```
In [1]:
           import pandas as pd
 In [2]:
           import numpy as np
 In [3]:
           import matplotlib.pyplot as plt
 In [4]:
           import seaborn as sns
 In [5]:
           from matplotlib import style
 In [6]:
           %matplotlib inline
           cust service = pd.read csv('C:/Users/User/Desktop/Data Science Notes/Project/PS D
 In [7]:
 In [8]:
           ## Understanding the Dataset
 In [9]:
           cust service.head()
 Out[9]:
                 Unique
                            Created
                                        Closed
                                                            Agency
                                                                         Complaint
                                                Agency
                                                                                    Descriptor
                                                                                                Location Type
                    Key
                               Date
                                          Date
                                                              Name
                                                                             Type
                         12/31/2015
                                     01/01/2016
                                                           New York
                                                                            Noise -
                                                                                          Loud
                            11:59:45
               32310363
                                       12:55:15
                                                  NYPD
                                                          City Police
                                                                                                Street/Sidewal
                                                                                    Music/Party
                                                                     Street/Sidewalk
                                PM
                                                         Department
                                           AM
                                     01/01/2016
                         12/31/2015
                                                           New York
                                                                           Blocked
               32309934
                                                  NYPD
                            11:59:44
                                       01:26:57
                                                          City Police
                                                                                                Street/Sidewal
                                                                                     No Access
                                                                          Driveway
                                PM
                                                         Department
                                           AM
                         12/31/2015
                                     01/01/2016
                                                           New York
                                                                           Blocked
               32309159
                            11:59:29
                                       04:51:03
                                                  NYPD
                                                          City Police
                                                                                     No Access
                                                                                                Street/Sidewal
                                                                          Driveway
                                PM
                                           AM
                                                         Department
                         12/31/2015
                                    01/01/2016
                                                           New York
                                                                                    Commercial
               32305098
                            11:57:46
                                       07:43:13
                                                  NYPD
                                                          City Police
                                                                      Illegal Parking
                                                                                      Overnight
                                                                                                Street/Sidewal
                                PM
                                           AM
                                                         Department
                                                                                       Parking
                         12/31/2015
                                     01/01/2016
                                                           New York
                                                                                       Blocked
                                                  NYPD
                                                                                                Street/Sidewal
               32306529
                                       03:24:42
                                                          City Police
                            11:56:58
                                                                      Illegal Parking
                                                                                      Sidewalk
                                PM
                                           AM
                                                         Department
           5 rows × 53 columns
In [10]: # Shape of Dataset
           cust_service.shape
Out[10]: (364558, 53)
In [11]:
           # Variables with null values
```

In [12]: cust\_service.isna()

Out[12]:

	Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Type	Incident Zip	Inc Adc
0	False	False	False	False	False	False	False	False	False	
1	False	False	False	False	False	False	False	False	False	
2	False	False	False	False	False	False	False	False	False	
3	False	False	False	False	False	False	False	False	False	
4	False	False	False	False	False	False	False	False	False	
364553	False	False	False	False	False	False	False	False	False	
364554	False	False	False	False	False	False	False	False	False	
364555	False	False	False	False	False	False	False	False	False	
364556	False	False	False	False	False	False	False	False	False	
364557	False	False	False	False	False	False	False	False	False	

364558 rows × 53 columns

## In [13]: cust\_service.isna().any()

Out[13]:	Unique Key	False
	Created Date	False
	Closed Date	True
	Agency	False
	Agency Name	False
	Complaint Type	False
	Descriptor	True
	Location Type	True
	Incident Zip	True -
	Incident Address	True
	Street Name	True
	Cross Street 1	True
	Cross Street 2 Intersection Street 1	True True
	Intersection Street 1 Intersection Street 2	True
	Address Type	True
	City	True
	Landmark	True
	Facility Type	True
	Status	False
	Due Date	True
	Resolution Description	False
	Resolution Action Updated Date	True
	Community Board	False
	Borough	False
	X Coordinate (State Plane)	True
	Y Coordinate (State Plane)	True
	Park Facility Name	False
	Park Borough	False
	School Name	False
	School Number	False
	School Region	True
	School Code	True
	School Phone Number	False
	School Address	False
	School City	False
	School State	False
	School Zip	True
	School Not Found	False
	School or Citywide Complaint	True
	Vehicle Type Taxi Company Borough	True True
	Taxi Pick Up Location	True
	Bridge Highway Name	True
	Bridge Highway Direction	True
	Road Ramp	True
	Bridge Highway Segment	True
	Garage Lot Name	True
	Ferry Direction	True
	Ferry Terminal Name	True
	Latitude	True
	Longitude	True
	Location	True
	dtype: bool	

## In [14]: cust\_service.isna().sum()

Out[14]:	Unique Key	0
	Created Date	0
	Closed Date	2381
	Agency Name	0
	Agency Name Complaint Type	0
	Descriptor	6501
	Location Type	133
	Incident Zip	2998
	Incident Address	51699
	Street Name	51699
	Cross Street 1	57188
	Cross Street 2	57805
	Intersection Street 1	313438
	Intersection Street 2	314046
	Address Type	3252
	City	2997
	Landmark	364183
	Facility Type	2389
	Status	0
	Due Date	3
	Resolution Description	0 2402
	Resolution Action Updated Date Community Board	2402
	Borough	0
	X Coordinate (State Plane)	4030
	Y Coordinate (State Plane)	4030
	Park Facility Name	0
	Park Borough	0
	School Name	0
	School Number	0
	School Region	1
	School Code	1
	School Phone Number	0
	School Address	0
	School City	0
	School State	0
	School Zip	1
	School Not Found	0 364558
	School or Citywide Complaint Vehicle Type	364558
	Taxi Company Borough	364558
	Taxi Pick Up Location	364558
	Bridge Highway Name	364261
	Bridge Highway Direction	364261
	Road Ramp	364296
	Bridge Highway Segment	364296
	Garage Lot Name	364558
	Ferry Direction	364557
	Ferry Terminal Name	364556
	Latitude	4030
	Longitude	4030
	Location	4030
	dtype: int64	

```
In [15]: | cust_service.columns
Out[15]: Index(['Unique Key', 'Created Date', 'Closed Date', 'Agency', 'Agency Name',
                   'Complaint Type', 'Descriptor', 'Location Type', 'Incident Zip',
                  'Incident Address', 'Street Name', 'Cross Street 1', 'Cross Street 2',
                  'Intersection Street 1', 'Intersection Street 2', 'Address Type',
                  'City', 'Landmark', 'Facility Type', 'Status', 'Due Date',
                  'Resolution Description', 'Resolution Action Updated Date',
                  'Community Board', 'Borough', 'X Coordinate (State Plane)',
                  'Y Coordinate (State Plane)', 'Park Facility Name', 'Park Borough', 'School Name', 'School Number', 'School Region', 'School Code',
                  'School Phone Number', 'School Address', 'School City', 'School State',
                  'School Zip', 'School Not Found', 'School or Citywide Complaint',
                  'Vehicle Type', 'Taxi Company Borough', 'Taxi Pick Up Location',
                  'Bridge Highway Name', 'Bridge Highway Direction', 'Road Ramp',
                  'Bridge Highway Segment', 'Garage Lot Name', 'Ferry Direction',
                  'Ferry Terminal Name', 'Latitude', 'Longitude', 'Location'],
                 dtype='object')
In [16]: ## Exploratory Data Analysis
In [17]: # Missing Value Treatment
          Type Markdown and LaTeX: \alpha^2
In [18]: # Find Columns without Object values / with Number values
In [19]: | num = cust service.select dtypes(exclude='object')
In [20]:
         num.head()
Out[20]:
                                        X
                                                                                          Garage
                                                      School or
                                                                                      Taxi
                                                                            Taxi
                       Incident Coordinate
                                           Coordinate
                                                                Vehicle
                Unique
                                                       Citywide
                                                                        Company
                                                                                  Pick Up
                                                                                              Lot
                  Key
                           Zip
                                    (State
                                               (State
                                                                  Type
                                                      Complaint
                                                                         Borough
                                                                                 Location
                                                                                            Name
                                    Plane)
                                               Plane)
              32310363
                        10034.0
                                 1005409.0
                                             254678.0
                                                           NaN
                                                                   NaN
                                                                            NaN
                                                                                     NaN
                                                                                             NaN
                                                                                                  4(
              32309934
                        11105.0
                                 1007766.0
                                             221986.0
                                                                   NaN
                                                                            NaN
                                                                                     NaN
                                                           NaN
                                                                                             NaN
                                                                                                  4(
              32309159
                        10458.0
                                 1015081.0
                                             256380.0
                                                           NaN
                                                                   NaN
                                                                            NaN
                                                                                     NaN
                                                                                             NaN
                                                                                                  4(
              32305098
                        10461.0
                                 1031740.0
                                             243899.0
                                                           NaN
                                                                   NaN
                                                                            NaN
                                                                                     NaN
                                                                                             NaN
                                                                                                  4(
              32306529
                        11373.0
                                 1019123.0
                                             206375.0
                                                           NaN
                                                                   NaN
                                                                            NaN
                                                                                     NaN
                                                                                             NaN
                                                                                                  40
In [21]: # Find null values in 'num' dataset
```

```
In [22]: # Analyse columns with null values
         num.isna().any()
Out[22]: Unique Key
                                          False
         Incident Zip
                                           True
         X Coordinate (State Plane)
                                           True
         Y Coordinate (State Plane)
                                           True
         School or Citywide Complaint
                                           True
         Vehicle Type
                                           True
         Taxi Company Borough
                                           True
         Taxi Pick Up Location
                                           True
         Garage Lot Name
                                           True
         Latitude
                                           True
         Longitude
                                           True
         dtype: bool
In [23]: # Analyse the count of null values in all columns
         num.isna().sum()
Out[23]: Unique Key
                                               0
         Incident Zip
                                            2998
         X Coordinate (State Plane)
                                            4030
         Y Coordinate (State Plane)
                                            4030
         School or Citywide Complaint
                                          364558
         Vehicle Type
                                          364558
         Taxi Company Borough
                                          364558
         Taxi Pick Up Location
                                          364558
         Garage Lot Name
                                          364558
         Latitude
                                            4030
         Longitude
                                            4030
         dtype: int64
In [24]: # Find the columns those contain null values only
         num.isna().any()[num.isna().any()==True]
Out[24]: Incident Zip
                                          True
         X Coordinate (State Plane)
                                          True
         Y Coordinate (State Plane)
                                          True
         School or Citywide Complaint
                                          True
         Vehicle Type
                                          True
         Taxi Company Borough
                                          True
         Taxi Pick Up Location
                                          True
         Garage Lot Name
                                          True
         Latitude
                                          True
         Longitude
                                          True
         dtype: bool
```

```
In [25]: # Find the count of null values in the columns those contain null values only
         num.isna().sum()[num.isna().sum()!=0]
Out[25]: Incident Zip
                                            2998
         X Coordinate (State Plane)
                                            4030
         Y Coordinate (State Plane)
                                            4030
         School or Citywide Complaint
                                          364558
         Vehicle Type
                                          364558
         Taxi Company Borough
                                          364558
         Taxi Pick Up Location
                                          364558
         Garage Lot Name
                                          364558
         Latitude
                                            4030
         Longitude
                                            4030
         dtype: int64
In [26]: # Analyse the date column and remove the entries if it has incorrect timeline
In [27]: cust service.columns
Out[27]: Index(['Unique Key', 'Created Date', 'Closed Date', 'Agency', 'Agency Name',
                 'Complaint Type', 'Descriptor', 'Location Type', 'Incident Zip',
                 'Incident Address', 'Street Name', 'Cross Street 1', 'Cross Street 2',
                 'Intersection Street 1', 'Intersection Street 2', 'Address Type',
                 'City', 'Landmark', 'Facility Type', 'Status', 'Due Date',
                 'Resolution Description', 'Resolution Action Updated Date',
                 'Community Board', 'Borough', 'X Coordinate (State Plane)',
                 'Y Coordinate (State Plane)', 'Park Facility Name', 'Park Borough',
                 'School Name', 'School Number', 'School Region', 'School Code',
                 'School Phone Number', 'School Address', 'School City', 'School State',
                 'School Zip', 'School Not Found', 'School or Citywide Complaint',
                 'Vehicle Type', 'Taxi Company Borough', 'Taxi Pick Up Location',
                 'Bridge Highway Name', 'Bridge Highway Direction', 'Road Ramp',
                 'Bridge Highway Segment', 'Garage Lot Name', 'Ferry Direction',
                 'Ferry Terminal Name', 'Latitude', 'Longitude', 'Location'],
               dtype='object')
In [28]: # Identifying the columns having date
         date cols = [col for col in cust service.columns if 'Date' in col]
In [29]: date cols
Out[29]: ['Created Date', 'Closed Date', 'Due Date', 'Resolution Action Updated Date']
In [30]: cust service['Created Date'].isna().any()
Out[30]: False
In [31]: cust_service['Created Date'].isna().sum()
Out[31]: 0
```

```
In [32]: | cust service['Created Date'].head()
Out[32]: 0
              12/31/2015 11:59:45 PM
              12/31/2015 11:59:44 PM
         1
              12/31/2015 11:59:29 PM
         2
         3
              12/31/2015 11:57:46 PM
              12/31/2015 11:56:58 PM
         4
         Name: Created Date, dtype: object
In [33]: | cust_service.dropna(subset=['Created Date'], inplace = True)
In [34]: | cust service['Created Date']
Out[34]: 0
                   12/31/2015 11:59:45 PM
                   12/31/2015 11:59:44 PM
         2
                   12/31/2015 11:59:29 PM
         3
                   12/31/2015 11:57:46 PM
                   12/31/2015 11:56:58 PM
         364553
                   01/01/2015 12:04:44 AM
                   01/01/2015 12:04:28 AM
         364554
         364555
                   01/01/2015 12:01:30 AM
                   01/01/2015 12:01:29 AM
         364556
         364557
                   01/01/2015 12:00:50 AM
         Name: Created Date, Length: 364558, dtype: object
In [35]: # Identify null values in Closed Date Column
         cust service['Closed Date'].isna().any()
Out[35]: True
In [36]: # Number of Null values in Closed Date column
         cust service['Closed Date'].isna().sum()
Out[36]: 2381
In [37]: # Remove rows with null values from Closed Date Column
         cust service.dropna(subset=['Closed Date'], inplace = True)
In [38]: # Check updated Closed Date Column
         cust_service['Closed Date'].isna().any()
Out[38]: False
In [39]: cust service['Closed Date'].isna().sum()
Out[39]: 0
In [40]: date_cols
Out[40]: ['Created Date', 'Closed Date', 'Due Date', 'Resolution Action Updated Date']
```

```
In [41]: # Identify null values in Due Date column
         cust service['Due Date'].isna().any()
Out[41]: True
In [42]: # Find the number of null values in Due Date column
         cust service['Due Date'].isna().sum()
Out[42]: 1
In [43]: # Remove null values from Due Date column
         cust service.dropna(subset=['Due Date'], inplace = True)
In [44]: # Check the updated Due Date column
         cust_service['Due Date'].isna().any()
Out[44]: False
In [45]: # Identify null values in Resolution Action Updated Date column
         cust service['Resolution Action Updated Date'].isna().any()
Out[45]: True
In [46]: # Find the number of null values in Resolution Action Updated Date column
         cust service['Resolution Action Updated Date'].isna().sum()
Out[46]: 38
In [47]: # Remove null values in Resolution Action Updated Date column
         cust service.dropna(subset='Resolution Action Updated Date', inplace = True)
In [48]: # Check the updated Resolution Action Updated Date column
         cust service['Resolution Action Updated Date'].isna().any()
Out[48]: False
```

```
In [49]: | cust_service.columns
Out[49]: Index(['Unique Key', 'Created Date', 'Closed Date', 'Agency', 'Agency Name',
                 'Complaint Type', 'Descriptor', 'Location Type', 'Incident Zip',
                 'Incident Address', 'Street Name', 'Cross Street 1', 'Cross Street 2',
                 'Intersection Street 1', 'Intersection Street 2', 'Address Type',
                 'City', 'Landmark', 'Facility Type', 'Status', 'Due Date',
                 'Resolution Description', 'Resolution Action Updated Date',
                 'Community Board', 'Borough', 'X Coordinate (State Plane)',
                 'Y Coordinate (State Plane)', 'Park Facility Name', 'Park Borough', 'School Name', 'School Number', 'School Region', 'School Code',
                 'School Phone Number', 'School Address', 'School City', 'School State',
                 'School Zip', 'School Not Found', 'School or Citywide Complaint',
                 'Vehicle Type', 'Taxi Company Borough', 'Taxi Pick Up Location',
                 'Bridge Highway Name', 'Bridge Highway Direction', 'Road Ramp',
                 'Bridge Highway Segment', 'Garage Lot Name', 'Ferry Direction',
                 'Ferry Terminal Name', 'Latitude', 'Longitude', 'Location'],
                dtype='object')
In [50]: cust service['School or Citywide Complaint'].info()
         <class 'pandas.core.series.Series'>
         Int64Index: 362138 entries, 0 to 364557
         Series name: School or Citywide Complaint
         Non-Null Count Dtype
          -----
         0 non-null
                          float64
         dtypes: float64(1)
         memory usage: 5.5 MB
In [51]: cust_service['Complaint Type'].info()
          <class 'pandas.core.series.Series'>
         Int64Index: 362138 entries, 0 to 364557
         Series name: Complaint Type
         Non-Null Count
                           Dtype
         362138 non-null object
         dtypes: object(1)
         memory usage: 5.5+ MB
In [52]: | ## Frequency Plot for city-wise complaints
In [53]: # Convert object values of Complaint Type in integer
In [54]: # Index values of Dataset
         cust service.index.values
Out[54]: array([
                                       2, ..., 364555, 364556, 364557], dtype=int64)
                      0,
                              1,
```

```
In [55]: # Column values of Dataset
    cust_service.columns.values
```

## In [56]: cust\_service.info()

<class 'pandas.core.frame.DataFrame'>
Int64Index: 362138 entries, 0 to 364557
Data columns (total 53 columns):

O Unique Key 1 Created Date 2 Closed Date 3 Agency 4 Agen	Data	columns (total 53 columns):		
0         Unique Key         362138 nor           1         Created Date         362138 nor           2         Closed Date         362138 nor           3         Agency         362138 nor           4         Agency Name         362138 nor           5         Complaint Type         362138 nor           6         Descriptor         355644 nor           7         Location Type         362045 nor           8         Incident Zip         361463 nor           9         Incident Address         310459 nor           10         Street Name         310459 nor           11         Cross Street 1         306814 nor           12         Cross Street 2         306681 nor           13         Intersection Street 1         50621 nor           14         Intersection Street 2         30497 nor           15         Address Type         361209 nor           16         City         361464 nor           17         Landmark         375 nor-nor           18         Facility Type         362121 nor           19         Status         362138 nor           20         Due Date         362138 nor           21	#	Column	Non-Null Count	Dtype
1         Created Date         362138 nor           2         Closed Date         362138 nor           3         Agency         362138 nor           4         Agency Name         362138 nor           5         Complaint Type         362138 nor           6         Descriptor         355644 nor           7         Location Type         362045 nor           8         Incident Zip         361463 nor           9         Incident Address         310459 nor           10         Street Name         310459 nor           11         Cross Street 1         306814 nor           12         Cross Street 2         306681 nor           13         Intersection Street 1         50621 non-           14         Intersection Street 2         30497 non-           15         Address Type         361209 nor           16         City         361464 nor           17         Landmark         375 non-nu           18         Facility Type         362121 nor           19         Status         362138 nor           20         Due Date         362138 nor           21         Resolution Description         362138 nor				
1         Created Date         362138 nor           2         Closed Date         362138 nor           3         Agency         362138 nor           4         Agency Name         362138 nor           5         Complaint Type         362138 nor           6         Descriptor         355644 nor           7         Location Type         362045 nor           8         Incident Zip         361463 nor           9         Incident Address         310459 nor           10         Street Name         310459 nor           11         Cross Street 1         306814 nor           12         Cross Street 2         306681 nor           13         Intersection Street 1         50621 non-           14         Intersection Street 2         30497 non-           15         Address Type         361209 nor           16         City         361464 nor           17         Landmark         375 non-nu           18         Facility Type         362121 nor           19         Status         362138 nor           20         Due Date         362138 nor           21         Resolution Description         362138 nor	0	Unique Kev	362138 non-null	int64
2         Closed Date         362138 nor           3         Agency         362138 nor           5         Complaint Type         362138 nor           6         Descriptor         355644 nor           7         Location Type         362045 nor           8         Incident Zip         361463 nor           9         Incident Address         310459 nor           10         Street Name         310459 nor           11         Cross Street 1         306814 nor           12         Cross Street 2         306681 nor           13         Intersection Street 1         50621 nor-           14         Intersection Street 2         50497 nor-           15         Address Type         361209 nor           16         City         361464 nor           17         Landmark         375 nor-no           18         Facility Type         362121 nor           19         Status         362138 nor           20         Due Date         362138 nor           21         Resolution Description         362138 nor           22         Resolution Action Updated Date         362138 nor           23         Community Board         362138 nor<			362138 non-null	object
3         Agency Name         362138 nor           5         Complaint Type         362138 nor           6         Descriptor         355644 nor           7         Location Type         362045 nor           8         Incident Zip         361463 nor           9         Incident Address         310459 nor           10         Street Name         310459 nor           11         Cross Street 1         306814 nor           12         Cross Street 2         306681 nor           13         Intersection Street 1         50621 non-           14         Intersection Street 2         50497 non-           15         Address Type         361209 nor           16         City         361464 nor           17         Landmark         375 non-nu           18         Facility Type         362121 nor           19         Status         362138 nor           20         Due Date         362138 nor           21         Resolution Description         362138 nor           22         Resolution Action Updated Date         362138 nor           23         Community Board         362138 nor           24         Borough         362138 no			362138 non-null	object
4 Agency Name 362138 nor 5 Complaint Type 362138 nor 6 Descriptor 355644 nor 7 Location Type 362045 nor 8 Incident Zip 361463 nor 9 Incident Address 310459 nor 10 Street Name 310459 nor 11 Cross Street 1 306814 nor 12 Cross Street 2 306681 nor 14 Intersection Street 1 50621 non-15 Address Type 361209 nor 16 City 361464 nor 17 Landmark 375 non-nu 18 Facility Type 362121 nor 17 Landmark 375 non-nu 18 Facility Type 362121 nor 19 Status 362138 nor 20 Due Date 362138 nor 21 Resolution Description 362138 nor 22 Resolution Action Updated Date 362138 nor 24 Borough 362138 nor 25 X Coordinate (State Plane) 360431 nor 27 Park Facility Name 362138 nor 28 Park Borough 362138 nor 29 School Name 362138 nor 30 School Number 362138 nor 31 School Region 362137 nor 32 School Code 362137 nor 33 School Phone Number 362138 nor 35 School State 362138 nor 362138 nor 37 School State 362138 nor 37 School State 362138 nor 39 School Not Found 362138 nor 39 School Phone Number 362138 nor 39 School Not Found 362138 nor 362138 n				object
5 Complaint Type 362138 nor 6 Descriptor 355644 nor 7 Location Type 362045 nor 8 Incident Zip 361463 nor 9 Incident Address 310459 nor 10 Street Name 310459 nor 11 Cross Street 1 306814 nor 12 Cross Street 2 306681 nor 13 Intersection Street 1 50621 non-14 Intersection Street 2 50497 non-15 Address Type 361209 nor 16 City 361464 nor 17 Landmark 375 non-nu 18 Facility Type 362121 nor 19 Status 362138 nor 20 Due Date 362138 nor 21 Resolution Description 362138 nor 22 Resolution Action Updated Date 362138 nor 24 Borough 362138 nor 25 X Coordinate (State Plane) 360431 nor 26 Y Coordinate (State Plane) 360431 nor 27 Park Facility Name 362138 nor 362138 nor 37 School Name 362138 nor 38 School Number 362138 nor 39 School Number 362138 nor 39 School City 362138 nor 39 School Address 362138 nor 39 School State 362138 nor 39 School State 362138 nor 39 School Ot City 362138 nor 39 School State 362138 nor 39 School Ot City 362138 nor 39 School Ot City 362138 nor 39 School Ot City 362138 nor 39 School Ot Tound 362138 nor 39 School Ot Tound 362138 nor 39 School Ot City 362138 nor 39 School Ot Found 362138 nor 39 School Not Found 362138 nor 39 School Ot Found 362138 nor 39 School Ot Found 362138 nor 39 School Ot Found 362138 nor 39 School Not Found 362138 nor 3		<u> </u>		object
6 Descriptor 7 Location Type 8 Incident Zip 9 Incident Address 10 Street Name 11 Cross Street 1 12 Cross Street 2 13 Jintersection Street 1 14 Intersection Street 2 15 Address Type 16 City 17 Landmark 18 Facility Type 19 Status 20 Due Date 21 Resolution Description 22 Resolution Action Updated Date 23 Community Board 24 Borough 25 X Coordinate (State Plane) 26 Y Coordinate (State Plane) 27 Park Facility Name 28 Park Borough 29 School Name 30 School Number 31 School Region 32 School Code 33 School Phone Number 34 School Address 35 School City 36 School State 37 School Tipy 36 School Not Found 39 School Octity 30 School Octity 31 School State 37 School Zip 38 School Octity 39 School Octity 30 School Not Found 39 School Octity 30 School Not Found 30 School Not Found 30 School Not Found 31 School Pocition 40 Vehicle Type 41 Taxi Company Borough 42 Taxi Pick Up Location 43 Bridge Highway Name 44 Bridge Highway Name 45 Bridge Highway Segment 46 Bridge Highway Segment 47 Garage Lot Name 48 Ferry Direction 49 Onon-null 40 Ferry Direction 40 Onon-null 41 Ferry Direction 40 Onon-null 41 Ferry Direction 41 Onon-null 42 Ferry Direction 42 Onon-null 43 Ferry Direction 44 Ferry Direction		<u> </u>		-
7 Location Type 8 Incident Zip 9 Incident Address 10 Street Name 11 Cross Street 1 12 Cross Street 2 13 Intersection Street 1 14 Intersection Street 2 15 Address Type 16 City 17 Landmark 18 Facility Type 19 Status 20 Due Date 21 Resolution Description 22 Resolution Description 23 Community Board 24 Borough 25 X Coordinate (State Plane) 26 Y Coordinate (State Plane) 27 Park Facility Name 28 Park Borough 29 School Name 30 School Number 31 School Region 32 School Code 33 School Phone Number 34 School Address 35 School City 36 School State 37 School State 37 School State 37 School Type 362138 nor 36213				object
8 Incident Zip 361463 nor 9 Incident Address 310459 nor 10 Street Name 310459 nor 11 Cross Street 1 306814 nor 12 Cross Street 2 306681 nor 13 Intersection Street 1 50621 non-15 Address Type 361209 nor 15 Address Type 361209 nor 16 City 361464 nor 17 Landmark 375 non-nut 18 Facility Type 362121 nor 19 Status 362138 nor 20 Due Date 362138 nor 21 Resolution Description 362138 nor 22 Resolution Description 362138 nor 22 Resolution Action Updated Date 362138 nor 22 Resolution Action Updated Date 362138 nor 23 Community Board 362138 nor 24 Borough 362138 nor 25 X Coordinate (State Plane) 360431 nor 26 Y Coordinate (State Plane) 360431 nor 27 Park Facility Name 362138 nor 30 School Name 362138 nor 362138 nor 362138 nor 37 School Name 362138 nor 362138 nor 37 School Region 362137 nor 37 School Region 362137 nor 37 School Address 362138 nor 37 School State 362138 nor 37 School State 362138 nor 38 School Not Found 362138 nor 39 School Not Found 362138 nor 39 School Octy 362138 nor 362138 nor 37 School Zip 362138 nor 37 School Zip 362138 nor 37 School State 362138 nor 3621		•		object
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50 Latitude 360431 non-null float64
51 Longitude 360431 non-null float64
52 Location 360431 non-null object
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dtypes: float64(10), int64(1), object(42)

memory usage: 149.2+ MB

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Complaint Type	City
Noise - Street/Sidewalk	NEW YORK
Blocked Driveway	ASTORIA
Blocked Driveway	BRONX
Illegal Parking	BRONX
Illegal Parking	ELMHURST
Illegal Parking	WOODHAVEN
Noise - Vehicle	BRONX
Noise - Street/Sidewalk	NEW YORK
Blocked Driveway	BRONX
Blocked Driveway	SOUTH OZONE PARK
	Noise - Street/Sidewalk  Blocked Driveway  Blocked Driveway  Illegal Parking  Illegal Parking   Illegal Parking  Noise - Vehicle  Noise - Street/Sidewalk  Blocked Driveway

362138 rows × 2 columns

#### In [58]: ## Find Major types of Complaints

In [59]: # Setting a variable for getting data of Complaint Type
major=cust\_service.loc[:,['Complaint Type']]

```
In [60]: major
Out[60]:
                          Complaint Type
                 0 Noise - Street/Sidewalk
                 1
                         Blocked Driveway
                 2
                         Blocked Driveway
                 3
                            Illegal Parking
                 4
                            Illegal Parking
            364553
                            Illegal Parking
            364554
                           Noise - Vehicle
            364555 Noise - Street/Sidewalk
            364556
                         Blocked Driveway
            364557
                         Blocked Driveway
           362138 rows × 1 columns
          # Finding number of unique values in Major
In [61]:
           major.nunique()
Out[61]: Complaint Type
                                23
           dtype: int64
In [62]: top = major.value_counts()
```

1

### In [63]: top

Out[63]: Complaint Type Blocked Driveway 100618 Illegal Parking 91705 Noise - Street/Sidewalk 51131 Noise - Commercial 43749 Derelict Vehicle 21516 Noise - Vehicle 19300 Animal Abuse 10530 Traffic 5193 Homeless Encampment 4877 Vending 4183 Noise - Park 4088 Drinking 1404 Noise - House of Worship 1068 Posting Advertisement 678 Urinating in Public 641 Bike/Roller/Skate Chronic 475 Panhandling 325 Disorderly Youth 315 Illegal Fireworks 172 Graffiti 157 Agency Issues 8

# In [64]: # Finding Top 10 Complaints top.head(10)

Animal in a Park

dtype: int64

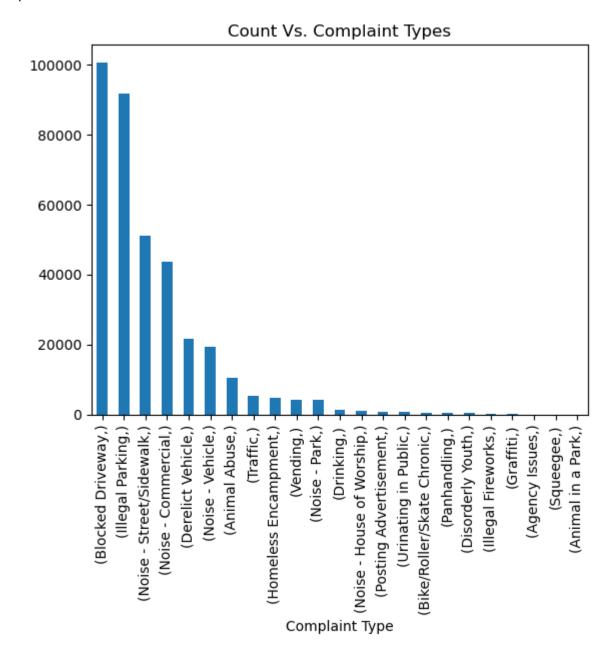
#### Out[64]: Complaint Type

Squeegee

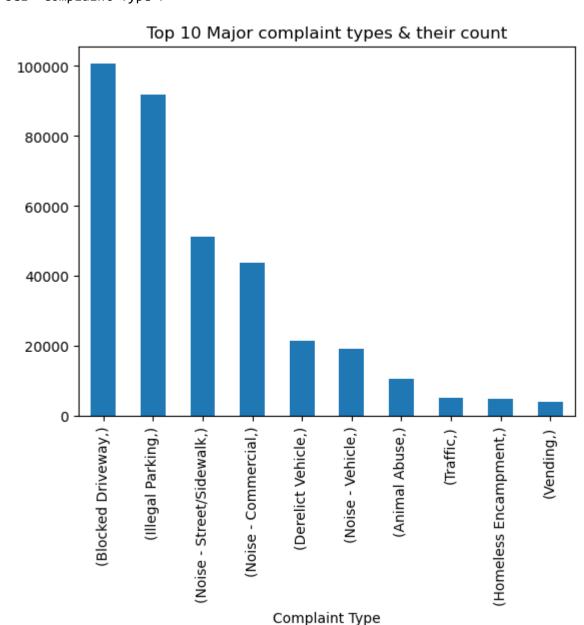
Blocked Driveway 100618 Illegal Parking 91705 Noise - Street/Sidewalk 51131 Noise - Commercial 43749 Derelict Vehicle 21516 Noise - Vehicle 19300 Animal Abuse 10530 Traffic 5193 Homeless Encampment 4877 Vending 4183

dtype: int64

```
In [65]: # Bar Plot for Major Complaint Types & their counts
top.plot(kind='bar',title='Count Vs. Complaint Types')
```



```
In [66]: # Bar plot for top 10 types of complaints
top.head(10).plot(kind='bar',title='Top 10 Major complaint types & their count')
```



In [67]: ## Frequency Plot for city wise complaints

In [68]: # Set ComplaintTypeCity variable for City-wise complaints data
ComplaintTypeCity = pd.DataFrame({'Count':cust\_service.groupby(['Complaint Type']

## In [69]: ComplaintTypeCity

## Out[69]:

	Complaint Type	City	Count
0	Animal Abuse	ARVERNE	46
1	Animal Abuse	ASTORIA	170
2	Animal Abuse	BAYSIDE	53
3	Animal Abuse	BELLEROSE	15
4	Animal Abuse	BREEZY POINT	2
772	Vending	STATEN ISLAND	25
773	Vending	SUNNYSIDE	15
774	Vending	WHITESTONE	1
775	Vending	WOODHAVEN	6
776	Vending	WOODSIDE	15

777 rows × 3 columns

Borough	Complaint Type	Descriptor	
BRONX	Animal Abuse	Chained	166
		In Car	41
		Neglected	951
		No Shelter	165
		Other (complaint details)	412
Unspecified	Noise - Street/Sidewalk	Loud Talking	26
	Noise - Vehicle	Car/Truck Horn	2
		Car/Truck Music	5
		Engine Idling	2
	Vending	In Prohibited Area	1
Length: 276,	dtype: int64		

```
In [71]: # Create a sorted Data for Complaint Type
    majorcomplaints = cust_service.dropna(subset=['Complaint Type'])
    majorcomplaints = cust_service.groupby('Complaint Type')
    sortedcomplainttype = majorcomplaints.size().sort_values(ascending = False)
    sortedcomplainttype = sortedcomplainttype.to_frame('count').reset_index()
    sortedcomplainttype
```

#### Out[71]:

	Complaint Type	count
0	Blocked Driveway	100618
1	Illegal Parking	91705
2	Noise - Street/Sidewalk	51131
3	Noise - Commercial	43749
4	Derelict Vehicle	21516
5	Noise - Vehicle	19300
6	Animal Abuse	10530
7	Traffic	5193
8	Homeless Encampment	4877
9	Vending	4183
10	Noise - Park	4088
11	Drinking	1404
12	Noise - House of Worship	1068
13	Posting Advertisement	678
14	Urinating in Public	641
15	Bike/Roller/Skate Chronic	475
16	Panhandling	325
17	Disorderly Youth	315
18	Illegal Fireworks	172
19	Graffiti	157
20	Agency Issues	8
21	Squeegee	4
22	Animal in a Park	1

```
In [72]: # Create a sorted Data for City
    citydata = cust_service.dropna(subset=['City'])
    citydata = cust_service.groupby('City')
    sortedcitydata = citydata.size().sort_values(ascending = False)
    sortedcitydata = sortedcitydata.to_frame('count').reset_index()
    sortedcitydata
```

#### Out[72]:

	City	count
0	BROOKLYN	118841
1	NEW YORK	77281
2	BRONX	49163
3	STATEN ISLAND	15332
4	JAMAICA	8921
5	ASTORIA	7991
6	FLUSHING	7486
7	RIDGEWOOD	6391
8	CORONA	5382
9	WOODSIDE	4356
10	EAST ELMHURST	3557
11	OZONE PARK	3446
12	ELMHURST	3437
13	SOUTH RICHMOND HILL	3431
14	MASPETH	3117
15	WOODHAVEN	3101
16	LONG ISLAND CITY	3026
17	SOUTH OZONE PARK	2668
18	FRESH MEADOWS	2451
19	RICHMOND HILL	2333
20	MIDDLE VILLAGE	2291
21	QUEENS VILLAGE	2251
22	FOREST HILLS	2122
23	JACKSON HEIGHTS	2105
24	REGO PARK	1807
25	BAYSIDE	1550
26	COLLEGE POINT	1544
27	FAR ROCKAWAY	1397
28	WHITESTONE	1369
29	HOLLIS	1231
30	HOWARD BEACH	1144

	City	count
31	SPRINGFIELD GARDENS	1093
32	ROSEDALE	1091
33	SAINT ALBANS	1047
34	KEW GARDENS	1008
35	SUNNYSIDE	944
36	Astoria	905
37	ROCKAWAY PARK	831
38	OAKLAND GARDENS	717
39	LITTLE NECK	712
40	CAMBRIA HEIGHTS	617
41	BELLEROSE	487
42	GLEN OAKS	361
43	ARVERNE	259
44	FLORAL PARK	196
45	Long Island City	170
46	Woodside	166
47	NEW HYDE PARK	129
48	CENTRAL PARK	110
49	QUEENS	37
50	BREEZY POINT	31
51	East Elmhurst	30
52	Howard Beach	1

```
In [73]: # Create a sorted Data for Complaint Type
    citydata = cust_service.dropna(subset=['City'])
    citydata = cust_service.groupby('City')
    sortedcitydata = citydata.size().sort_values(ascending = False)
    sortedcitydata = sortedcitydata.to_frame('count').reset_index()
    sortedcitydata
```

_					
n	11	+	17	/ 2	١.
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	City	count
0	BROOKLYN	118841
1	NEW YORK	77281
2	BRONX	49163
3	STATEN ISLAND	15332
4	JAMAICA	8921
5	ASTORIA	7991
6	FLUSHING	7486
7	RIDGEWOOD	6391
8	CORONA	5382
9	WOODSIDE	4356
10	EAST ELMHURST	3557
11	OZONE PARK	3446
12	ELMHURST	3437
13	SOUTH RICHMOND HILL	3431
14	MASPETH	3117
15	WOODHAVEN	3101
16	LONG ISLAND CITY	3026
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25	BAYSIDE	1550
26	COLLEGE POINT	1544
27	FAR ROCKAWAY	1397
28	WHITESTONE	1369
29	HOLLIS	1231
30	HOWARD BEACH	1144

	City	count
31	SPRINGFIELD GARDENS	1093
32	ROSEDALE	1091
33	SAINT ALBANS	1047
34	KEW GARDENS	1008
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47	NEW HYDE PARK	129
48	CENTRAL PARK	110
49	QUEENS	37
50	BREEZY POINT	31
51	East Elmhurst	30
52	Howard Beach	1

## In [74]: sortedcitydata

0	ut	۲7	4	1:

	City	count
0	BROOKLYN	118841
1	NEW YORK	77281
2	BRONX	49163
3	STATEN ISLAND	15332
4	JAMAICA	8921
5	ASTORIA	7991
6	FLUSHING	7486
7	RIDGEWOOD	6391
8	CORONA	5382
9	WOODSIDE	4356
10	EAST ELMHURST	3557
11	OZONE PARK	3446
12	ELMHURST	3437
13	SOUTH RICHMOND HILL	3431
14	MASPETH	3117
15	WOODHAVEN	3101
16	LONG ISLAND CITY	3026
17	SOUTH OZONE PARK	2668
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19	RICHMOND HILL	2333
20	MIDDLE VILLAGE	2291
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22	FOREST HILLS	2122
23	JACKSON HEIGHTS	2105
24	REGO PARK	1807
25	BAYSIDE	1550
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28	WHITESTONE	1369
29	HOLLIS	1231
30	HOWARD BEACH	1144
31	SPRINGFIELD GARDENS	1093
32	ROSEDALE	1091
33	SAINT ALBANS	1047
34	KEW GARDENS	1008

	City	count
35	SUNNYSIDE	944
36	Astoria	905
37	ROCKAWAY PARK	831
38	OAKLAND GARDENS	717
39	LITTLE NECK	712
40	CAMBRIA HEIGHTS	617
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45	Long Island City	170
46	Woodside	166
47	NEW HYDE PARK	129
48	CENTRAL PARK	110
49	QUEENS	37
50	BREEZY POINT	31
51	East Elmhurst	30
52	Howard Beach	1

In [75]: citydata.head()

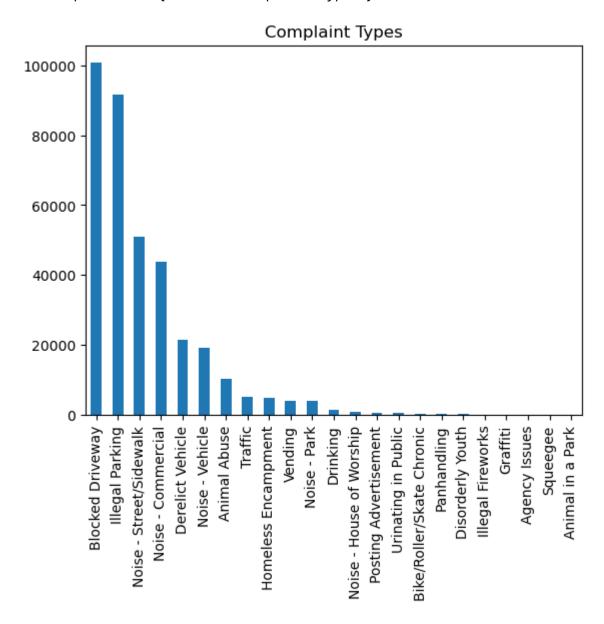
Out[75]:

	Unique Key	Created Date	Agency		Descriptor	Lo		
0	32310363	12/31/2015 11:59:45 PM	01/01/2016 12:55:15 AM	NYPD	New York City Police Department	Noise - Street/Sidewalk	Loud Music/Party	Stre
1	32309934	12/31/2015 11:59:44 PM	01/01/2016 01:26:57 AM	NYPD	New York City Police Department	Blocked Driveway	No Access	Stre
2	32309159	12/31/2015 11:59:29 PM	01/01/2016 04:51:03 AM	NYPD	New York City Police Department	Blocked Driveway	No Access	Str€
3	32305098	12/31/2015 11:57:46 PM	01/01/2016 07:43:13 AM	NYPD	New York City Police Department	Illegal Parking	Commercial Overnight Parking	Stre
4	32306529	12/31/2015 11:56:58 PM	01/01/2016 03:24:42 AM	NYPD	New York City Police Department	Illegal Parking	Blocked Sidewalk	Stre
112319	31537126	09/15/2015 11:16:42 PM	09/16/2015 01:08:56 AM	NYPD	New York City Police Department	Noise - Commercial	Loud Music/Party	Club/Baı
120974	31489202	09/08/2015 07:00:48 AM	09/08/2015 10:24:19 AM	NYPD	New York City Police Department	Illegal Parking	Blocked Hydrant	Str€
150271	31306636	08/13/2015 06:44:34 PM	08/14/2015 04:18:07 AM	NYPD	New York City Police Department	Illegal Parking	Posted Parking Sign Violation	Str€
198051	30979935	07/01/2015 11:55:26 PM	07/02/2015 01:19:24 AM	NYPD	New York City Police Department	Illegal Parking	Posted Parking Sign Violation	Stre
282522	30431056	04/18/2015 08:51:45 PM	04/19/2015 12:53:30 AM	NYPD	New York City Police Department	Blocked Driveway	No Access	Stre

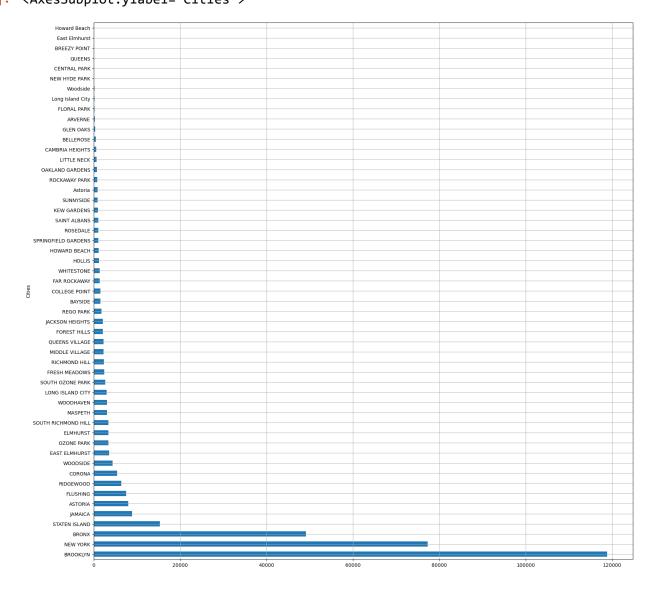
261 rows × 53 columns

#### In [76]: | sortedcitydata['City'] Out[76]: 0 **BROOKLYN** 1 **NEW YORK** 2 **BRONX** 3 STATEN ISLAND 4 JAMAICA 5 **ASTORIA** 6 **FLUSHING** 7 **RIDGEWOOD** 8 **CORONA** 9 WOODSIDE 10 EAST ELMHURST 11 OZONE PARK 12 **ELMHURST** 13 SOUTH RICHMOND HILL 14 **MASPETH** 15 WOODHAVEN 16 LONG ISLAND CITY SOUTH OZONE PARK 17 18 FRESH MEADOWS 19 RICHMOND HILL 20 MIDDLE VILLAGE QUEENS VILLAGE 21 FOREST HILLS 22 23 JACKSON HEIGHTS 24 **REGO PARK** 25 **BAYSIDE** 26 COLLEGE POINT FAR ROCKAWAY 27 28 WHITESTONE 29 **HOLLIS** 30 HOWARD BEACH SPRINGFIELD GARDENS 31 32 **ROSEDALE** 33 SAINT ALBANS 34 **KEW GARDENS** 35 **SUNNYSIDE** 36 Astoria 37 ROCKAWAY PARK 38 OAKLAND GARDENS 39 LITTLE NECK 40 CAMBRIA HEIGHTS 41 **BELLEROSE** 42 GLEN OAKS 43 **ARVERNE** 44 FLORAL PARK 45 Long Island City 46 Woodside 47 NEW HYDE PARK 48 CENTRAL PARK 49 **QUEENS** 50 **BREEZY POINT** 51 East Elmhurst 52 Howard Beach

Name: City, dtype: object



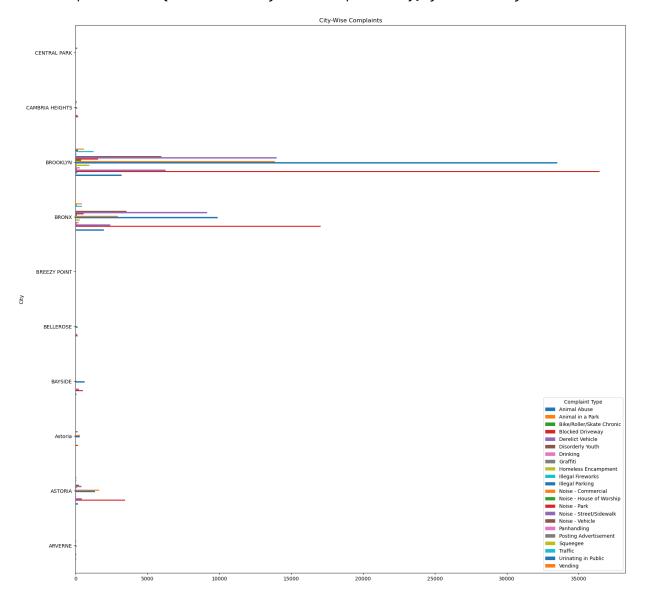
```
In [79]: cust_service['City'].value_counts().plot(kind='barh',grid=True,figsize=(20,20),y]
Out[79]: <AxesSubplot:ylabel='Cities'>
```



```
In [80]: # Frequency plot for City-Wise Complaints
In [81]: city_type=pd.crosstab(cust_service['City'],cust_service['Complaint Type'])
```

```
In [82]: # Frequency Plot for City-Wise Complaints
    city_type.head(10).plot(kind='barh',figsize=(20,20),xlabel='City',ylabel='Complaints');
```

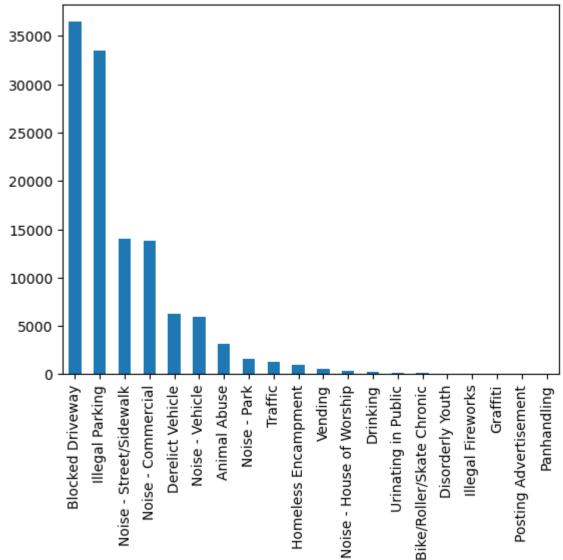
Out[82]: <AxesSubplot:title={'center':'City-Wise Complaints'}, ylabel='City'>



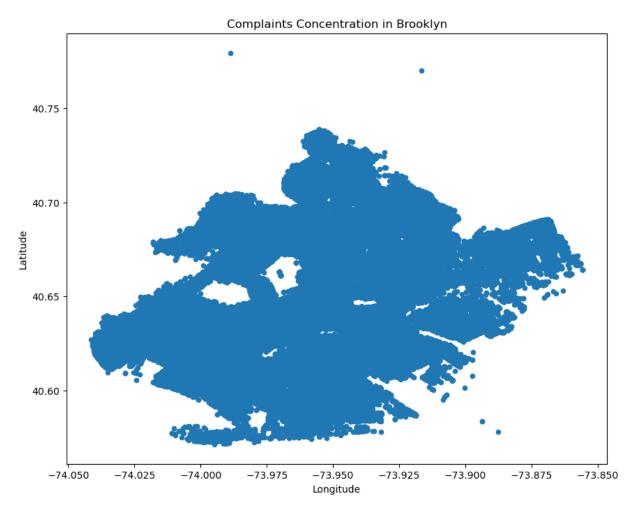
```
In [83]: # Visualize the major types of complaints in each city
    cust_service_bkl = cust_service.loc[cust_service['City']=='BROOKLYN']
    cust_service_bkl['Complaint Type'].value_counts().plot(kind='bar',title='Overall
```

Out[83]: <AxesSubplot:title={'center':'Overall complaints in Brooklyn'}>





```
In [82]: ## Draw scatter and hexbin plots for complaint concentration across Brooklyn
# Scatter Plot
cust_service_bkl[['Longitude','Latitude','Complaint Type']].plot(kind='scatter',)
```



In [135]: cust\_service\_bkl.head()

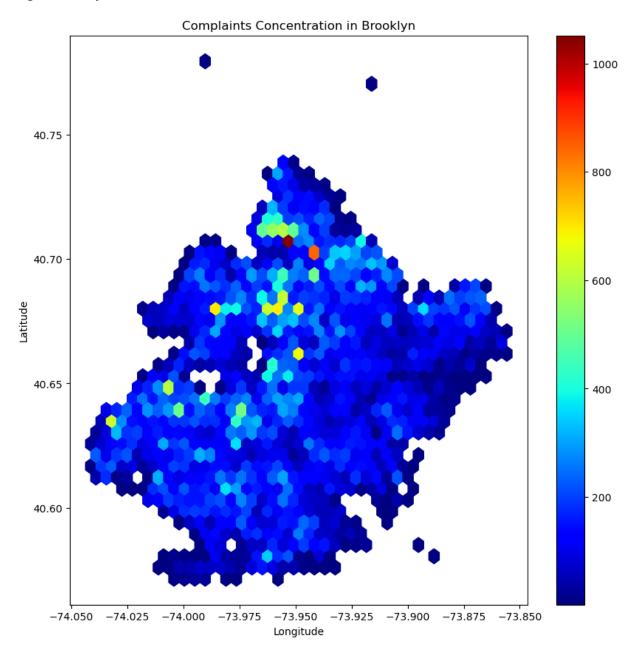
Out[135]:

	Unique Key	Created Date	Closed Date	Agency	Agency Name	Complaint Type	Descriptor	Location Ty
5	32306554	12/31/2015 11:56:30 PM	01/01/2016 01:50:11 AM	NYPD	New York City Police Department	Illegal Parking	Posted Parking Sign Violation	Street/Sidew
9	32308391	12/31/2015 11:53:58 PM	01/01/2016 01:17:40 AM	NYPD	New York City Police Department	Blocked Driveway	No Access	Street/Sidew
13	32305074	12/31/2015 11:47:58 PM	01/01/2016 08:18:47 AM	NYPD	New York City Police Department	Illegal Parking	Posted Parking Sign Violation	Street/Sidew
17	32310273	12/31/2015 11:44:52 PM	01/01/2016 12:36:10 AM	NYPD	New York City Police Department	Noise - Commercial	Loud Music/Party	Club/Bar/Restaur
18	32306617	12/31/2015 11:40:59 PM	01/01/2016 02:37:28 AM	NYPD	New York City Police Department	Noise - Commercial	Loud Music/Party	Club/Bar/Restaur

5 rows × 53 columns

```
In [83]: sortedcitydata['City']
Out[83]: 0
                            BROOKLYN
          1
                            NEW YORK
          2
                               BRONX
          3
                       STATEN ISLAND
          4
                             JAMAICA
          5
                             ASTORIA
          6
                            FLUSHING
          7
                           RIDGEWOOD
          8
                              CORONA
          9
                            WOODSIDE
          10
                       EAST ELMHURST
          11
                          OZONE PARK
          12
                            ELMHURST
          13
                SOUTH RICHMOND HILL
          14
                             MASPETH
          15
                           WOODHAVEN
          16
                   LONG ISLAND CITY
                   SOUTH OZONE PARK
          17
          18
                       FRESH MEADOWS
          19
                       RICHMOND HILL
          20
                      MIDDLE VILLAGE
                      QUEENS VILLAGE
          21
                        FOREST HILLS
          22
          23
                    JACKSON HEIGHTS
          24
                           REGO PARK
          25
                             BAYSIDE
          26
                       COLLEGE POINT
          27
                        FAR ROCKAWAY
          28
                          WHITESTONE
          29
                              HOLLIS
          30
                        HOWARD BEACH
                SPRINGFIELD GARDENS
          31
          32
                            ROSEDALE
          33
                        SAINT ALBANS
          34
                         KEW GARDENS
          35
                           SUNNYSIDE
          36
                             Astoria
          37
                       ROCKAWAY PARK
          38
                    OAKLAND GARDENS
          39
                         LITTLE NECK
          40
                    CAMBRIA HEIGHTS
          41
                           BELLEROSE
          42
                           GLEN OAKS
          43
                             ARVERNE
          44
                         FLORAL PARK
          45
                   Long Island City
          46
                            Woodside
          47
                      NEW HYDE PARK
          48
                        CENTRAL PARK
          49
                              QUEENS
          50
                        BREEZY POINT
          51
                       East Elmhurst
          52
                       Howard Beach
          Name: City, dtype: object
```

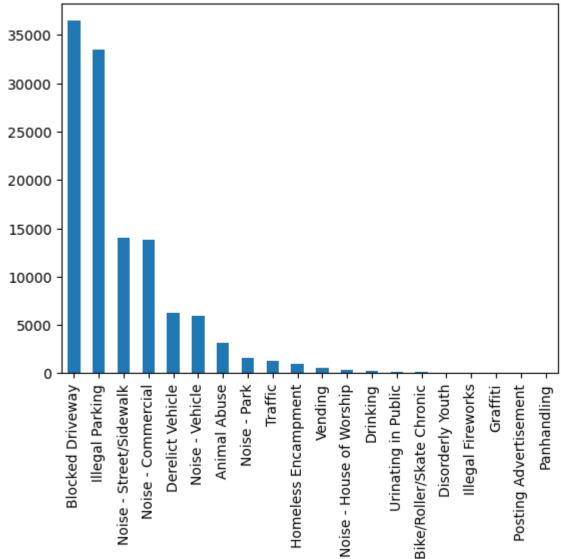
```
In [84]: # Hexbin Plot
cust_service_bkl[['Longitude','Latitude','Complaint Type']].plot(kind='hexbin',x=
```



```
In [85]: # Display the types of complaints in each city in a separate dataset
    cust_service_ny = cust_service.loc[cust_service['City']=='NEW York']
    cust_service_bkl['Complaint Type'].value_counts().plot(kind='bar',title='Overall
```

Out[85]: <AxesSubplot:title={'center':'Overall complaints in New York'}>





```
In [86]: # Check if the average response time across various types of complaints
          cust service['Created Date']=pd.to datetime(cust service['Created Date'])
          cust service['Closed Date']=pd.to datetime(cust service['Closed Date'])
In [87]: # Check whether data is in correct format
          cust service.loc[cust service['Created Date']>=cust service['Closed Date']].shape
Out[87]: (0, 53)
In [88]:
          # Drop Empty Rows
          cust service = cust service[cust service['Closed Date'].notnull()]
          cust service.dropna(subset='Created Date',inplace=True)
          cust service.dropna(subset='Closed Date',inplace=True)
In [85]: cust service.loc[cust service['Created Date']>=cust service['Closed Date']].shape
Out[85]: (67408, 53)
In [90]:
          # Calculate Resolution Time in terms of Days
           cust service['Resolution Time'] = (cust service['Closed Date'] - cust service['Cr
In [91]:
          cust_service.head()
Out[91]:
                Unique
                        Created
                                  Closed
                                                                 Complaint
                                                     Agency
                                                                                                     In
                                          Agency
                                                                            Descriptor
                                                                                       Location Type
                   Key
                           Date
                                    Date
                                                       Name
                                                                      Type
                           2015-
                                   2016-
                                                    New York
                                                                    Noise -
                                                                                 Loud
              32310363
                           12-31
                                   01-01
                                           NYPD
                                                   City Police
                                                                                       Street/Sidewalk
                                                             Street/Sidewalk
                                                                            Music/Party
                        23:59:45
                                 00:55:15
                                                  Department
                           2015-
                                   2016-
                                                    New York
                                                                   Blocked
              32309934
                           12-31
                                   01-01
                                           NYPD
                                                   City Police
                                                                             No Access
                                                                                       Street/Sidewalk
                                                                   Driveway
                        23:59:44
                                 01:26:57
                                                  Department
                           2015-
                                   2016-
                                                    New York
                                                                   Blocked
                                           NYPD
              32309159
                           12-31
                                   01-01
                                                   City Police
                                                                             No Access
                                                                                       Street/Sidewalk
                                                                                                      1
                                                                   Driveway
                        23:59:29
                                 04:51:03
                                                  Department
                           2015-
                                   2016-
                                                    New York
                                                                            Commercial
              32305098
                           12-31
                                   01-01
                                           NYPD
                                                   City Police
                                                              Illegal Parking
                                                                              Overnight
                                                                                       Street/Sidewalk
                                                                                                      1
                        23:57:46
                                 07:43:13
                                                  Department
                                                                               Parking
                           2015-
                                   2016-
                                                    New York
                                                                               Blocked
                                                   City Police
              32306529
                           12-31
                                   01-01
                                           NYPD
                                                              Illegal Parking
                                                                                       Street/Sidewalk
                                                                                                      1
                                                                              Sidewalk
                        23:56:58 03:24:42
                                                  Department
          5 rows × 54 columns
```

```
In [92]: # Resolution according to complaint type
         cust_service.groupby('Complaint Type')['Resolution Time'].mean().sort_values()
Out[92]: Complaint Type
         Agency Issues
                                      0.000000
         Squeegee
                                      0.000000
         Posting Advertisement
                                      0.001475
         Disorderly Youth
                                      0.003175
         Illegal Fireworks
                                      0.005814
         Noise - Commercial
                                      0.005943
         Noise - Park
                                      0.006360
         Urinating in Public
                                      0.007800
         Noise - Vehicle
                                      0.007876
         Vending
                                      0.008367
         Bike/Roller/Skate Chronic
                                      0.008421
         Noise - House of Worship
                                      0.008427
         Noise - Street/Sidewalk
                                      0.008918
         Drinking
                                      0.009972
         Homeless Encampment
                                      0.010252
         Traffic
                                      0.010976
         Blocked Driveway
                                      0.011787
         Illegal Parking
                                      0.012965
         Animal Abuse
                                      0.020513
         Panhandling
                                      0.024615
         Graffiti
                                      0.044586
         Derelict Vehicle
                                      0.065161
         Animal in a Park
                                     14.000000
         Name: Resolution Time, dtype: float64
In [86]: pip install pandoc
         Collecting pandoc
           Downloading pandoc-2.3.tar.gz (33 kB)
           Preparing metadata (setup.py): started
           Preparing metadata (setup.py): finished with status 'done'
         Collecting plumbum
           Downloading plumbum-1.8.1-py3-none-any.whl (126 kB)
              ------ 126.7/126.7 kB 9.7 kB/s eta 0:00:00
         Collecting plv
           Downloading ply-3.11-py2.py3-none-any.whl (49 kB)
              ----- 49.6/49.6 kB 13.0 kB/s eta 0:00:00
         Requirement already satisfied: pywin32 in c:\users\user\anaconda3\lib\site-pack
         ages (from plumbum->pandoc) (302)
         Building wheels for collected packages: pandoc
           Building wheel for pandoc (setup.py): started
           Building wheel for pandoc (setup.py): finished with status 'done'
           Created wheel for pandoc: filename=pandoc-2.3-py3-none-any.whl size=33263 sha
         256=f9528e3eb4fa8d83dba96fc405cb64ce2821d2ff987c1ccb724a6dbf5abeda31
           Stored in directory: c:\user\user\appdata\local\pip\cache\wheels\69\e6\a1\1d
         aa96d919c9e09a71473649b717b8da286f3f8d7719d1cfc5
         Successfully built pandoc
         Installing collected packages: ply, plumbum, pandoc
         Successfully installed pandoc-2.3 plumbum-1.8.1 ply-3.11
         Note: you may need to restart the kernel to use updated packages.
```

Requirement already satisfied: nbconvert in c:\users\user\anaconda3\lib\site-pa

#### In [5]: pip install nbconvert

```
ckages (6.4.4)
Requirement already satisfied: nbclient<0.6.0,>=0.5.0 in c:\users\user\anaconda
3\lib\site-packages (from nbconvert) (0.5.13)
Requirement already satisfied: mistune<2,>=0.8.1 in c:\user\user\anaconda3\lib
\site-packages (from nbconvert) (0.8.4)
Requirement already satisfied: beautifulsoup4 in c:\users\user\anaconda3\lib\si
te-packages (from nbconvert) (4.11.1)
Requirement already satisfied: bleach in c:\user\user\anaconda3\lib\site-packa
ges (from nbconvert) (4.1.0)
Requirement already satisfied: defusedxml in c:\user\user\anaconda3\lib\site-p
ackages (from nbconvert) (0.7.1)
Requirement already satisfied: nbformat>=4.4 in c:\user\user\anaconda3\lib\sit
e-packages (from nbconvert) (5.5.0)
Requirement already satisfied: entrypoints>=0.2.2 in c:\users\user\anaconda3\li
b\site-packages (from nbconvert) (0.4)
Requirement already satisfied: traitlets>=5.0 in c:\users\user\anaconda3\lib\si
te-packages (from nbconvert) (5.1.1)
Requirement already satisfied: jupyterlab-pygments in c:\users\user\anaconda3\l
ib\site-packages (from nbconvert) (0.1.2)
Requirement already satisfied: pandocfilters>=1.4.1 in c:\user\user\anaconda3
\lib\site-packages (from nbconvert) (1.5.0)
Requirement already satisfied: testpath in c:\user\user\anaconda3\lib\site-pac
kages (from nbconvert) (0.6.0)
Requirement already satisfied: jinja2>=2.4 in c:\users\user\anaconda3\lib\site-
packages (from nbconvert) (2.11.3)
Requirement already satisfied: jupyter-core in c:\users\user\anaconda3\lib\site
-packages (from nbconvert) (4.11.1)
Requirement already satisfied: pygments>=2.4.1 in c:\user\anaconda3\lib\s
ite-packages (from nbconvert) (2.11.2)
Requirement already satisfied: MarkupSafe>=0.23 in c:\user\\anaconda3\lib
\site-packages (from jinja2>=2.4->nbconvert) (2.0.1)
Requirement already satisfied: jupyter-client>=6.1.5 in c:\users\user\anaconda3
\lib\site-packages (from nbclient<0.6.0,>=0.5.0->nbconvert) (7.3.4)
Requirement already satisfied: nest-asyncio in c:\user\user\anaconda3\lib\site
-packages (from nbclient<0.6.0,>=0.5.0->nbconvert) (1.5.5)
Requirement already satisfied: fastjsonschema in c:\users\user\anaconda3\lib\si
te-packages (from nbformat>=4.4->nbconvert) (2.16.2)
Requirement already satisfied: jsonschema>=2.6 in c:\user\anaconda3\lib\s
ite-packages (from nbformat>=4.4->nbconvert) (4.16.0)
Requirement already satisfied: soupsieve>1.2 in c:\user\user\anaconda3\lib\sit
e-packages (from beautifulsoup4->nbconvert) (2.3.1)
Requirement already satisfied: packaging in c:\users\user\anaconda3\lib\site-pa
ckages (from bleach->nbconvert) (21.3)
Requirement already satisfied: webencodings in c:\user\user\anaconda3\lib\site
-packages (from bleach->nbconvert) (0.5.1)
Requirement already satisfied: six>=1.9.0 in c:\users\user\anaconda3\lib\site-p
ackages (from bleach->nbconvert) (1.16.0)
Requirement already satisfied: pywin32>=1.0 in c:\user\user\anaconda3\lib\site
-packages (from jupyter-core->nbconvert) (302)
Requirement already satisfied: pyrsistent!=0.17.0,!=0.17.1,!=0.17.2,>=0.14.0 in
c:\user\user\anaconda3\lib\site-packages (from jsonschema>=2.6->nbformat>=4.4-
>nbconvert) (0.18.0)
Requirement already satisfied: attrs>=17.4.0 in c:\user\user\anaconda3\lib\sit
e-packages (from jsonschema>=2.6->nbformat>=4.4->nbconvert) (21.4.0)
```

Requirement already satisfied: python-dateutil>=2.8.2 in c:\user\user\anaconda 3\lib\site-packages (from jupyter-client>=6.1.5->nbclient<0.6.0,>=0.5.0->nbconv ert) (2.8.2)

Requirement already satisfied: pyzmq>=23.0 in c:\user\user\anaconda3\lib\site-packages (from jupyter-client>=6.1.5->nbclient<0.6.0,>=0.5.0->nbconvert) (23.2.0)

Requirement already satisfied: tornado>=6.0 in c:\users\user\anaconda3\lib\site -packages (from jupyter-client>=6.1.5->nbclient<0.6.0,>=0.5.0->nbconvert) (6.1) Requirement already satisfied: pyparsing!=3.0.5,>=2.0.2 in c:\users\user\anacon da3\lib\site-packages (from packaging->bleach->nbconvert) (3.0.9)

Note: you may need to restart the kernel to use updated packages.

In [ ]:	