I. To research 311 complaints **within a year or one week**, go the NYC gov’t website (http://www1.nyc.gov/), click on the 311 tab at the top and scroll down the page to 311 Service Request 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).

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

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 NYC Open Data
   2. Type “NYC 311” in the search bar on the NYC Open Data homepage (see image below).

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

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

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

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