



# Welcome to my presentation

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- Data Analytics –Cohort 1 –
- Nashville Software School -

# CAPSTONE PROJECT

Exploratory Data Analysis of 311 and Emergency Hotlines  
In Nashville 911 & 615-862-8600

Your Logo Here



# DATA SOURCES

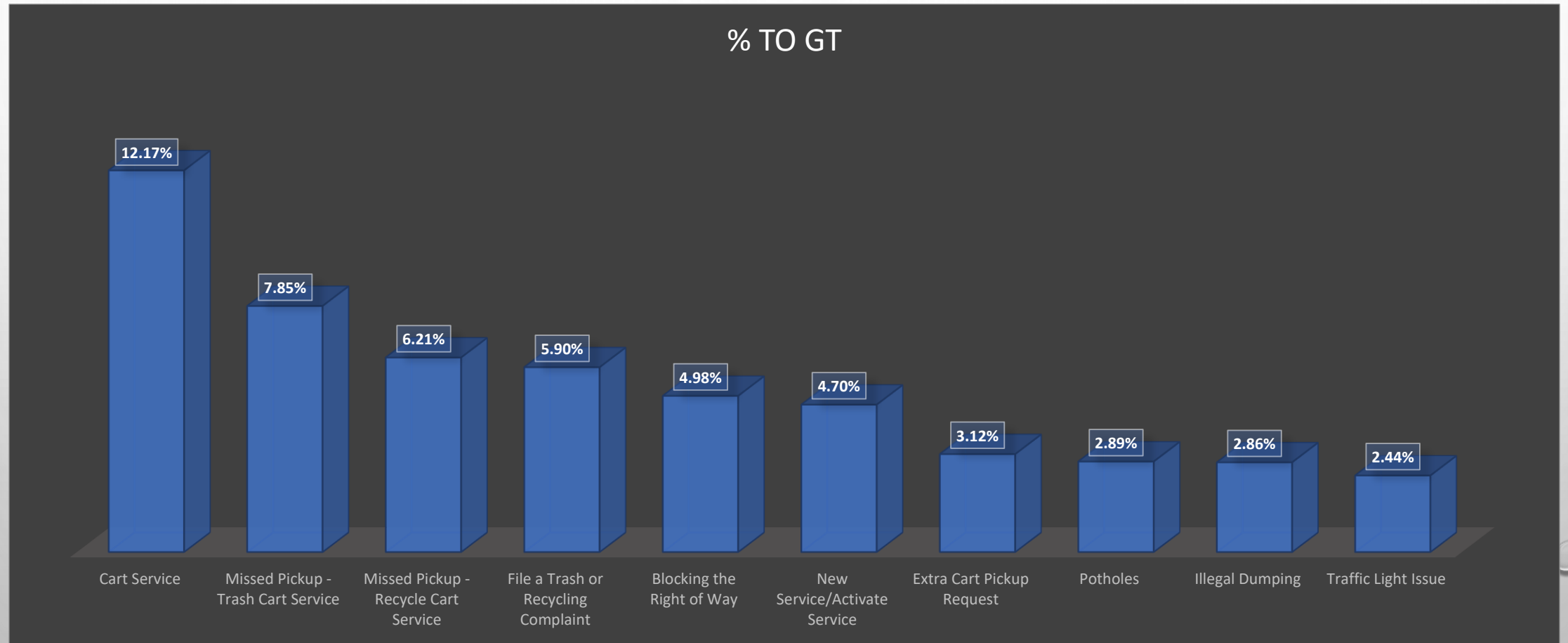
311 : <https://data.nashville.gov/Public-Services/hubNashville-311-Service-Requests/7qhx-rexh>

911 & 615-862-8600  
: <https://data.nashville.gov/Police/Metro-Nashville-Davidson-County-Calls-For-Service-/994x-46a2> (calls for service received by Nashville's Emergency Communications Center (ECC) at 911 and 615-862-8600)

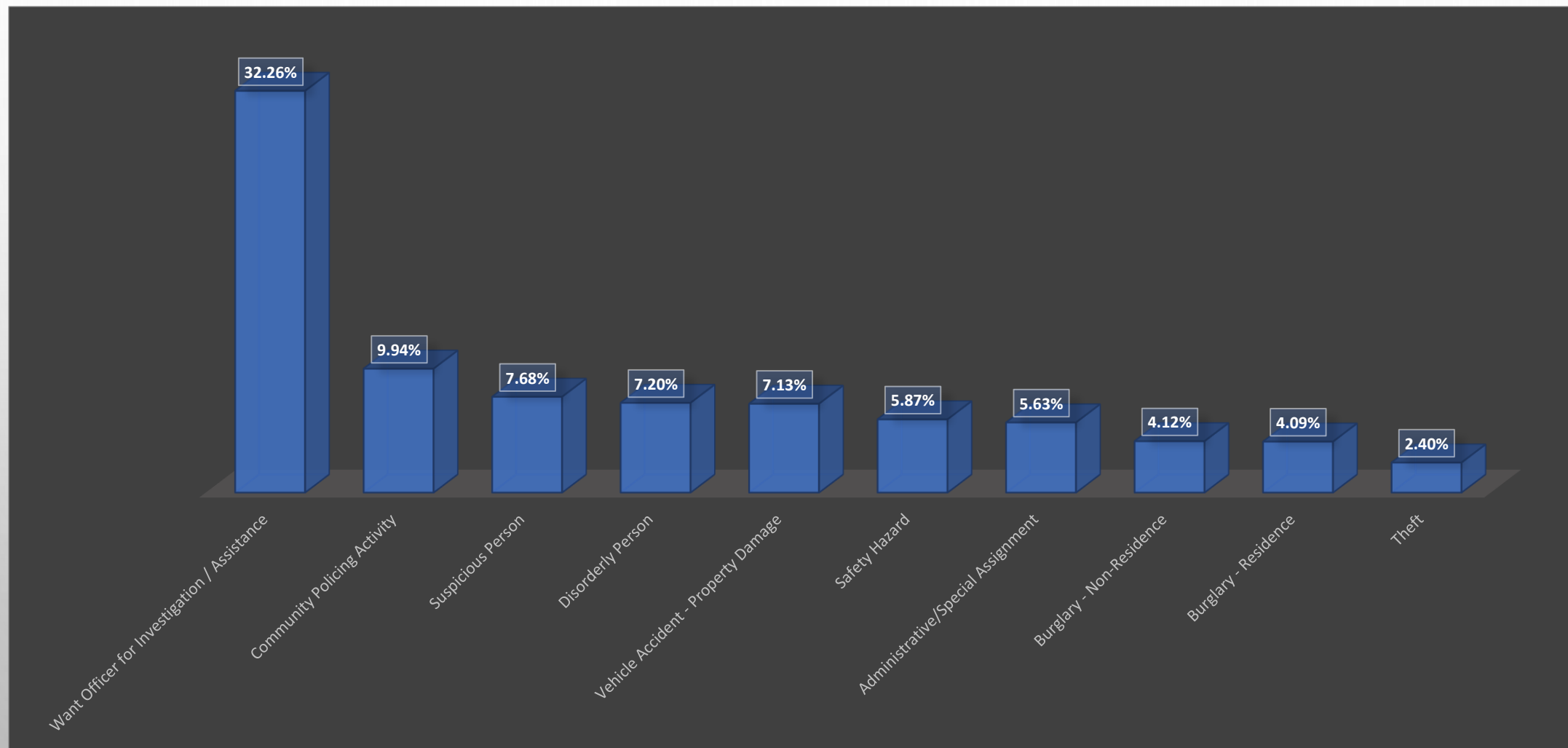
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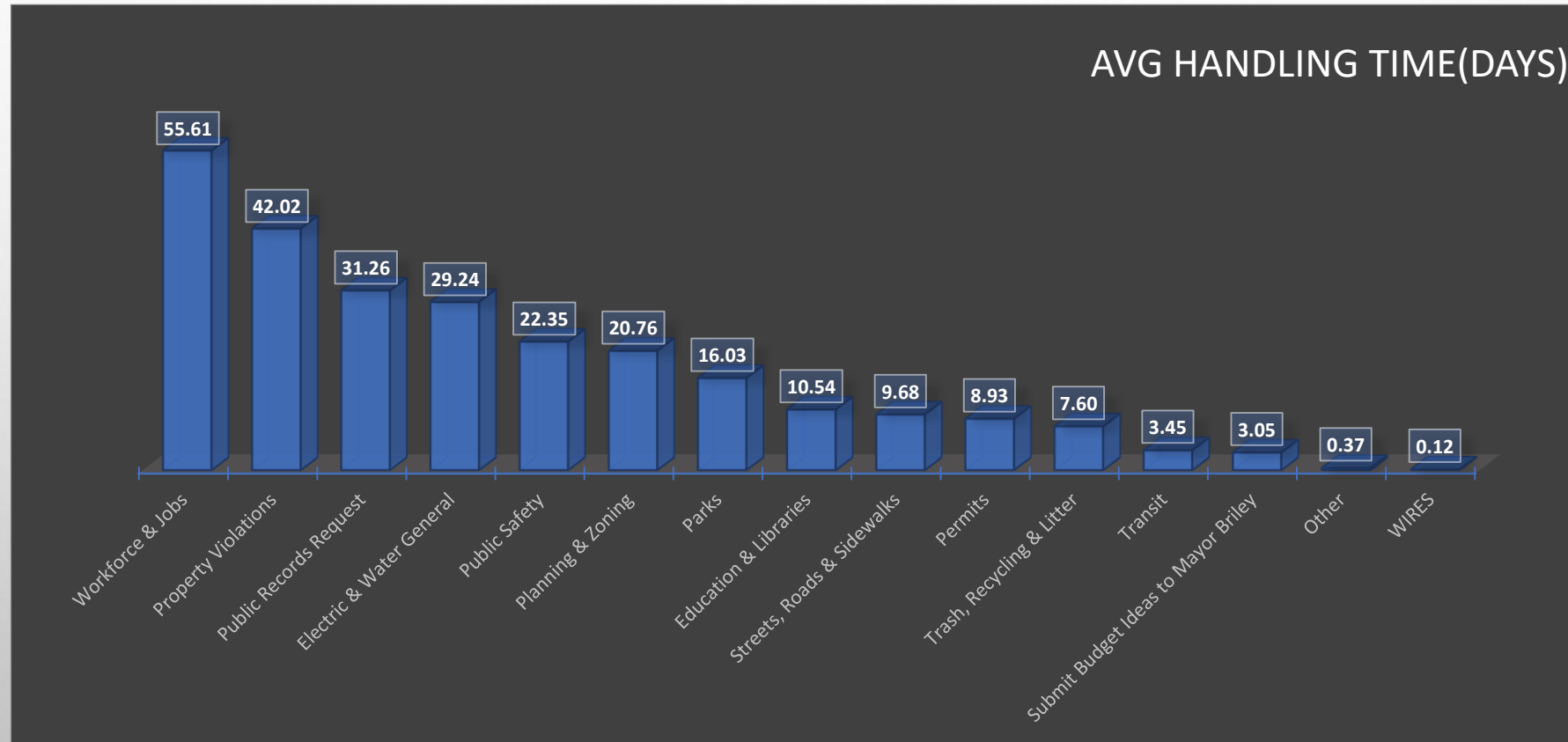
# TOP TEN REASONS FOR CALL(311)



# TOP REASONS FOR 911 & 615-862-8600



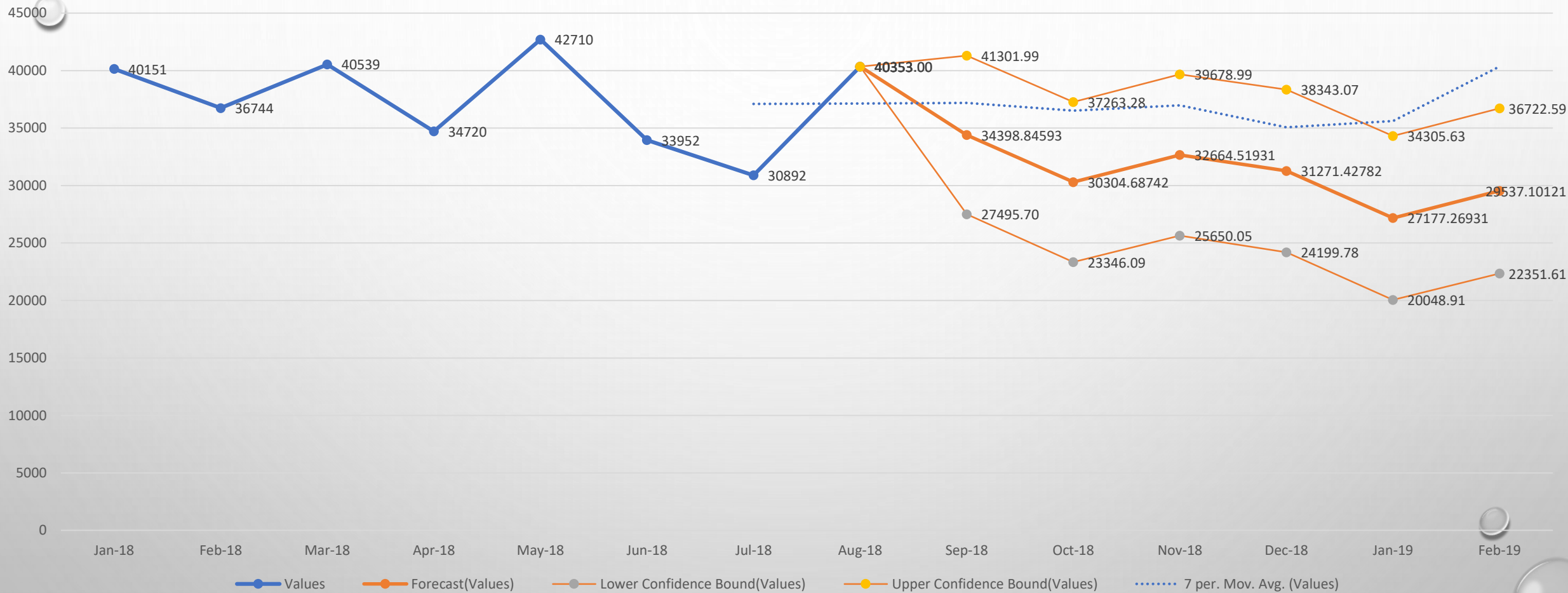
# AVG HANDLING TIME BY CATEGORY(311)



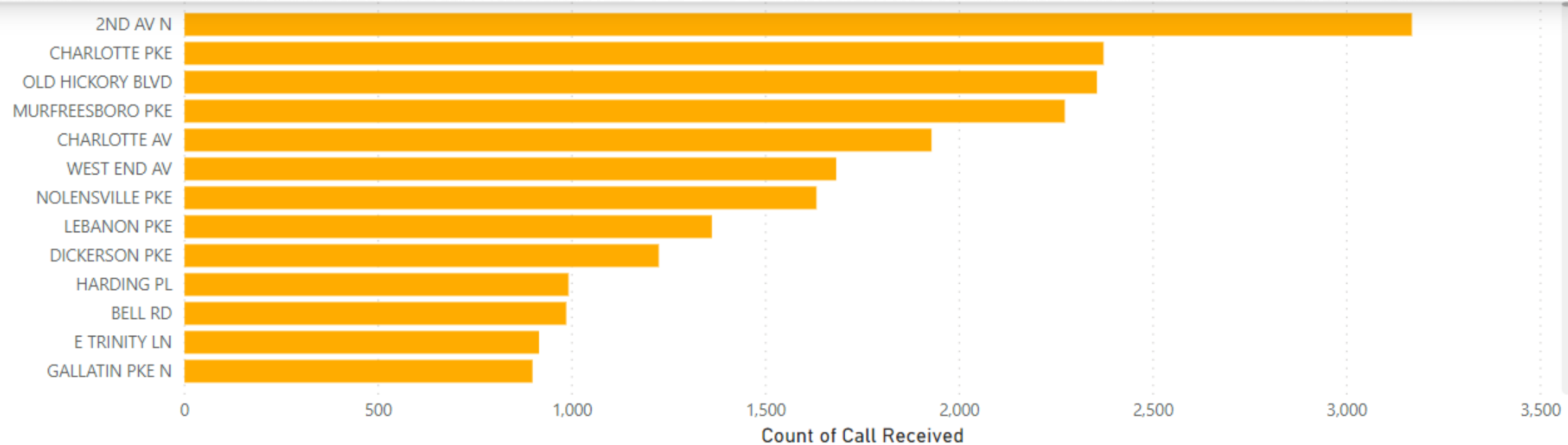
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# CALL VOLUME PROJECTION OF 911



# MOST FREQUENT CALLERS FROM BELOW STREETS





# DASHBOARD

## Call Received

Y Q M W D  
Month

Jul 2018 - Jul 2018

2018  
Q1  
Jan

Feb

Mar

Q2  
Apr

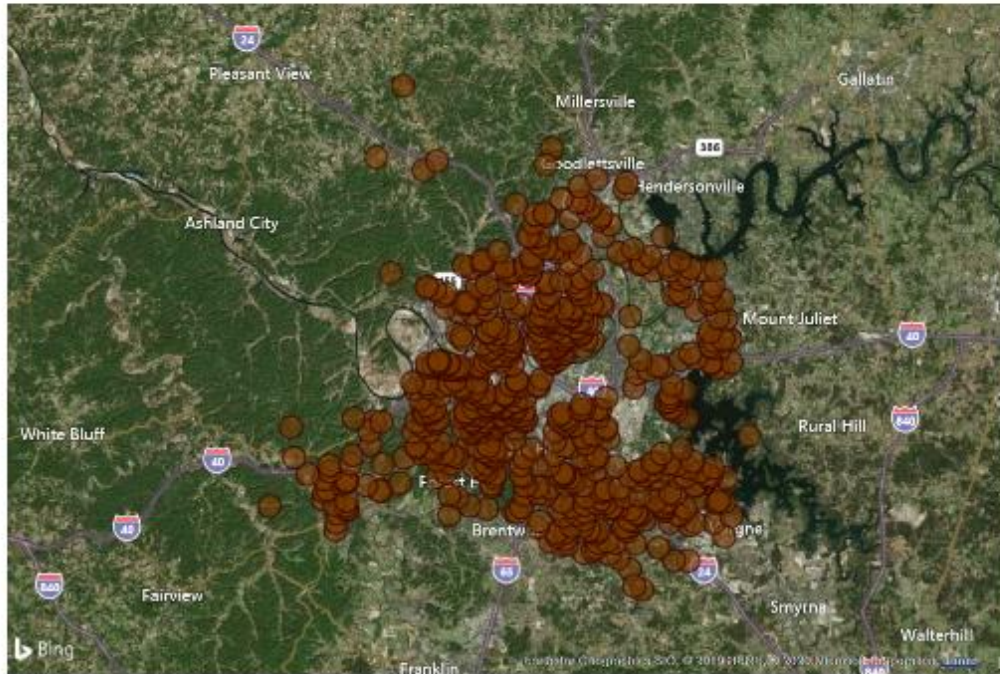
May

Jun

Q3  
Jul

Aug

Sep



| Tencode Description               | Count of Call Received |
|-----------------------------------|------------------------|
| Administrative/Special Assignment | 871                    |
| Burglary - Non-Residence          | 452                    |
| <b>Burglary - Residence</b>       | <b>684</b>             |
| Community Policing Activity       | 1413                   |
| Corpse / D. O. A.                 | 20                     |
| Cutting / Stabbing                | 4                      |
| Dangerous / Injured Animal        | 57                     |
| Disorderly Person                 | 794                    |
| Drowning                          | 1                      |
| Escort / Convoy                   | 1                      |
| Fight / Assault                   | 96                     |
| Fire                              | 3                      |
| Fixed Post                        | 90                     |
| Gang Activity                     | 1                      |
| Hazardous Liquid / Gas Leak       | 9                      |
| Holdup / Robbery                  | 97                     |
| Intoxicated Person                | 36                     |
| <b>Total</b>                      | <b>12202</b>           |

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### Earliest Call Received and First Tencode Description by Tencode Description, Latitude and Longitude

Tencode Description ● Cutting / Stabbing

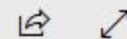


#### Tencode Description

- ☐ Burglary - Non-Residence
- ☐ Burglary - Residence
- ☐ Business Check
- ☐ Community Policing Activity
- ☐ Corpse / D. O. A.
- ☒ Cutting / Stabbing
- ☐ Dangerous / Injured Animal
- ☐ Disturbed Person

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# RECOMMENDATION

-Increase more resources to reduce the resolution time depending on request types and zipcodes

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THANK  
YOU

