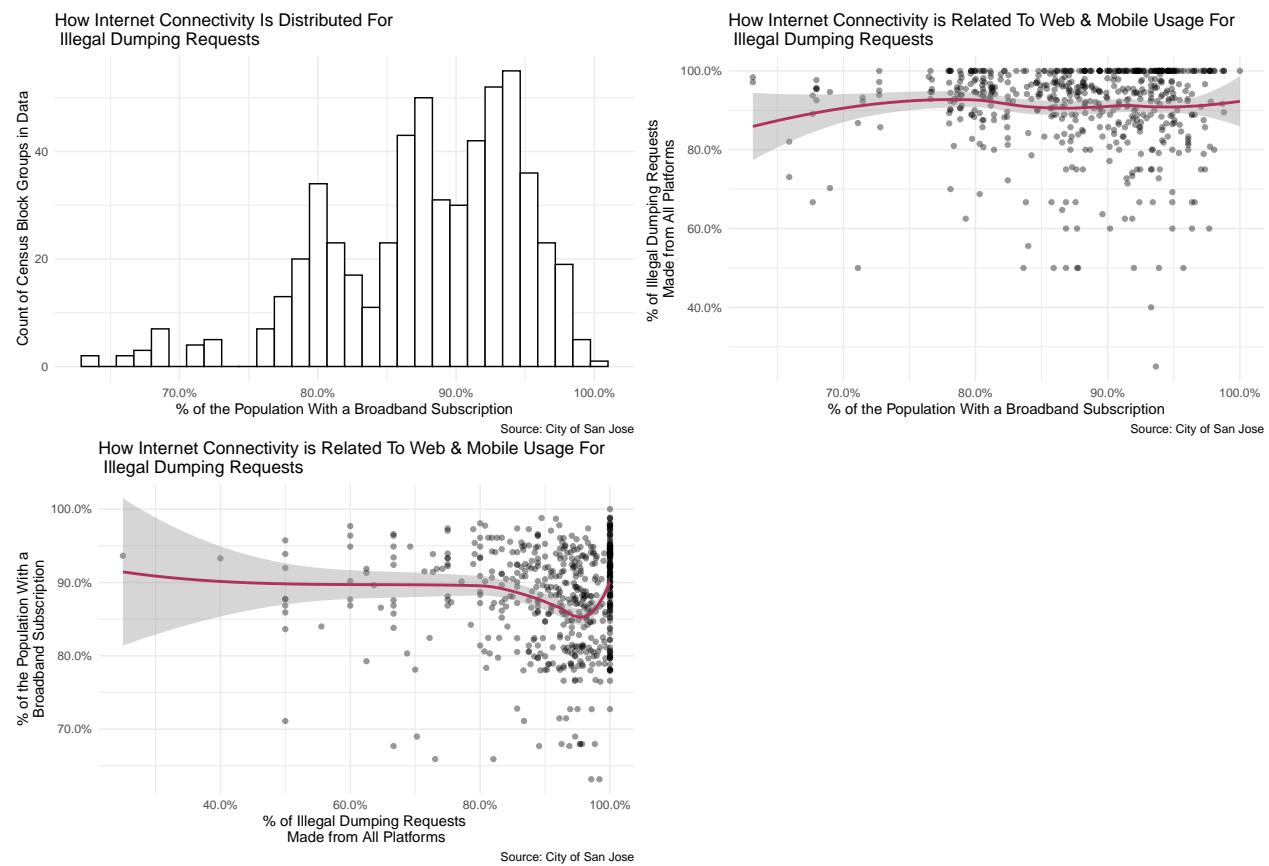
## MySanJose Platforms - Illegal Dumping - Income



## MySanJose Platforms - Illegal Dumping - Mobile Phone Access

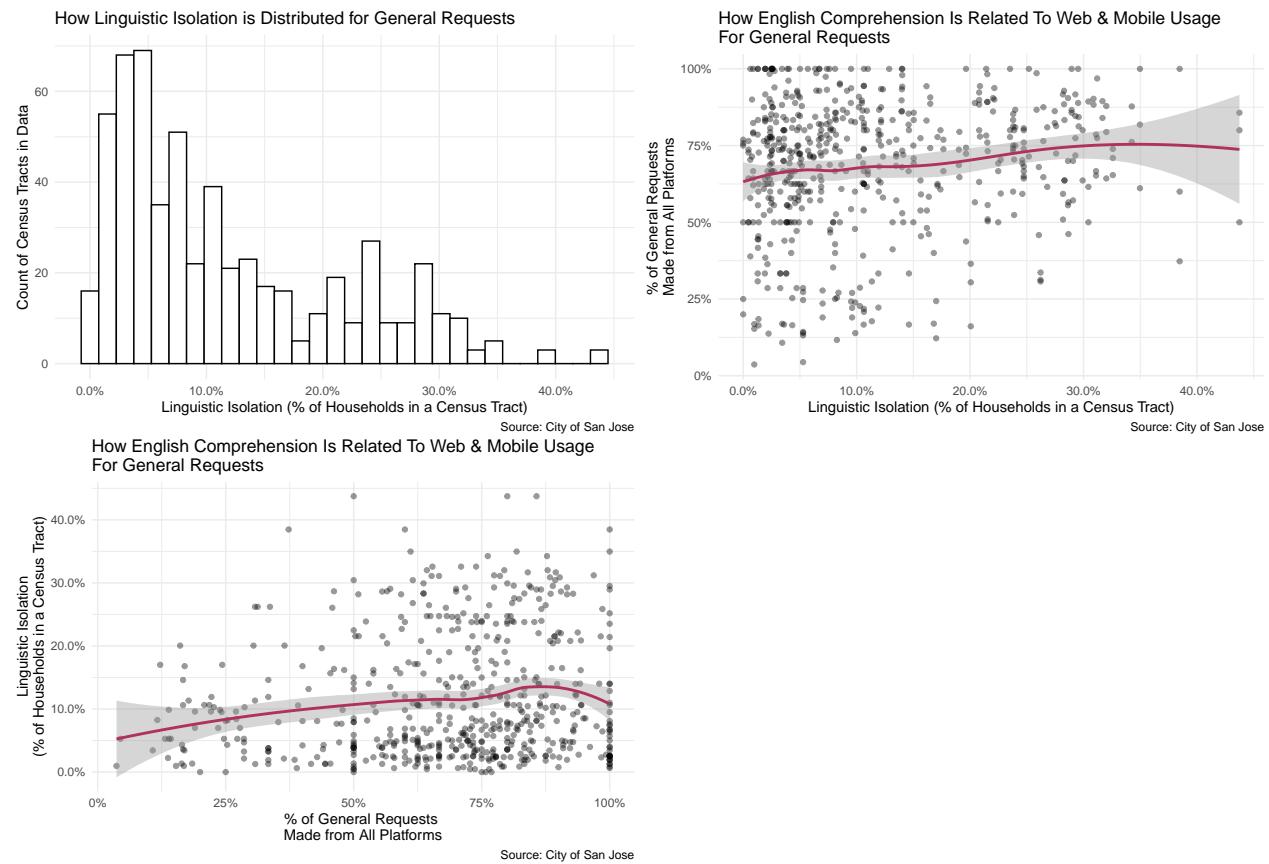


## MySanJose Platforms - Illegal Dumping - Broadband Access

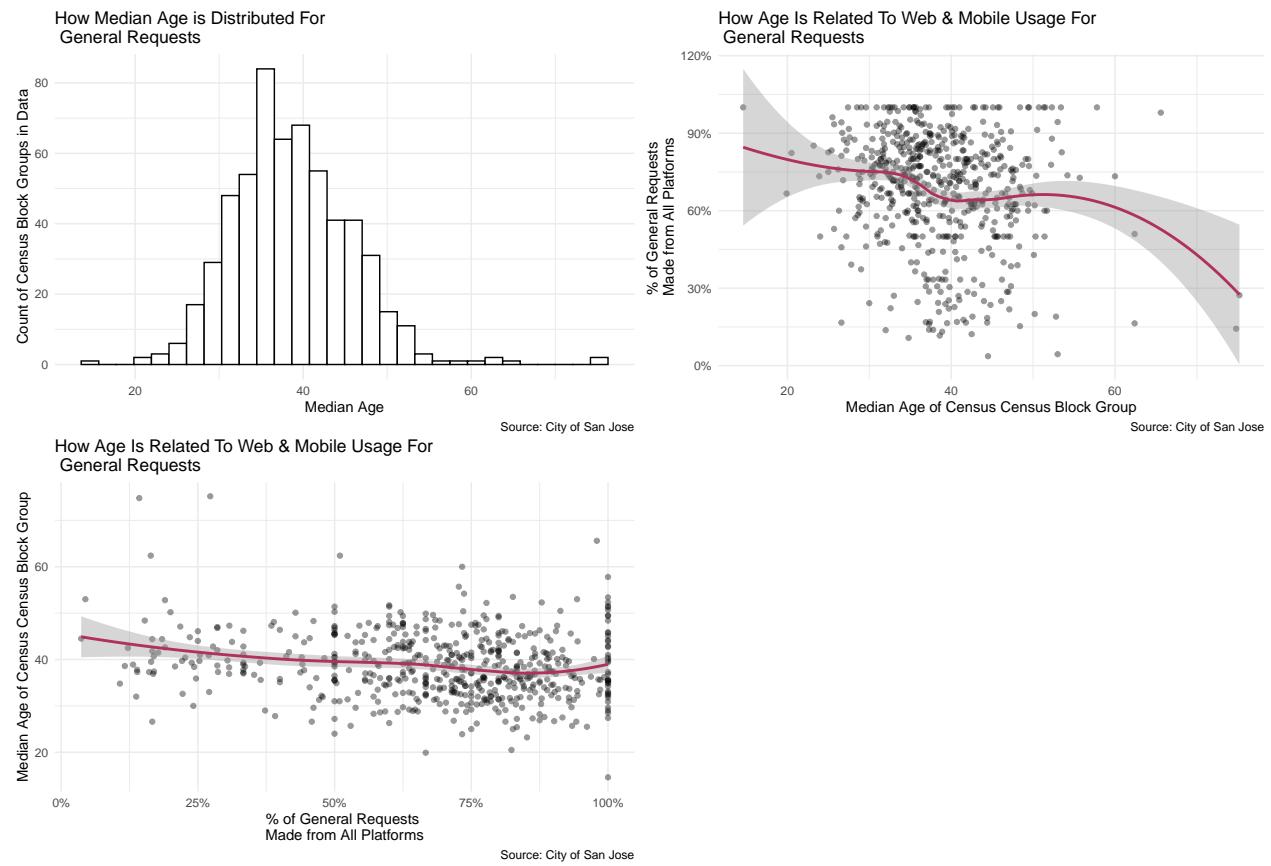


## General Request

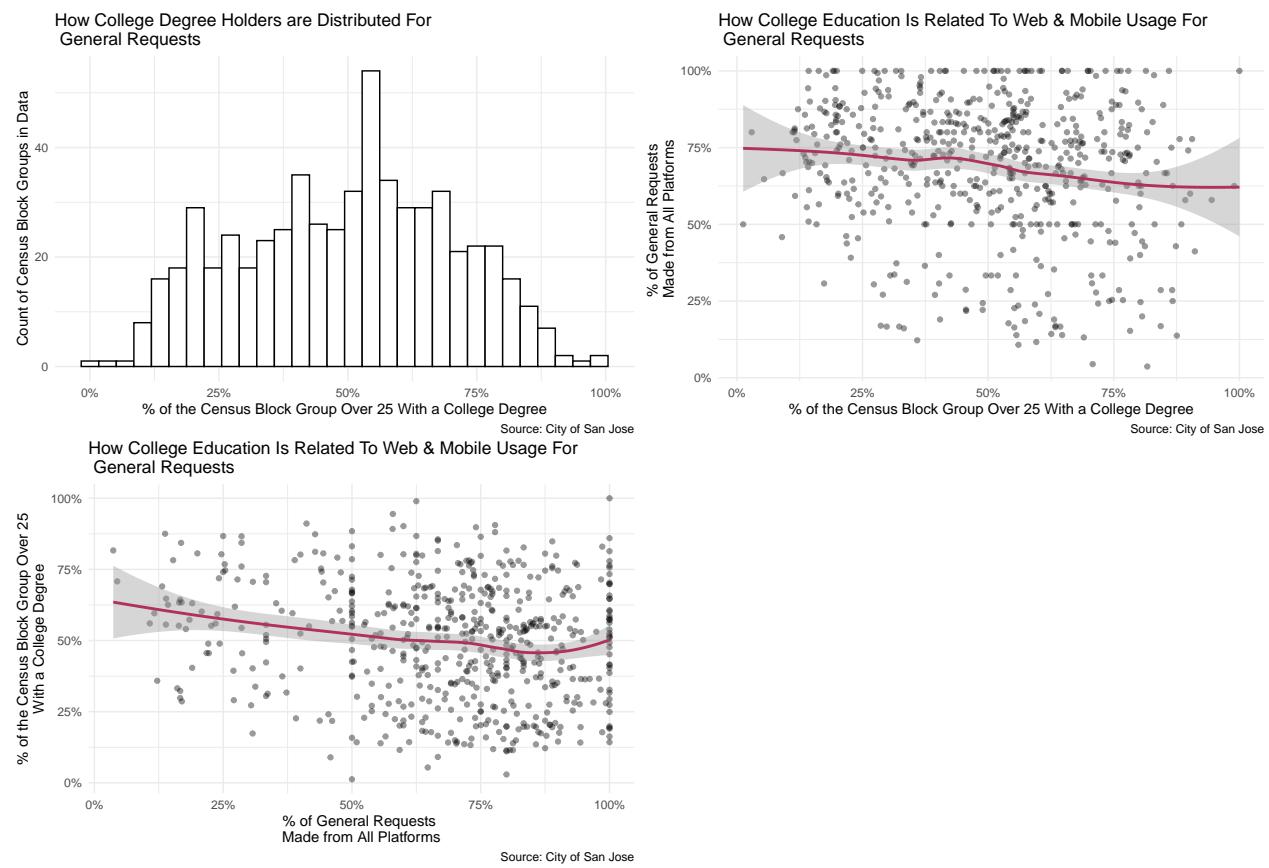
### MySanJose Platforms - General Request - Language



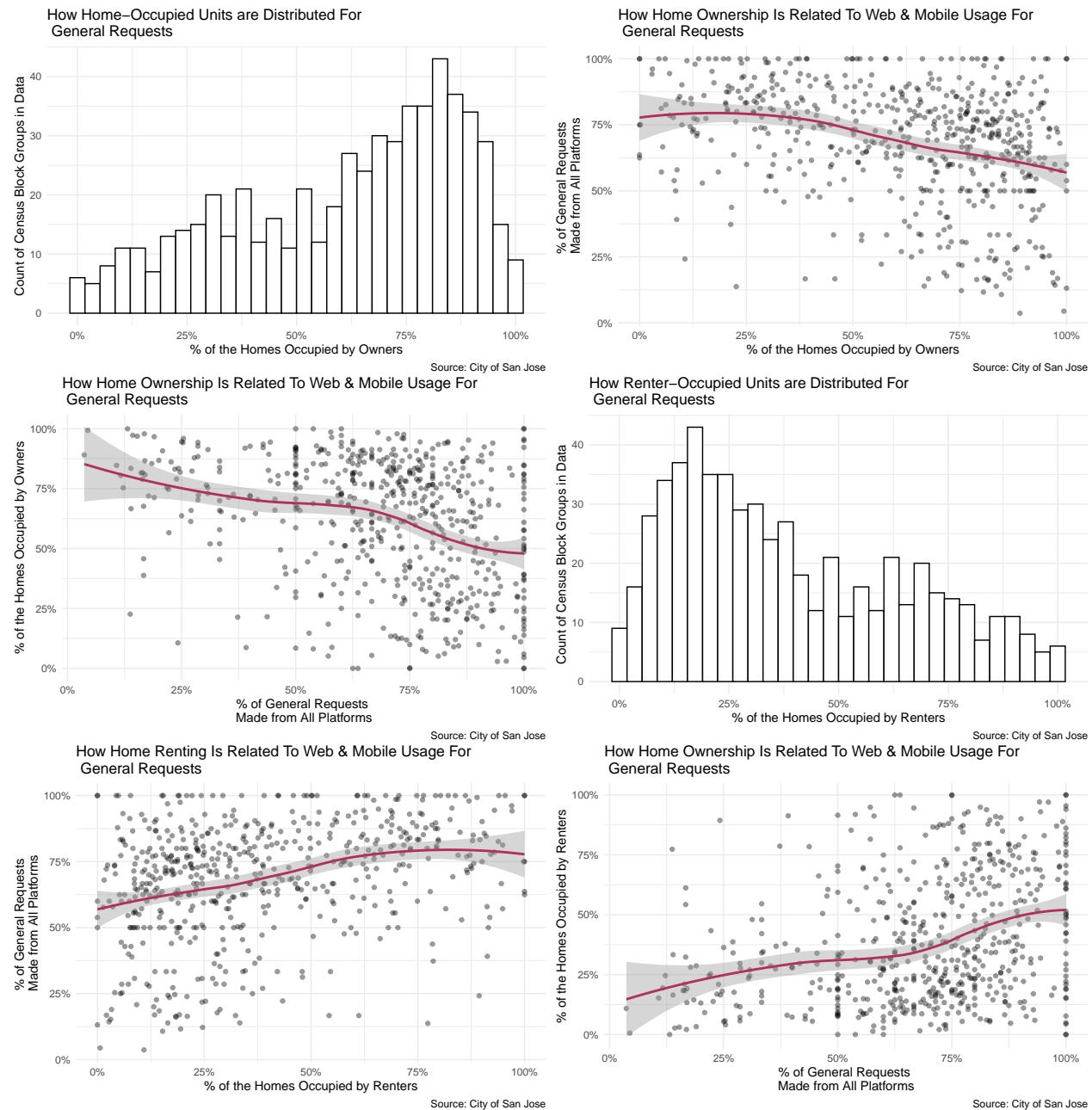
## MySanJose Platforms - General Request - Age



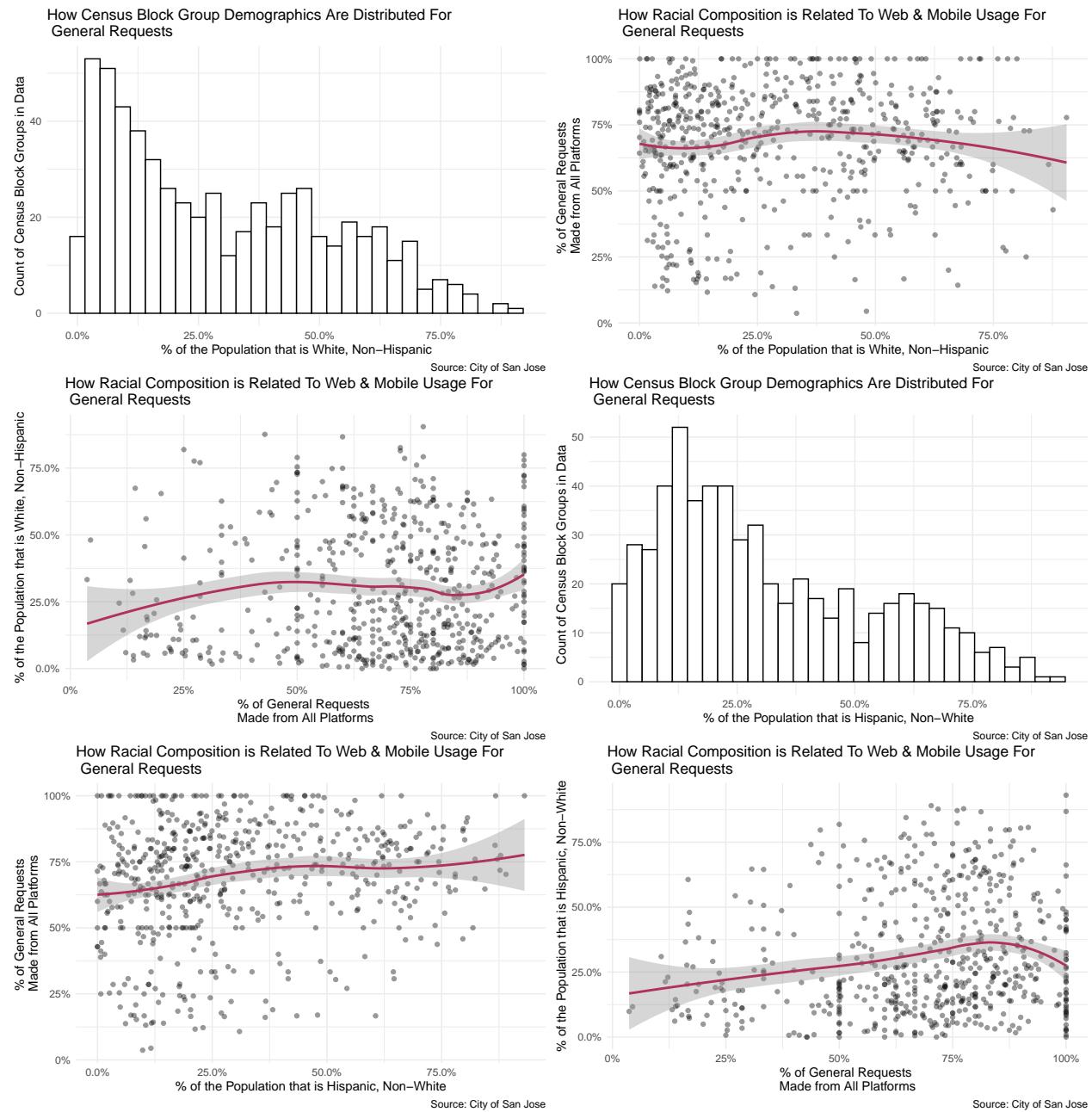
## MySanJose Platforms - General Request - Education



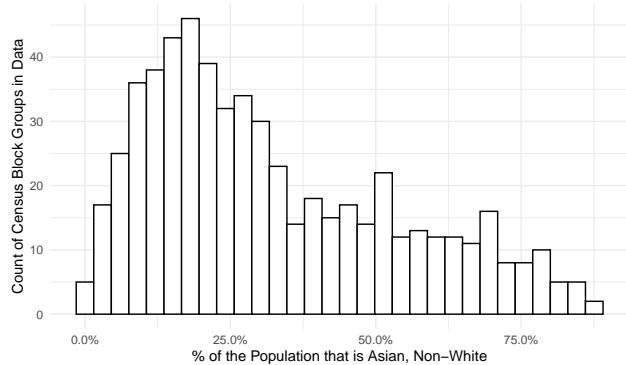
## MySanJose Platforms - General Request - Home Ownership/Renting



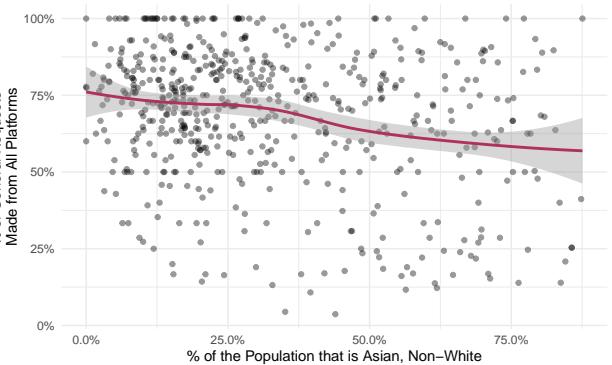
## MySanJose Platforms - General Request - Race/Ethnicity



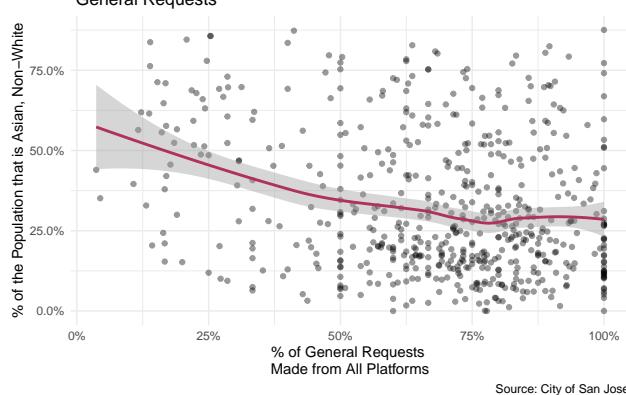
How Census Block Group Demographics Are Distributed For General Requests



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

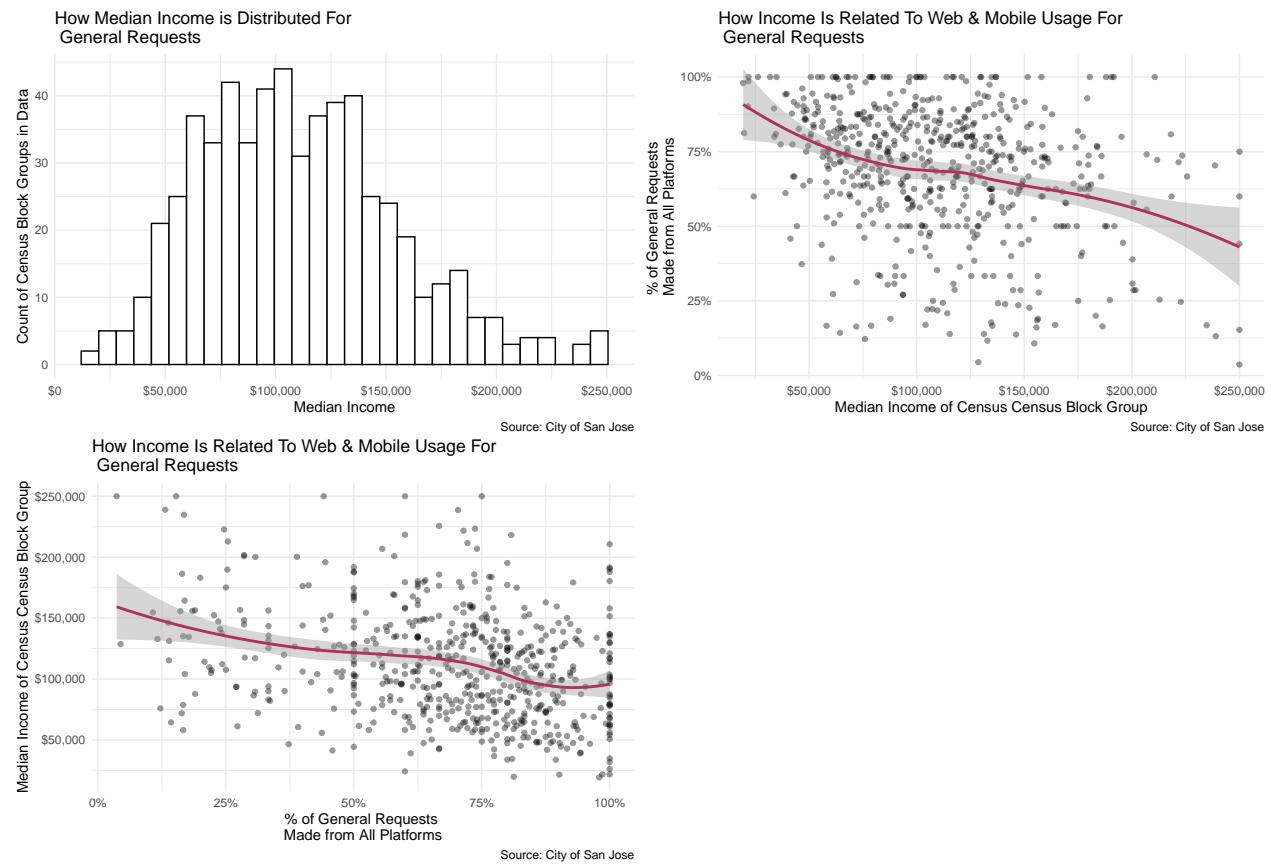


How Racial Composition is Related To Web & Mobile Usage For General Requests

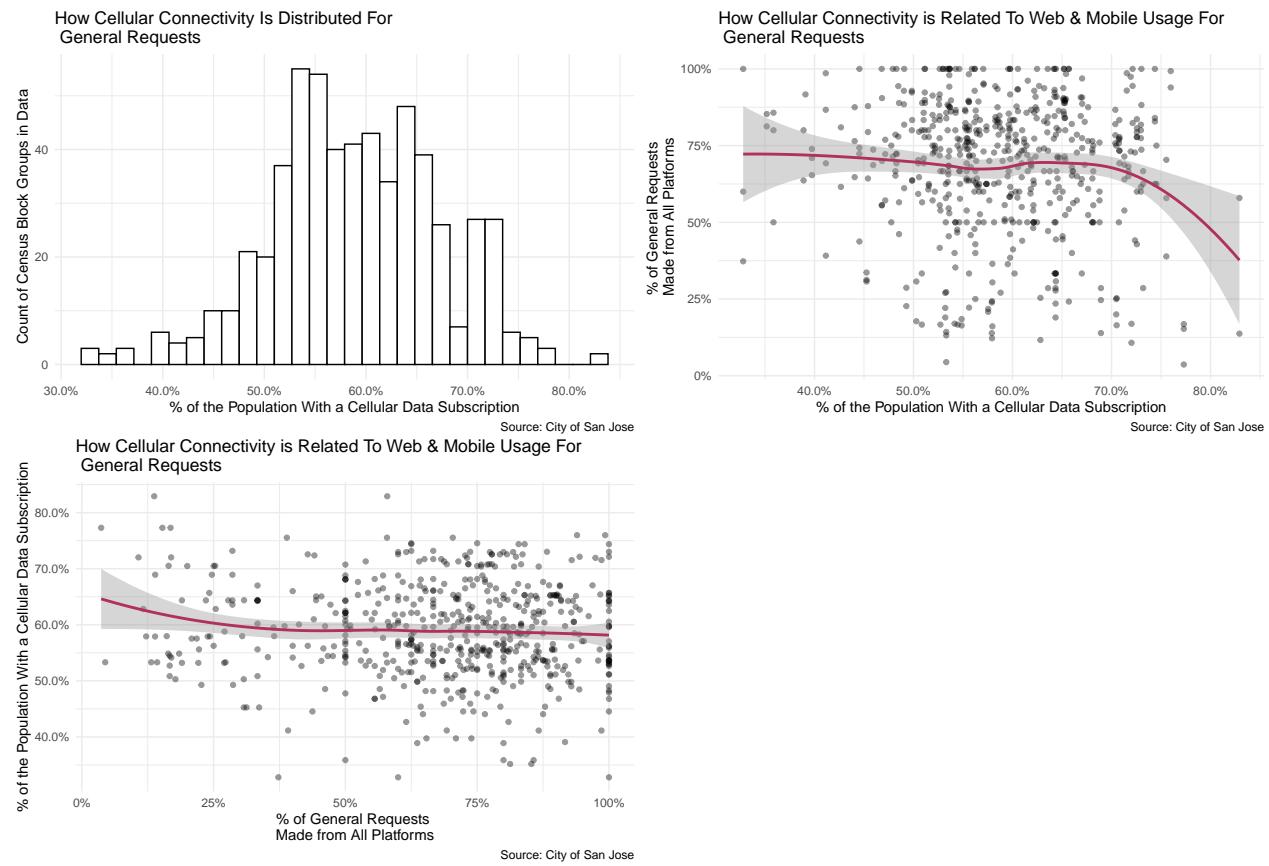


Source: City of San Jose

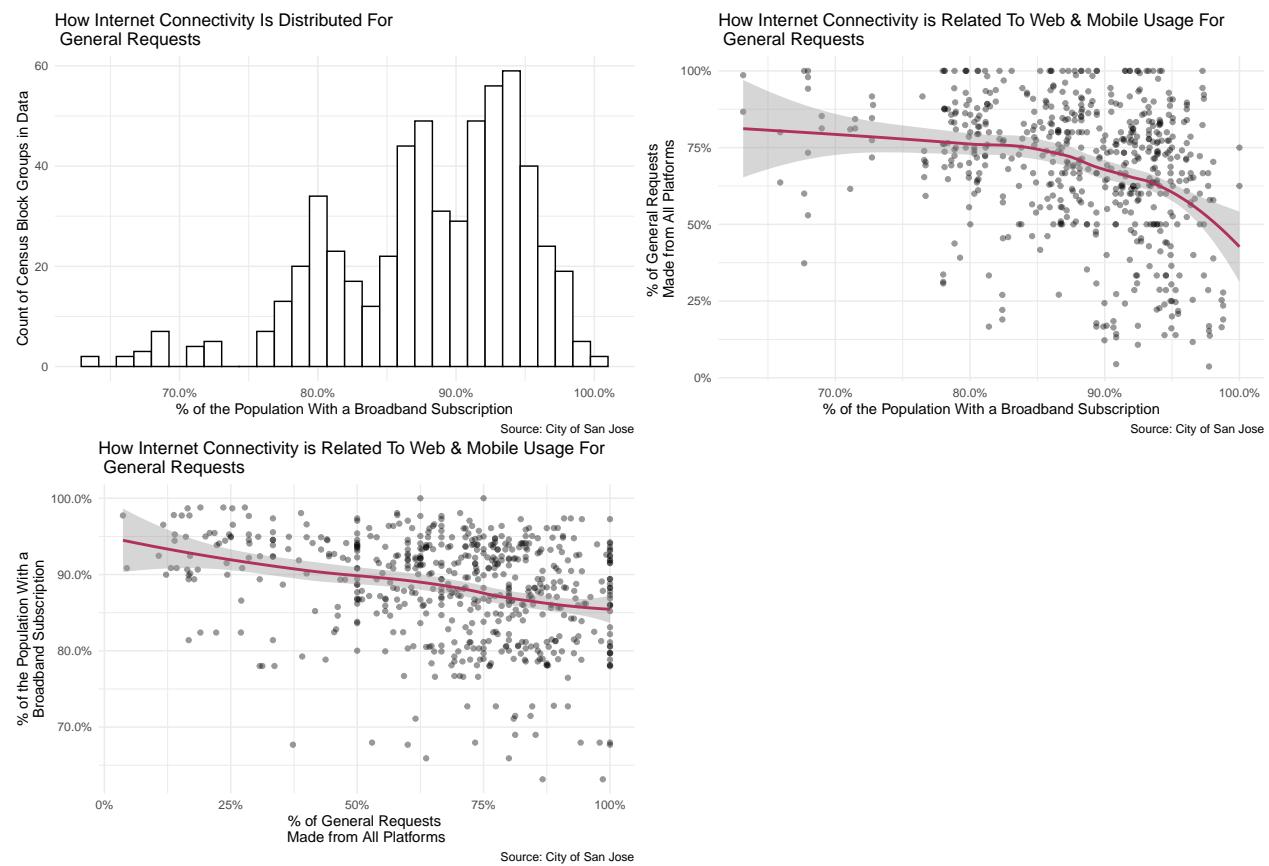
## MySanJose Platforms - General Request - Income



## MySanJose Platforms - General Request - Mobile Phone Access

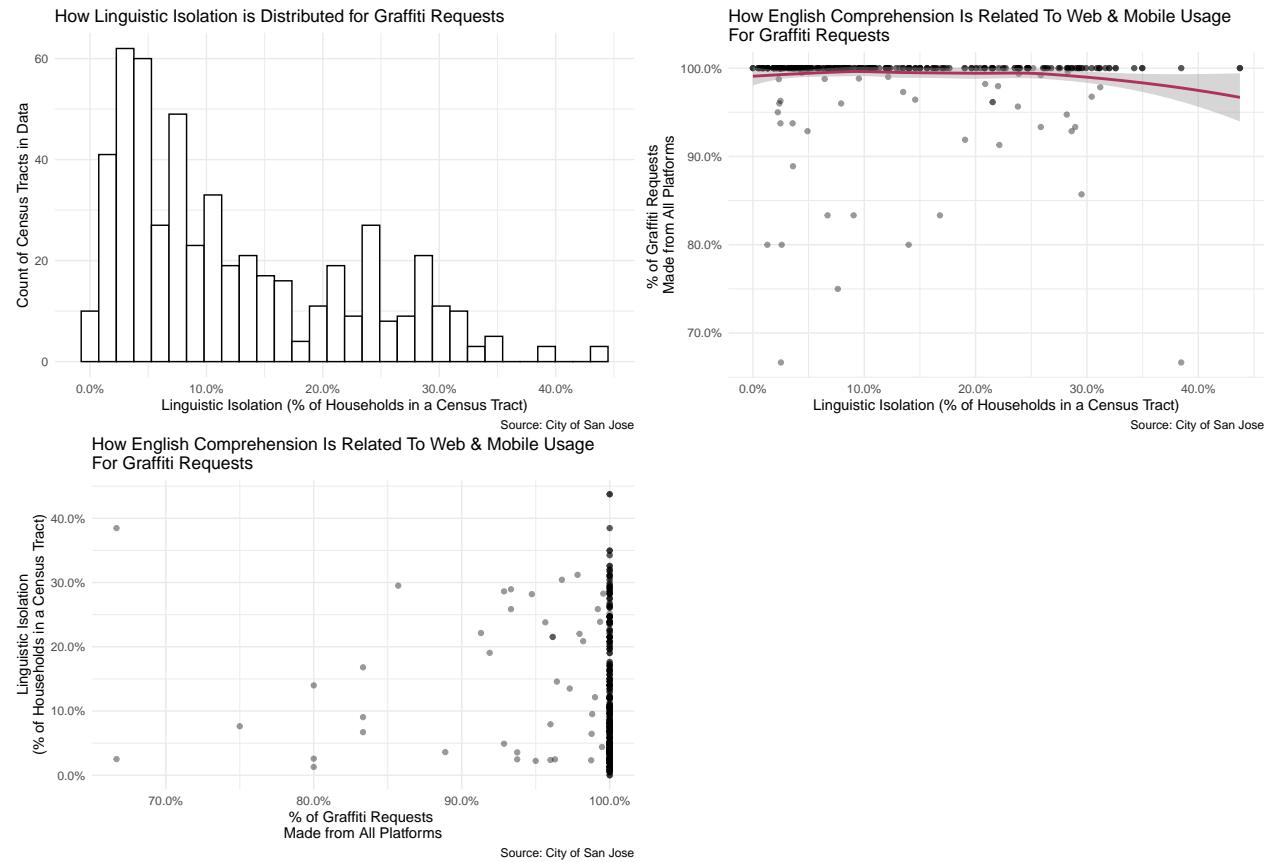


## MySanJose Platforms - General Request - Broadband Access

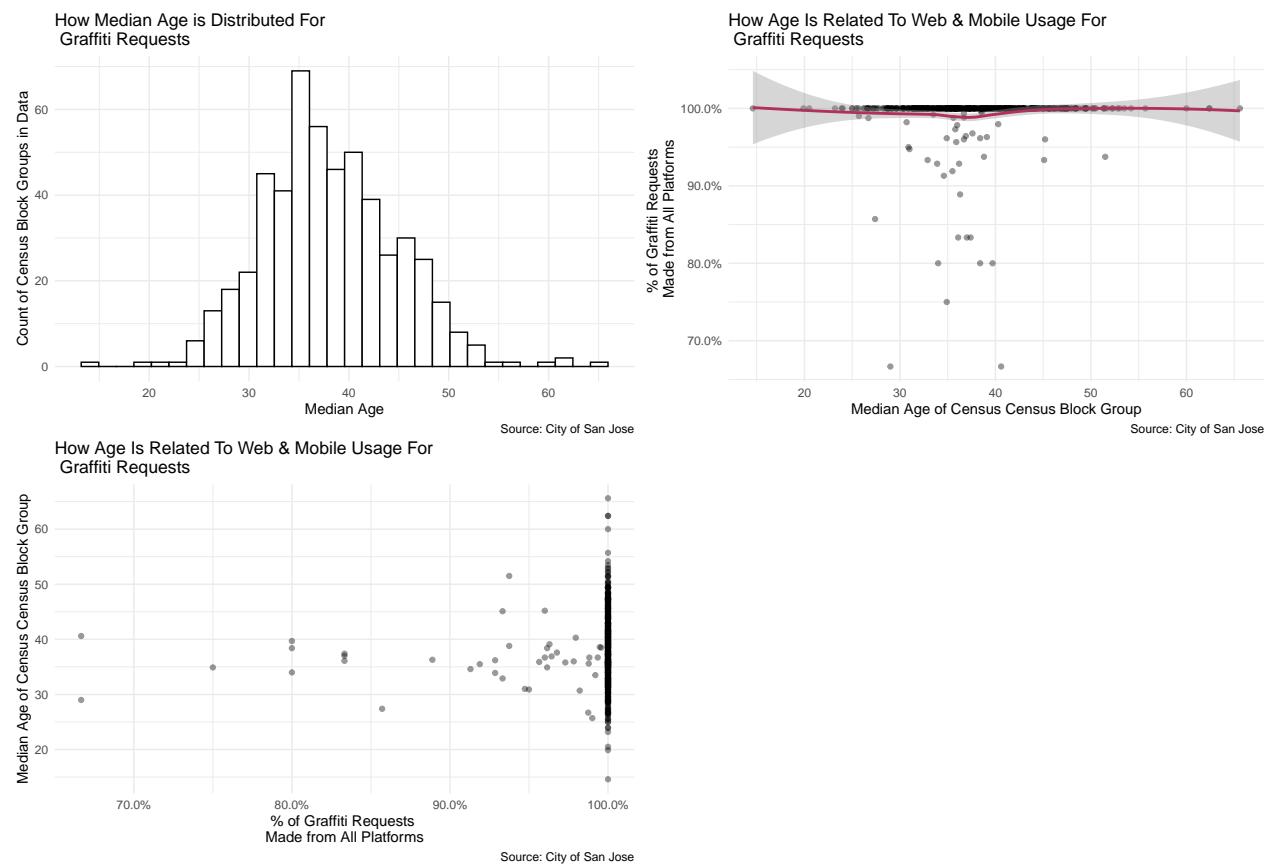


## Graffiti

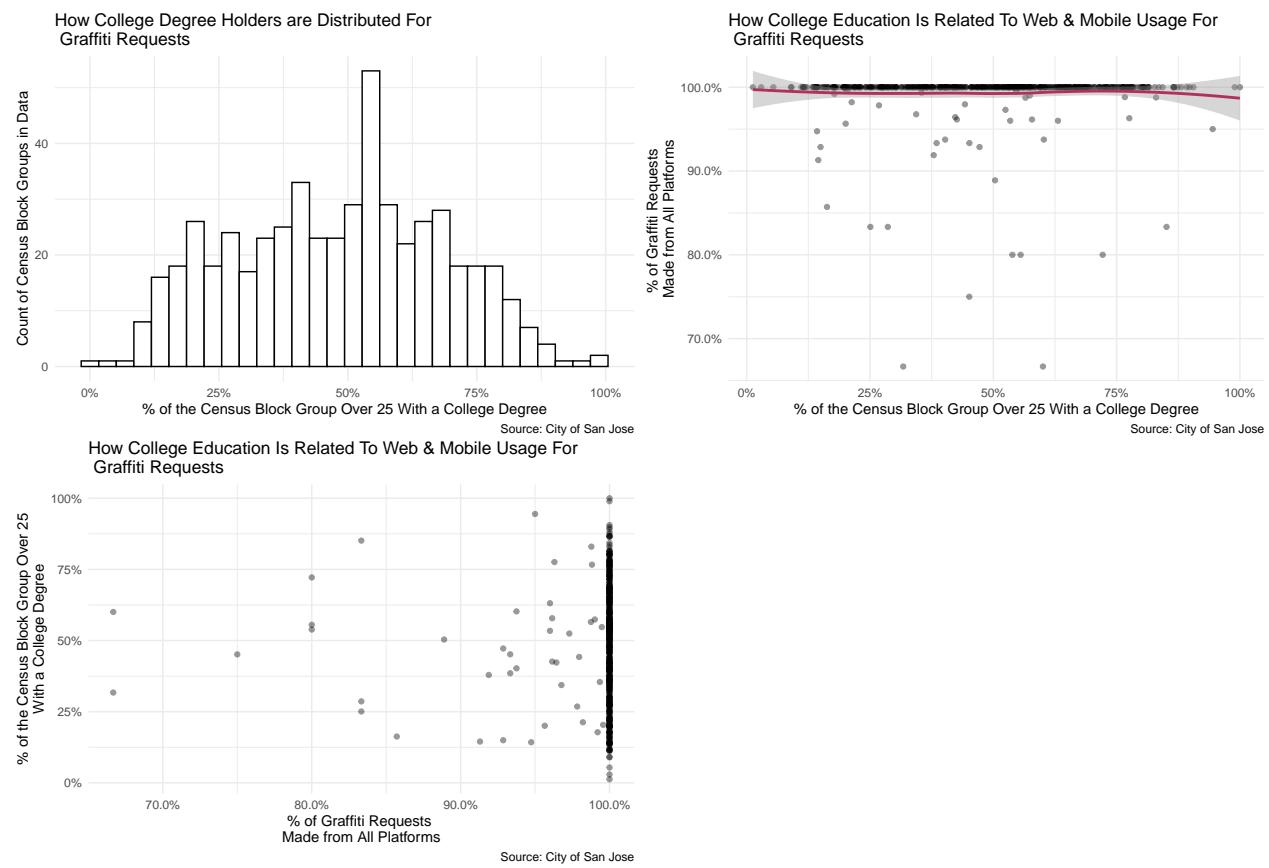
### MySanJose Platforms - Graffiti Request - Language



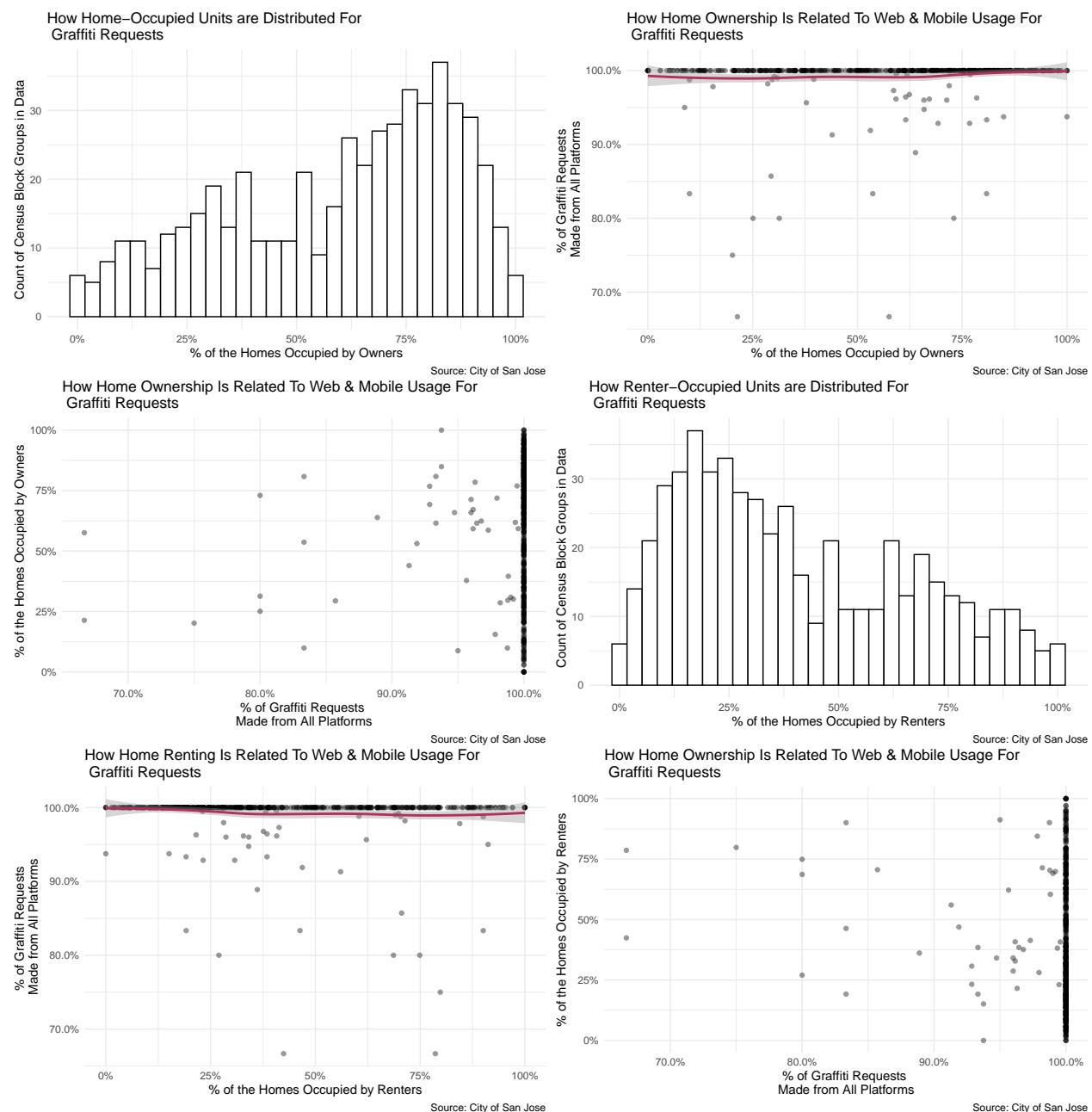
## MySanJose Platforms - Graffiti Request - Age



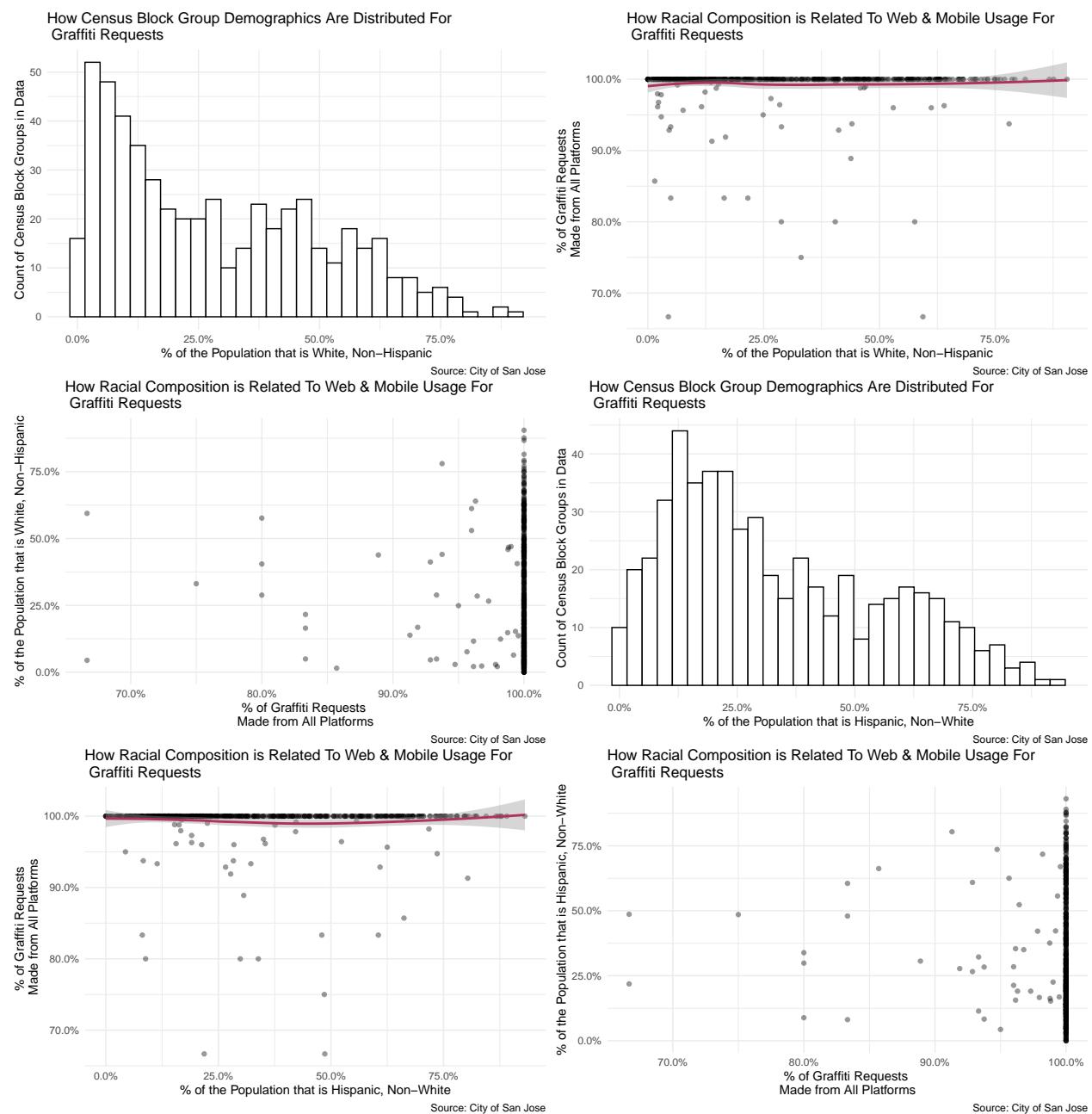
## MySanJose Platforms - Graffiti Request - Education



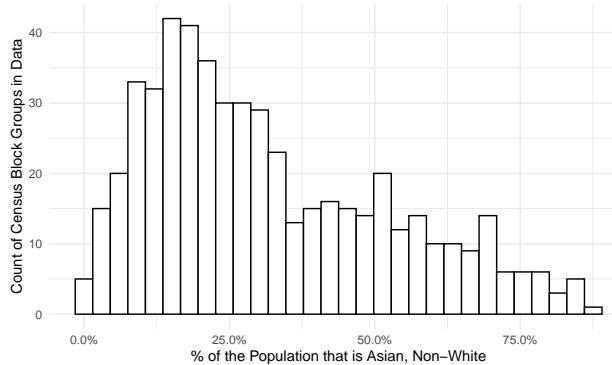
## MySanJose Platforms - Graffiti Request - Home Ownership/Renting



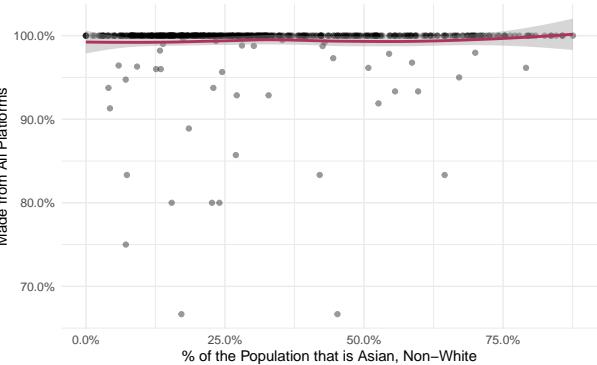
## MySanJose Platforms - Graffiti Request - Race/Ethnicity



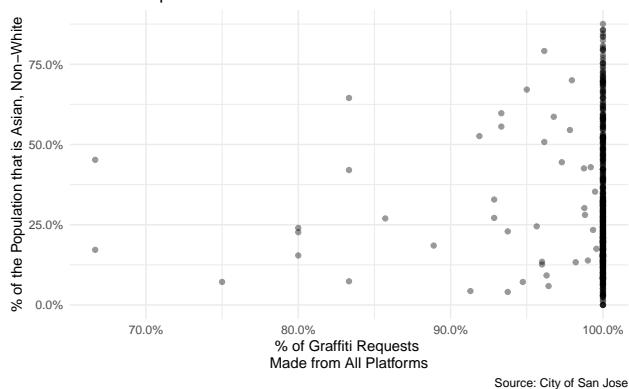
How Census Block Group Demographics Are Distributed For Graffiti Requests



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

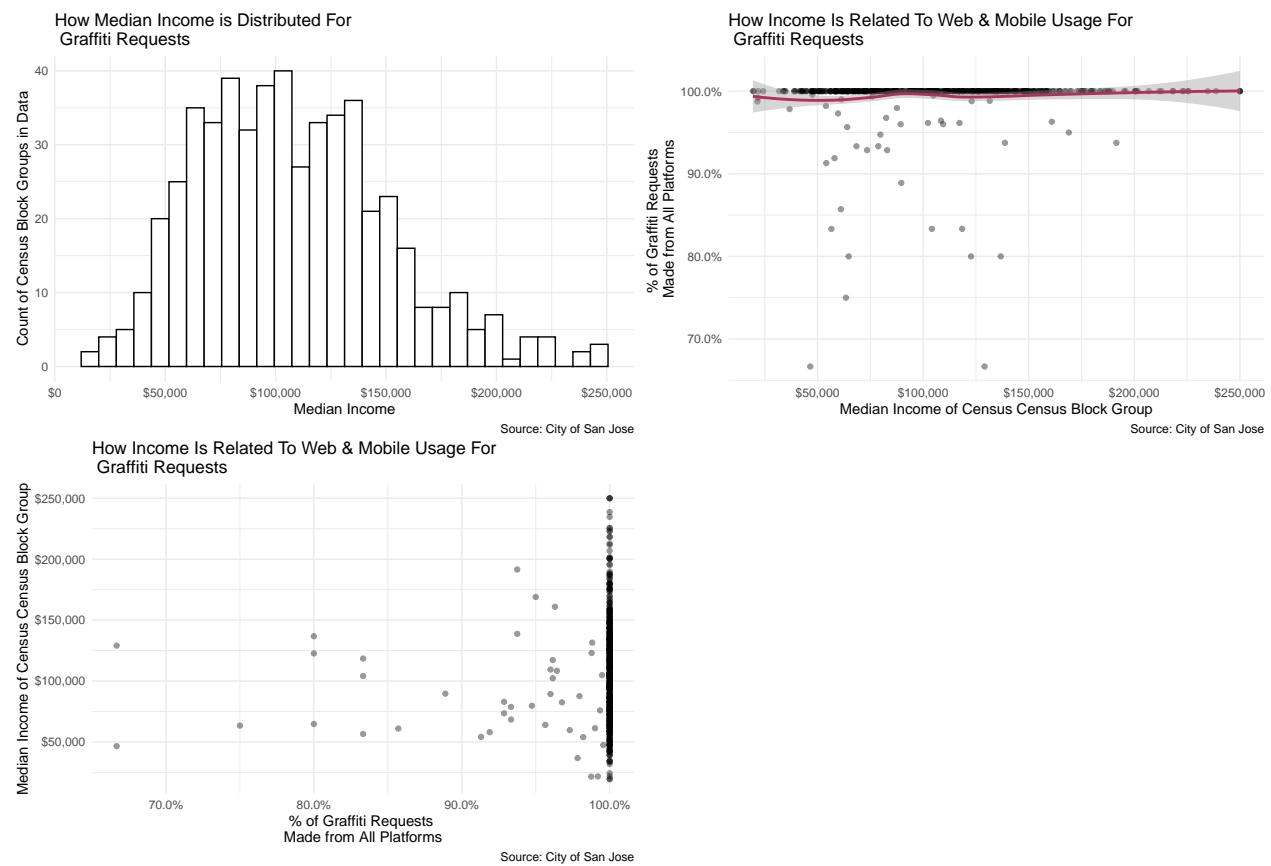


How Racial Composition is Related To Web & Mobile Usage For Graffiti Requests

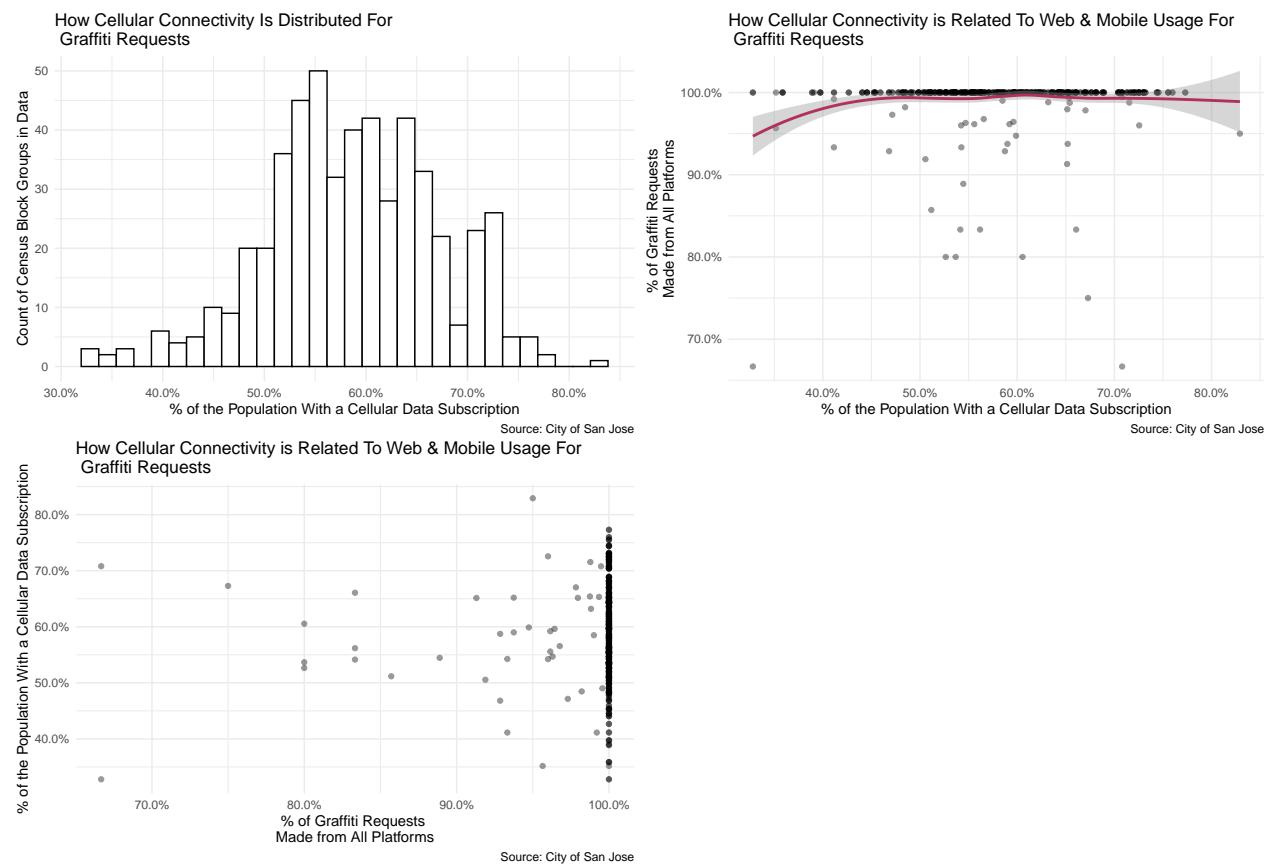


Source: City of San Jose

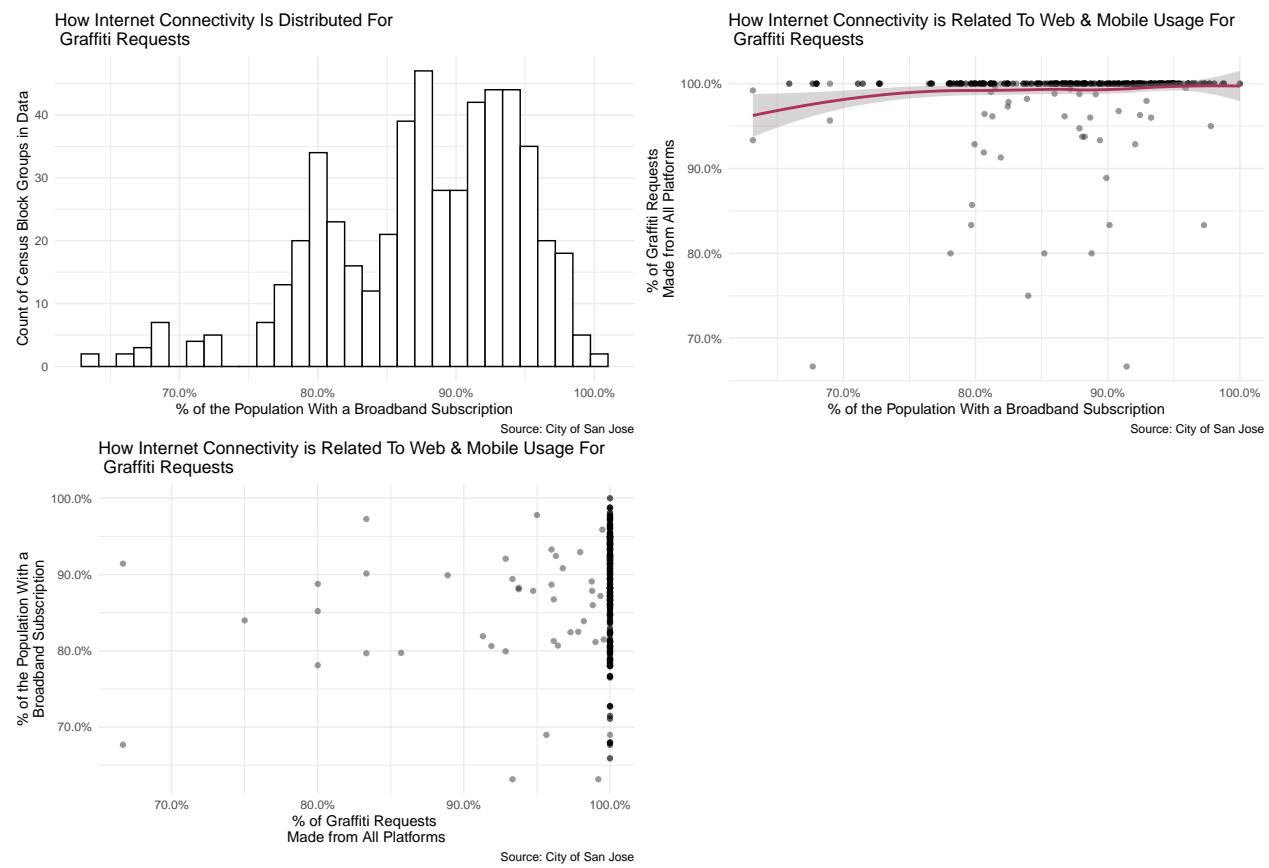
## MySanJose Platforms - Graffiti Request - Income



## MySanJose Platforms - Graffiti Request - Mobile Phone Access

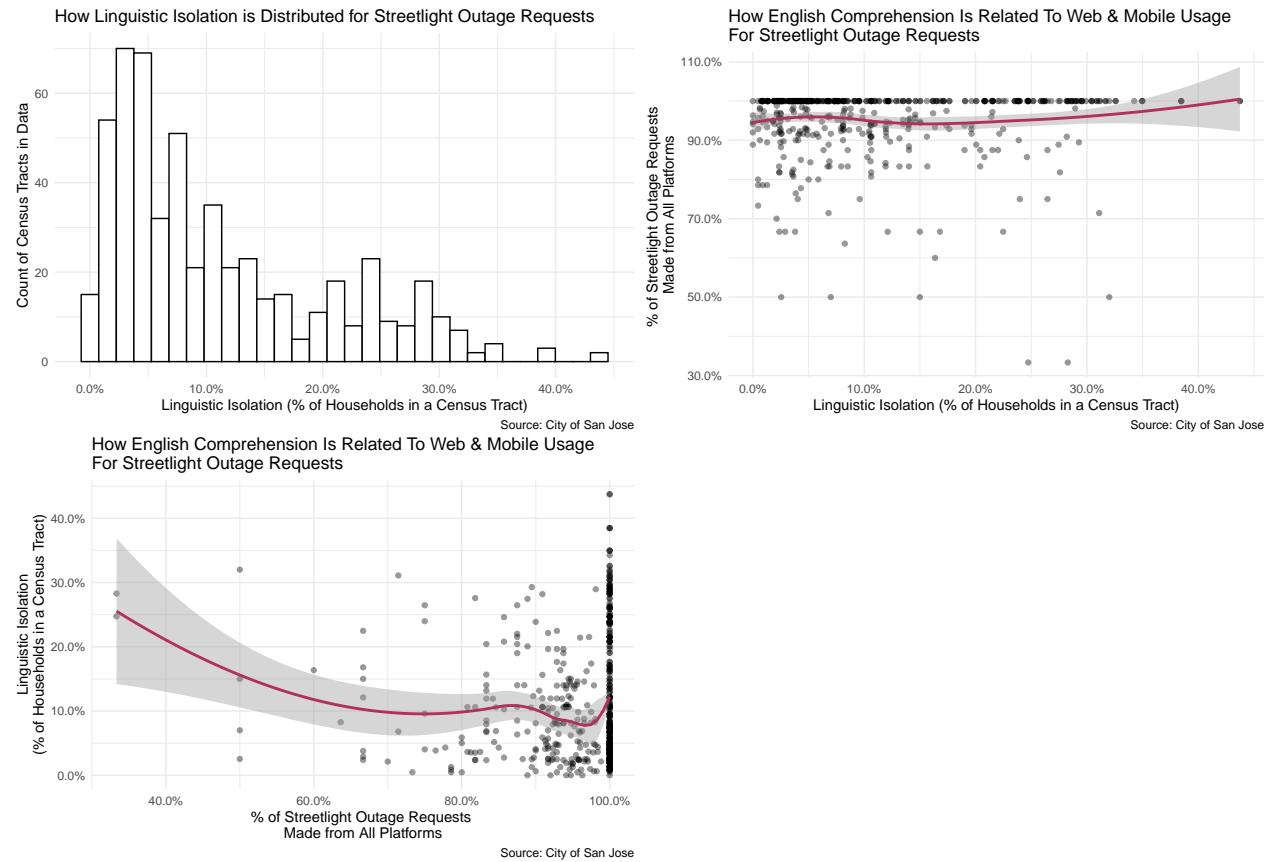


## MySanJose Platforms - Graffiti Request - Broadband Access

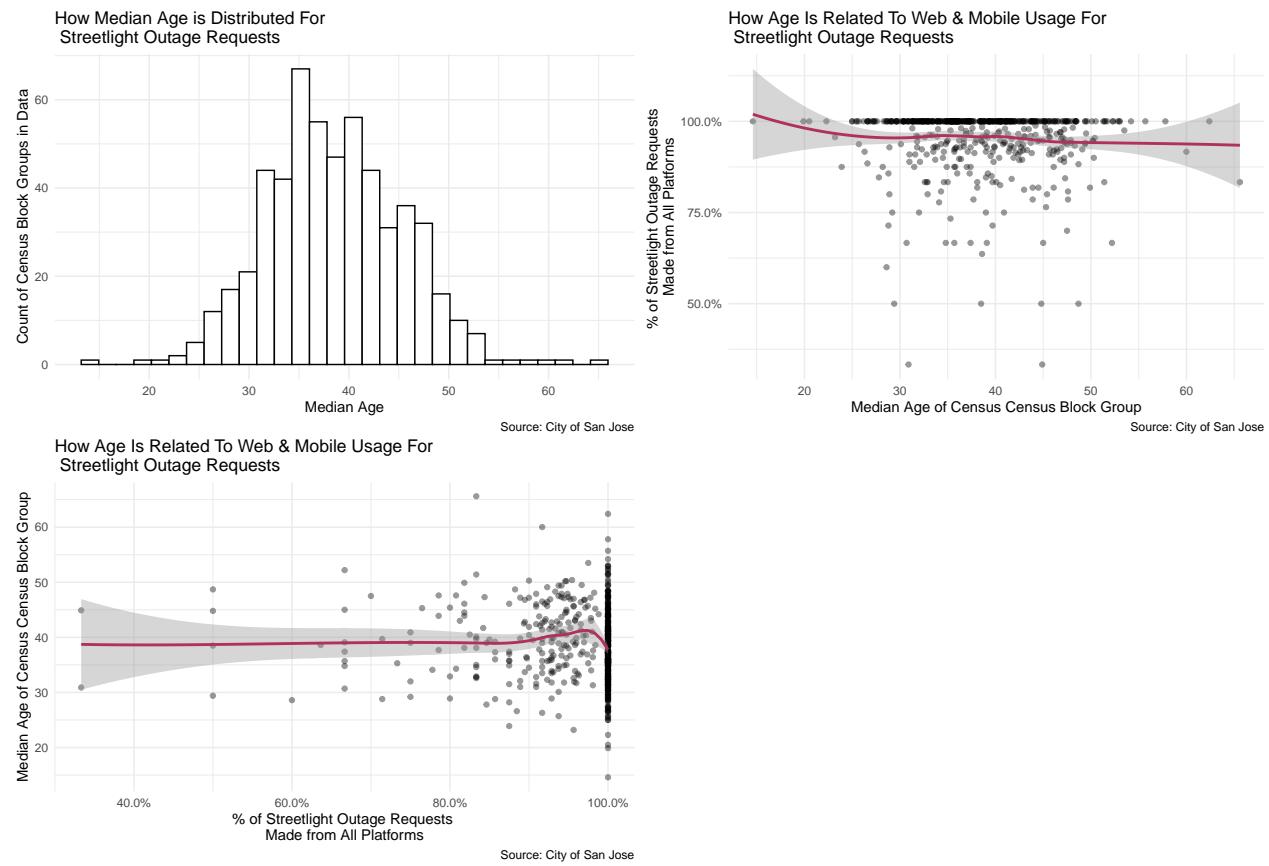


## Streetlight Outage

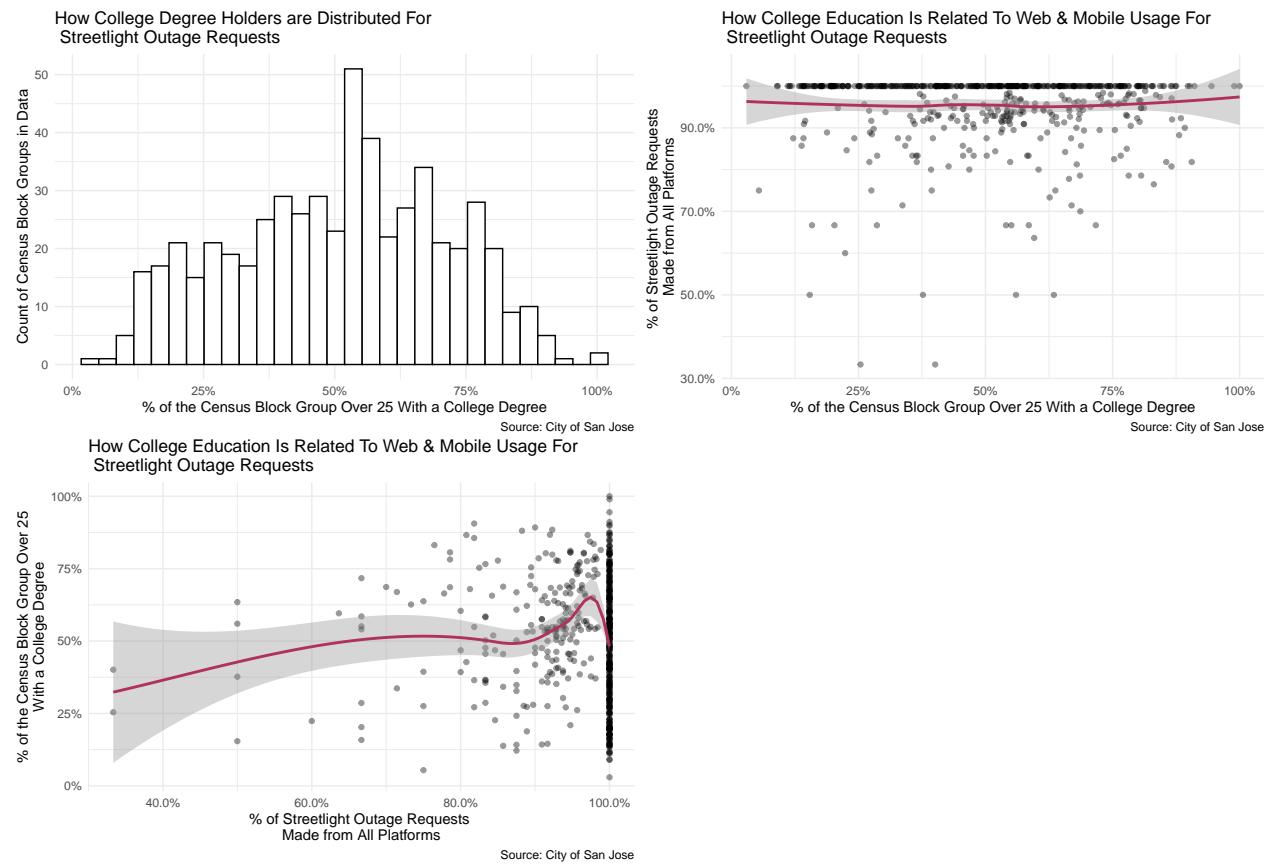
### MySanJose Platforms - Streetlight Outage - Language



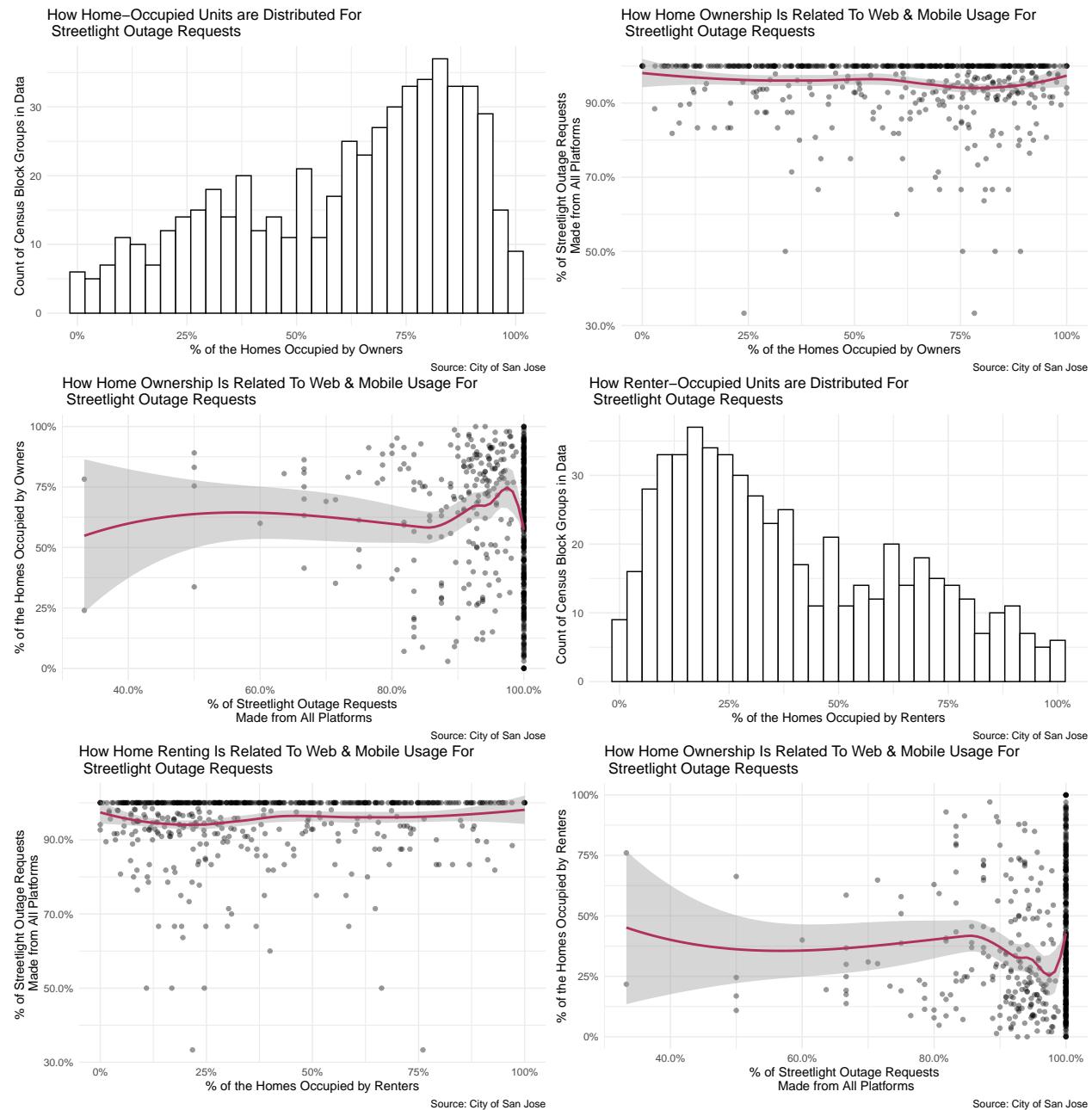
## MySanJose Platforms - Streetlight Outage - Age



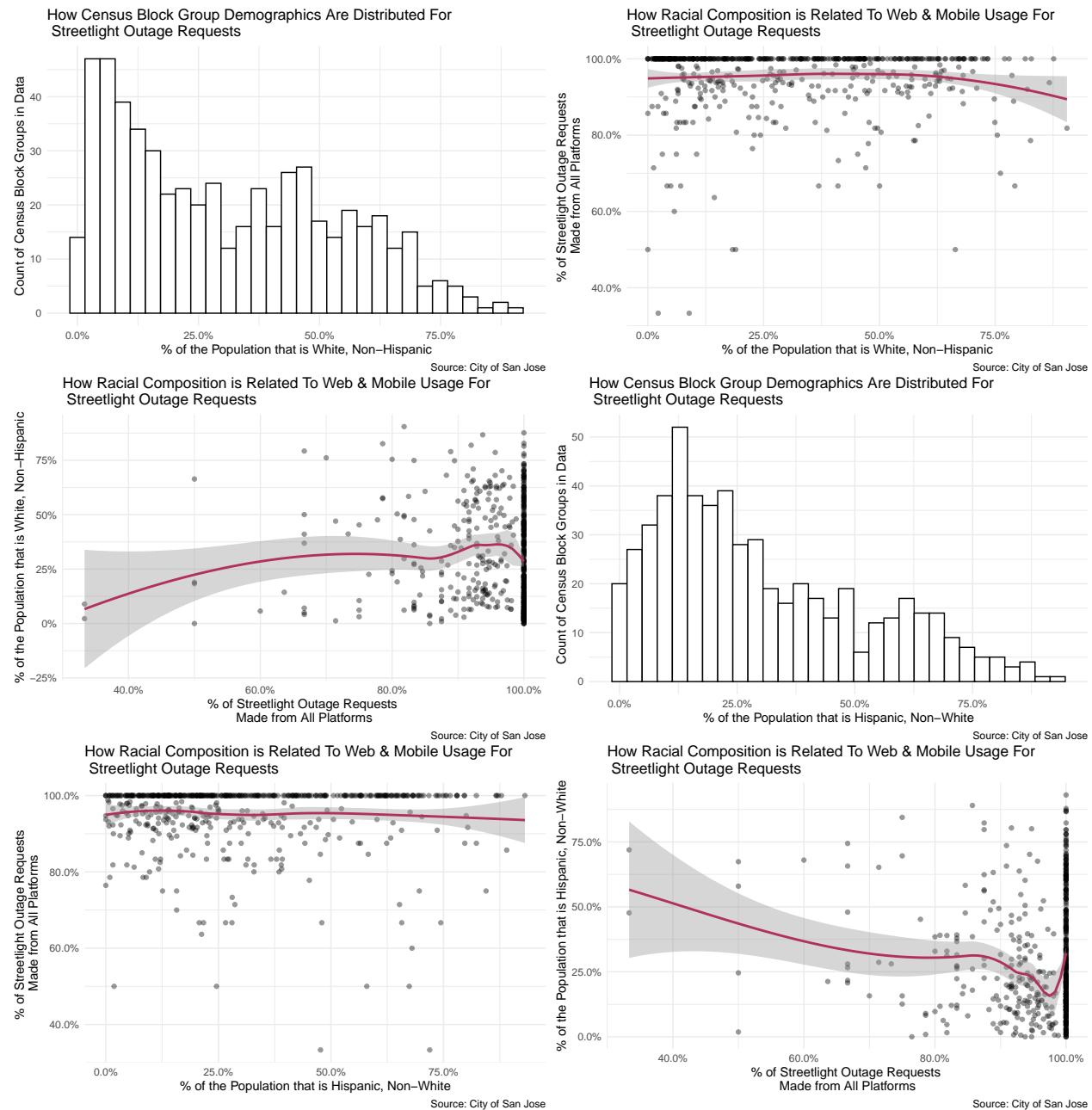
## MySanJose Platforms - Streetlight Outage - Education



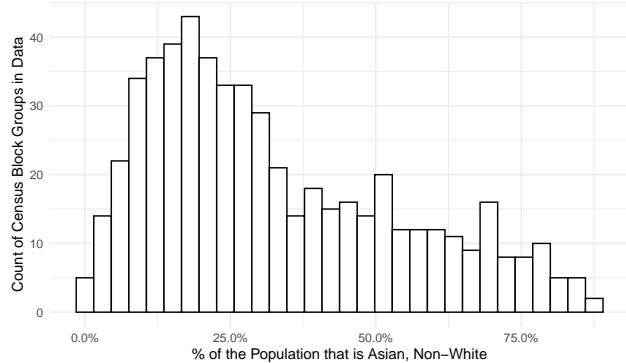
## MySanJose Platforms - Streetlight Outage - Home Ownership/Renting



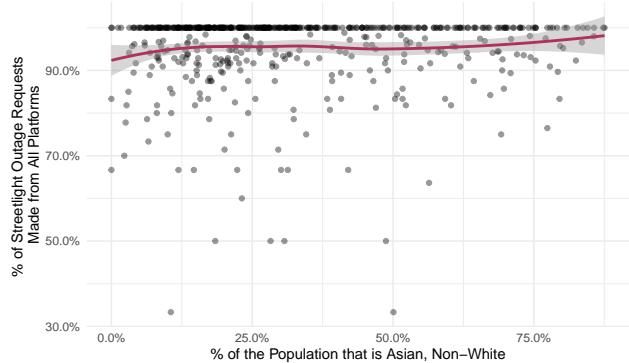
## MySanJose Platforms - Streetlight Outage - Race/Ethnicity



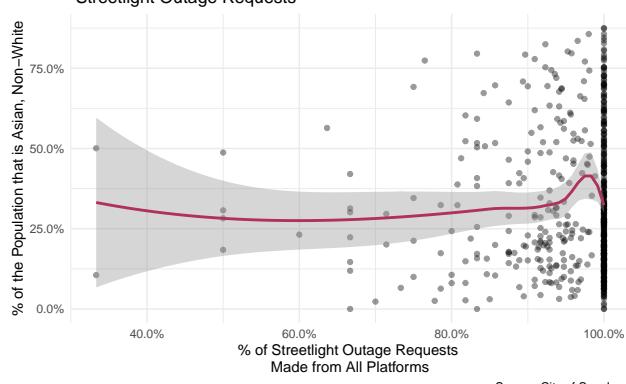
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



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

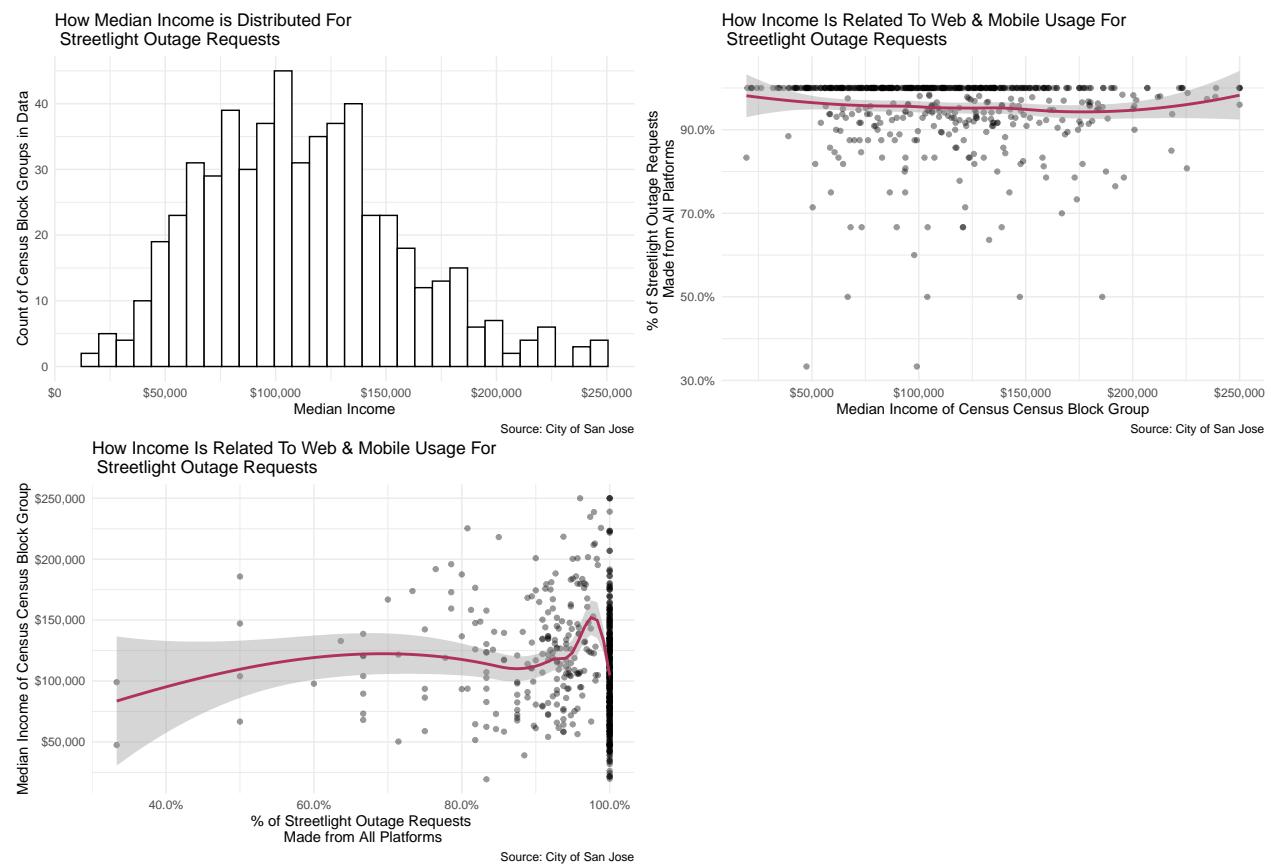


How Racial Composition is Related To Web & Mobile Usage For Streetlight Outage Requests

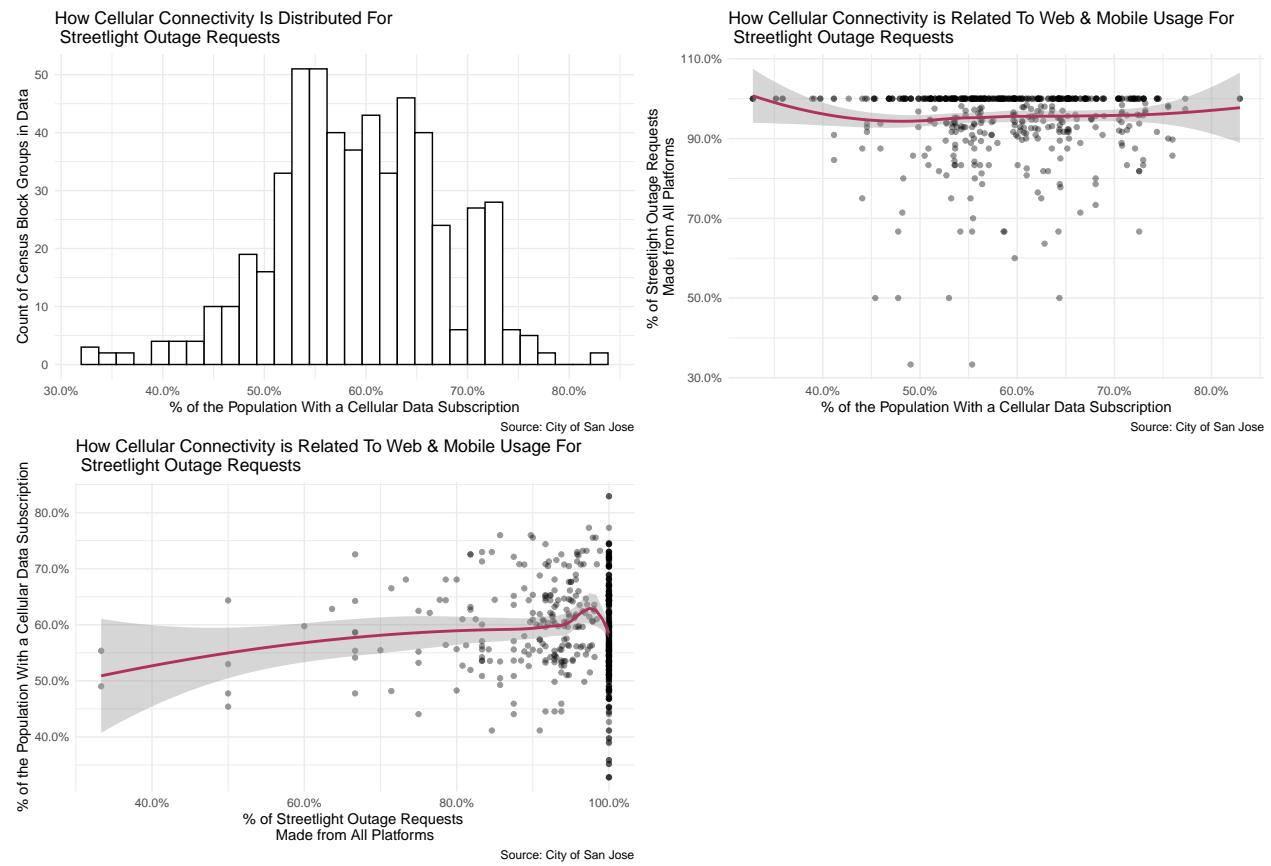


Source: City of San Jose

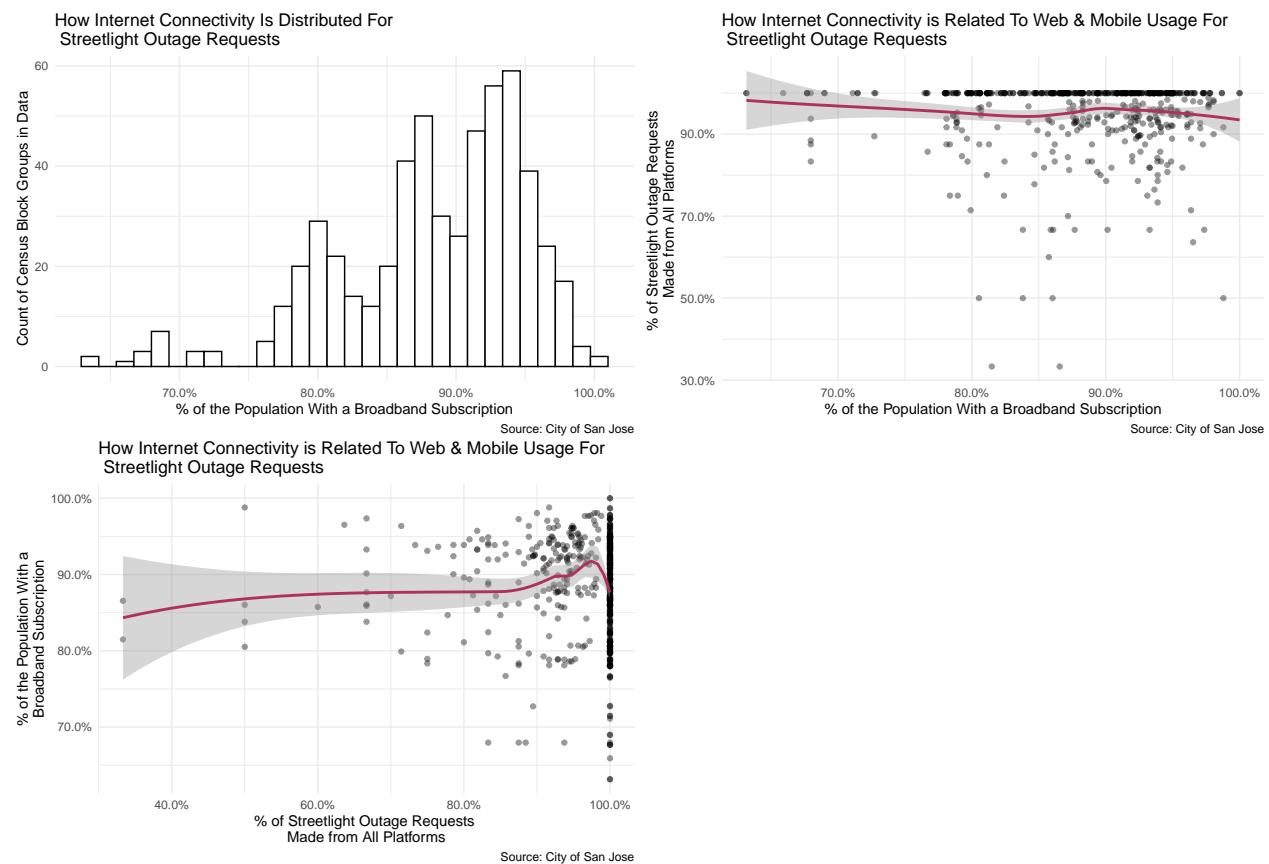
## MySanJose Platforms - Streetlight Outage - Income



## MySanJose Platforms - Streetlight Outage - Mobile Phone Access

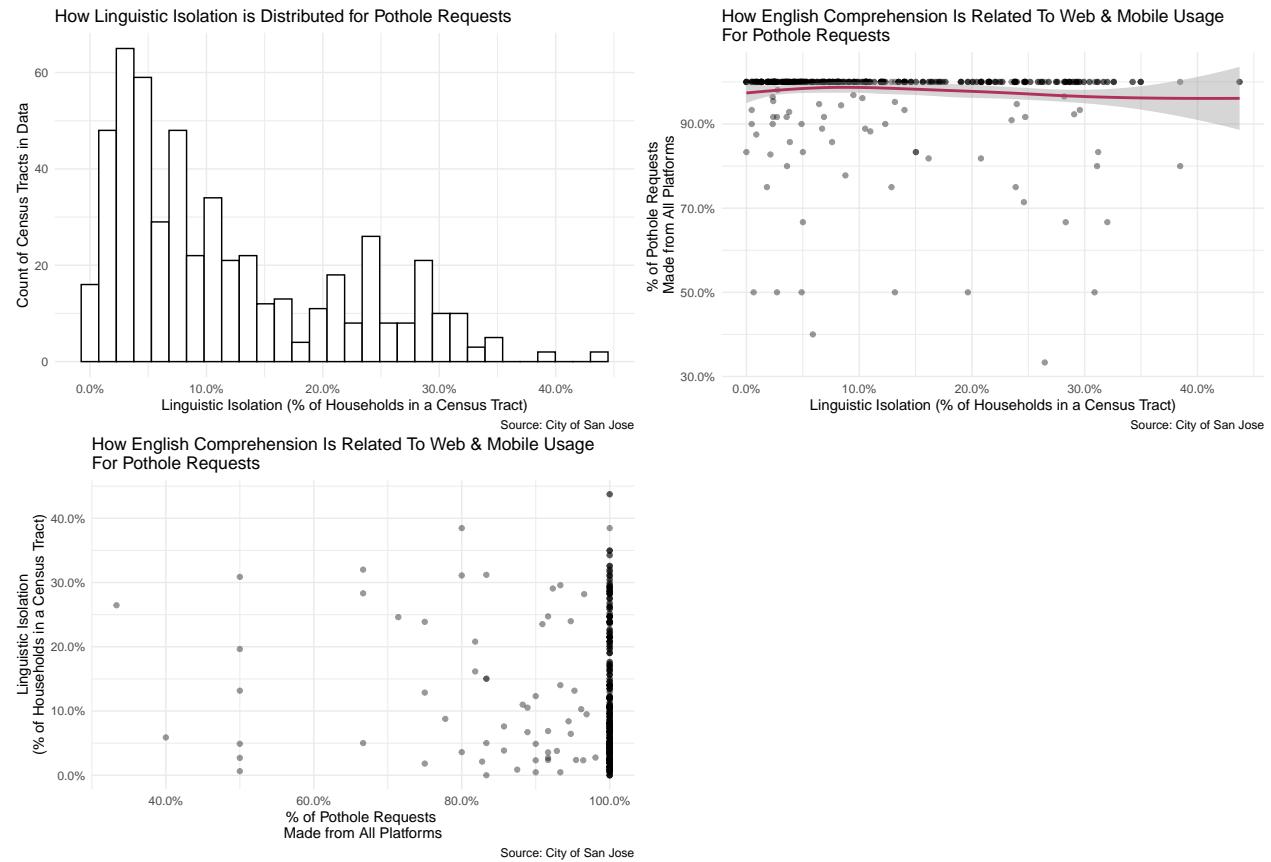


## MySanJose Platforms - Streetlight Outage - Broadband Access

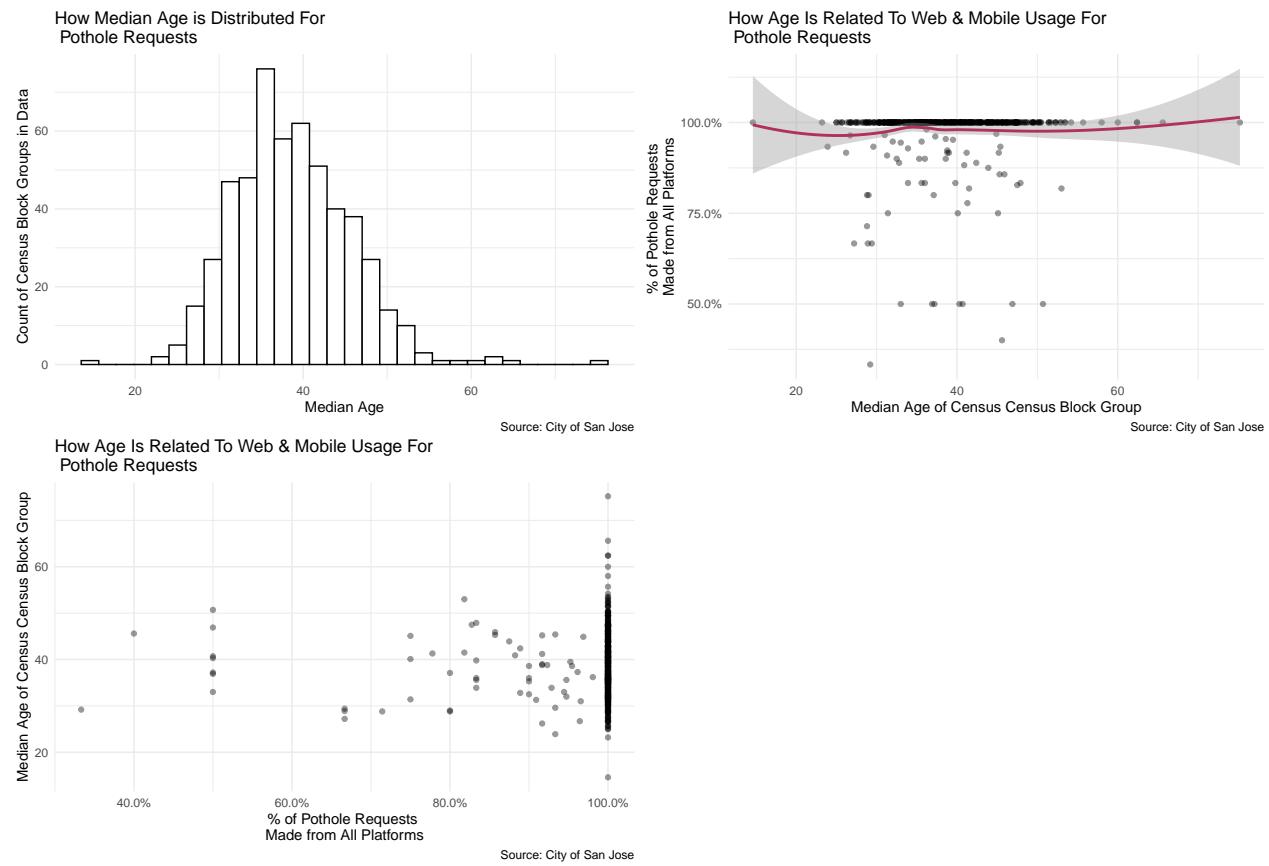


## Pothole

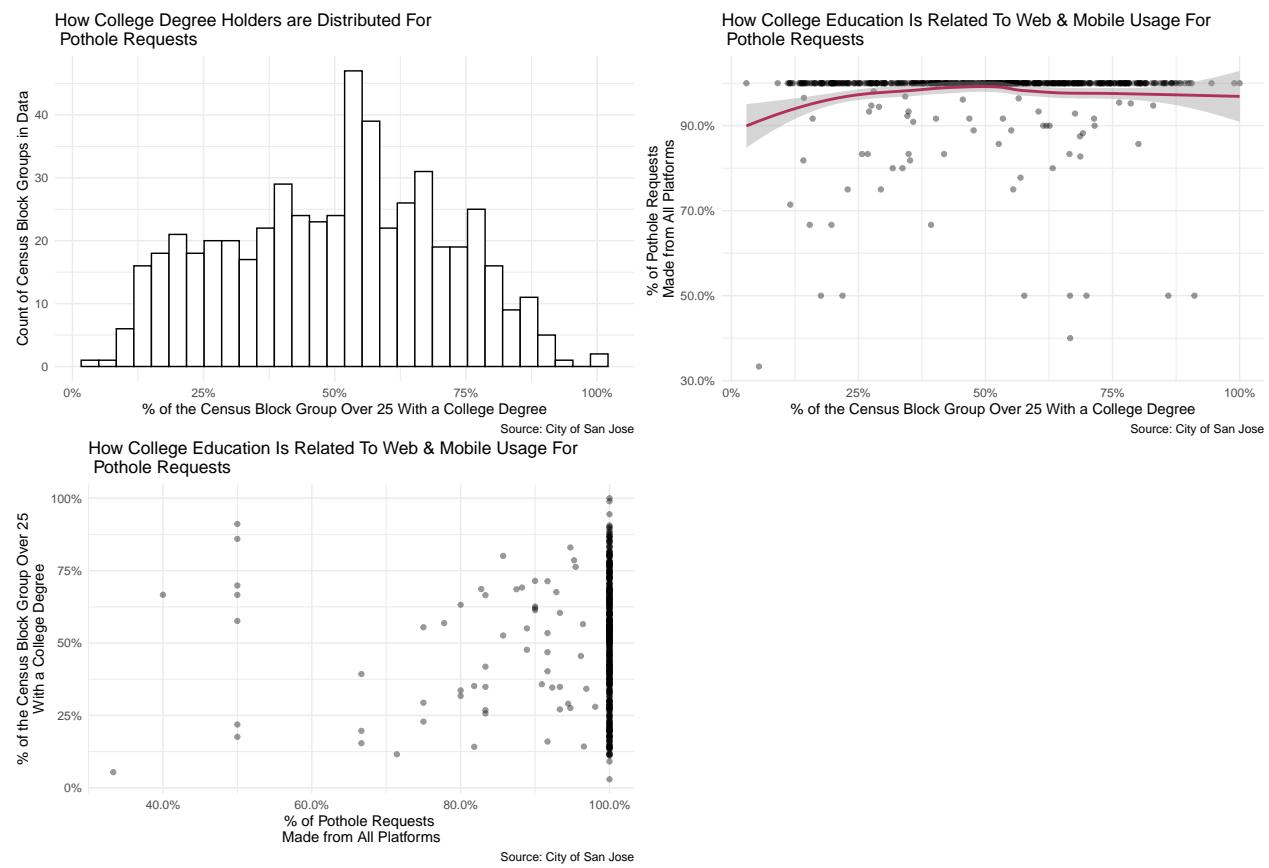
### MySanJose Platforms - Pothole - Language



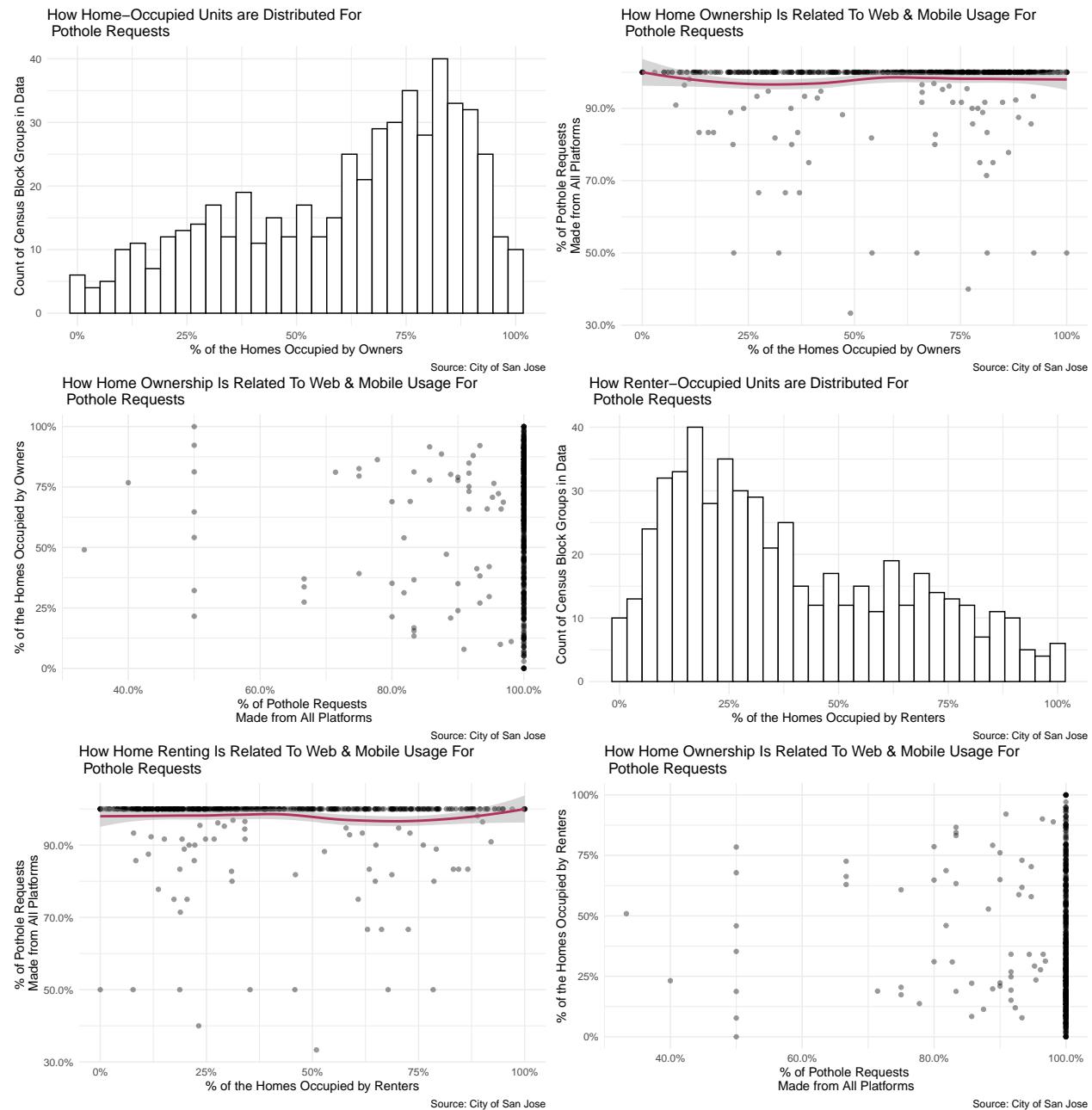
## MySanJose Platforms - Pothole - Age



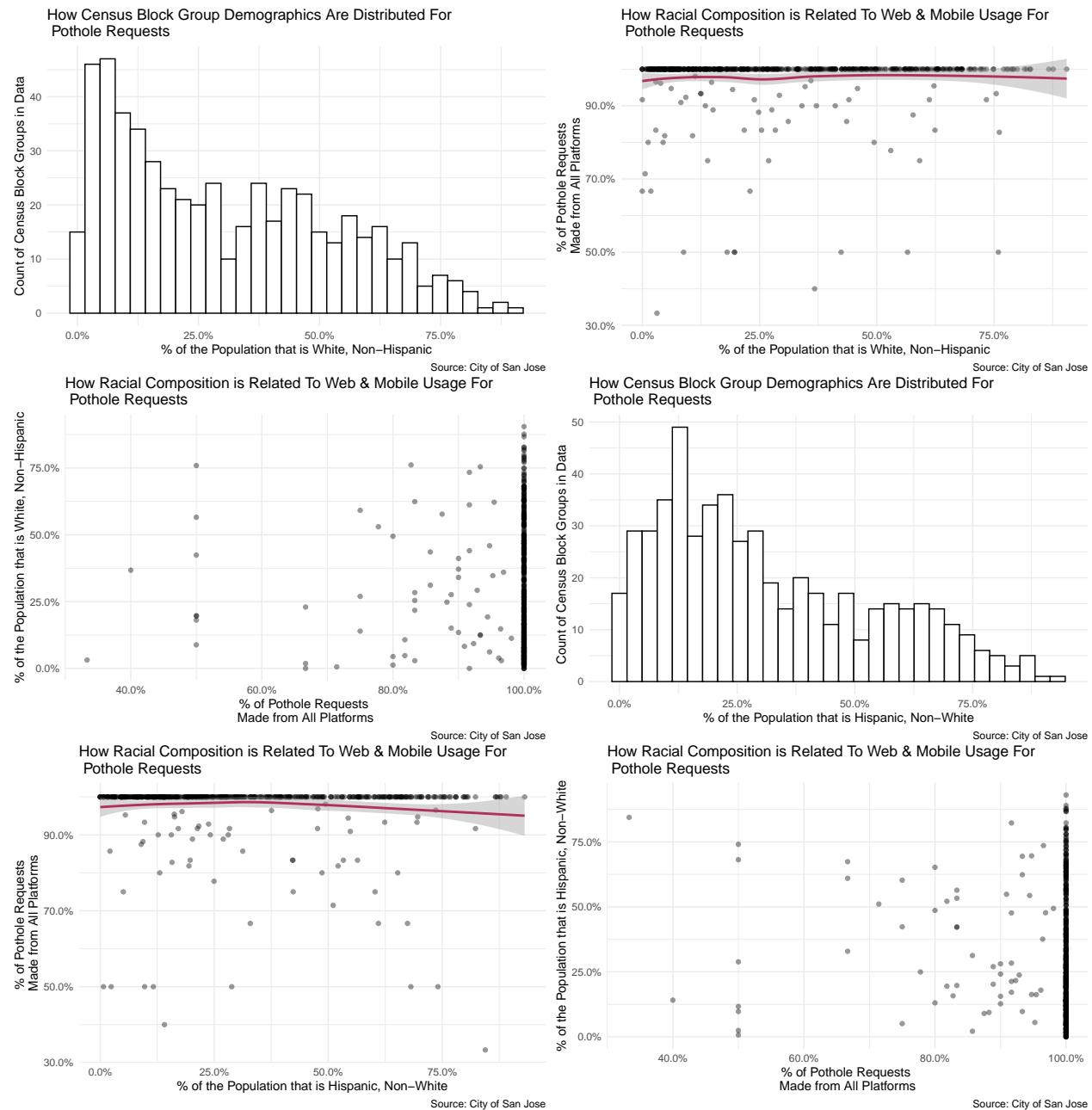
## MySanJose Platforms - Pothole - Education



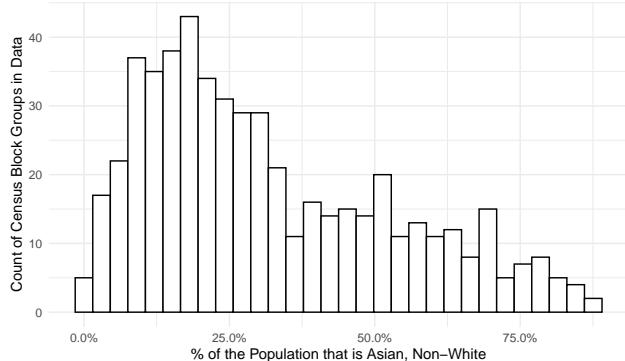
## MySanJose Platforms - Pothole - Home Ownership/Renting



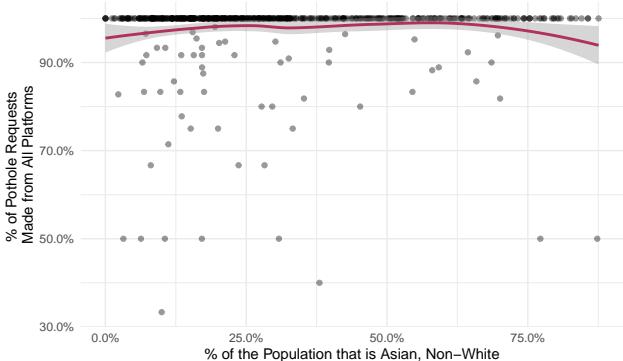
## MySanJose Platforms - Pothole - Race/Ethnicity



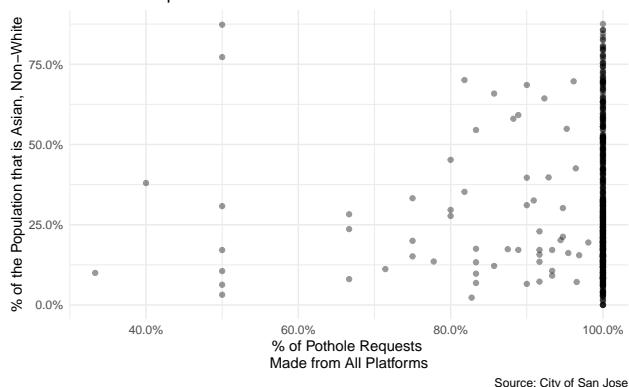
How Census Block Group Demographics Are Distributed For Pothole Requests



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

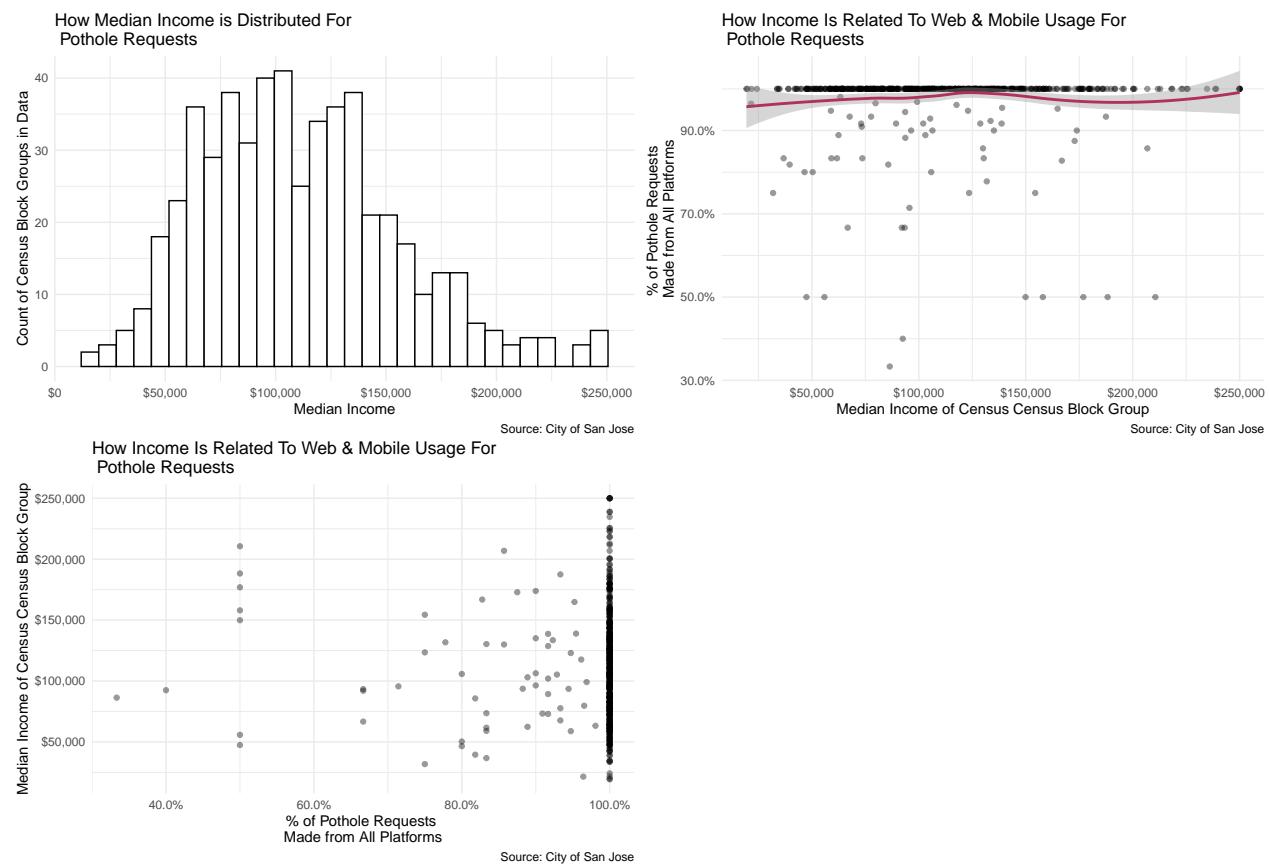


How Racial Composition is Related To Web & Mobile Usage For Pothole Requests

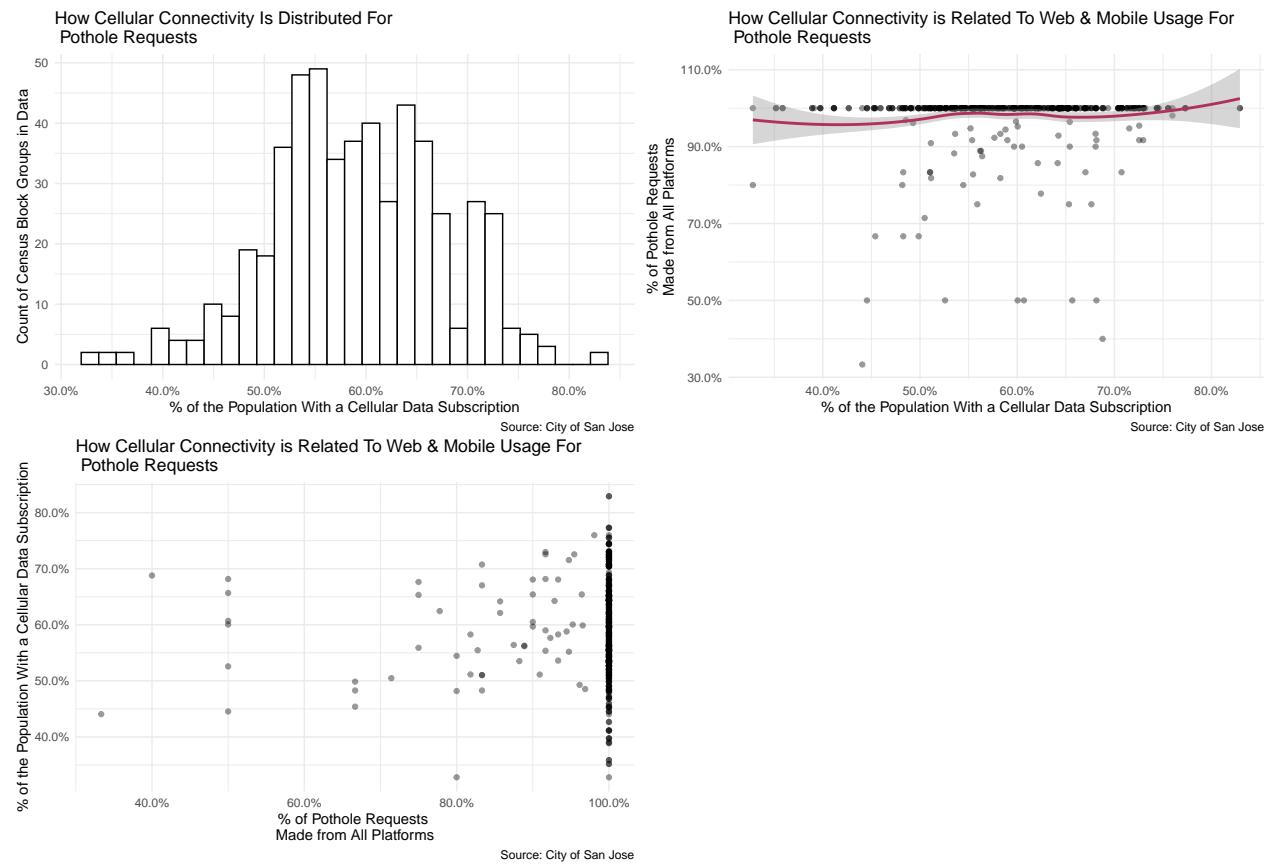


Source: City of San Jose

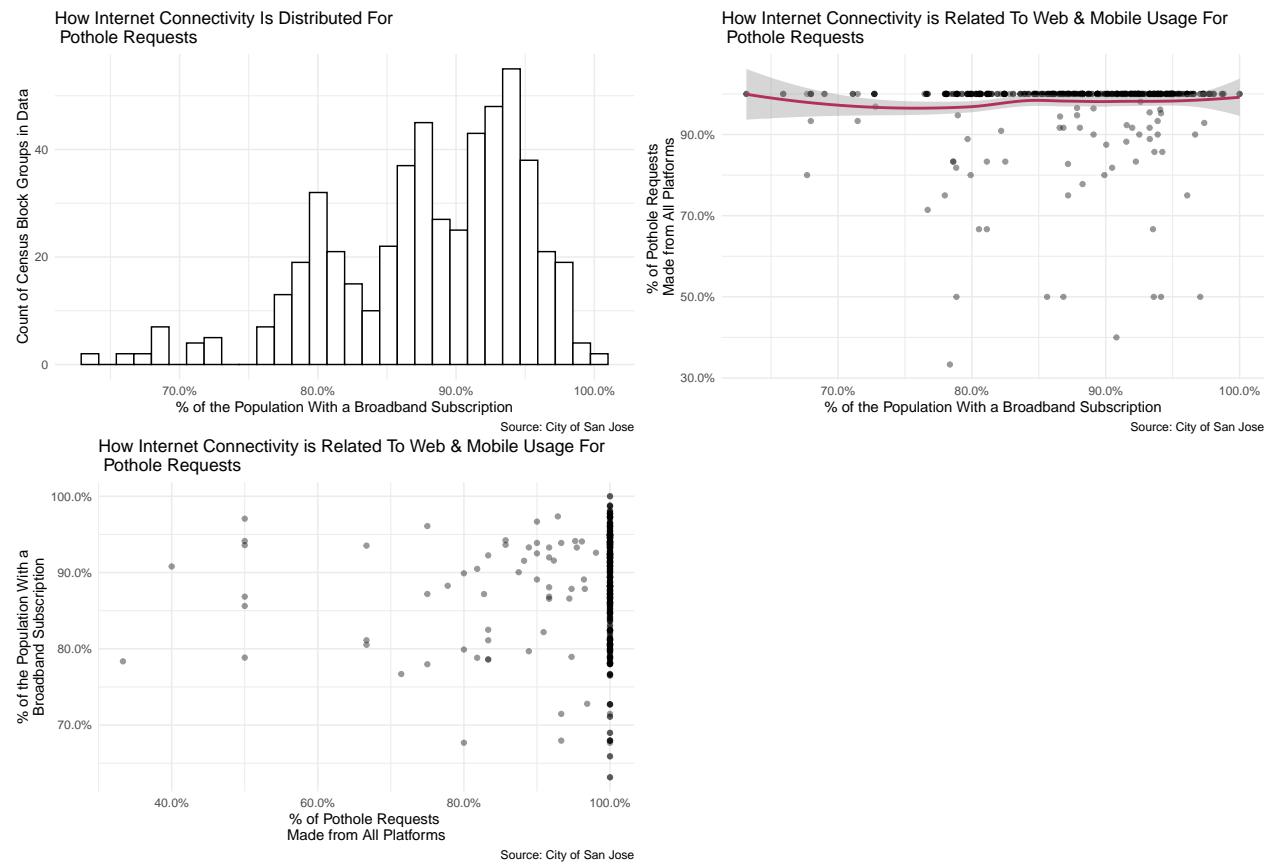
## MySanJose Platforms - Pothole - Income



## MySanJose Platforms - Pothole - Mobile Phone Access



## MySanJose Platforms - Pothole - Broadband Access



## MySanJose Mobile App

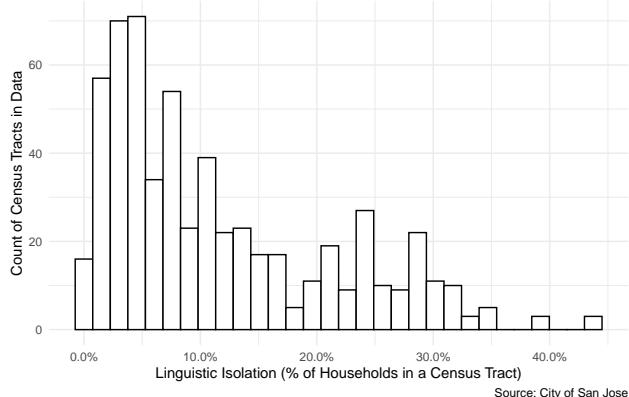
### Observations

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

## All requests

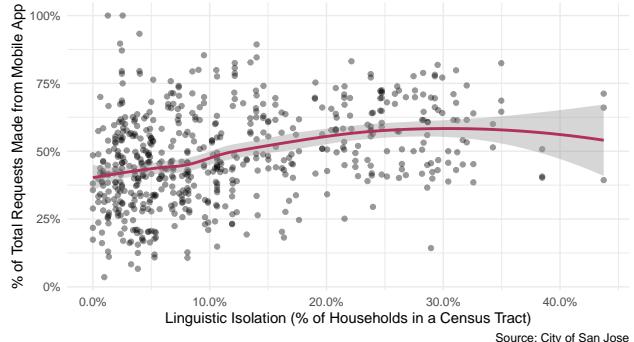
MySanJose Mobile App - All Requests - Language

## How Linguistic Isolation is Distributed for All Requests

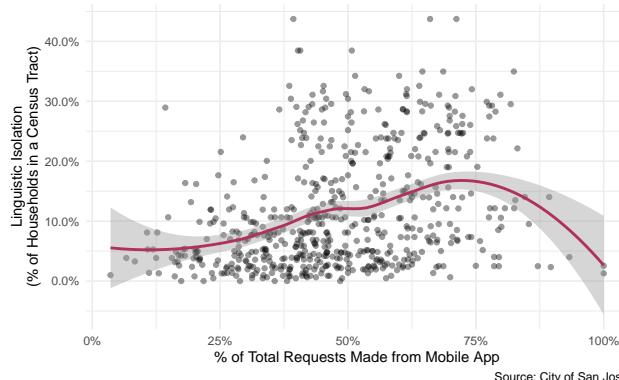


## How English Comprehension Is Related To Mobile App Usage For All Requests

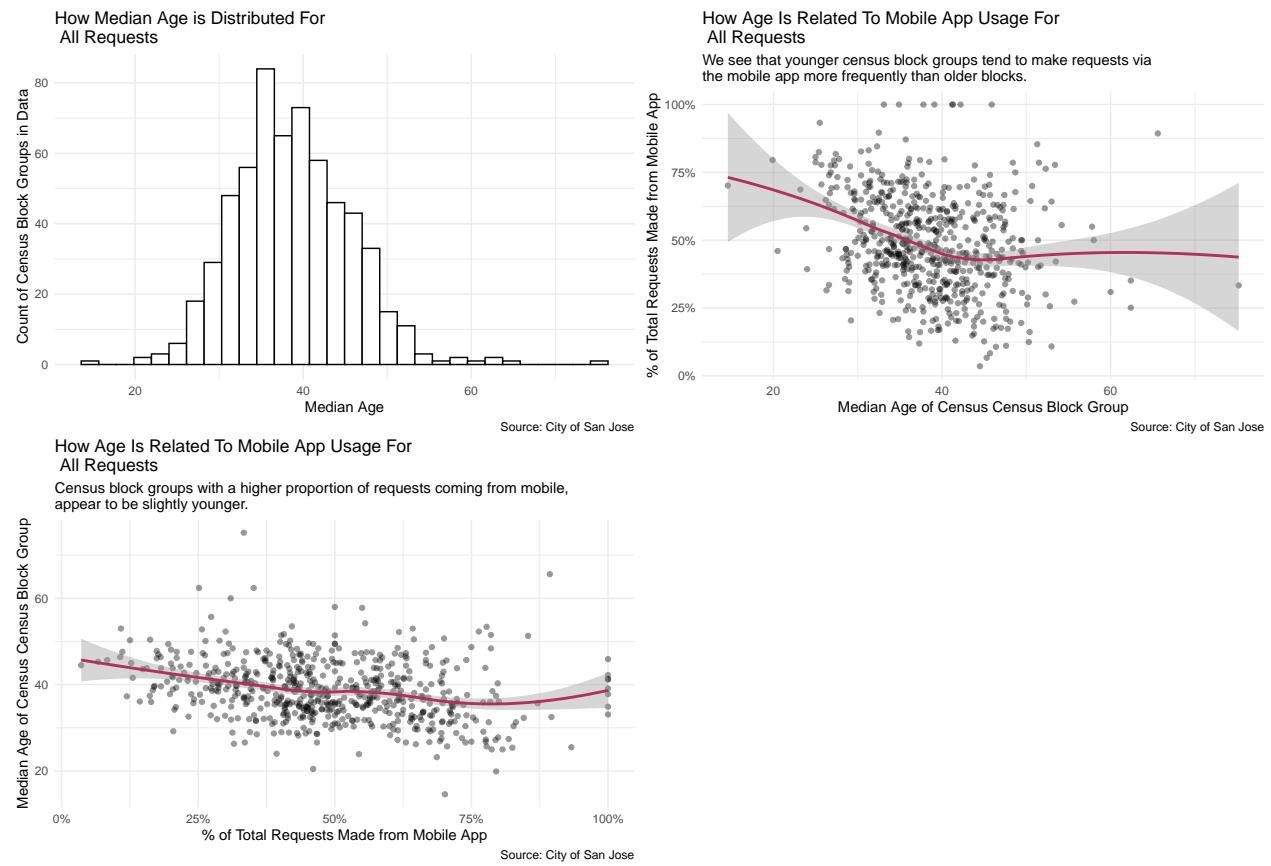
We see that non English-speaking households may use the mobile app slightly more frequently than English-speaking households.



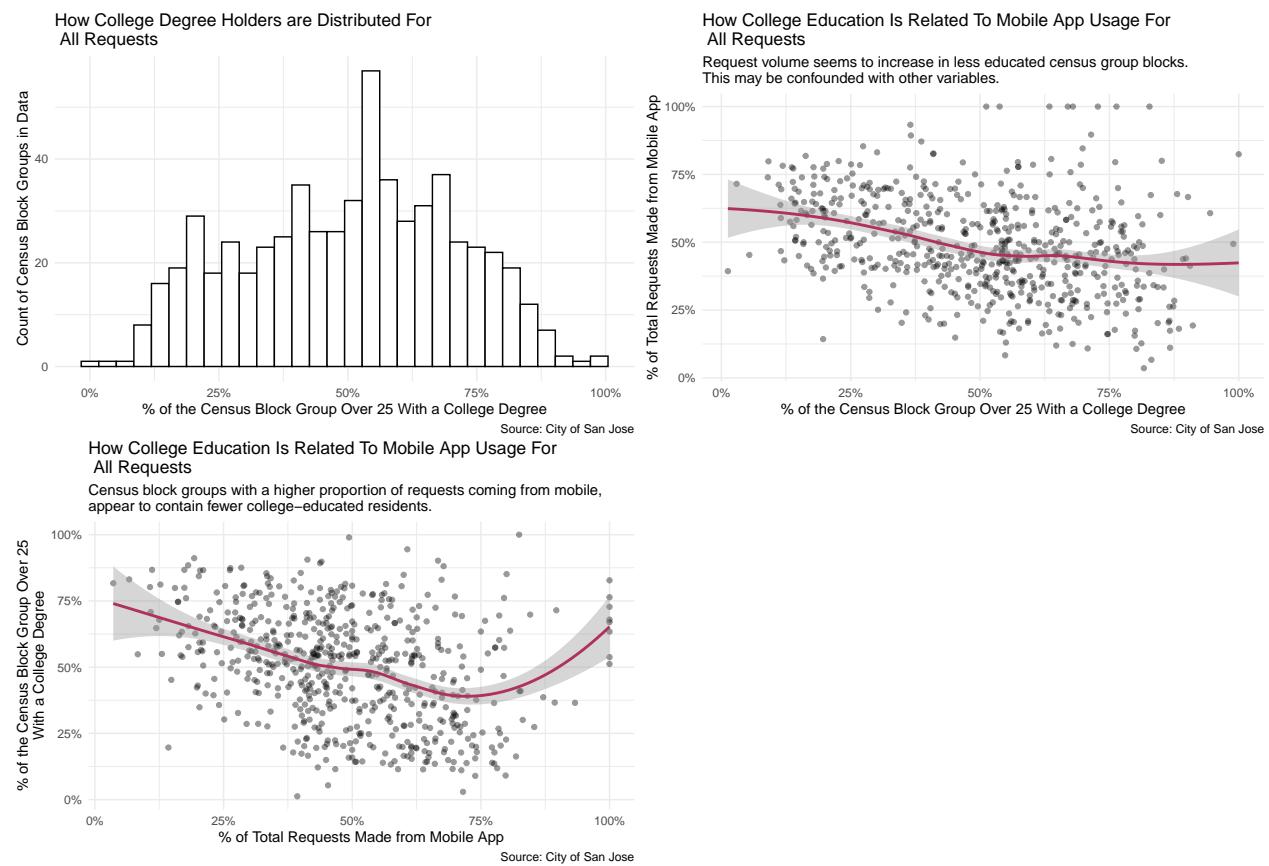
## How English Comprehension Is Related To Mobile App Usage For All Requests



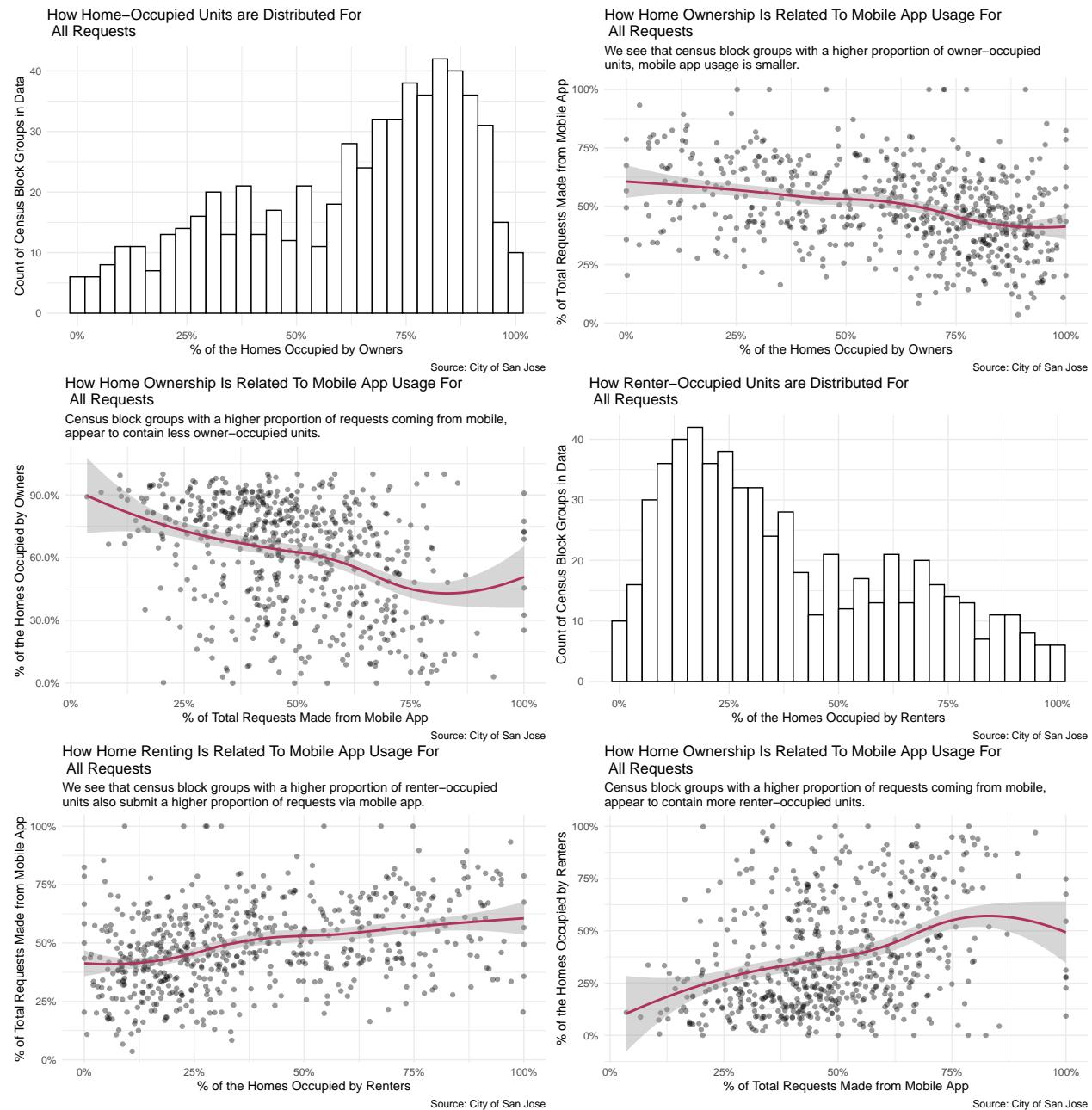
## MySanJose Mobile App - All Requests - Age



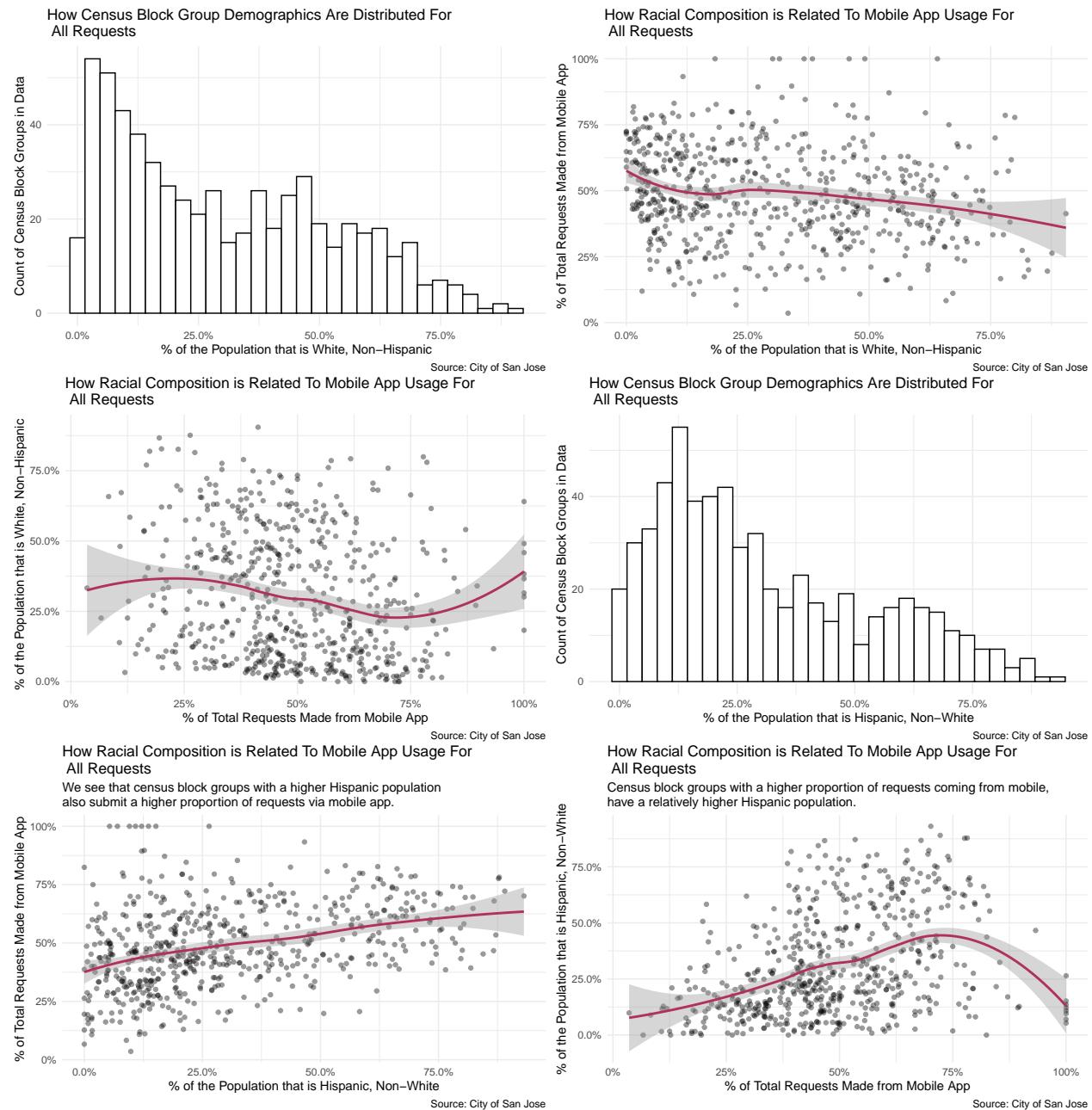
## MySanJose Mobile App - All Requests - Education



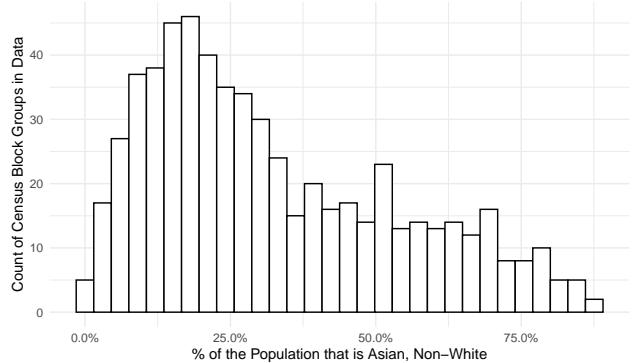
## MySanJose Mobile App - All Requests - Home Ownership/Renting



## MySanJose Mobile App - All Requests - Race/Ethnicity

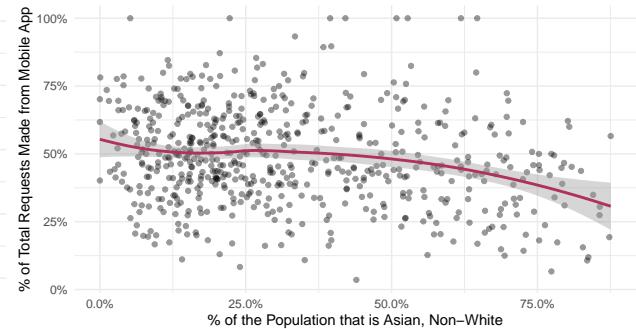


How Census Block Group Demographics Are Distributed For All Requests



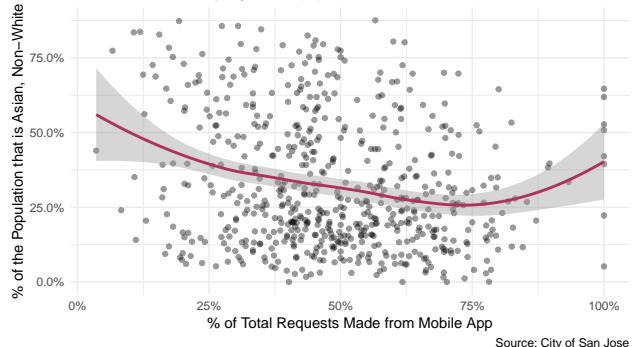
How Racial Composition is Related To Mobile App Usage For All Requests

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

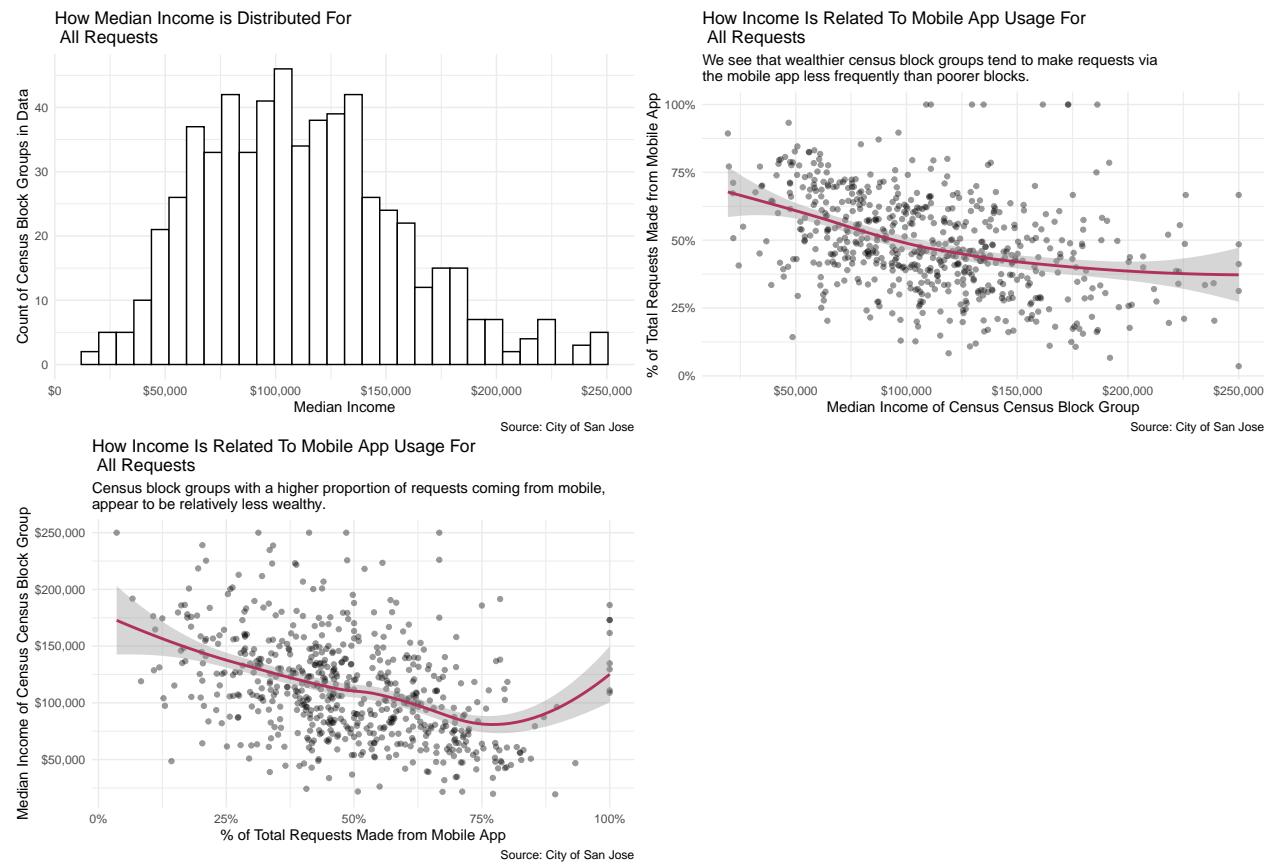


How Racial Composition is Related To Mobile App Usage For All Requests

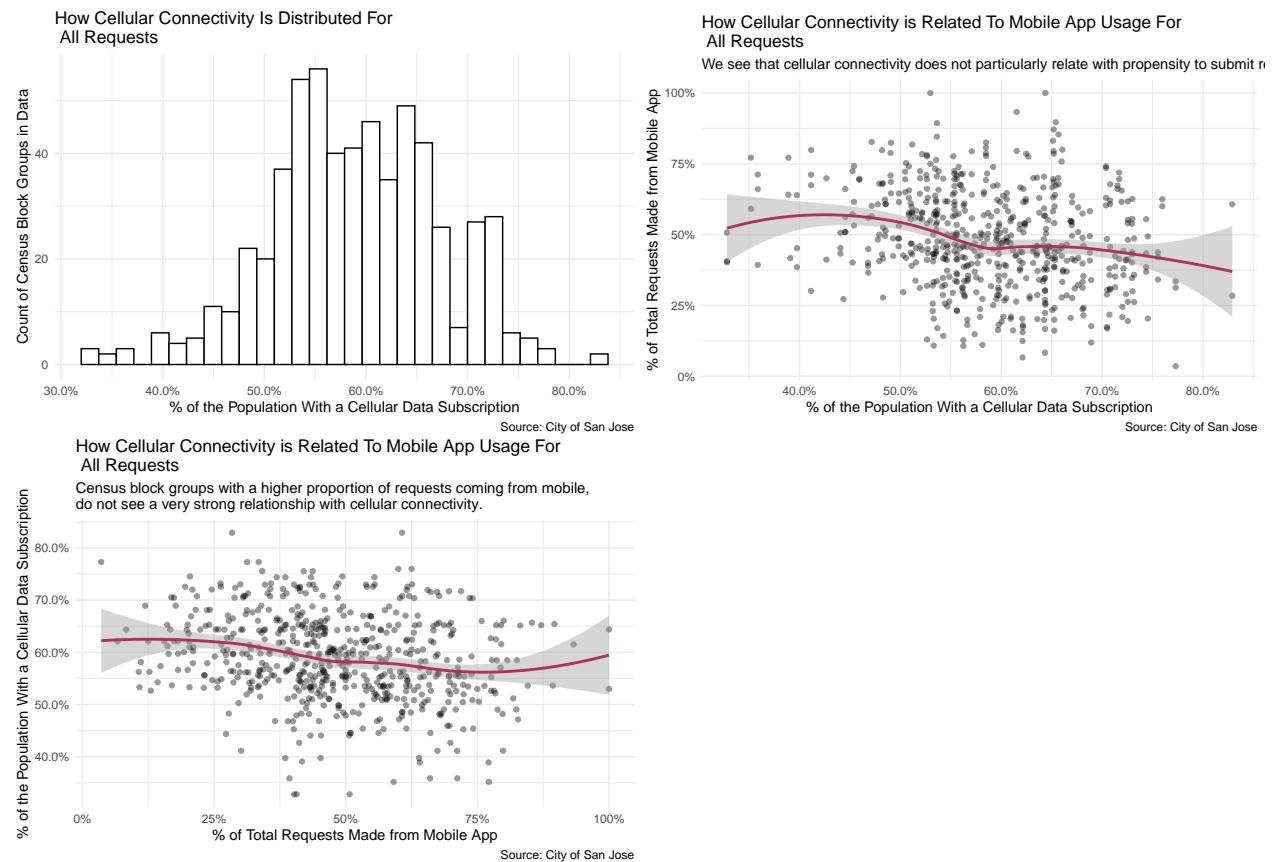
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



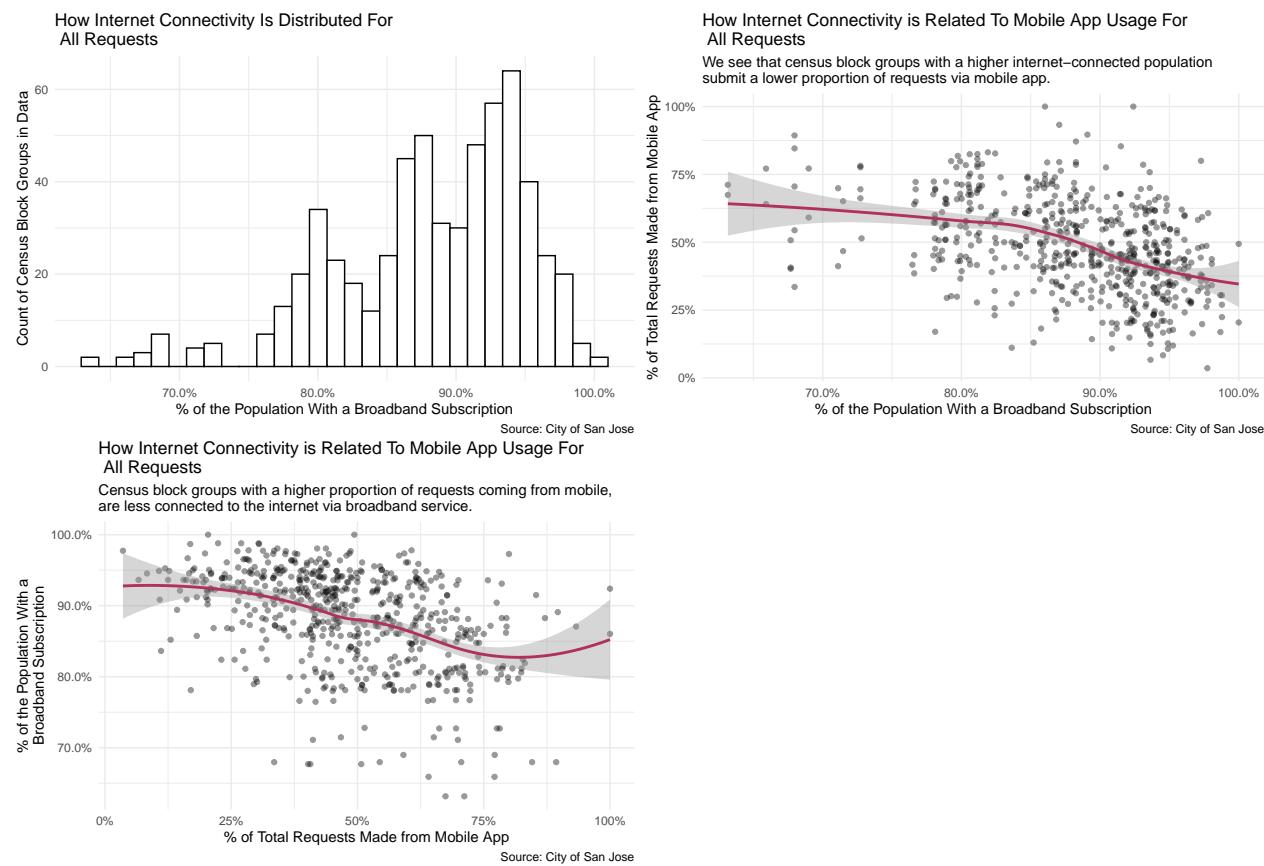
## MySanJose Mobile App - All Requests - Income



## MySanJose Mobile App - All Requests - Mobile Phone Access

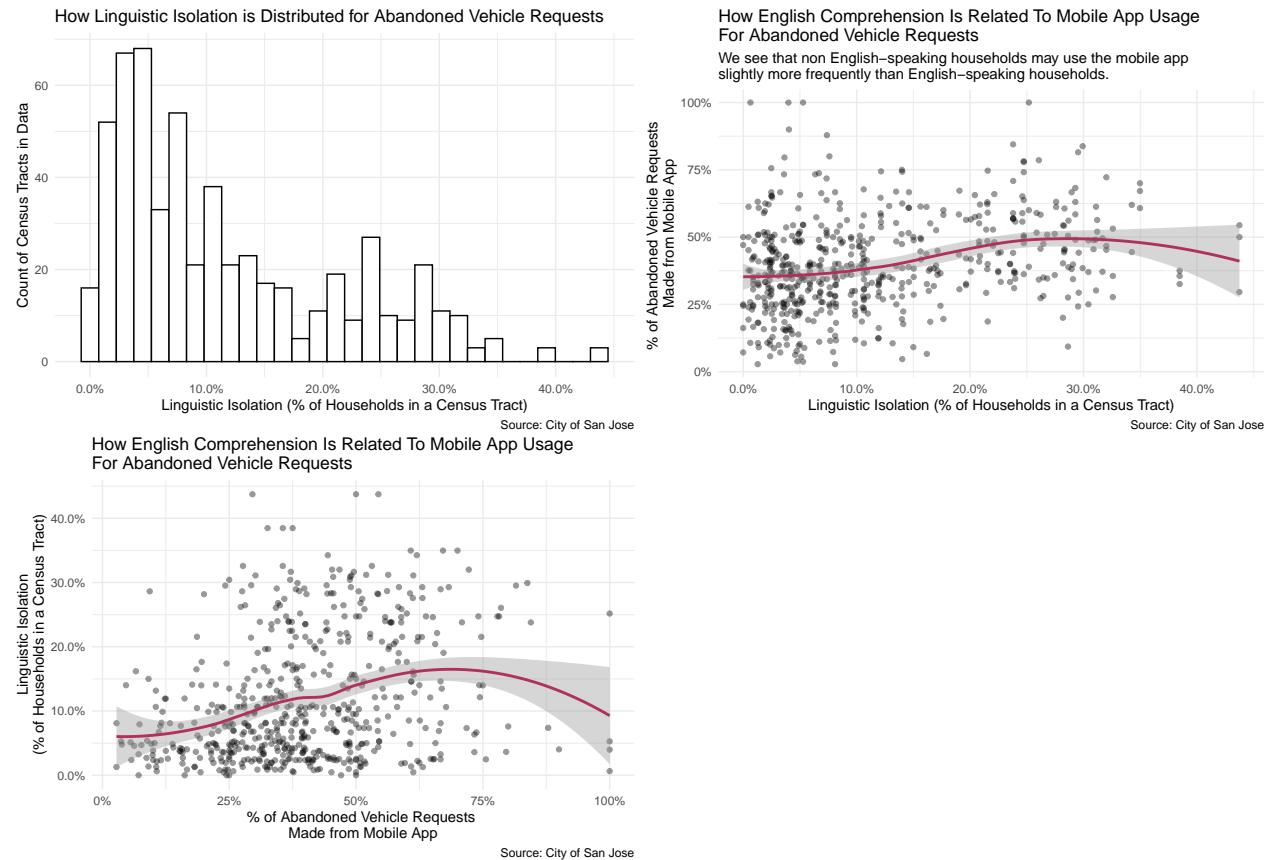


## MySanJose Mobile App - All Requests - Broadband Access

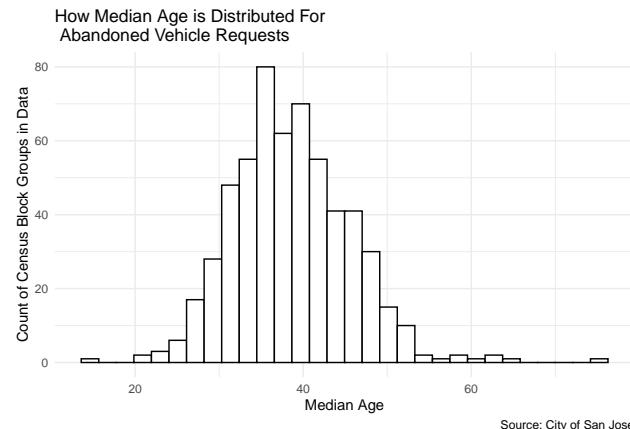


## Abandoned Vehicle

### MySanJose Mobile App - Abandoned Vehicle Requests - Language

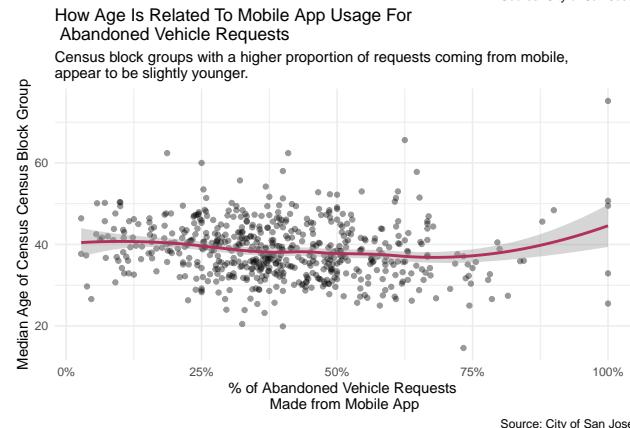
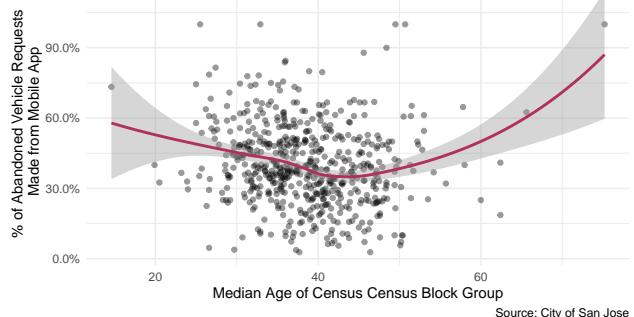


## MySanJose Mobile App - Abandoned Vehicle Requests - Age

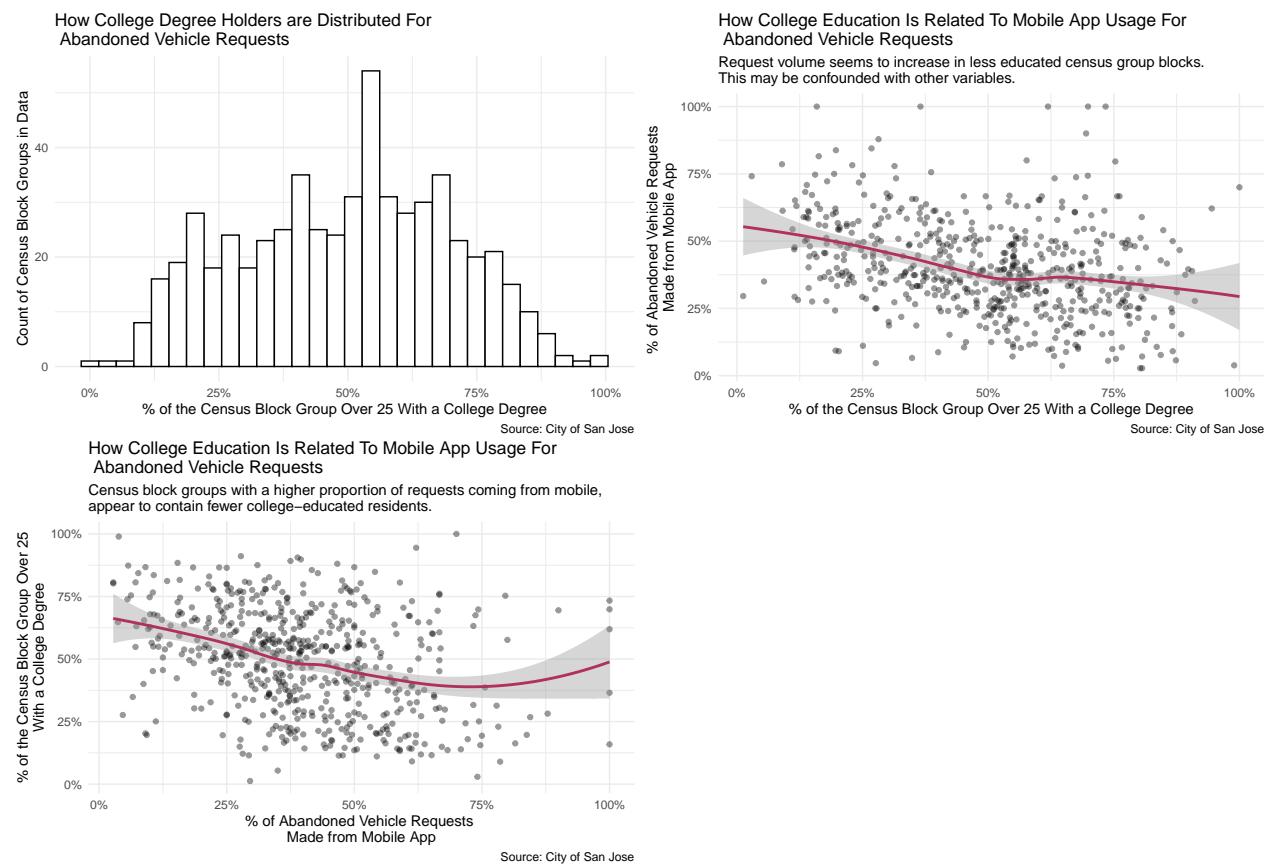


How Age Is Related To Mobile App Usage For Abandoned Vehicle Requests

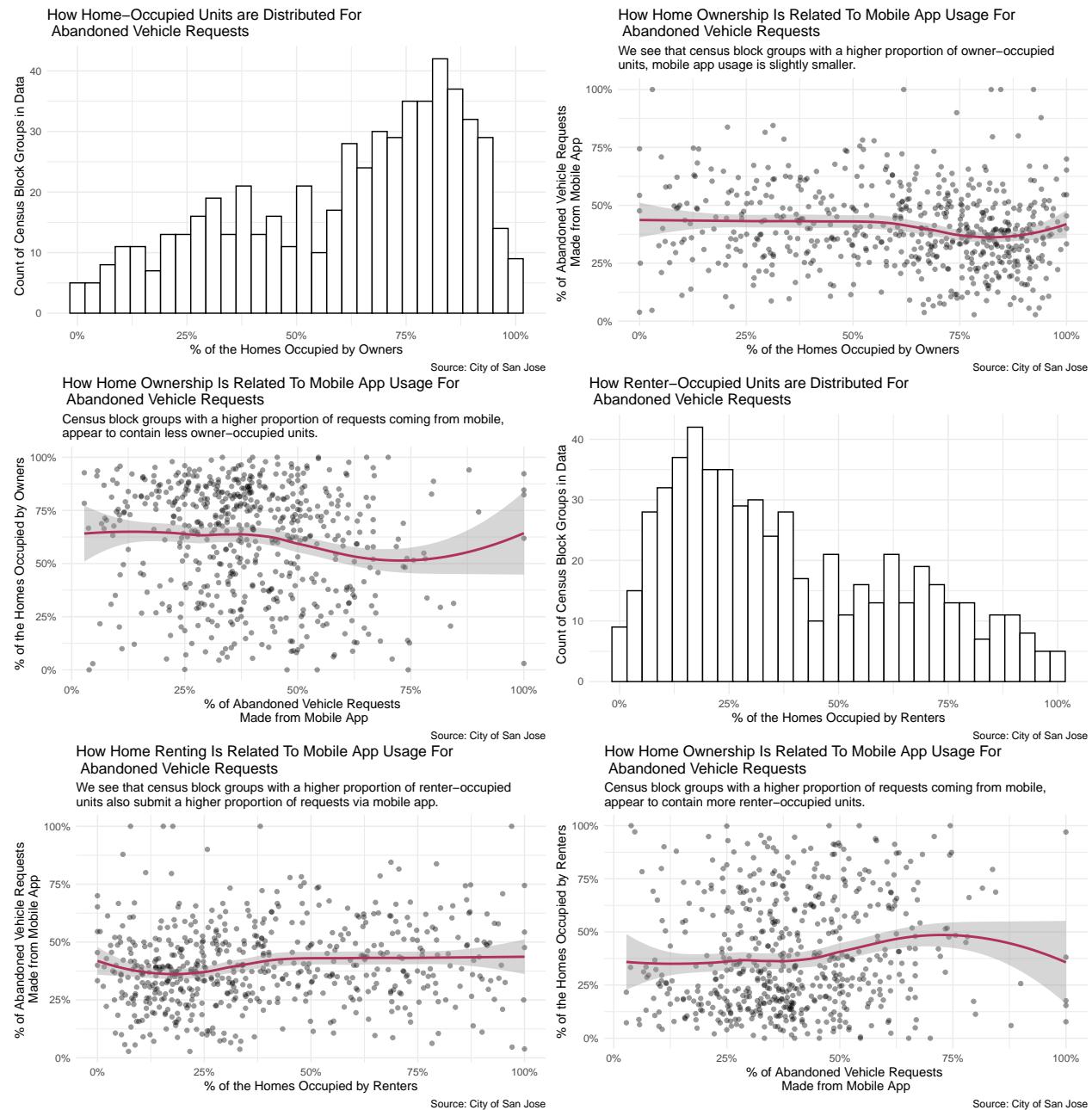
We see that younger census block groups tend to make requests via the mobile app more frequently than older blocks.



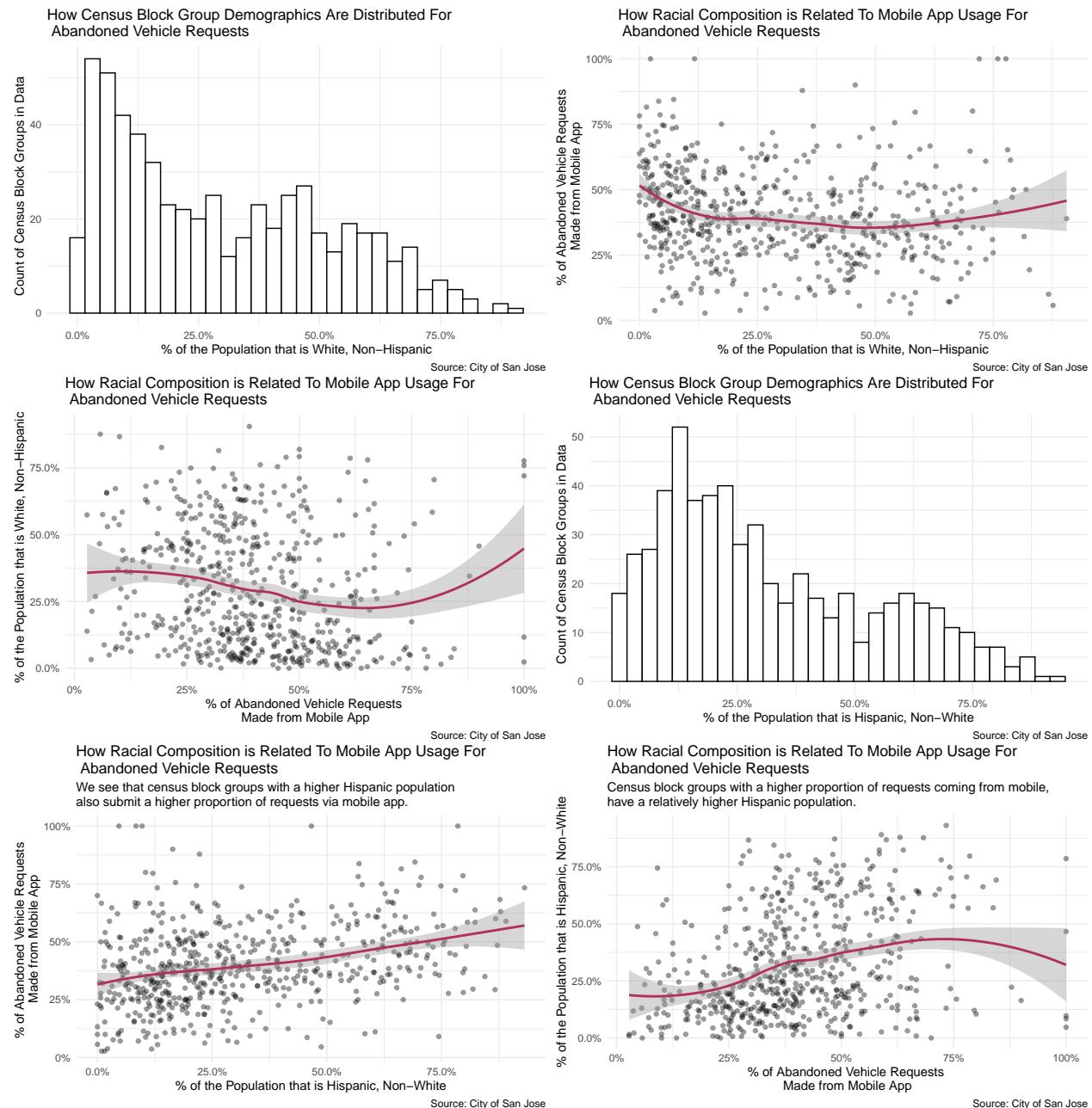
## MySanJose Mobile App - Abandoned Vehicle Requests - Education



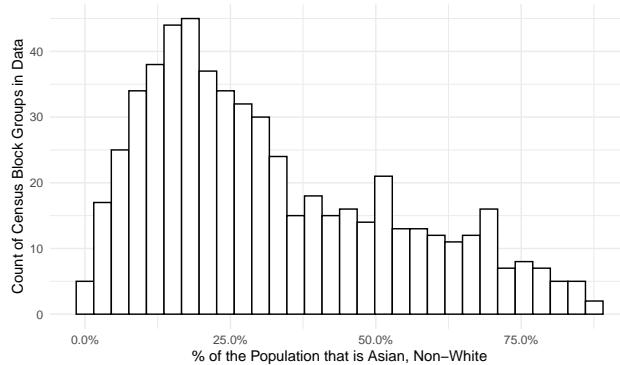
## MySanJose Mobile App - Abandoned Vehicle Requests - Home Ownership/Renting



## MySanJose Mobile App - Abandoned Vehicle Requests - Race/Ethnicity

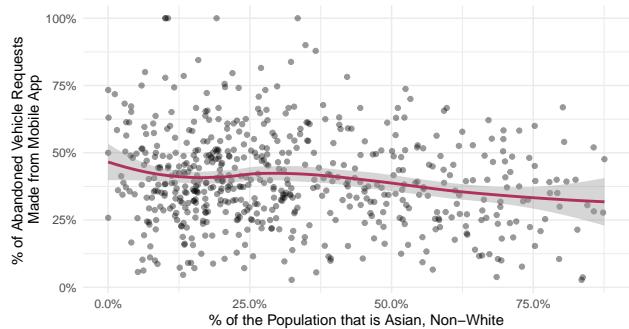


How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



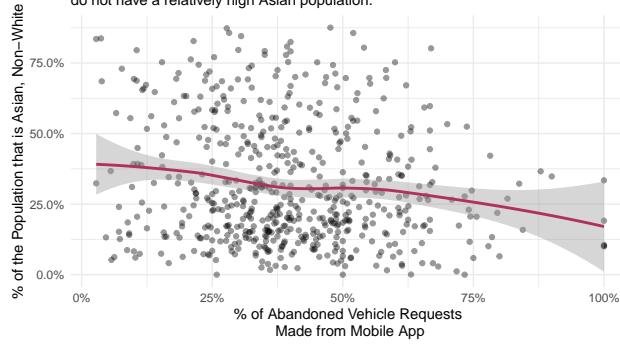
How Racial Composition is Related To Mobile App Usage For Abandoned Vehicle Requests

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



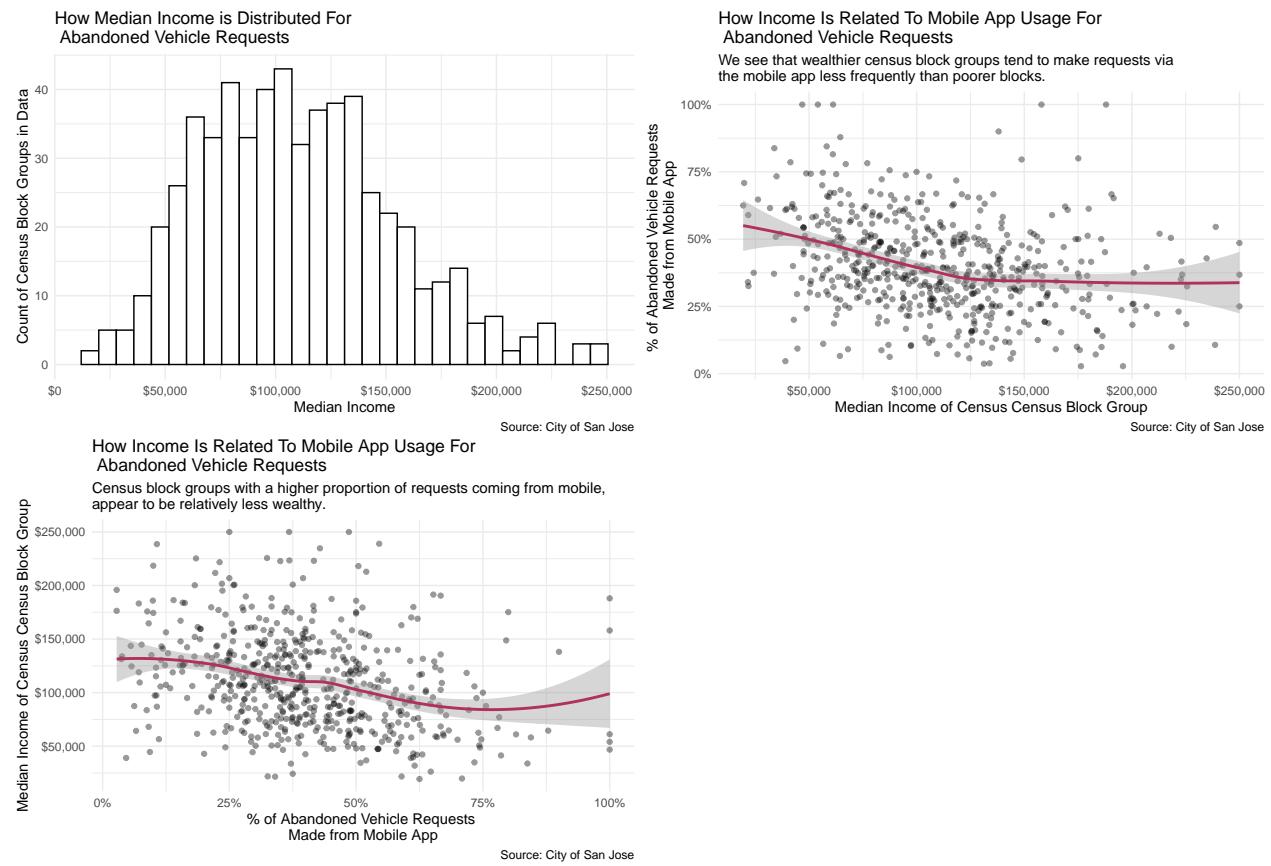
How Racial Composition is Related To Mobile App Usage For Abandoned Vehicle Requests

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

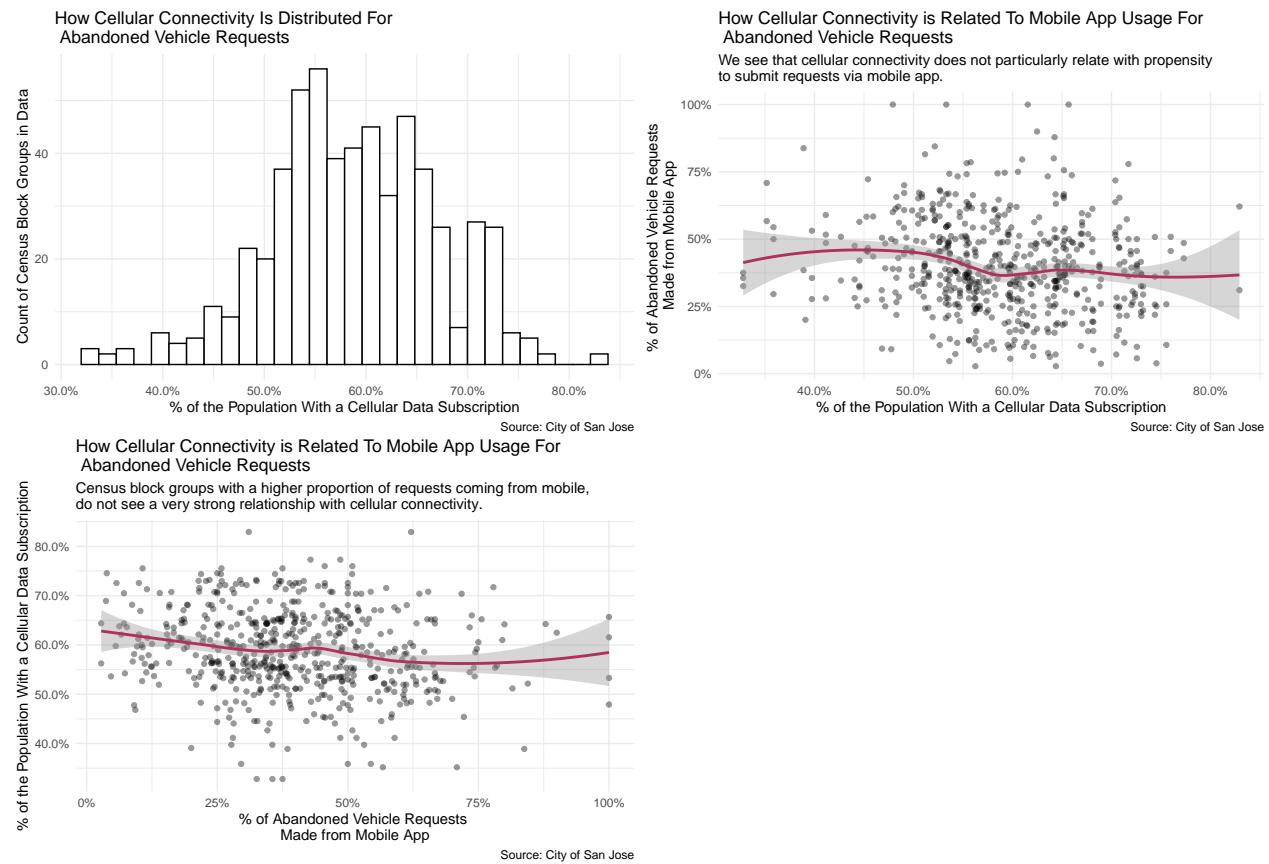


Source: City of San Jose

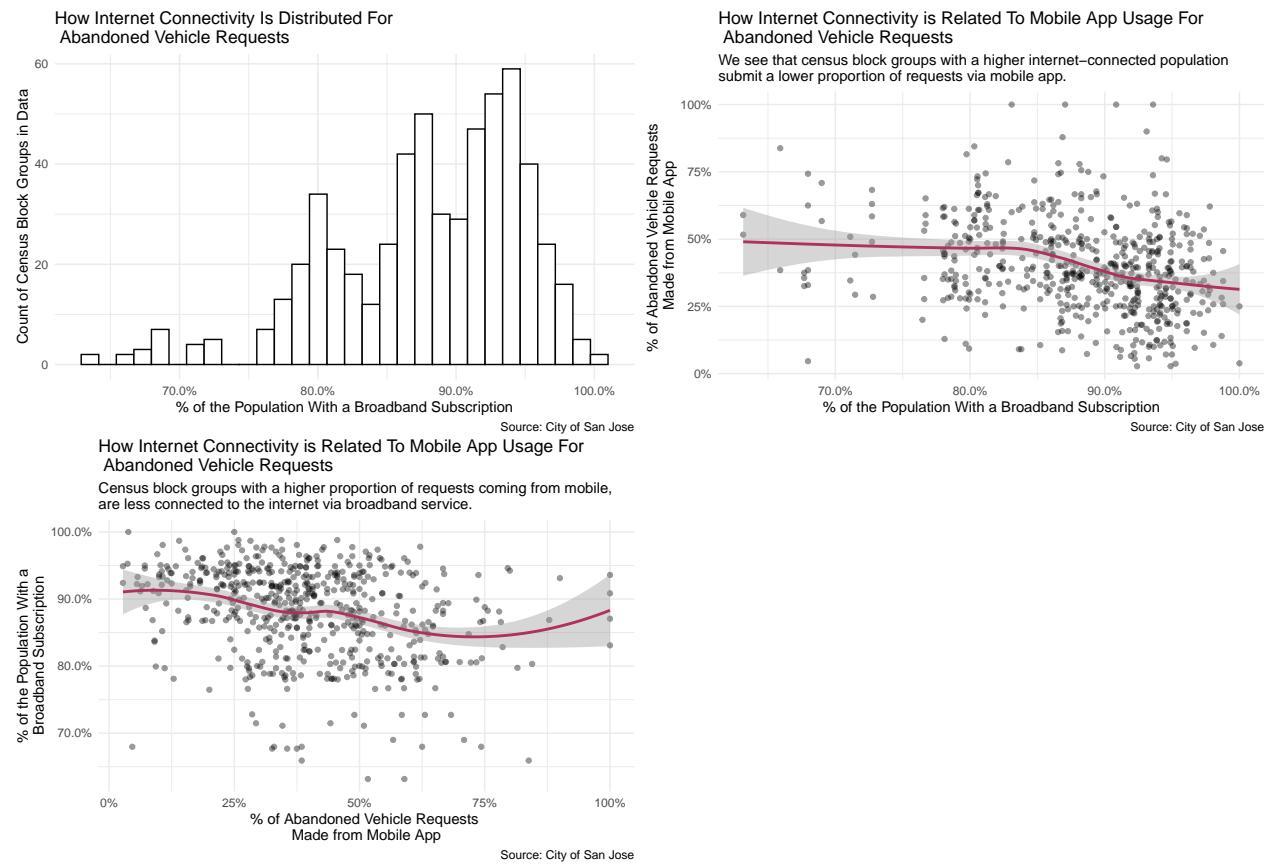
## MySanJose Mobile App - Abandoned Vehicle Requests - Income



## MySanJose Mobile App - Abandoned Vehicle Requests - Mobile Phone Access

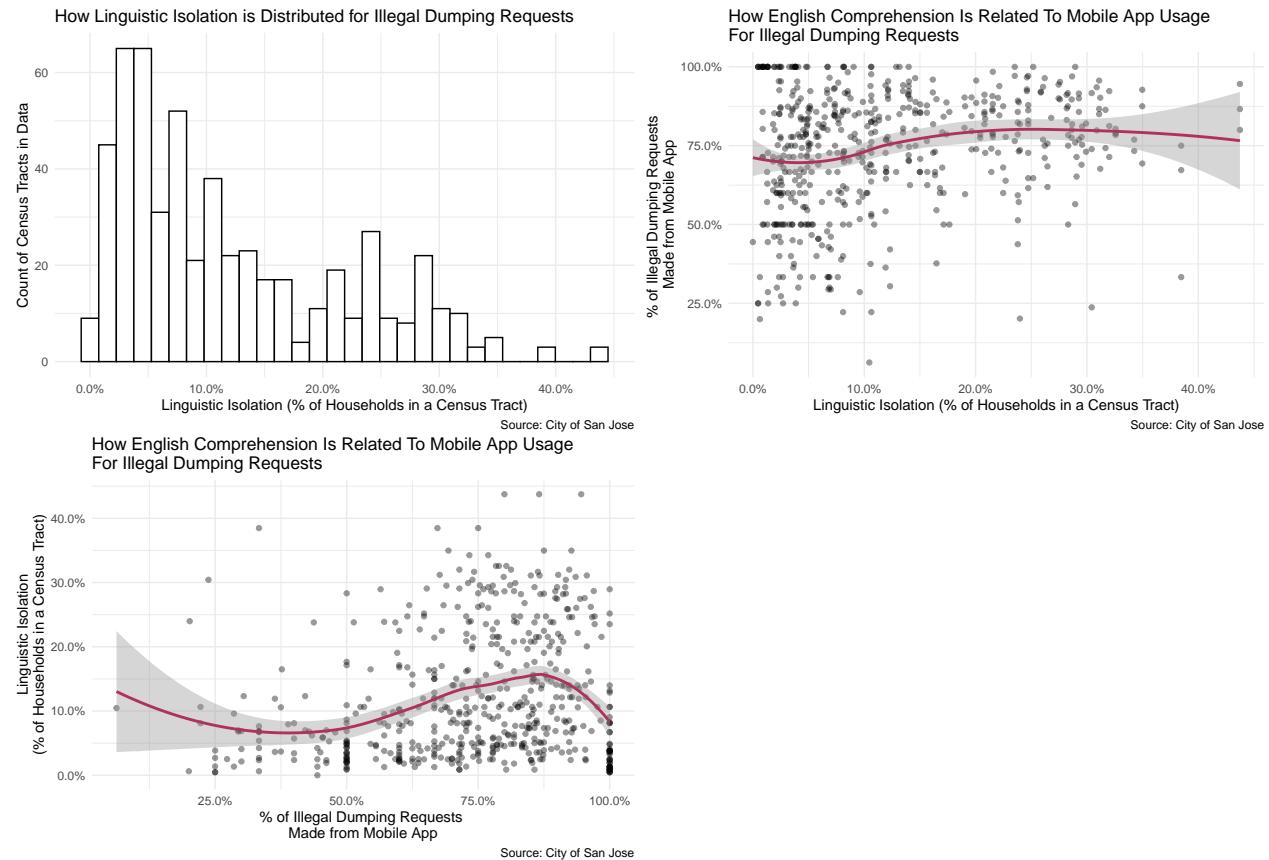


## MySanJose Mobile App - Abandoned Vehicle Requests - Broadband Access

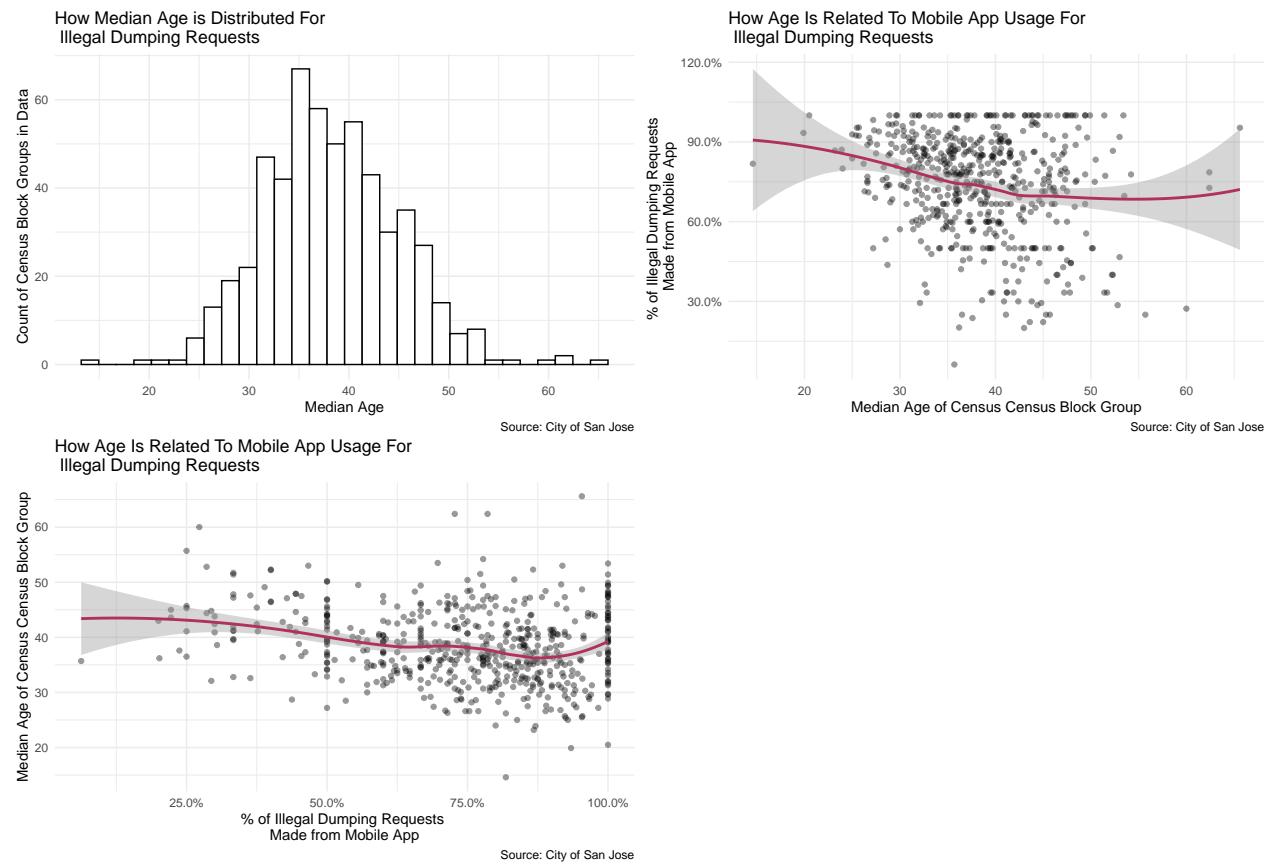


## Illegal Dumping

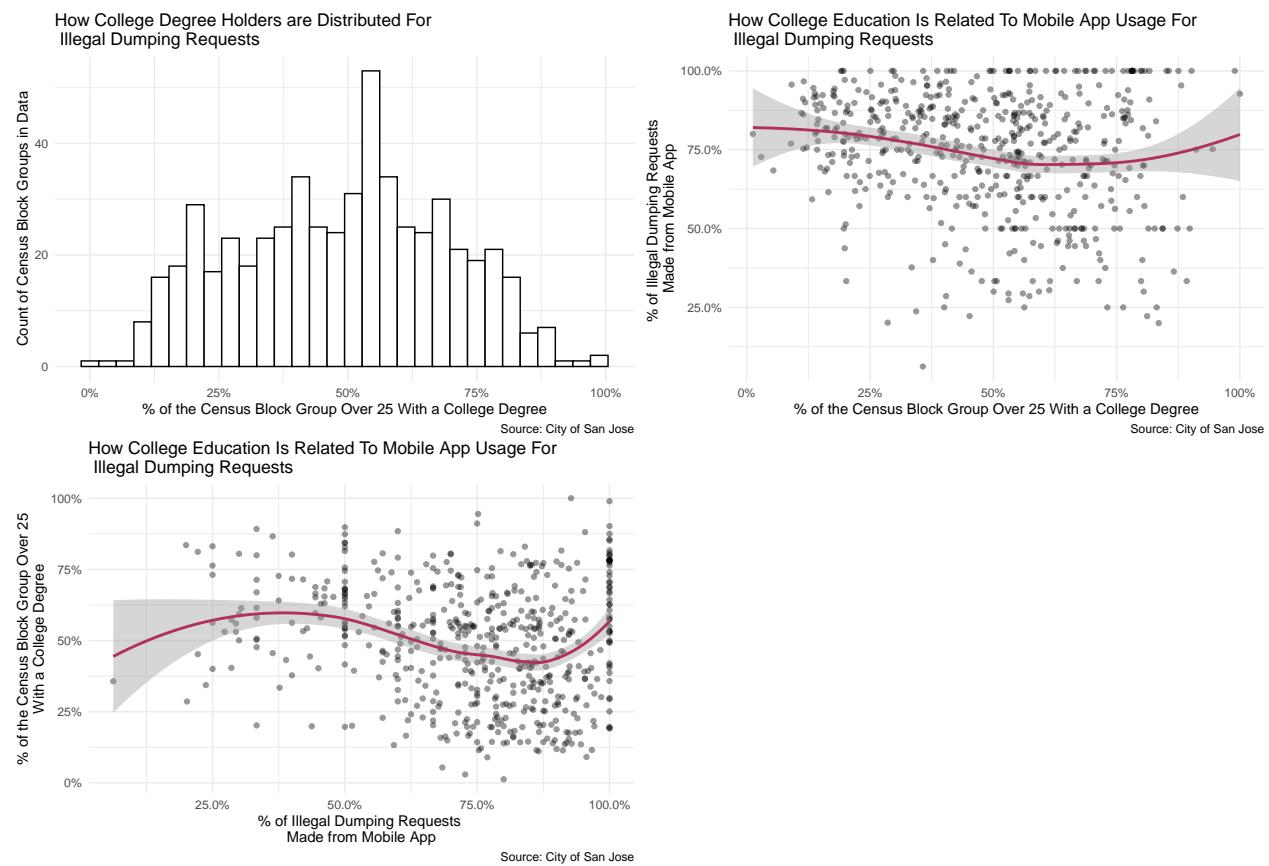
### MySanJose Mobile App - Illegal Dumping Requests - Language



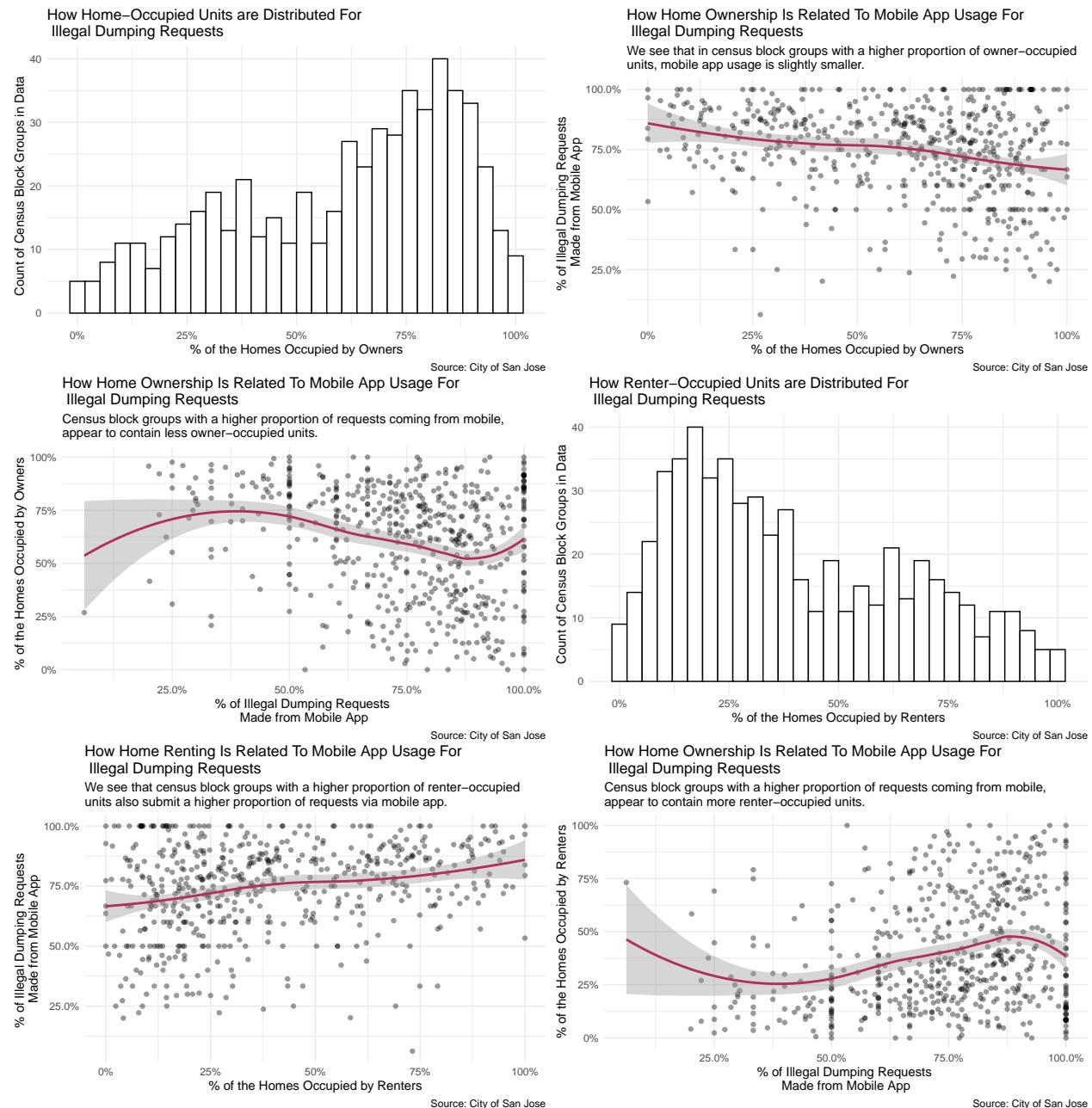
## MySanJose Mobile App - Illegal Dumping Requests - Age



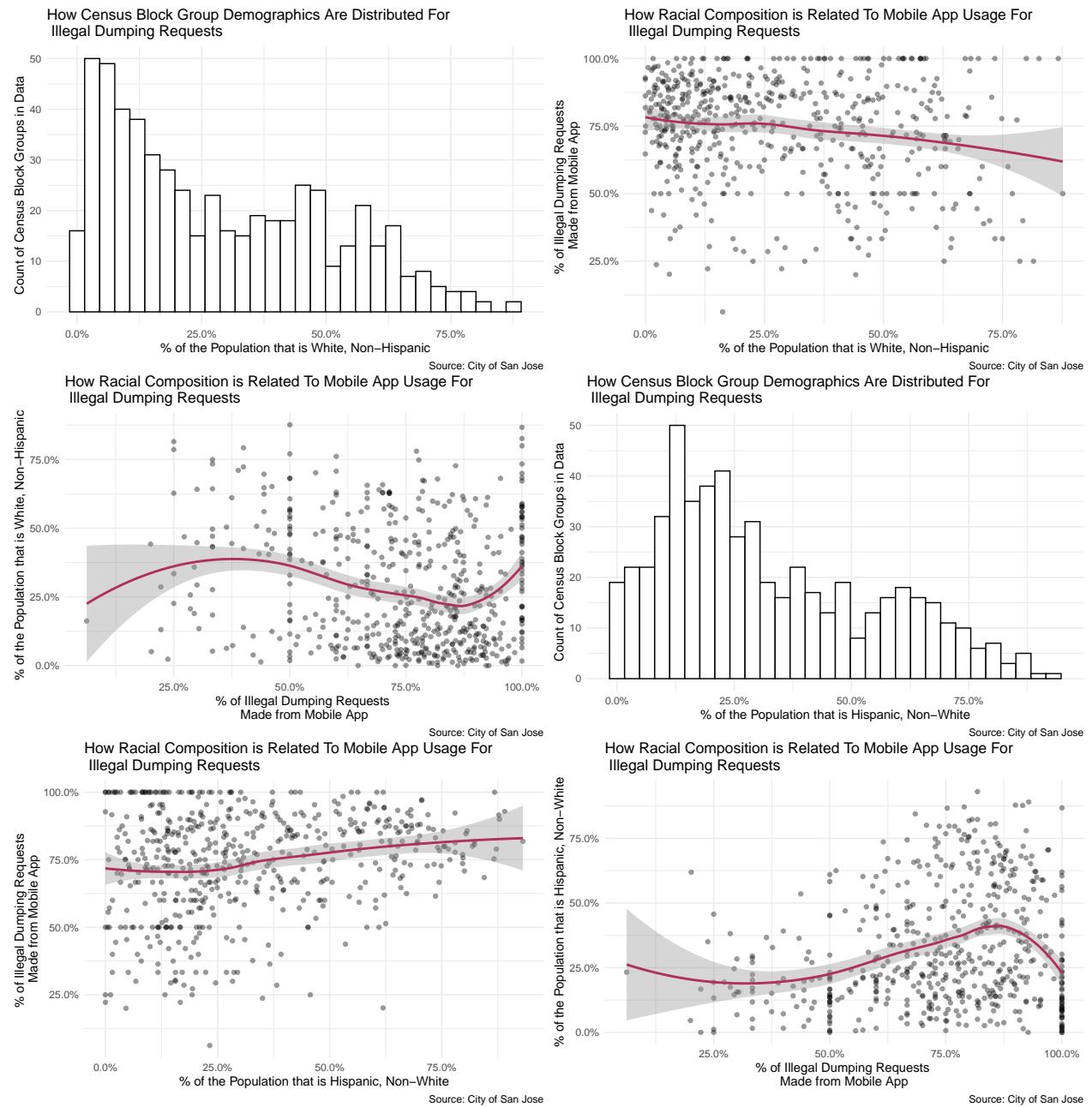
## MySanJose Mobile App - Illegal Dumping - Education



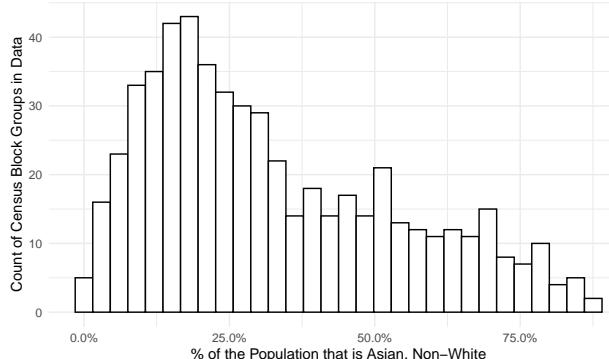
## MySanJose Mobile App - Illegal Dumping - Home Ownership/Renting



## MySanJose Mobile App - Illegal Dumping - Race/Ethnicity

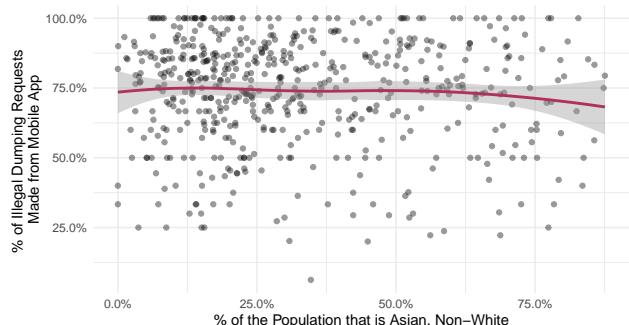


How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



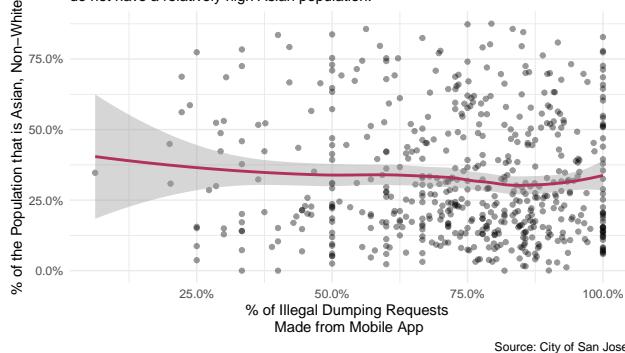
How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

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

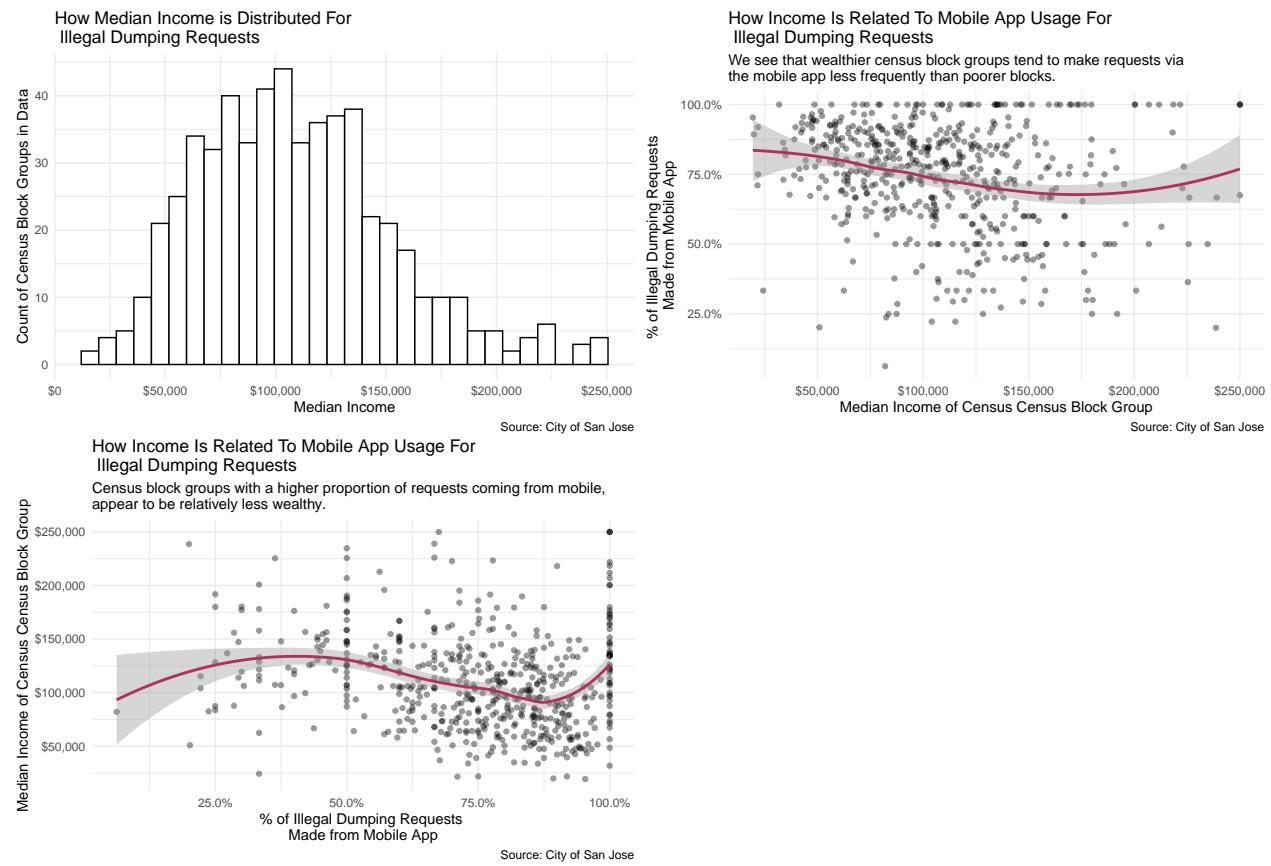


How Racial Composition is Related To Mobile App Usage For Illegal Dumping Requests

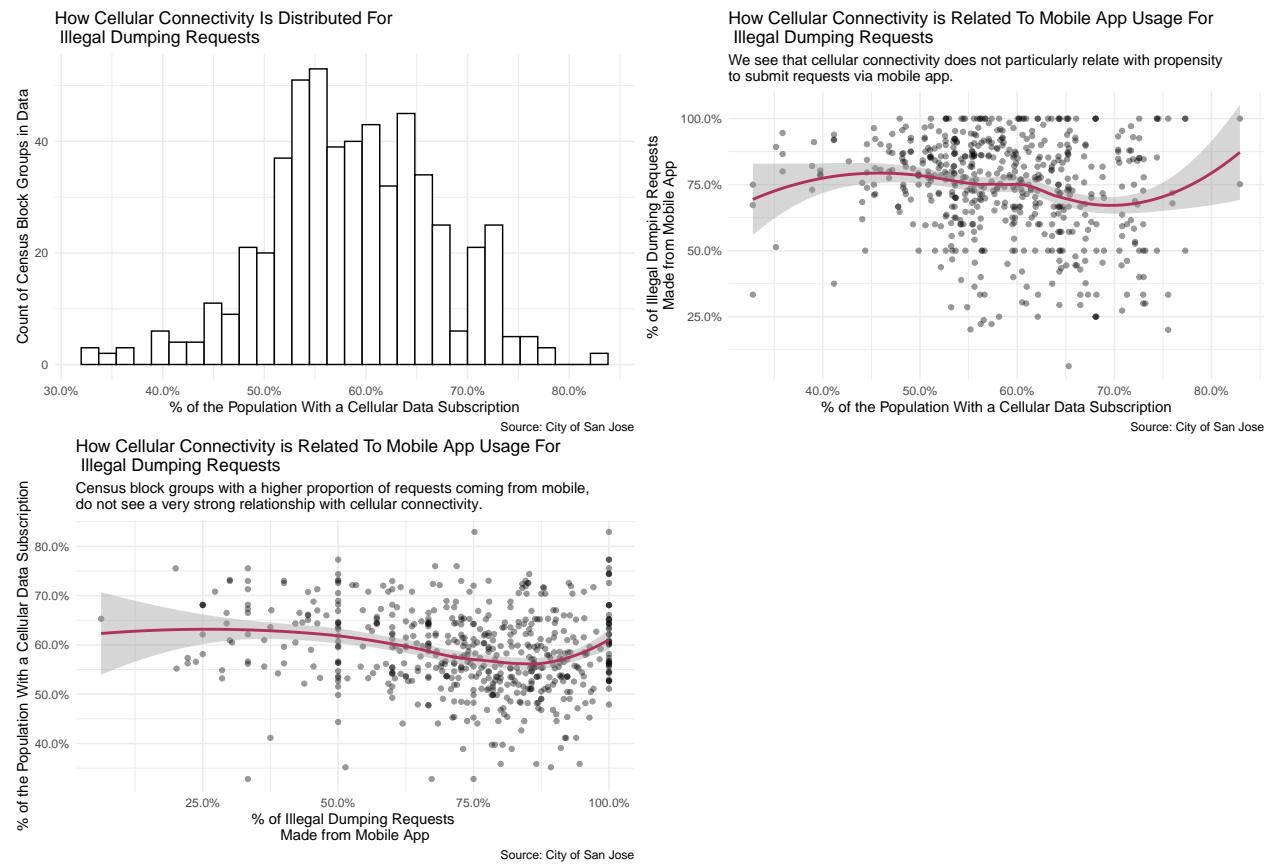
Census block groups with a higher proportion of requests coming from mobile, do not have a relatively high Asian population.



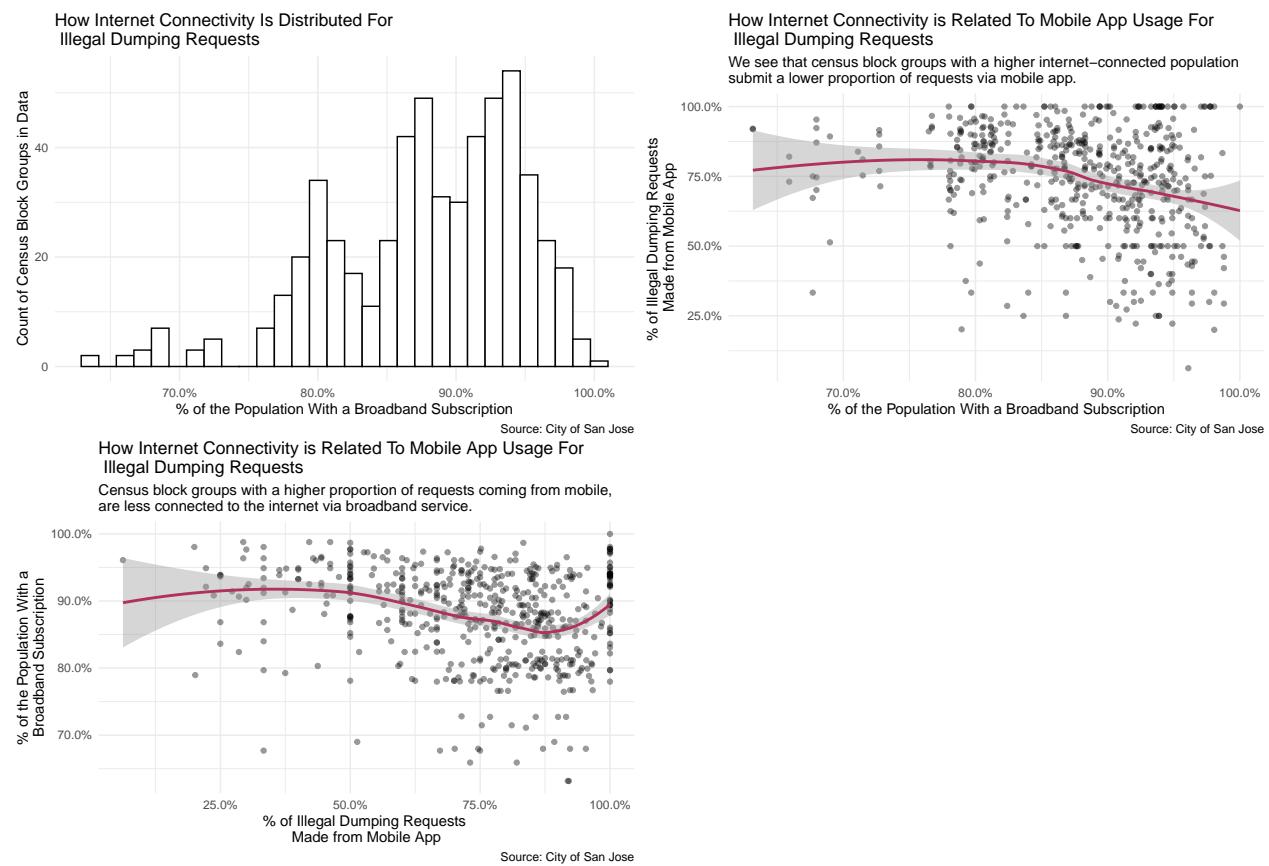
## MySanJose Mobile App - Illegal Dumping - Income



## MySanJose Mobile App - Illegal Dumping - Mobile Phone Access

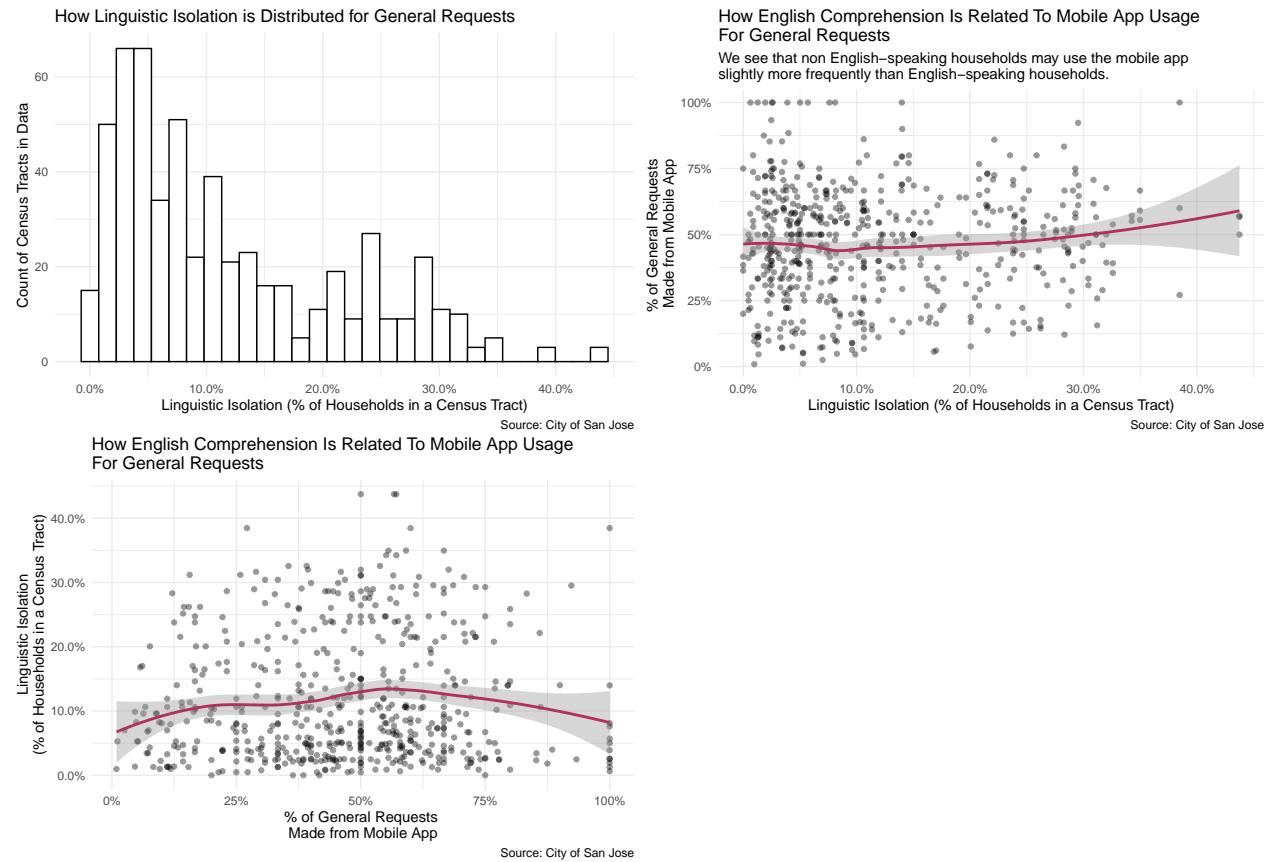


## MySanJose Mobile App - Illegal Dumping - Broadband Access



## General Request

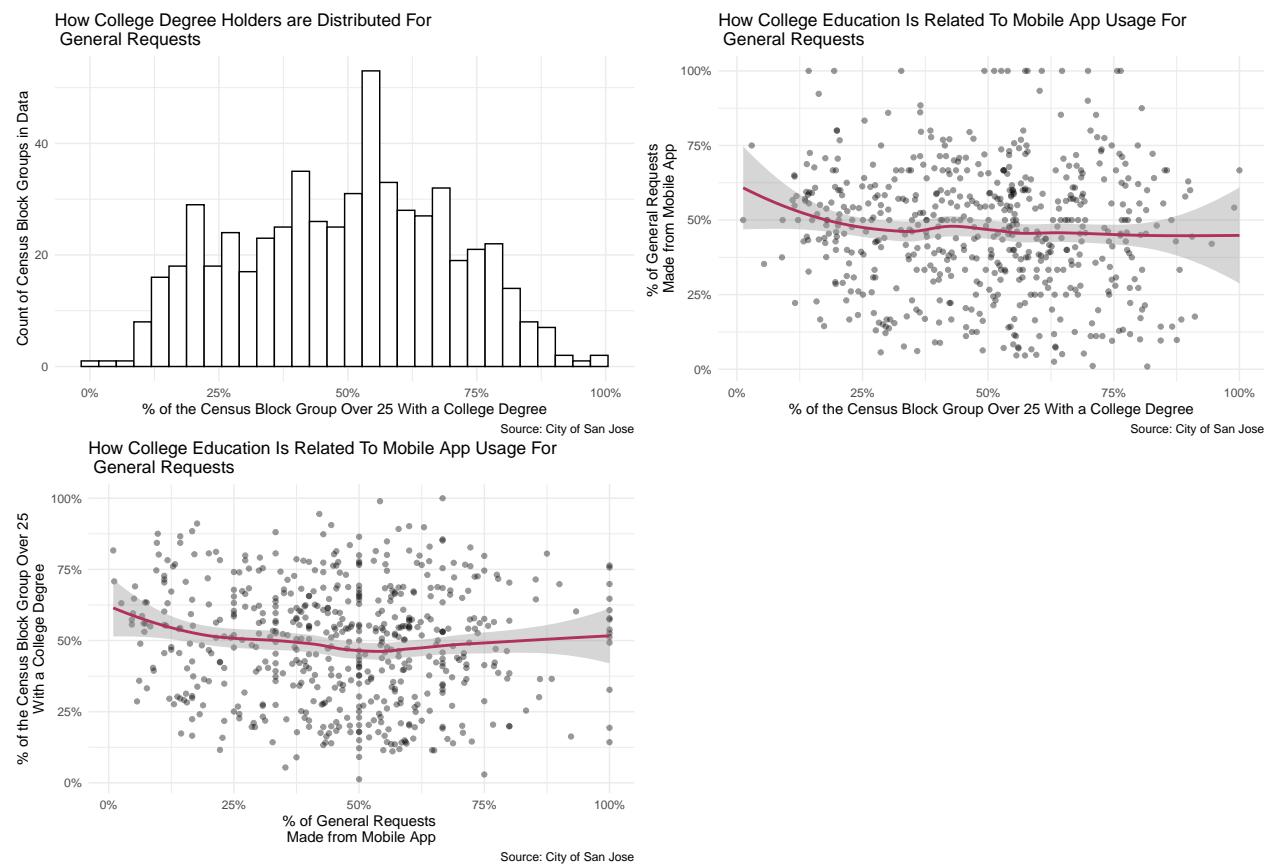
### MySanJose Mobile App - General Request - Language



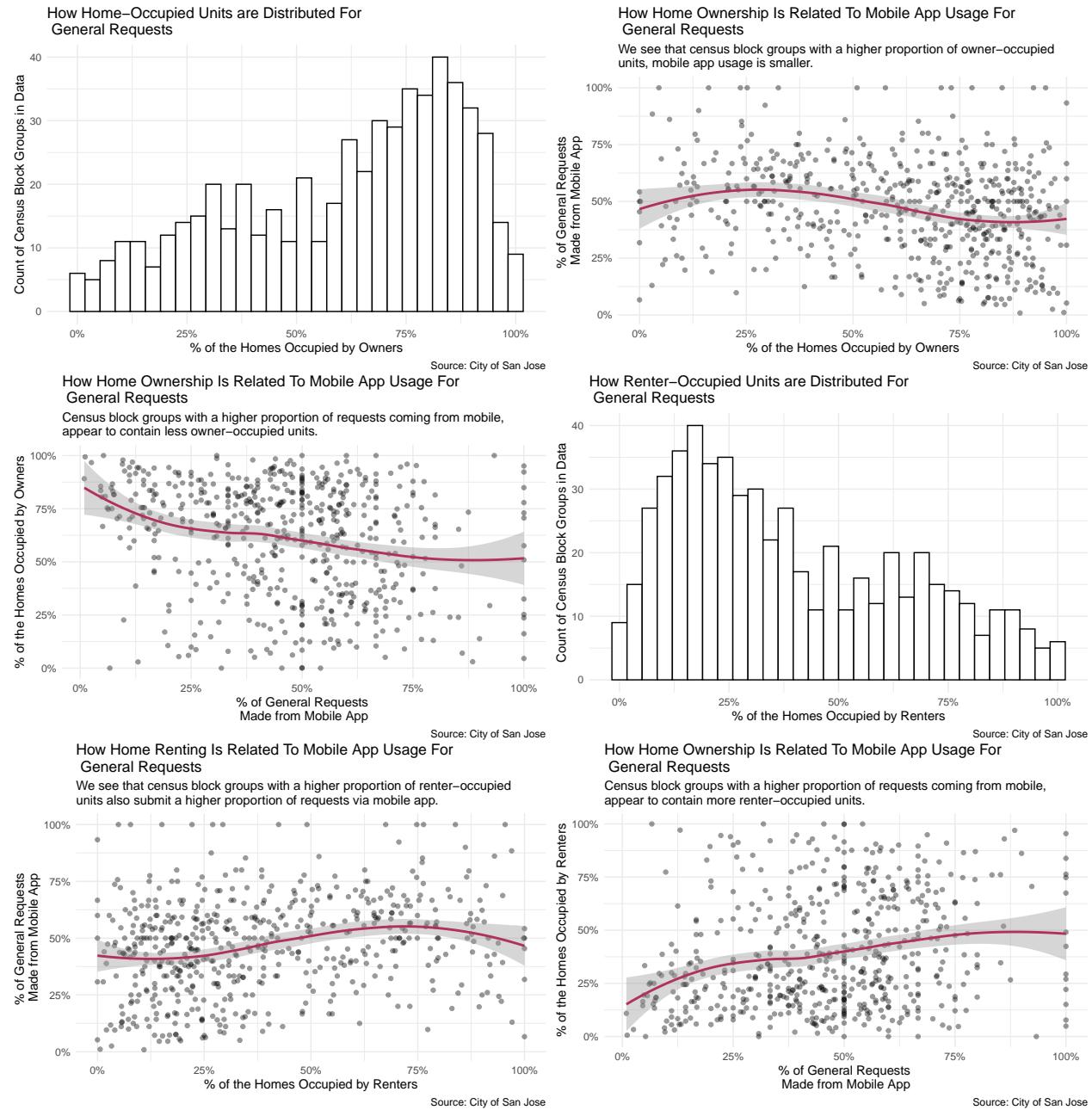
## MySanJose Mobile App - General Request - Age



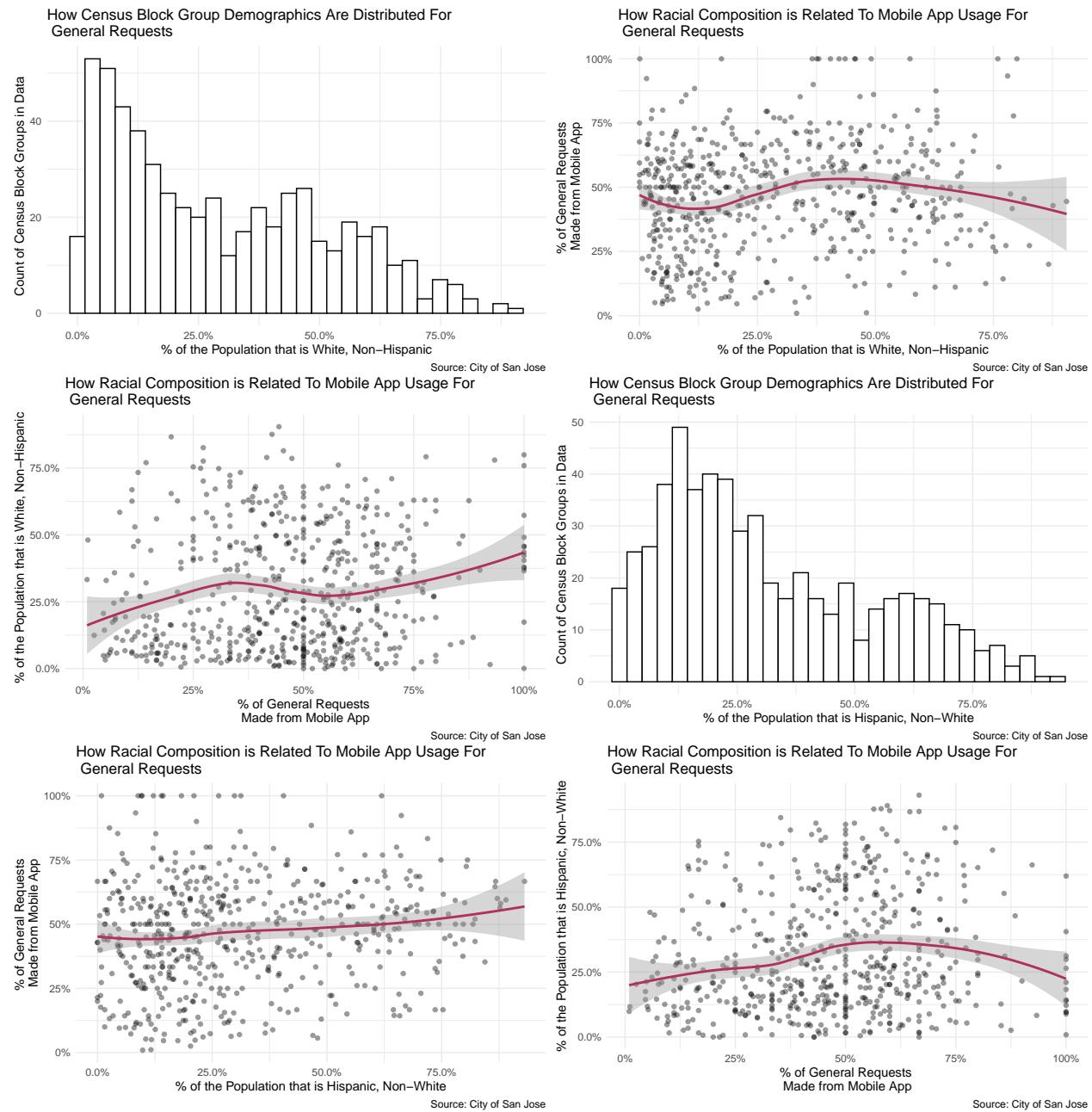
## MySanJose Mobile App - General Request - Education



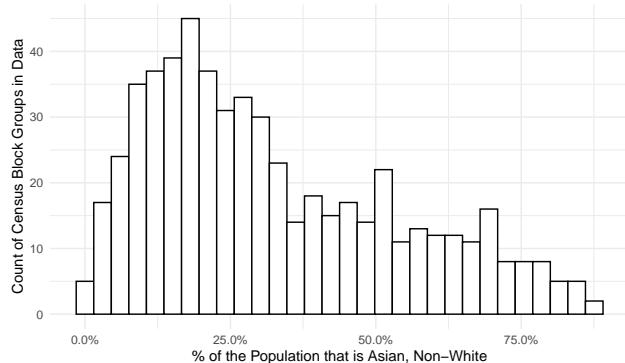
## MySanJose Mobile App - General Request - Home Ownership/Renting



## MySanJose Mobile App - General Request - Race/Ethnicity

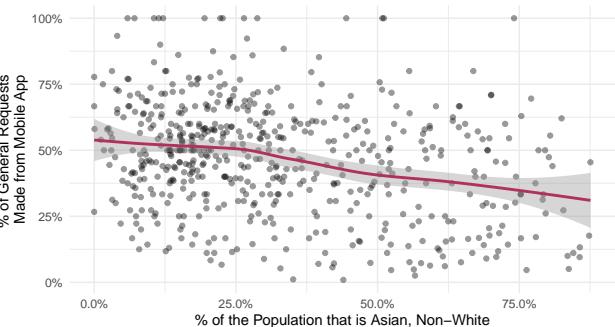


How Census Block Group Demographics Are Distributed For General Requests



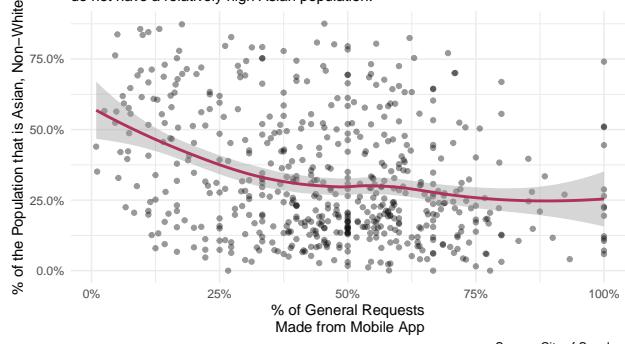
How Racial Composition is Related To Mobile App Usage For General Requests

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



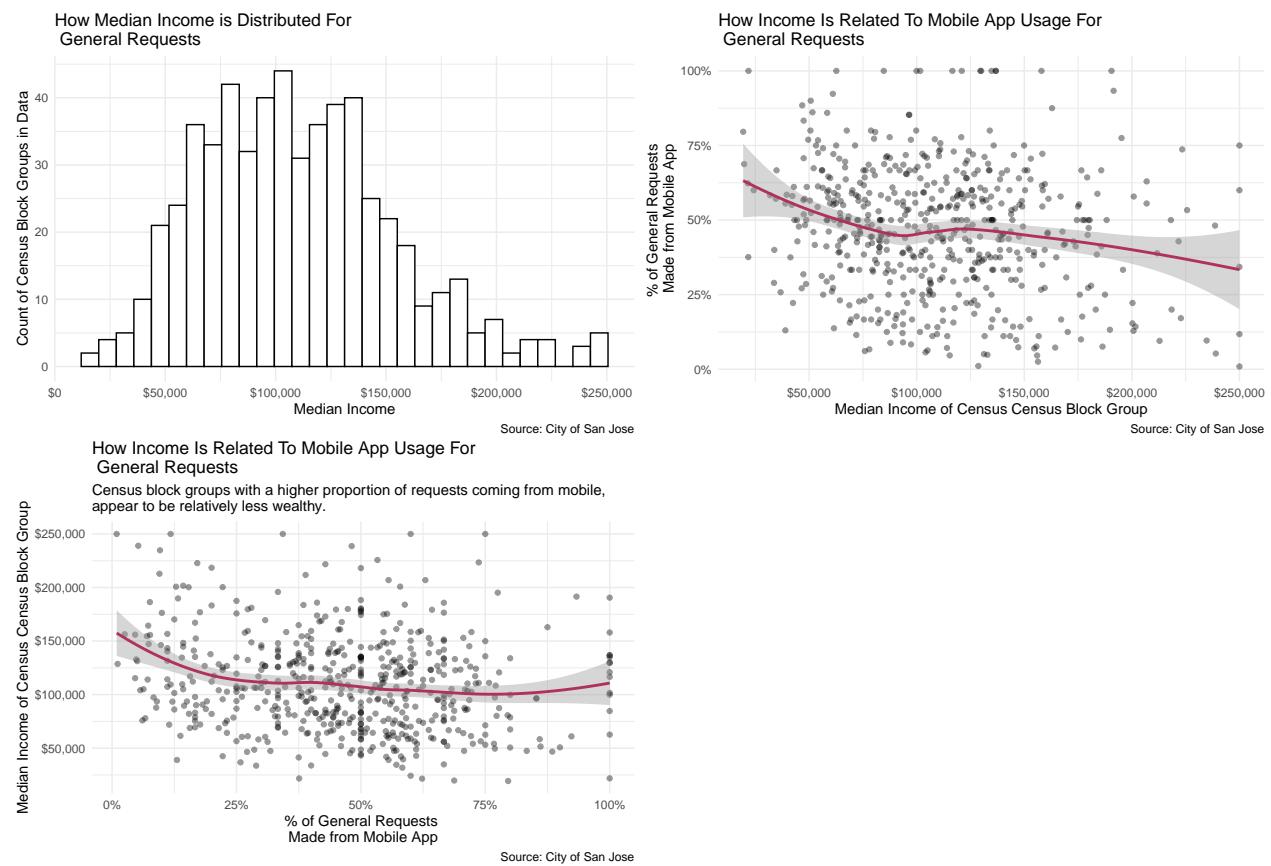
How Racial Composition is Related To Mobile App Usage For General Requests

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

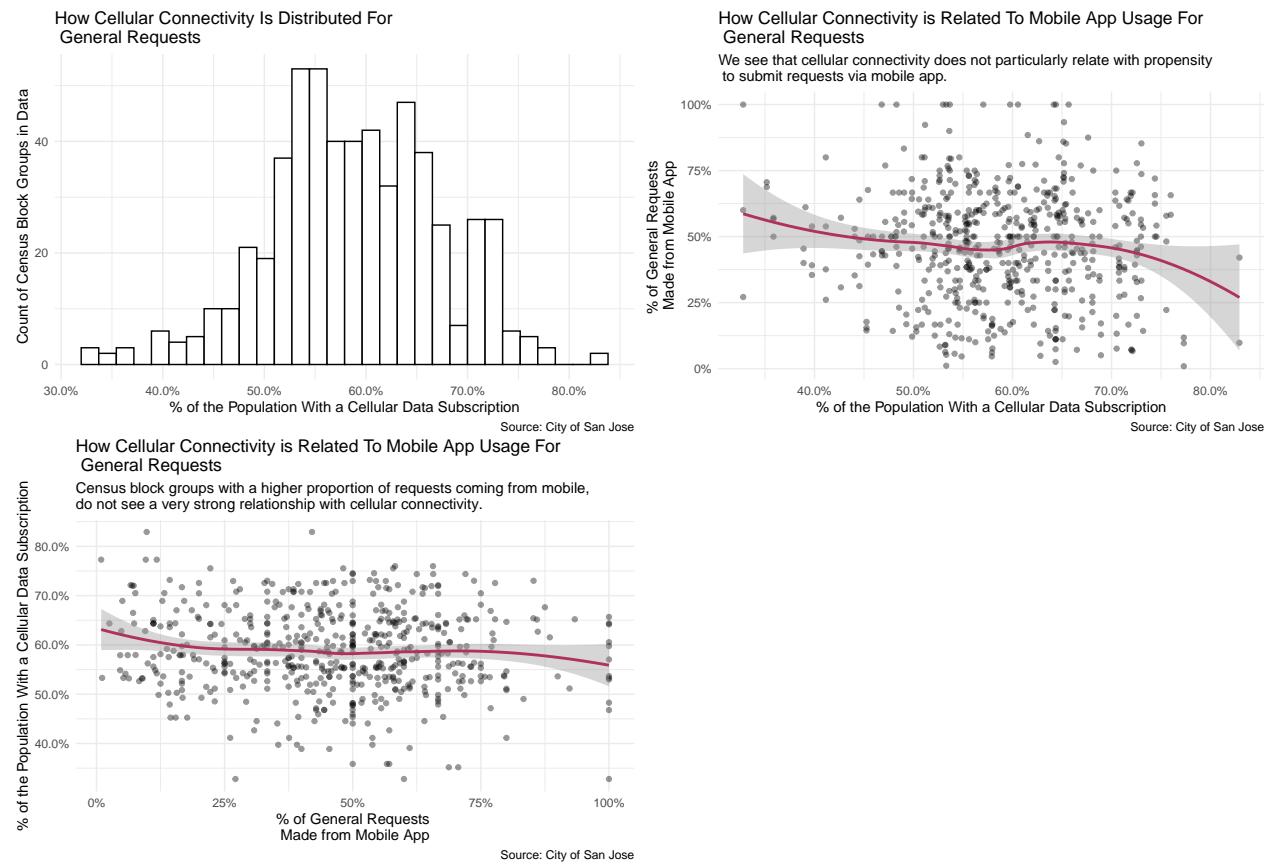


Source: City of San Jose

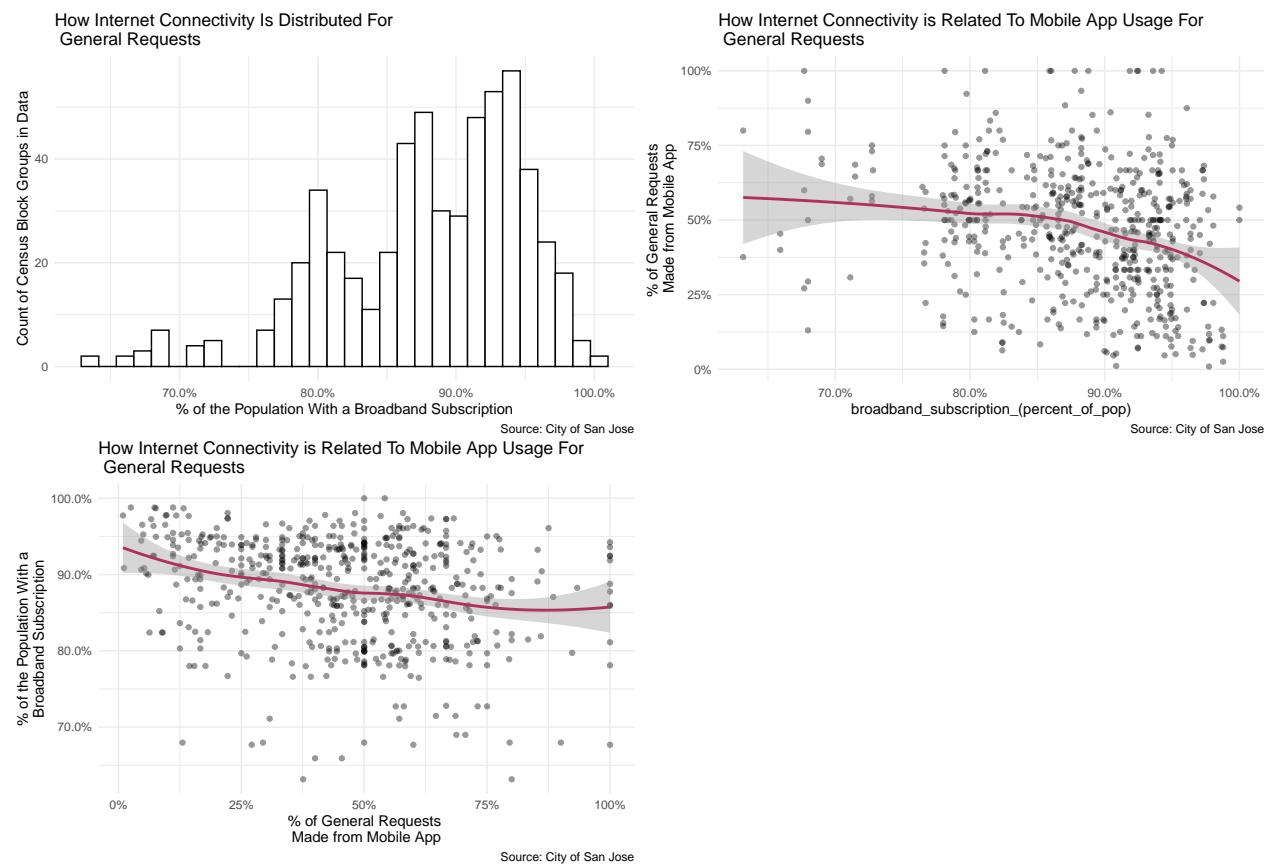
## MySanJose Mobile App - General Request - Income



## MySanJose Mobile App - General Request - Mobile Phone Access

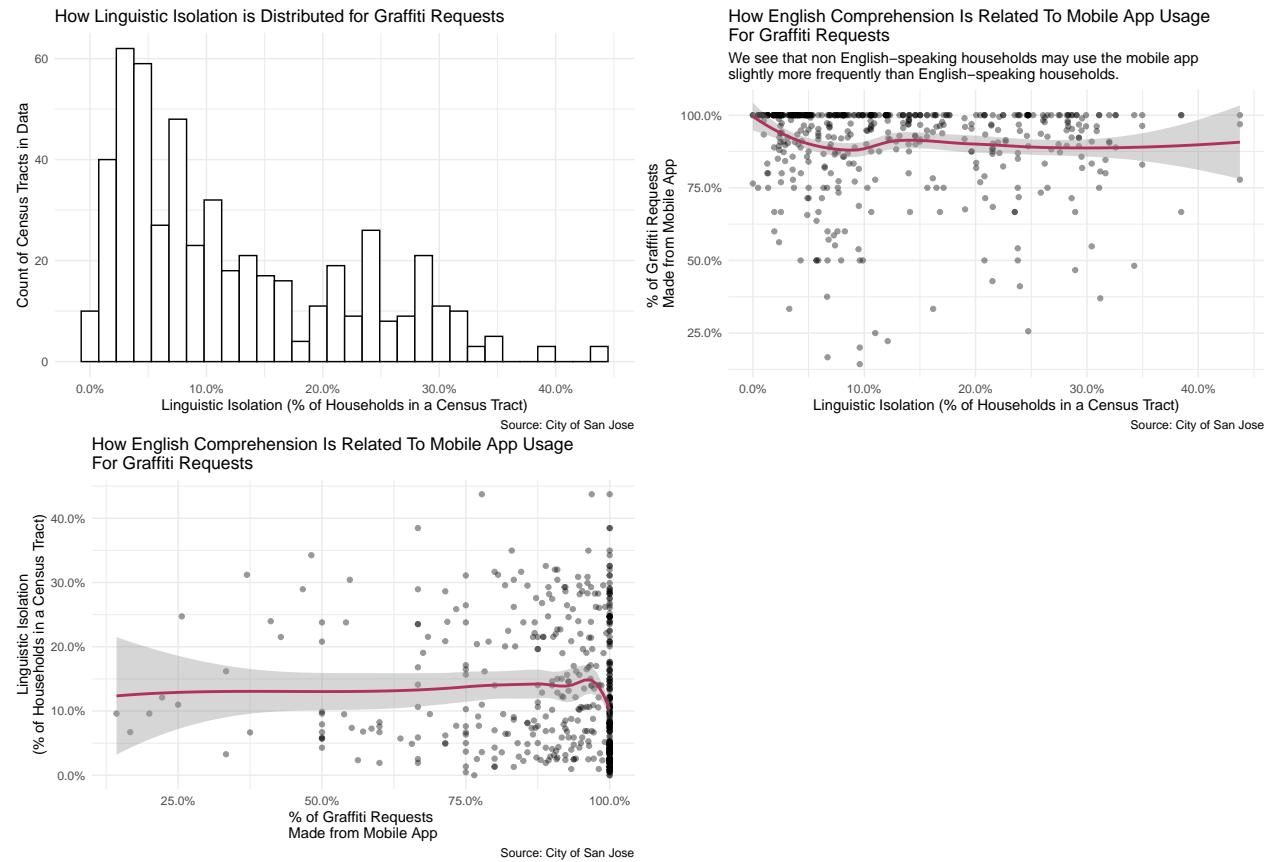


## MySanJose Mobile App - General Request - Broadband Access

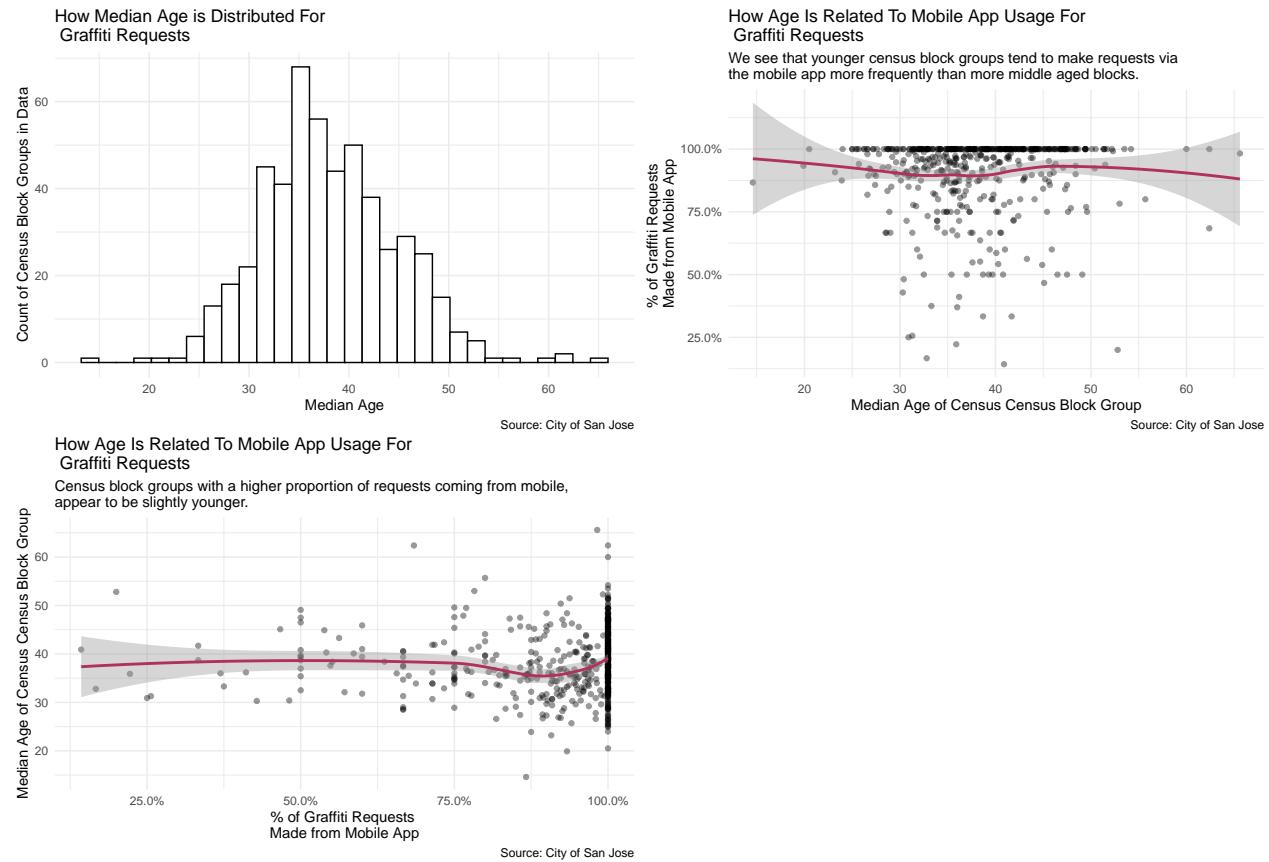


## Graffiti

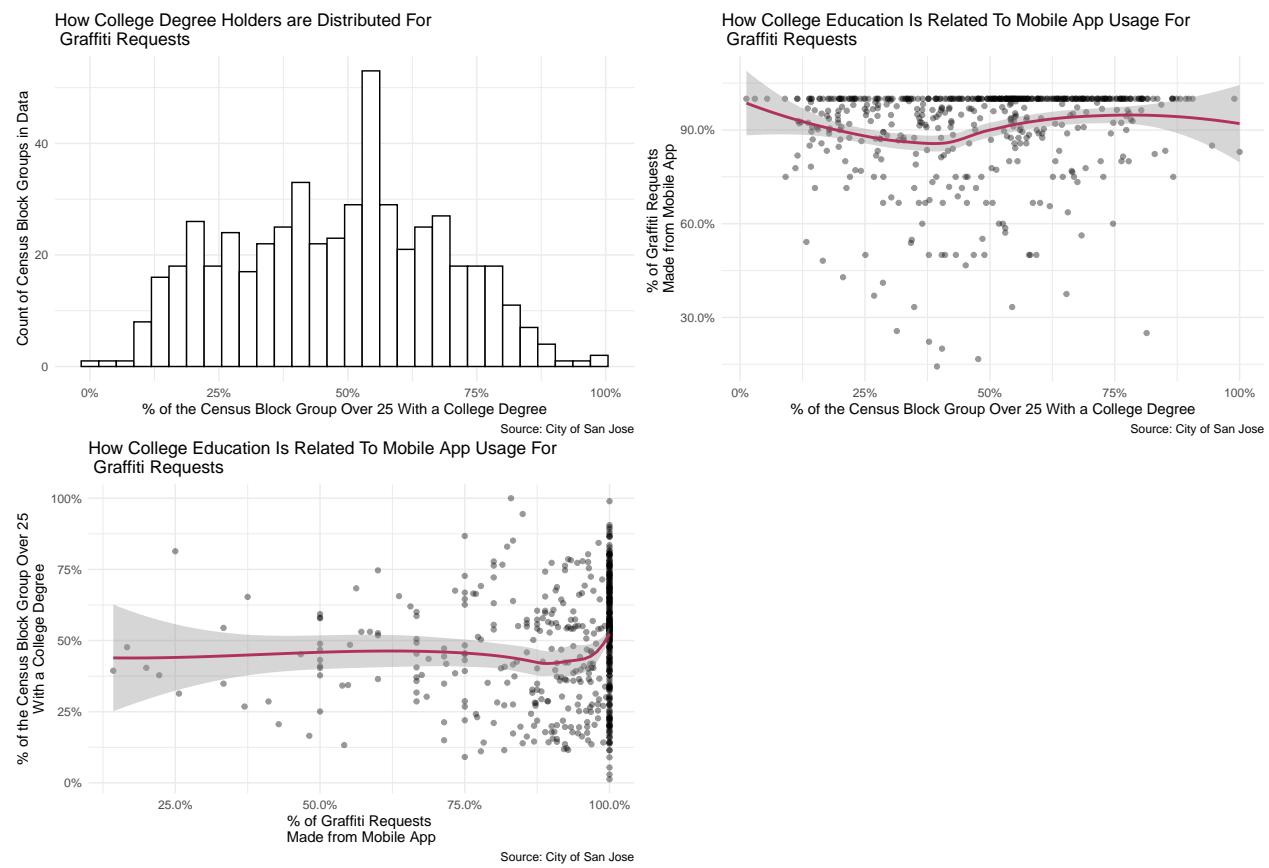
### MySanJose Mobile App - Graffiti Request - Language



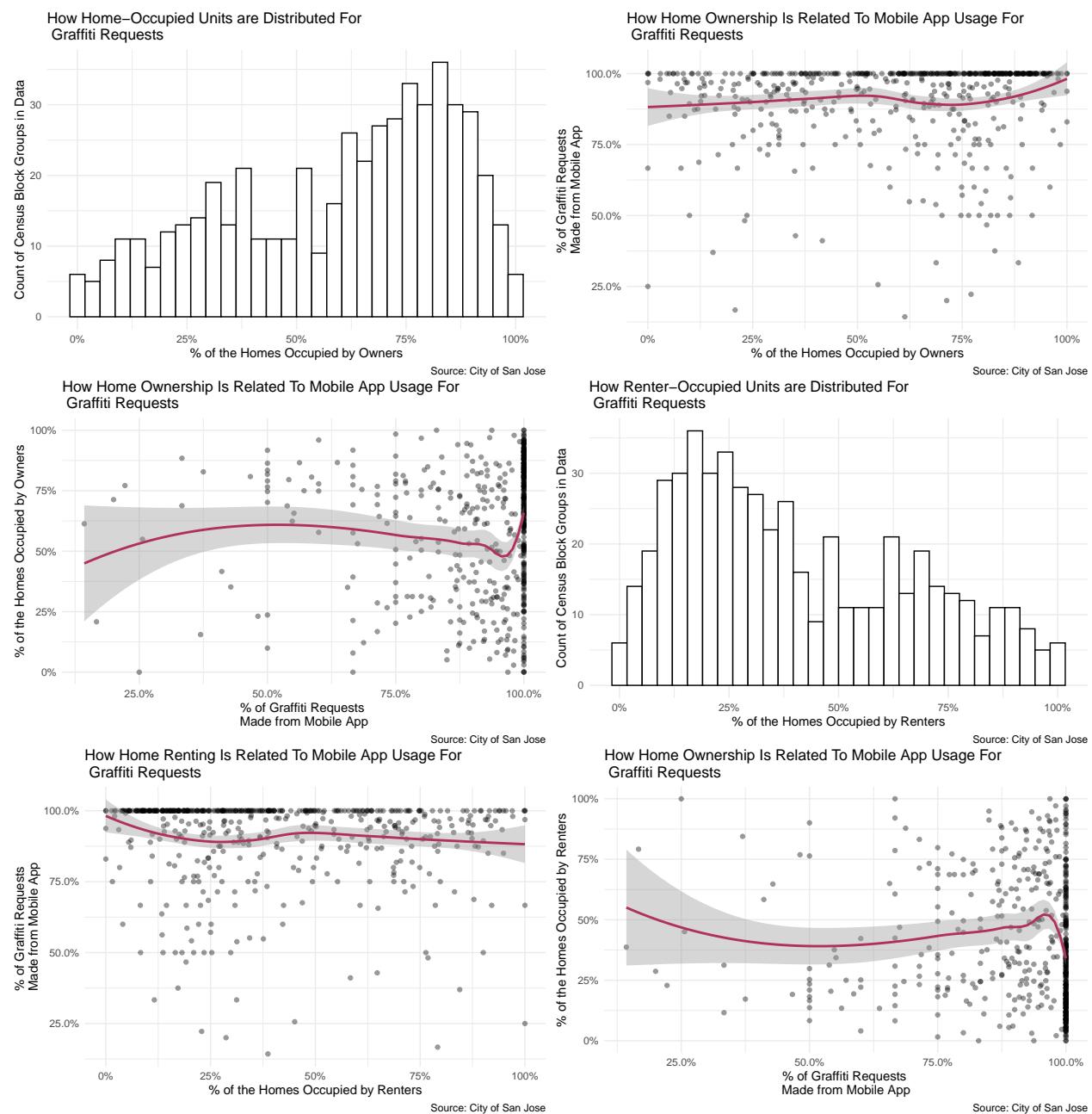
## MySanJose Mobile App - Graffiti Request - Age



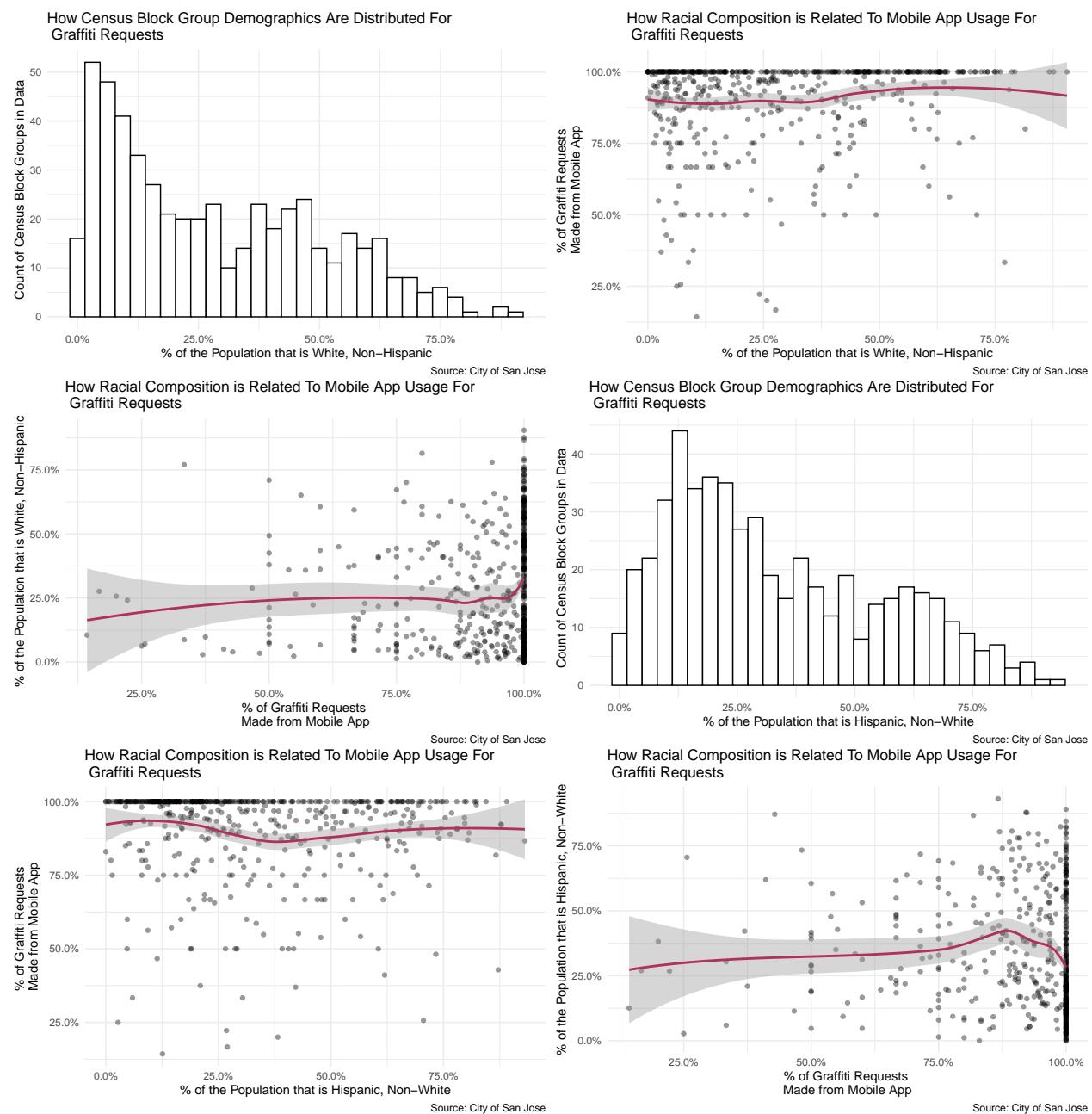
## MySanJose Mobile App - Graffiti Request - Education



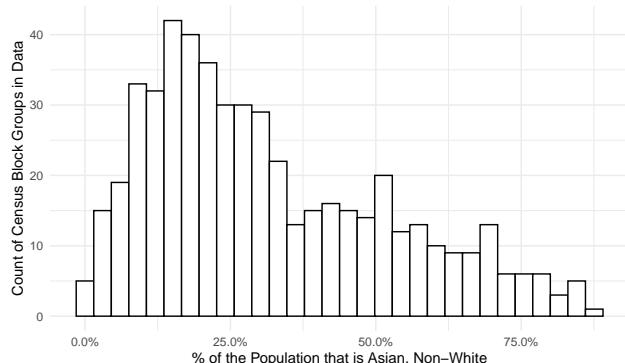
## MySanJose Mobile App - Graffiti Request - Home Ownership/Renting



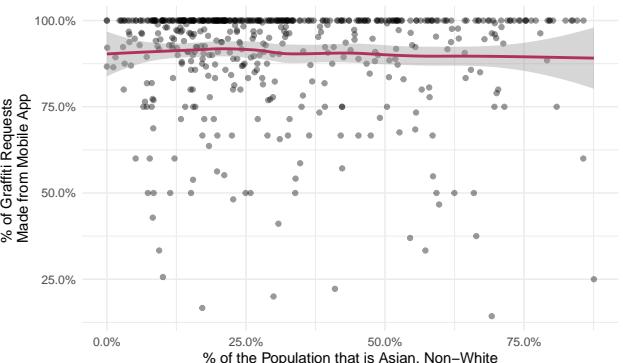
## MySanJose Mobile App - Graffiti Request - Race/Ethnicity



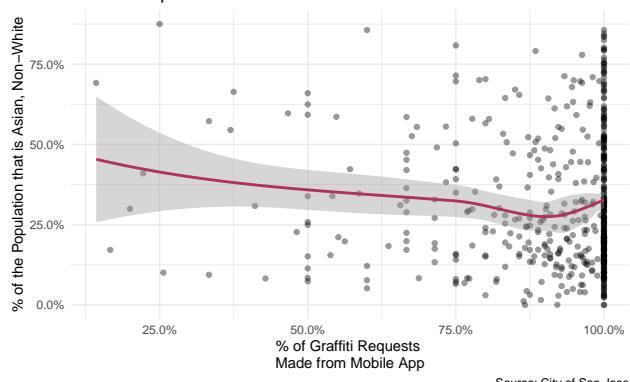
How Census Block Group Demographics Are Distributed For Graffiti Requests



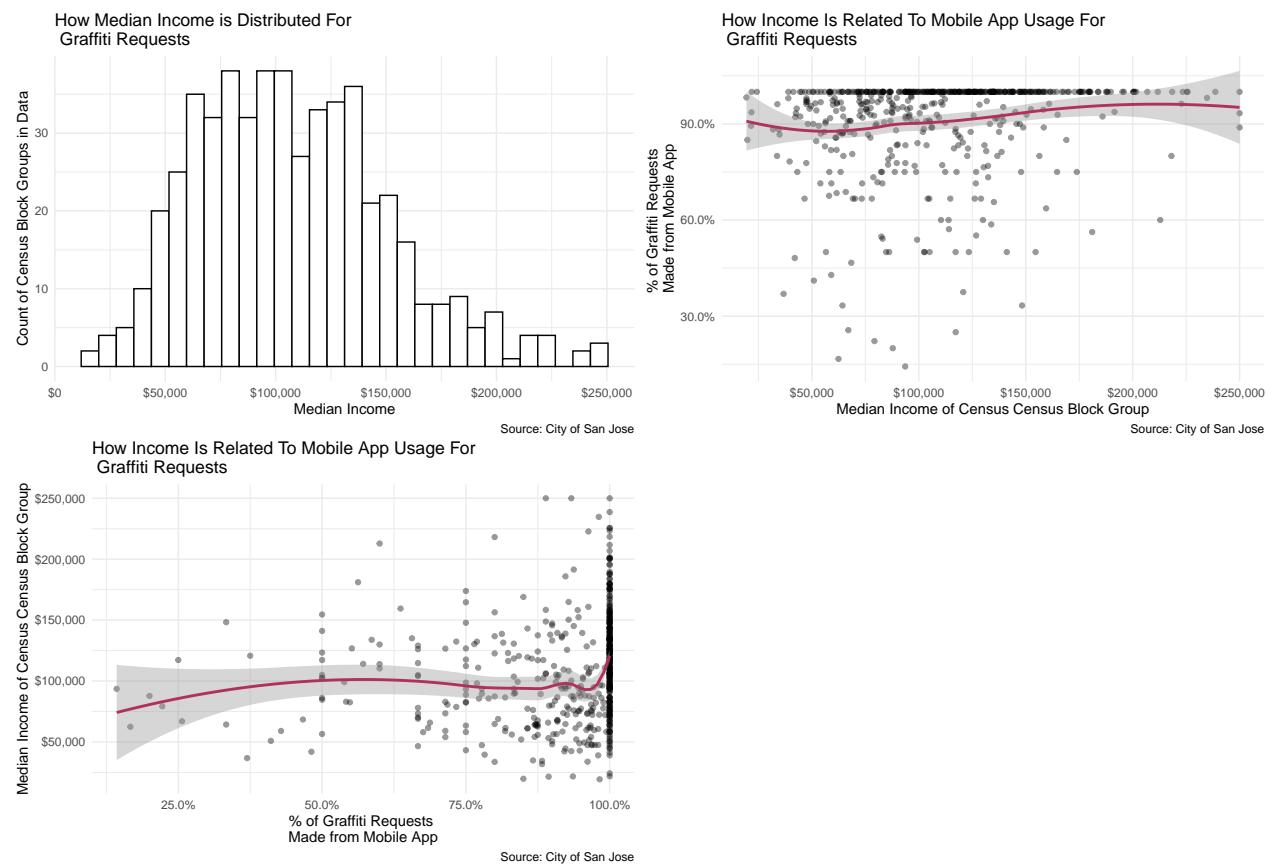
How Racial Composition is Related To Mobile App Usage For Graffiti Requests



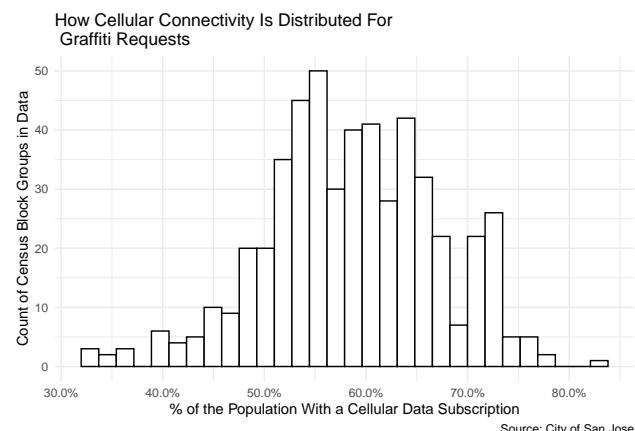
How Racial Composition is Related To Mobile App Usage For Graffiti Requests



## MySanJose Mobile App - Graffiti Request - Income

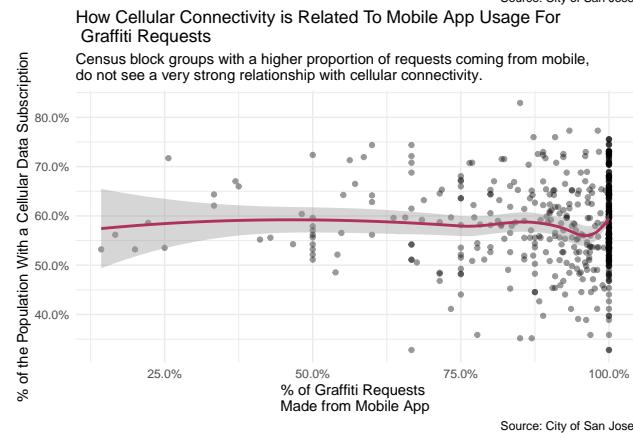
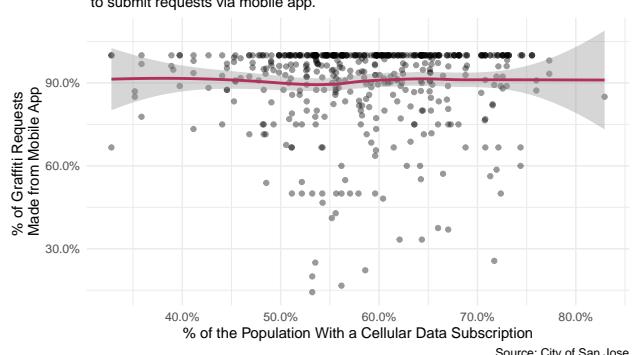


## MySanJose Mobile App - Graffiti Request - Mobile Phone Access

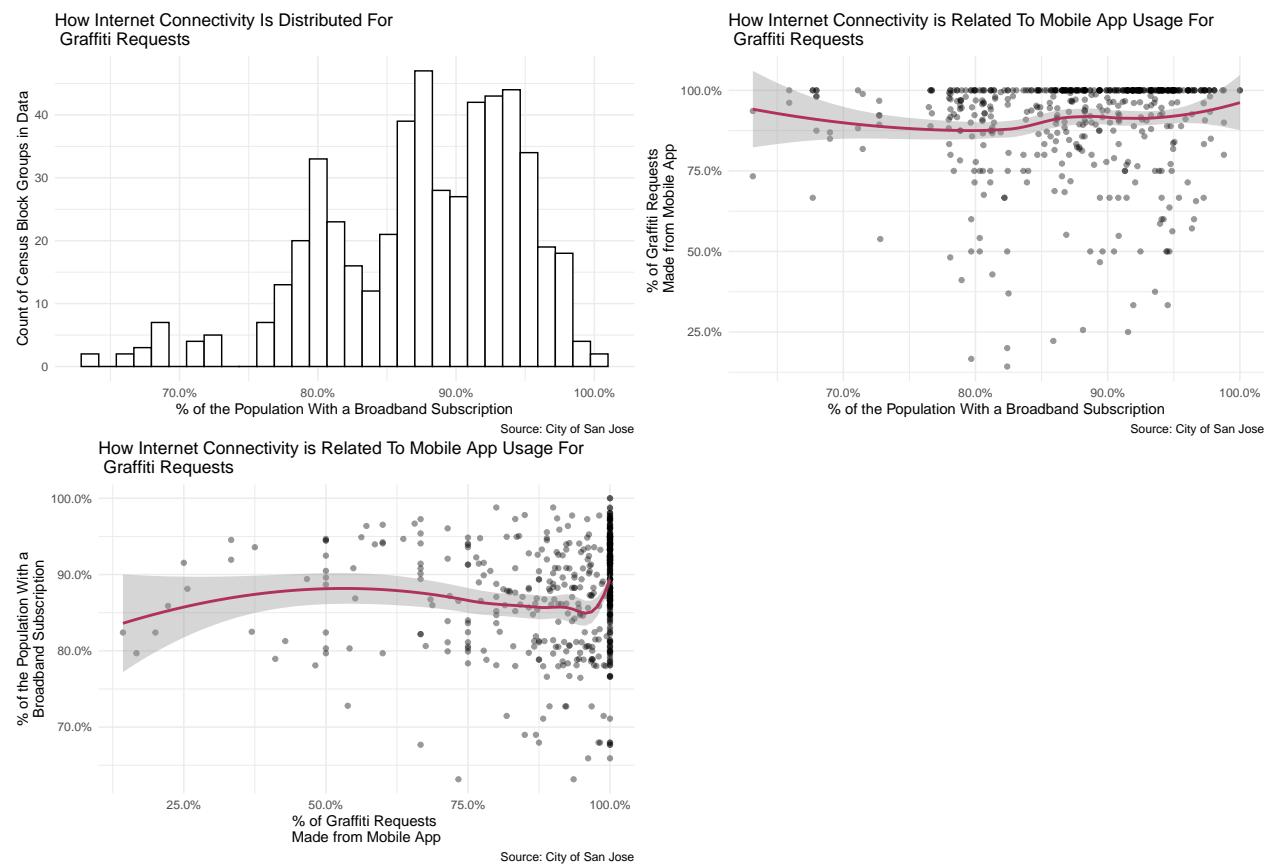


How Cellular Connectivity is Related To Mobile App Usage For Graffiti Requests

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

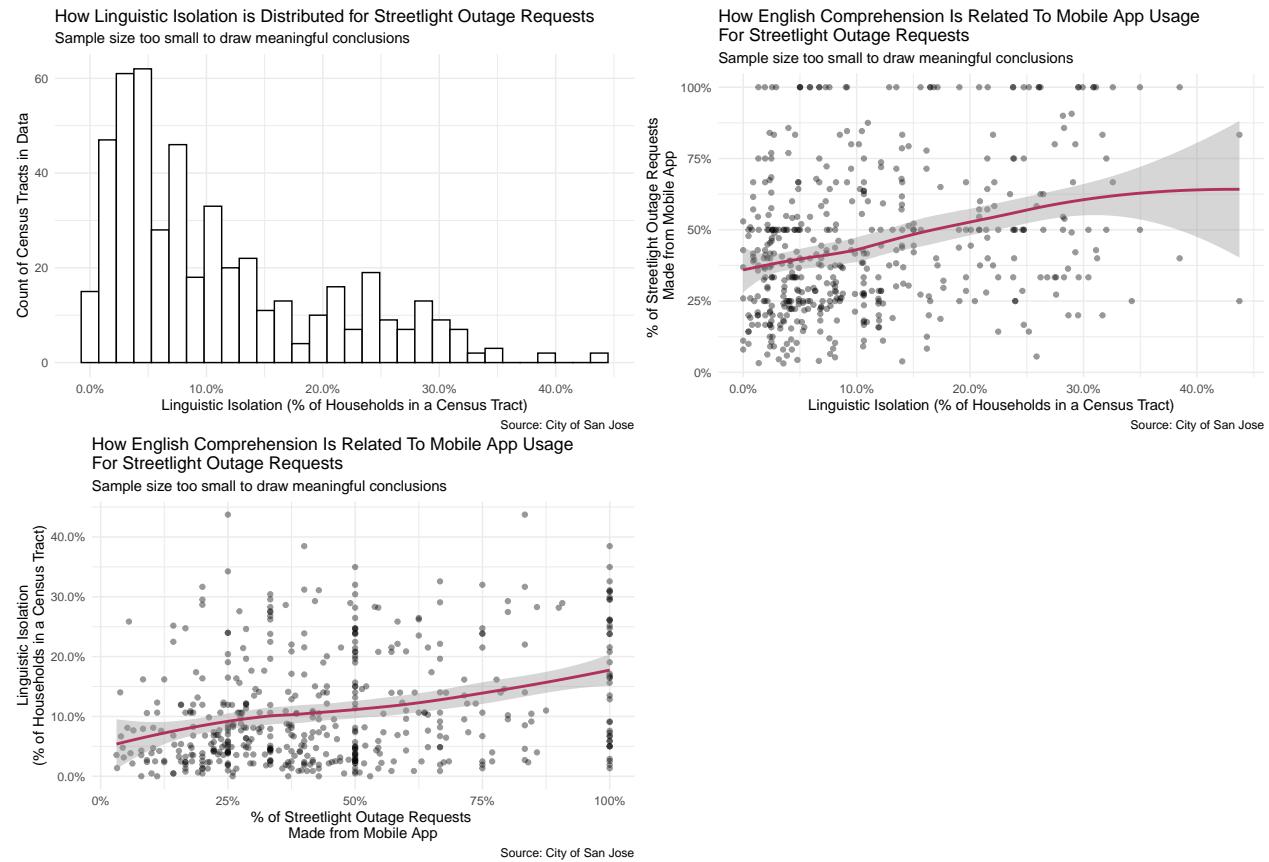


## MySanJose Mobile App - Graffiti Request - Broadband Access

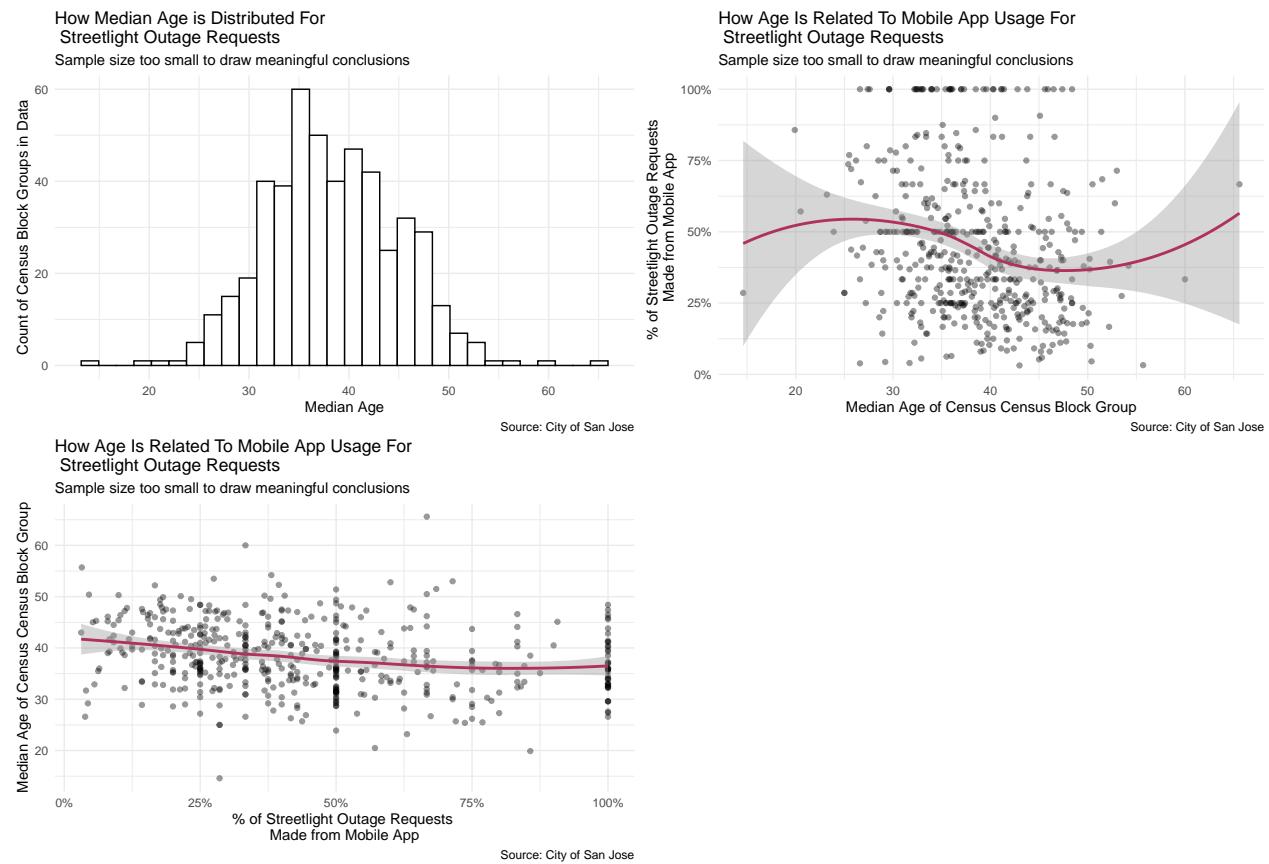


## Streetlight Outage

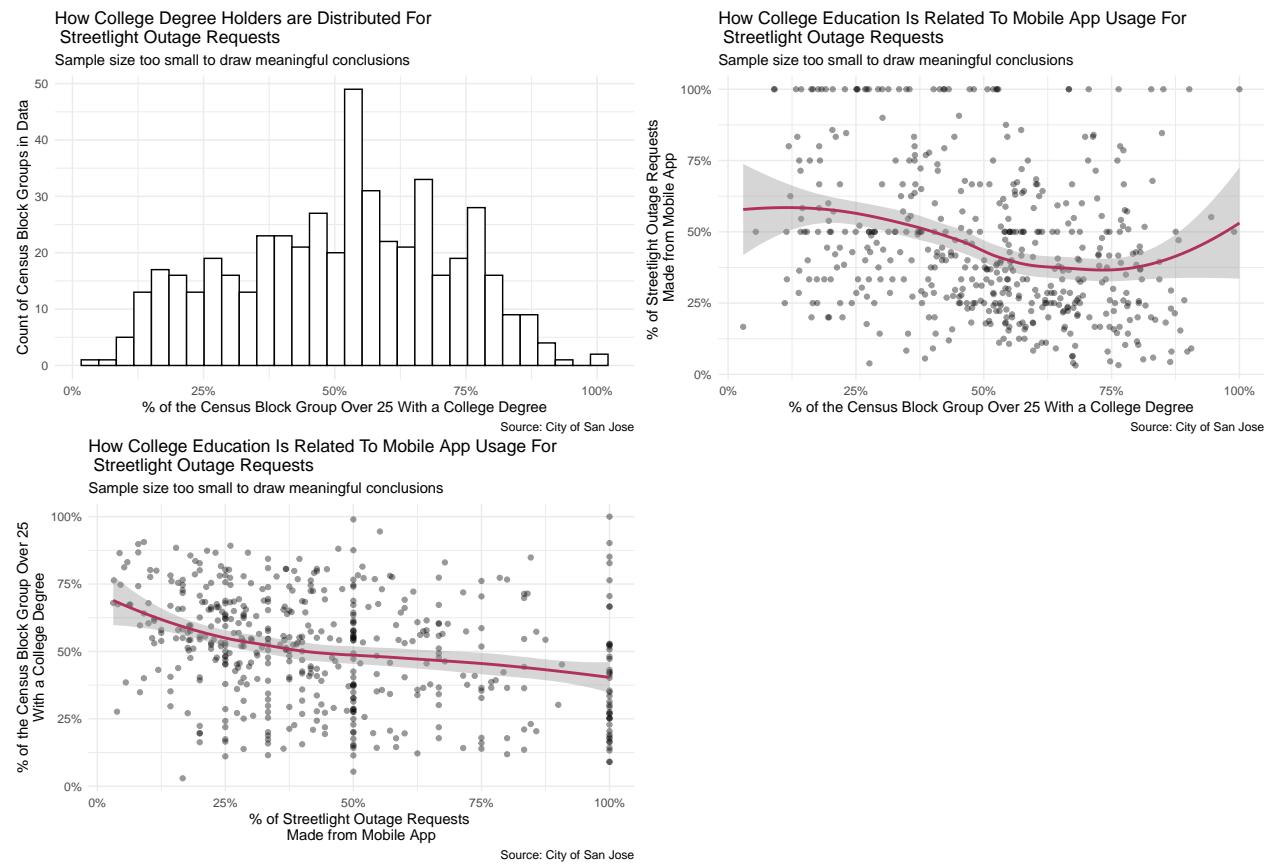
### MySanJose Mobile App - Streetlight Outage - Language



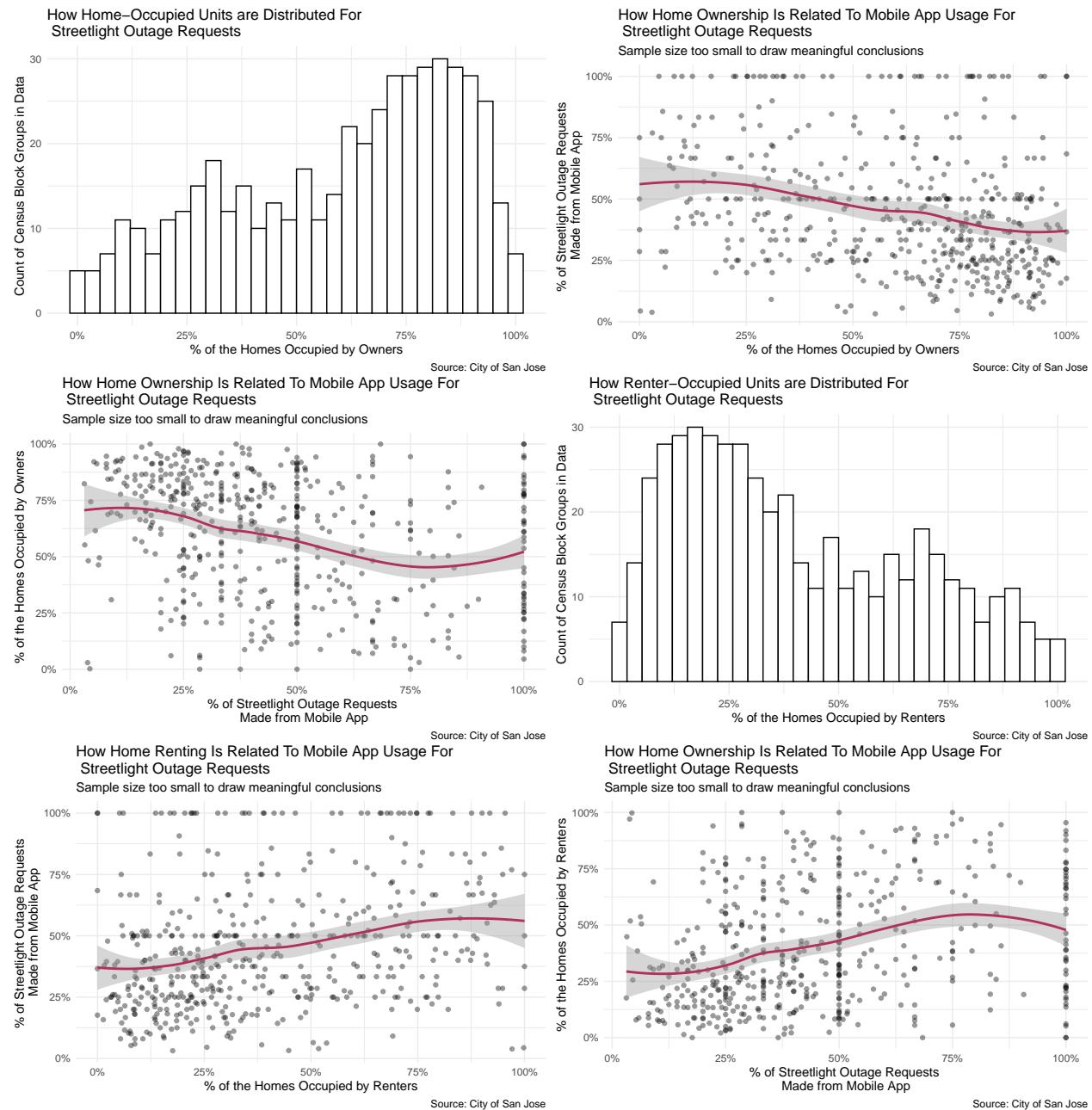
## MySanJose Mobile App - Streetlight Outage - Age



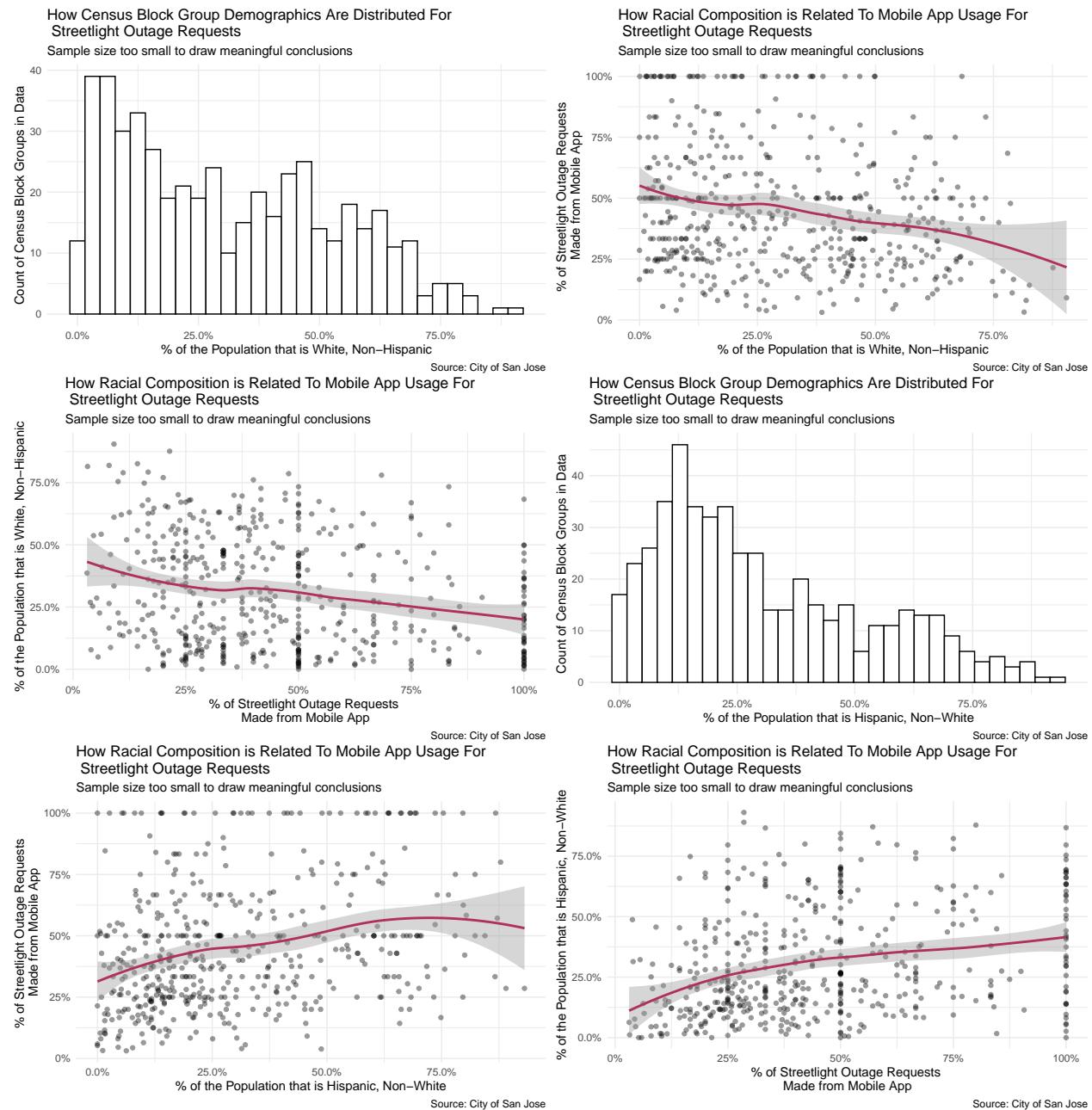
## MySanJose Mobile App - Streetlight Outage - Education



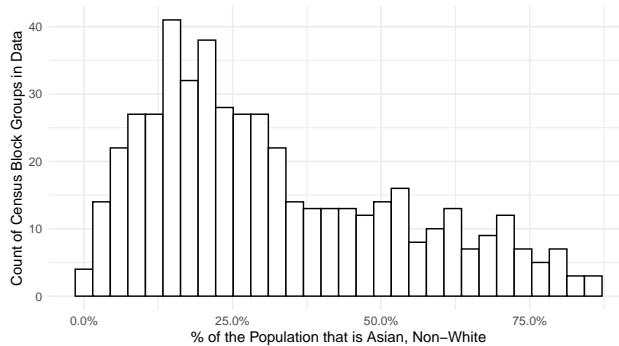
## MySanJose Mobile App - Streetlight Outage - Home Ownership/Renting



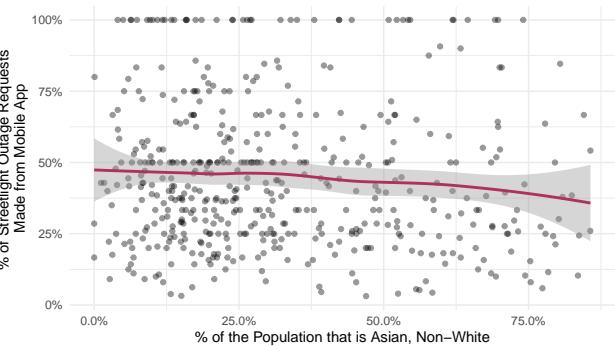
## MySanJose Mobile App - Streetlight Outage - Race/Ethnicity



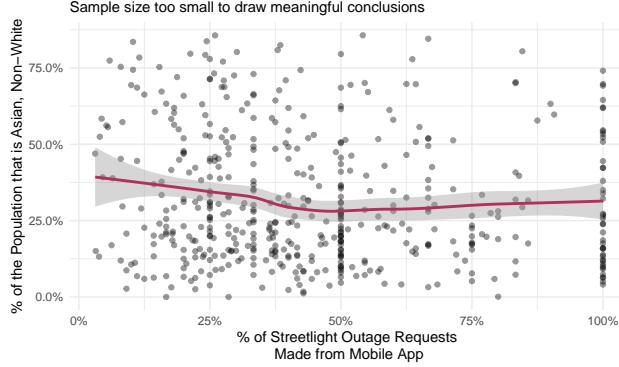
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests  
Sample size too small to draw meaningful conclusions



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

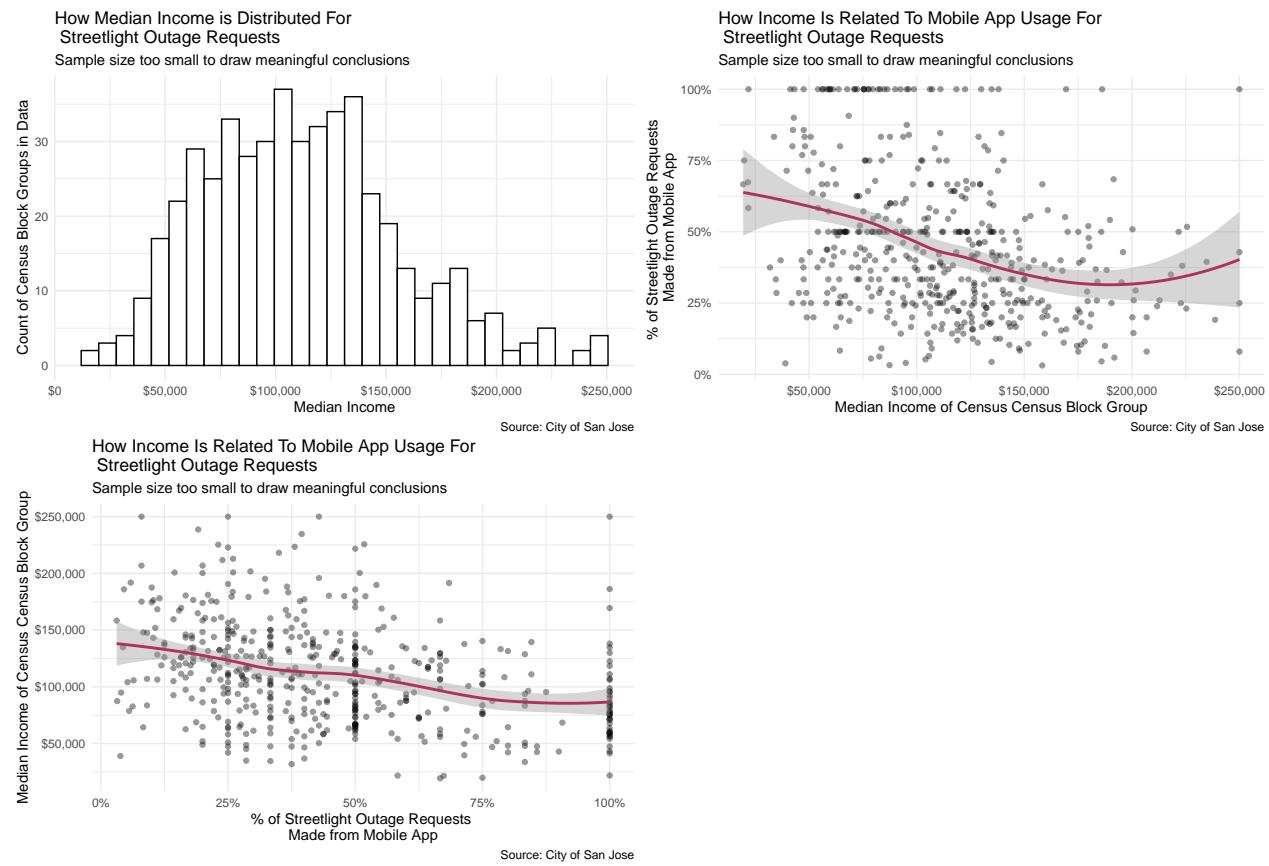


How Racial Composition is Related To Mobile App Usage For Streetlight Outage Requests  
Sample size too small to draw meaningful conclusions

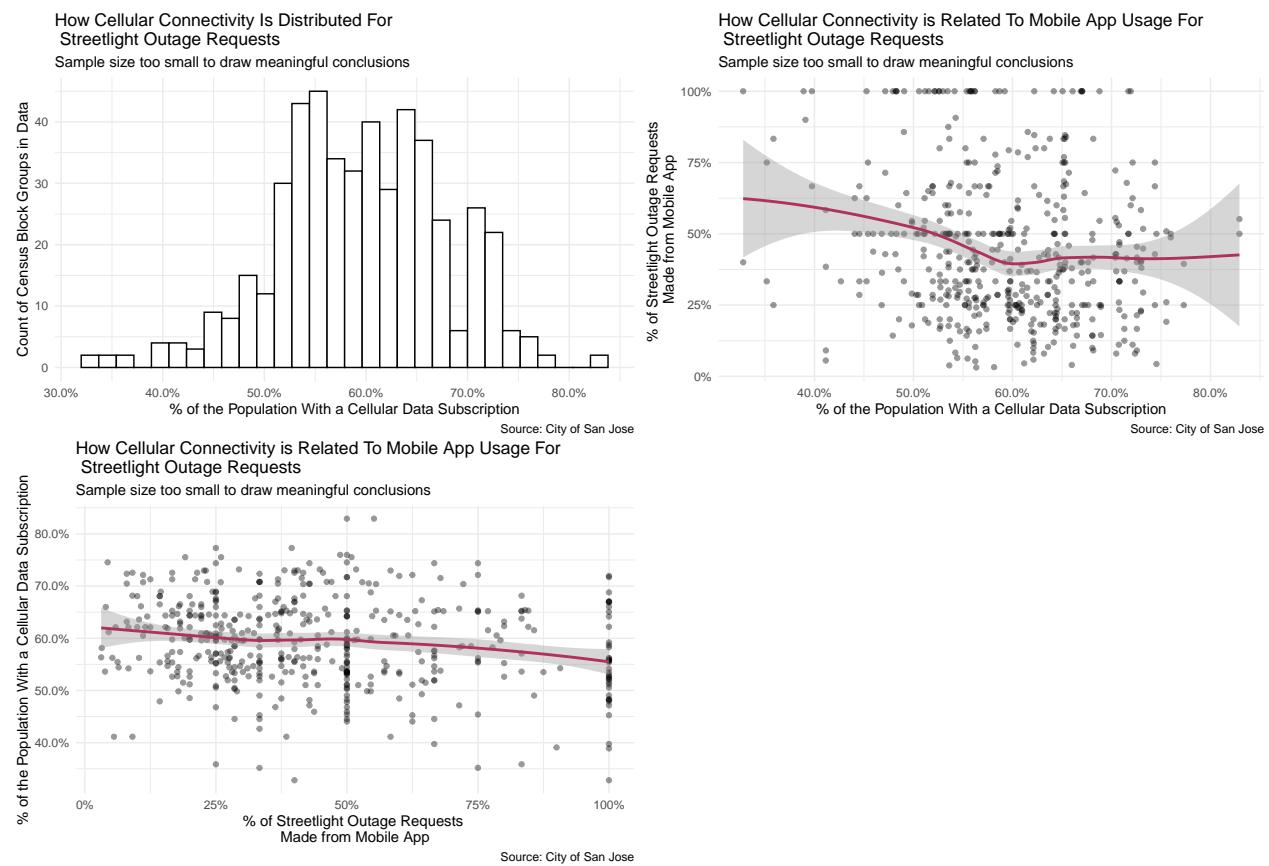


Source: City of San Jose

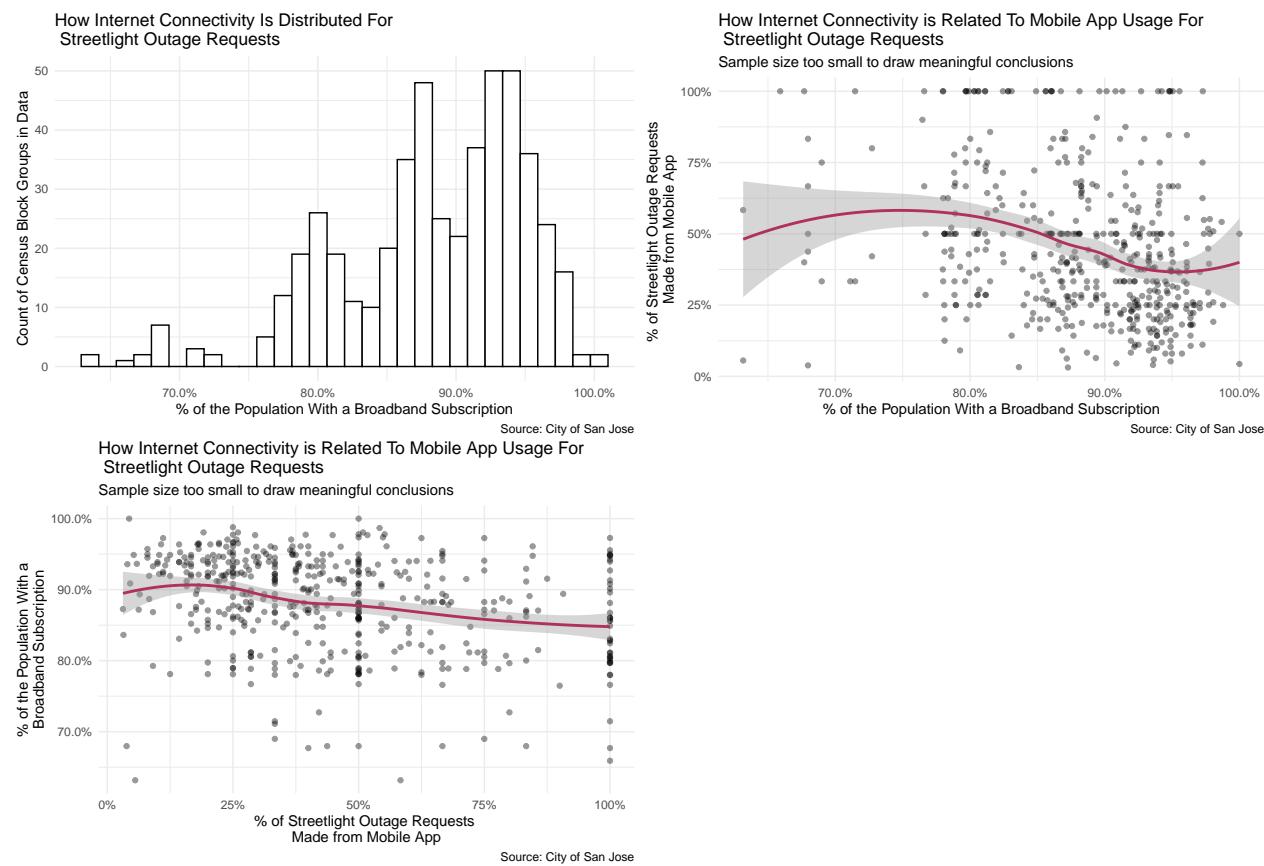
## MySanJose Mobile App - Streetlight Outage - Income



## MySanJose Mobile App - Streetlight Outage - Mobile Phone Access

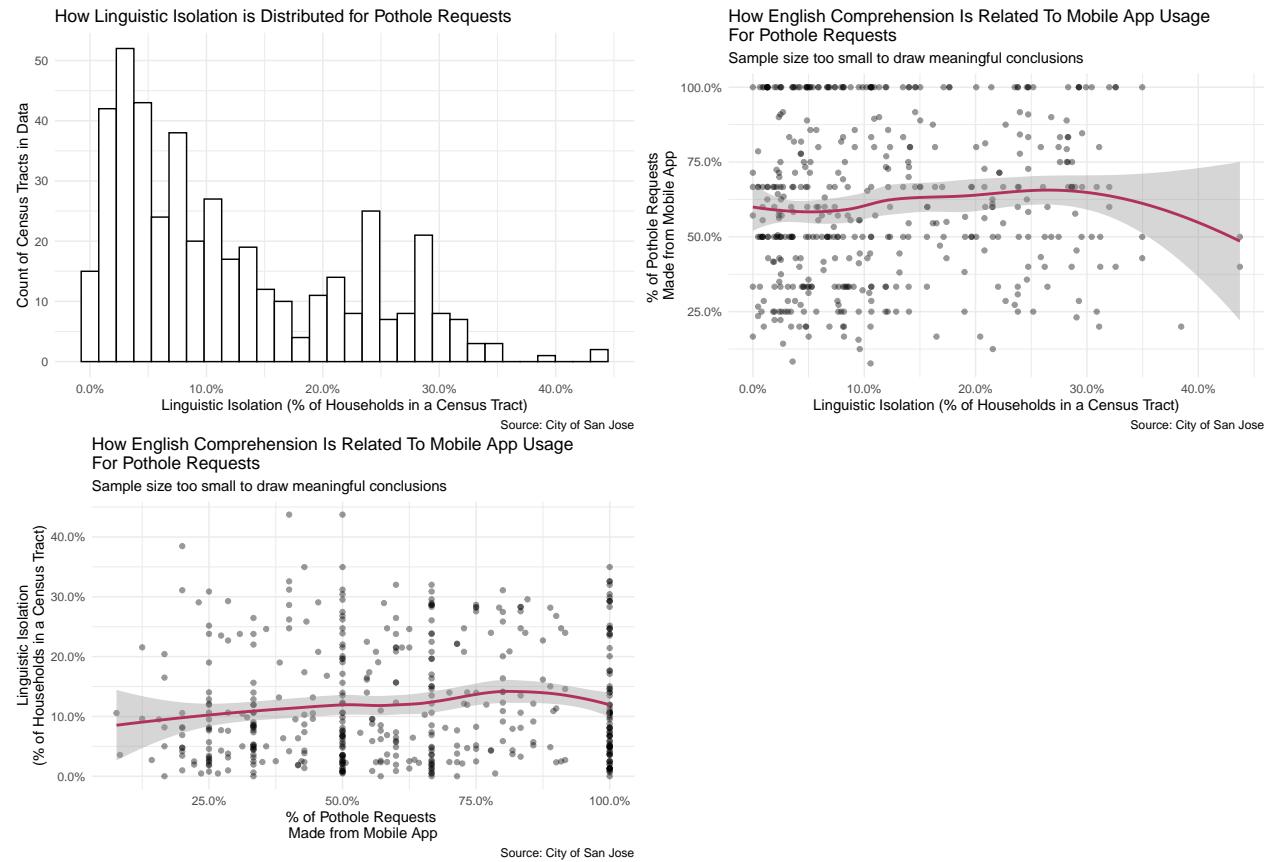


## MySanJose Mobile App - Streetlight Outage - Broadband Access

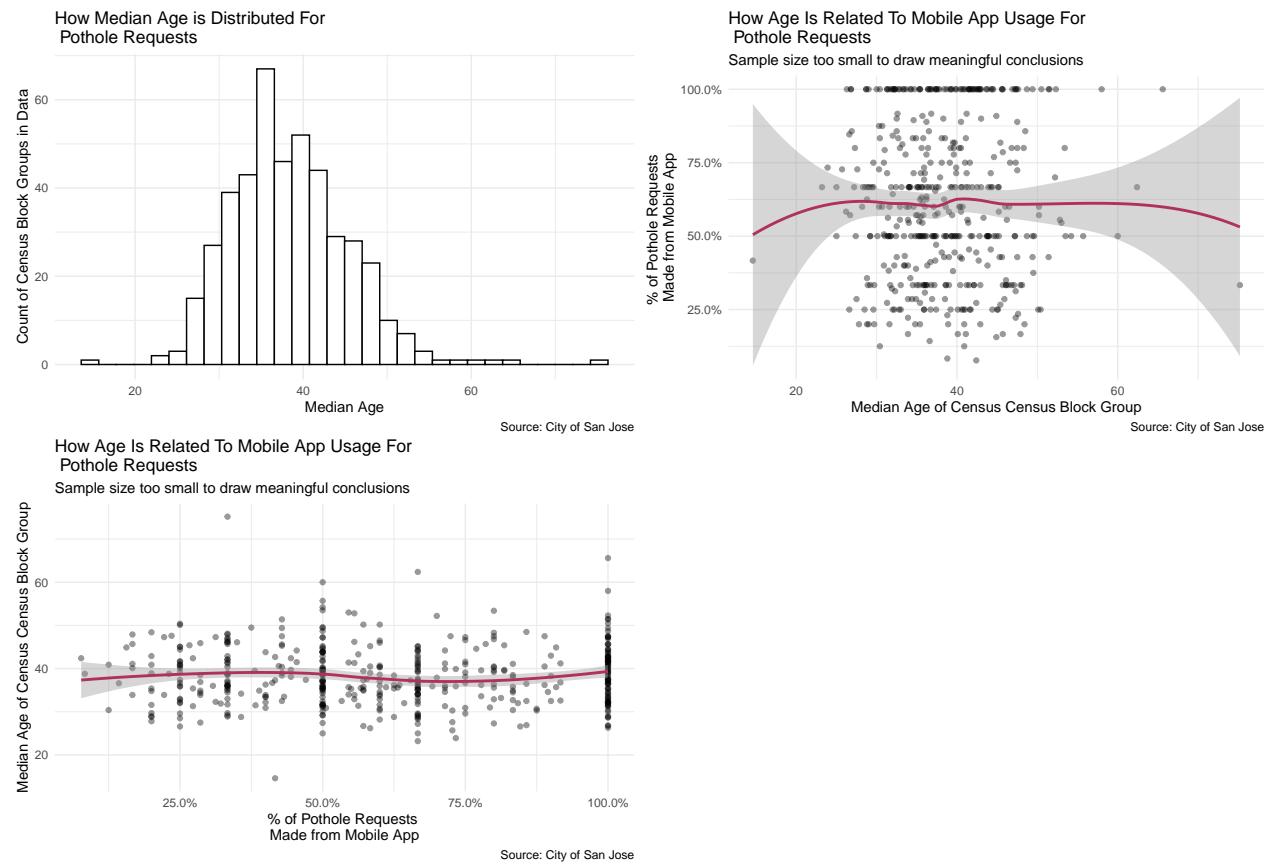


## Pothole

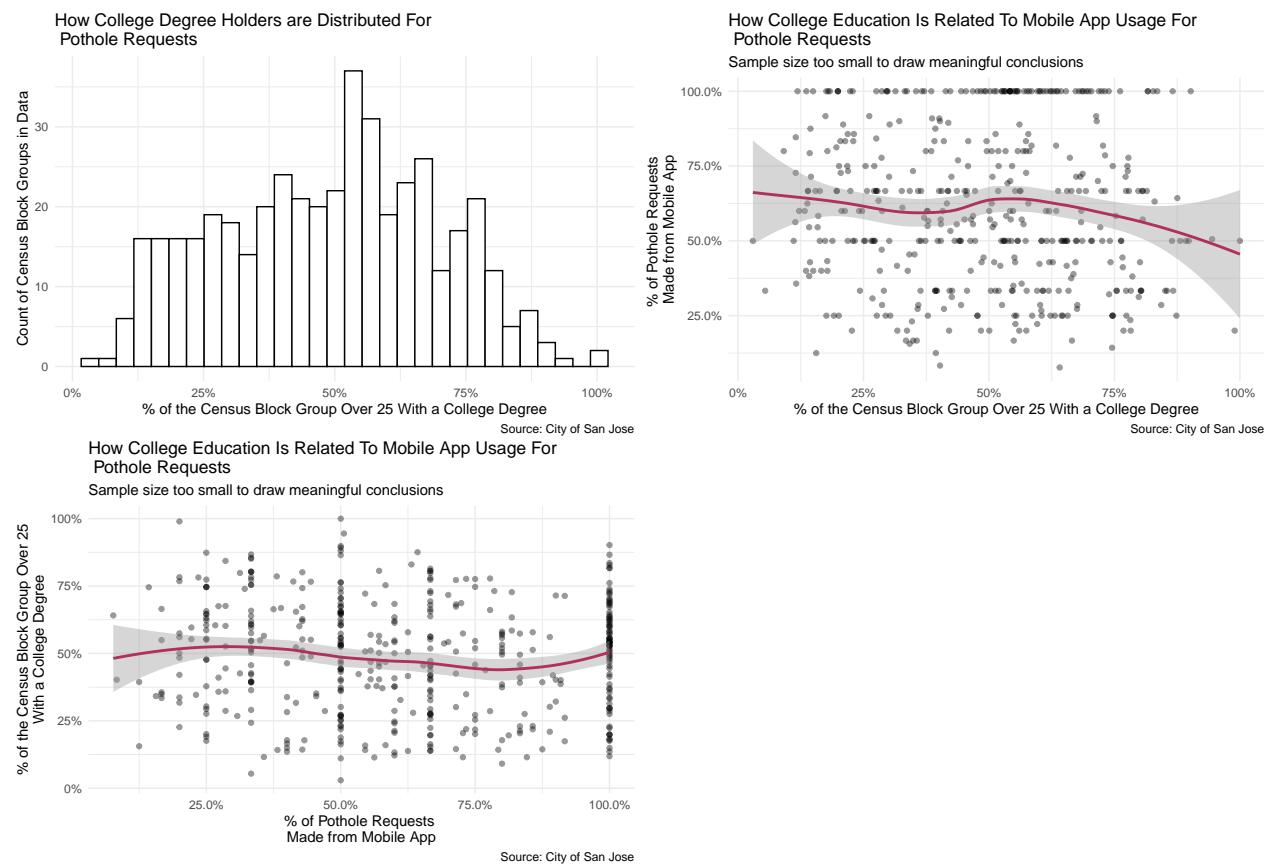
### MySanJose Mobile App - Pothole - Language



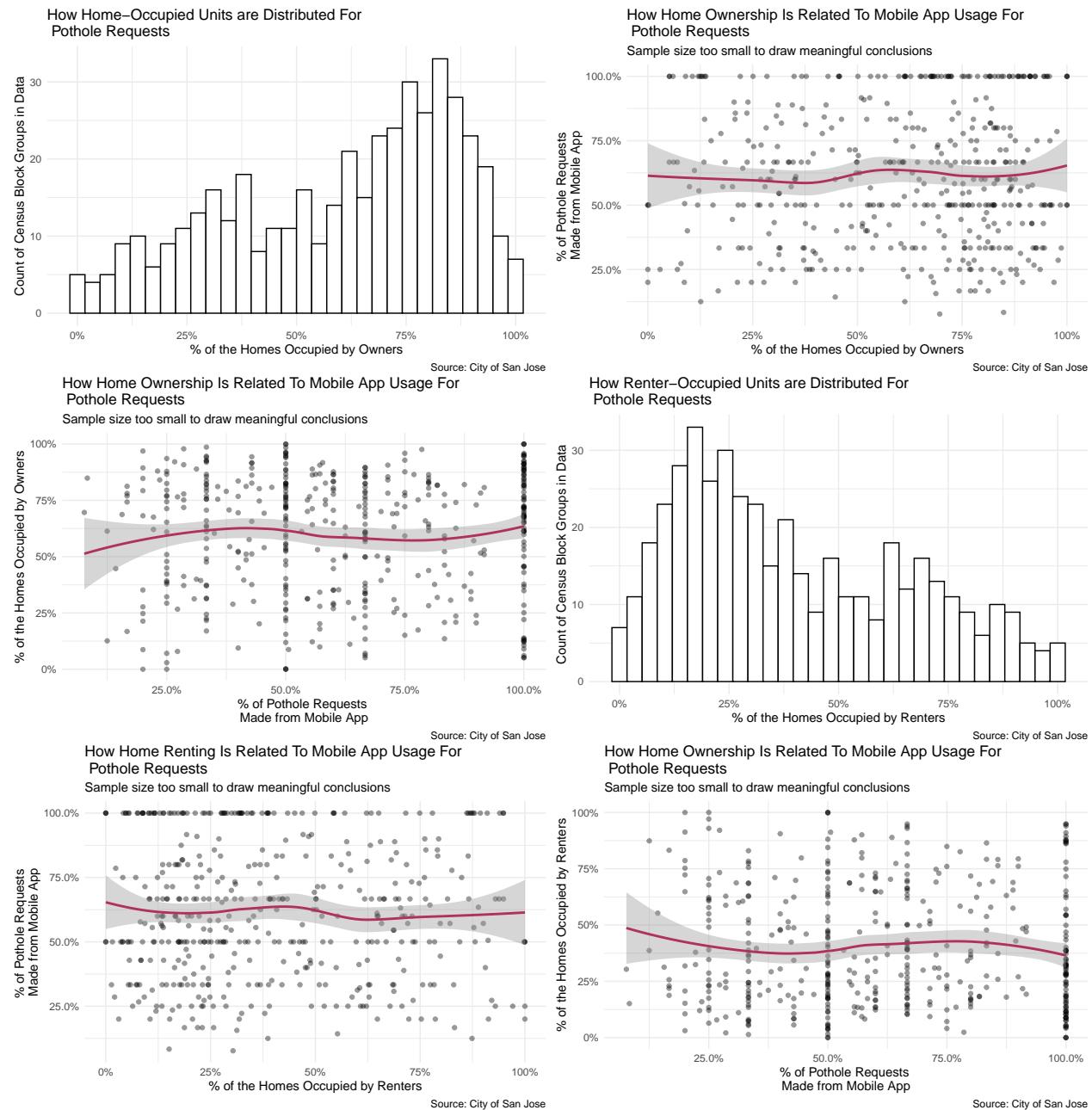
## MySanJose Mobile App - Pothole - Age



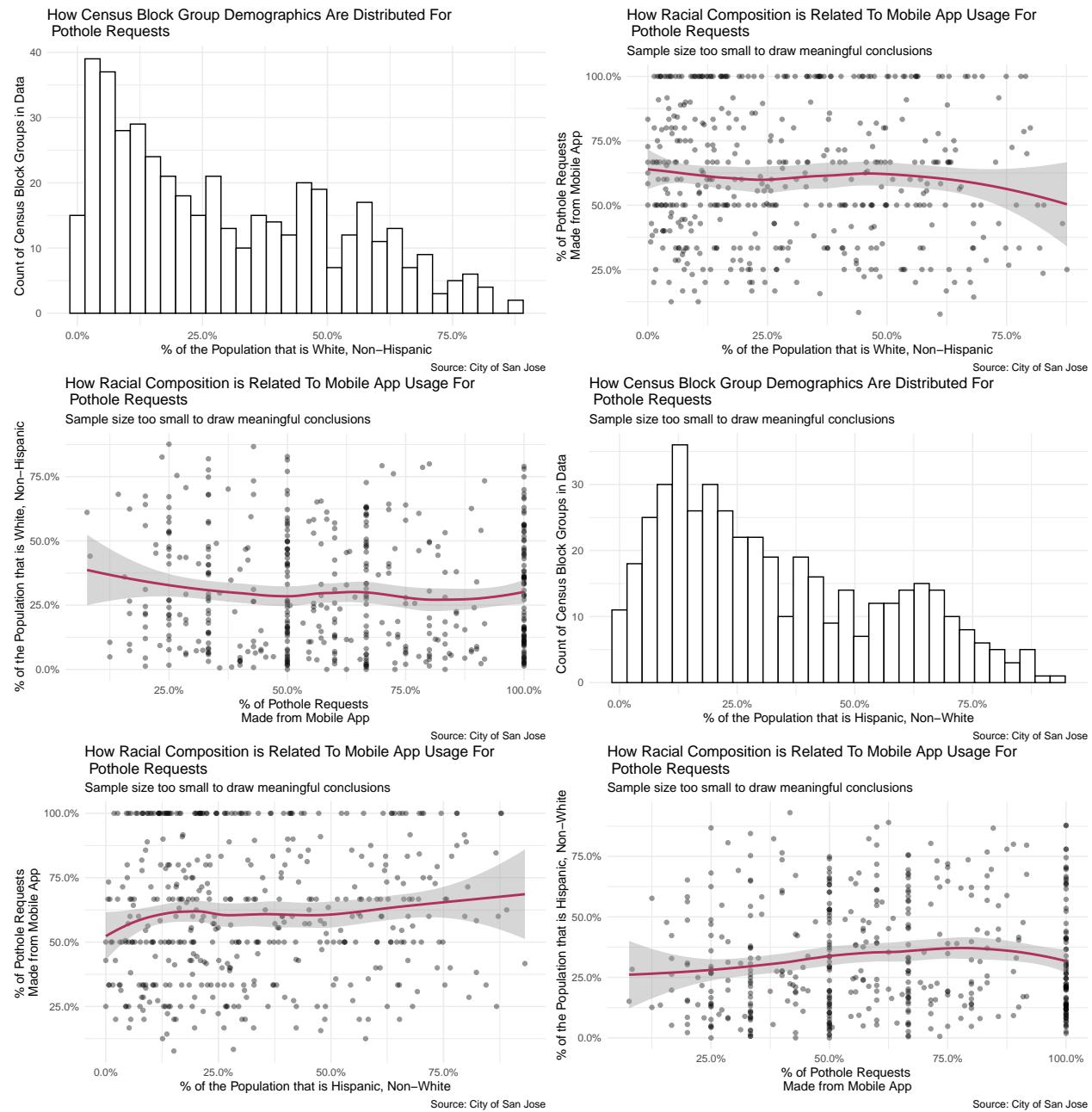
## MySanJose Mobile App - Pothole - Education

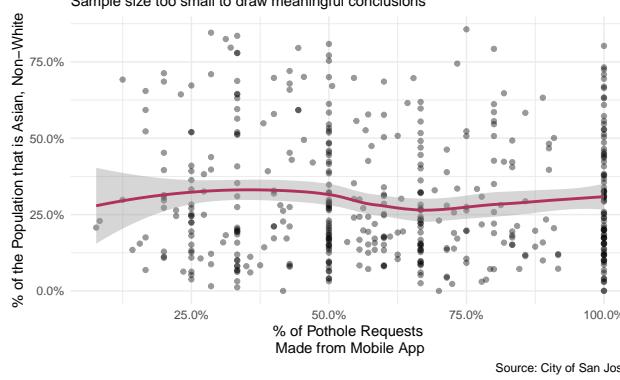
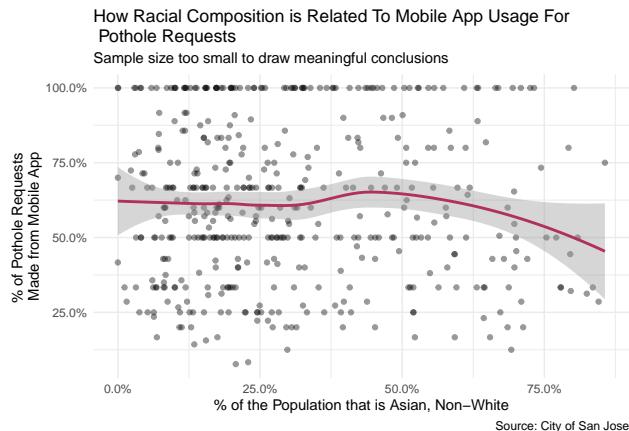
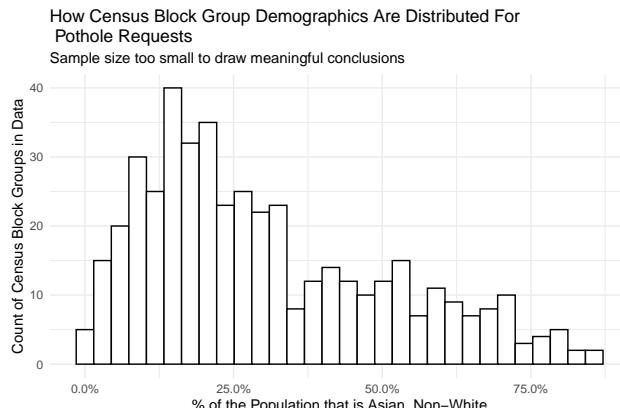


## MySanJose Mobile App - Pothole - Home Ownership/Renting

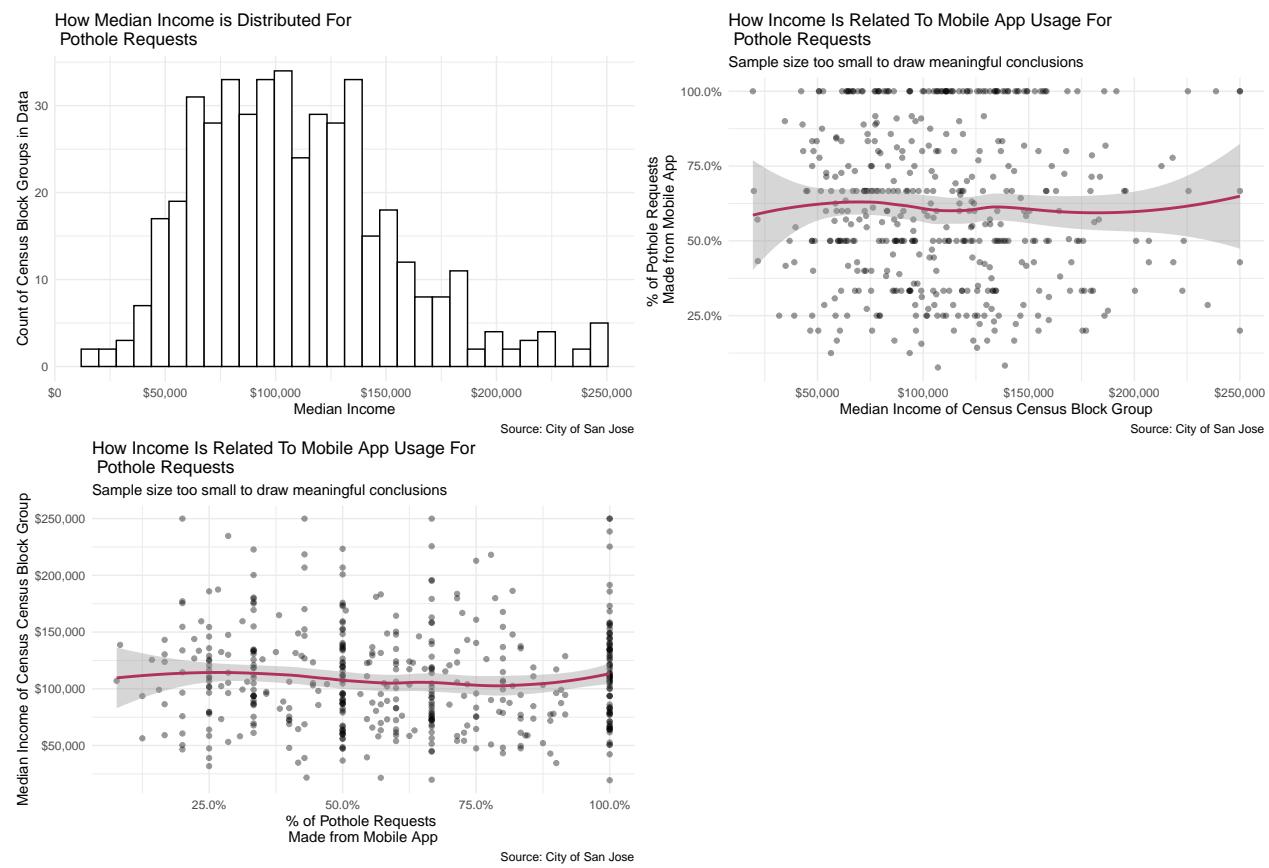


## MySanJose Mobile App - Pothole - Race/Ethnicity

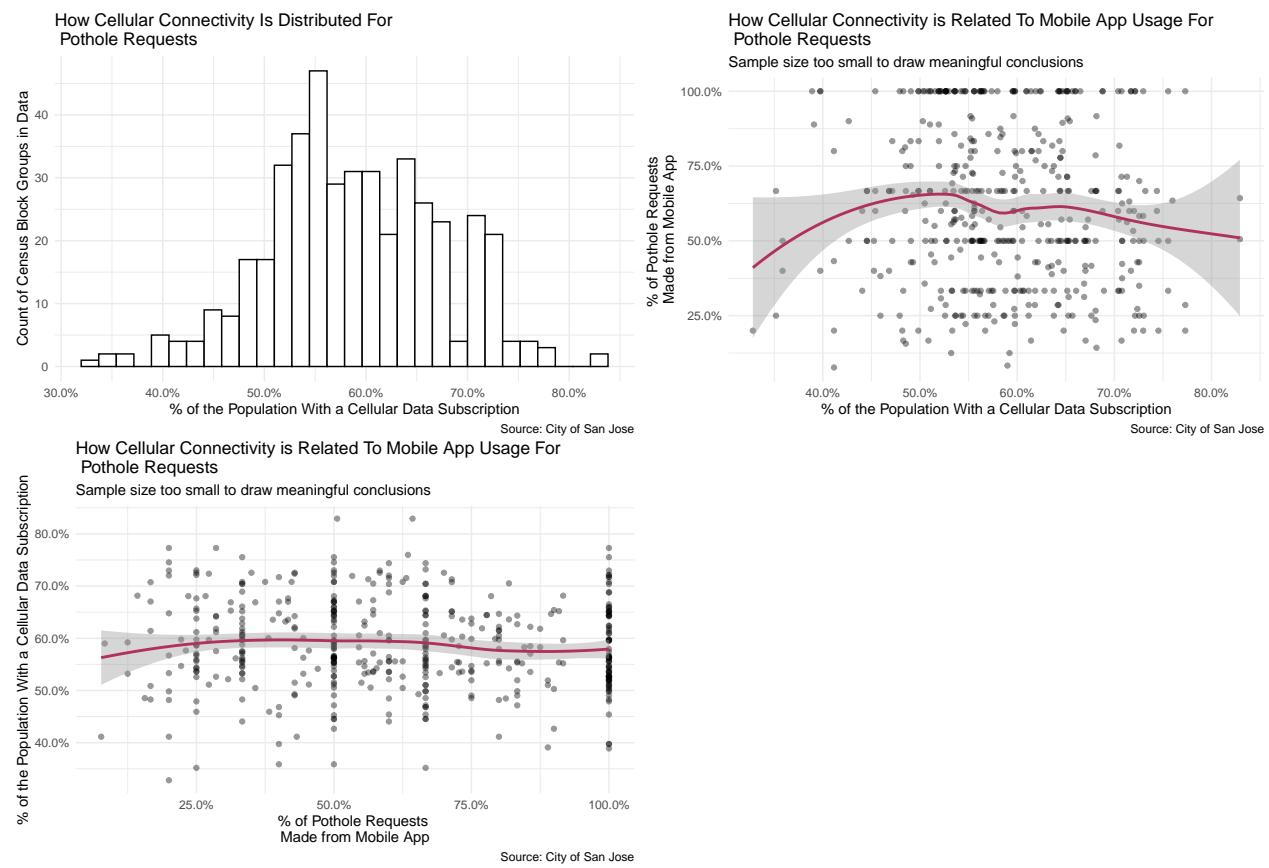




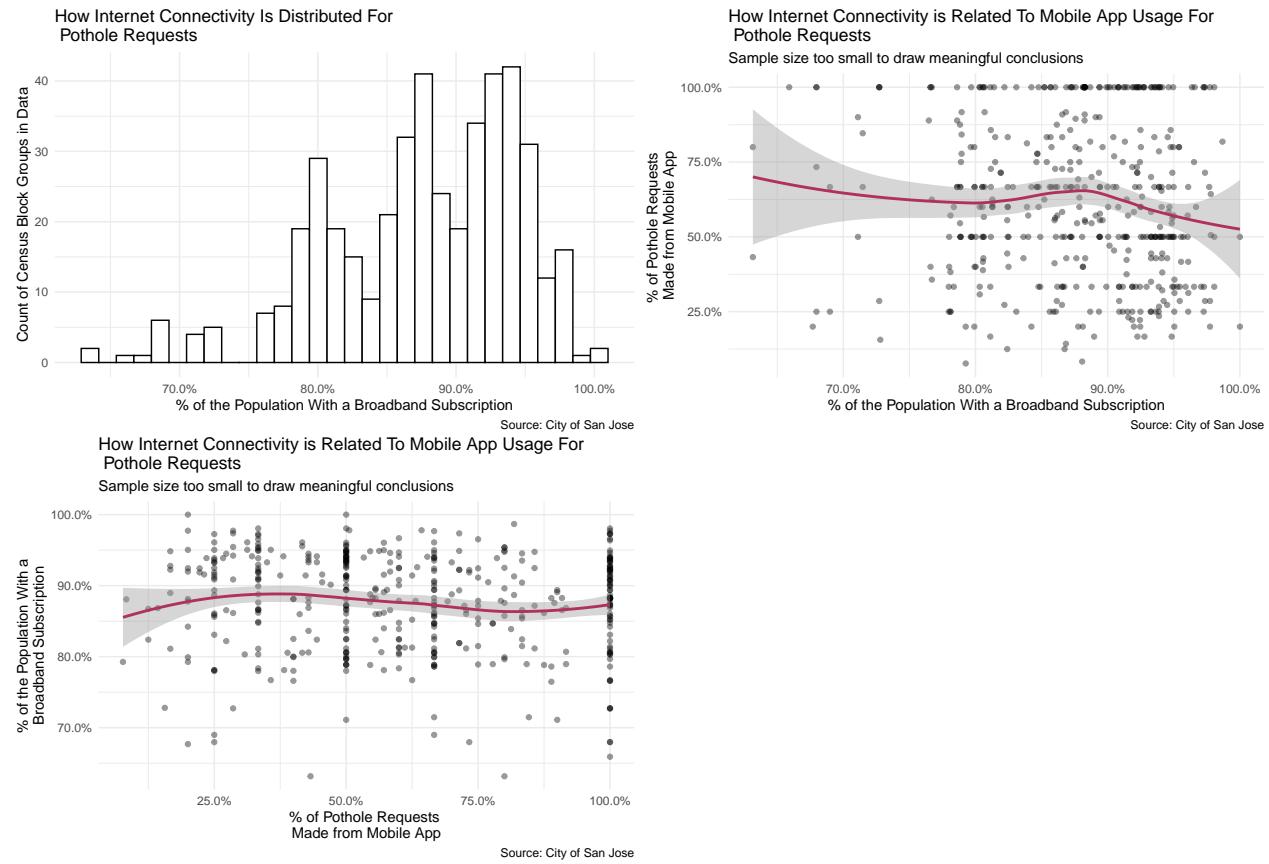
## MySanJose Mobile App - Pothole - Income



## MySanJose Mobile App - Pothole - Mobile Phone Access



## MySanJose Mobile App - Pothole - Broadband Access



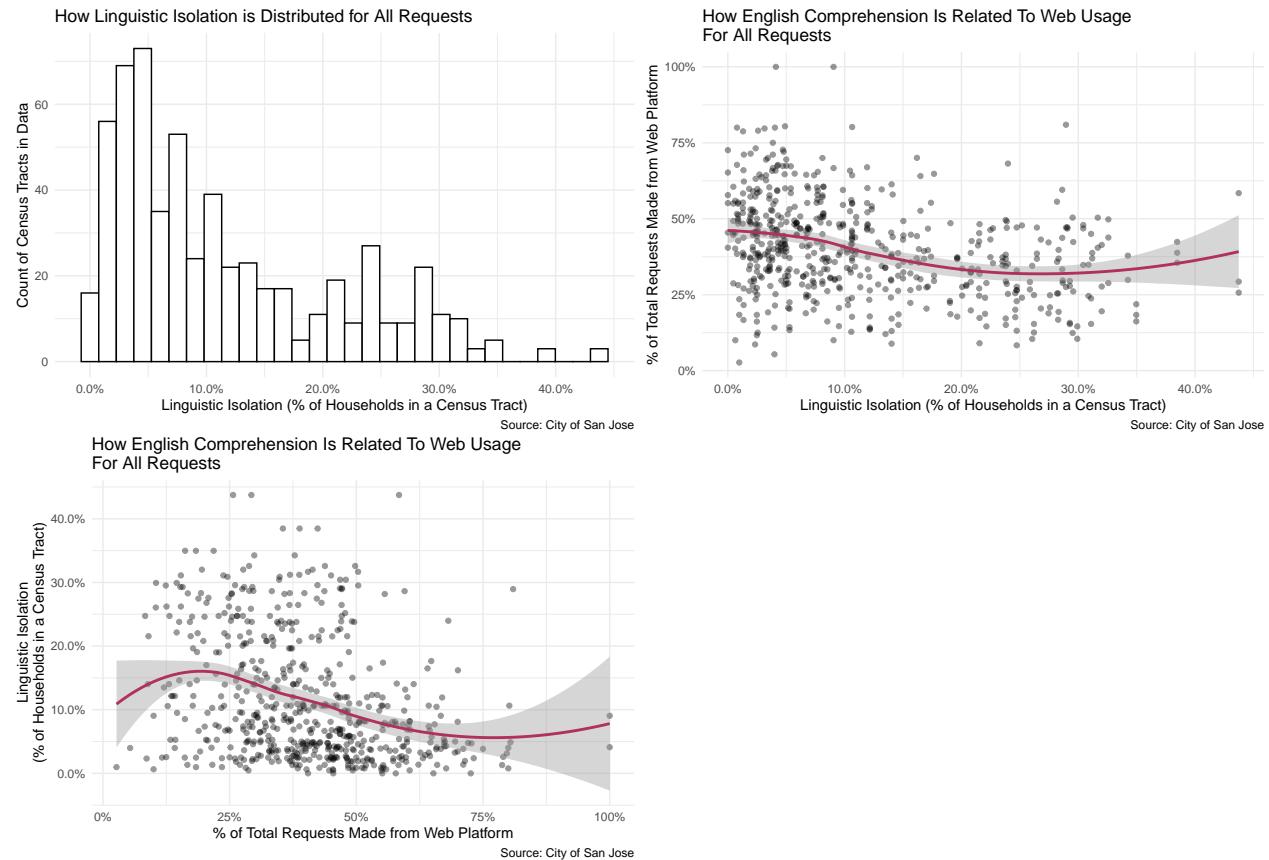
## MySanJose Web Platforms

### Observations

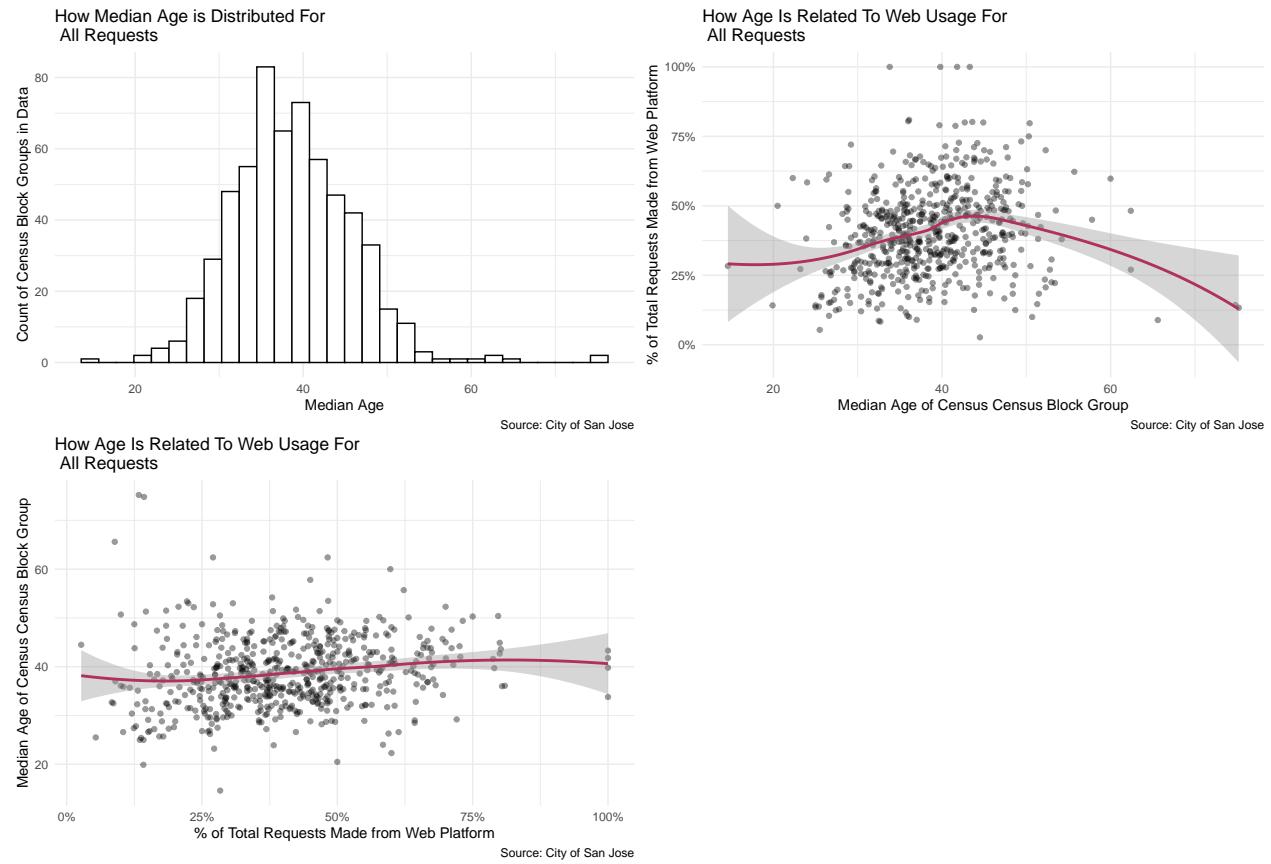
- The web platform is mostly used for abandoned vehicle requests.
- There appear to be a slight negative relationship between linguistic isolation and use of the web platform (i.e. more isolated census blocks appear to use the web platform relatively less frequently).
- Older census blocks appear to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

## All requests

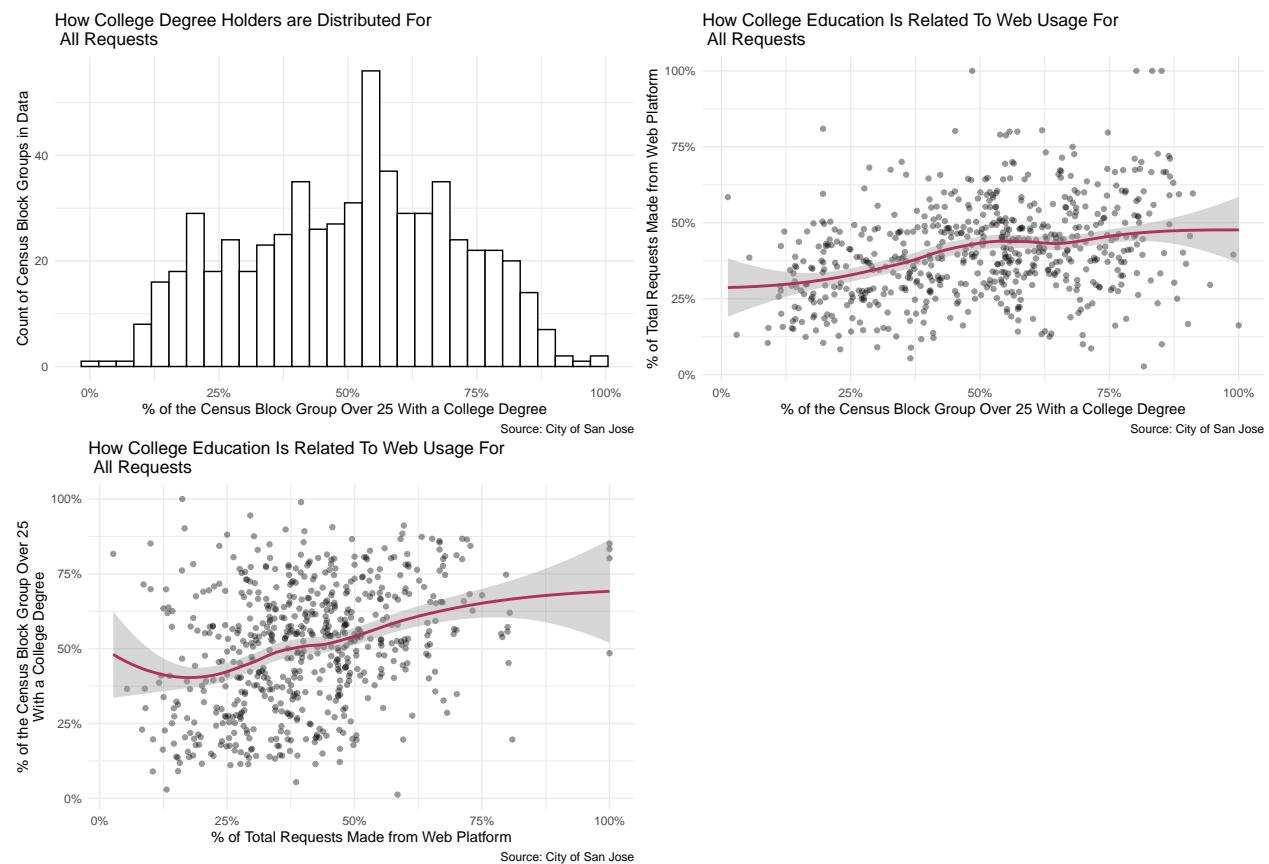
### MySanJose Web Platform - All Requests - Language



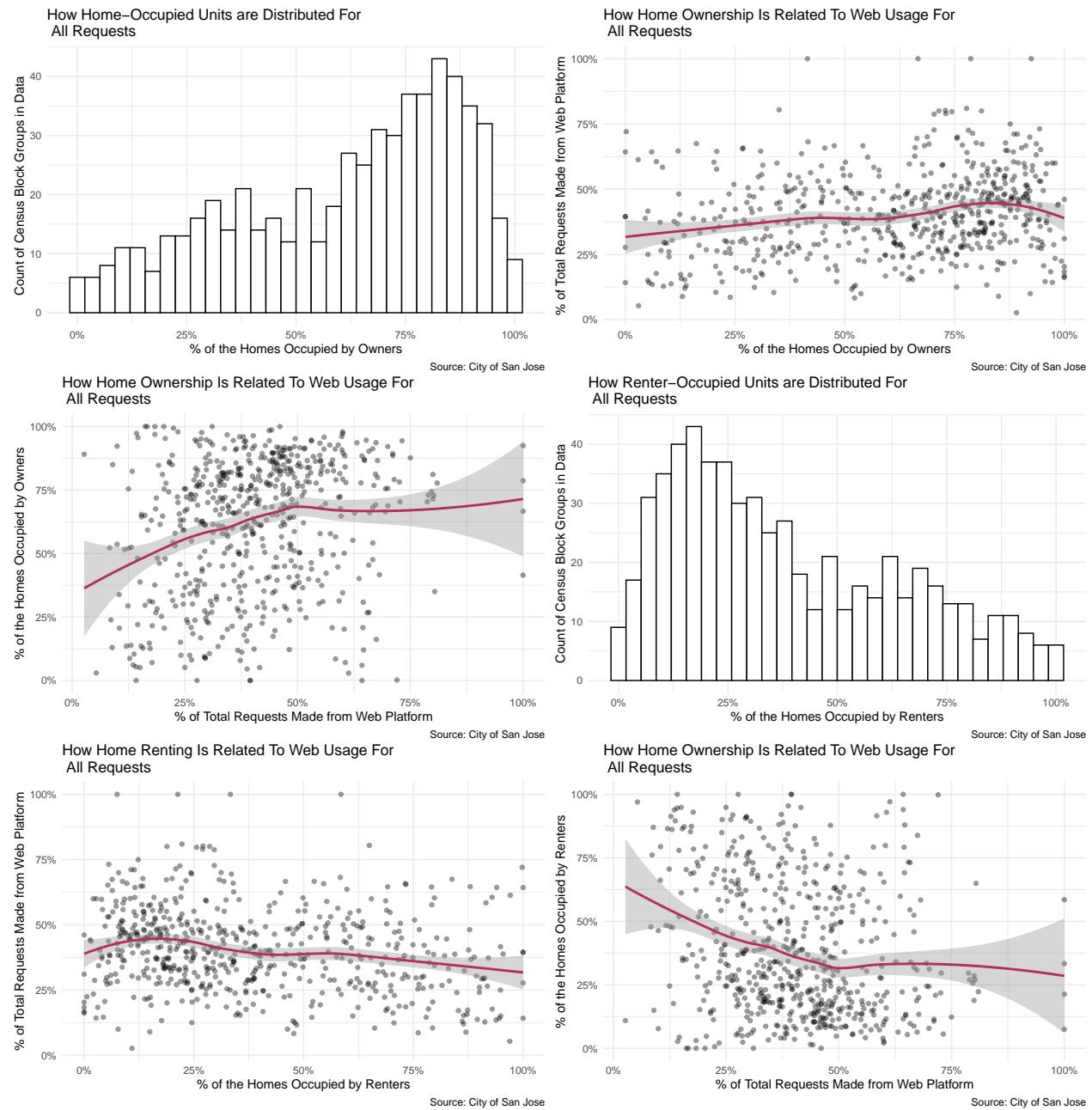
## MySanJose Web Platform - All Requests - Age



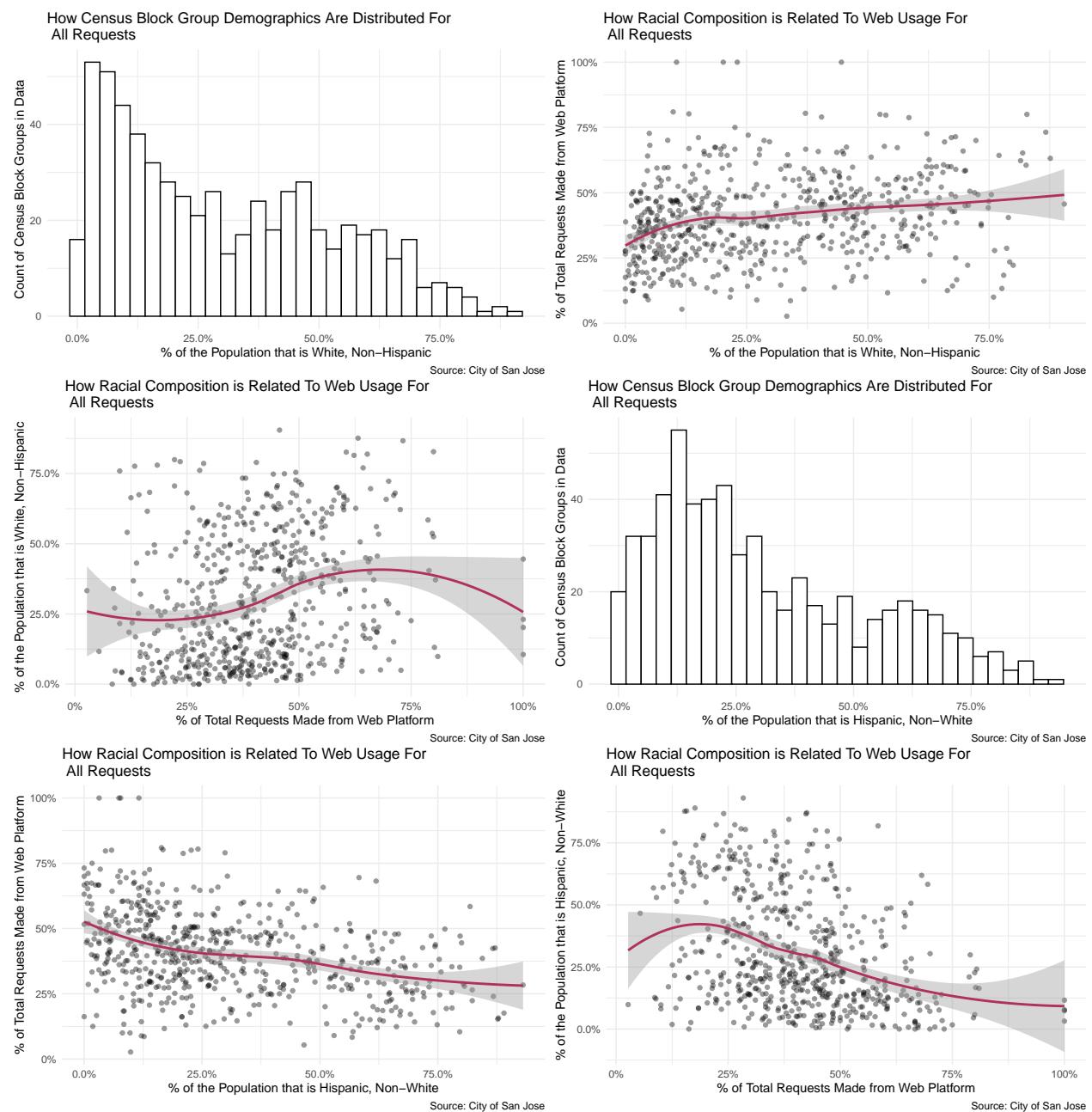
## MySanJose Web Platform - All Requests - Education



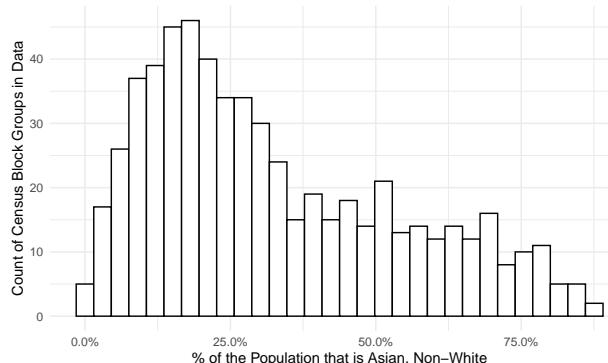
## MySanJose Web Platform - All Requests - Home Ownership/Renting



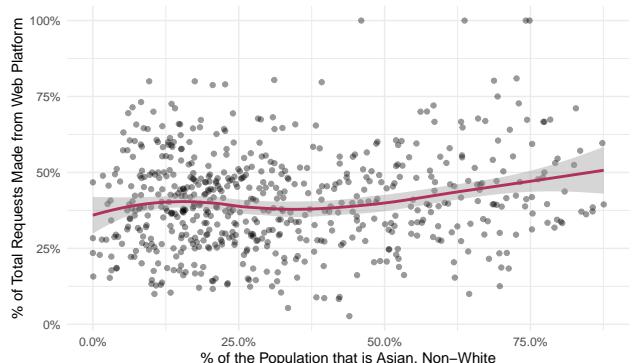
## MySanJose Web Platform - All Requests - Race/Ethnicity



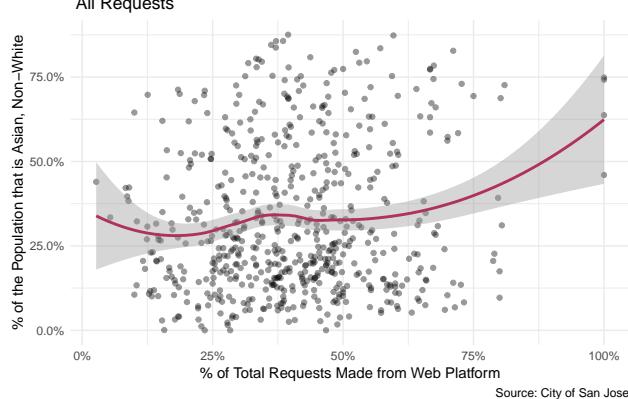
How Census Block Group Demographics Are Distributed For All Requests



How Racial Composition is Related To Web Usage For All Requests

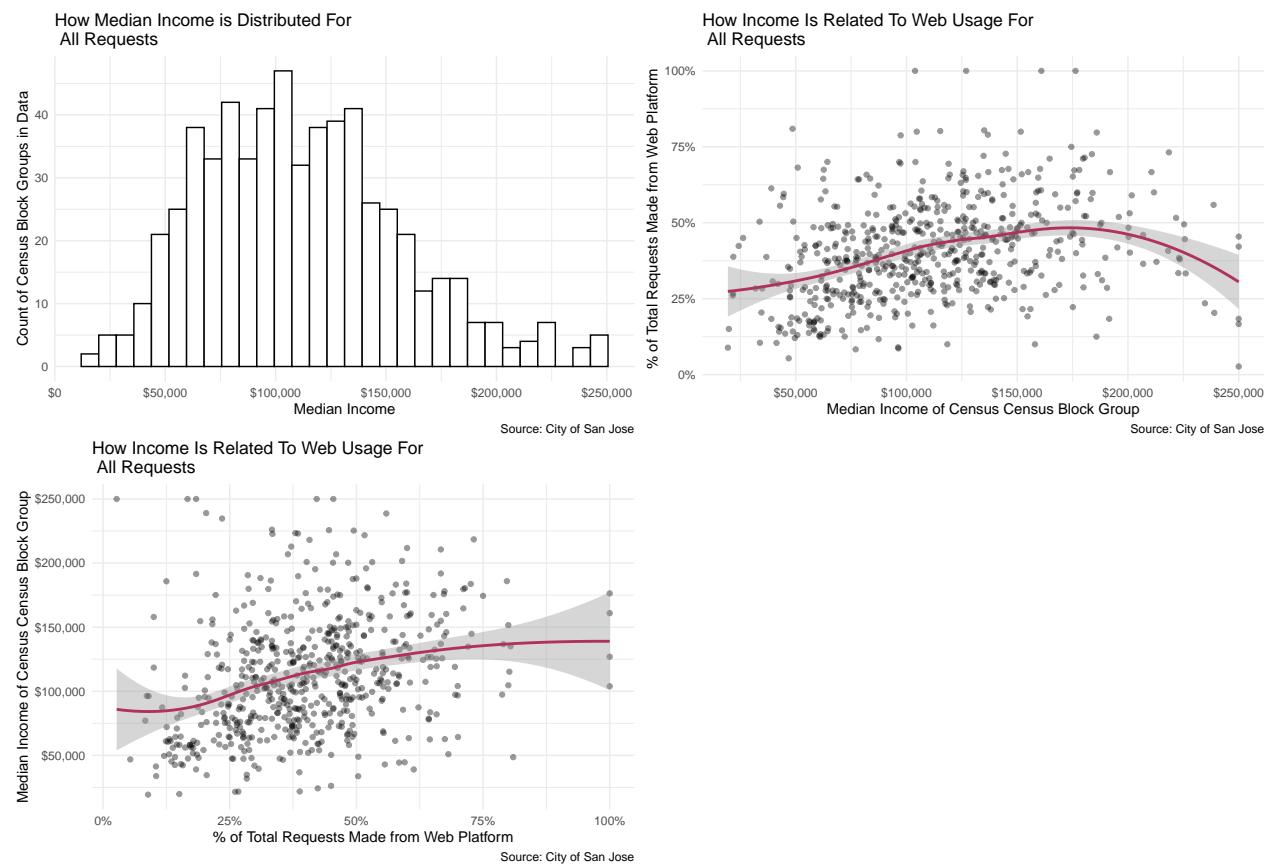


How Racial Composition is Related To Web Usage For All Requests

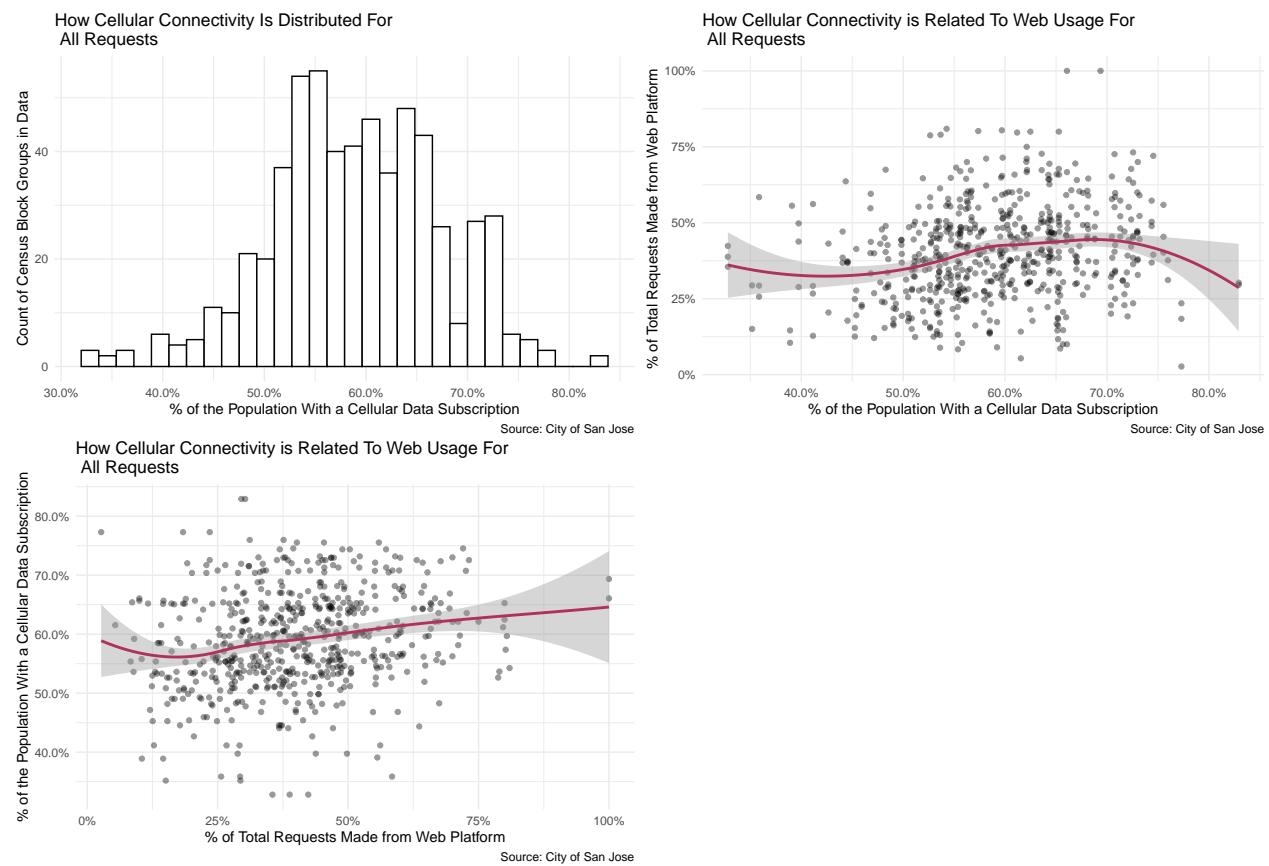


Source: City of San Jose

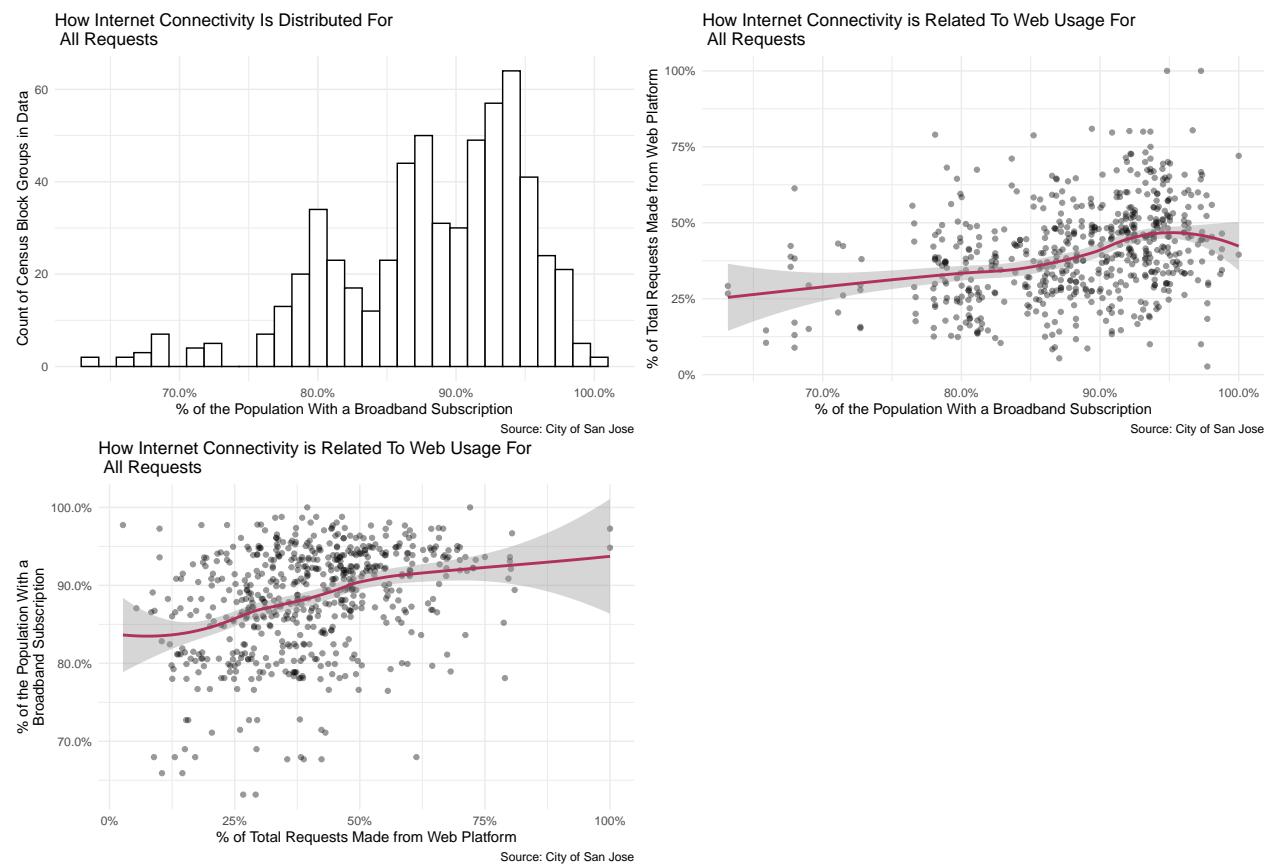
## MySanJose Web Platform - All Requests - Income



## MySanJose Web Platform - All Requests - Mobile Phone Access

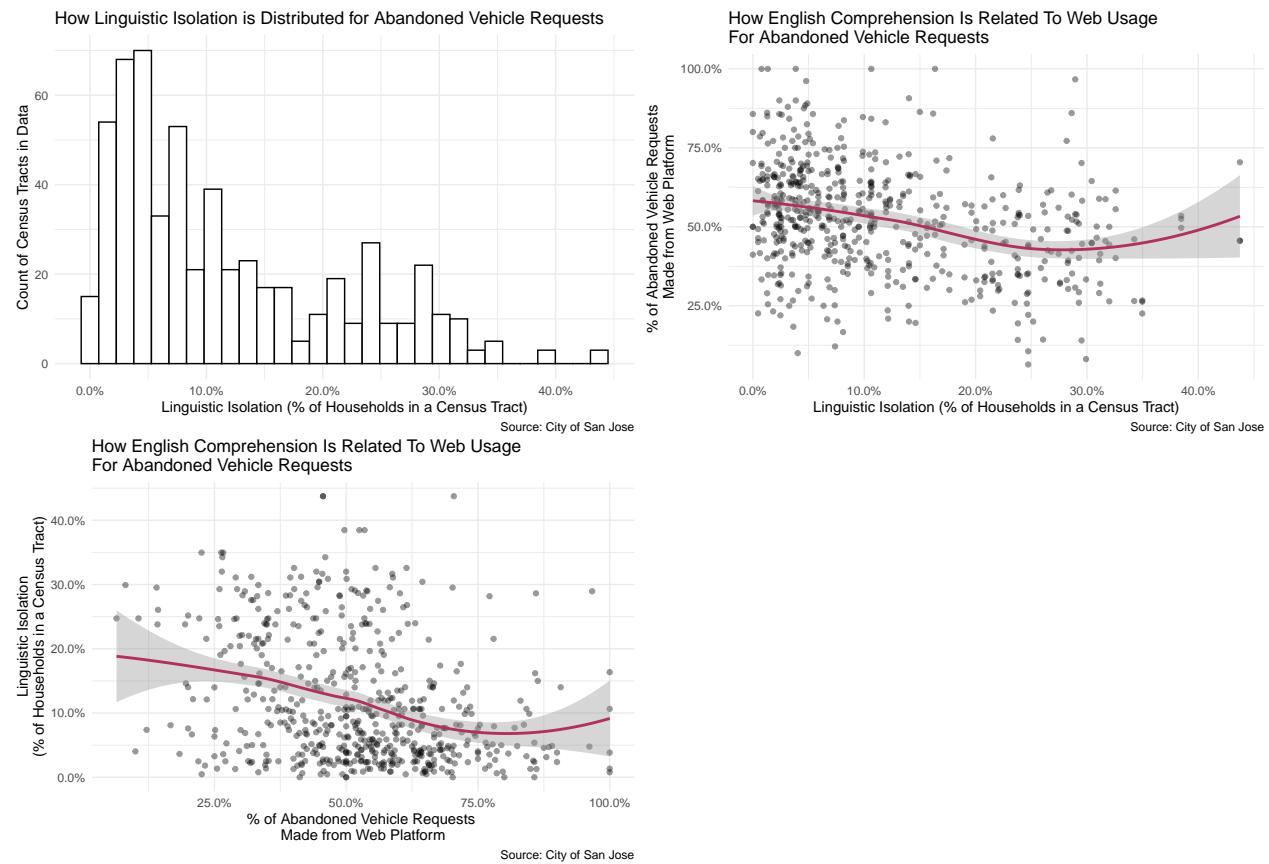


## MySanJose Web Platform - All Requests - Broadband Access

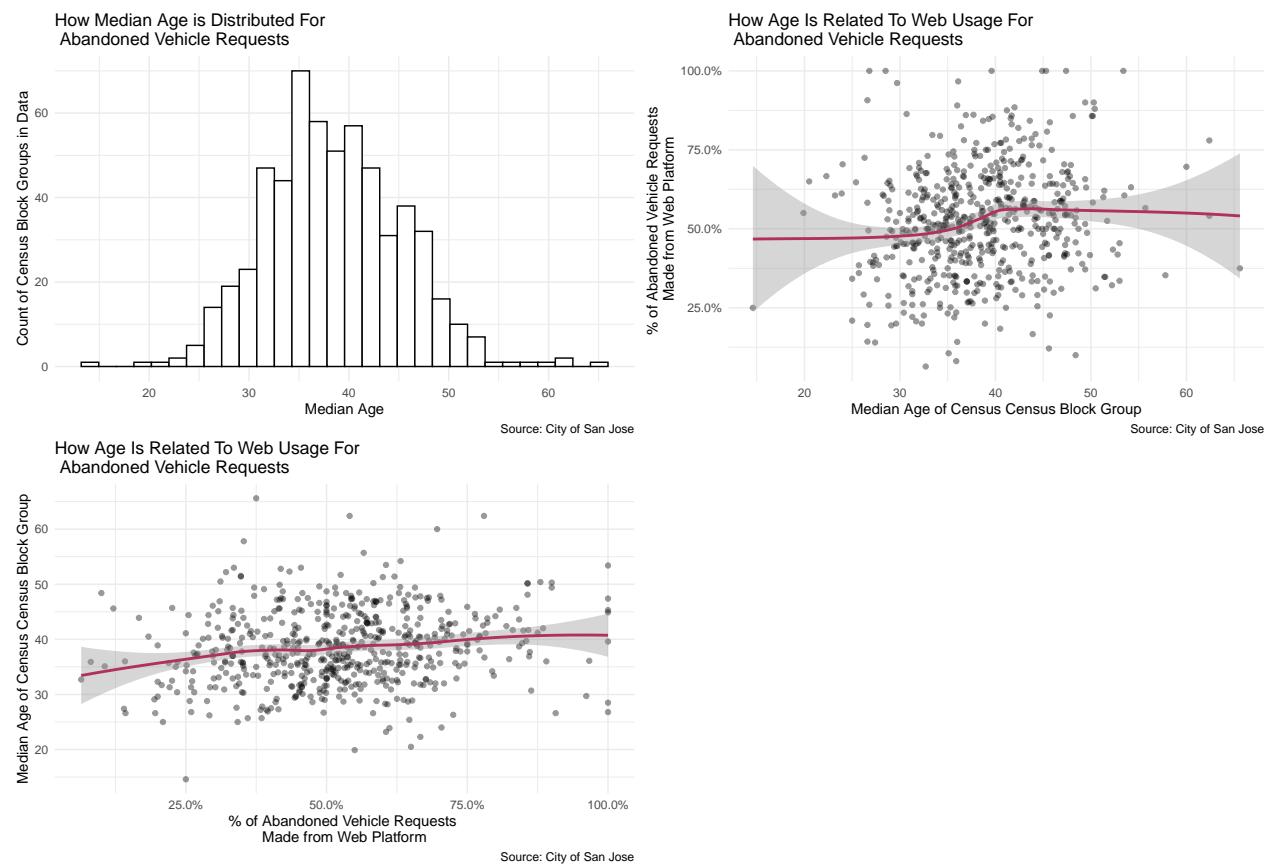


## Abandoned Vehicle

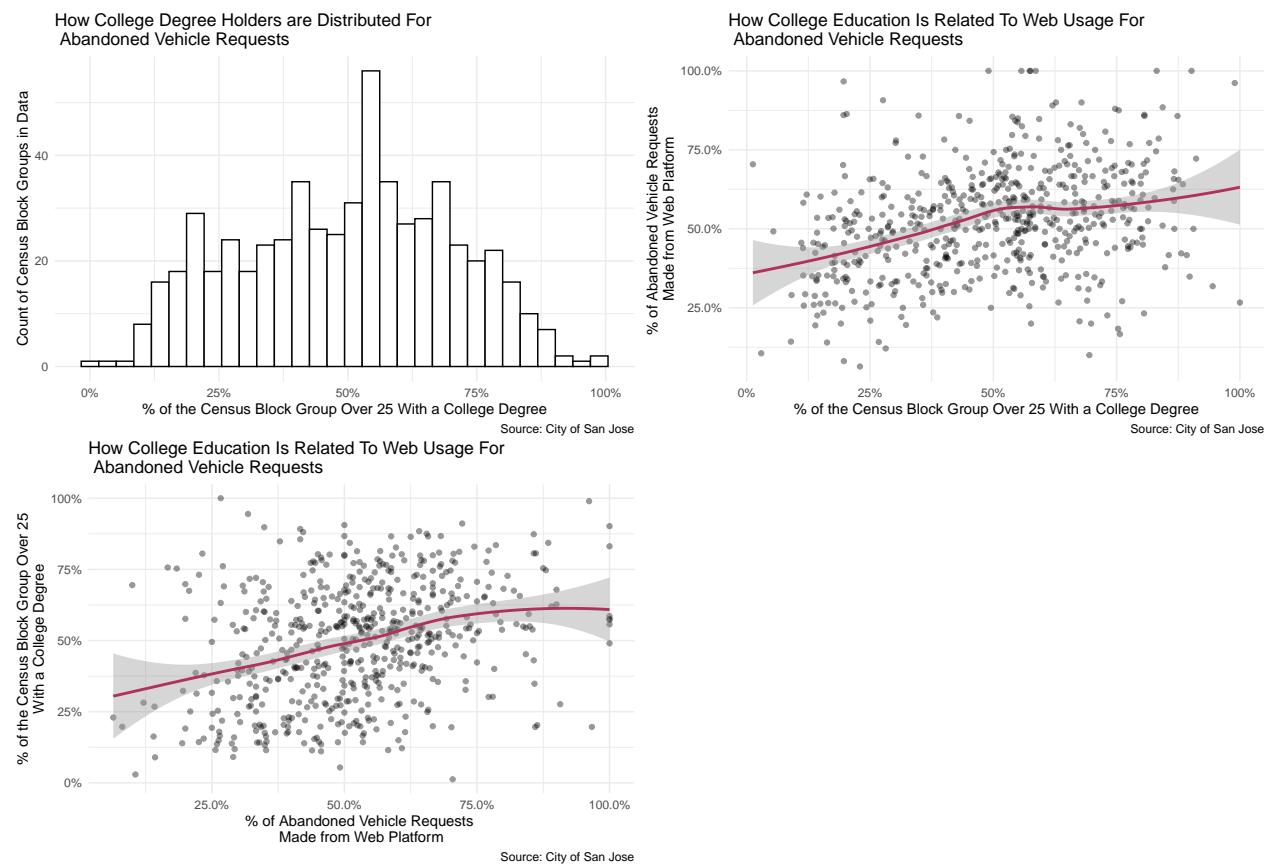
### MySanJose Web Platform - Abandoned Vehicle - Language



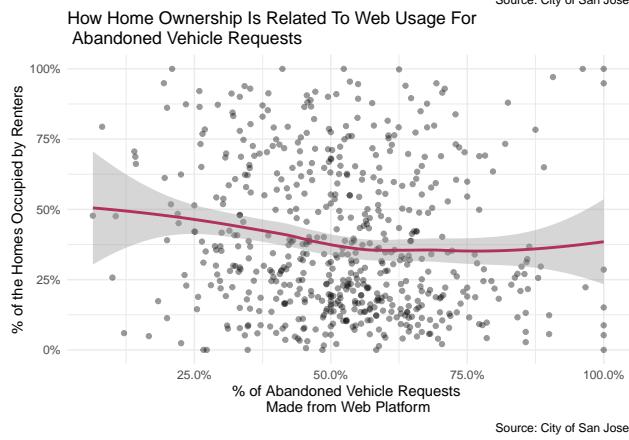
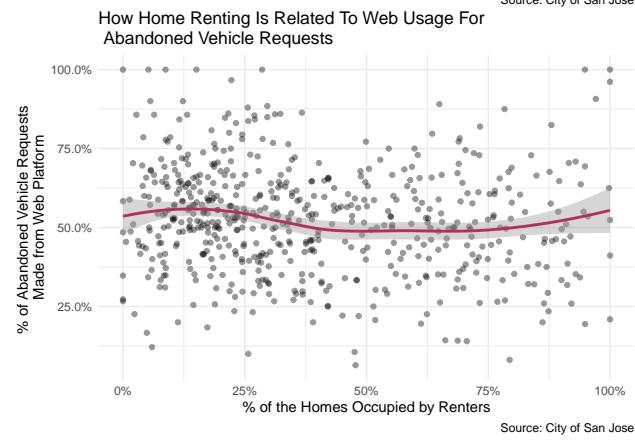
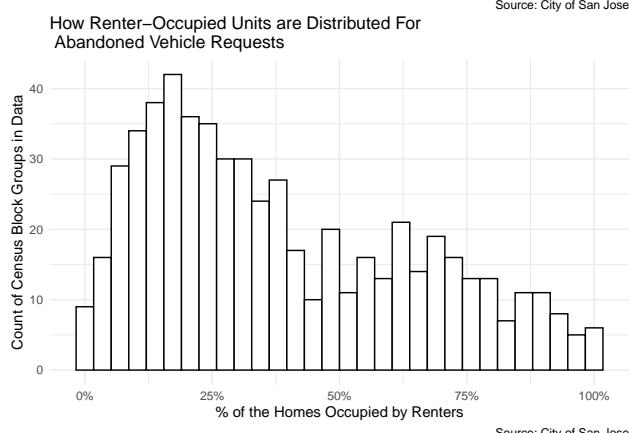
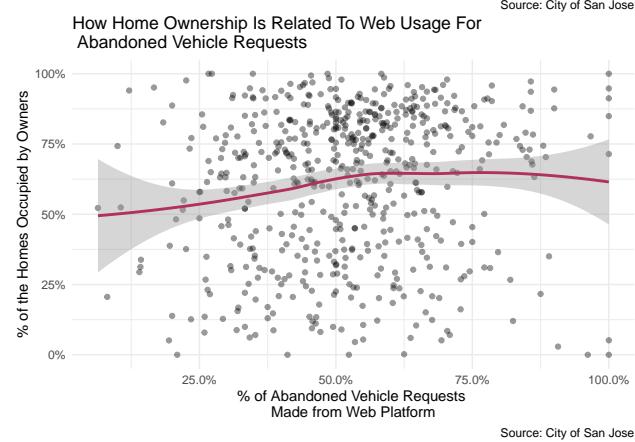
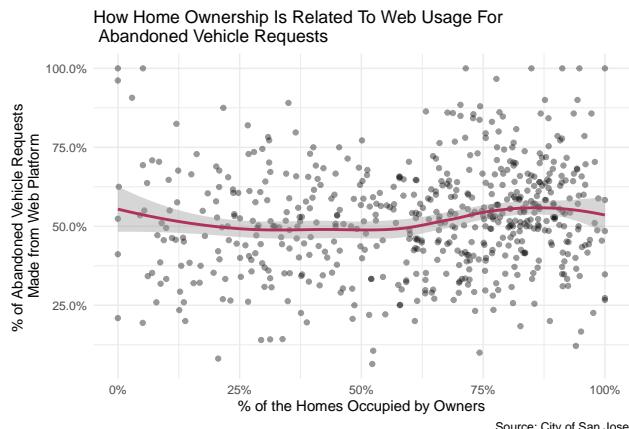
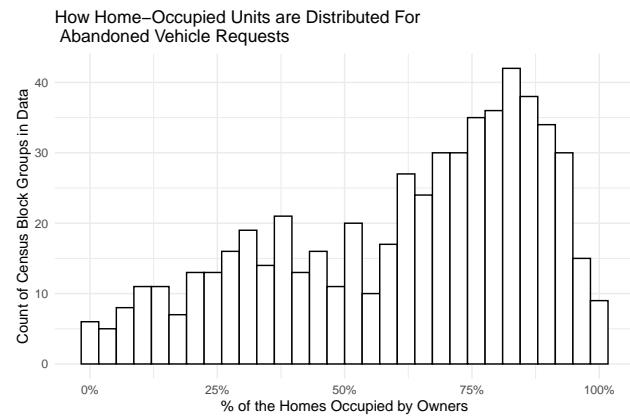
## MySanJose Web Platform - Abandoned Vehicle - Age



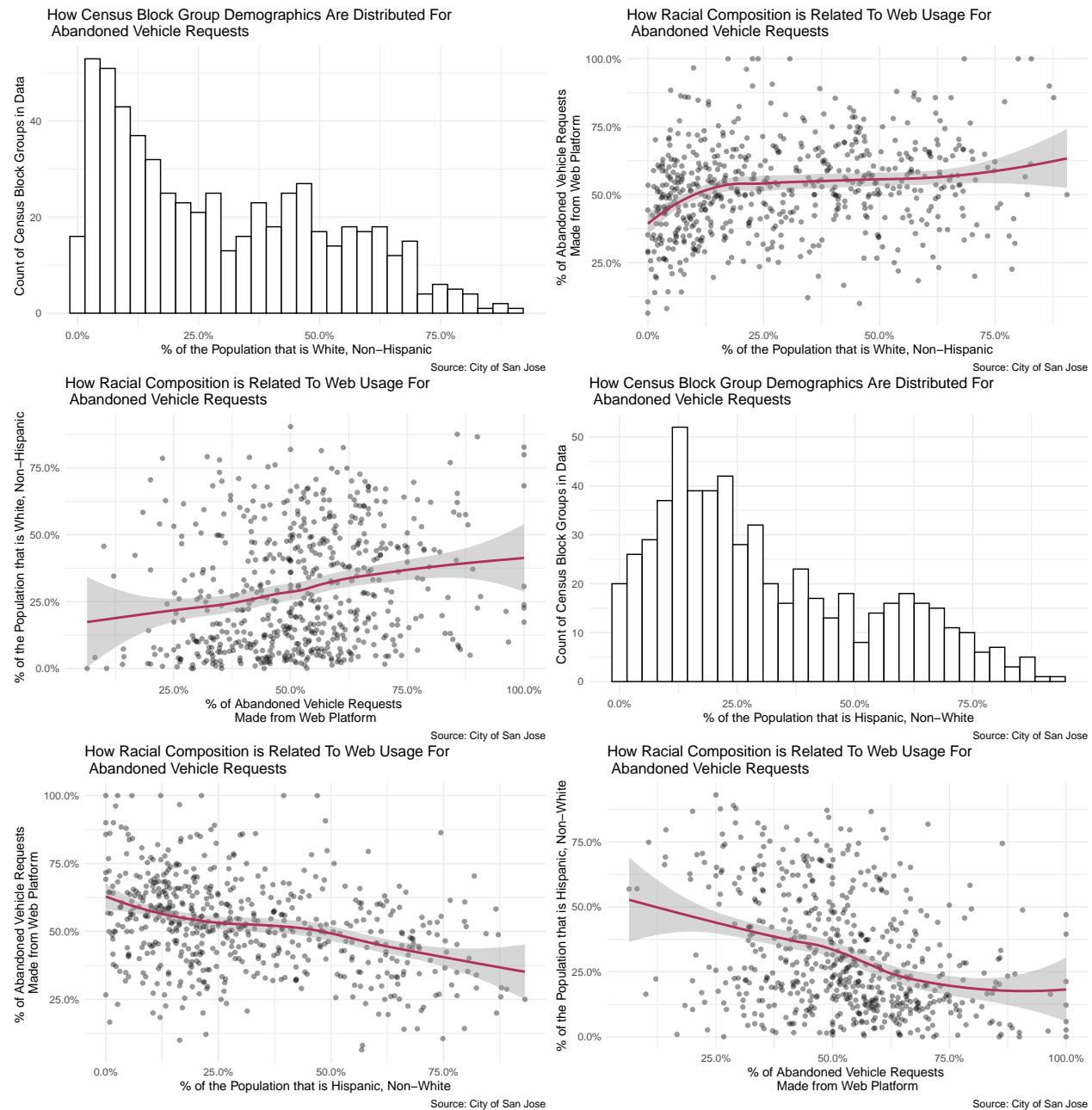
## MySanJose Web Platform - Abandoned Vehicle Requests - Education



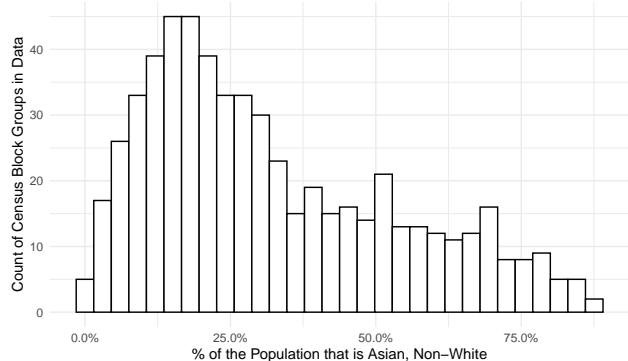
## MySanJose Web Platform - Abandoned Vehicle Requests - Home Ownership/Renting



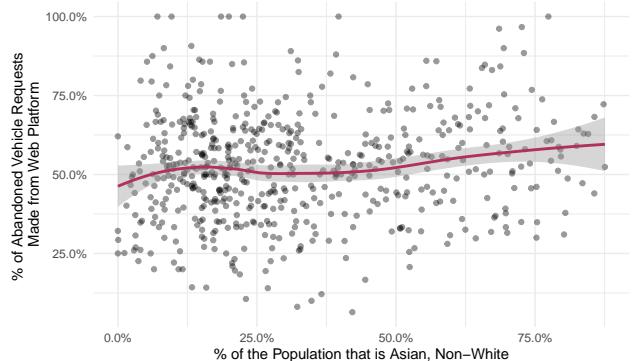
## MySanJose Web Platform - Abandoned Vehicle Requests - Race/Ethnicity



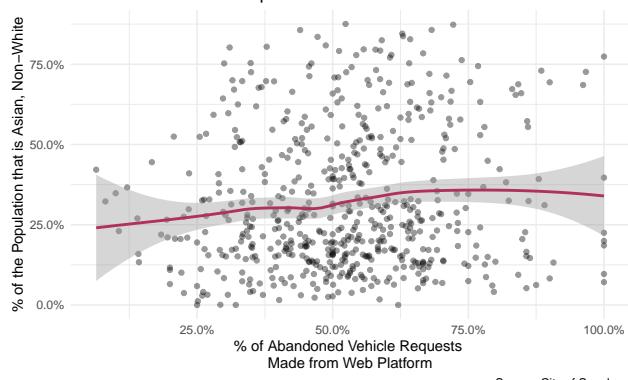
How Census Block Group Demographics Are Distributed For Abandoned Vehicle Requests



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



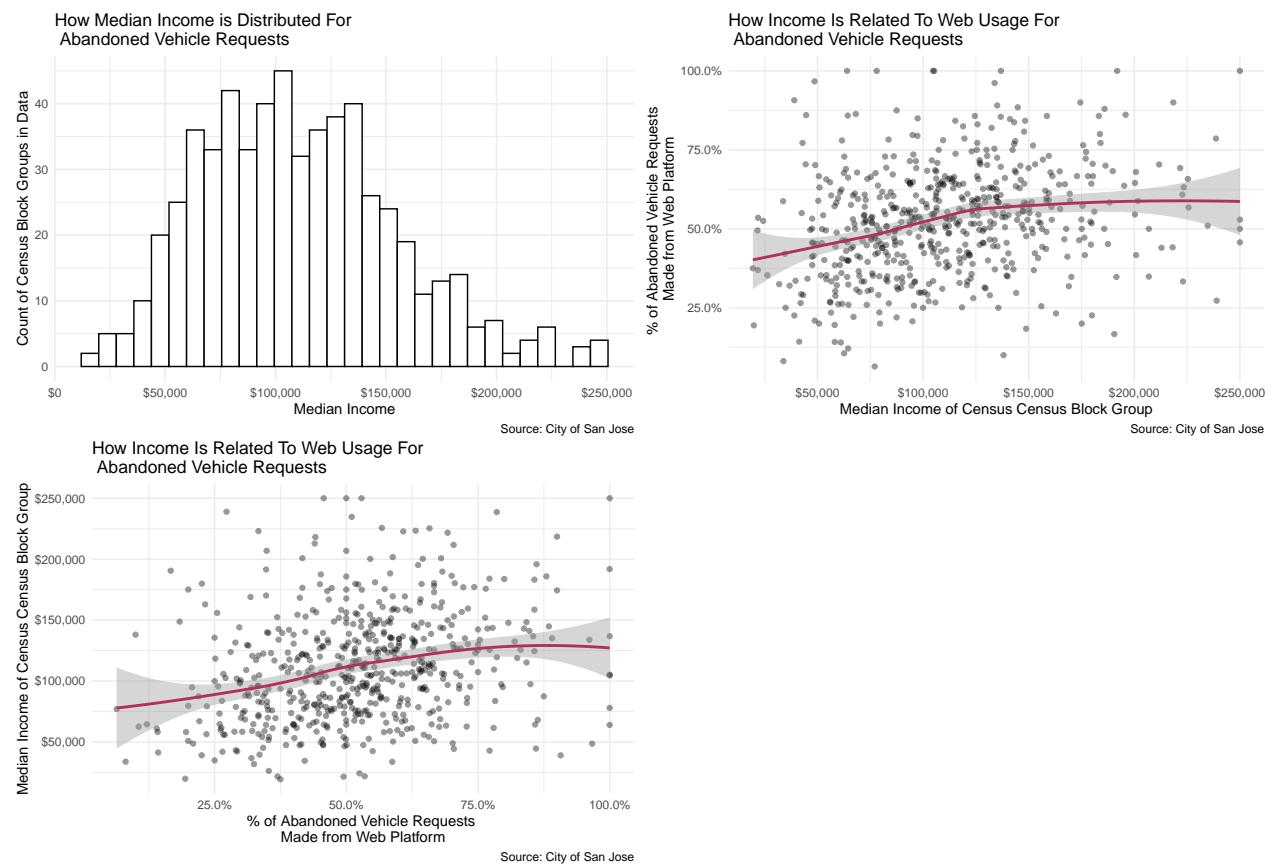
How Racial Composition is Related To Web Usage For Abandoned Vehicle Requests



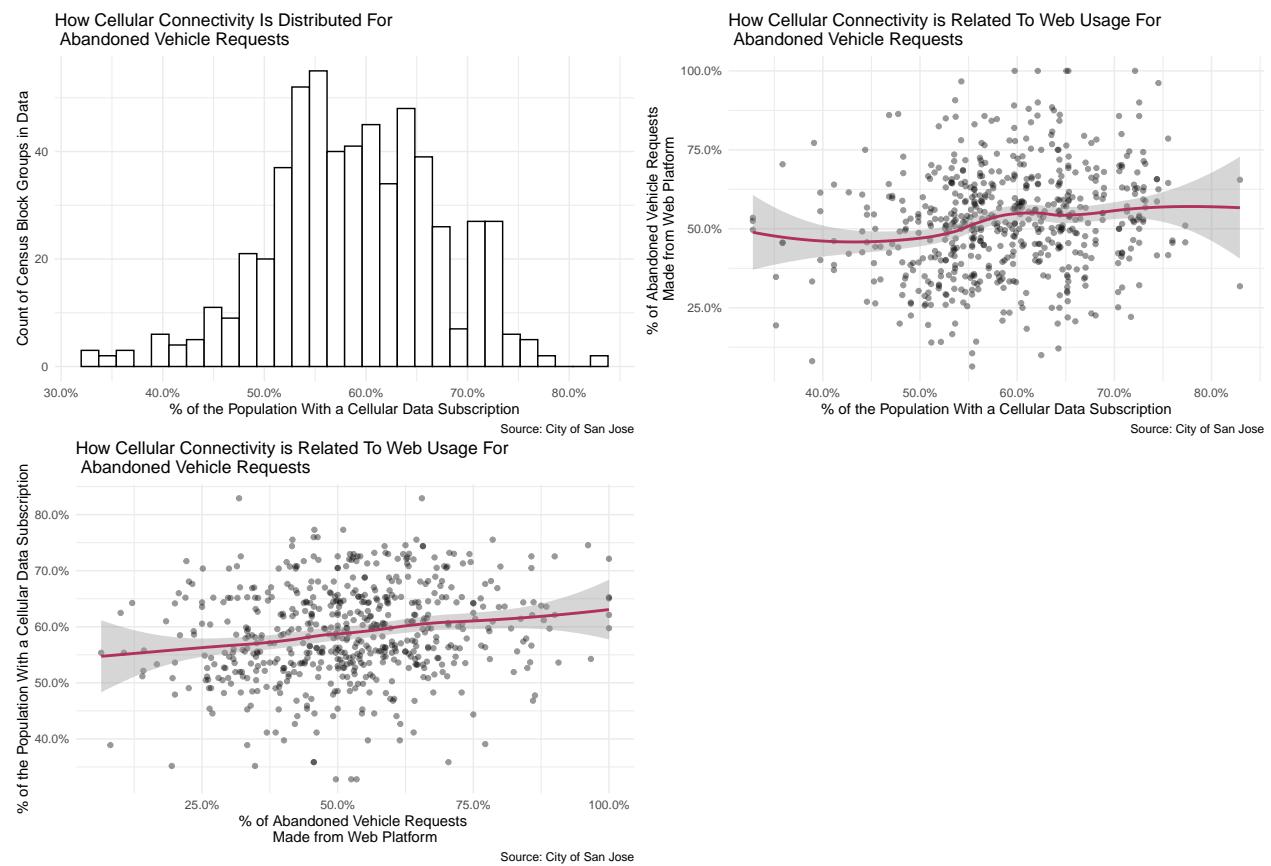
Source: City of San Jose

Source: City of San Jose

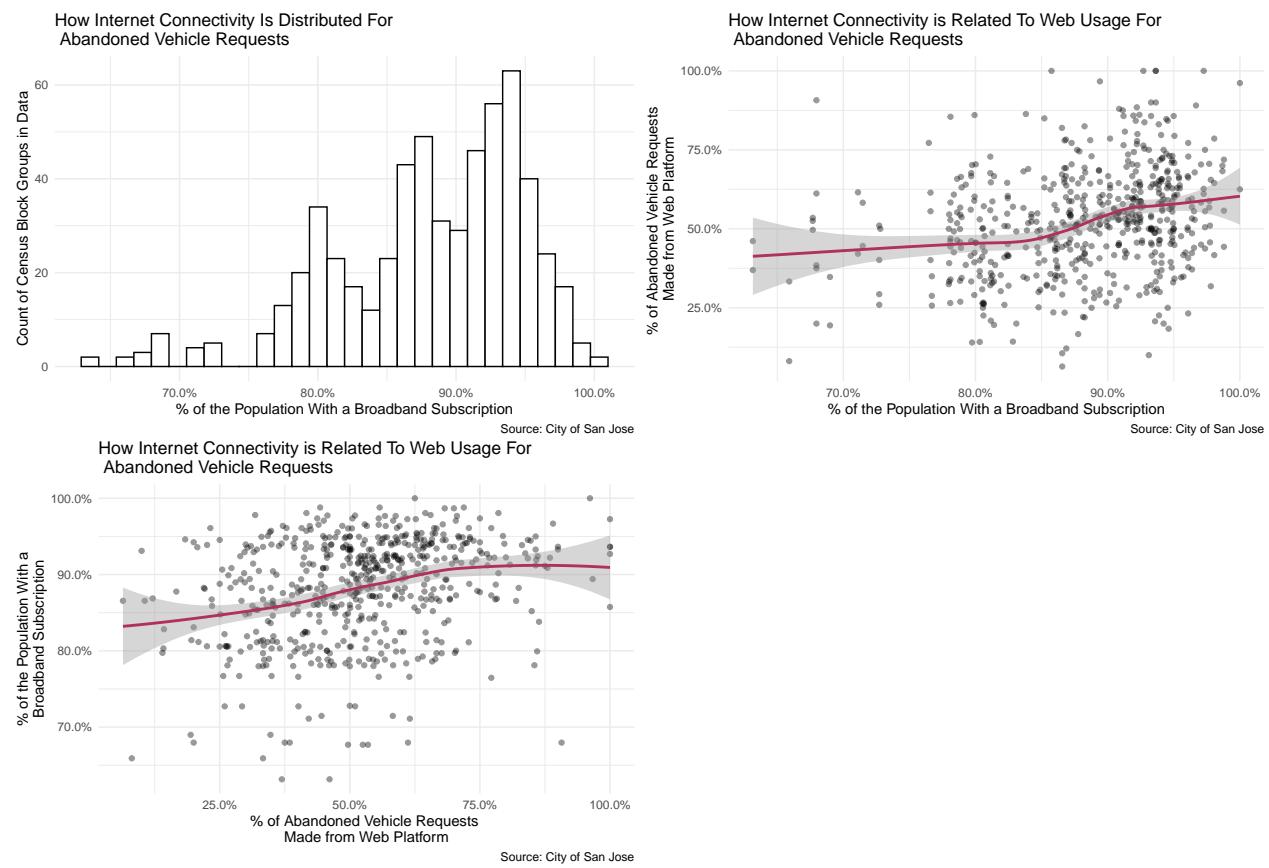
## MySanJose Web Platform - Abandoned Vehicle Requests - Income



## MySanJose Web Platform - Abandoned Vehicle Requests - Mobile Phone Access

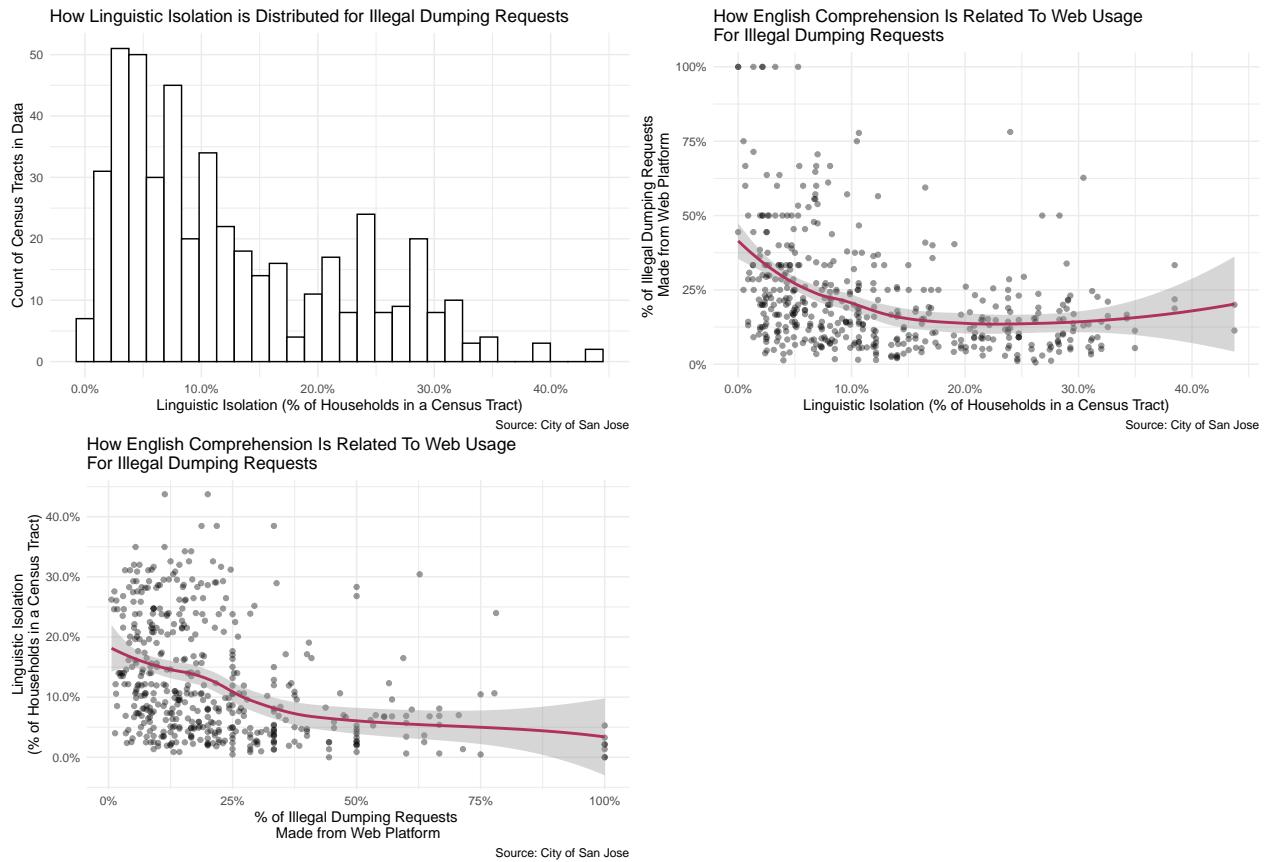


## MySanJose Web Platform - Abandoned Vehicle Requests - Broadband Access

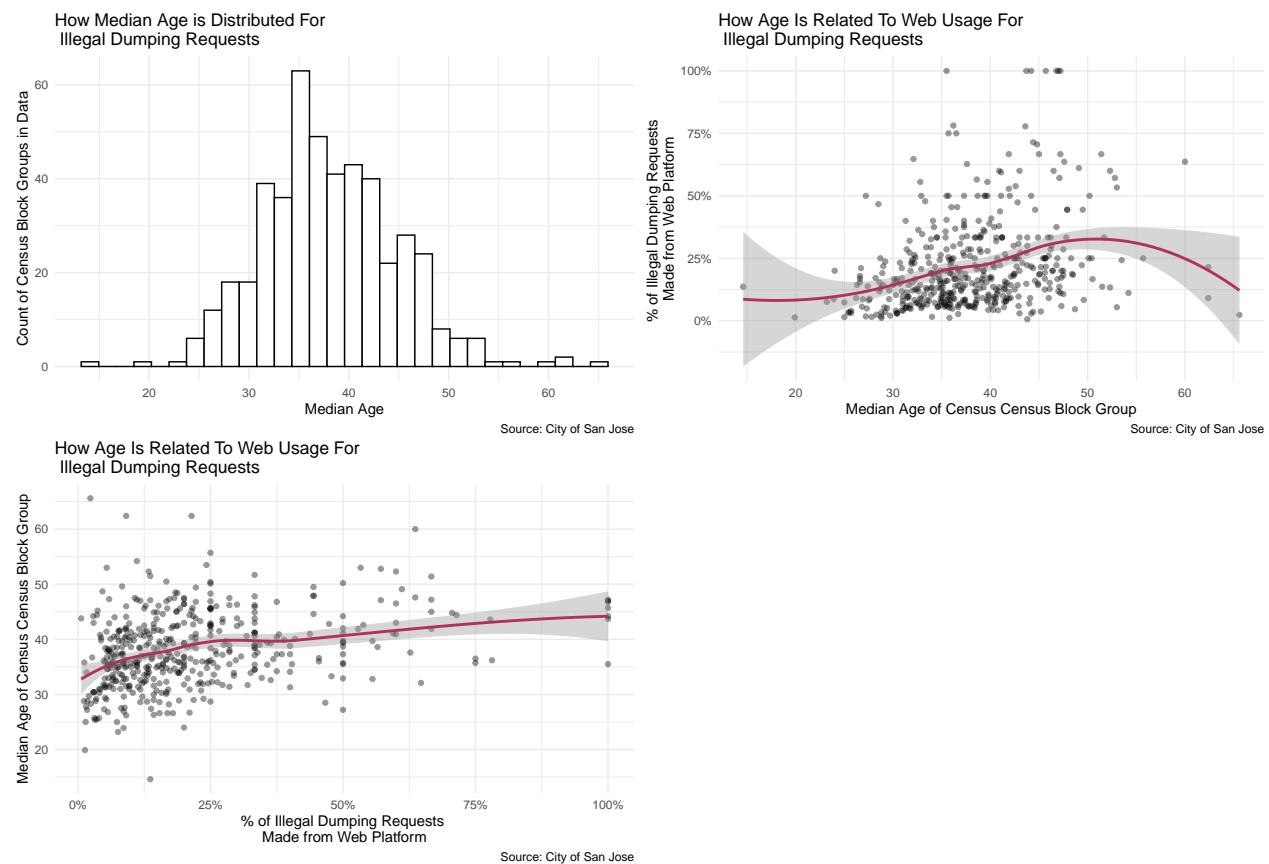


## Illegal Dumping

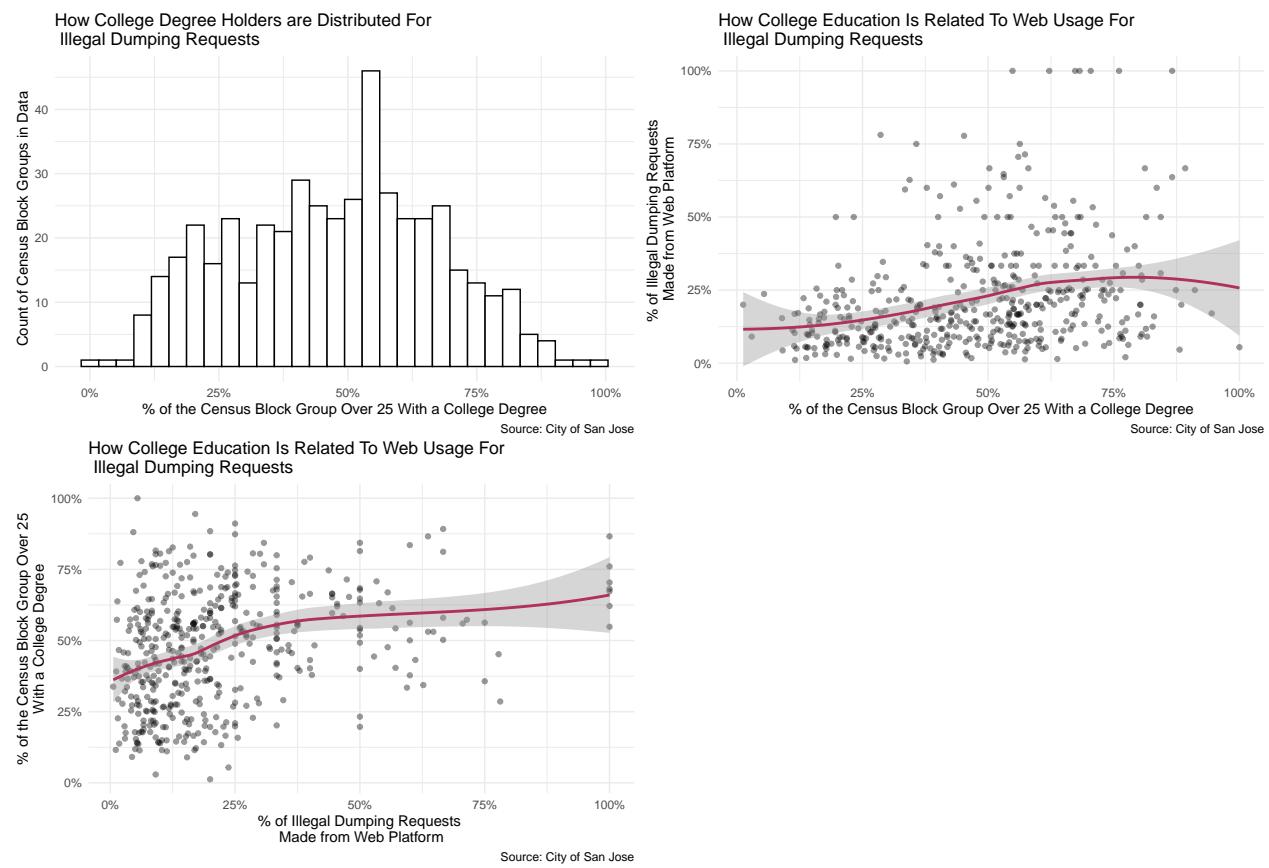
MySanJose Web Platform - Illegal Dumping - Language



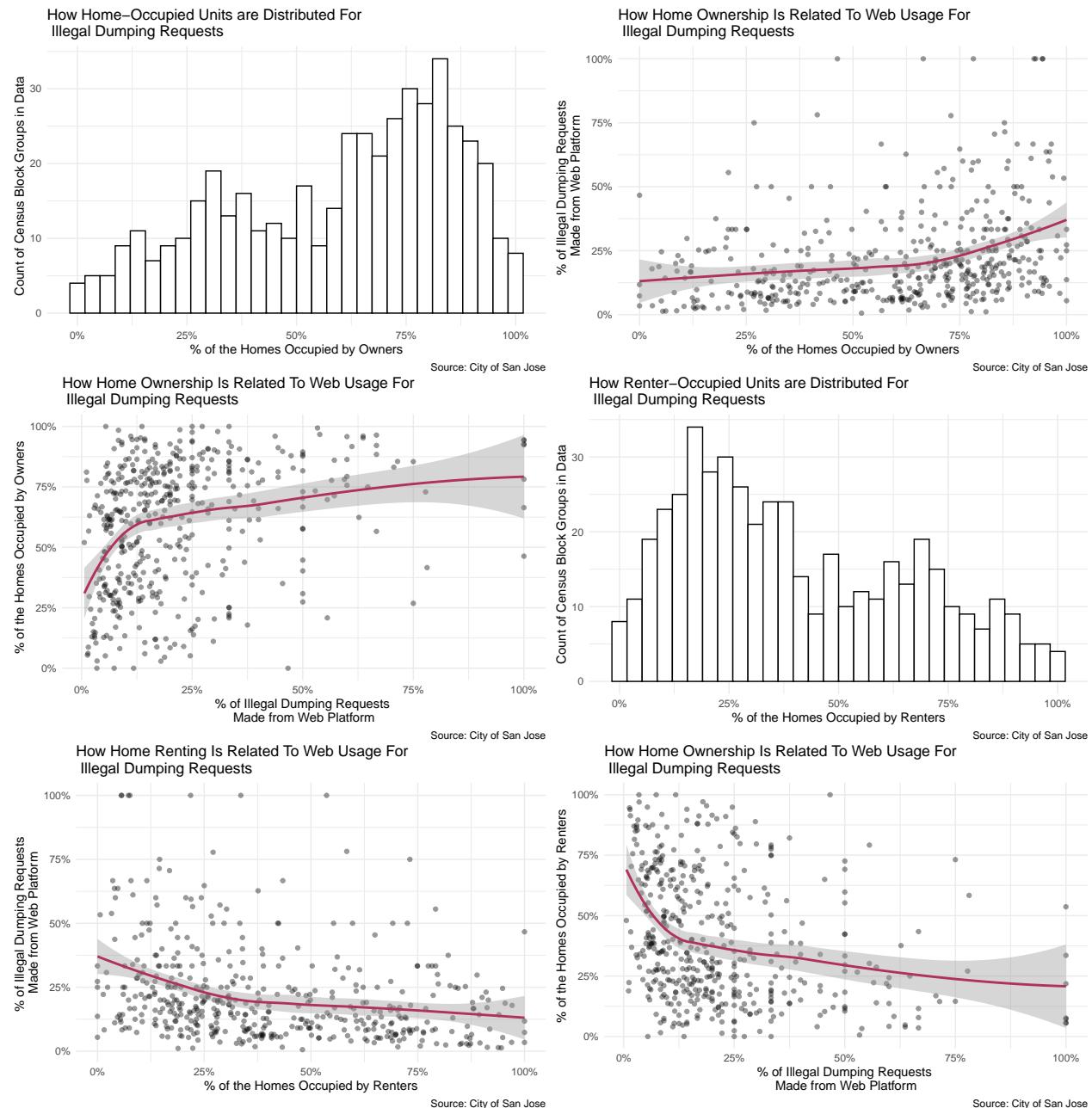
## MySanJose Web Platform - Illegal Dumping - Age



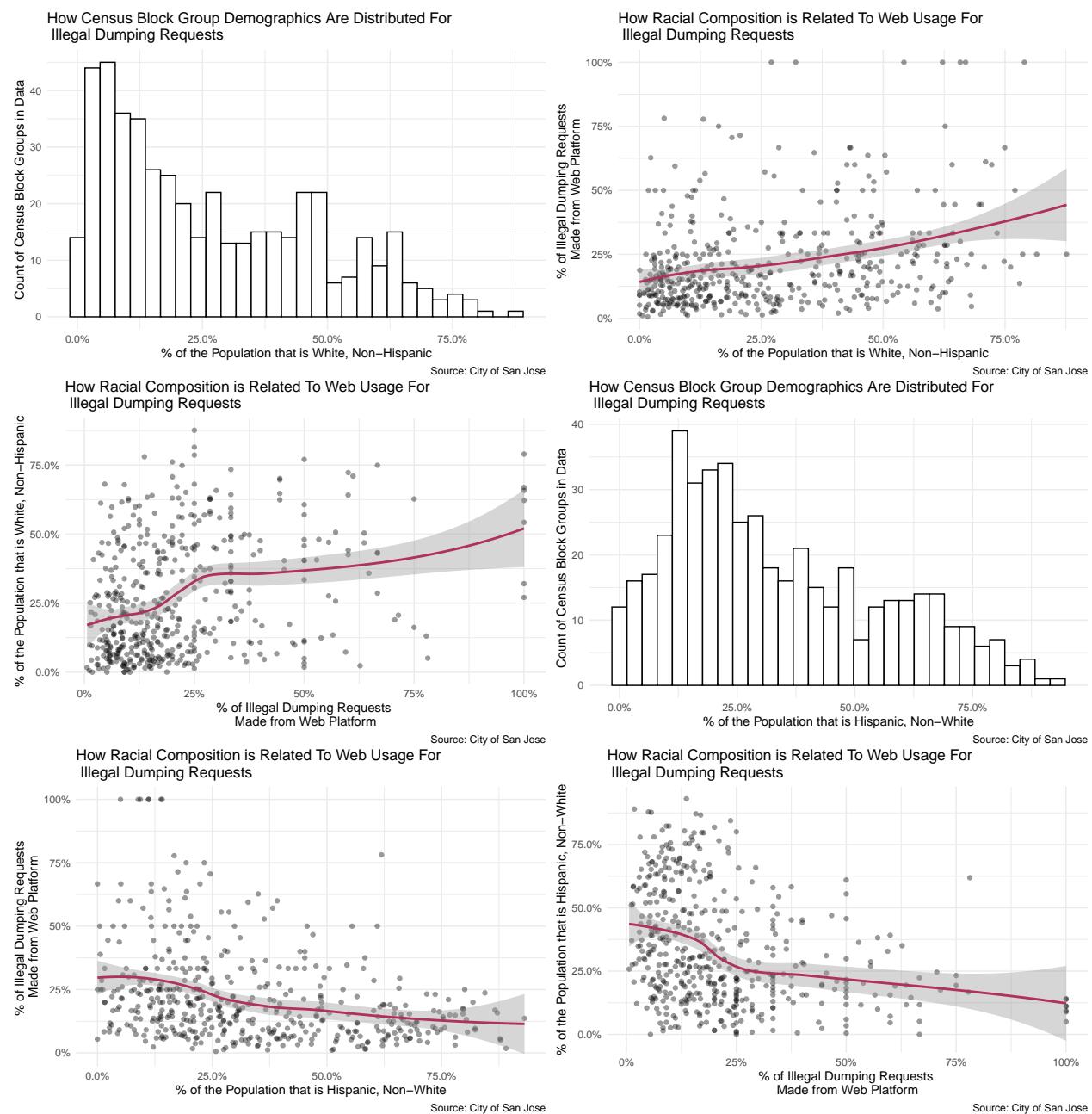
## MySanJose Web Platform - Illegal Dumping - Education



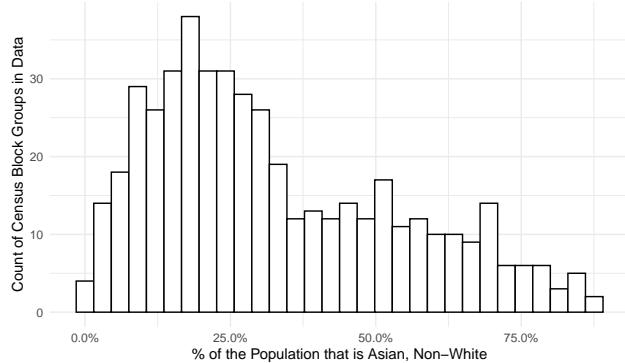
## MySanJose Web Platform - Illegal Dumping - Home Ownership/Renting



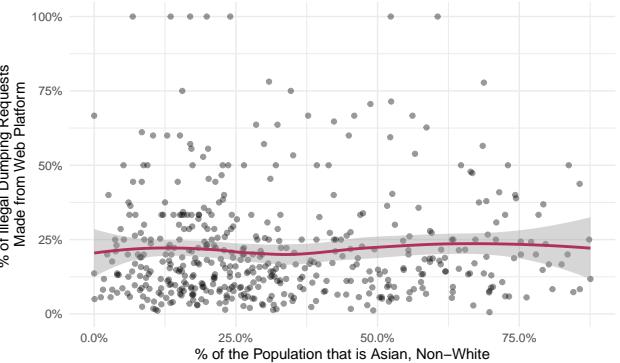
## MySanJose Web Platform - Illegal Dumping - Race/Ethnicity



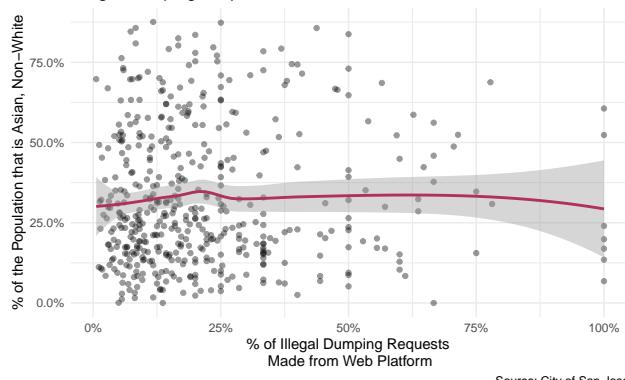
How Census Block Group Demographics Are Distributed For Illegal Dumping Requests



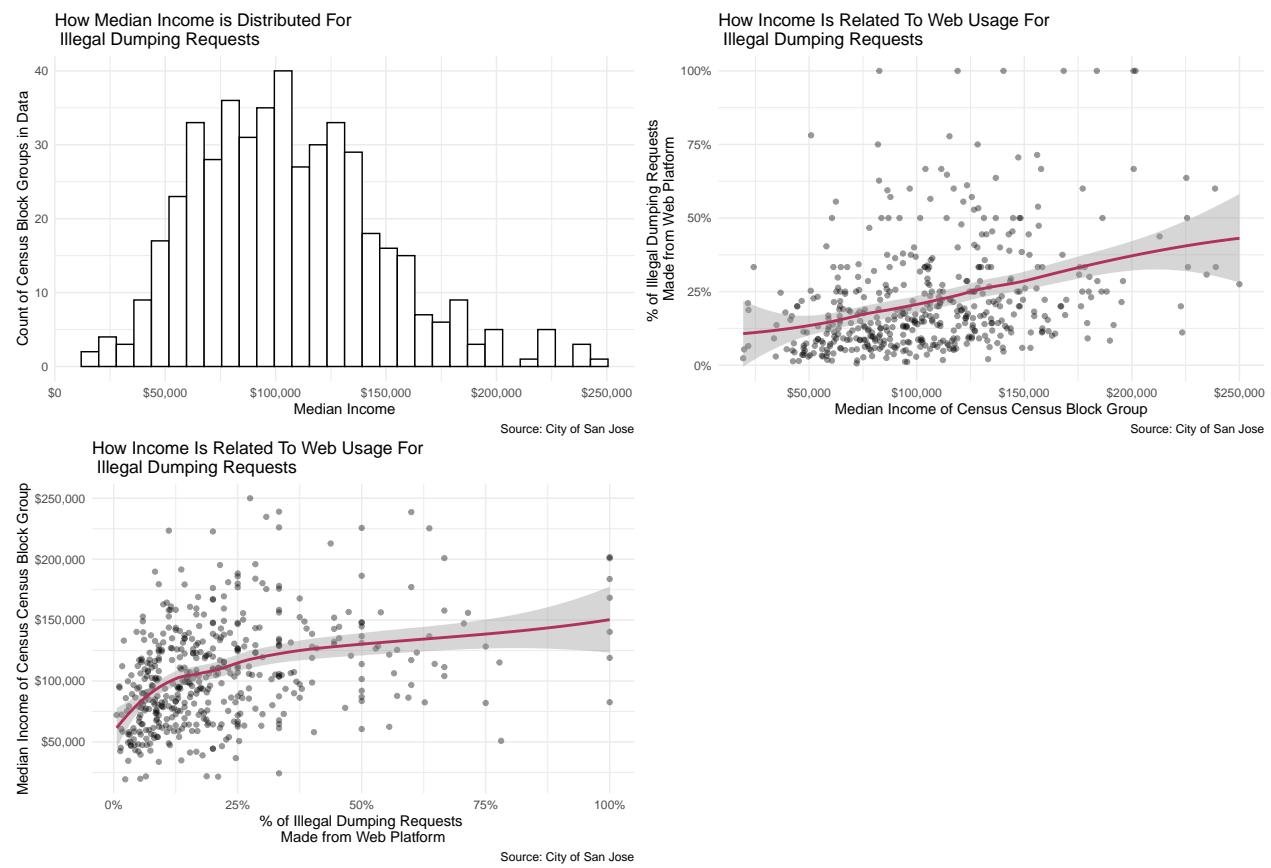
How Racial Composition is Related To Web Usage For Illegal Dumping Requests



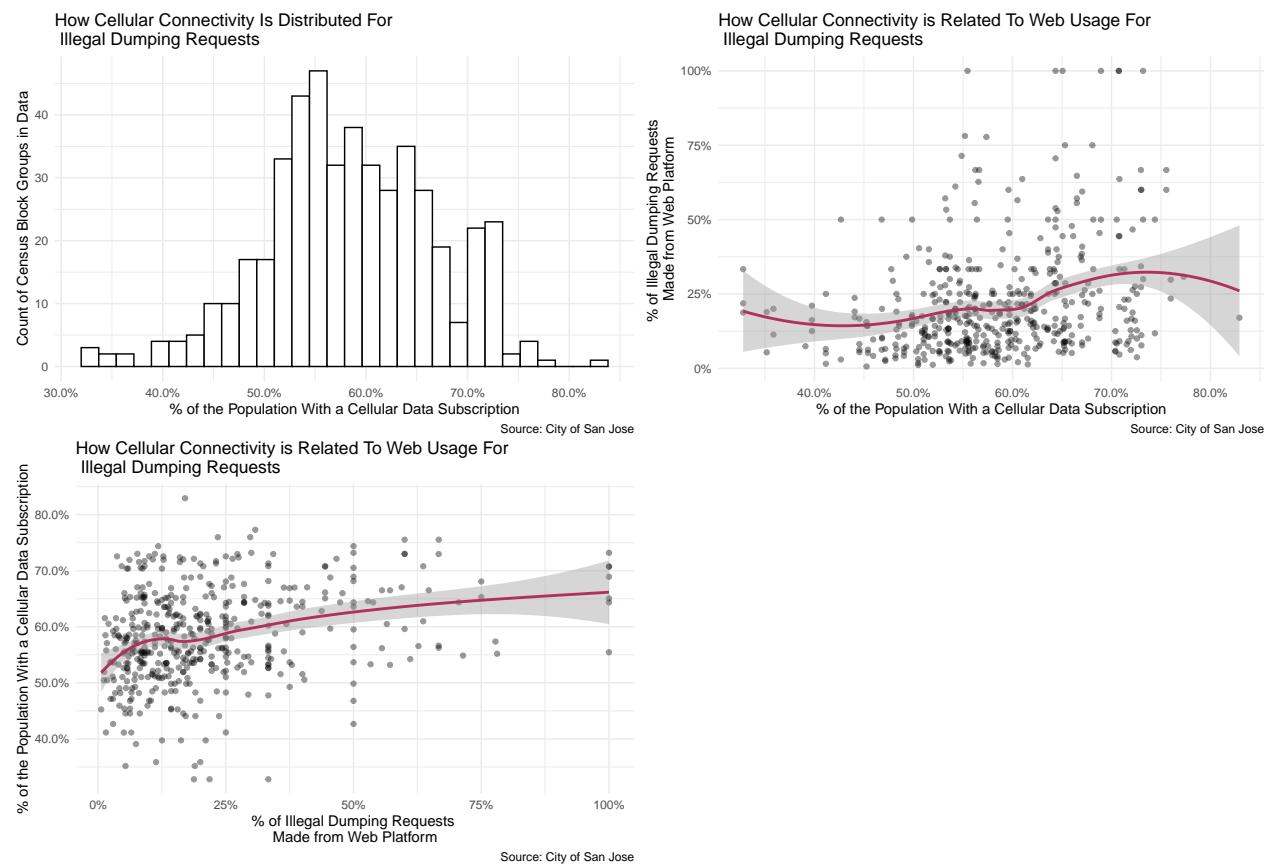
How Racial Composition is Related To Web Usage For Illegal Dumping Requests



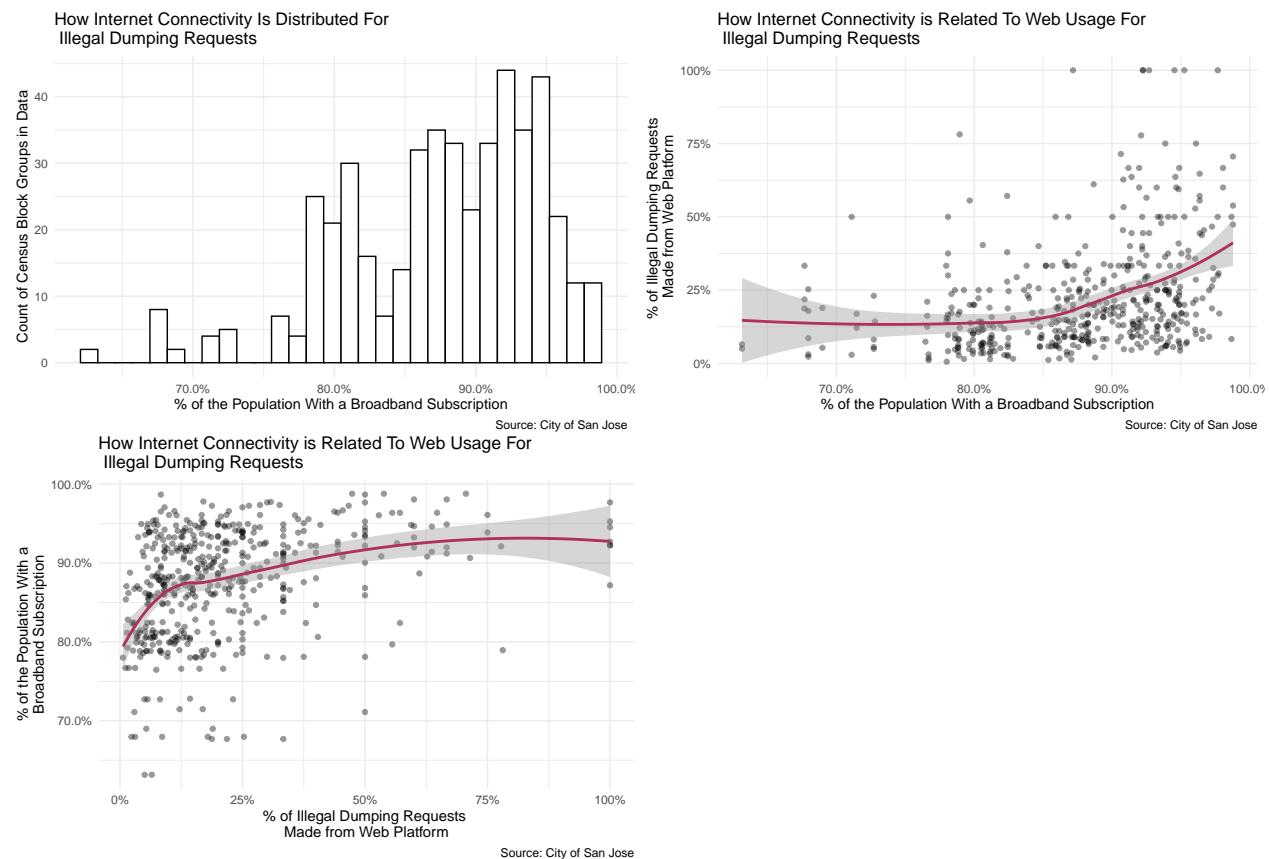
## MySanJose Web Platform - Illegal Dumping - Income



## MySanJose Web Platform - Illegal Dumping - Mobile Phone Access

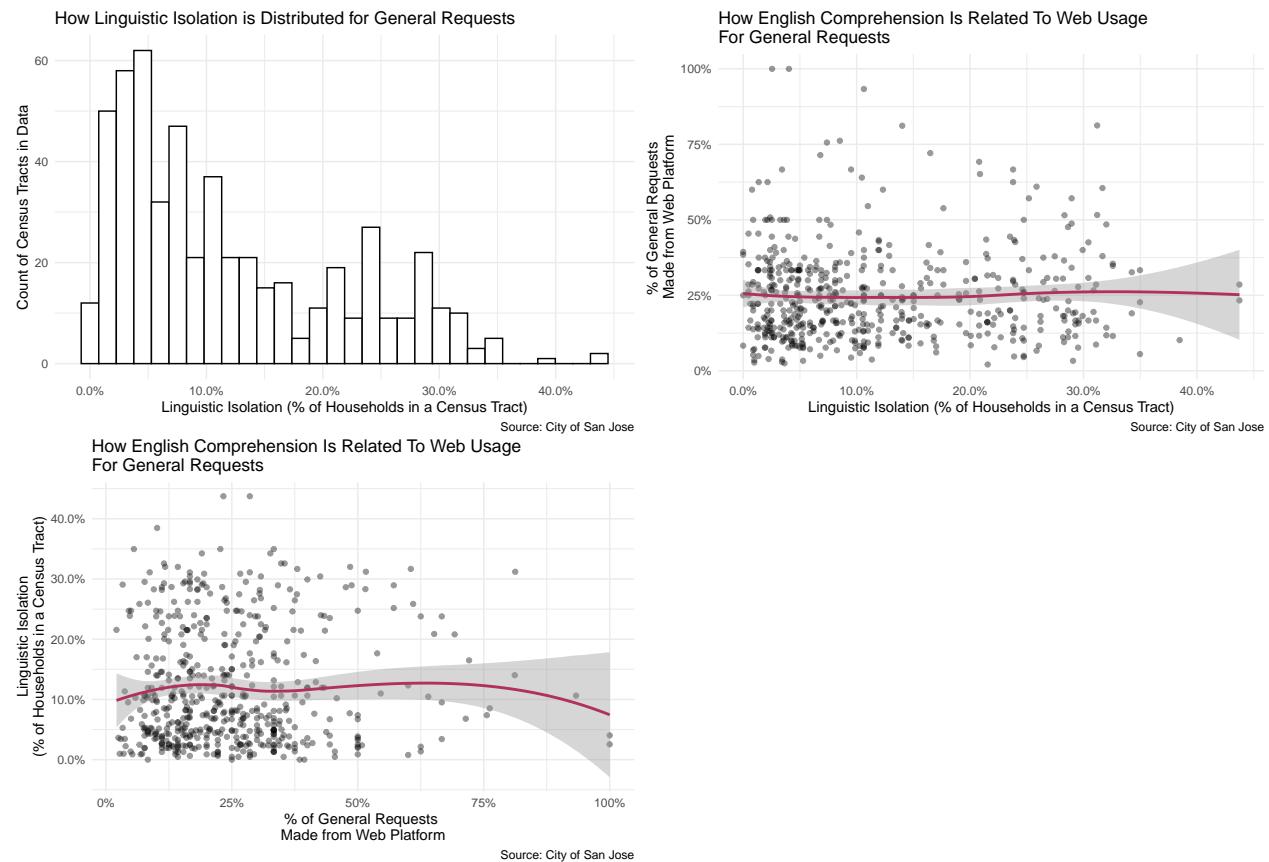


## MySanJose Web Platform - Illegal Dumping - Broadband Access



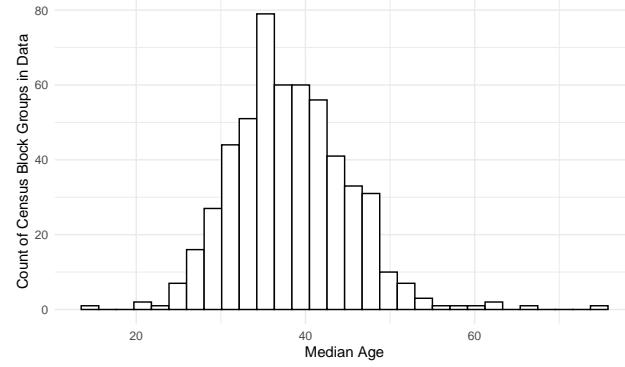
## General Request

### MySanJose Web Platform - General Request - Language

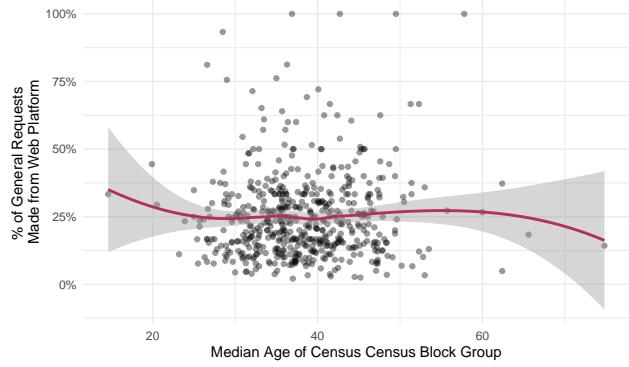


## MySanJose Web Platform - General Request - Age

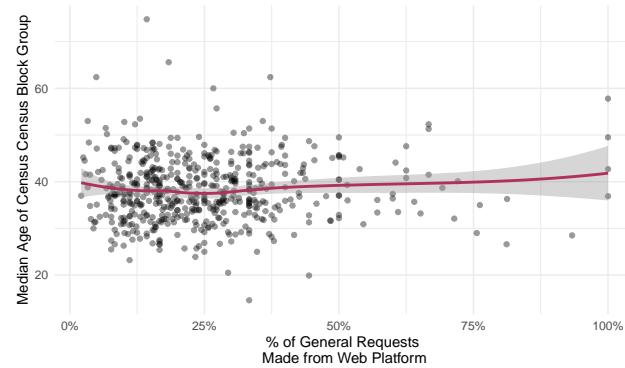
How Median Age is Distributed For General Requests



How Age Is Related To Web Usage For General Requests

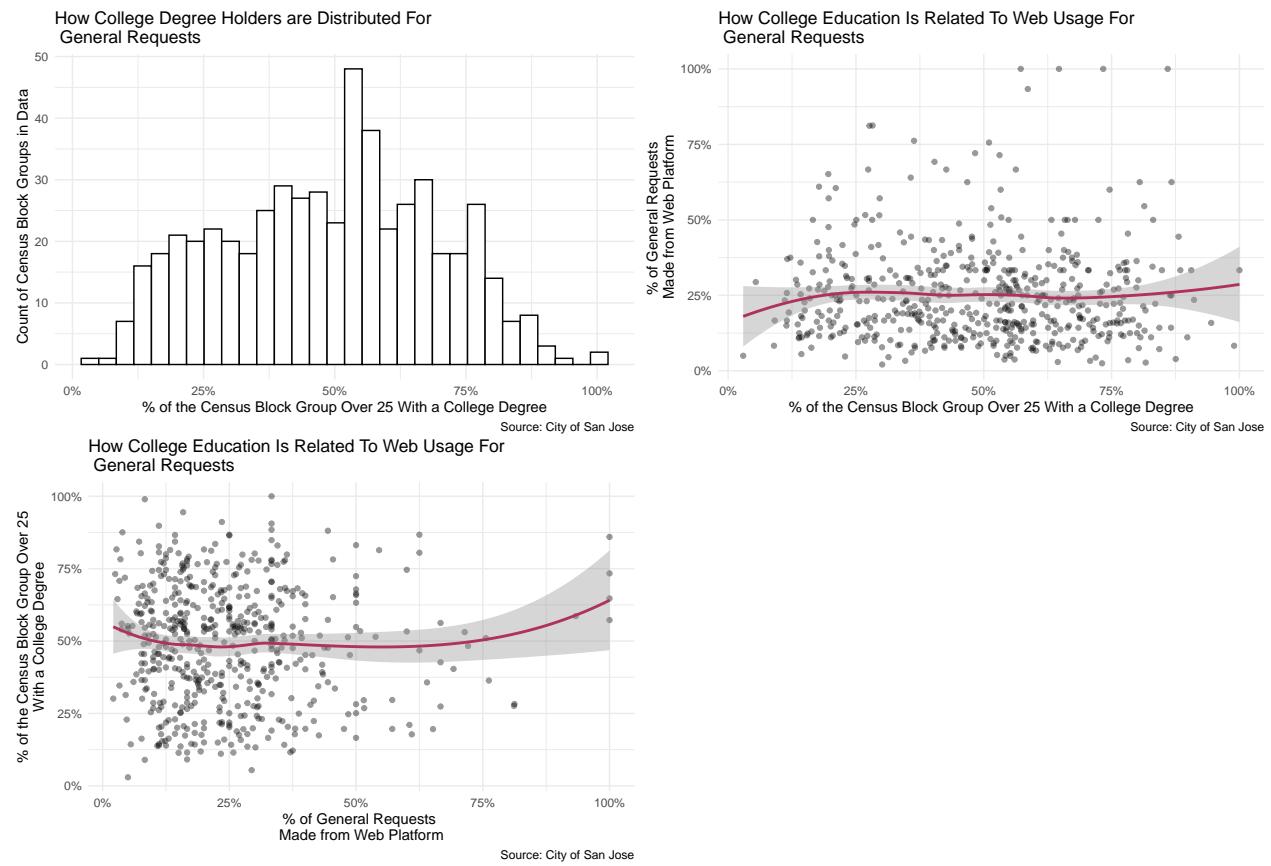


How Age Is Related To Web Usage For General Requests

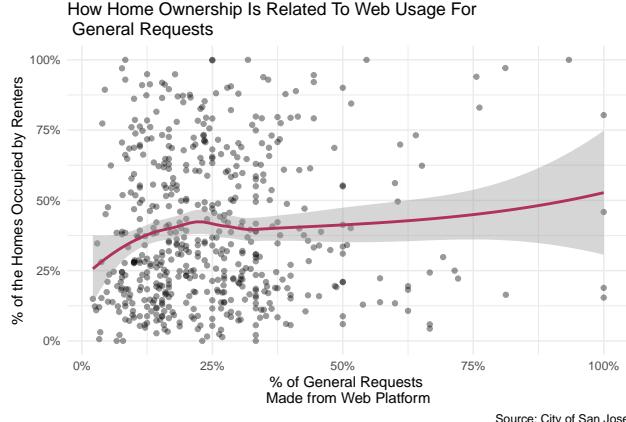
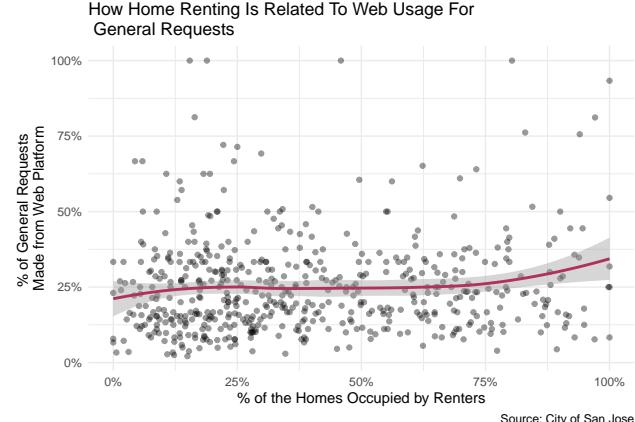
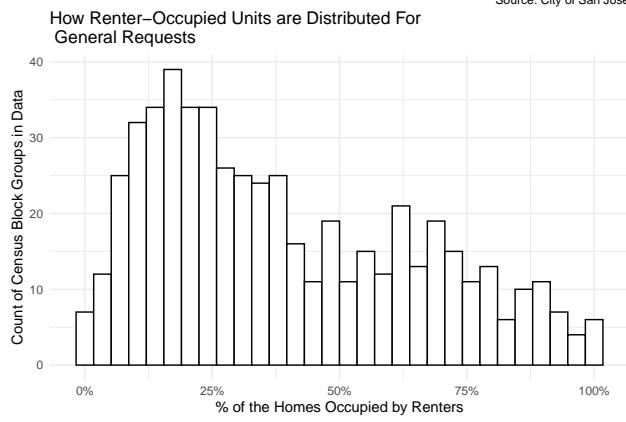
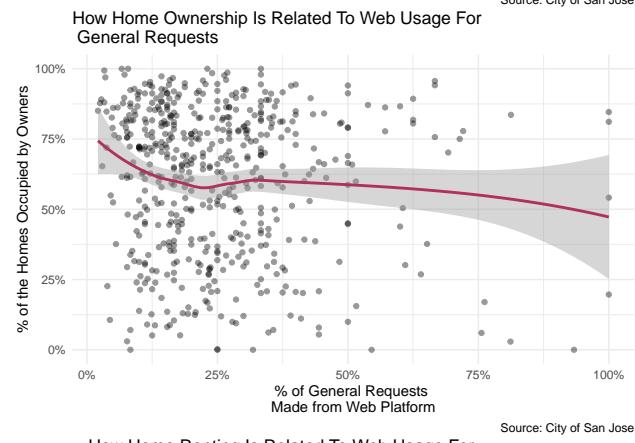
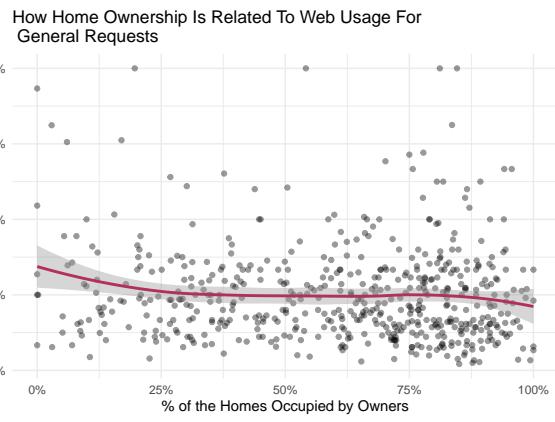
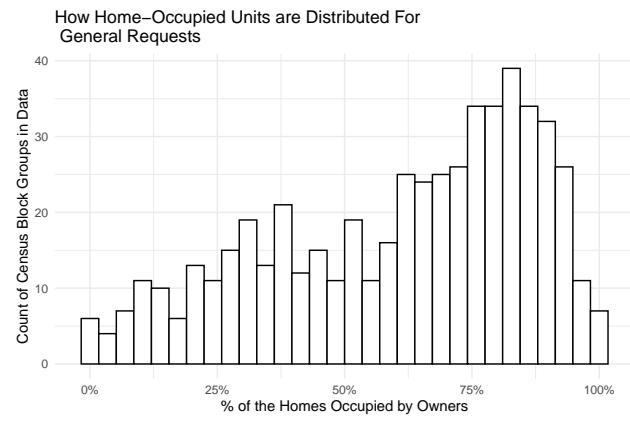


Source: City of San Jose

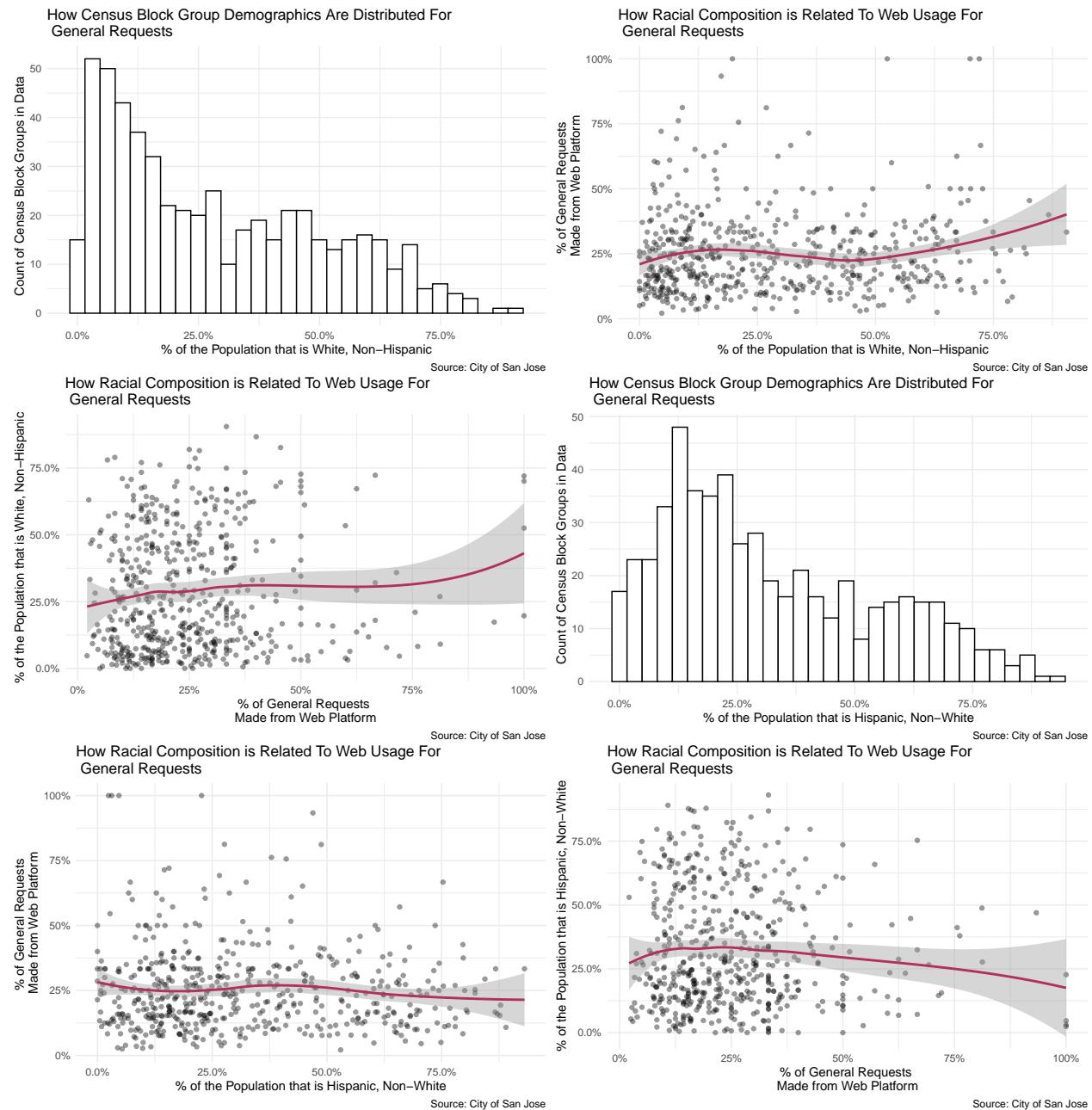
## MySanJose Web Platform - General Request - Education



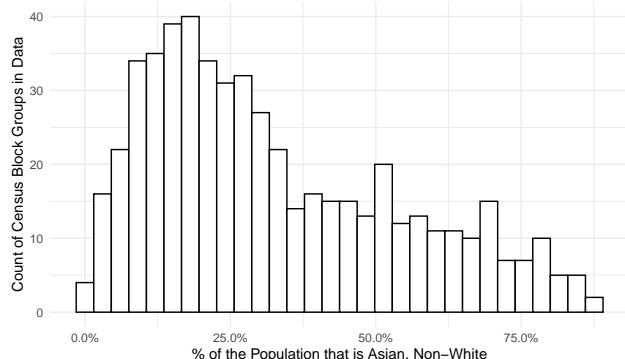
## MySanJose Web Platform - General Request - Home Ownership/Renting



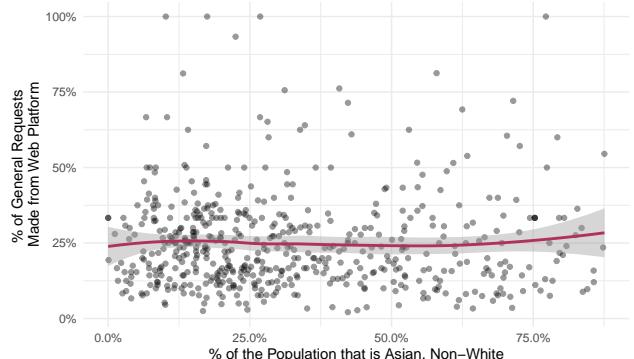
## MySanJose Web Platform - General Request - Race/Ethnicity



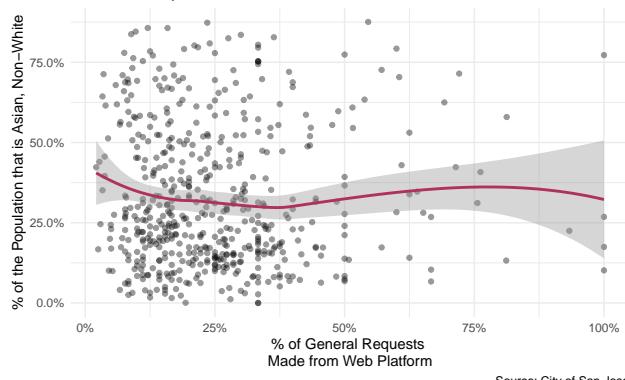
How Census Block Group Demographics Are Distributed For General Requests



How Racial Composition is Related To Web Usage For General Requests

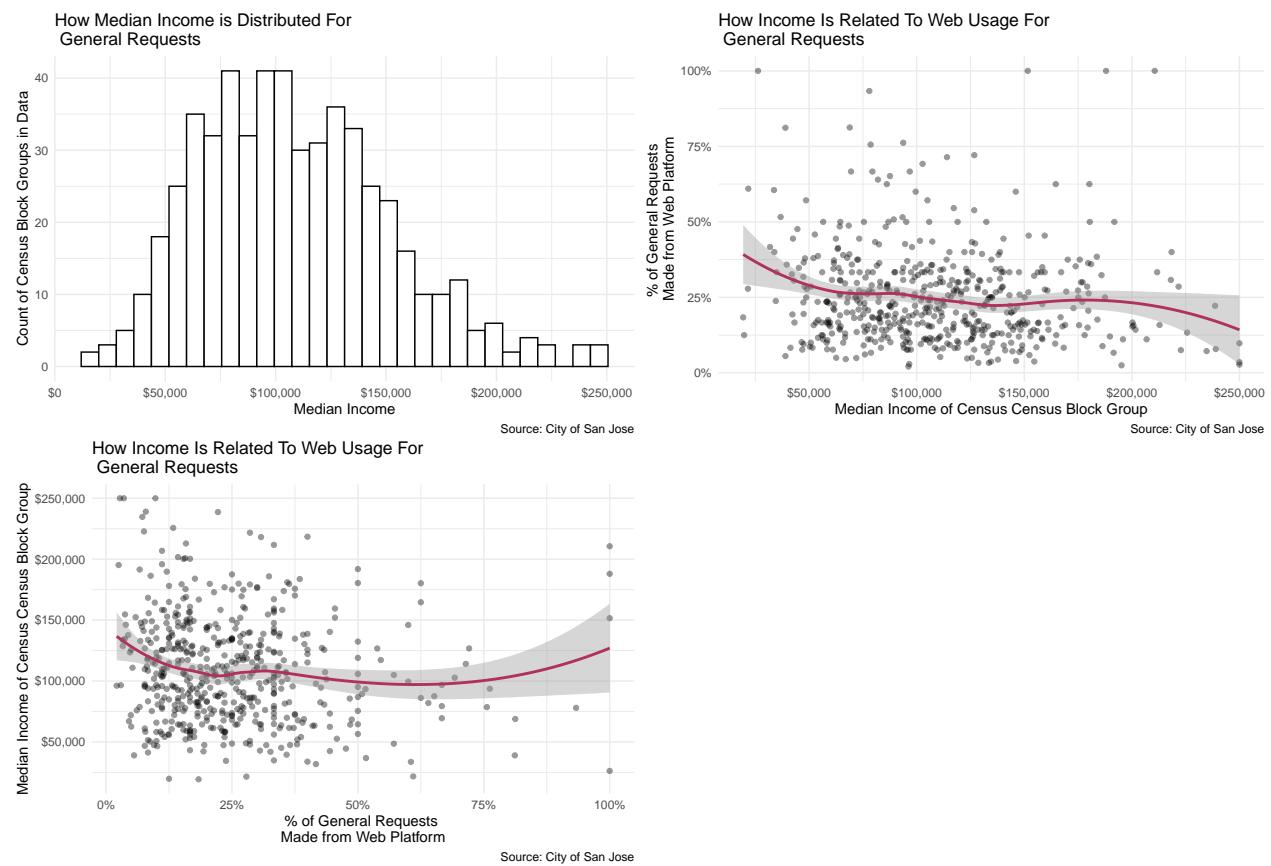


How Racial Composition is Related To Web Usage For General Requests

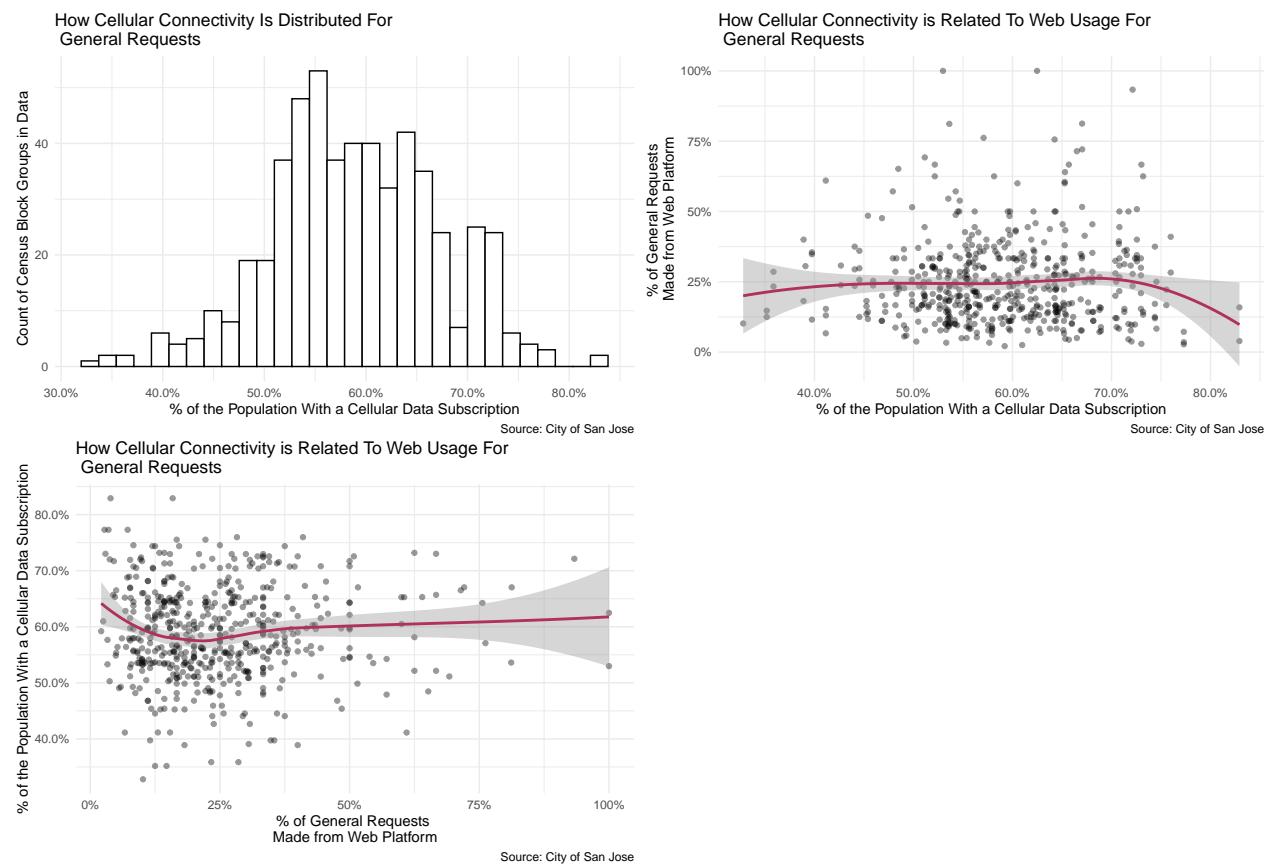


Source: City of San Jose

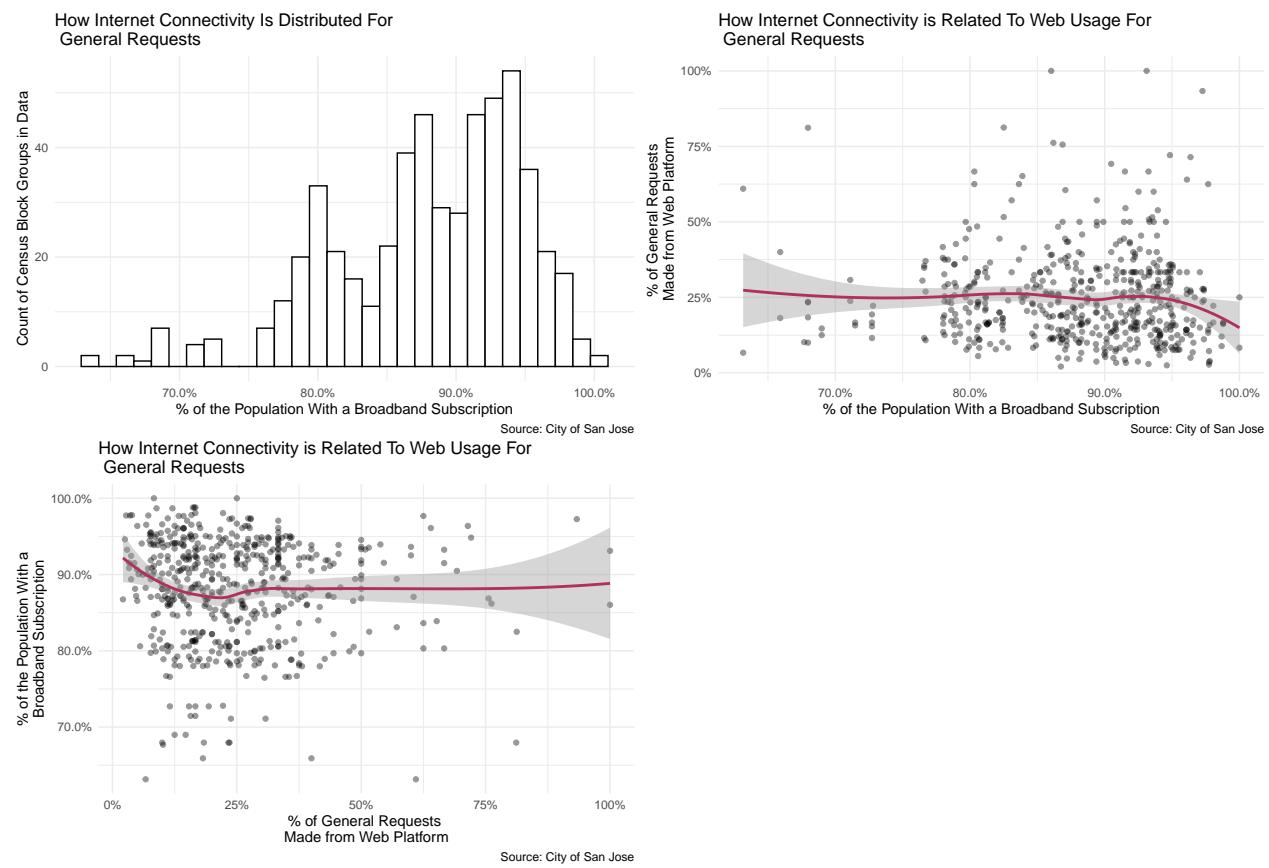
## MySanJose Web Platform - General Request - Income



## MySanJose Web Platform - General Request - Mobile Phone Access

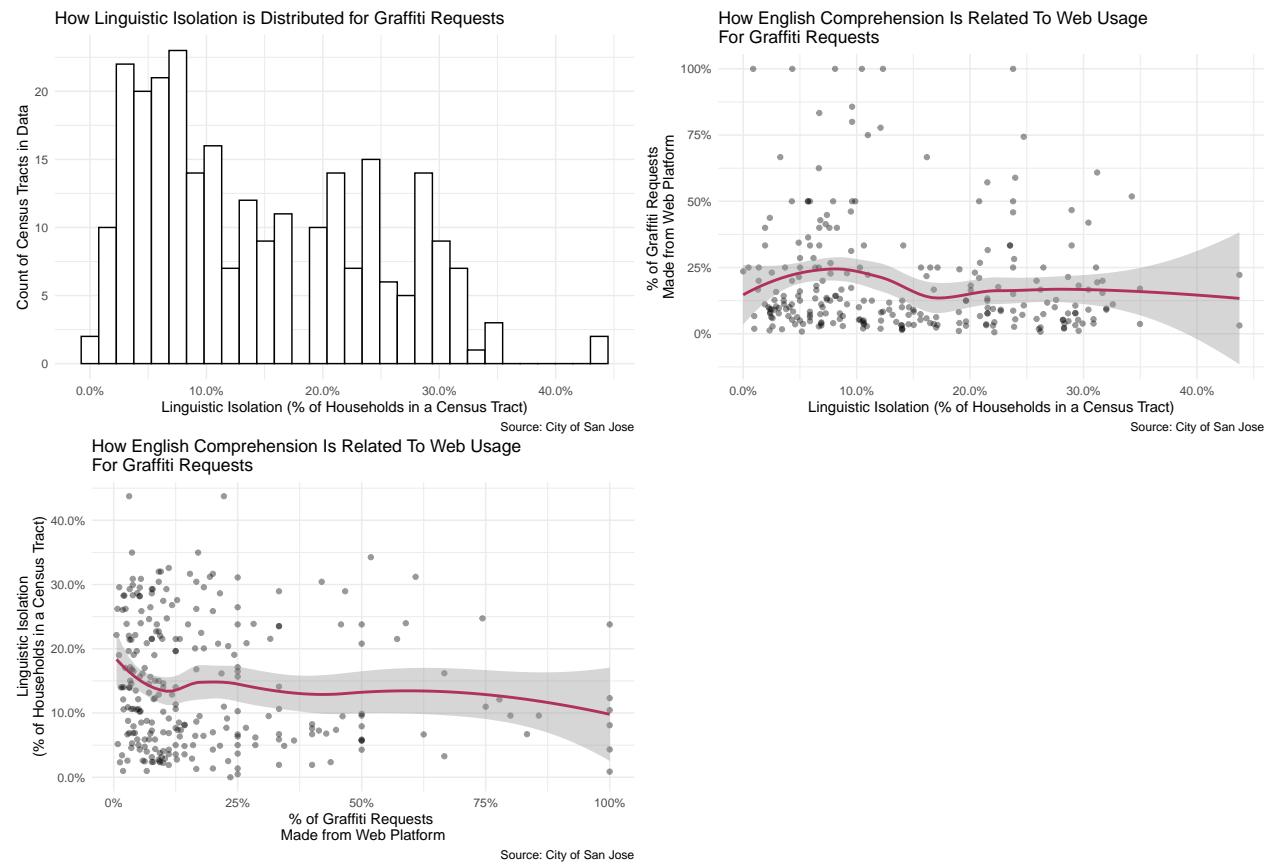


## MySanJose Web Platform - General Request - Broadband Access

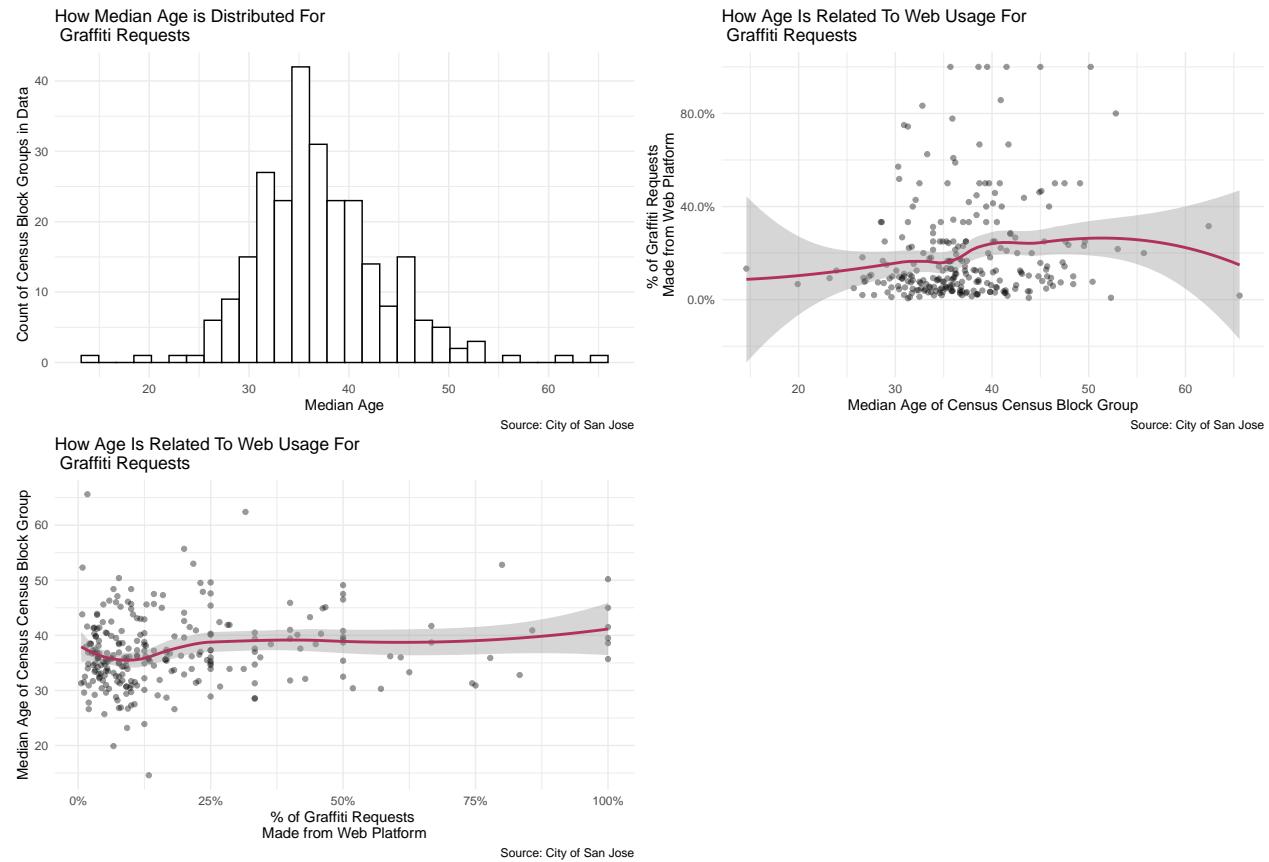


## Graffiti

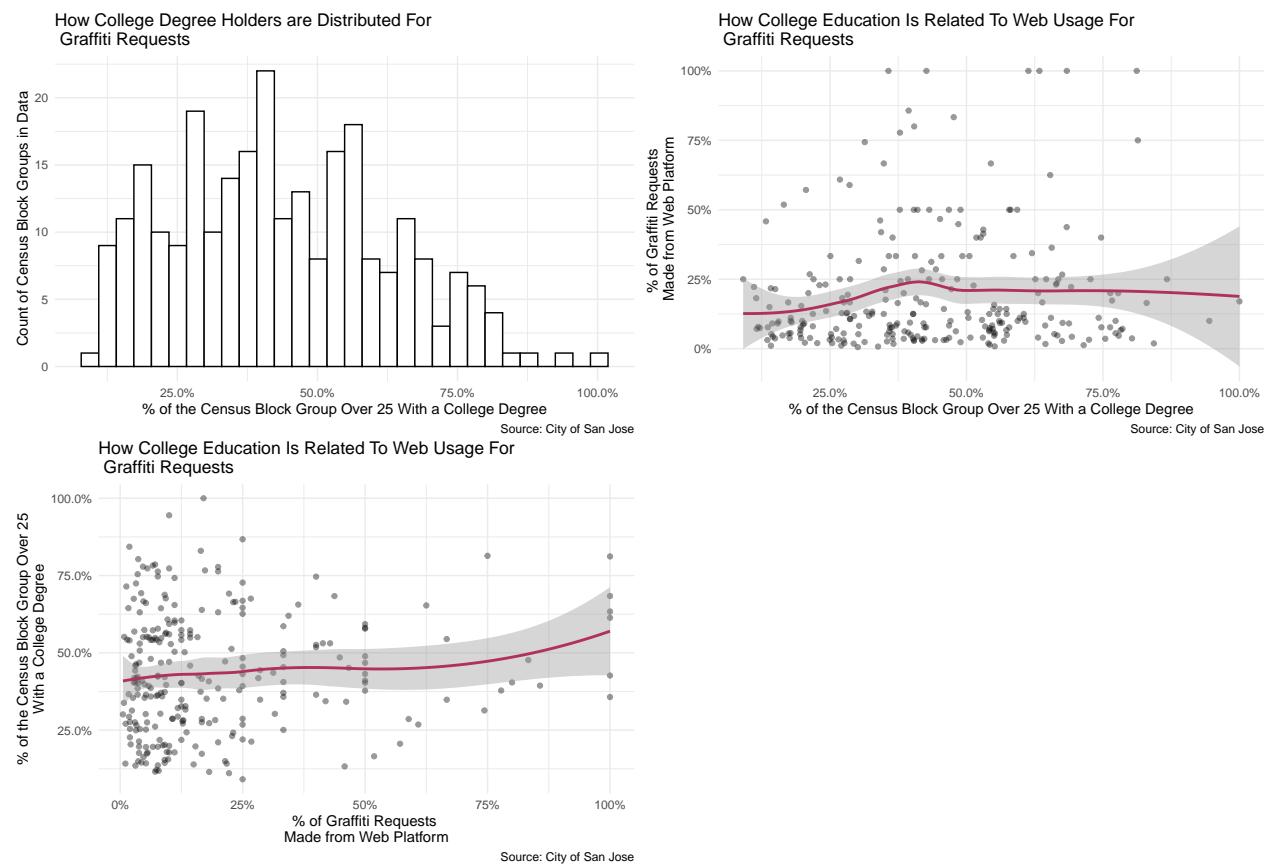
### MySanJose Web Platform - Graffiti Request - Language



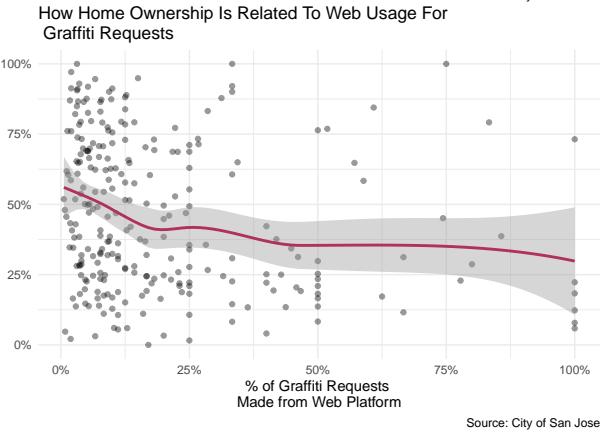
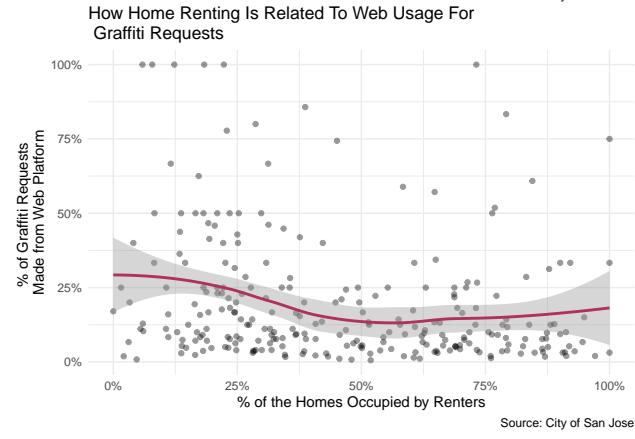
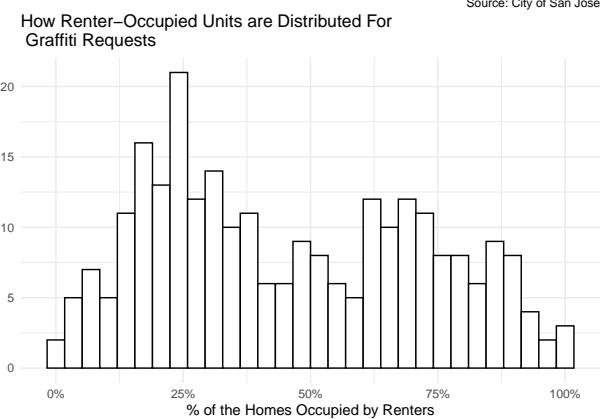
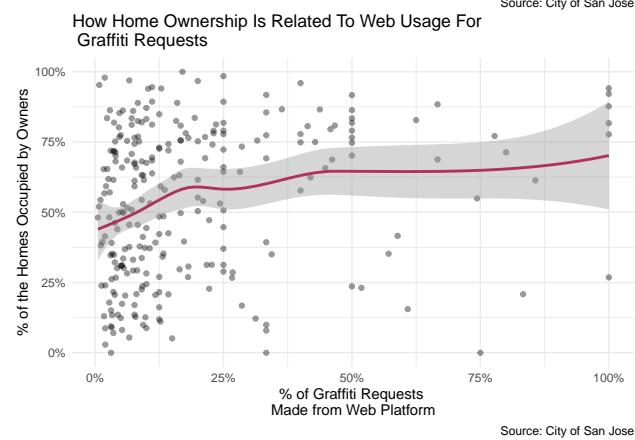
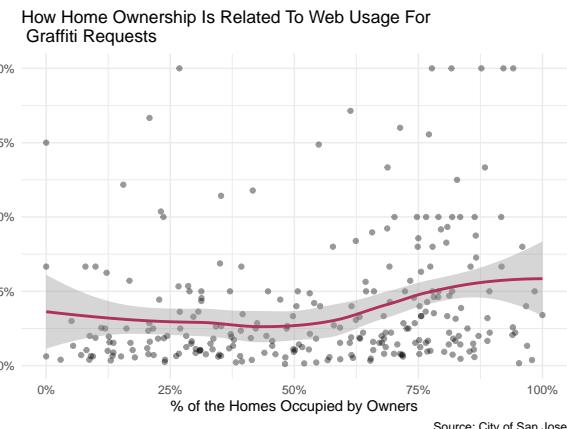
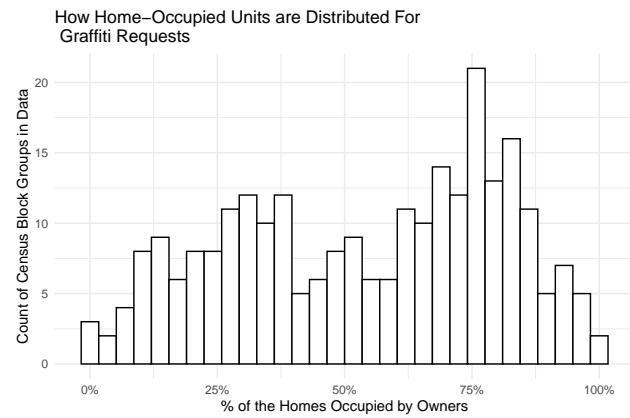
## MySanJose Web Platform - Graffiti Request - Age



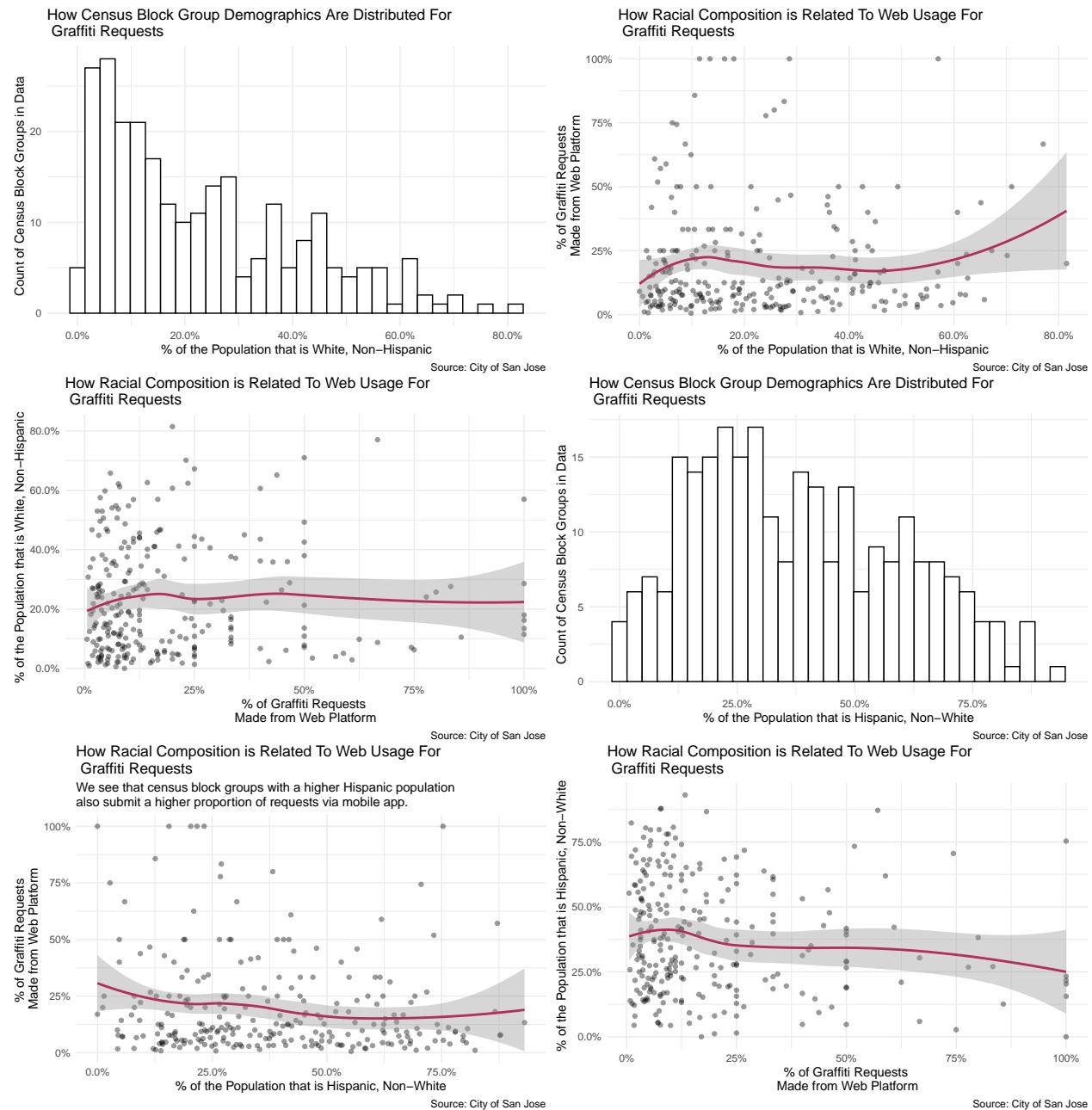
## MySanJose Web Platform - Graffiti Request - Education



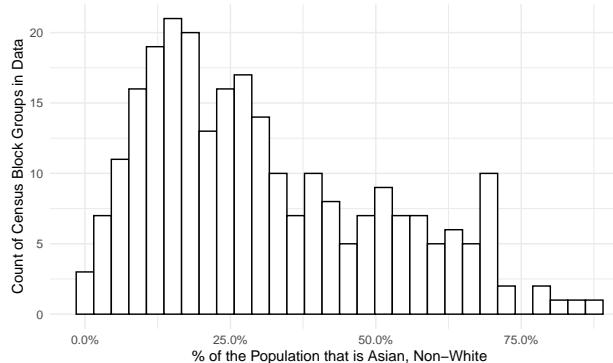
## MySanJose Web Platform - Graffiti Request - Home Ownership/Renting



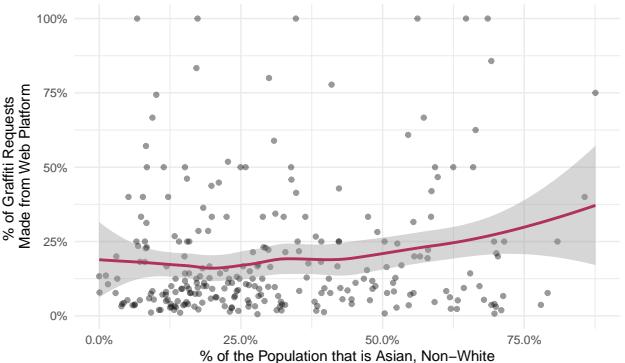
## MySanJose Web Platform - Graffiti Request - Race/Ethnicity



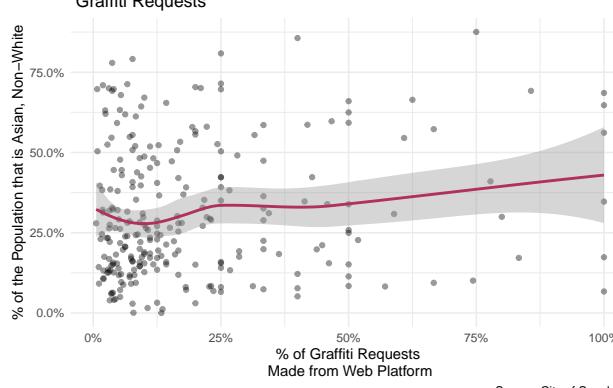
How Census Block Group Demographics Are Distributed For Graffiti Requests



How Racial Composition is Related To Web Usage For Graffiti Requests

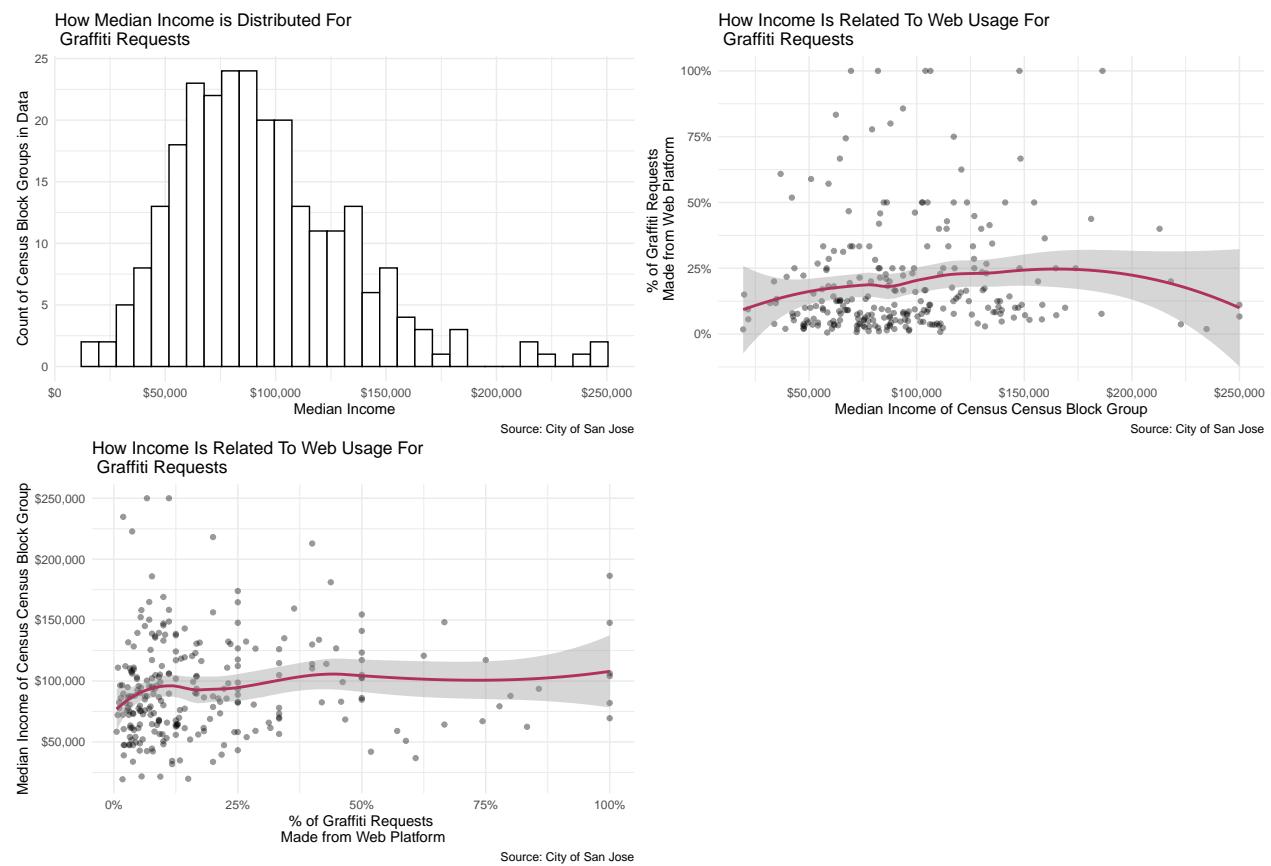


How Racial Composition is Related To Web Usage For Graffiti Requests

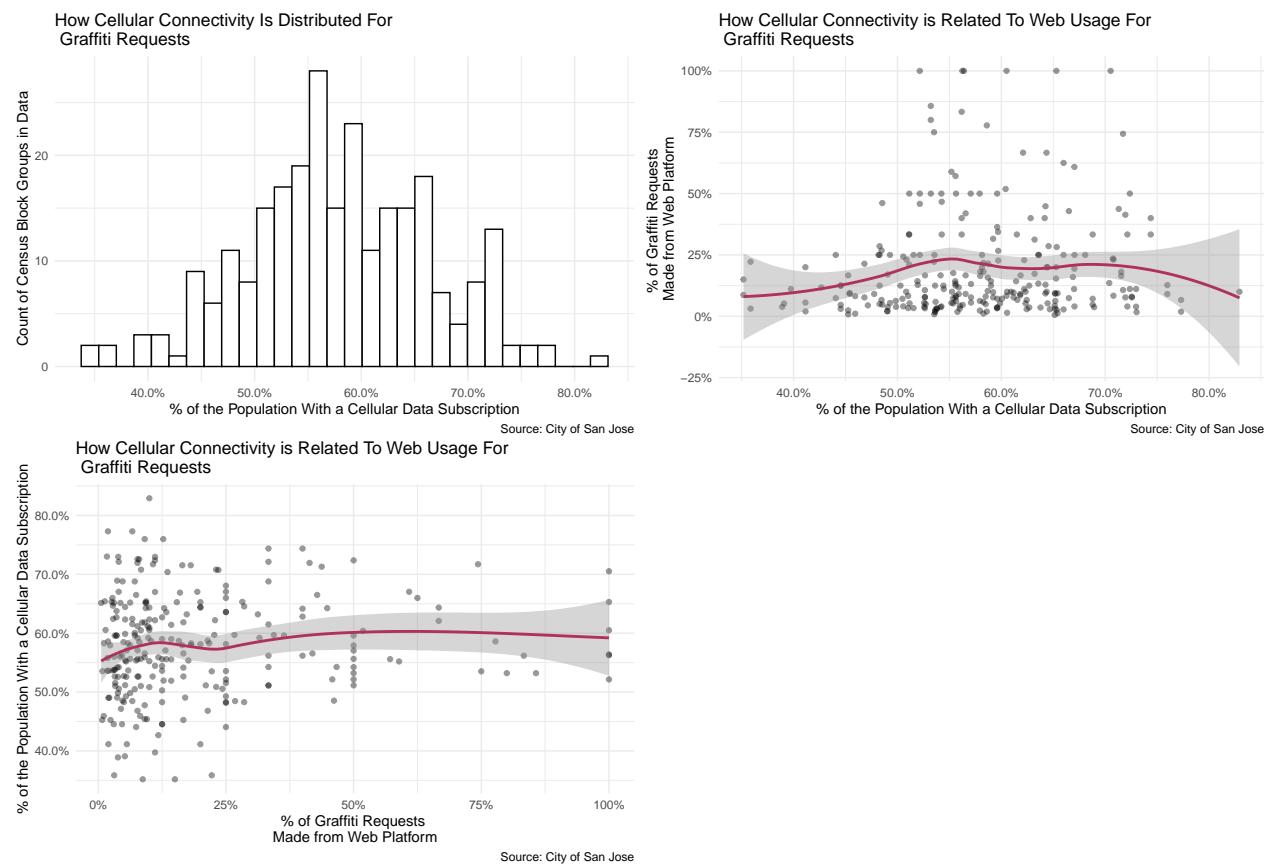


Source: City of San Jose

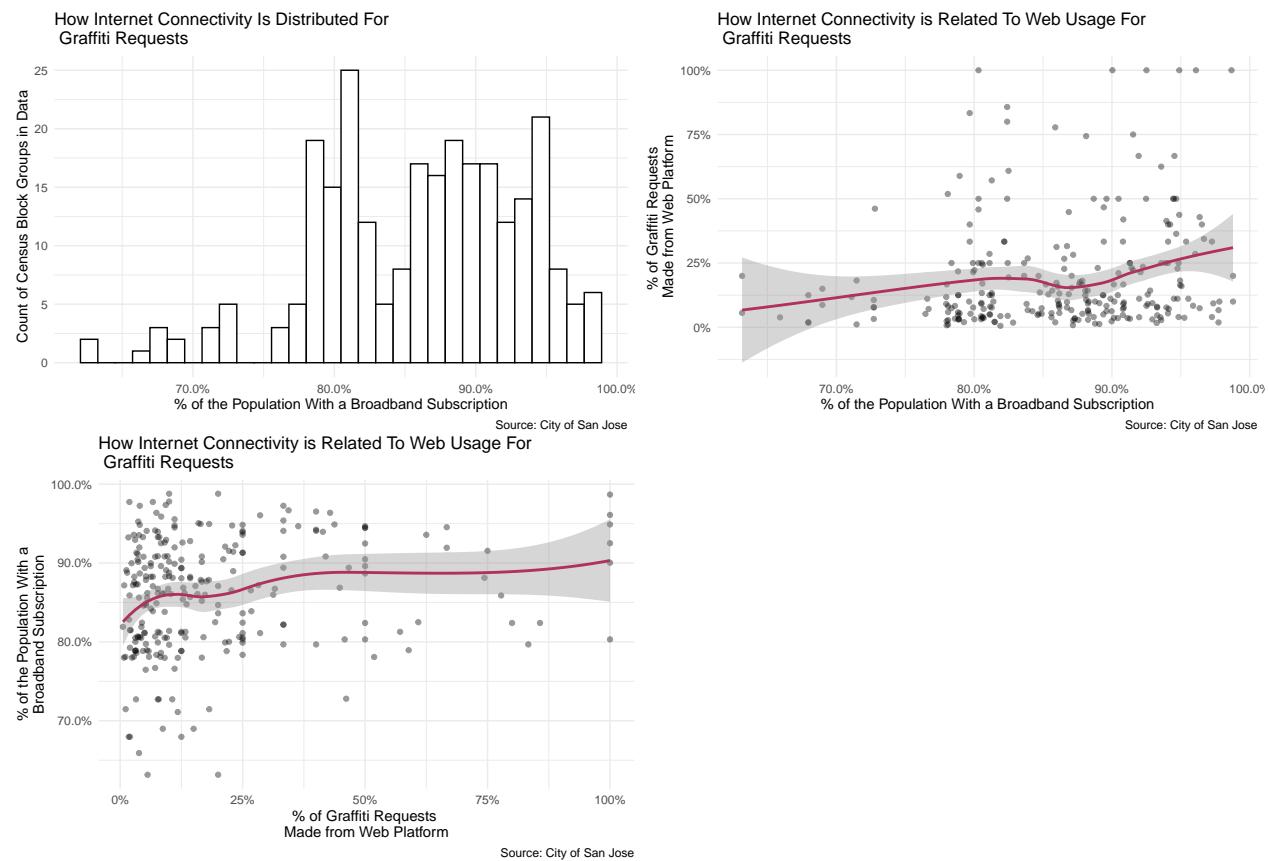
## MySanJose Web Platform - Graffiti Request - Income



## MySanJose Web Platform - Graffiti Request - Mobile Phone Access

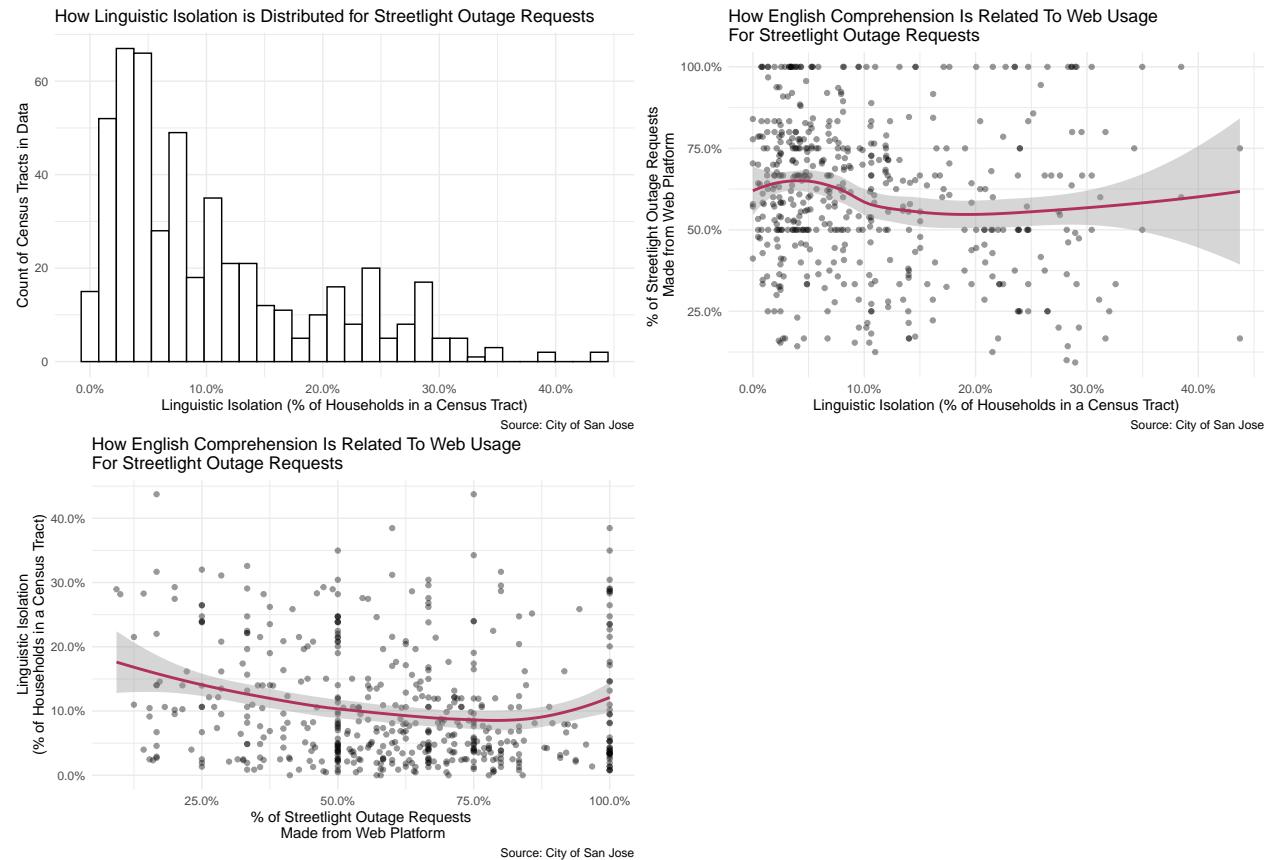


## MySanJose Web Platform - Graffiti Request - Broadband Access

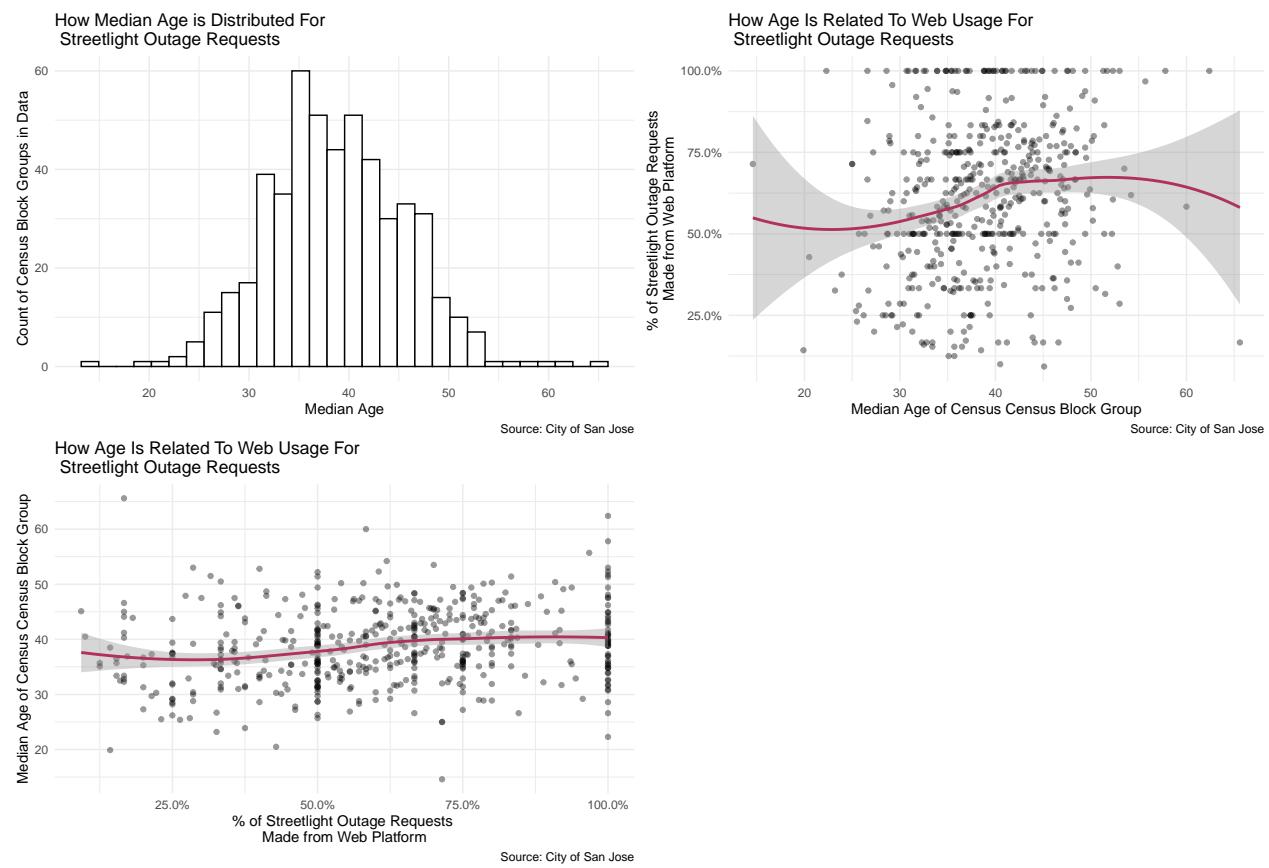


## Streetlight Outage

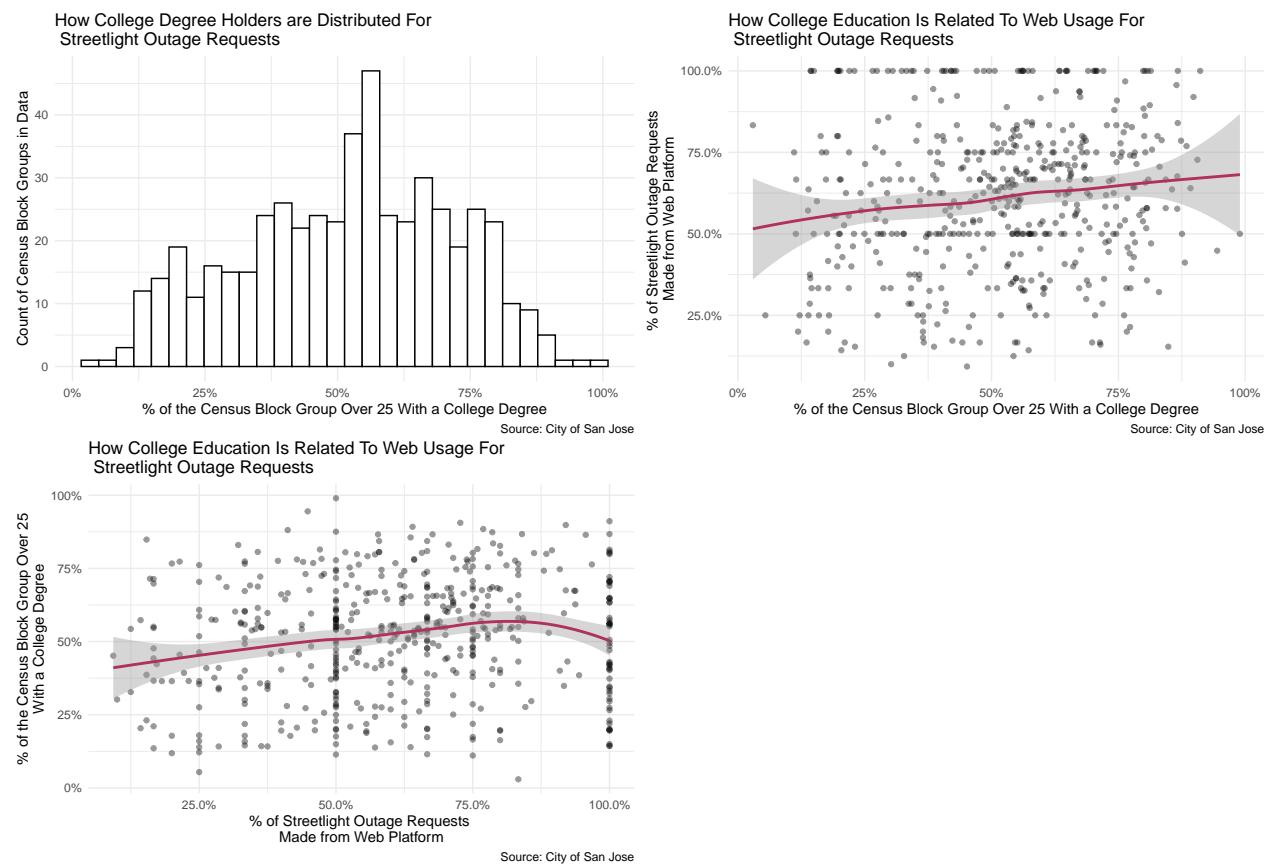
### MySanJose Web Platform - Streetlight Outage - Language



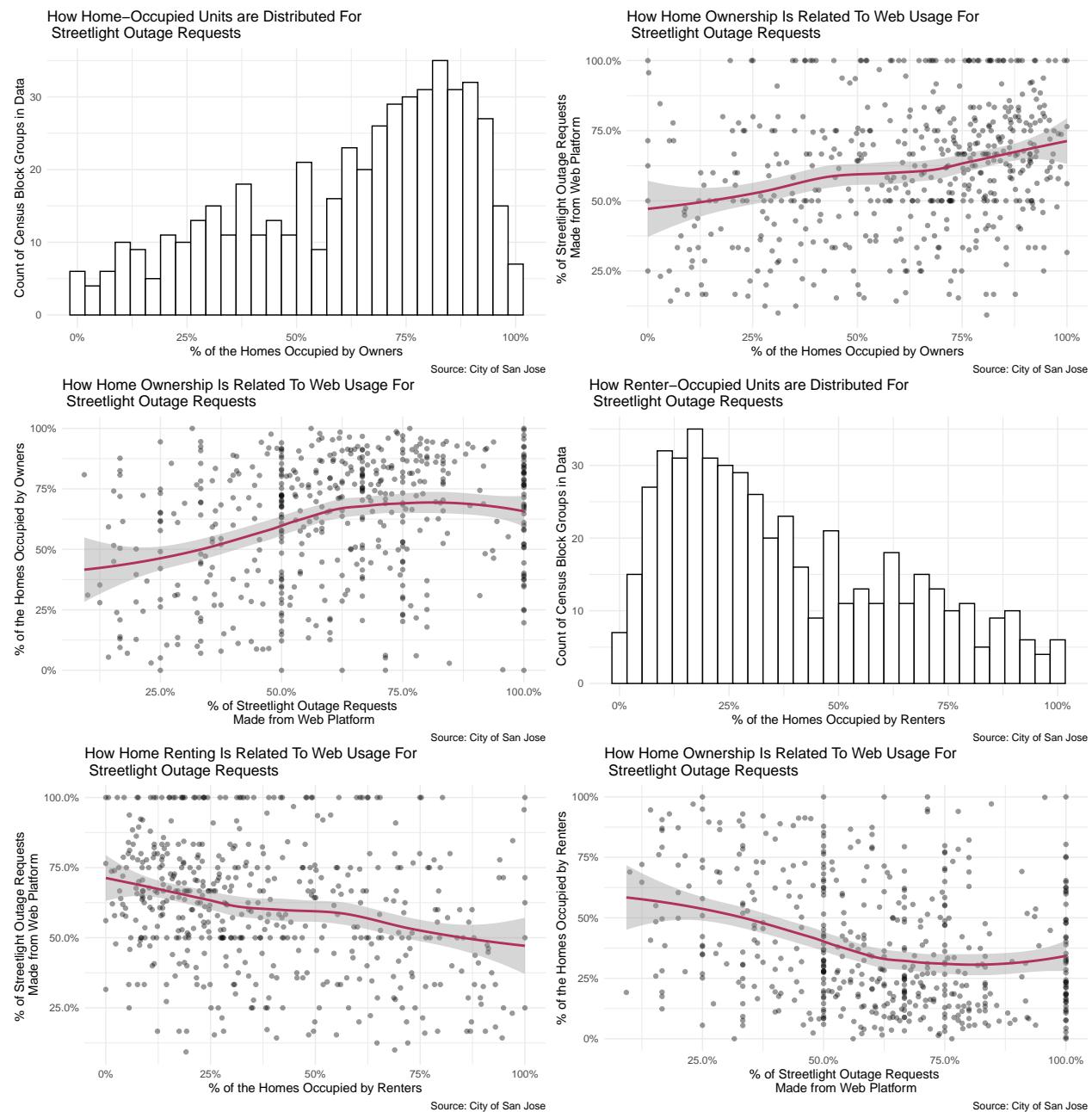
## MySanJose Web Platform - Streetlight Outage - Age



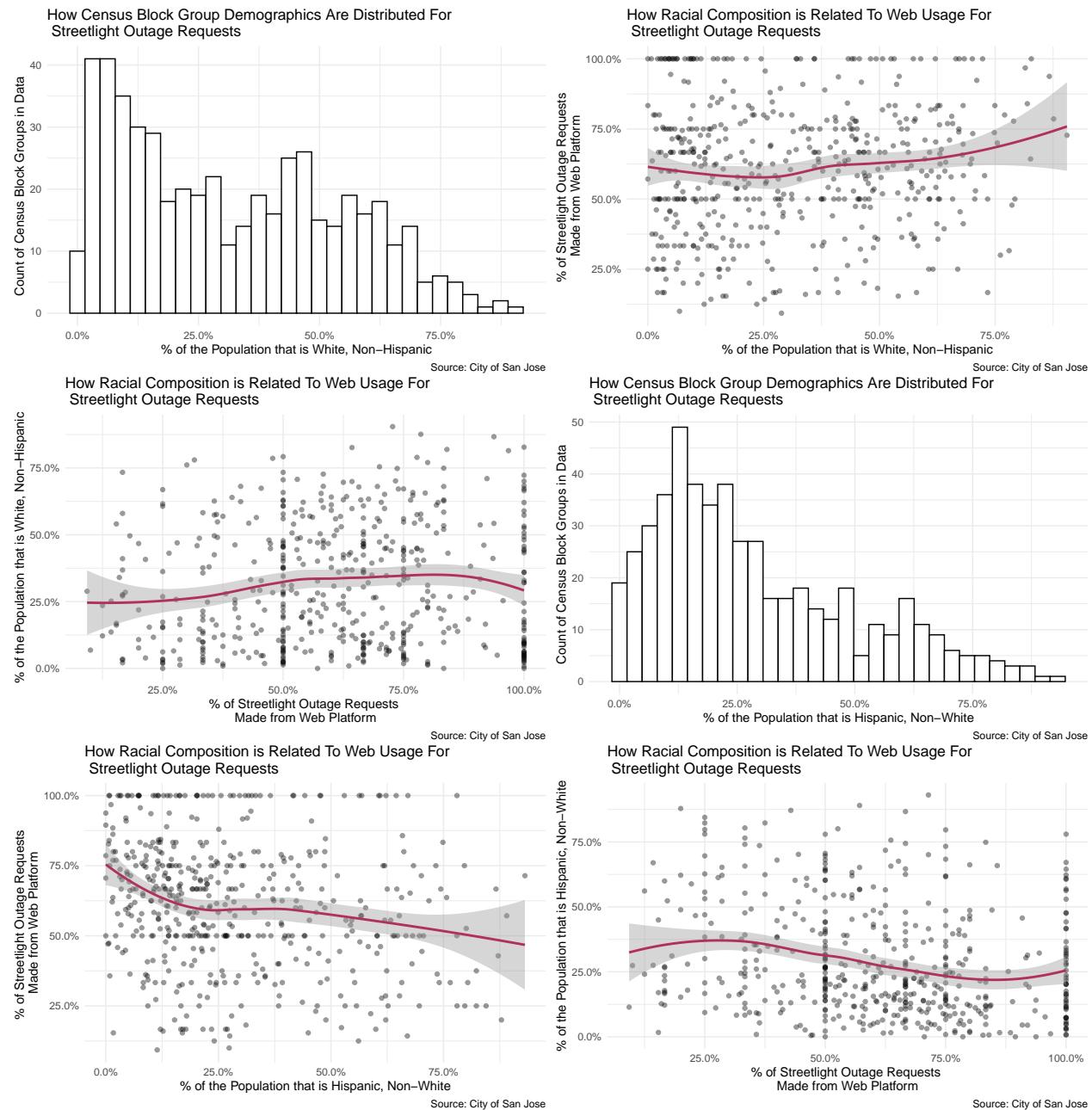
## MySanJose Web Platform - Streetlight Outage - Education



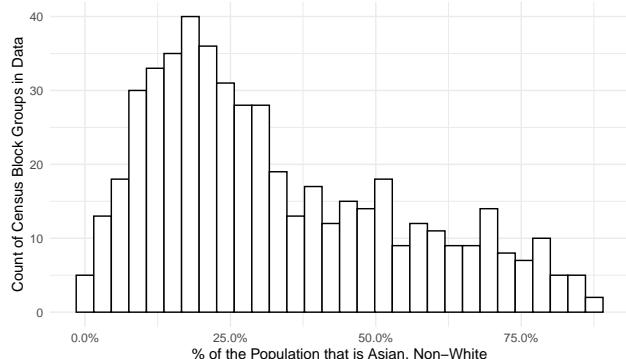
## MySanJose Web Platform - Streetlight Outage - Home Ownership/Renting



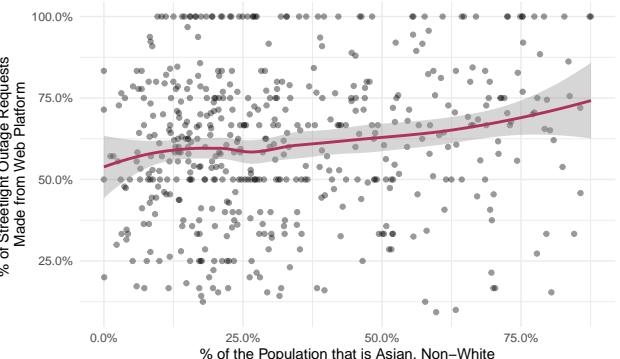
## MySanJose Web Platform - Streetlight Outage - Race/Ethnicity



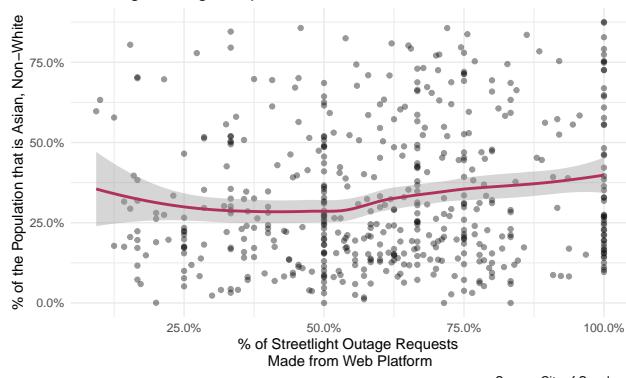
How Census Block Group Demographics Are Distributed For Streetlight Outage Requests



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

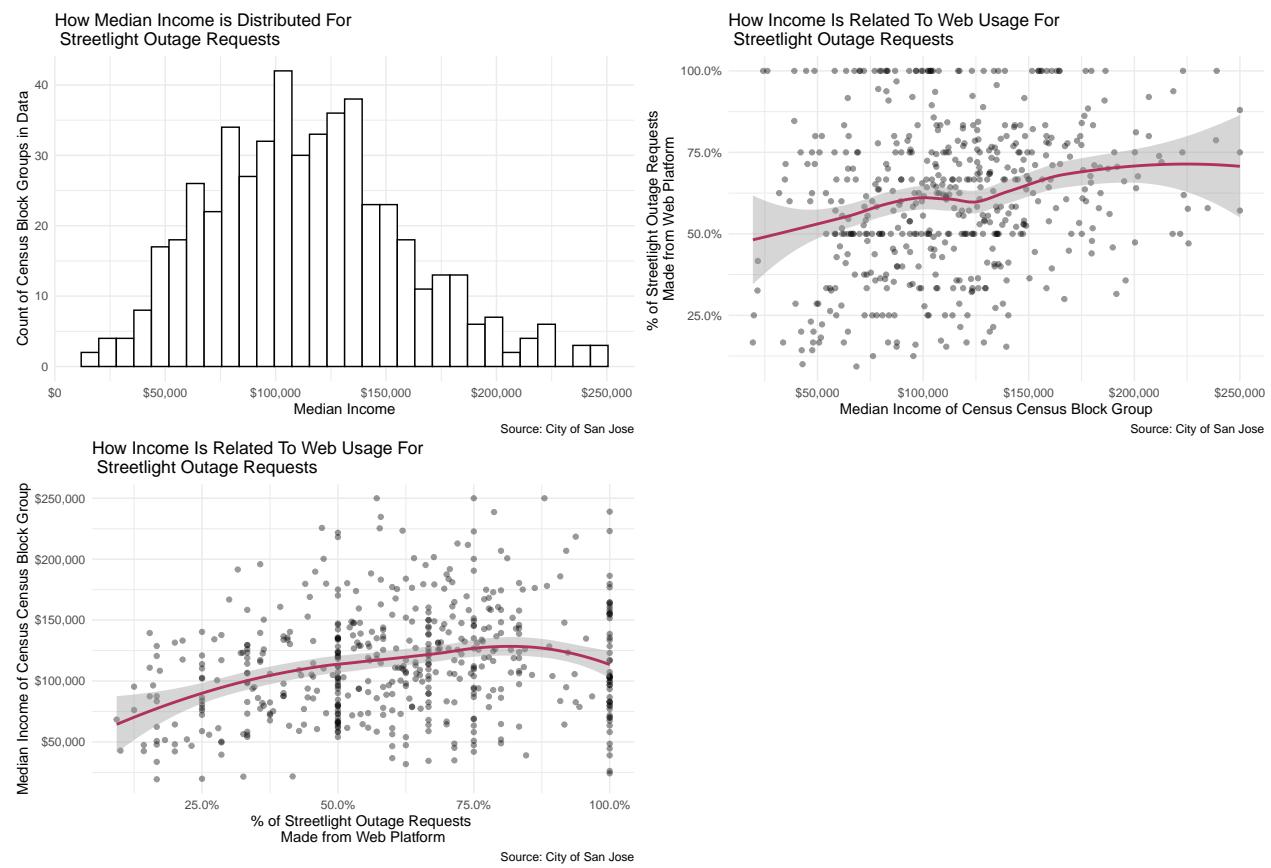


How Racial Composition is Related To Web Usage For Streetlight Outage Requests

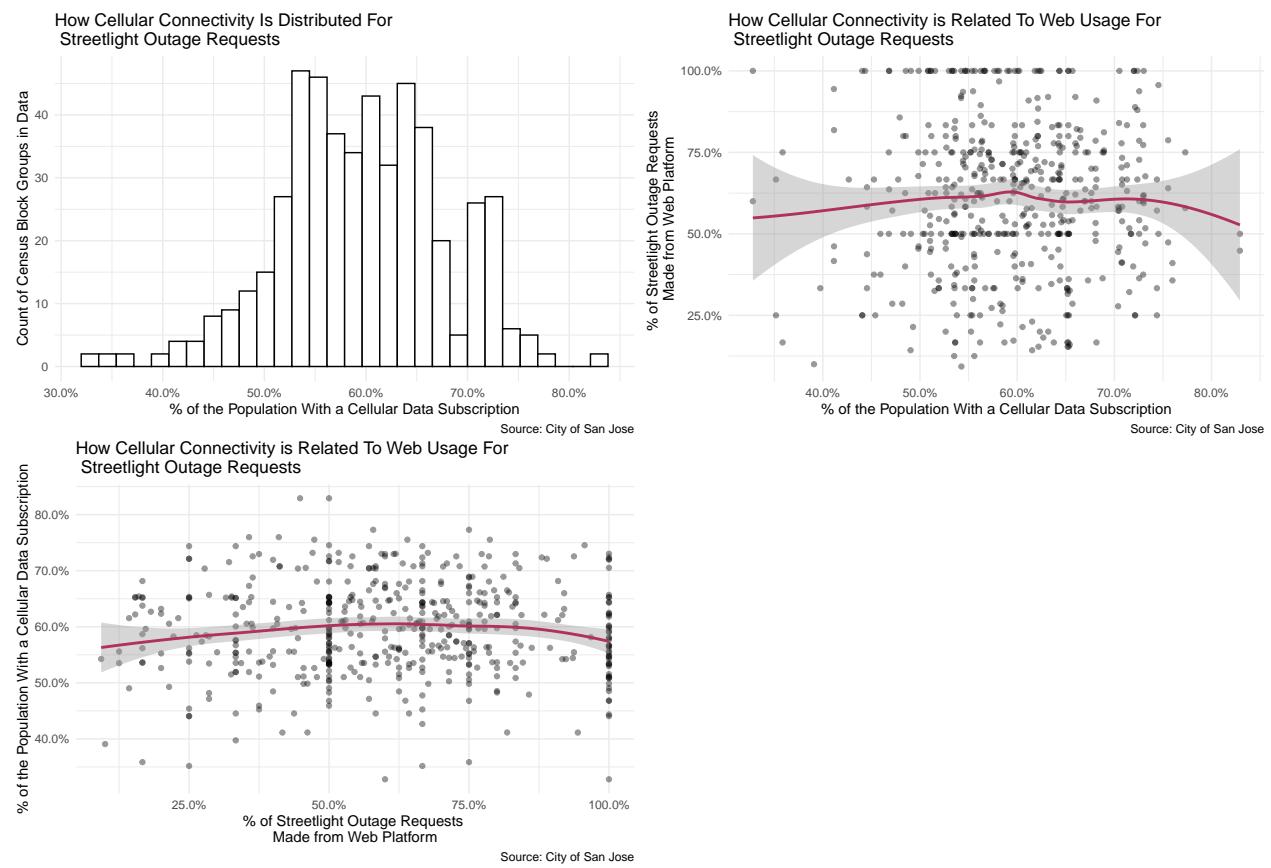


Source: City of San Jose

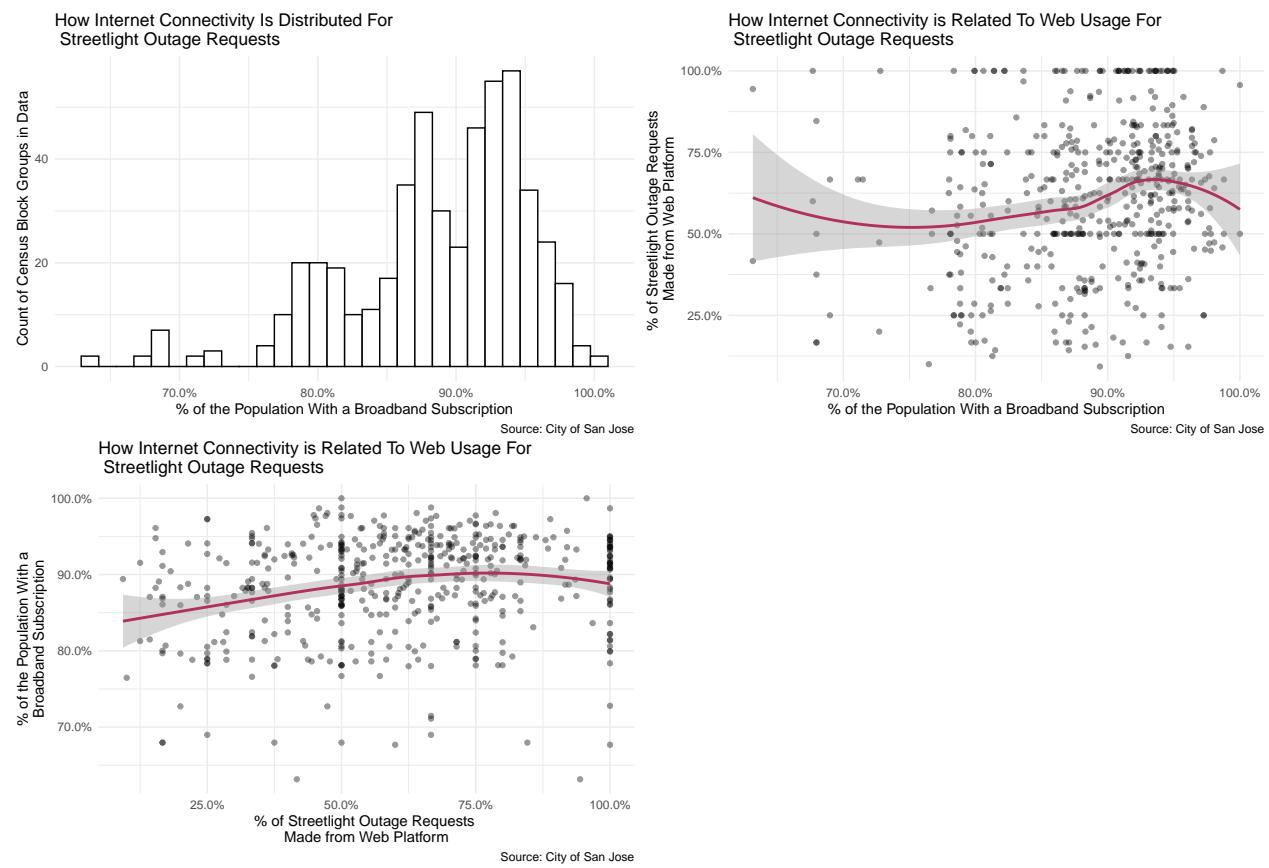
## MySanJose Web Platform - Streetlight Outage - Income



## MySanJose Web Platform - Streetlight Outage - Mobile Phone Access

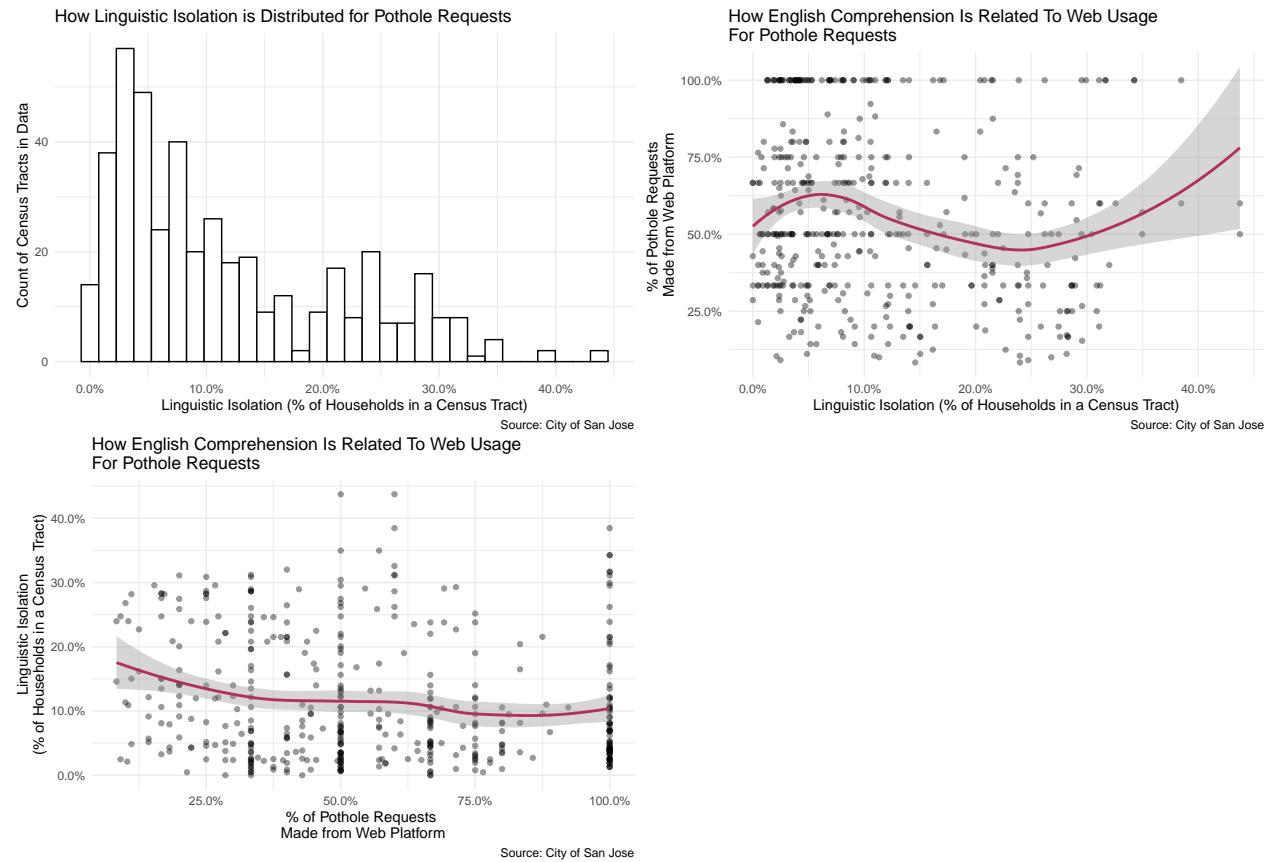


## MySanJose Web Platform - Streetlight Outage - Broadband Access

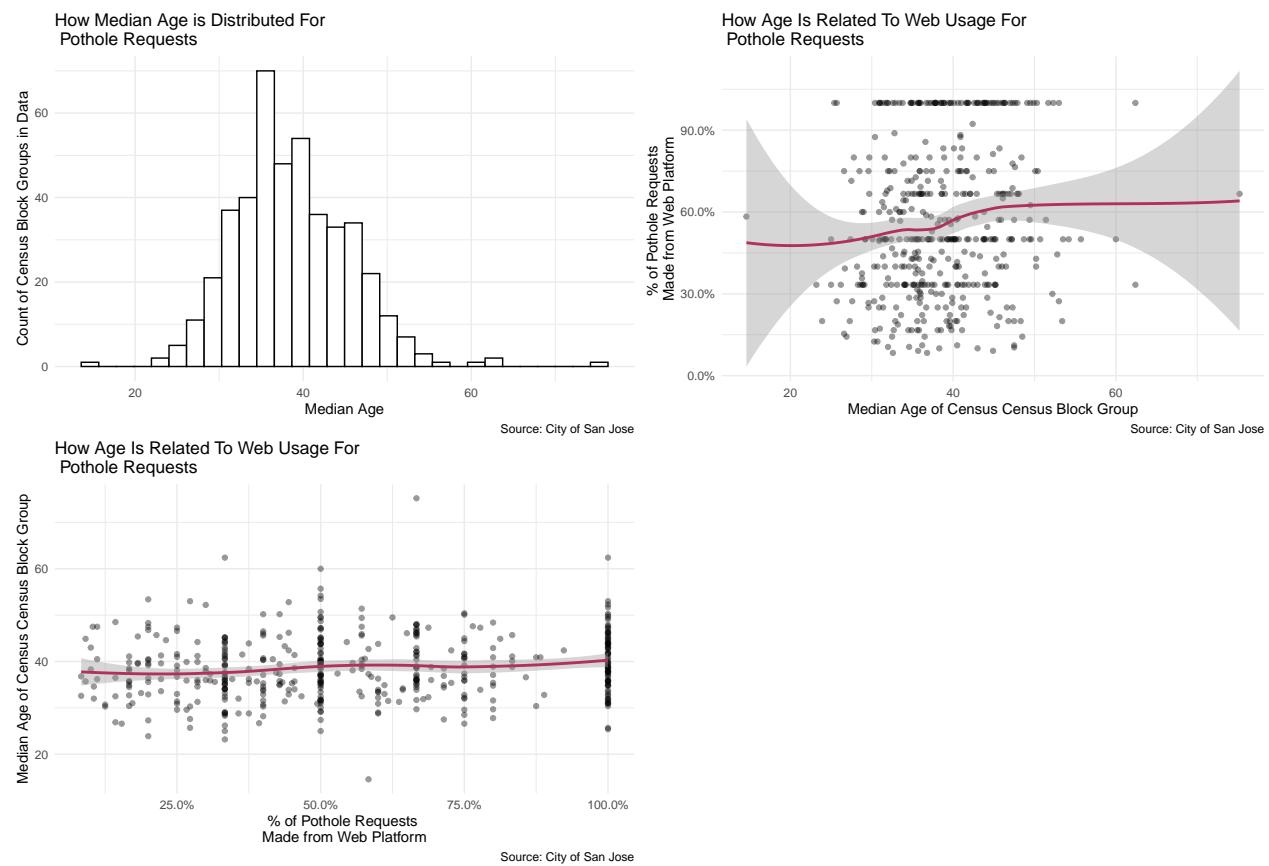


## Pothole

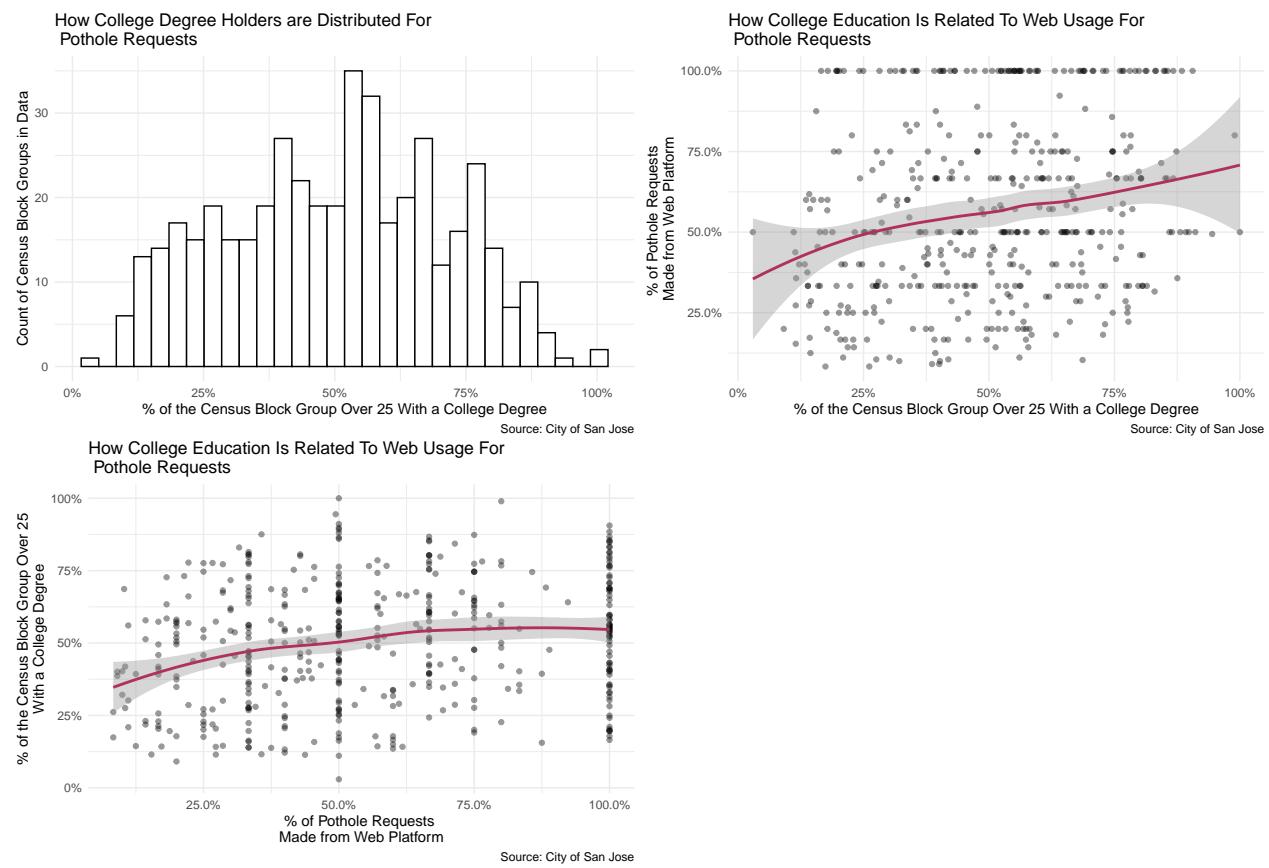
### MySanJose Web Platform - Pothole - Language



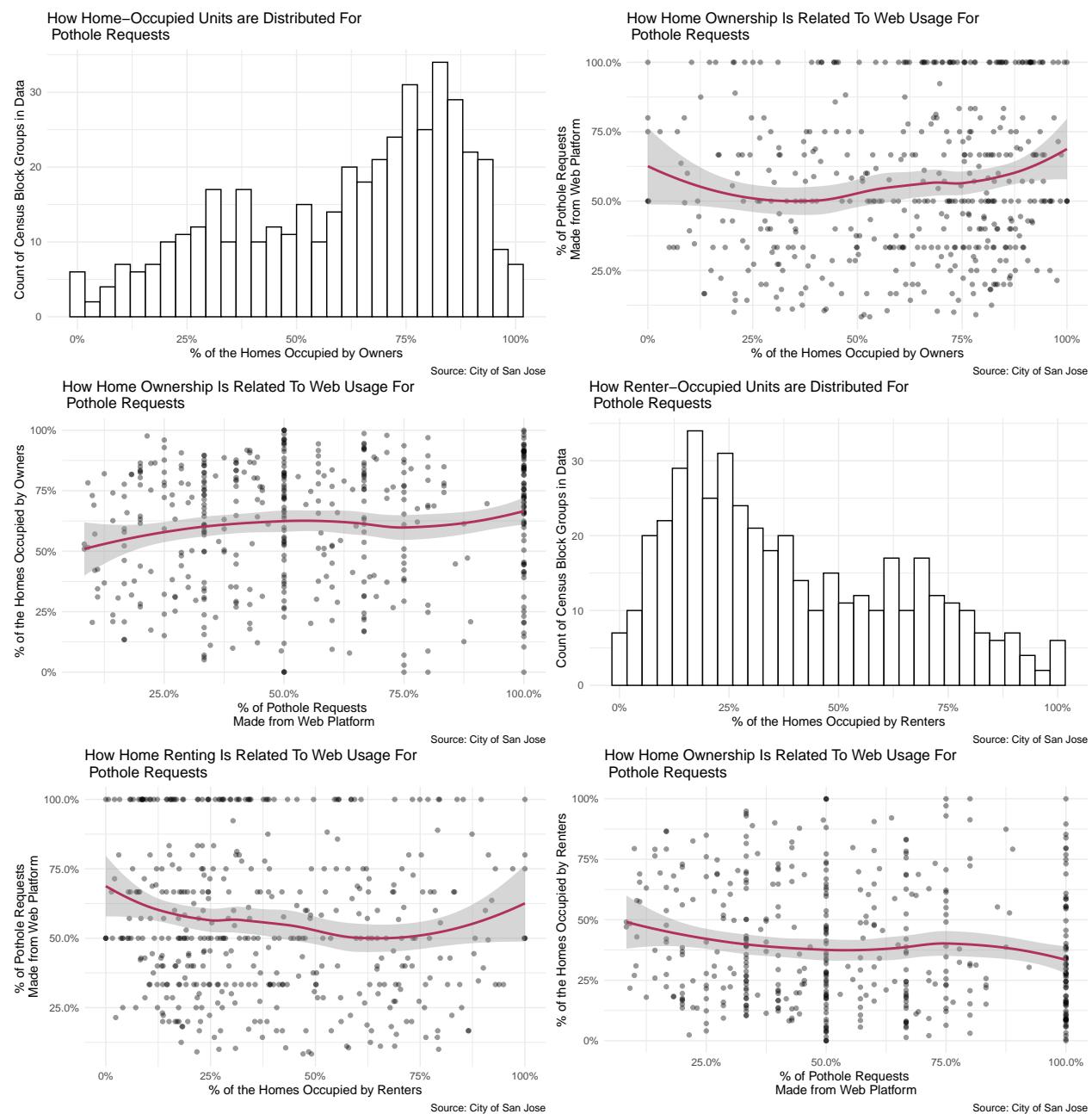
## MySanJose Web Platform - Pothole - Age



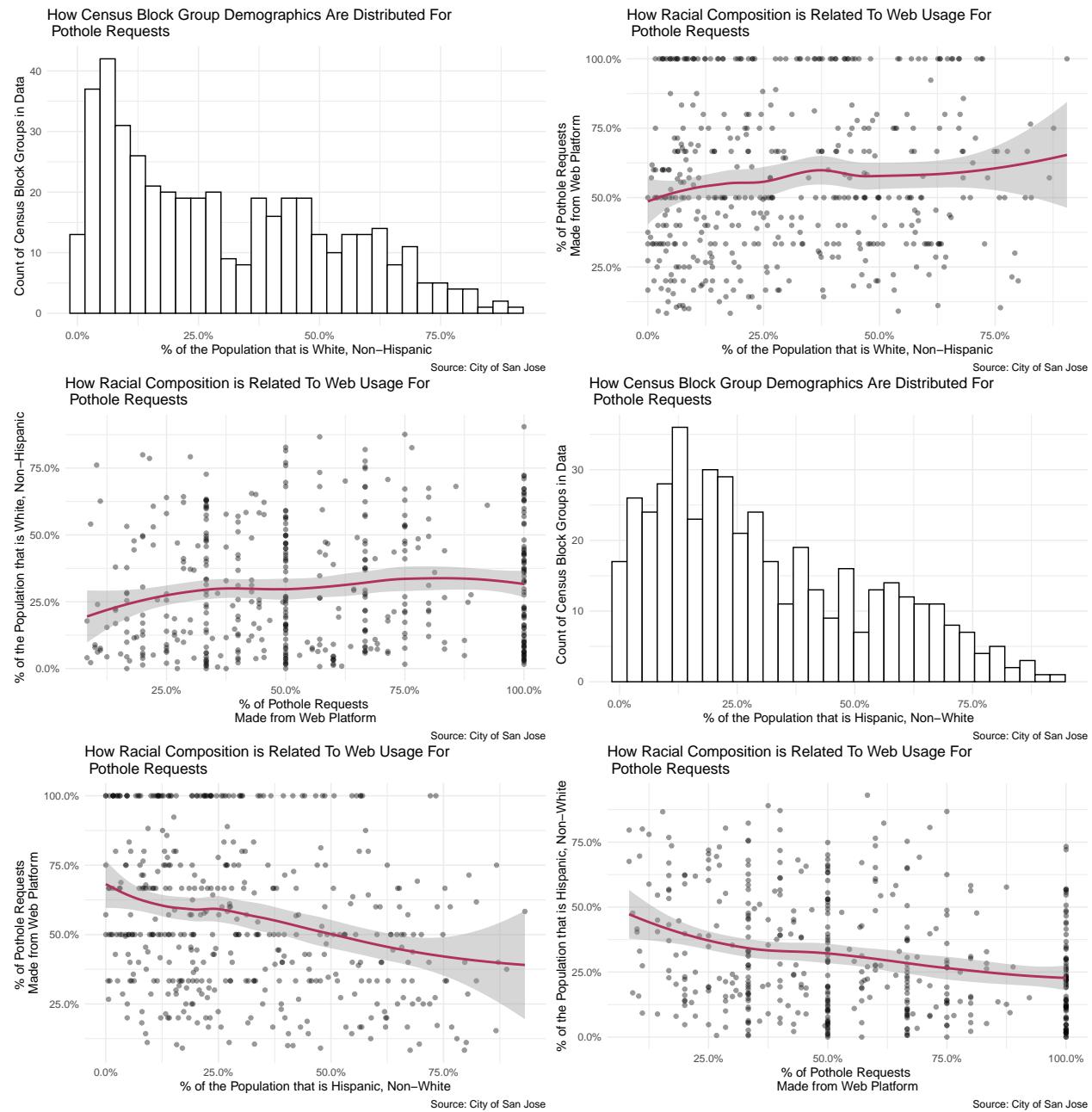
## MySanJose Web Platform - Pothole - Education



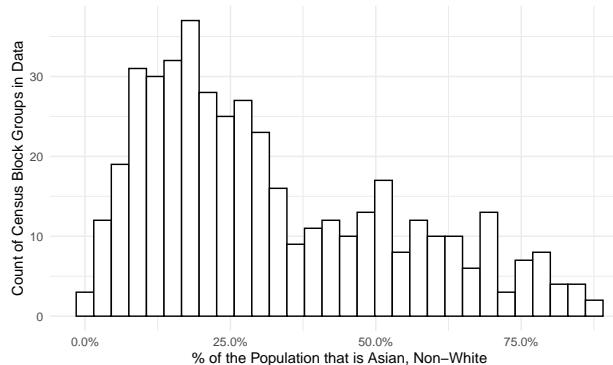
## MySanJose Web Platform - Pothole - Home Ownership/Renting



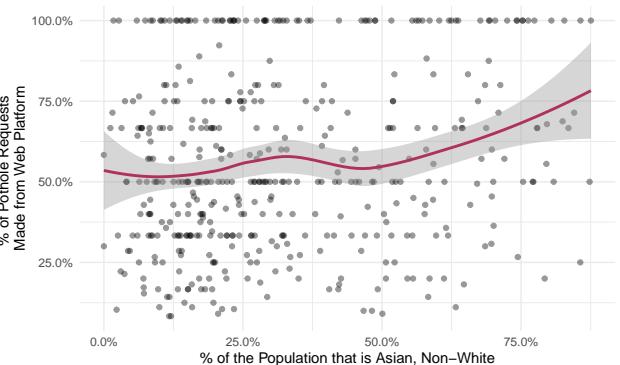
## MySanJose Web Platform - Pothole - Race/Ethnicity



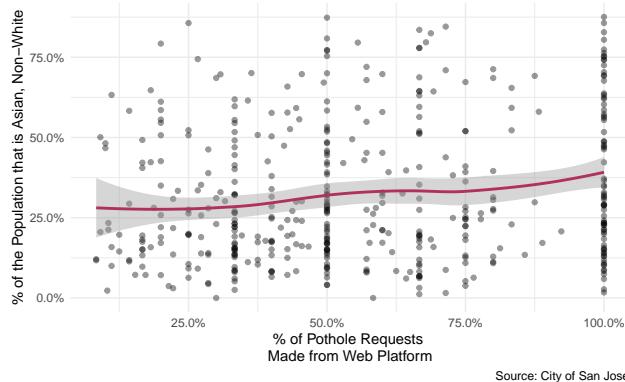
How Census Block Group Demographics Are Distributed For Pothole Requests



How Racial Composition is Related To Web Usage For Pothole Requests

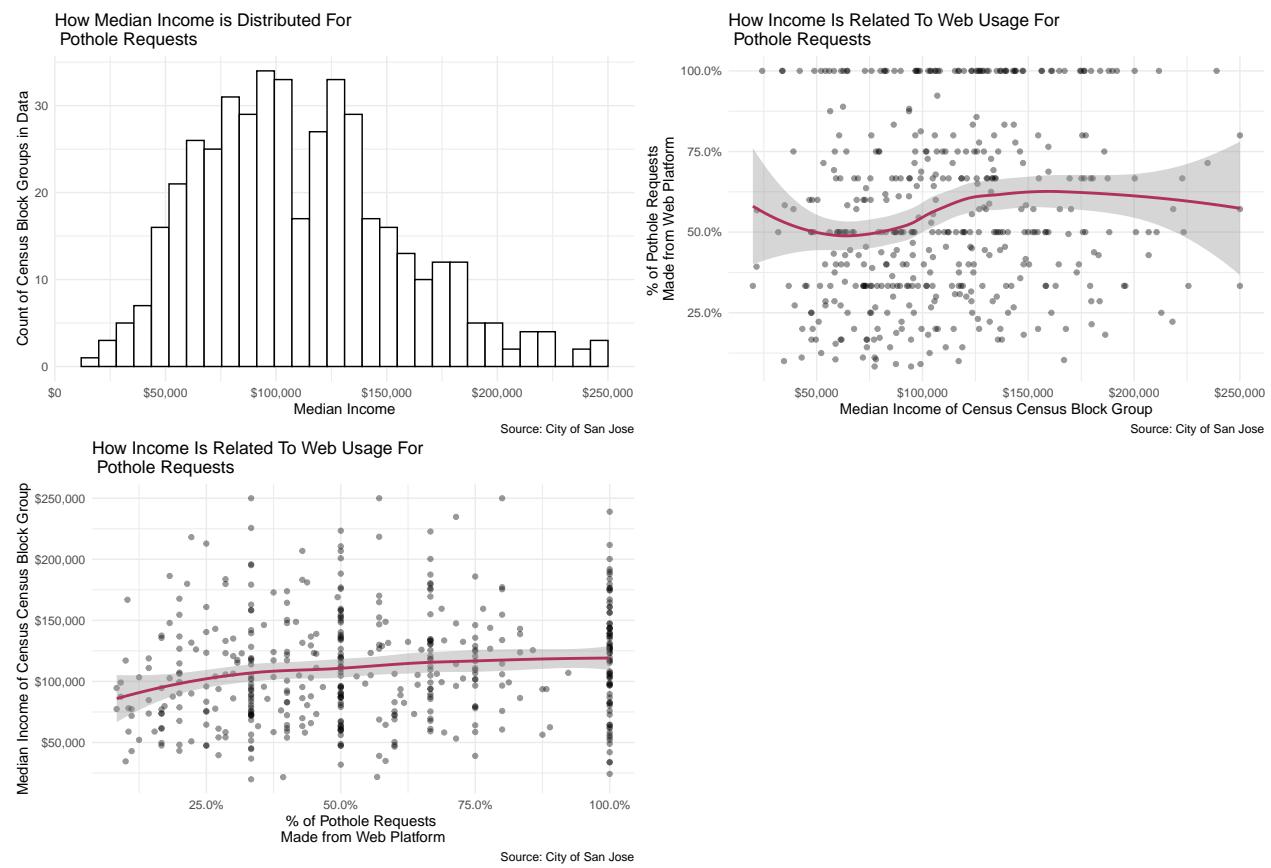


How Racial Composition is Related To Web Usage For Pothole Requests

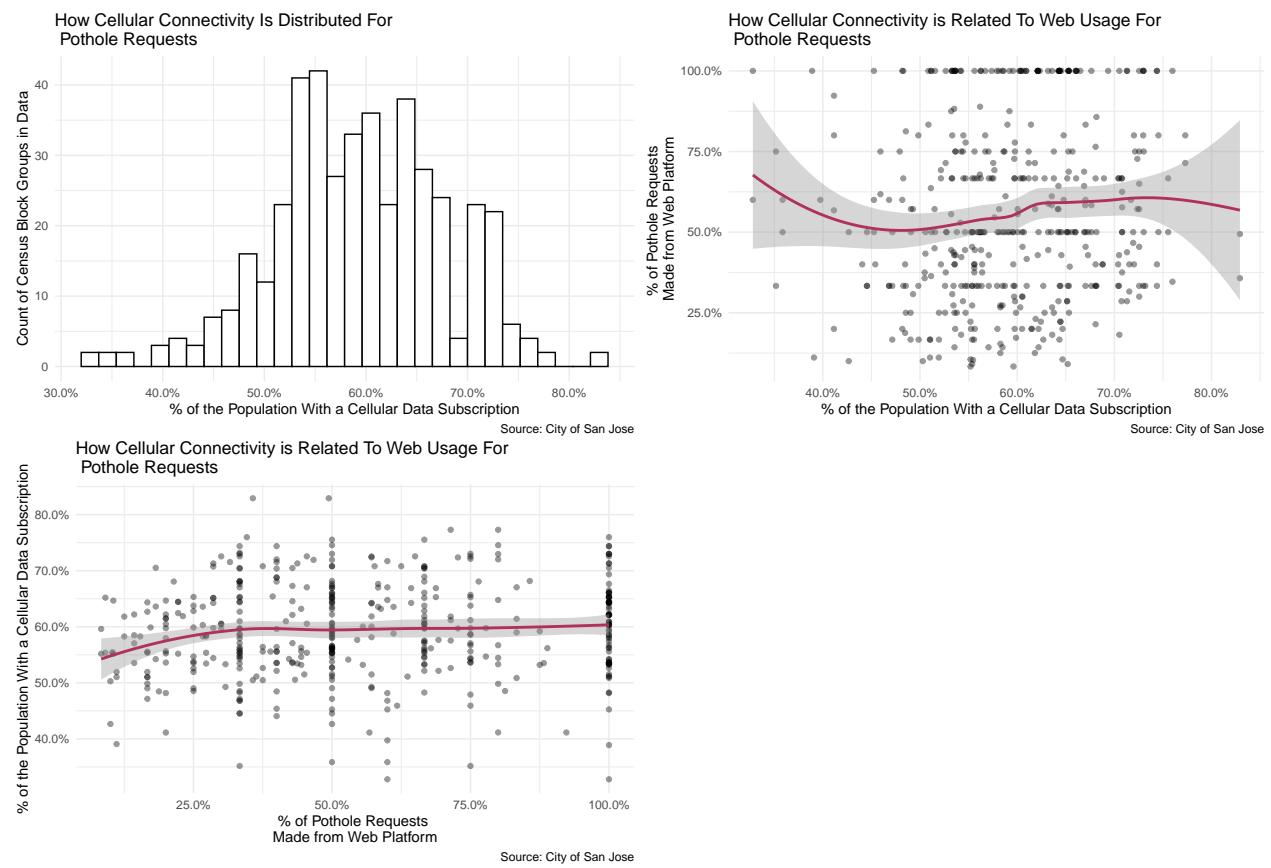


Source: City of San Jose

## MySanJose Web Platform - Pothole - Income



## MySanJose Web Platform - Pothole - Mobile Phone Access



## MySanJose Web Platform - Pothole - Broadband Access

