

# TASK 3 – DATA ANALYSIS

- ▶ In this task, we identify the three most frequent 311 complaints types ordered by borough types.
- ▶ We also compute if the complaint types are frequent in all the five boroughs of the city.

## **DATASET USED:**

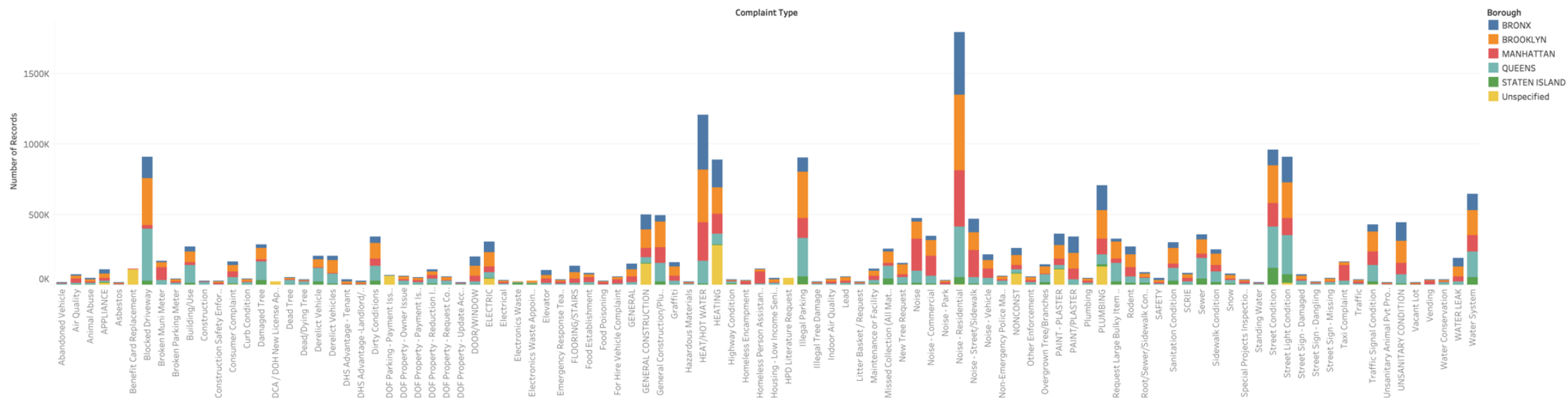
- ➔ The dataset used for the computation of this task can be found in the NYC open data website.
- ➔ The data set contains details of all the 311 service requests from 2010 to the present day. Some of the important attributes of the dataset are:-

IMPORTANT ATTRIBUTES	IMPORTANT ATTRIBUTES
Unique key	Created/closed dates
Agency Name	Complaint Type
Resolution Description	Borough Details
Community board	Address

# DATA ANALYSIS VISUALIZATION

## The types of complaints across boroughs

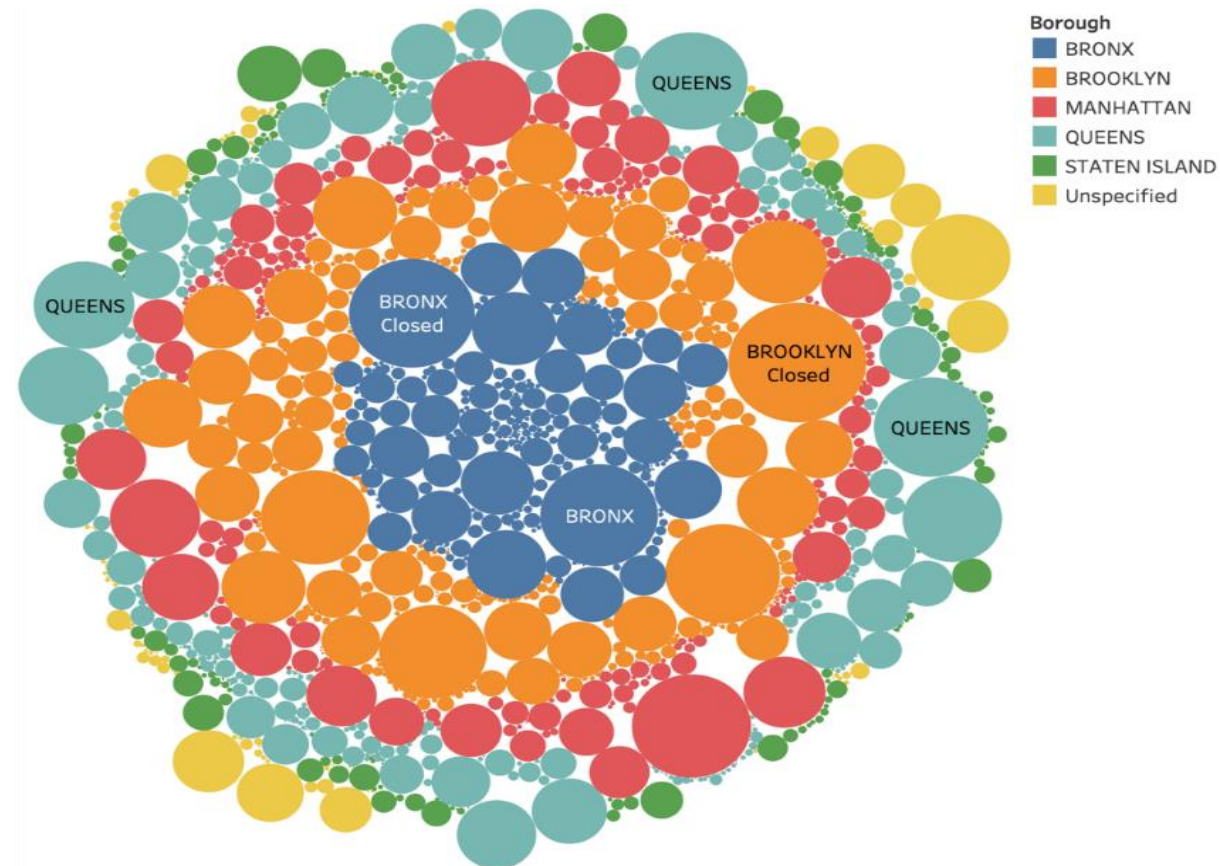
Types of complaints across boroughs



Sum of Number of Records for each Complaint Type. Color shows details about Borough. The view is filtered on Complaint Type, which keeps 100 of 436 members.

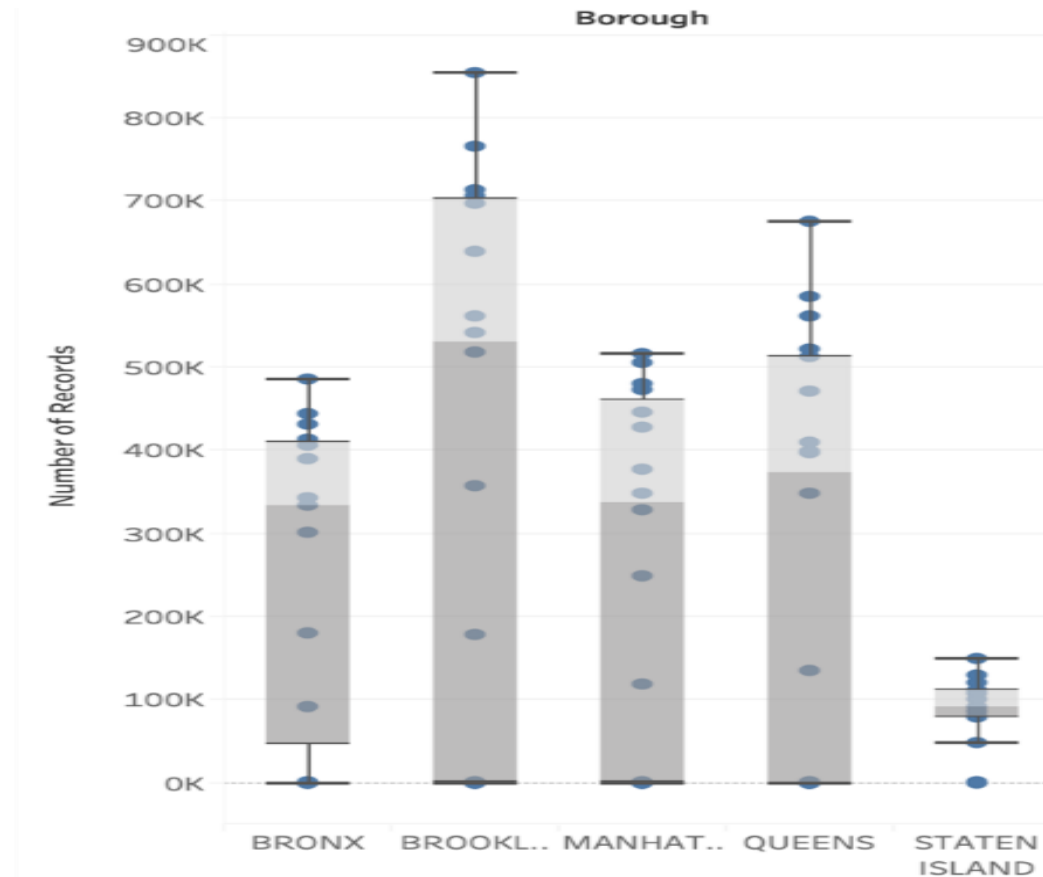
# DATA ANALYSIS - VISUALIZATION

## Status of complaint types across boroughs



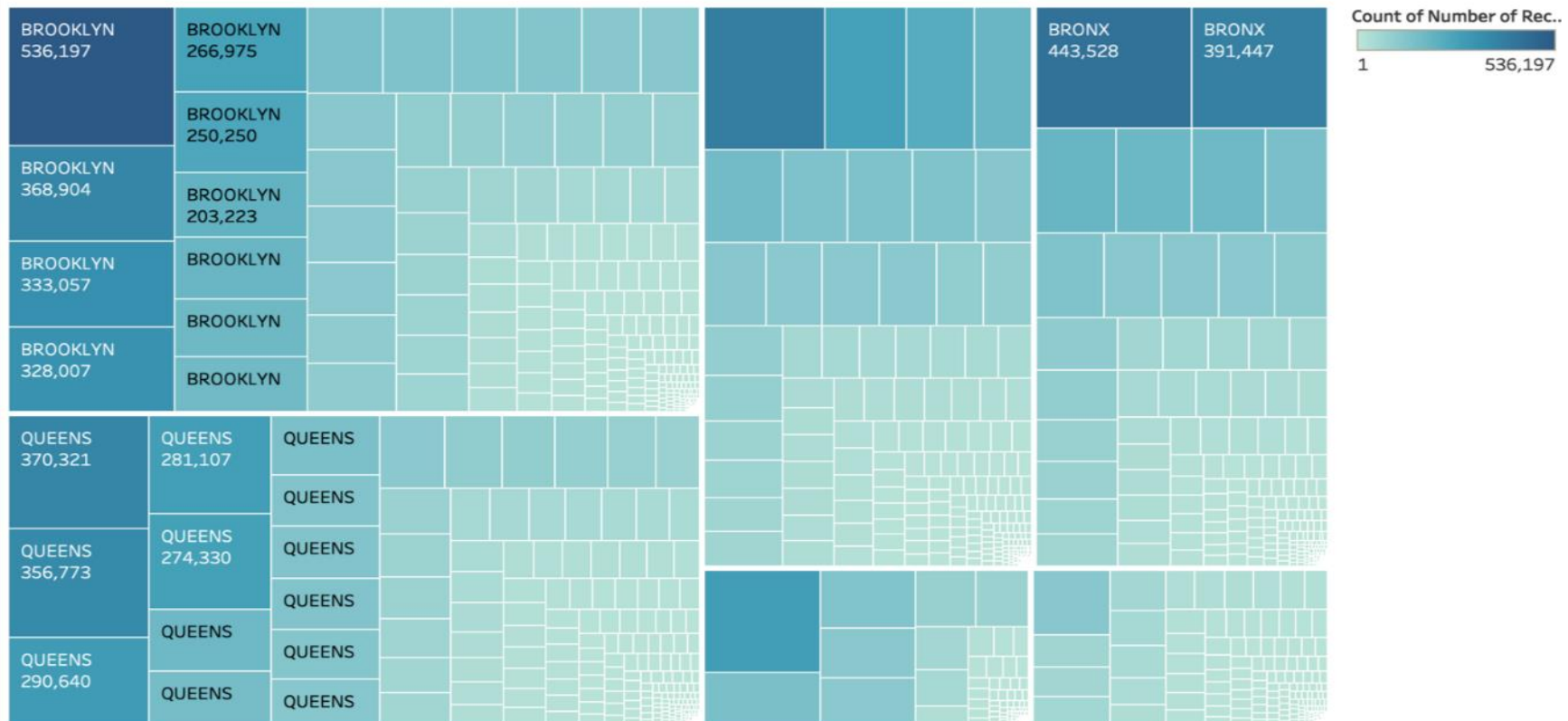
# DATA ANALYSIS - VISUALIZATION

## Closed dates across boroughs



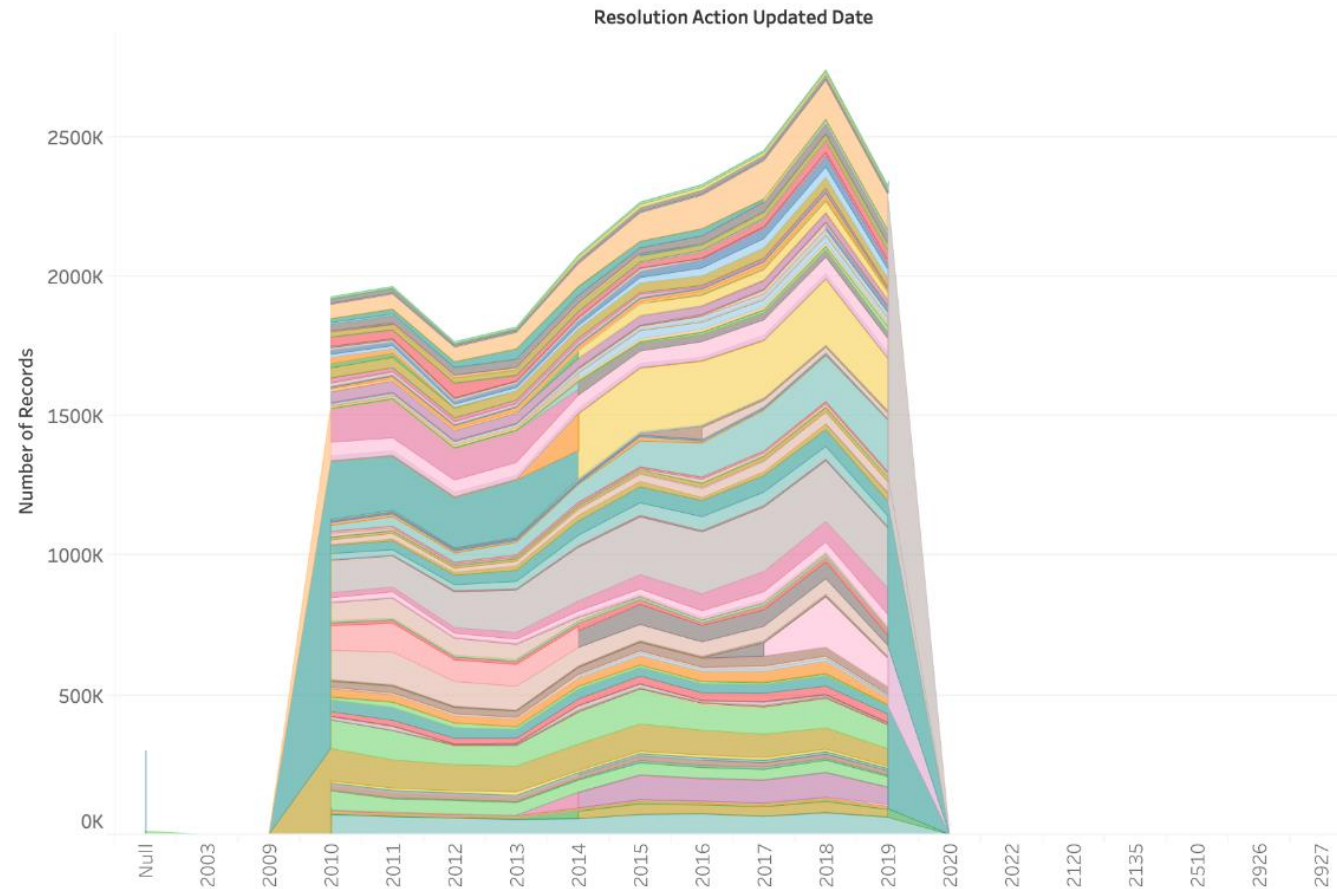
# DATA ANALYSIS - VISUALIZATION

## Heat Map – Count of the complaints across the boroughs



# DATA ANALYSIS - VISUALIZATION

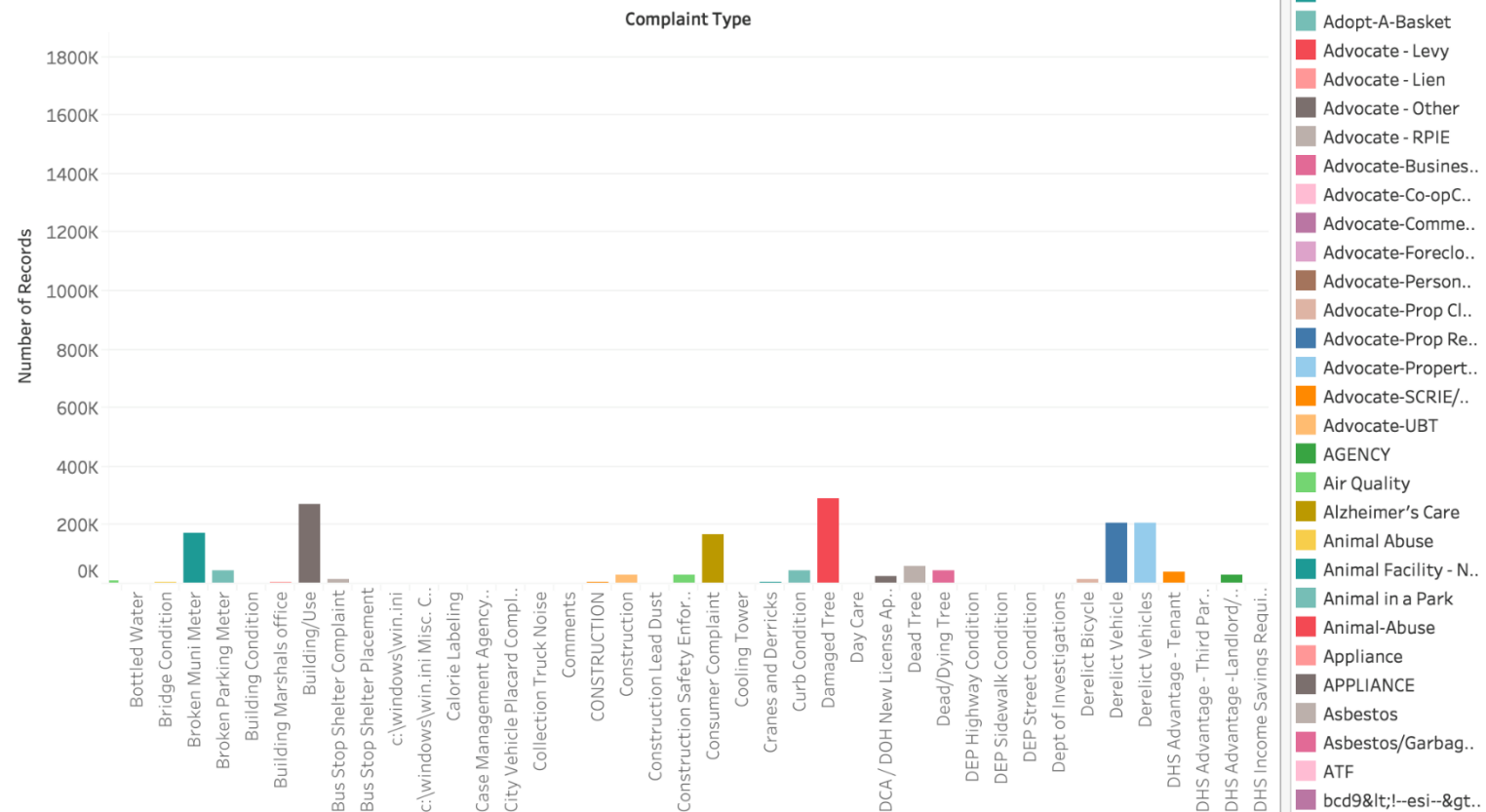
## Complaint types and their resolution types



# DATA ANALYSIS - VISUALIZATION

## Complaint types across different location types

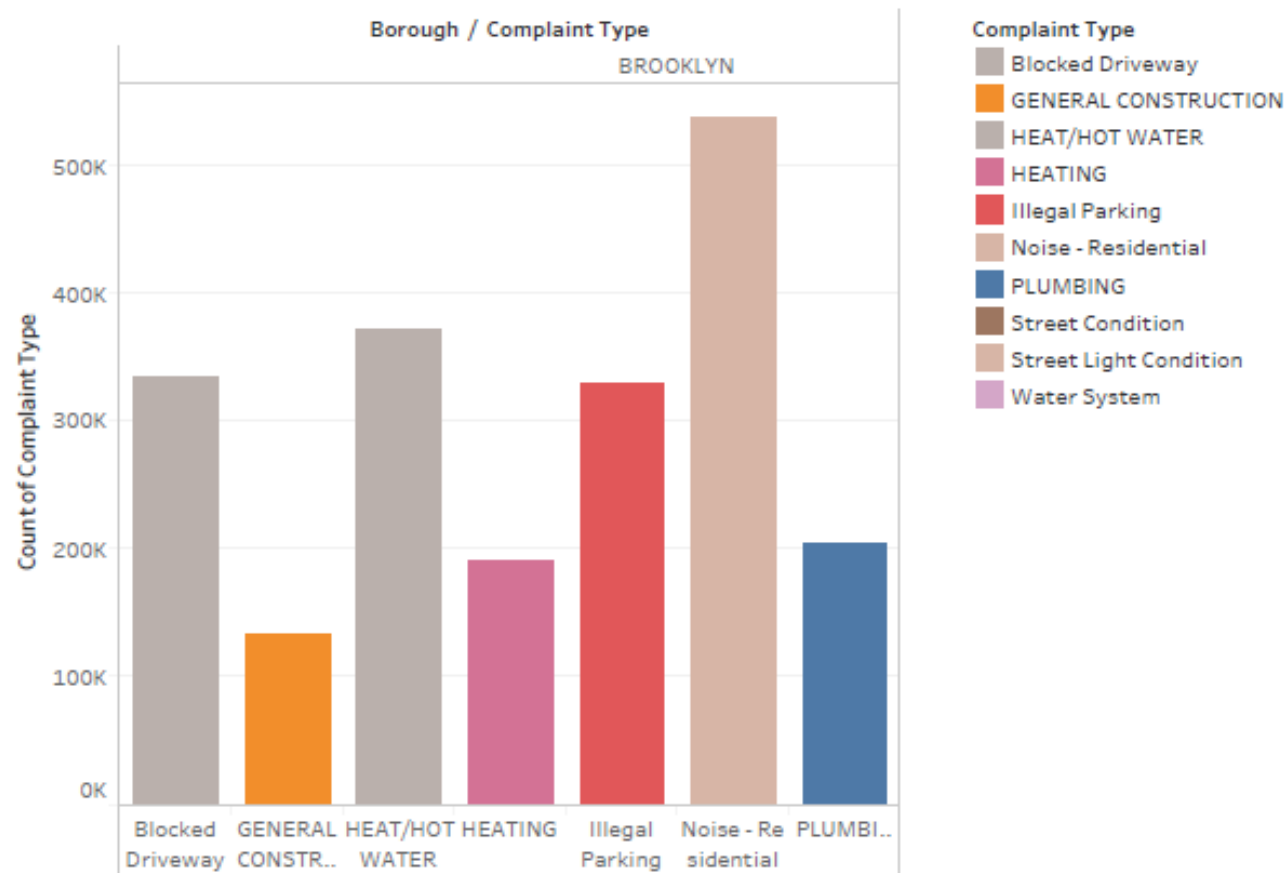
Complaint types across location types





# DATA ANALYSIS - VISUALIZATION

## Top frequent complaint types for Brooklyn



From this visualization of the complaint types issued by the people of Brooklyn, we can infer that: noise in residential areas is the most issued complaint.



# DATA ANALYSIS - VISUALIZATION

## Heat Map of Brooklyn representing the frequency of open complaints in various regions.

