

SeeClickFix: Effectiveness of City Government Responses to Municipal Requests in Syracuse, NY

Introduction

SeeClickFix is a 311 request management software used by the City of Syracuse as a central portal for residents to submit municipal service requests and complaints. This covers everything from sewer problems to traffic signal repairs. The system assigns requests to the relevant city agency to address and alerts the submitter when the work is completed.

This dataset contains information about the types of requests made into the system, where and when requests are made, if they remain outstanding, and how they were resolved. This dataset covers the period from June 2021-August 2022.

Methodology

Data was obtained via the City of Syracuse Open Data Portal. The primary dataset is the SeeClickFix Requests (2021-Present), detailing civic service requests from Syracuse residents to the city.

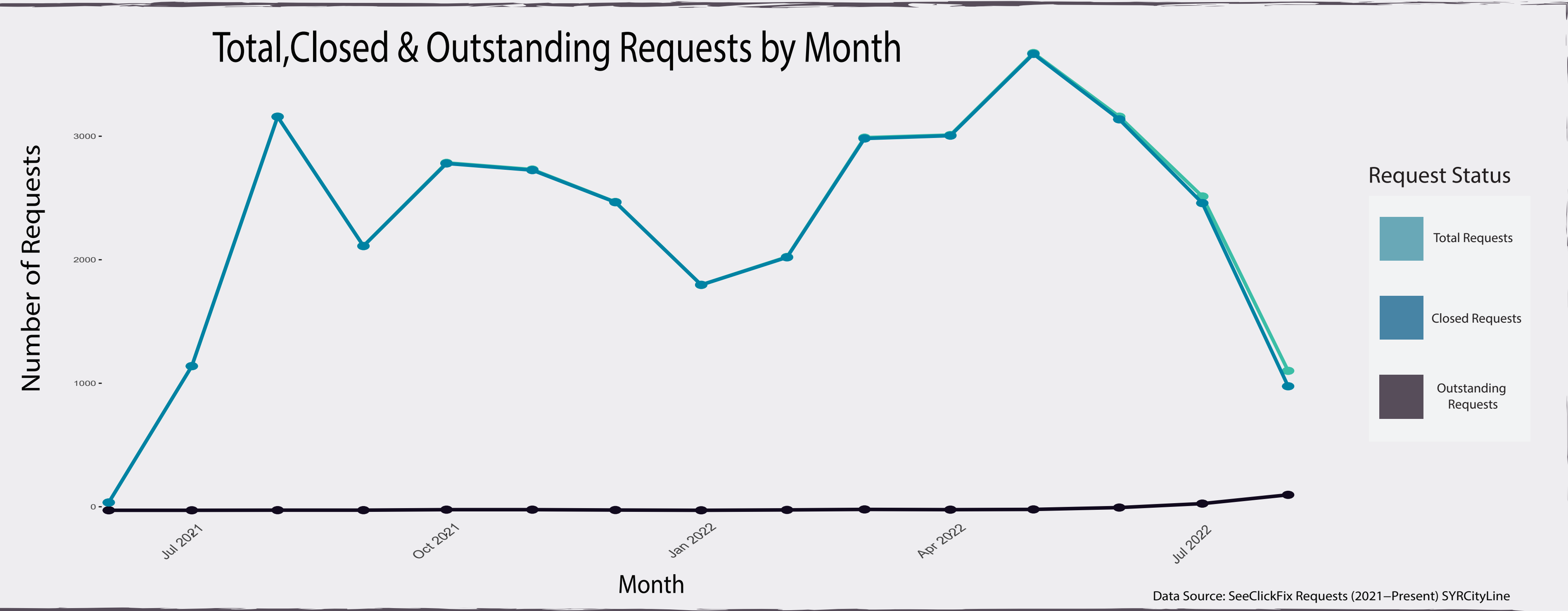
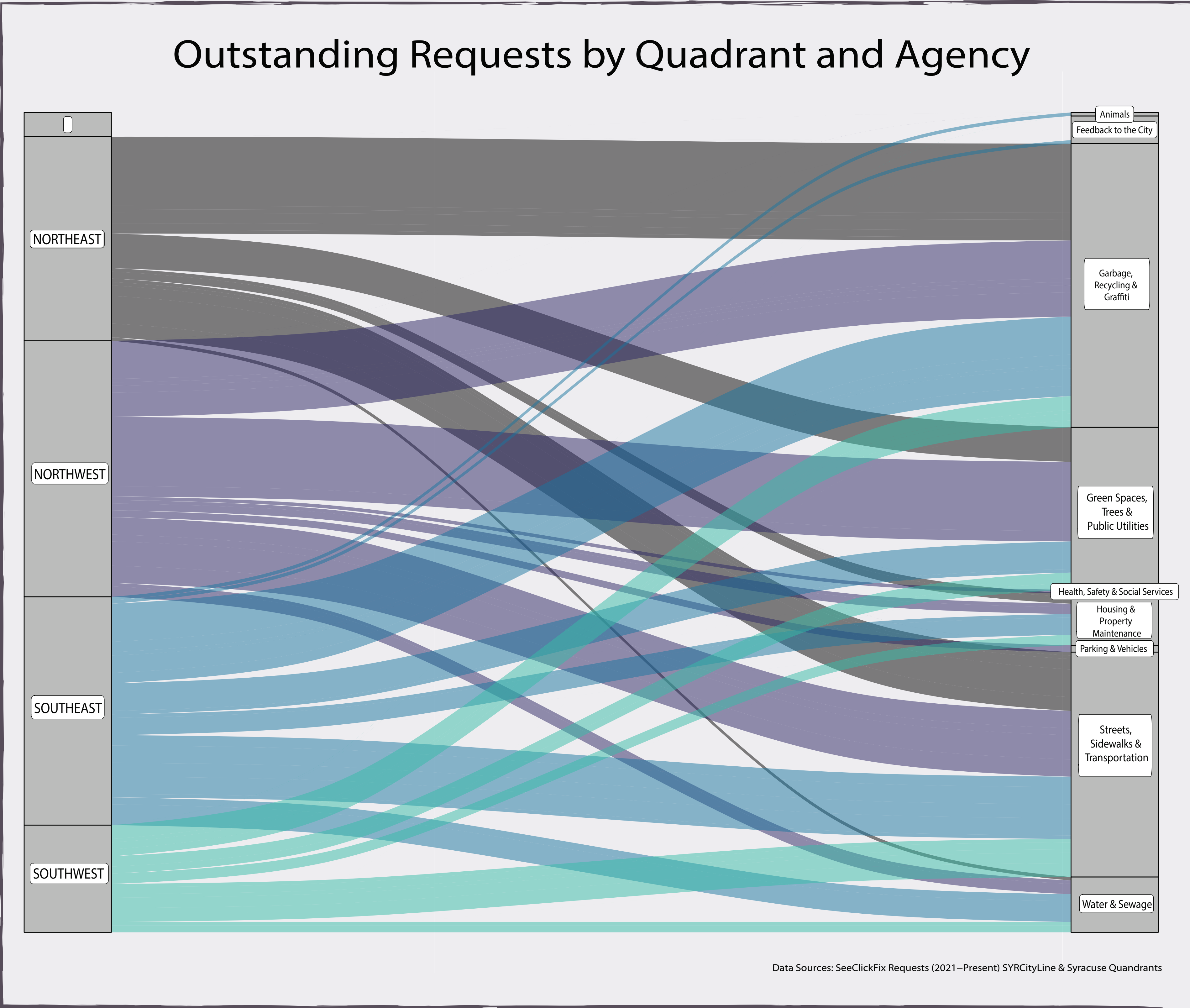
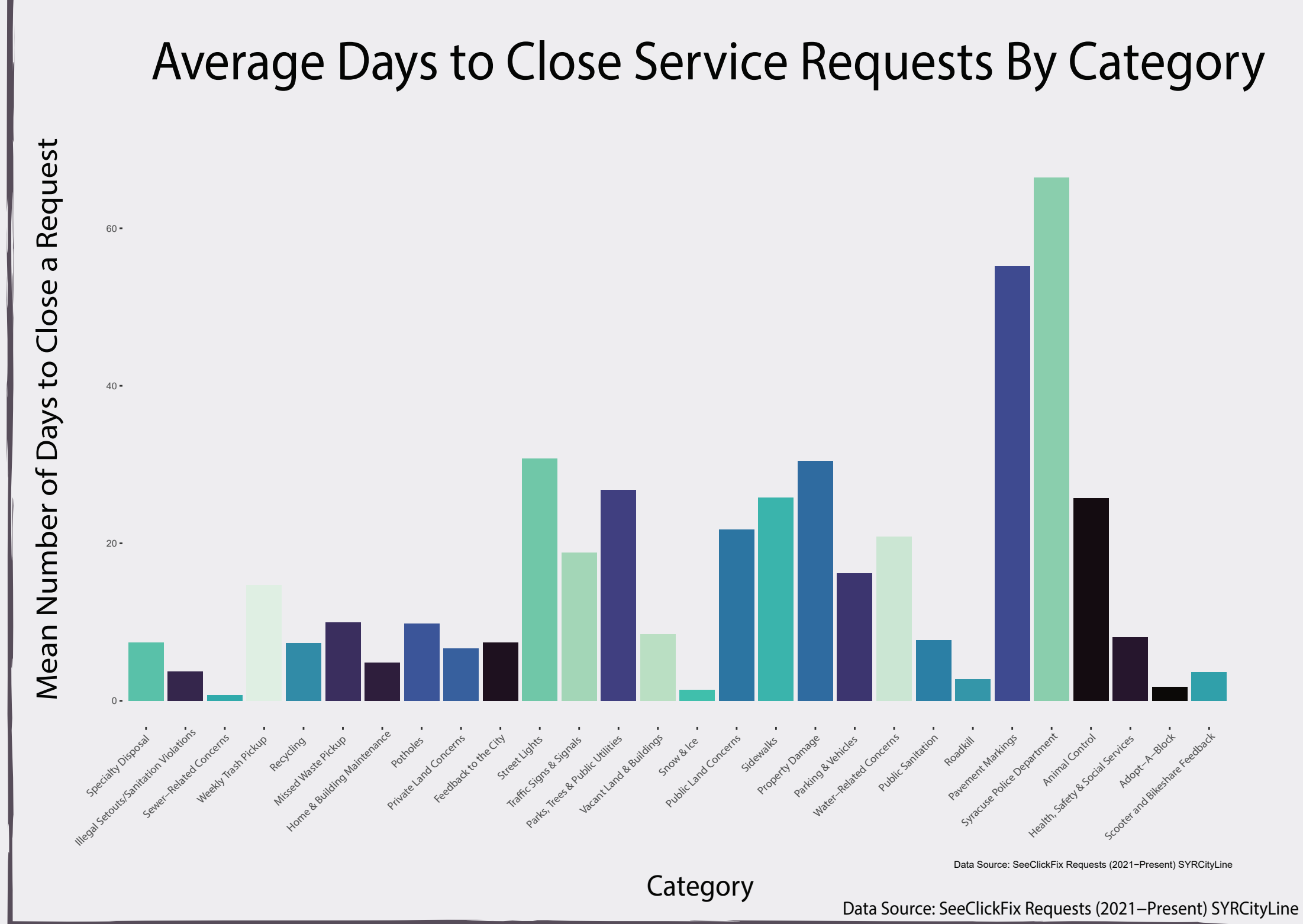
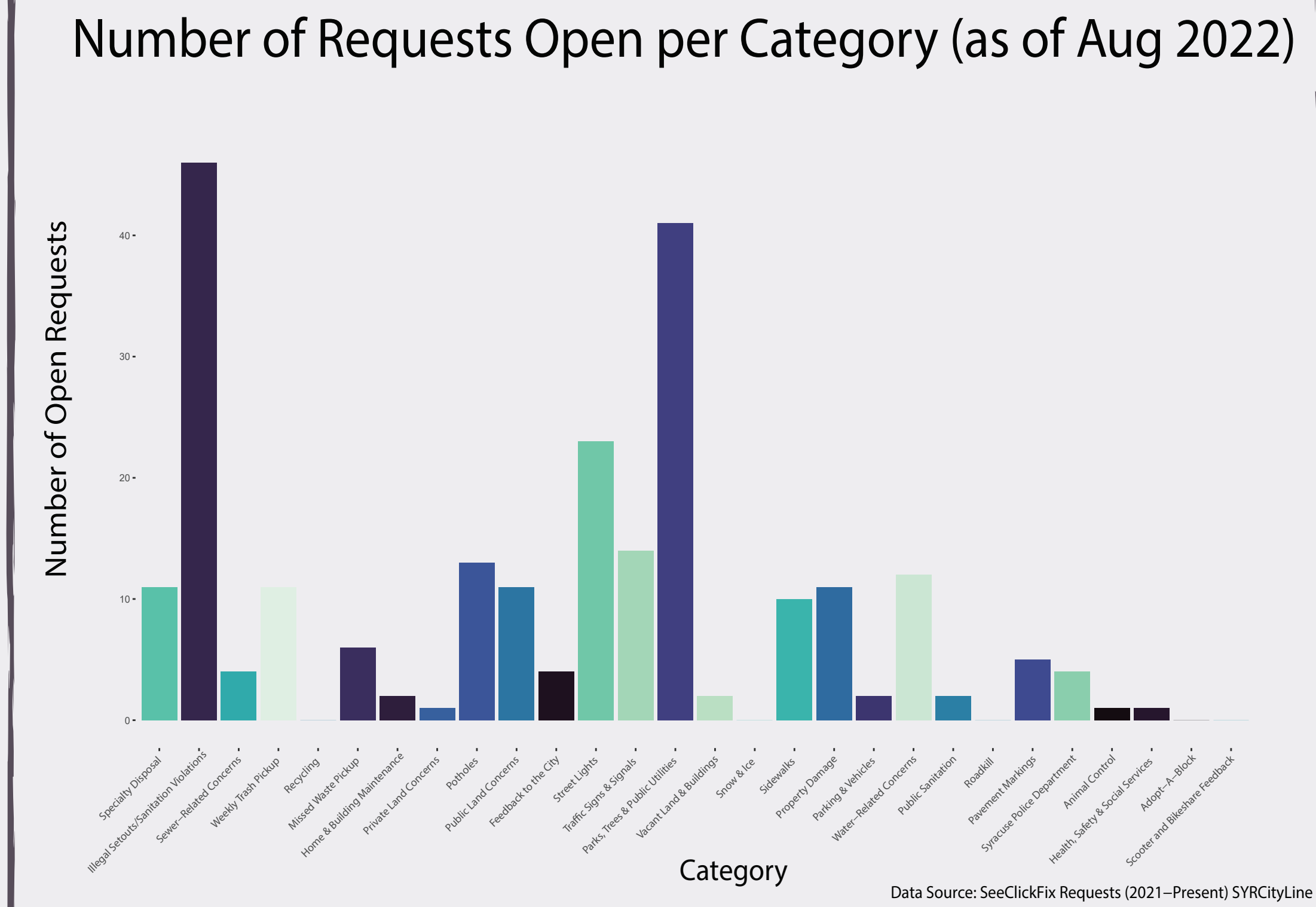
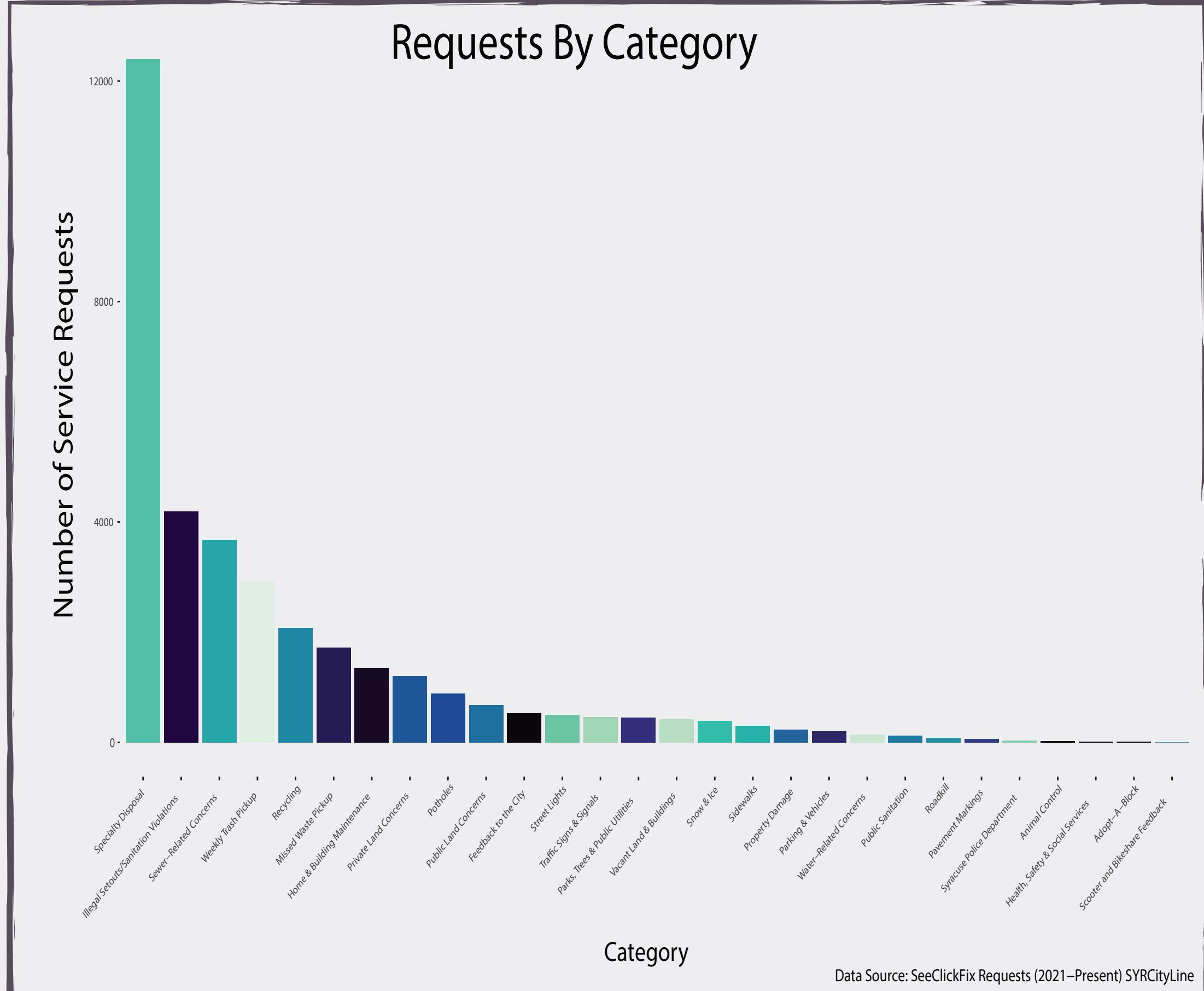
SeeClickFix data was cleaned and visualized using R, including recoding of category and quadrant variables.

Primary dataset attributes: 23 variables | 35,115 records

R Packages used: sf, tidyverse, lubridate, ggalluvial

Questions

1. Do average times to complete requests vary based on city region? Are higher-income neighborhoods more likely to get faster responses?
2. Do needs vary by city region? Do needs that go unacknowledged vary by city region?
3. Does time of year affect the volume and types of requests made?



Data Sources

City of Syracuse. (2017). Syracuse Quadrants [Data set]. Open Data Syracuse. https://data.syr.gov/datasets/0039ea50ceb649f099b17c52e1ff6fa8_0/about

Scharf, J. (2022). SeeClickFix Requests (2021–Present) SYRCityline [Data set]. Open Data Syracuse. https://data.syr.gov/datasets/a6600662aa164d968a695b983aa2a7ea_0/about

