- I. To research 311 complaints **within a year or one week**, go the NYC gov't website (<u>http://www1.nyc.gov/</u>), click on the 311 tab at the top and scroll down the page to <u>311 Service Request</u> Map.
 - 1. At the map website, fill in the location's information and scroll down to "noise" in the "Service Request Category."
 - 2. In the advanced search, click on "Noise-Commercial" or "Noise-Street/Sidewalk."
 - 3. For complaints more than one week old, select the "By Date Created" search option. This will only show complaints filed within the past year to date.
 - 4. For recent complaints, select the "Opened and Recently Closed" search option. This is **only for complaints filed within the past week** (see example below using the Community Board 3 office's address).



5. To search by an establishment's address, such as "123 Noisy Street", click on the red-highlighted parcel on the map to view the tax lot-building information (see example below).



6. Click on the yellow dot to view the service request(s) filed. Click on each complaint to view the details, which may include the complaint type, description, created date, status of complaint, and any details to a customer, such as a resolution action (see example below).

Complaint Type	Noise - Commercial
Description	Loud Music/Party
Created Date	11/23/2013
Status	Closed
Last Message to Customer	The Police Department responded to the complaint and with the information available observed no evidence of the violation at that time.

- II. Use NYC Open Data's 311 dataset to find **multiple complaints or a history of complaints** for an establishment/address from the **present 2010**.
 - 1. Google <u>NYC Open Data</u>
 - 2. Type "NYC 311" in the search bar on the NYC Open Data homepage (see image below).

NYC Open Data × Sign in - Google Acc ×	of Real Party and State of State of State		
← → C f Shttps://nycopendata.socrata.com			1 () () () () () () () () () (
Apps 🛄 Imported From IE 🎇 Community Boa 😼 NYCityMap	D Open Data		C Other book
NYC OpenData		9 4 8	wwo 🏌 🍠 Sign Up Sign In
New York City Res	taurant Inspection	Results	
Restaurant inspection results are i favorite restaurant was graded.	now available in a tabular format	on NYC OpenData. Check out the	dataset to see how your
Q View			
	NYC 311	C.	
	Click here for the official		
<u> </u>	^	1	ø
Business	City Government	Education	Environment

3. Then click on the yellow "NYC 311" icon, which is for the "Service Requests from 2010 to Present" dataset (see image below).

NYC OpenData	0+ vallable	ير چ	? 🗤 t 🎐 Sign Up Sign ir
Showing All Types • in a	category All Categories 🔹		Hide Tiles
Featured Datasets •	Processor Processor	the second	Reserved to the second
Data Catalog	Losd	Nove The	(Vot News) 6
Name			Popularity Type
 Will Hotspot Locations Revention will will Location of will hotspots in the city with basic 	view, meo, canography, doittige, descriptive information.		40.312 views

Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

- 4. After the dataset loads, first filter by Community Board 3, which can be done two ways.
 - The first way is to scroll right to the "Community Board" column. Click on the "menu" icon, which is to the right of the column header, as three dots and parallel lines (see image below).

				🔆 Manage	co Mo	re Viev
• ⊟	Community Board	● ≔	Borough		6≡	X
	8	\land				
9:49 AM	03 MANHATTAN	Menu	ANHATTAN			
6:55 AM	03 MANHATTAN					
	03 MANHATTAN		MANHATTAN			
	03 MANHATTAN		MANHATTAN			
	03 MANHATTAN		MANHATTAN			
5:23 AM	03 MANHATTAN		MANHATTAN			
	03 MANHATTAN		MANHATTAN			

• Click on the menu, select "Filter This Column" and then scroll down to "03 MANHATTAN" (see image below). This will give you all 311 complaints filed within Community District 3.

			a fu	🕨 🔛 🛄 🔍 Find in this Dataset			
		🛠 Manage	More Views Tilter	Visualize 🕞 Export 🤔 Discuss 📢 Ember	d 👔 About		
6 ≔	Community Board	Borough	Image: Base of the second	tate Filter	×		
	07 MANHATTAN	 Sort Ascending Sort Descending 		Conditional Formatting	4		
	01 MANHATTAN	Tilter This Column		Sort & Roll-Up	•		
	11 BROOKLYN	Ø Hide Column	02 QUEENS	Filter	•		
02:15:57 AM	09 MANHATTAN	Edit Column Properties	02 STATEN ISLAND	Filter this dataset based on contents.			
02:11:42 AM	06 QUEENS	QUEENS	03 BRONX		*		
	07 BRONX	BRONX	03 BROOKLYN	Unique Key - is -			
	01 QUEENS	QUEENS	03 MANHATTAN				
02:36:17 AM	06 BRONX	BRONX	US GOLENS O3 MANHA	ATTAN			
03:06:05 AM	07 MANHATTAN	MANHATTAN		+ Add a New Filter Condition			
01:59:03 AM	14 BROOKLYN	BROOKLYN					
	02 QUEENS	QUEENS		Never created a filter before? Watch a chart			
	18 BROOKLYN	BROOKLYN		tutorial video here.	ra snott		

Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

• The second way to filter the data is by using the blue "Filter" tool on the right-hand side of the page. Type in the filter condition, which is by the "Community Board" column and then for "03 MANHATTAN." This will give all 311 complaints filed within Community District 3.

								Q Find in this Data	iset	
				🔆 Manage 🛛 🛷 Mo	re Views Y Filter	[⊻v	isualize	Export Discuss	C Embed	() About
•≡	Community Board	0 ≔	Borough	0 ≡	X Coordinate (State F	Filter			×
49 AM	03 MANHATTAN		MANHATTAN				Conditi	onal Formatting		•
55 AM	03 MANHATTAN		MANHATTAN				Sort &	Roll-Up		4
	03 MANHATTAN		MANHATTAN				Filter			-
	03 MANHATTAN		MANHATTAN				Filter t	his dataset based on	contents.	
	03 MANHATTAN		MANHATTAN							*
23 AM	03 MANHATTAN		MANHATTAN				Con	munity Board 👻 is 🧃	-	×
	03 MANHATTAN		MANHATTAN				•	03 MANHATTAN		
23 AM	03 MANHATTAN		MANHATTAN						5	
19 PM	03 MANHATTAN		MANHATTAN							options 🗱
44 PM	03 MANHATTAN		MANHATTAN				+ 4	dd a New Filter Condi	ition	
42 PM	03 MANHATTAN		MANHATTAN							
20 AM	03 MANHATTAN		MANHATTAN							
55 PM	03 MANHATTAN		MANHATTAN				tutor	er created a filter befor al video <mark>here</mark> .	re? watch a	snort
52 PM	03 MANHATTAN		MANHATTAN							

5. Then, choosing either method, filter again under the "Agency" column and select "NYPD." If using the "Filter" tool, select "+Add a New Filter Condition," then select the "Agency" column and type "NYPD" (see image below).

	-	Manage 🛛 🛷 Mo	re Views 🔻 Filter 📝 V	isualize	Export Discuss	() Embed	Abo
8≡	Borough	0 ≡	X Coordinate (State F	Filter			
	MANHATTAN		*	Condit	ional Formatting		
	MANHATTAN			Sort &	Roll-Up		
	MANHATTAN			Filter			
	MANHATTAN			Filter	this dataset based on	contents.	
	MANHATTAN						
	MANHATTAN			Cor	nmunity Board 👻 is 🧃		
	MANHATTAN			1	03 MANHATTAN		
	MANHATTAN						
	MANHATTAN						
	MANHATTAN			Uni	ue Key 👻 is 👻		
	MANHATTAN		_		-		
	MANHATTAN		Select	a colum	n to filter by:		
	MANHATTAN		× .	🕅 Unio	ue Kev 🔺	tion	
	MANHATTAN			_			
	MANHATTAN			Crea	ated Date		
	MANHATTAN			Clos	ed Date	e? Watch a	short
	MANHATTAN			т Аае	ncv		
	MANHATTAN						
	MANHATTAN			III Age	ncy Name		
	MANHATTAN			T Con	plaint 🖕		
				Type	_		

6. Then filter again for the "Complaint Type," which for commercial noise complaints would include ""Noise-Commercial" or "Noise-Street/Sidewalk."

				Find in this Dataset	
	🗱 Manage	🕫 More Views 🍸 Filter 🔛 V	lisualize	Export Discuss () Embed	() About
Ð≡	Complaint Type 🚯 🗄	Descriptor	Filte	er	×
	Noise - Commercial	Loud Talking	Cond	litional Formatting	•
	Noise - Commercial	Loud Music/Party	Sort	& Roll-Up	•
	Noise - Commercial	Car/Truck Horn	Filter	r	•
	Noise - Commercial	Loud Music/Party	Filte	r this dataset based on contents.	
	Noise - Commercial	Loud Music/Party			*
	Noise - Commercial	Loud Music/Party	Co	ommunity Board - is -	×
	Noise - Commercial	Loud Music/Party		03 MANHATTAN	
	Noise - Commercial	Loud Music/Party			
	Noise - Commercial	Loud Music/Party			- *
	Noise - Commercial	Car/Truck Horn	A	iency – is –	×
	Noise - Commercial	Banging/Pounding		NYPD	
	Noise - Commercial	Loud Music/Party			
	Noise - Commercial	Loud Music/Party			
	Noise - Commercial	Loud Music/Party			×
	Noise - Commercial	Loud Music/Party	Co	omplaint lype - is -	
	Noise - Commercial	Loud Music/Party	1	Noise - Commercial	
	Noise - Commercial	Loud Television	•	Noise - Street/Sidewalk	
	Noise - Commercial	Loud Television			
	Noise - Commercial	Loud Television		option	
	Noise - Commercial	Loud Music/Party 🔻	+	Add a New Filter Condition	
		+			-

- 7. Then follow the same steps to filter or sort that data by the specific "Incident Address" or "Street" that you are looking for.
- 8. After sorting and filtering the data, click on the light blue "Export" tool at the top right-hand corner of the screen to download the information into an **Excel file**, which gives more detailed information on the **created date and time**, and the closed date and time. Choose whichever format (recommend CSV, XLS or XLSX) is appropriate for your computer.

Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

		📰 🔍 Find in this Dataset
*	🗧 Manage 🛛 🛷 More Views 🛛 🍸 Filter	r 🛃 Visualize 📑 Export 🤒 Discuss 🚯 Embed 🕜 About
е	⊕ :≡ Descriptor	Export ×
ial	Loud Talking	SODA API
ial	Loud Music/Party	OData 4
ial	Car/Truck Horn	Print (
ial	Loud Music/Party	Download 🗸 🗸
ewalk	Loud Music/Party	Download a copy of this dataset in a static
ial	Loud Music/Party	format
ial	Loud Music/Party	Download As
ewalk	Loud Music/Party	CSV
ewalk	Loud Talking	JSON
ial	Loud Music/Party	PDF
ial	Loud Music/Party	RDF
ial	Loud Music/Party	RSS
ewalk	Loud Talking	VI S
ial	Car/Truck Horn	ALS VIOV
ewalk	Loud Talking	XLSX
ewalk	Loud Music/Party	XML
ewalk	Loud Talking	
ewalk	Loud Talking	
lewalk	Loud Music/Party	

• Note: In your downloaded dataset, click on the cell to get more information (see image below).

X	. • 7 • (* • =	· · · · · · · · · · · · · · · · · · ·	311_Service	_Requests_from_201	0_to_Present (1) [Con	patibility Mode]	- Microsoft Excel				_ 0 _X
Fi	ile Home Insert P	Page Layout Formulas Data	a Review View								۵ 🕜 🗆 🗃 🛙
Pas	K Cut Arial Copy → Format Painter Clipboard	\mathbf{v} 10 \mathbf{v} \mathbf{A}^{*} \mathbf{x}^{*} $\mathbf{I} = \underline{\mathbf{U}} \cdot \mathbf{v}$ $\mathbf{H} \cdot \mathbf{v}$ $\mathbf{A}^{*} \cdot \mathbf{A}^{*}$ Font $\mathbf{F}_{\mathbf{a}}$	= = = ≫ - = = ≡ ≡ ≡ i≢ i≇ i≣ Alignment	Wrap Text	Custom → \$ - % • 1.38 +28 Number П	Conditional Forr Formatting - Tal	nat as Cell Insert ble - Styles	t Delete Format	Σ AutoSum Fill * Clear * E	Sort & Find & Filter * Select *	
	C12 -	£ 9/17/2014 10:1	2:45 PM							annig	~
											~
	A	B	С	D	E		F	_	G	Н	-
1		Created Date	<u>Closed Date</u>	Agency	Agency N	ame C	omplaint Type	Des	criptor	Location Club (DeedDeede	
2	2009/000	09/10/2014	09/10/20	14 NTPD	New York City F	Police Det Noise	- Commercial	Loud Musi	ng io/Dorty	Storo/Common	urani 1000
1	There are more rows	or columns in this dataset f	that aren't displayed. To	view all the data, r	e-download the data	set from	- Commercial	Car/Truck	Hom	Store/Commerc	cial 1000
5	Socrata in CSV form	iat.				iso	- Commercial	Loud Musi	ic/Party	Club/Bar/Resta	urant 1000
6	2					iso	- Street/Sidewalk	Loud Musi	ic/Party	Street/Sidewalk	1000
7	2					iso	- Commercial	Loud Musi	ic/Party	Store/Commerce	nial 1000
8	28900569	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Commercial	Loud Musi	ic/Party	Store/Commerce	cial 1000
9	28902300	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Musi	ic/Party	Street/Sidewalk	1000
10	28896802	09/17/2014	00/11/20	NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Talki	na	Street/Sidewalk	1000
11	28901325	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Commercial	Loud Musi	ic/Party	Store/Commerce	tial 1000
12	28901324	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Commercial	Loud Musi	ic/Party	Club/Bar/Resta	urant 1000
13	28898612	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Commercial	Loud Musi	ic/Party	Club/Bar/Resta	urant 1000
14	28900496	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Talki	na	Street/Sidewalk	1000
15	28888671	09/17/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Commercial	Car/Truck	Horn	Store/Commerce	cial 1000
16	28890407	09/16/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Talki	na	Street/Sidewalk	1000
17	28888573	09/16/2014	09/16/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Musi	ic/Party	Street/Sidewalk	1000
18	28893967	09/16/2014	09/17/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Talki	na	Street/Sidewalk	1000
19	28892231	09/16/2014	09/16/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Talki	ng	Street/Sidewalk	1000
20	28889412	09/16/2014	09/16/20	14 NYPD	New York City F	Police Der Noise	- Street/Sidewalk	Loud Musi	c/Party	Street/Sidewalk	1000 _
A 4	N 211 Comdeo Bor	uncto from 2010	00/40/00		N		01	1.2.1.2.75.002	'	04	
Read	dv SII Service Requ									100% (-	
	🗾 🛄 Inbox - jdubovs	🔛 RE: Complaint r 🔜	2 Reminders	Complaints Res	311 Service Req	CC 🛛 🔐 31:	1 Complaint	Microsoft Excel			 11:27 AM