Final Project: 311 Call Center Tracking Data for City of Los Angeles

DSO 545: Statistical Computing and Data Visualization

Fall 2016

Project Description

Due Date: Dec 7, 2016

The city of Los Angele would like to get analysis for the 311 call center tracking data. You can access and download the data from here:

https://data.lacity.org/dataset/311-Call-Center-Tracking-Data/vmc3-stgb

https://data.lacity.org/A-Well-Run-City/MyLA311-Service-Request-Data-2016/ndkd-k878

In order to learn about the different variables in the datasets, click on the "About" icon at the top right corner of the dataset.

If you have questions, please post it here, and our partner from the City of LA will answer it for you:

https://docs.google.com/document/d/1ySMbvKViEjpiVTCe32jzVe-yiNv3CegmH8b1ic7RyD0/edit?usp=sharing

To Listen to our video call with Hunter Owens, our partner from the City of LA:

https://youtu.be/NU-Lq2AOyJs

The following is a preliminary set of ideas to get you started. You should not be limited to those, so be a data scientist and artist as well.

- Distribution of requests, distribution departments referred to
- App vs Phone call referrals, service type question for each input channel
- Overall trends in calls / apps - sums and counts
- % of calls handled vs referred. How much services we deliver over time.
- Service Type breakdowns. Which requests are most common over time and areas.
- Change volume of requests and input type (app/call) over time.
- Geographic + Service Type breakdown

You might also want to look at:

- Use the https://censusreporter.org CensusReporter API to see neighborhood and zip code level statistics. Is there any inequality in the distribution of calls or service delivery?

Also, here is what the city of Chicago did with their 311- call center tracking data https://github.com/dssg/411-on-311

Deliverables

1. Set up a github account https://github.com, and make sure that only your group knows about it. Here is how to connect rstudio to github https://www.r-bloggers.com/rstudio-and-github/. Use github to share code and data with your group.

2. A report written in Rmarkdown.

3. Slides for presentation. The presentation **should not exceed 10 minutes**, and not everyone has to present.

4. **Extra/Optional**: If you want to be more creative, then you can create a shiny app for your results.