NYC-311 Service Requests Dashboard

Analyzed 2.2M Records with BigQuery and Looker Studio

Filters

Date Range

1 Jan 2021 - 11 No ▾

Complaint

complaint_group ▾

Month

month ▾

Agnecy

agency ▾

KPI

Total Complaints	2,213,319
Avg Response Time	4.65
Top Complaint	Noise
Top Borough	BROOKLYN

Top Complaints

No. of Complaints

(Noise, Other, Parking & Traffic, Water, Waste Management)

Trends

No. of Complaints

(January, February, March, April, May, June, July, August, September, October)

Top Boroughs

No. of Complaints

(BROOKLYN, QUEENS, BRONX, MANHATTAN, STATEN ISLAND)

Top Agency

No. of Complaints

(NYPD, HPD, DOT, DSNY, DEP, DOB, DPR, DOHMH, DHS, DCA)

Response Time by Agency

Avg response days

(NYPD, MAY…, DFTA, DCA, DHS, DEP, DSNY, DOHMH, DOT, HPD)
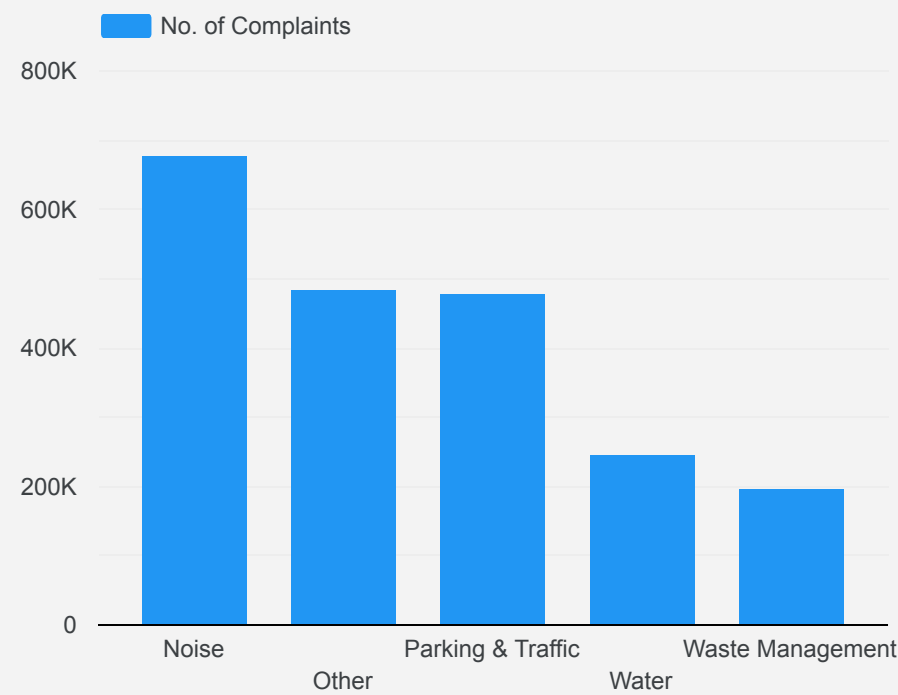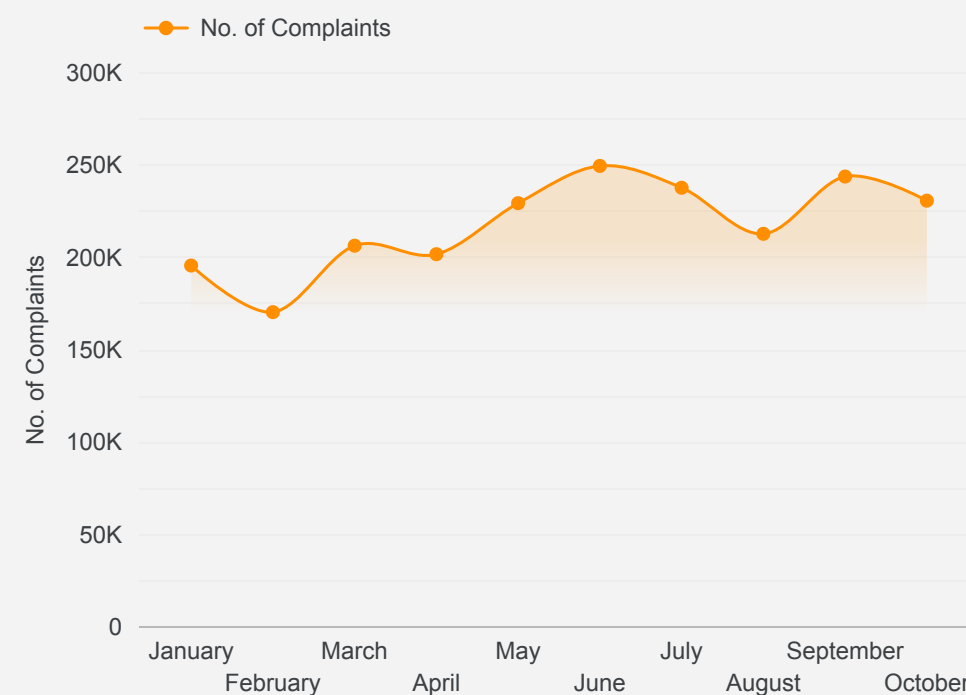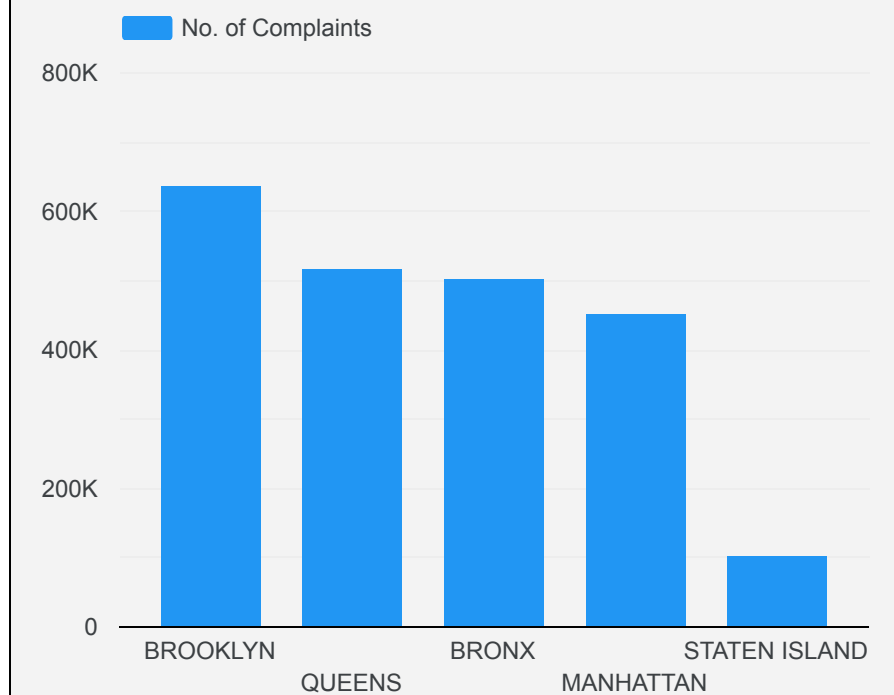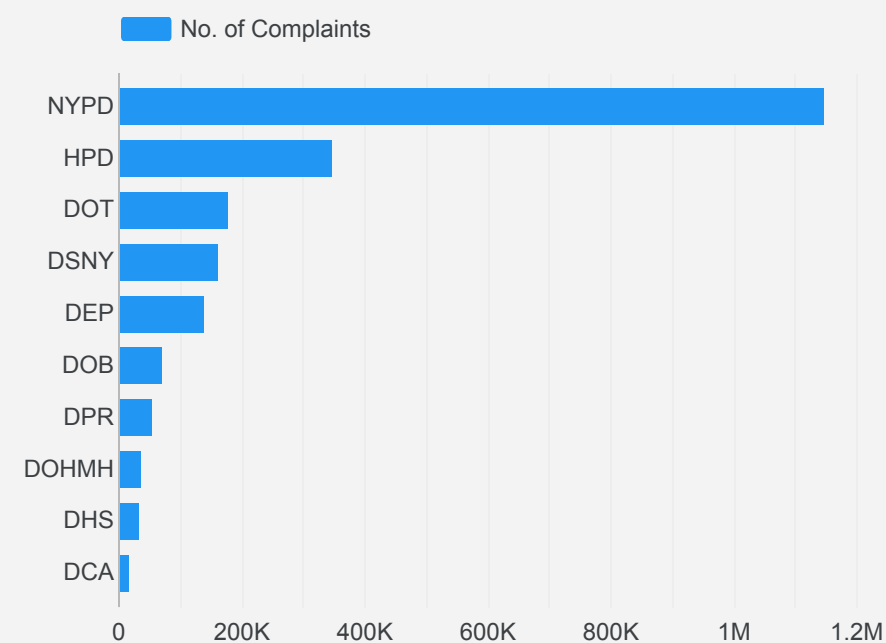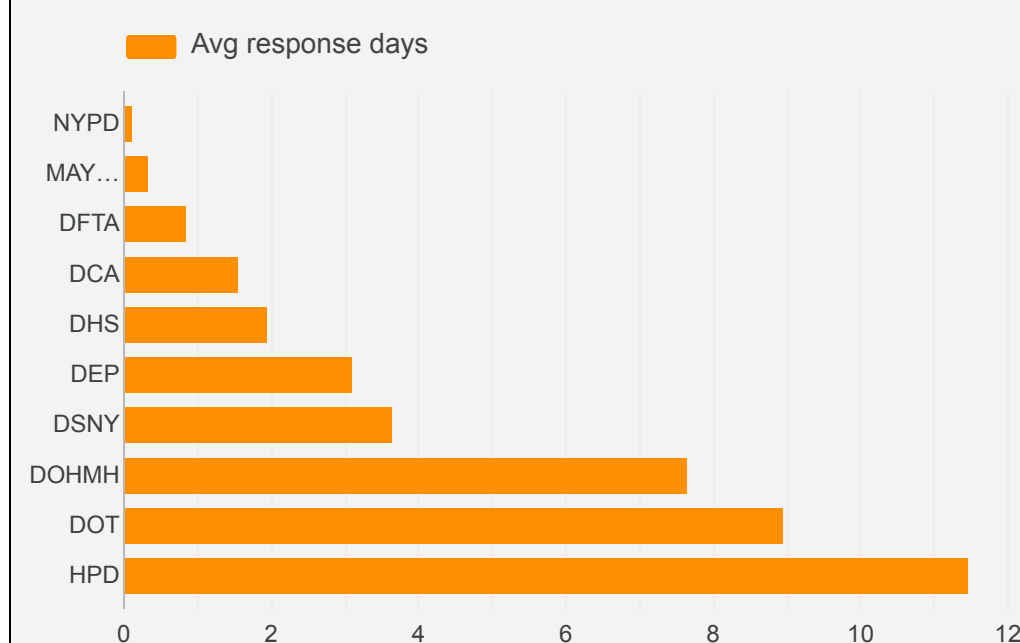
Complaints By Day of Week

No. of Complaints

(Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday)