

311 Service Requests In and Around Transmitter Park: 2019 vs 2024

311 service request data were analyzed for the first six months (January - June) of 2019 and 2024 in and around Transmitter Park in Greenpoint, Brooklyn. The key findings are:

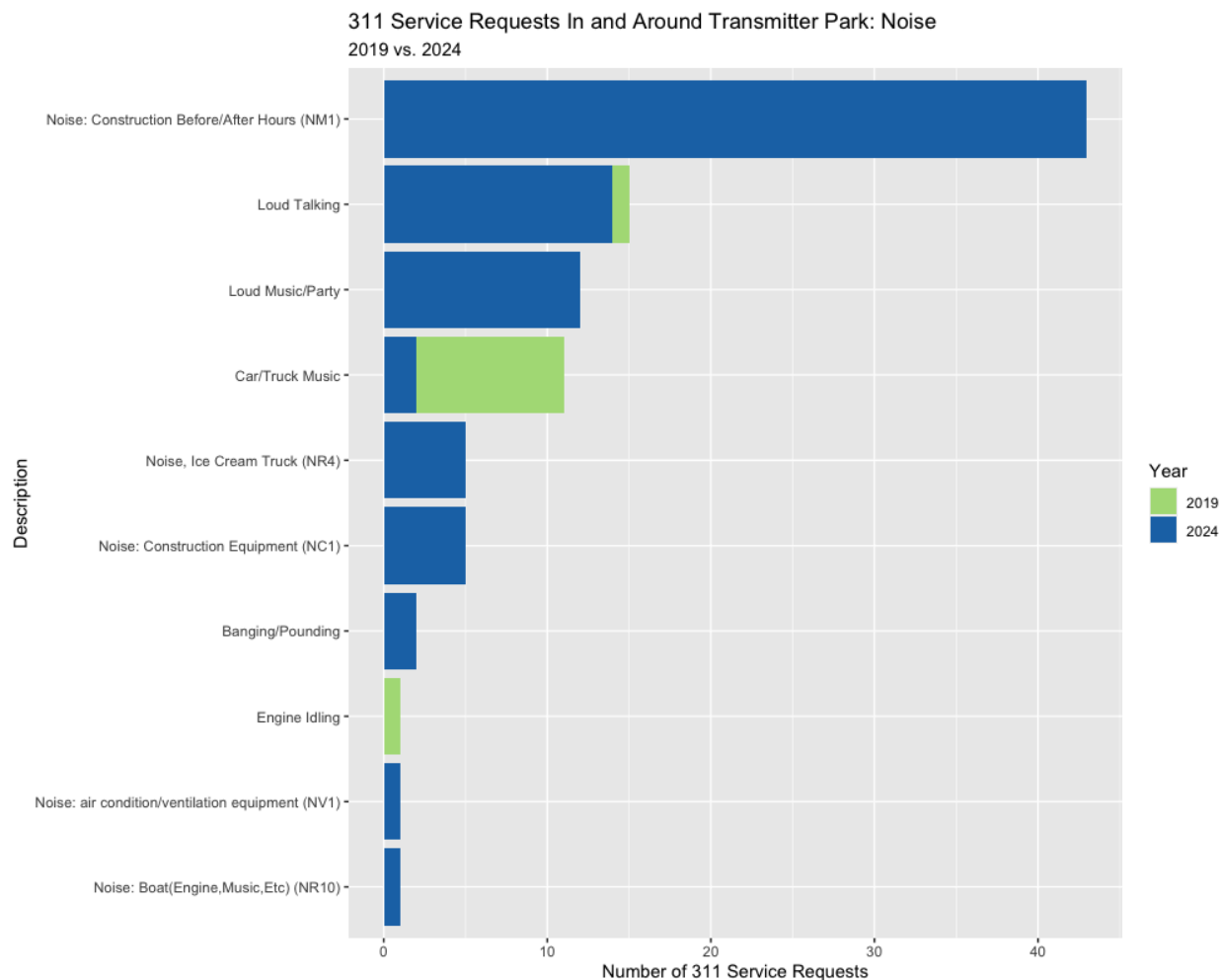
- 311 service requests in the study area increased 296% from January - June 2019 to the same period in 2024
- In 2024, most noise complaints were due to construction activity outside of permitted hours. There were no service requests for the same issue in 2019.
- In 2019, there were no 311 service requests due to trash not including park maintenance requests. In 2024, there were four.
- In both 2019 and 2024, service requests not related to trash, noise, or park maintenance requests made up the majority.

A total of 248 311 service records were found for the months of January to June 2019 and 2024 within 325 feet of the border of Transmitter Park in Greenpoint, Brooklyn. Service requests were categorized by noise, parks maintenance request, trash, or other based on the complaint type associated with each record. This allowed for each category to be compared by year:

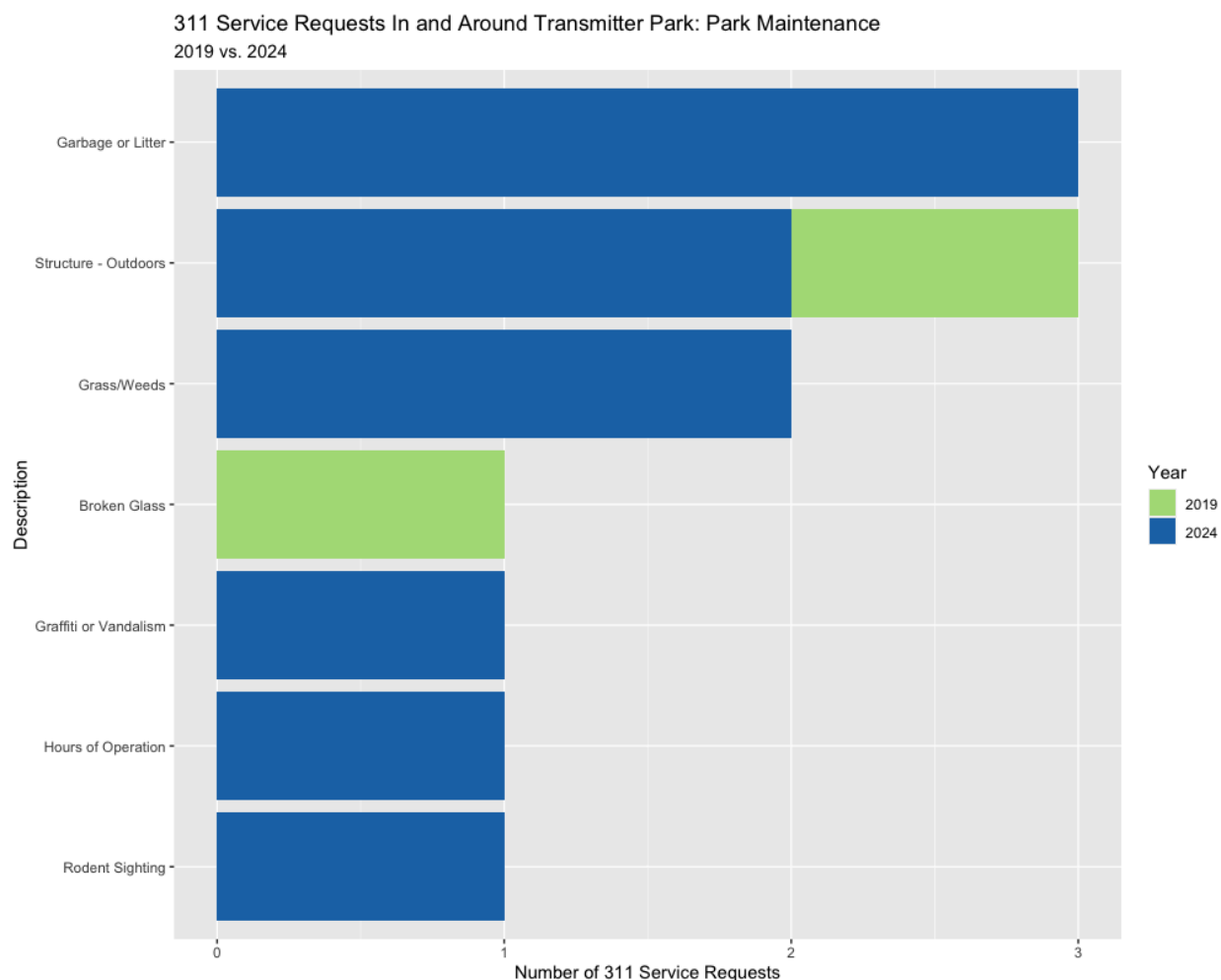
Call Category	2019	2024
Noise	11	85
Other	37	99
Parks Maintenance	2	10
Trash	0	4
Total	50	198

Increases in number of requests were found for each category from 2019 to 2024, with an increase of 296% in total 311 service requests.

Noise-related service requests increased from 11 to 85 from 2019 to 2024. In 2024, the majority of noise-related calls were due to construction noise outside of permitted hours. No complaints for this issue were recorded in 2019, nor were any complaints for loud music or parties. The majority of noise-related 311 calls in 2011 were for music from cars or trucks, the number of which decreased in 2024.



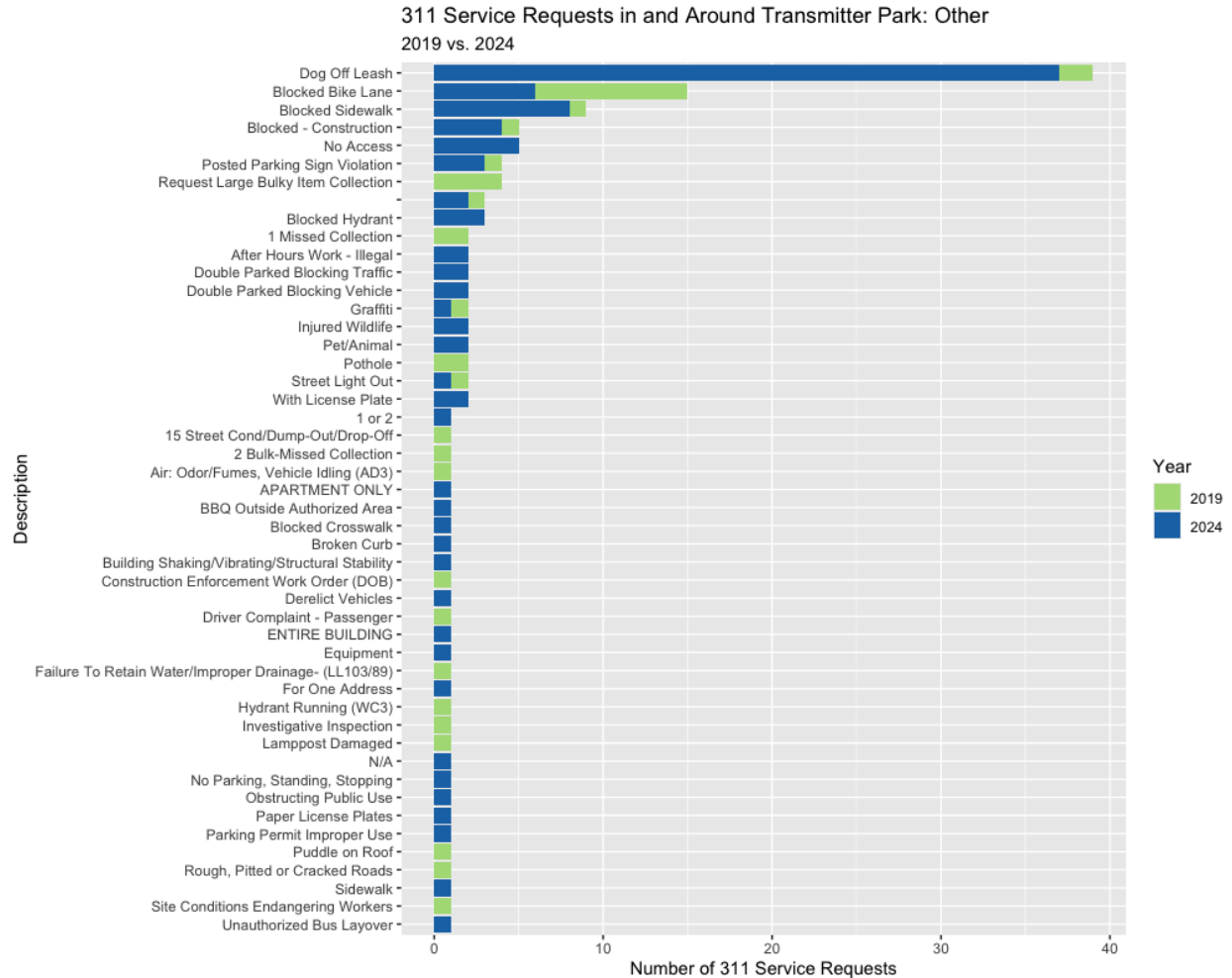
Requests for park maintenance increased from 2 in 2019 to 10 in 2024. In 2024, three maintenance requests were received for garbage or litter, two each were received related to outdoor structures and weeds/grass, and one each was received for graffiti/vandalism, hours of operation, and a rodent sighting. In 2019, only two maintenance requests were received for an outdoor structure and for broken glass.



Trash-related service requests that were not associated with park maintenance requests were not recorded during the study period in 2019. In 2024, four were received -- One each for chronic dumping, a rat sighting, a trash removal request, and for trash itself.

Descriptor	Count
Chronic Dumping	1
Rat Sighting	1
Removal Request	1
Trash	1
Total	4

In both 2019 and 2024, 311 service requests based on trash, noise, or parks maintenance did not make up the majority of calls. The number of other calls increased from 37 in 2019 to 99 in 2024. Among 311 calls with counts greater than or equal to five, the number of calls related to off-leash dogs, blocked sidewalks, blockages due to construction, and access restriction increased from 2019 to 2024. Reports of blocked bike lanes decreased.



Further questions/analysis:

- Is park usage data available? If so, usage patterns may lend context to the change in service requests.
- Are similar trends found in nearby parks (McCarren, McGolrick)?
- What are the trends in service request completion? Are response times changing?