Complaining about New York

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Analyses made from 100,000 most recent 311 complaints as available from NYC Open Data

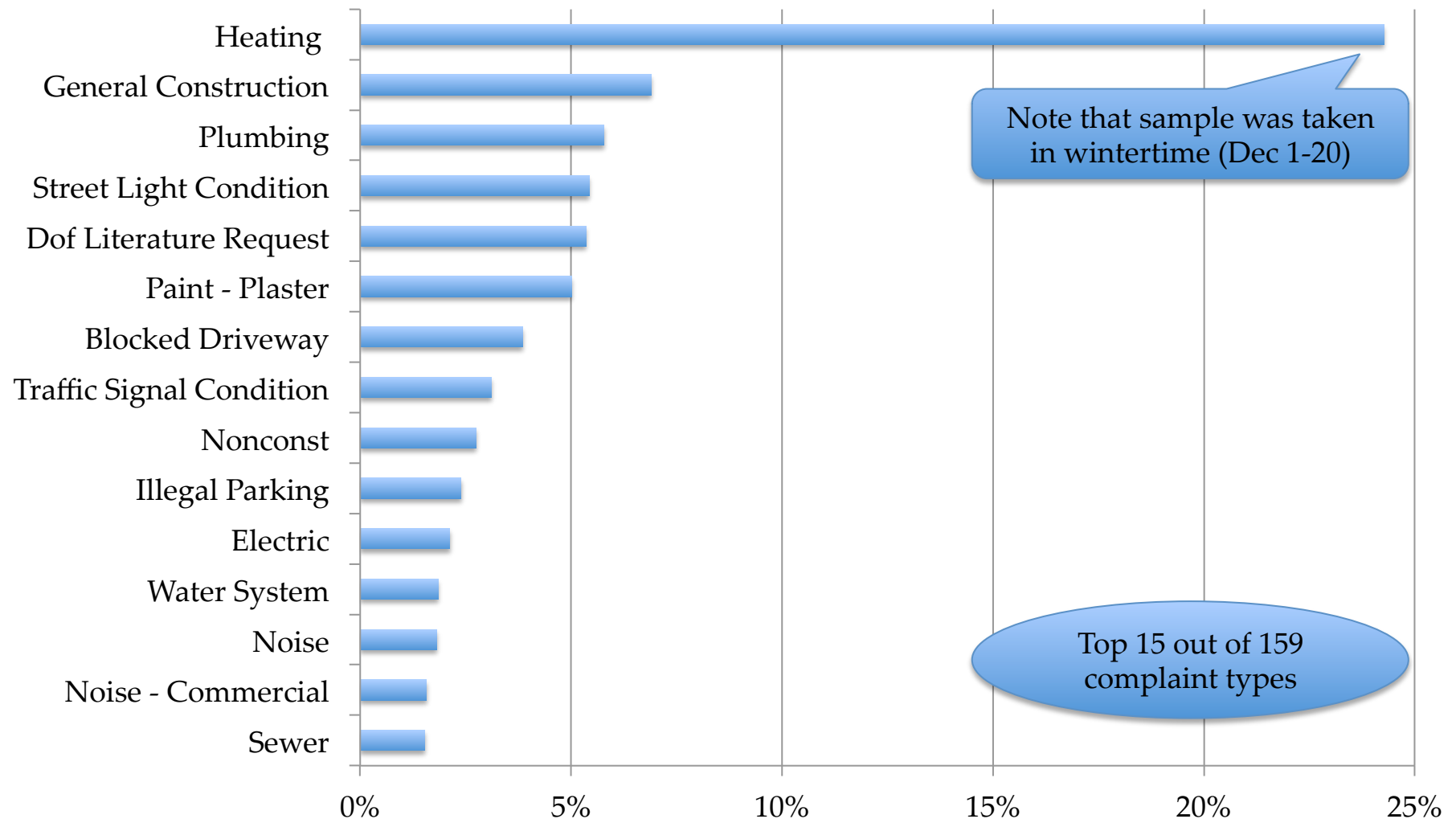**NYC Open Data's 311 complaints**

Database with 311 complaints
- Daily updated database
- Over 2M complaints
- CSV file over 1 GB

Analyses made with sample
- Selection 100,000 complaints
- Spans over ~20 days
- Newest complaint from December 21st, 2:08am

By far, most complaints in NYC are about 'heating'
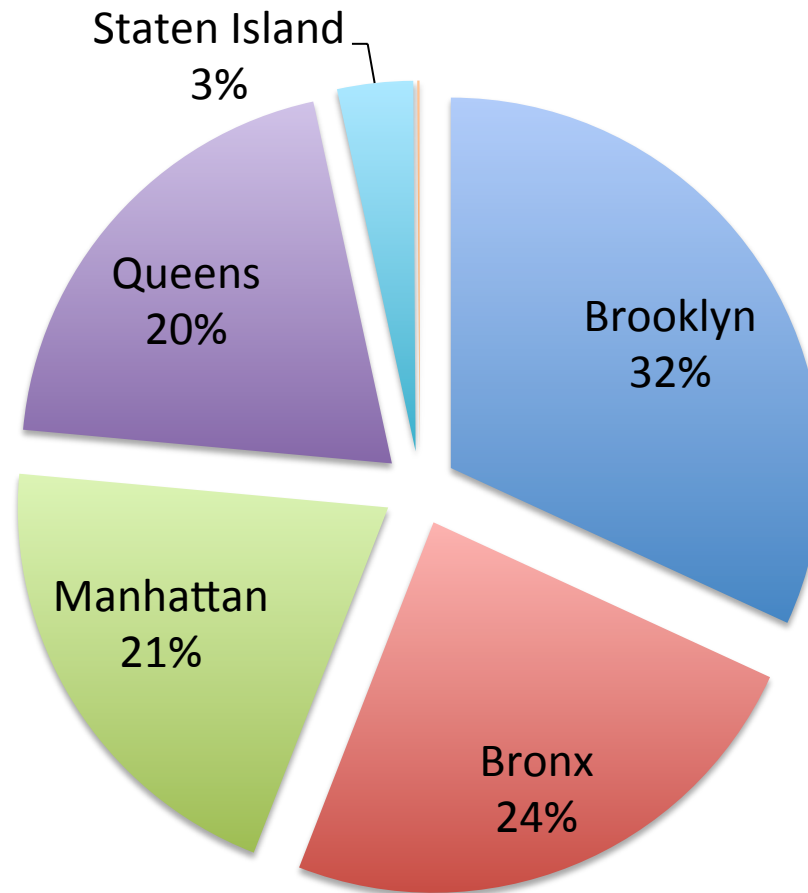
Number of complaints, grouped by complaint type (sample)

Types taken literally from data; no aggregation
Source: NYC Open Data

Most complaints come from Brooklyn…

Number of complaints, grouped by borough (sample)

Staten Island 3%

Queens 20%

Brooklyn 32%

Manhattan 21%

Bronx 24%

Note that ~10% of all complaints do not have ZIP Code information, or are located outside NYC
Source: NYC Open Data; United Hospital Fund (neighborhood names)

…But relative to population size, most complaints are from the Bronx

Number of complaints per thousand residents, grouped by borough (sample)
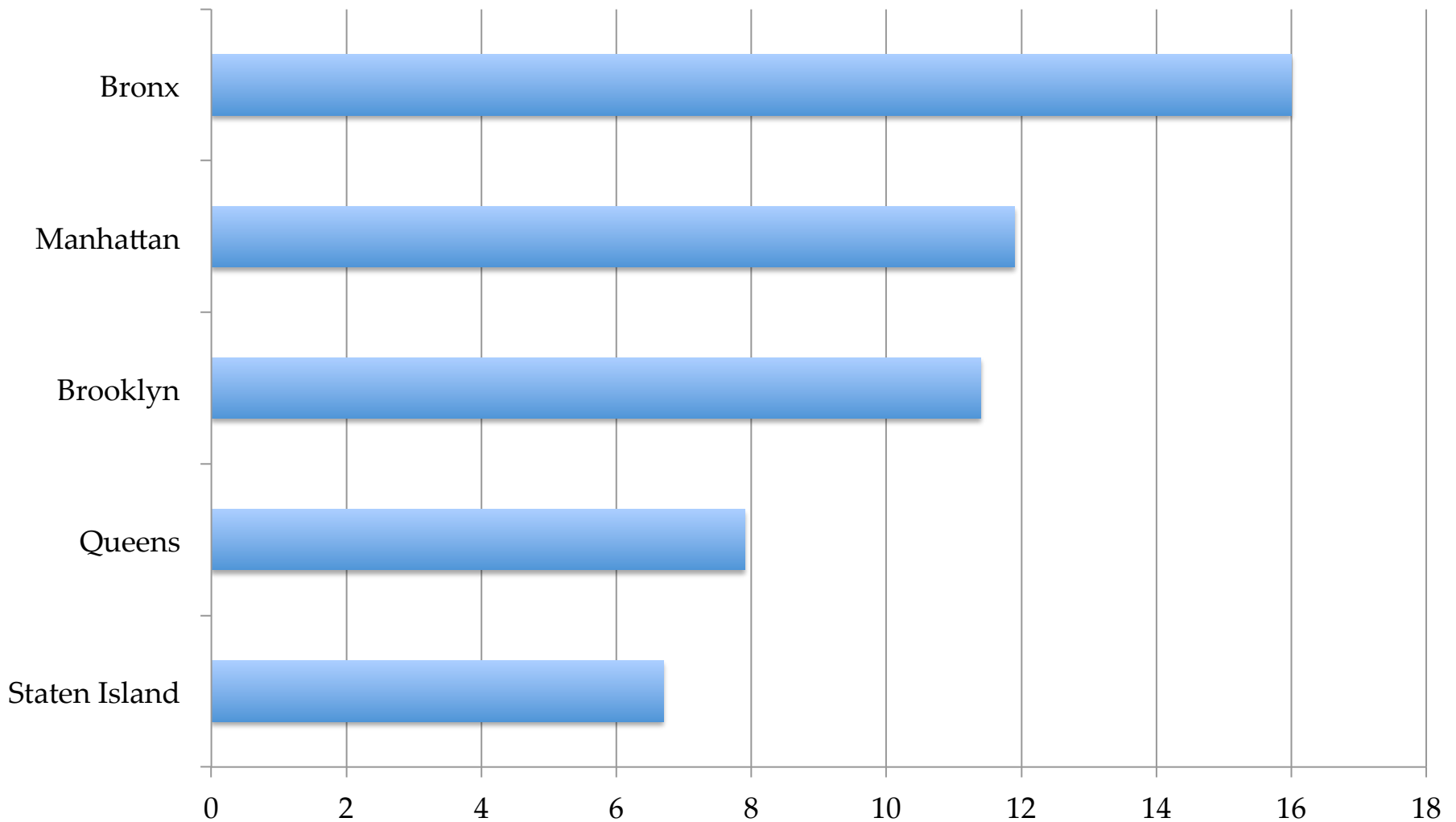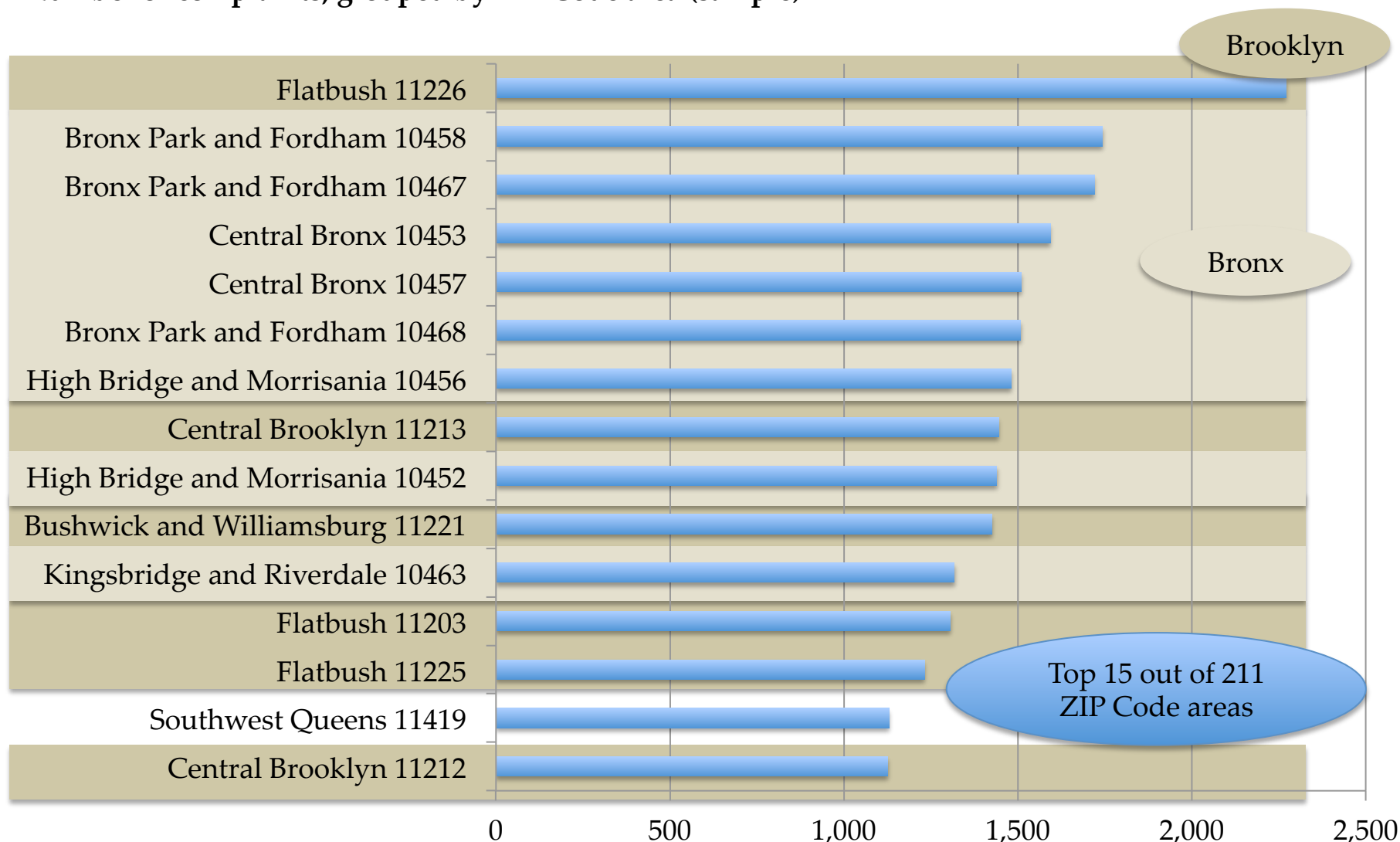

Note that ~10% of all complaints do not have ZIP Code information, or are located outside NYC
Source: NYC Open Data; United Hospital Fund (neighborhood names)

'Top complaining ZIP Code areas' are located in Brooklyn and the Bronx

Number of complaints, grouped by ZIP Code area (sample)

Brooklyn

Bronx

ZIP Code area	
Flatbush 11226	
Bronx Park and Fordham 10458	
Bronx Park and Fordham 10467	
Central Bronx 10453	
Central Bronx 10457	
Bronx Park and Fordham 10468	
High Bridge and Morrisania 10456	
Central Brooklyn 11213	
High Bridge and Morrisania 10452	
Bushwick and Williamsburg 11221	
Kingsbridge and Riverdale 10463	
Flatbush 11203	
Flatbush 11225	
Southwest Queens 11419	
Central Brooklyn 11212	

Top 15 out of 211 ZIP Code areas

0   500   1,000   1,500   2,000   2,500

Complaint-dense ZIP Code areas are at JFK airport and in Manhattan

Number of complaints per thousand residents, grouped by ZIP Code area (sample)

ZIP Code area	Complaints per thousand residents
Jamaica (JFK) 11430	~118
Lower Manhattan 10005	~92
Chelsea and Clinton 10018	~64
Lower Manhattan 10004	~42
Lower Manhattan 10007	~41
Southeast Bronx 10464	~30
Lower Manhattan 10006	~24
Chelsea and Clinton 10036	~24
Southwest Queens 11419	~23
Bronx Park and Fordham 10458	~22
Central Brooklyn 11213	~22
Central Bronx 10457	~22
Flatbush 11226	~21
Central Bronx 10453	~21
Chelsea and Clinton 10001	~21

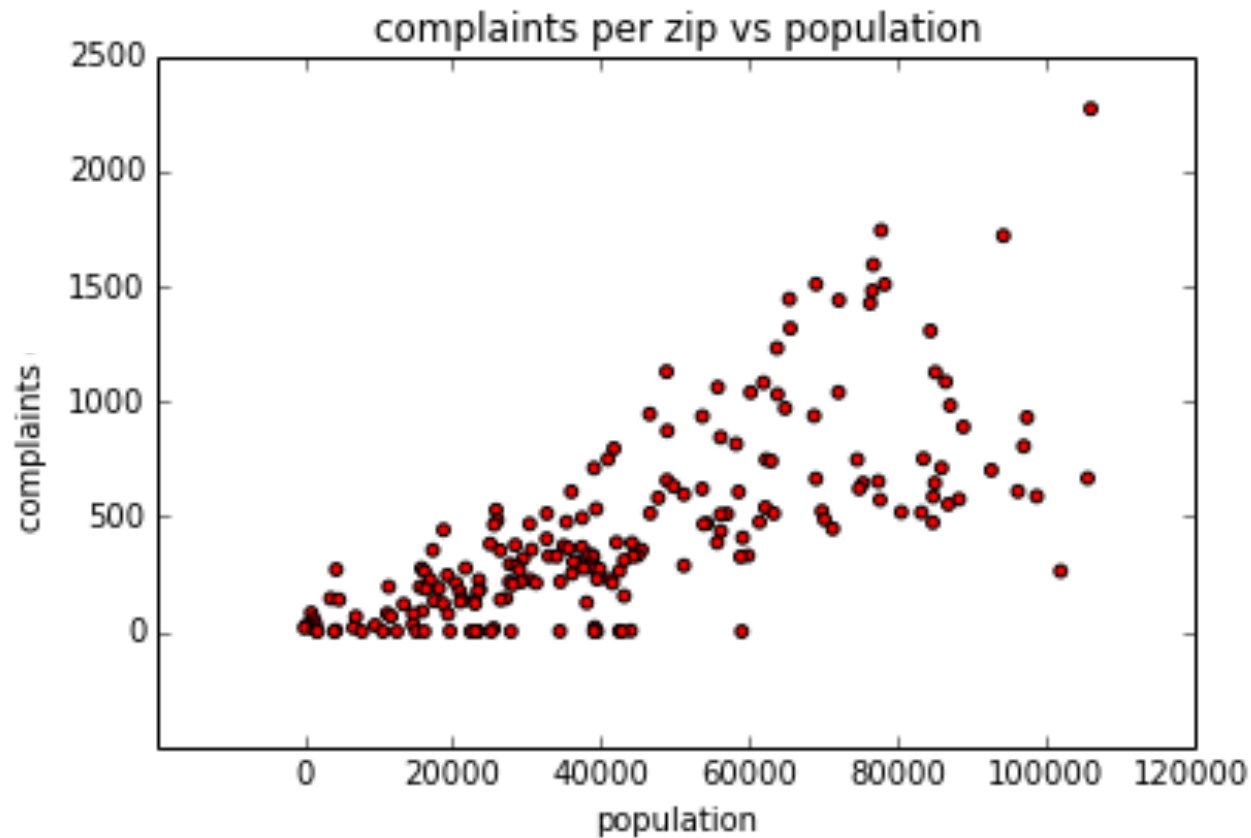Manhattan

0   20   40   60   80   100   120   140

Areas with population under 10 people have been ignored
Source: NYC Open Data; United Hospital Fund (neighborhood names); Google maps (location zip code 10020)

Generally, more populated areas generate more complaints

Number of complaints vs. population size, grouped by ZIP Code area (sample)

complaints per zip vs population
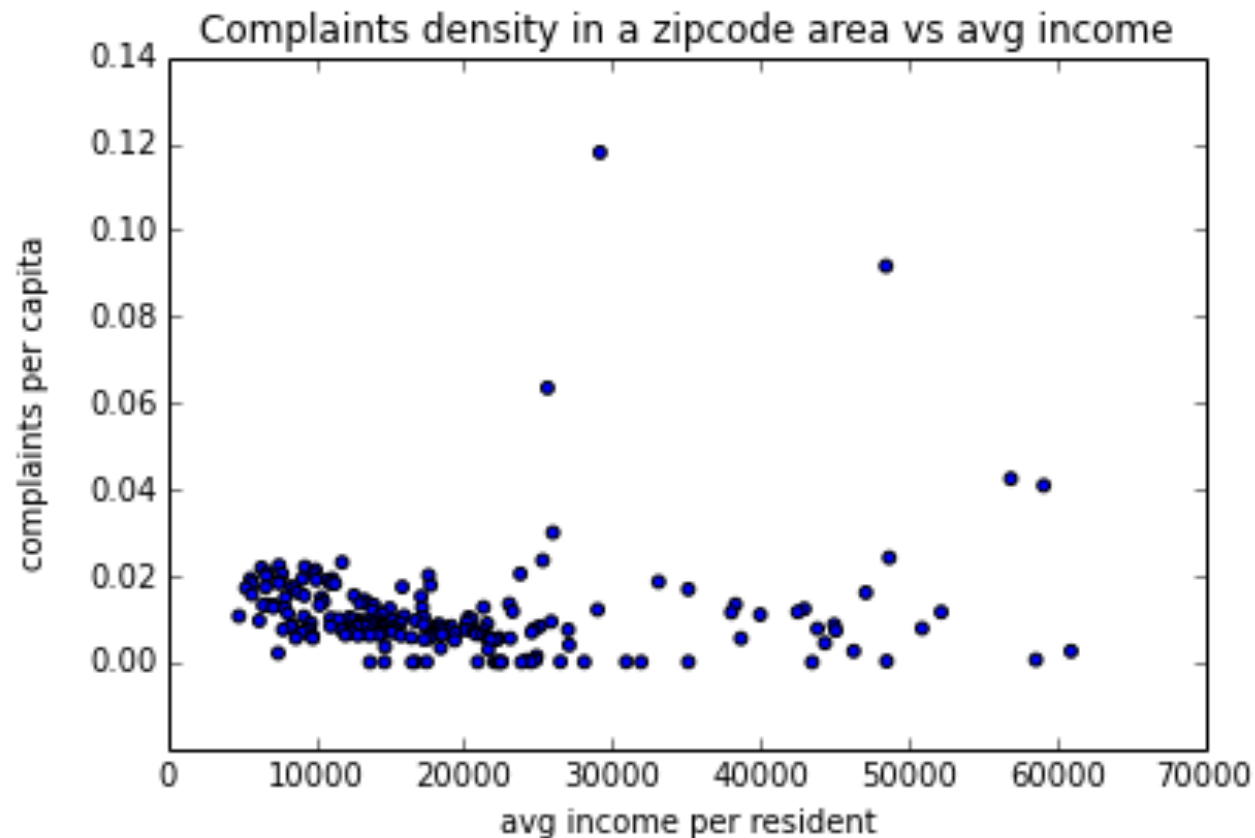
Average income does not seem to be related to the complaint-density – No difference in complaints per resident between rich and poor areas

Number of complaints vs. average income per resident, grouped by ZIP Code area (sample)

Complaints density in a zipcode area vs avg income

Outlier 10020 *Chelsea and Clinton* removed for analysis. Note that ~10% of all complaints do not have ZIP Code information
Source: NYC Open Data, Zip Atlas (income per zip code area)

End of presentation