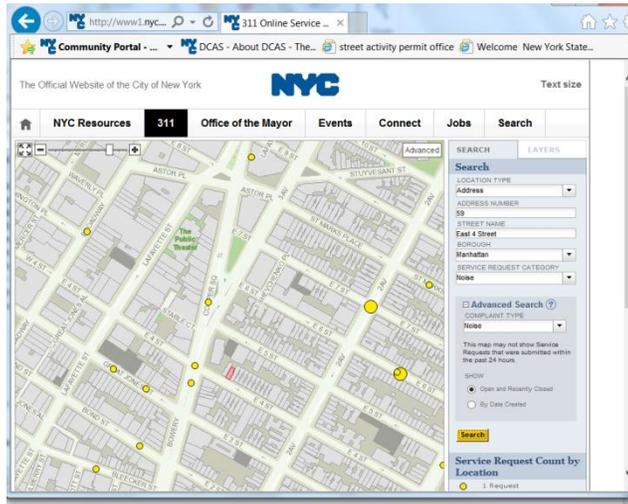
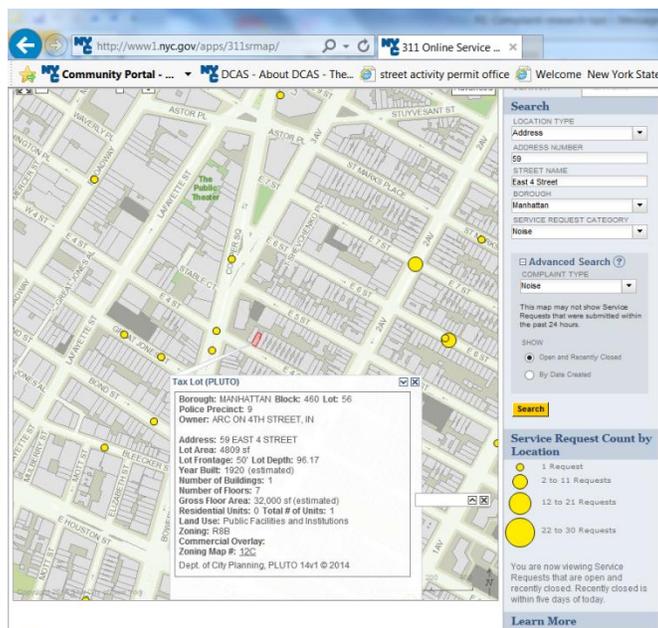


Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

- 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).



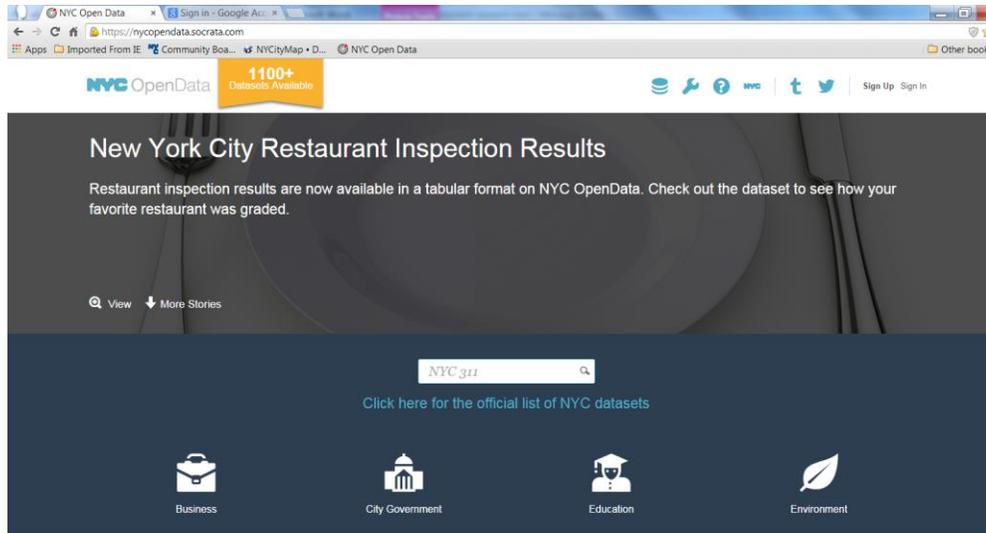
Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

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).

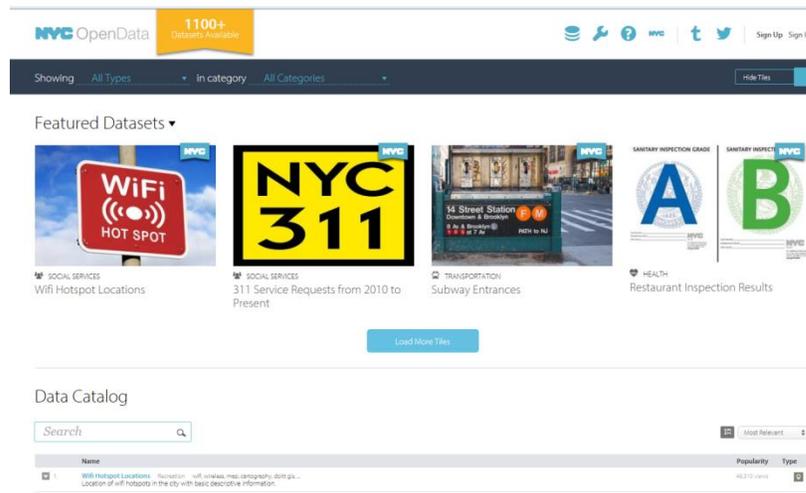
Complaint Type	Noise - Commercial
Description	Loud Music/Party
Created Date	11/23/2013
Status	Closed
Last Message to Customer	The Police Department responded to the complaint and with the information available observed no evidence of the violation at that time.

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 [NYC Open Data](#)
2. Type "NYC 311" in the search bar on the NYC Open Data homepage (see image below).

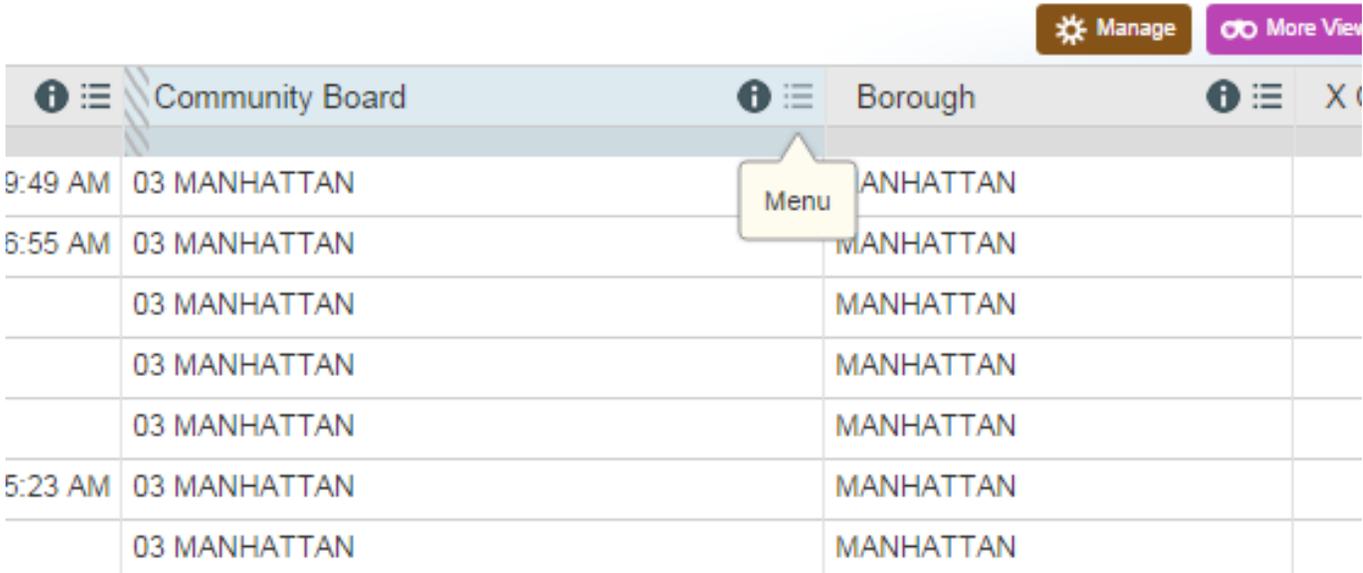


3. Then click on the yellow "NYC 311" icon, which is for the "Service Requests from 2010 to Present" dataset (see image below).



Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

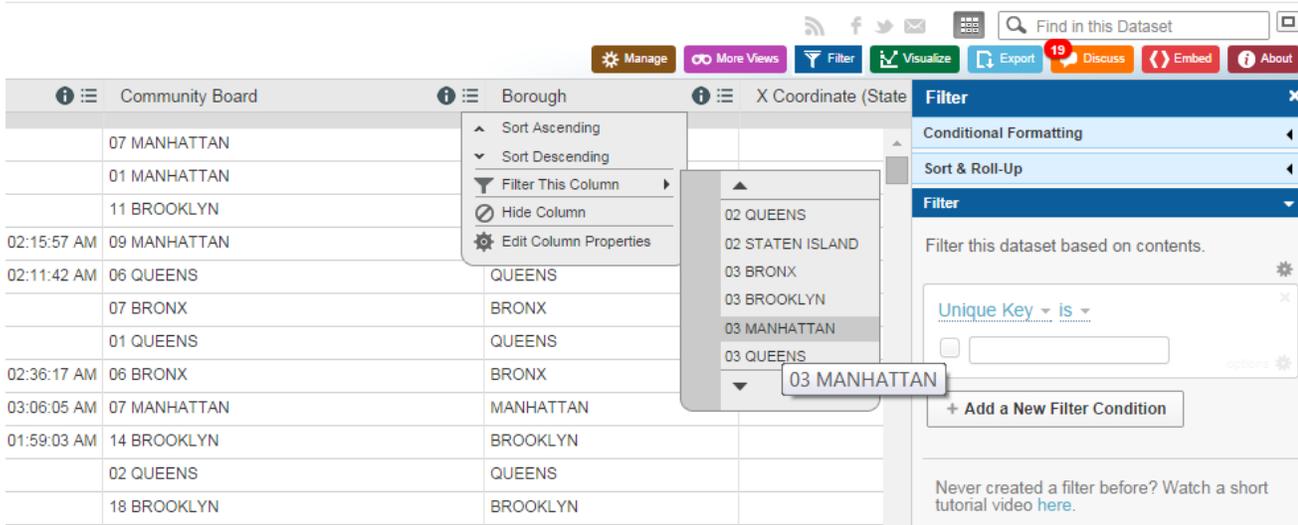
- After the dataset loads, first filter by Community Board 3, which can be done two ways.
 - The first way is to scroll right to the “Community Board” column. Click on the “menu” icon, which is to the right of the column header, as three dots and parallel lines (see image below).



The screenshot shows a data table with columns for 'Community Board' and 'Borough'. A yellow callout box labeled 'Menu' points to the menu icon (three dots and parallel lines) on the right side of the 'Community Board' column header. The table contains several rows of data, including times and location names like '03 MANHATTAN'.

	Community Board	Borough
9:49 AM	03 MANHATTAN	MANHATTAN
6:55 AM	03 MANHATTAN	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.

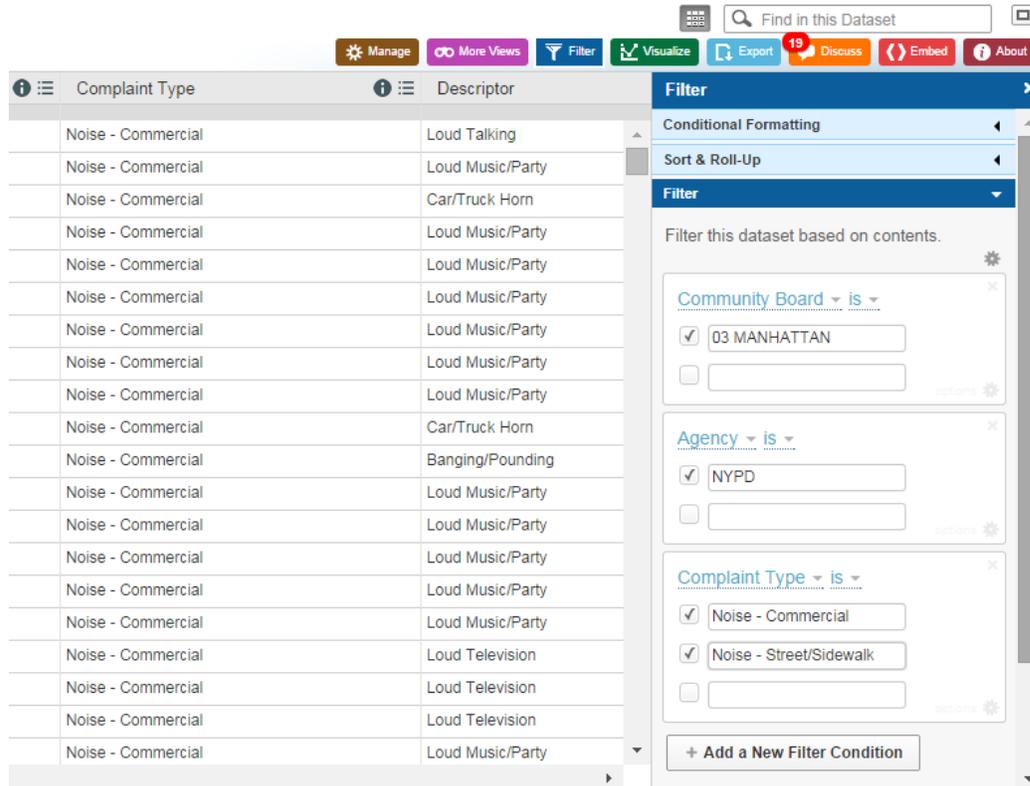


The screenshot shows the same data table as above, but with a 'Filter' menu open over the 'Community Board' column. The 'Filter This Column' option is selected, and a dropdown menu is visible showing a list of boroughs: '02 QUEENS', '02 STATEN ISLAND', '03 BRONX', '03 BROOKLYN', '03 MANHATTAN', and '03 QUEENS'. The '03 MANHATTAN' option is highlighted. A 'Filter' panel is also visible on the right side of the screen, showing a filter condition: 'Unique Key is'. Below the filter panel, there is a button that says '+ Add a New Filter Condition'.

	Community Board	Borough	X Coordinate (State
	07 MANHATTAN		
	01 MANHATTAN		
	11 BROOKLYN		
02:15:57 AM	09 MANHATTAN		
02:11:42 AM	06 QUEENS	QUEENS	
	07 BRONX	BRONX	
	01 QUEENS	QUEENS	
02:36:17 AM	06 BRONX	BRONX	
03:06:05 AM	07 MANHATTAN	MANHATTAN	
01:59:03 AM	14 BROOKLYN	BROOKLYN	
	02 QUEENS	QUEENS	
	18 BROOKLYN	BROOKLYN	

Tips for Researching 311 Commercial Noise Complaints Online CB 3 Manhattan

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



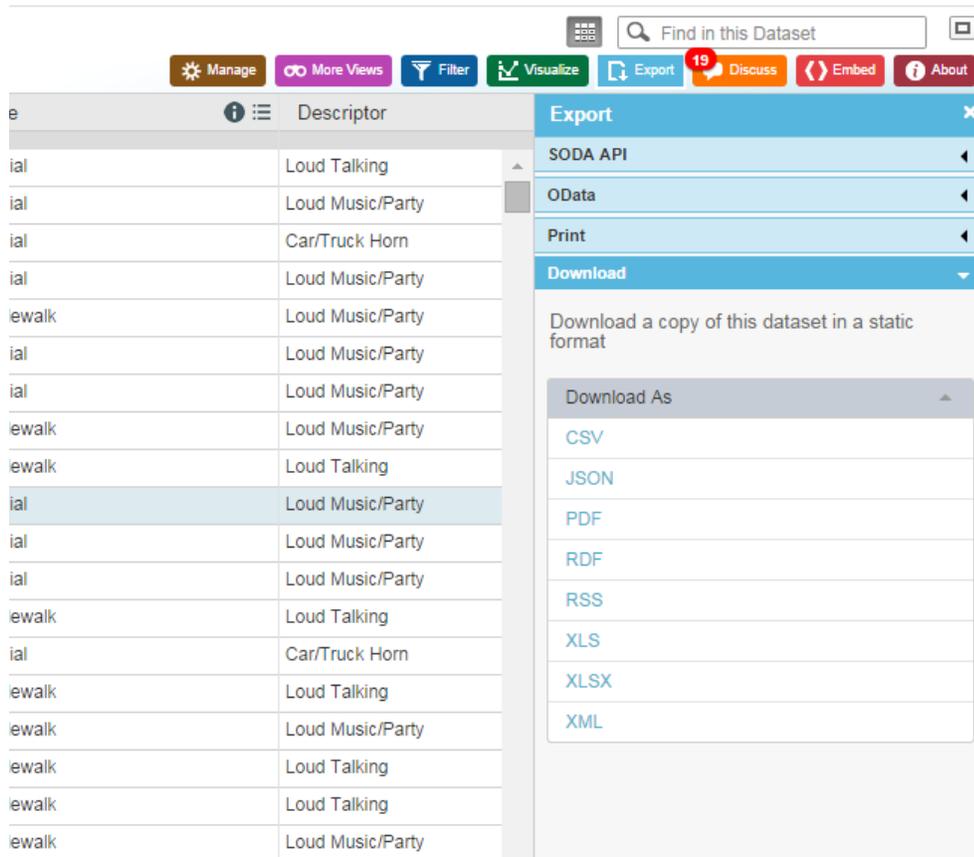
The screenshot shows a data visualization interface with a table of noise complaints and a filter panel. The table has two columns: "Complaint Type" and "Descriptor". The filter panel is open, showing three filter conditions:

- Community Board is 03 MANHATTAN
- Agency is NYPD
- Complaint Type is Noise - Commercial and Noise - Street/Sidewalk

Complaint Type	Descriptor
Noise - Commercial	Loud Talking
Noise - Commercial	Loud Music/Party
Noise - Commercial	Car/Truck Horn
Noise - Commercial	Loud Music/Party
Noise - Commercial	Car/Truck Horn
Noise - Commercial	Banging/Pounding
Noise - Commercial	Loud Music/Party
Noise - Commercial	Loud Television
Noise - Commercial	Loud Television
Noise - Commercial	Loud Television
Noise - Commercial	Loud Music/Party

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).

