

311 Calls in Chicago

Presented By:
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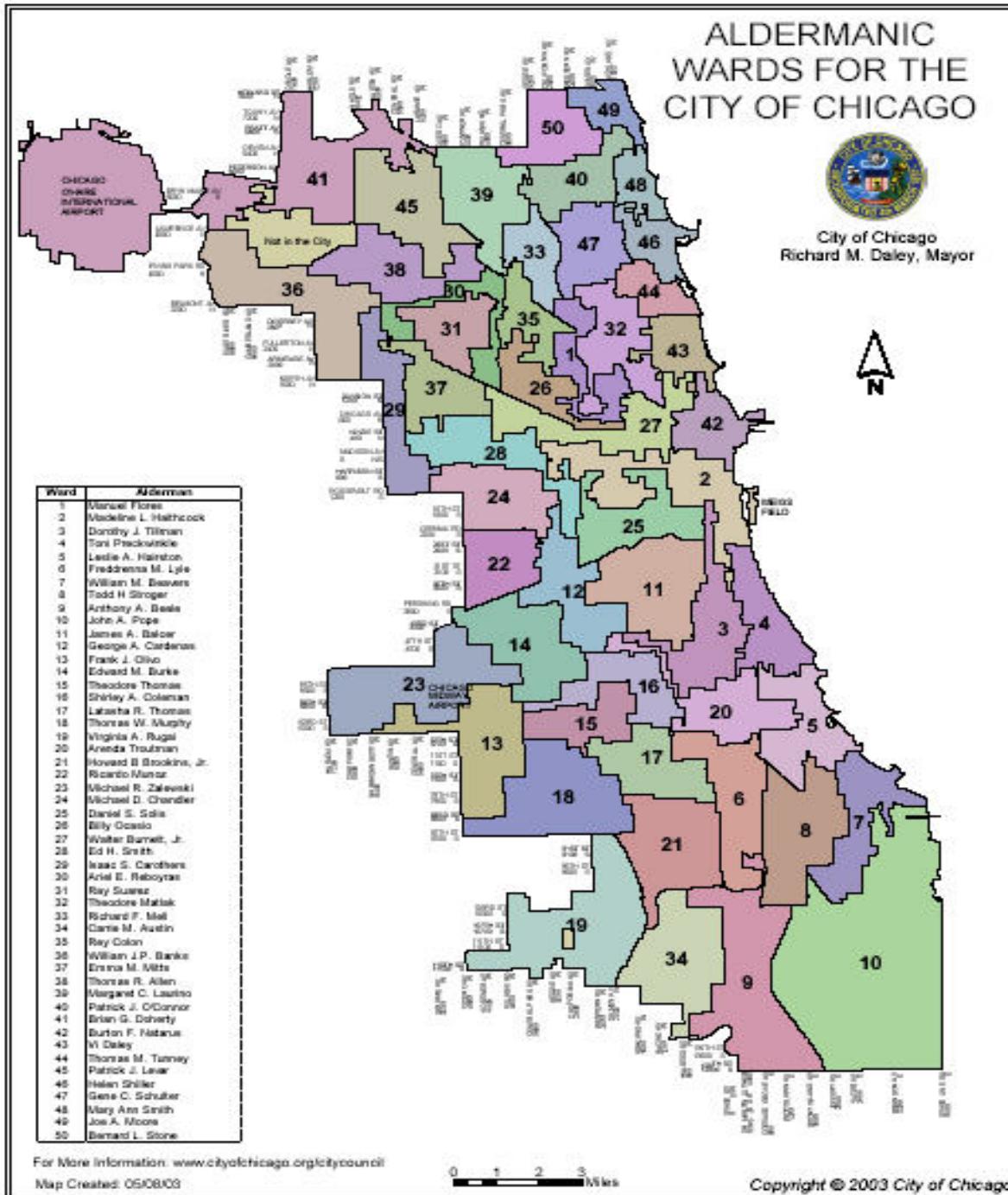
What is a 311 Call?

- A service request to a centralized location to be delegated to the ward in which the corresponding request site is found.
- These requests are then tracked by a variety of metrics including, but not limited to, Creation Date, Completion Date, Ward and Status.
- This information is made available to the public by the city in order to review the information.

311 Deep Dive

- Prior to 2019, Chicago published historical information for 12 different types of service requests (out of 90+ types)
- Each member of our group chose one service request, downloaded the CSV file took the published information, and began combing through the data.
- We decided to take a look at the amount of service requests per ward and the speed in which those requests were filled.
- We then introduced average income of wards to gain insight in to any relationship between socio-economic factors and service time for 311 calls.

WARD MAP



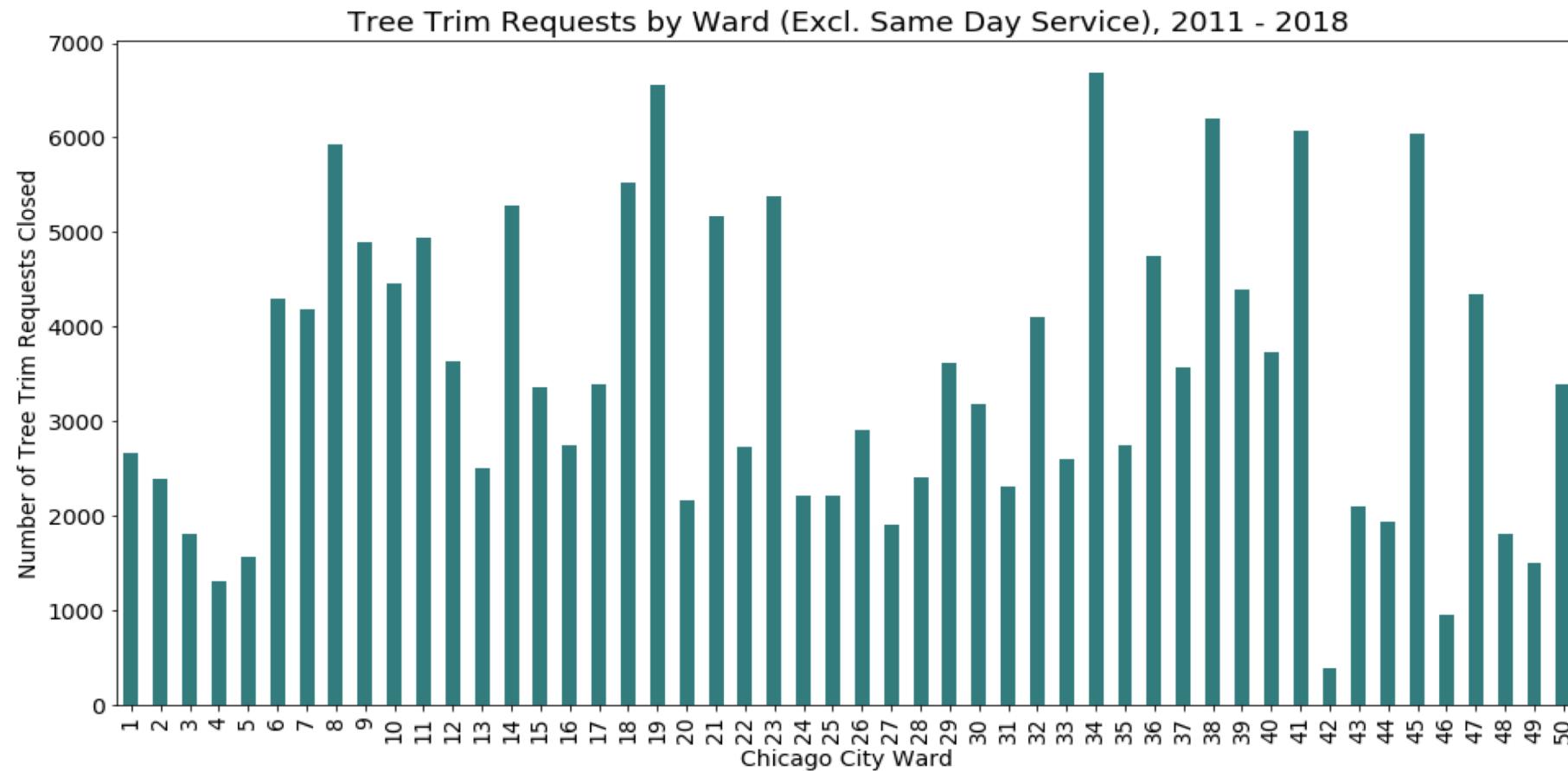
Data Sources

- For 311 Service Requests, we used the Chicago Data Portal:
<https://data.cityofchicago.org/browse?category=Service+Requests>
- For demographic data (estimates of population, income, and race), we used WTTW's 2019 election guide:
<https://news.wttw.com/elections/voters-guide/2019/ward-map>
- WTTW got its demographic data from DataMade, link to methodology: <https://github.com/datamade/ward-demographics#methodology>

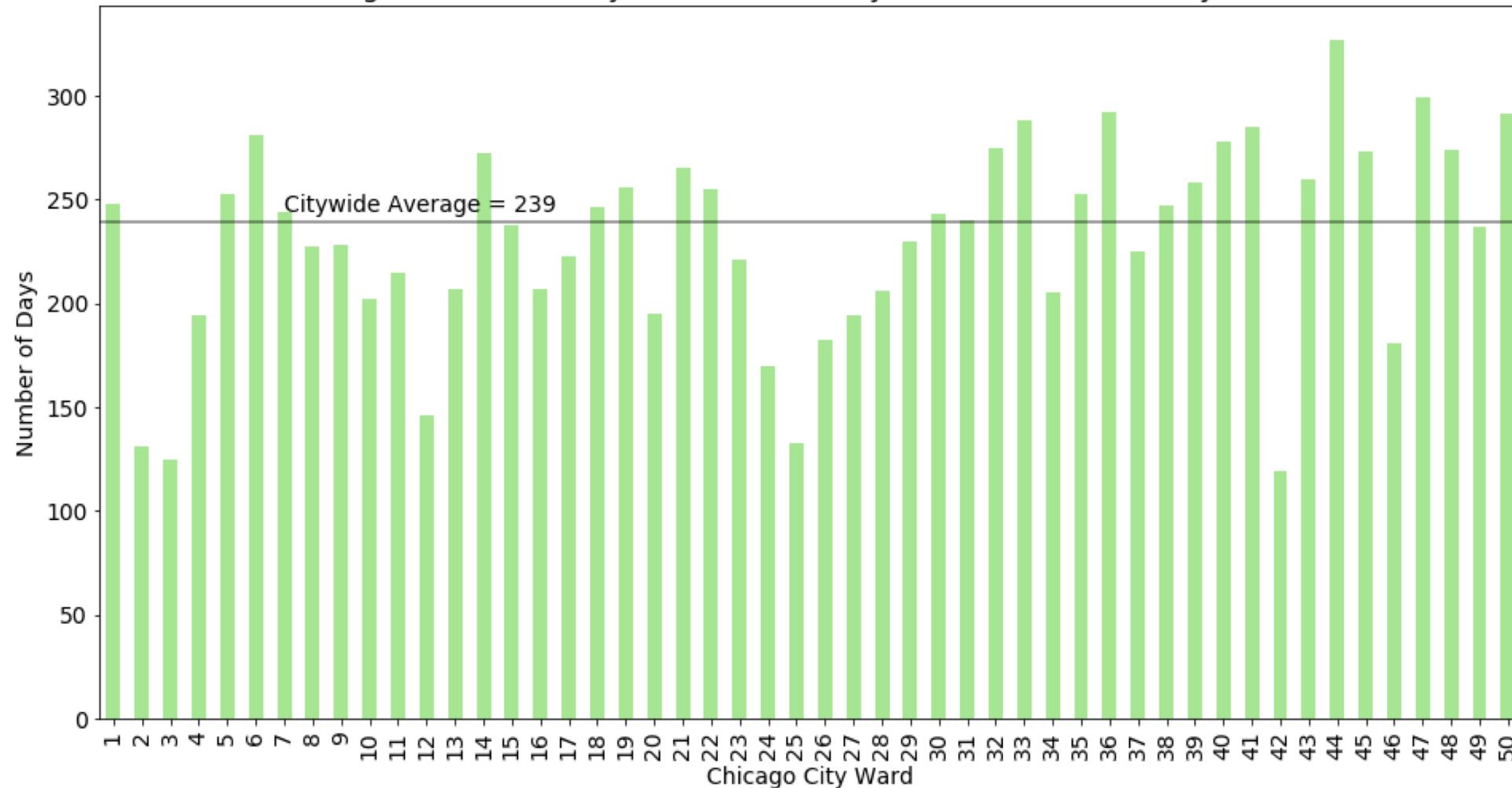
Service Requests

- Tree Trimming – Miriam
- Rodent Control – Keith
- Potholes – Ryan
- Abandoned Vehicles – Allan
- Graffiti – Miriam

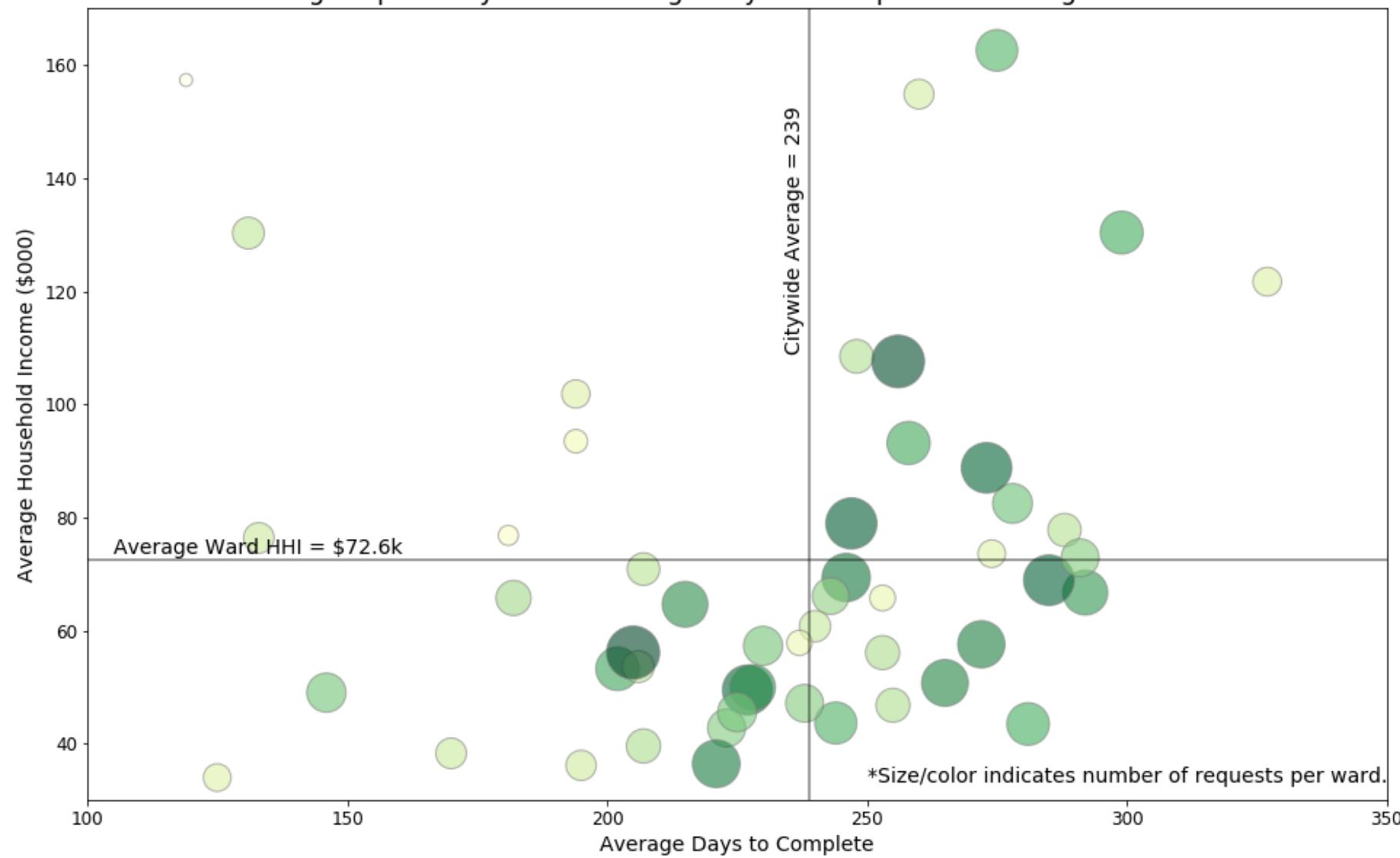
Tree Trimming



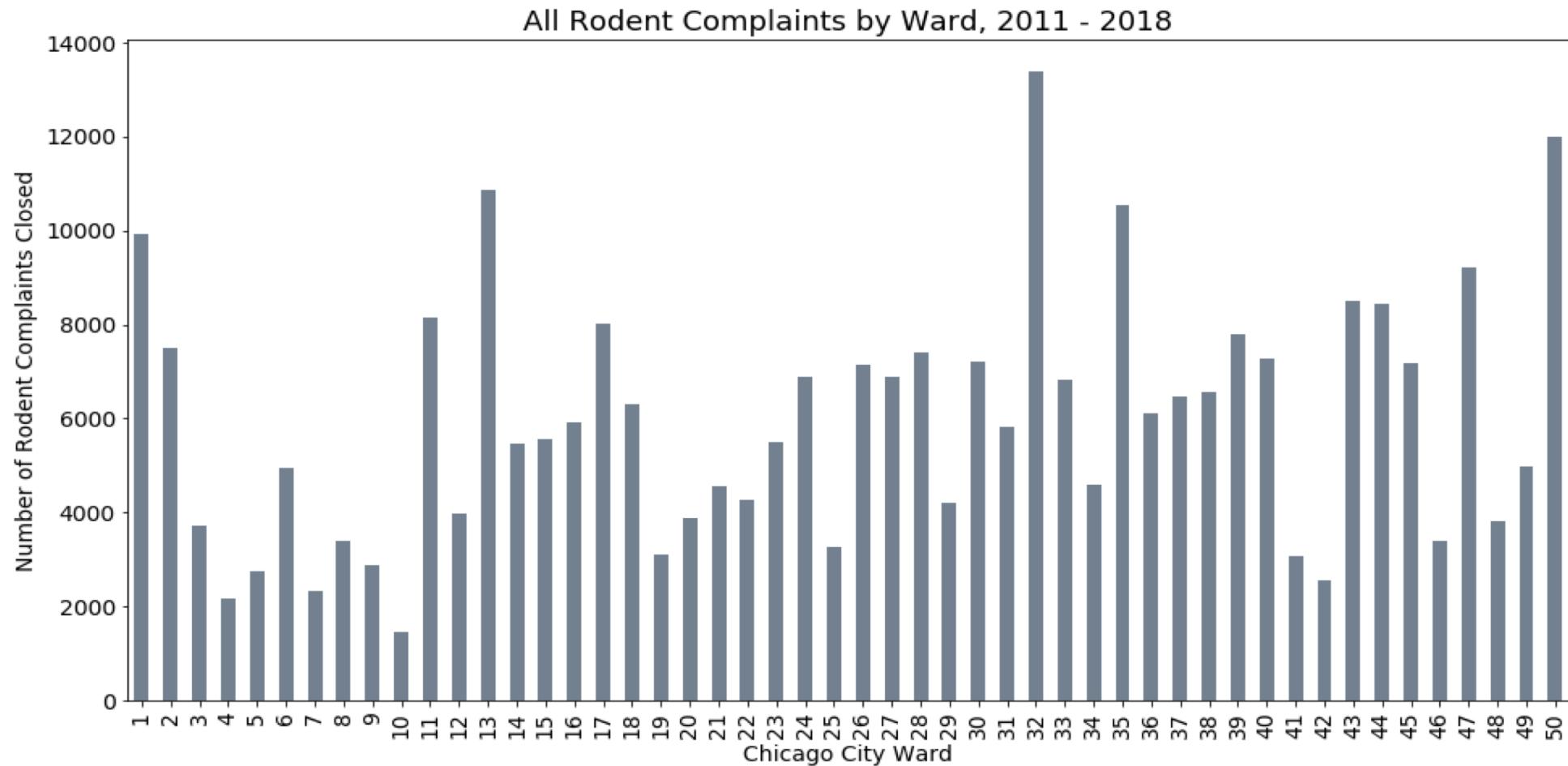
Average Number of Days to Trim Trees by Ward (Excl. Same Day Service)



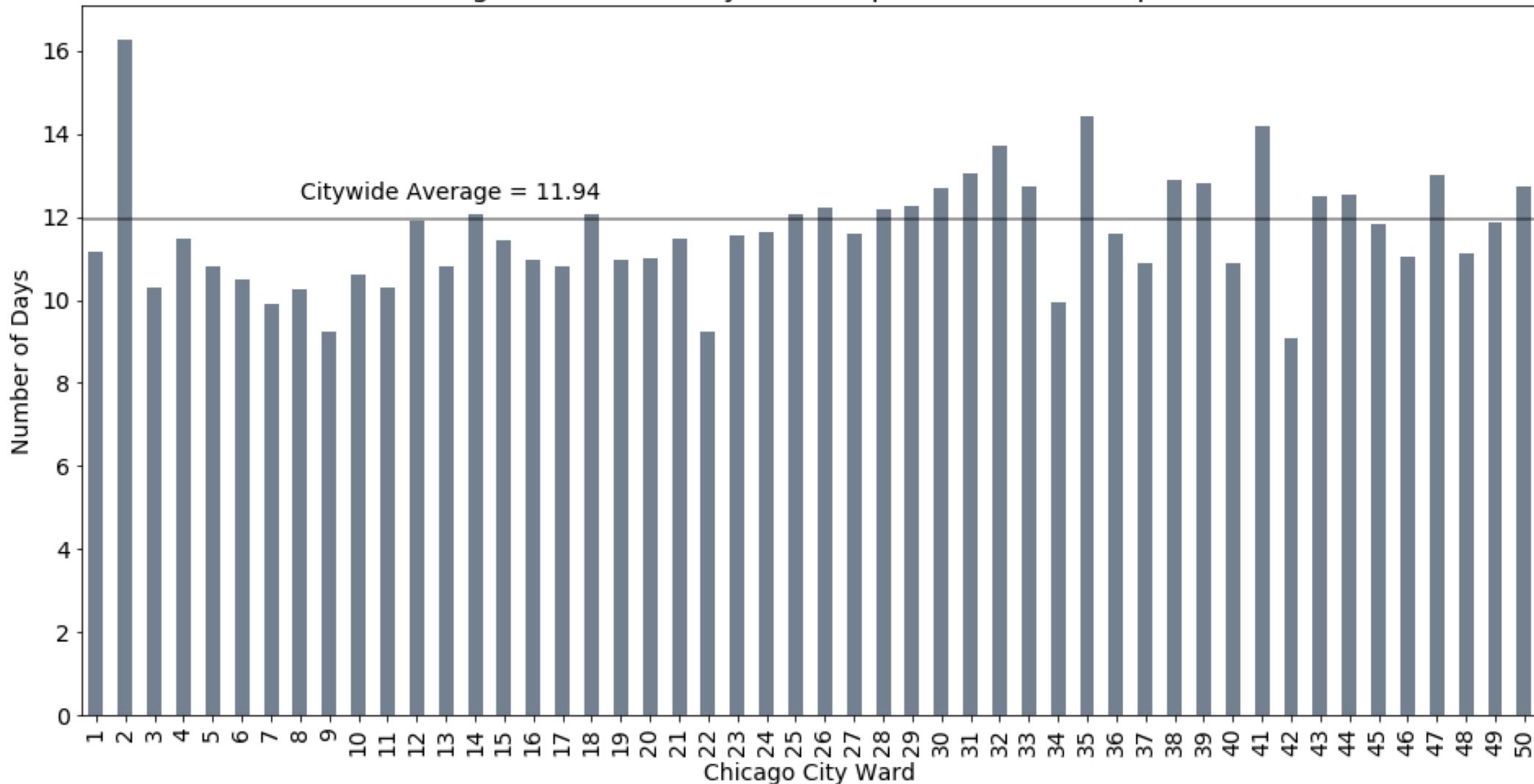
Tree Trimming Requests by Ward: Average Days to Complete v. Average Household Income



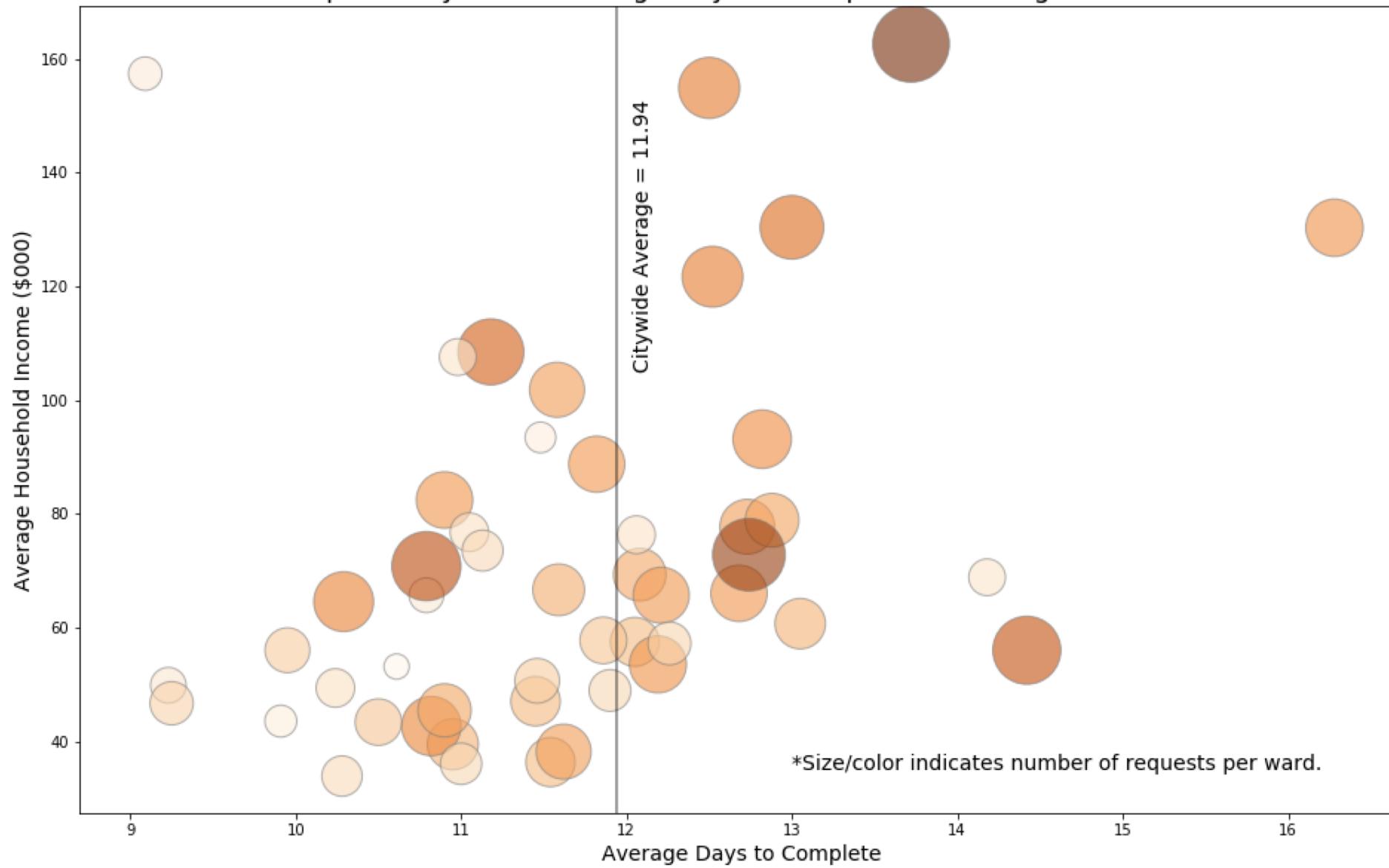
Rodent Control



Average Number of Days to Complete Rodent Complaints

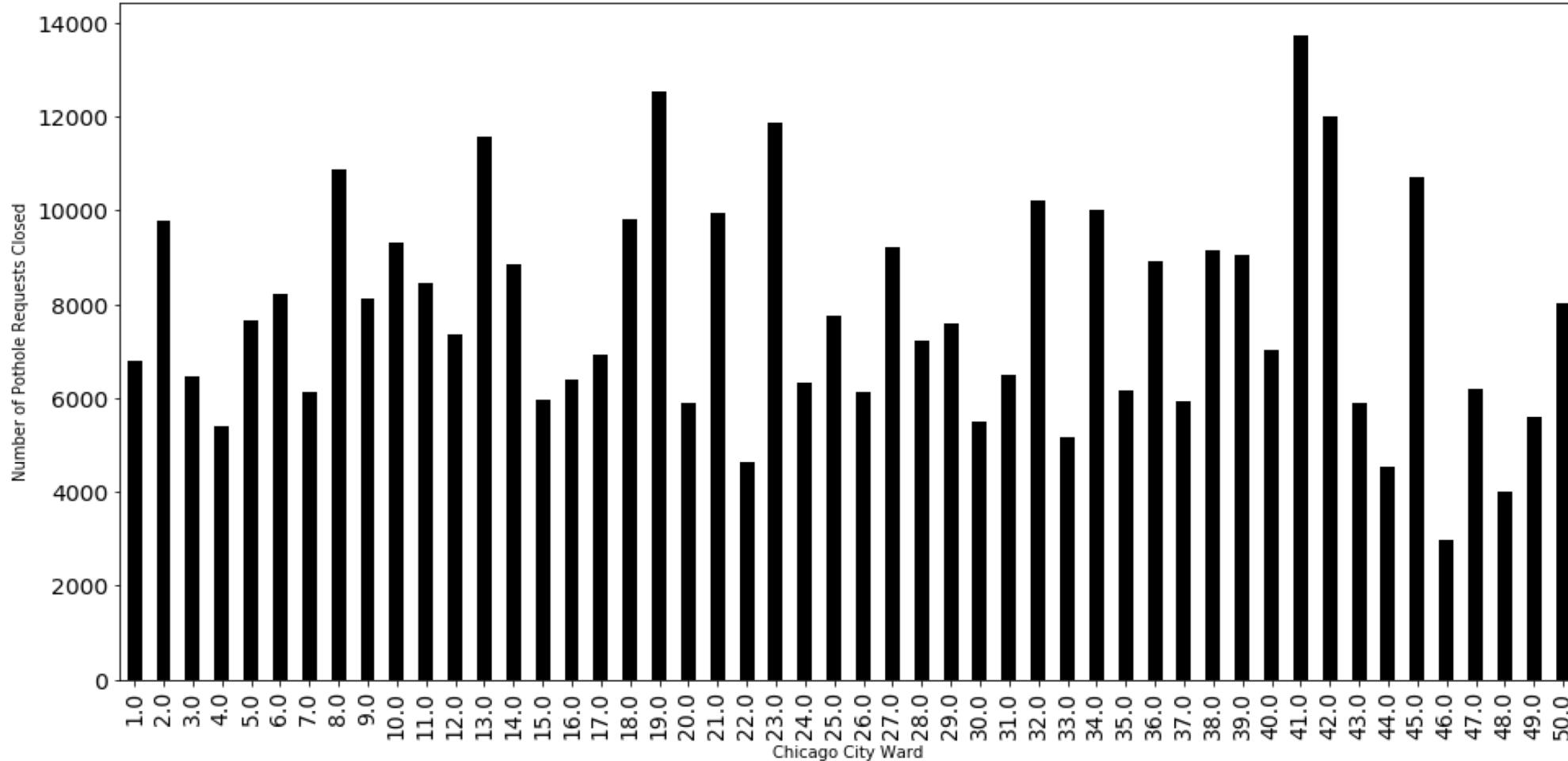


Rodent Complaints by Ward: Average Days to Complete v. Average Household Income

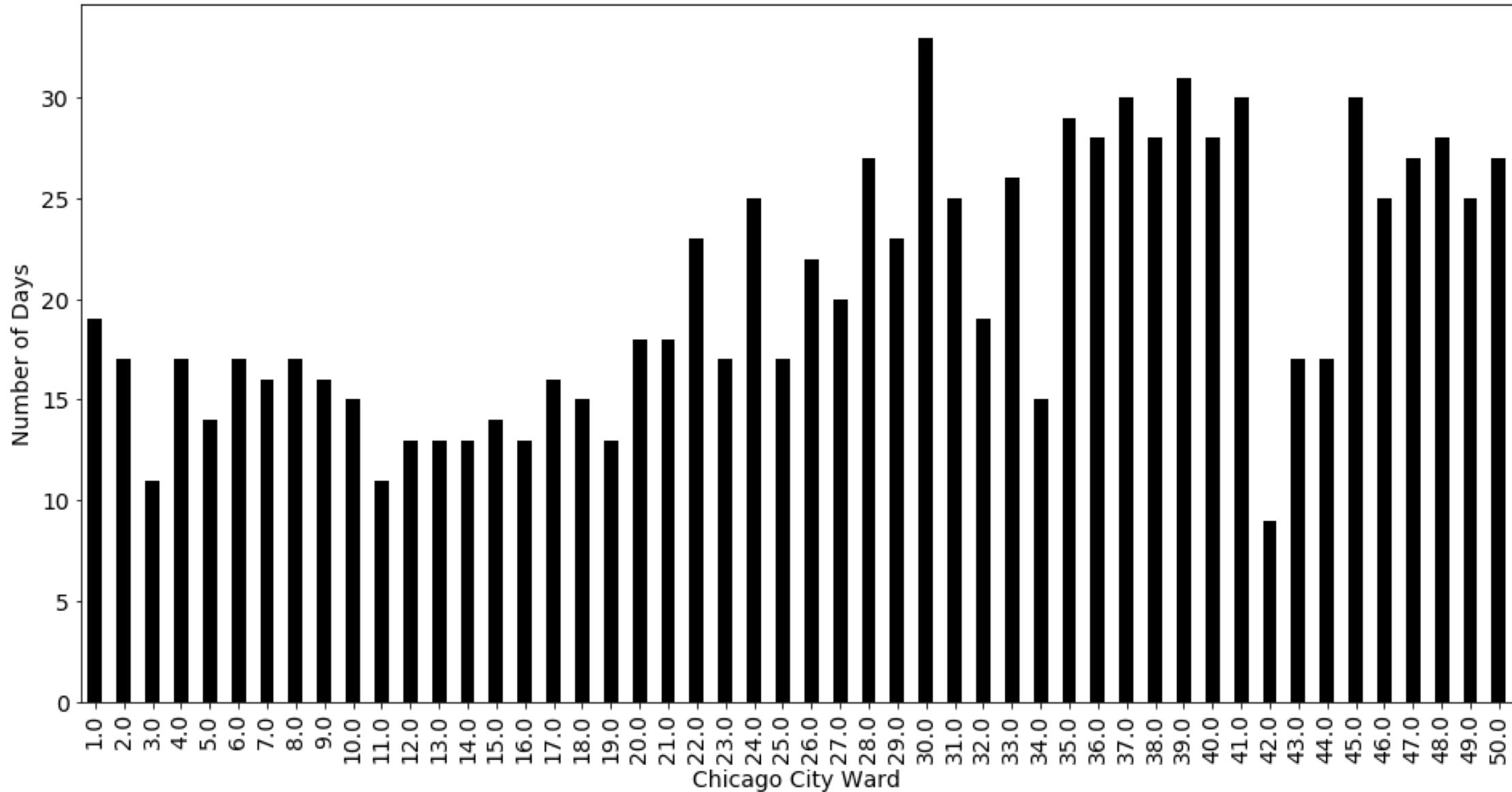


Potholes

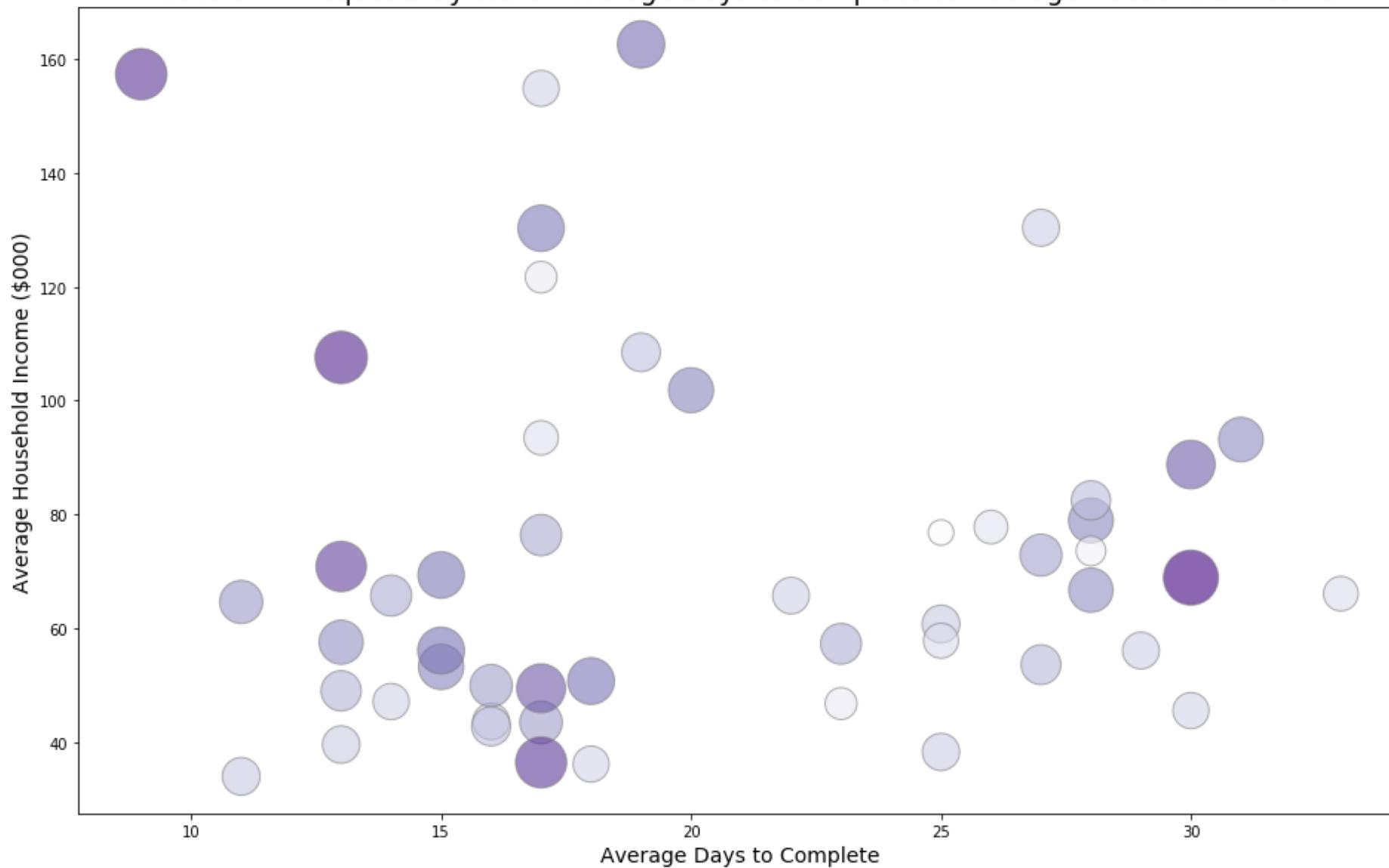
Pothole Requests by Ward 2011-2018



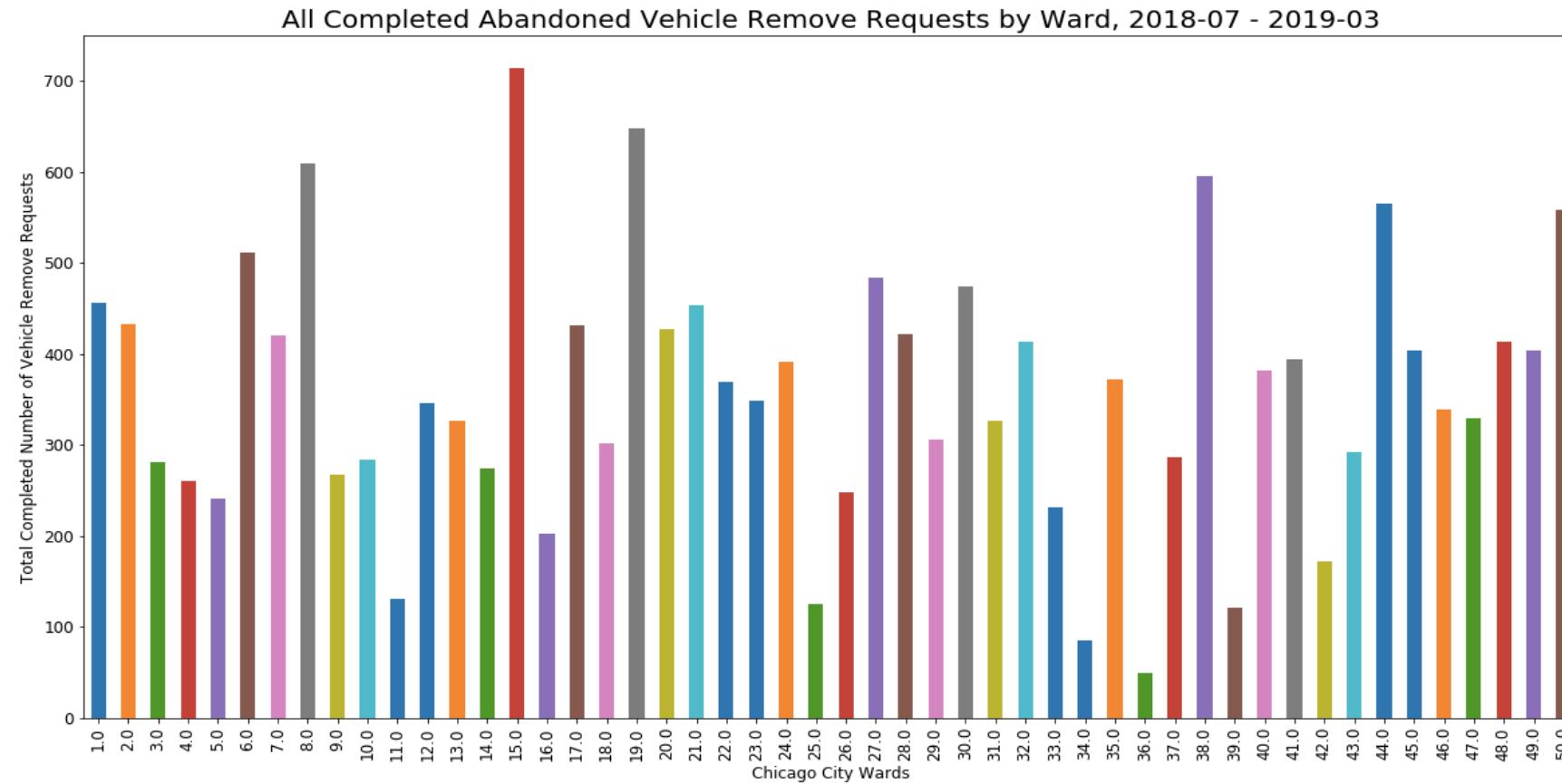
Average Number of Days to Fill Potholes by Ward



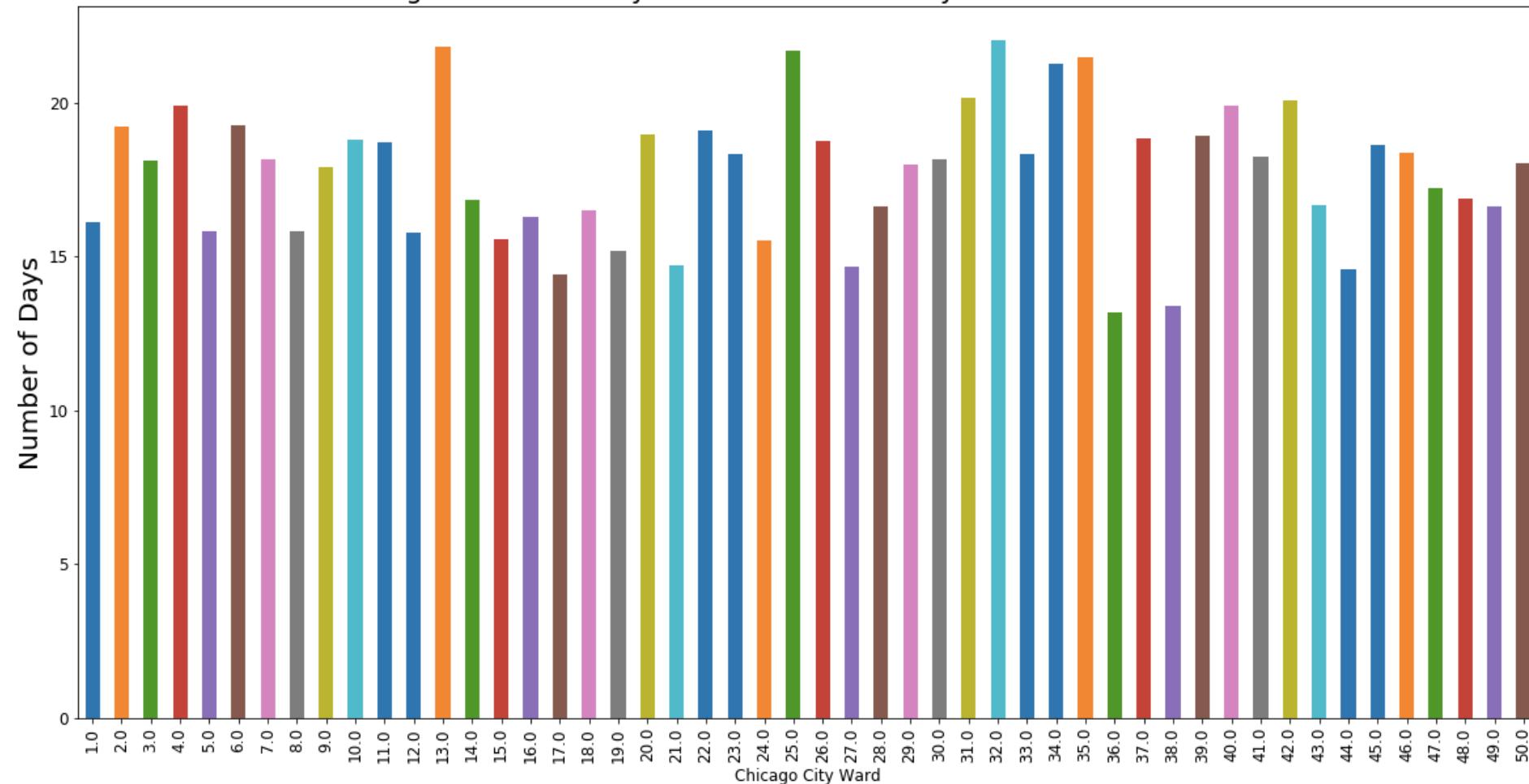
Pothole Fill Requests by Ward: Average Days to Complete vs Average Household Income



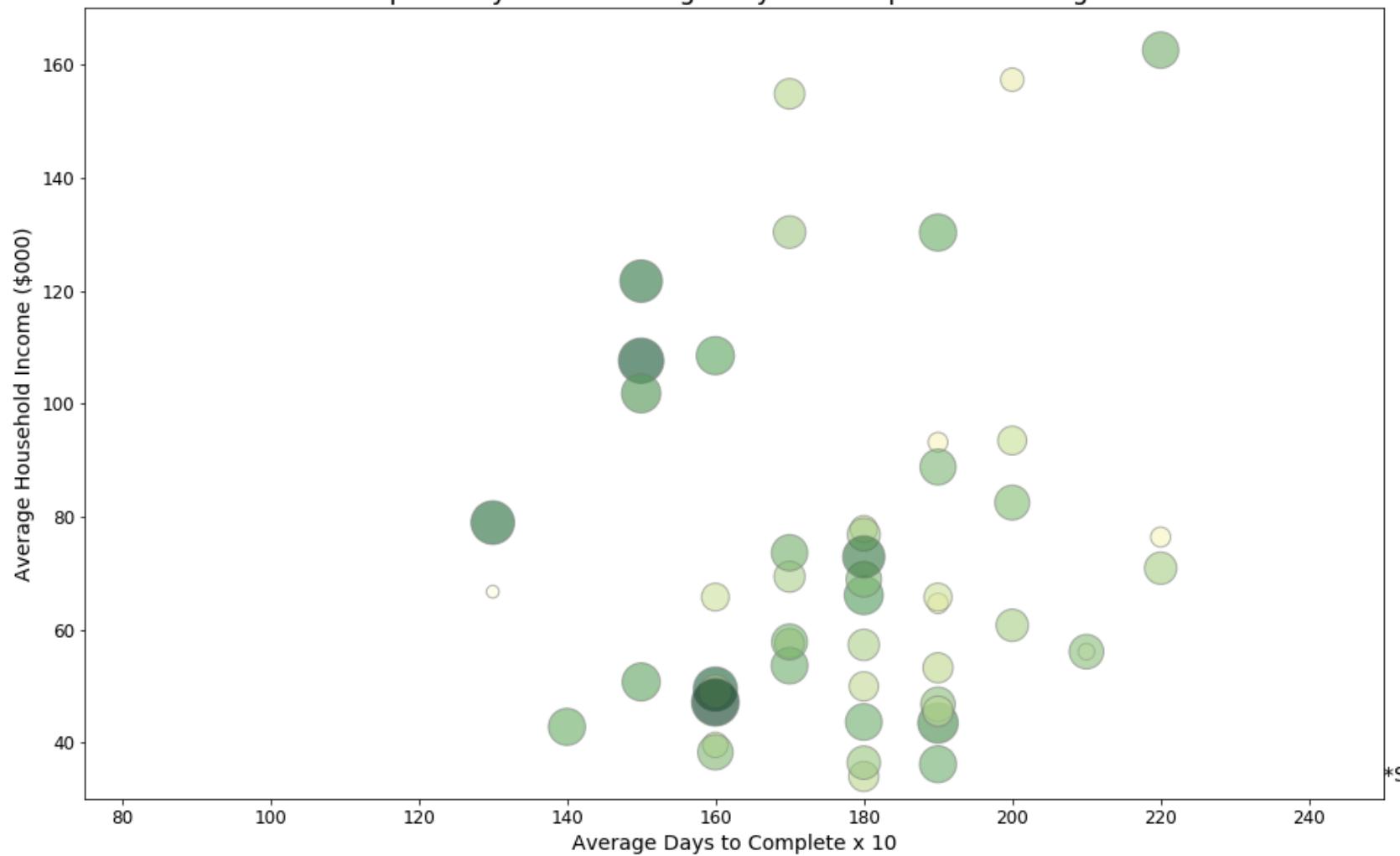
Abandoned Vehicles



Average Number of Days to Remove Vehicle by Ward 2018-07 - 2019-03



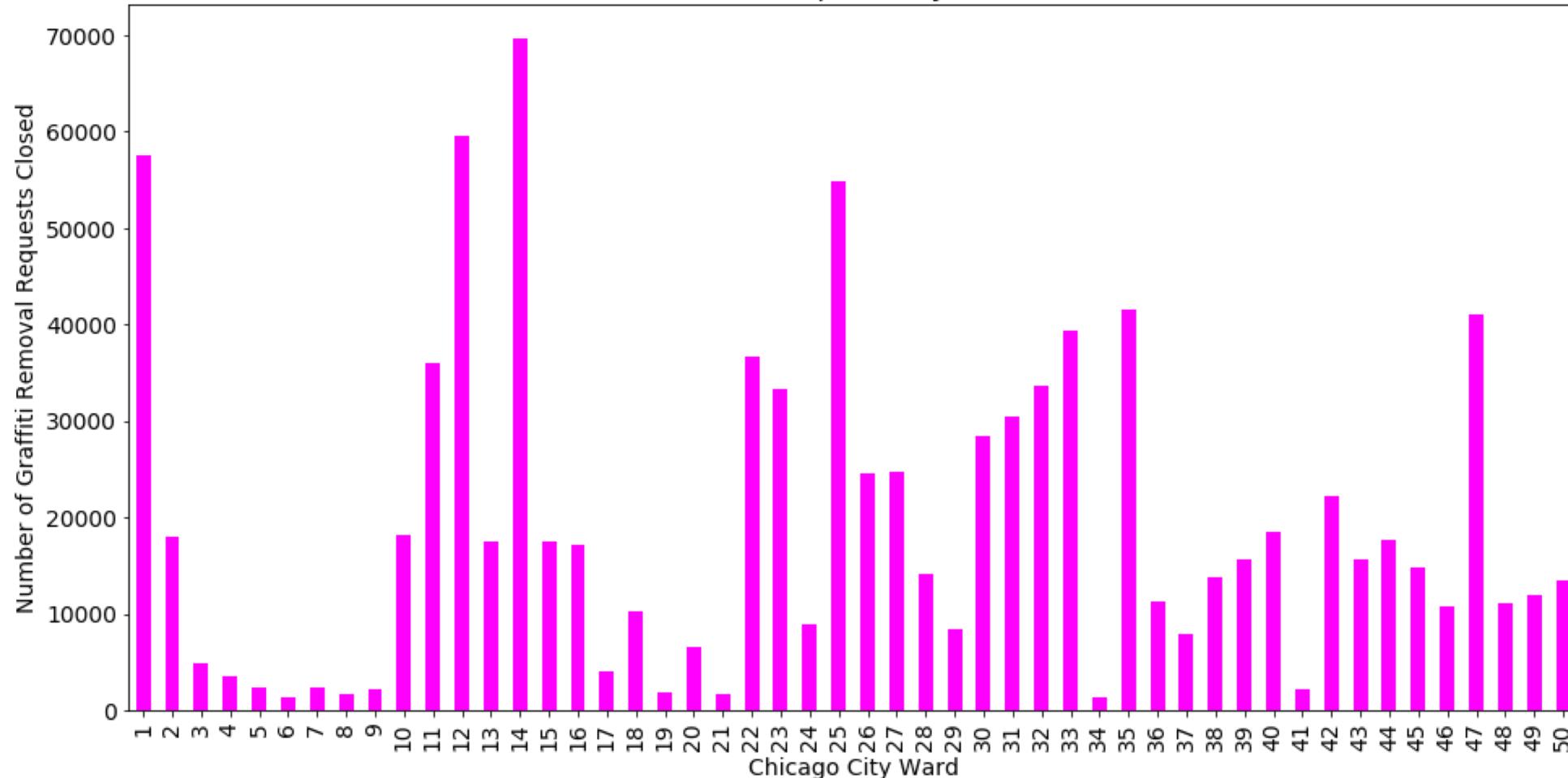
Remove Vechicle Requests by Ward: Average Days to Complete v. Average Household Income



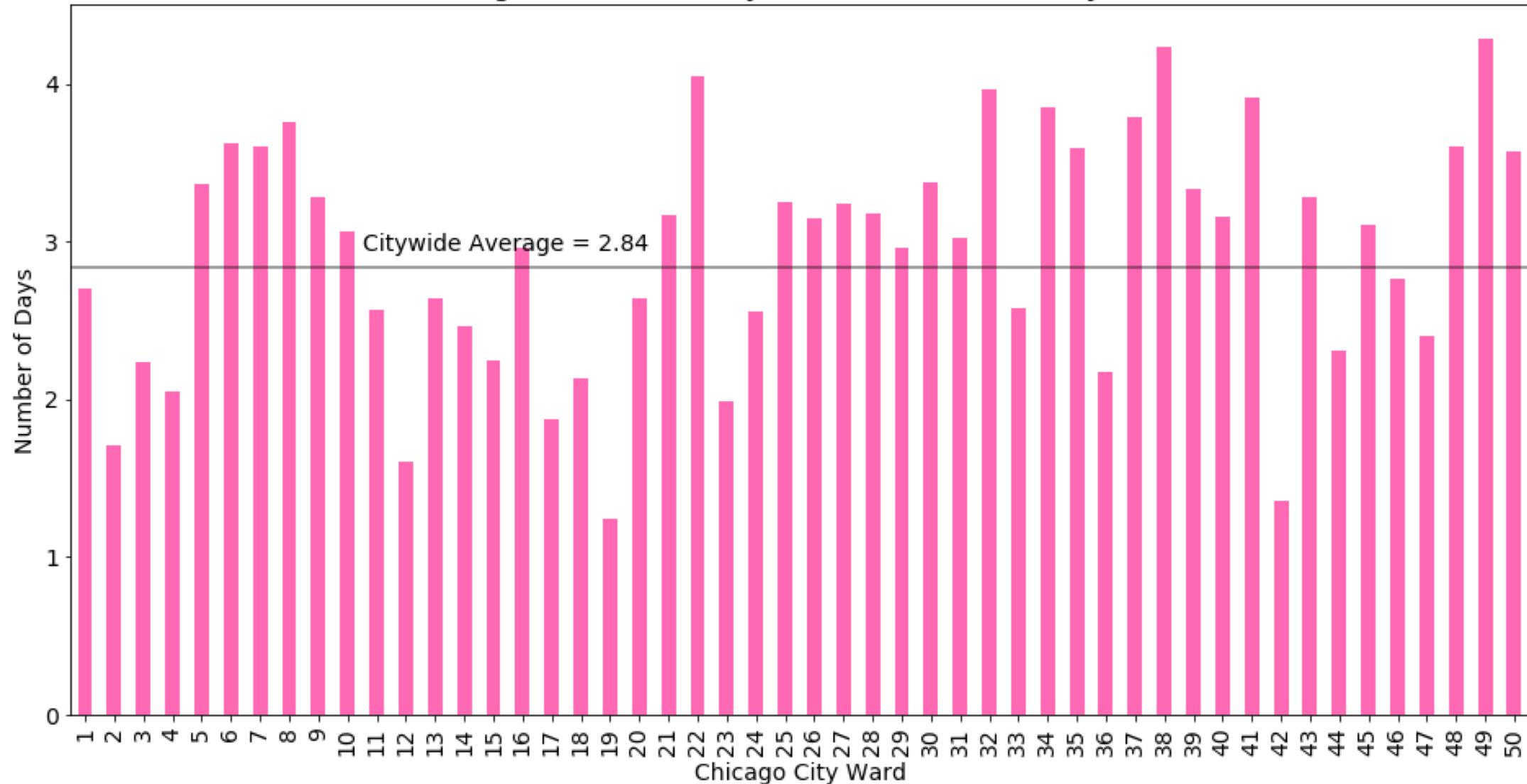
*Size/color indicates

Graffiti Removal

All Graffiti Removal Requests by Ward, 2011 - 2018



Average Number of Days to Remove Graffiti by Ward



Graffiti Removal Requests by Ward: Average Days to Complete v. Average Household Income

