



Forecasting NYC's 311 Service

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311 Connects NYC Residents to Their City

- Services: Business licenses, noise complaints, maintenance requests, school information, transit, consumer protection, social services, courts, etc. etc.
- Cost: \$68mm / year direct, larger effects when higher agency costs counted
- Successfully forecasting usage would allow the city to be proactive to residents' needs

IMAGE: DAILY INTERACTIONS

IMAGE: HEAT MAP BY ZIP CODE

IMAGE: DISTRO – AGENCY AND TYPE

What will usage be tomorrow

What will usage be next week

What will usage be next month

Conclusion