

NYC OpenData



An analysis of
**NYC311 Noise
Complaints**

NYC311

What is NYC311?

NYC311

What is NYC311?

Non-emergency alternative to 9-1-1

NYC311

What is NYC311?

Non-emergency alternative to 9-1-1

Burning house? Call 9-1-1

Burning question? Call 3-1-1

NYC311

What is NYC311?

Non-emergency alternative to 9-1-1

Burning house? Call 9-1-1

Burning question? Call 3-1-1

The screenshot shows the official website of the City of New York (NYC311). The top navigation bar includes links for NYC Resources, NYC311, Office of the Mayor, Events, Connect, Jobs, and a search function. A prominent yellow banner at the top asks "How can we help you?" and features a "NYC311 Search" bar. Below the banner is a grid of service categories: Make a Complaint, Check Status, Make a Payment, My Neighborhood, Get the NYC311 App (all in yellow boxes); Business, Education, Housing & Development, Transportation (in white boxes); Civic Services, Environment, Public Safety, About NYC311 (in light gray boxes); Culture & Recreation, Health, Social Services, NYC311 Twitter (in white boxes).

NYC311
The Official Website of the City of New York

NYC

Русский ▾ Translate ▾ Text Size

NYC Resources NYC311 Office of the Mayor Events Connect Jobs Search

How can we help you? NYC311 Search

Make a Complaint ▶ Check Status ▶ Make a Payment ▶ My Neighborhood ▶ Get the NYC311 App ▶

Business ▶ Education ▶ Housing & Development ▶ Transportation ▶

Civic Services ▶ Environment ▶ Public Safety ▶ About NYC311 ▶

Culture & Recreation ▶ Health ▶ Social Services ▶ NYC311 Twitter ▶

NYC311

What is NYC311?

NYC Open Data

NYC311

What is NYC311?

NYC Open Data
Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

NYC Open Data

Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

Objectives:

ID most frequent services requested
ID most frequent complaints

NYC Open Data
Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

Objectives:

ID most frequent services requested
ID most frequent complaints

Make info more readily available

NYC Open Data
Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

Objectives:

ID most frequent services requested
ID most frequent complaints

Make info more readily available

Reduce rate of resolution

NYC Open Data
Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

Objectives:

ID most frequent services requested
ID most frequent complaints

Make info more readily available

Reduce rate of resolution

Predict service request surges

NYC Open Data
Improve NYC311?

NYC311

What is NYC311?

Type of service request

Date and time of filing and resolution

Location

Objectives:

ID most frequent services requested
ID most frequent complaints

Make info more readily available

Reduce rate of resolution

Predict service request surges

ID deficiencies in services

NYC Open Data
Improve NYC311?

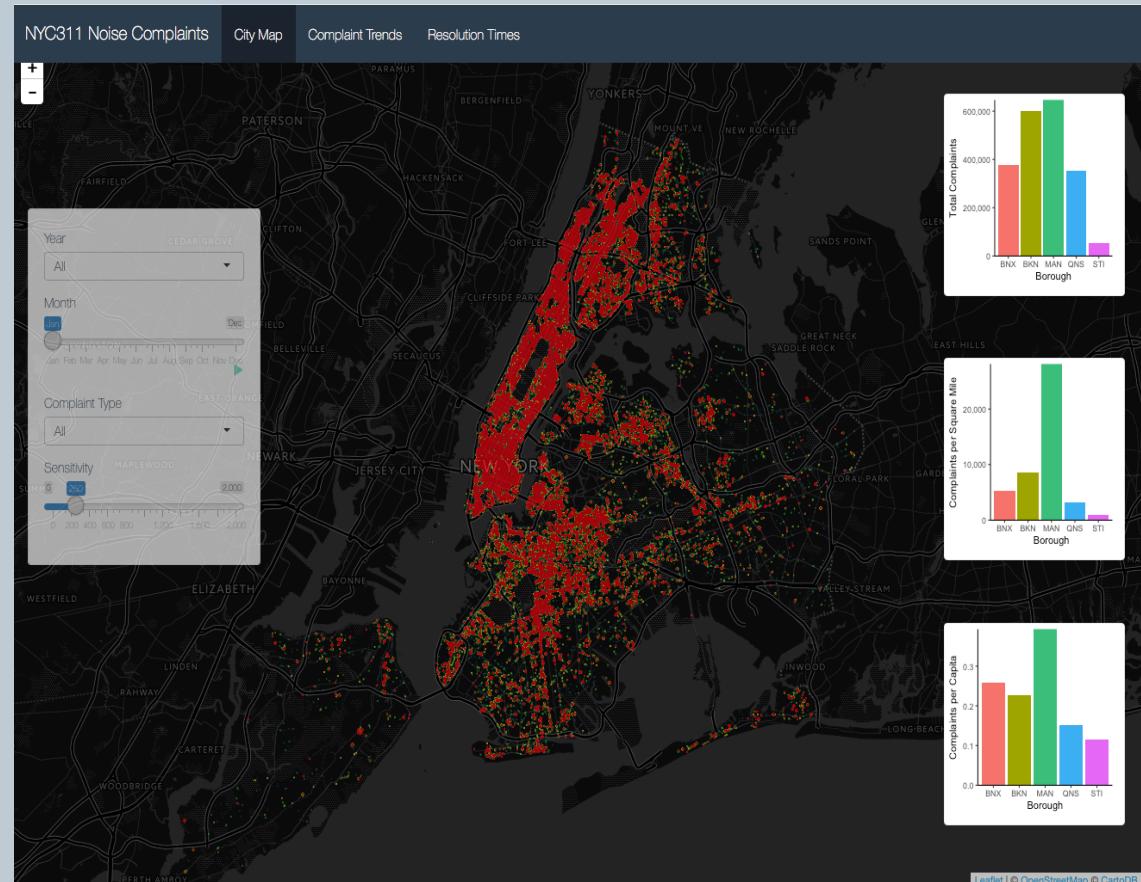
Identifying Noise Complaint Trends

NYC Open Data: Noise
complaints from 2010 -
2016

Identifying Noise Complaint Trends

NYC Open Data: Noise complaints from 2010 - 2016

Visualized complaints through the years on a map of NYC

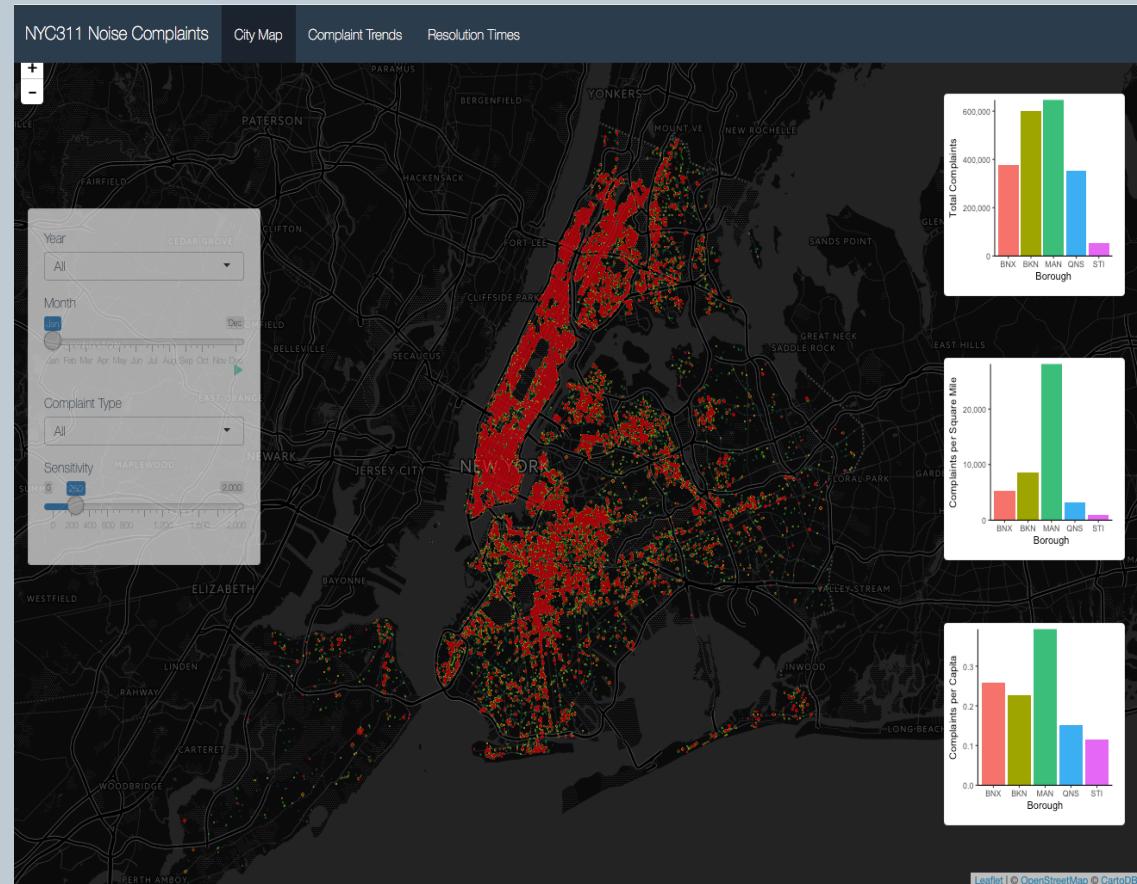


Identifying Noise Complaint Trends

NYC Open Data: Noise complaints from 2010 - 2016

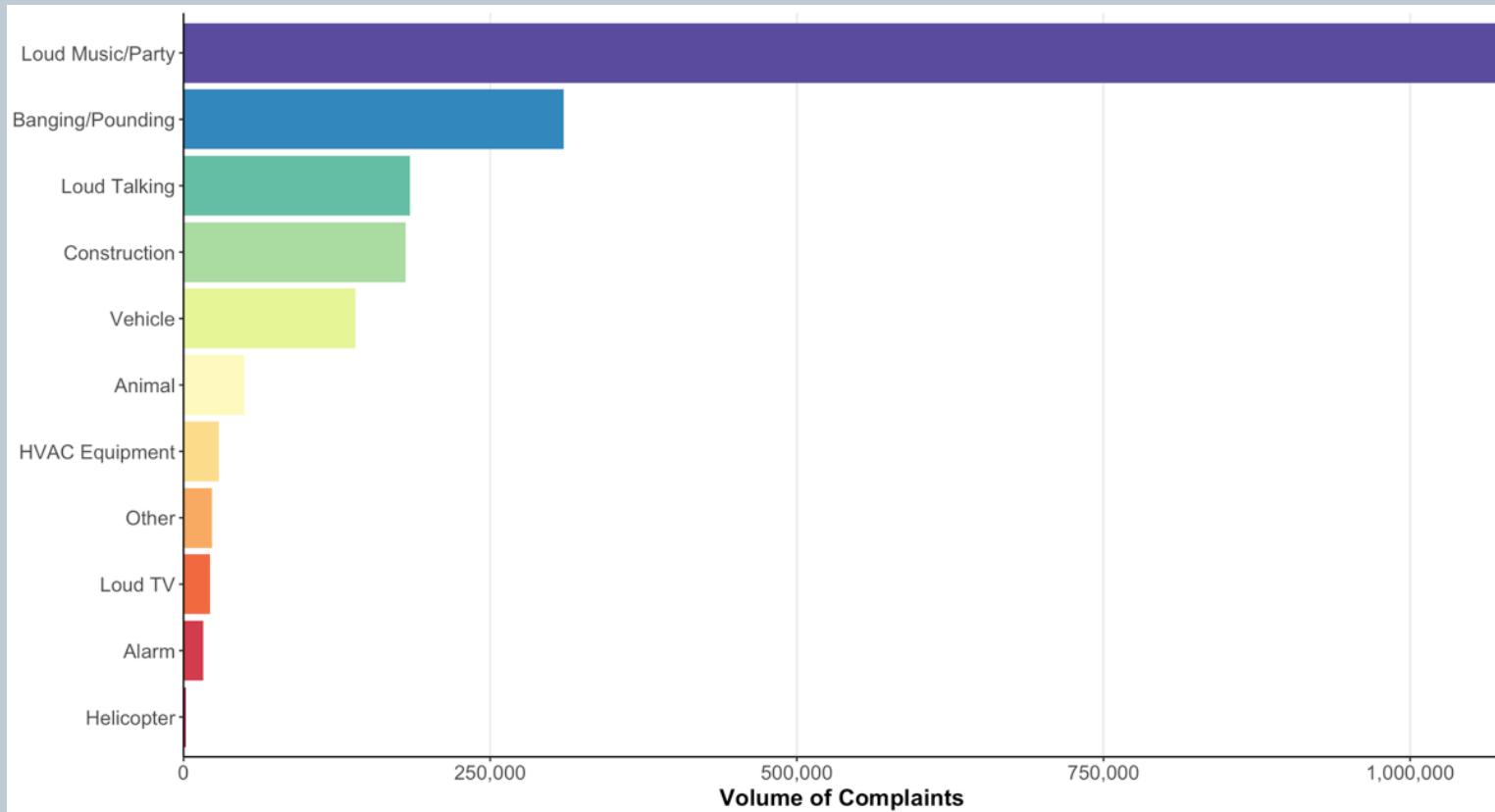
Visualized complaints through the years on a map of NYC

- Most frequent complaint types
- Days/months/years highest complaint frequency
- Complaint features vary by borough



General Noise Complaint Insights

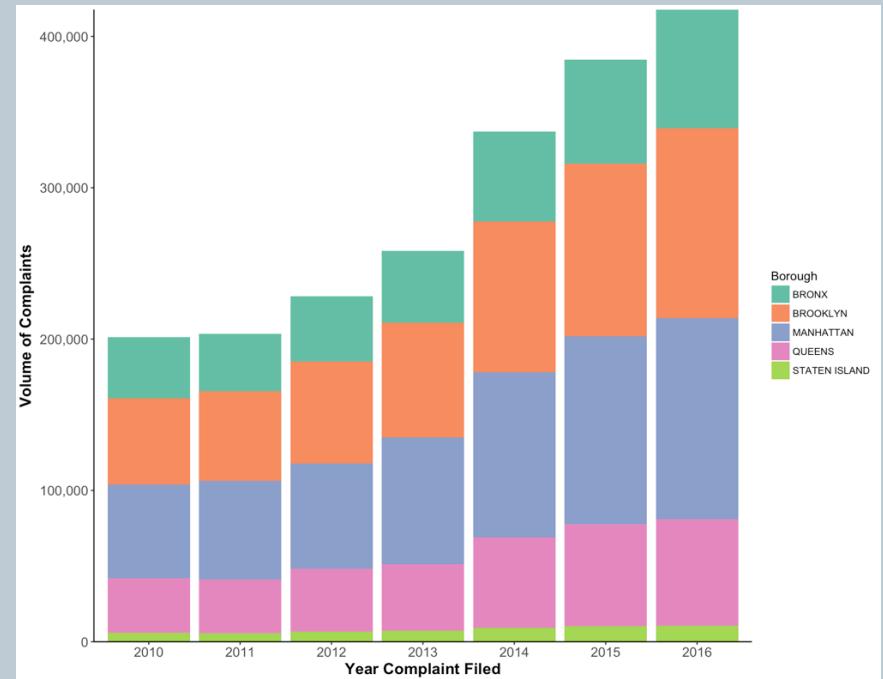
Noisy neighbors most frequent complaint types



General Noise Complaint Insights

Noisy neighbors most frequent
complaint types

Overall complaints increase each year

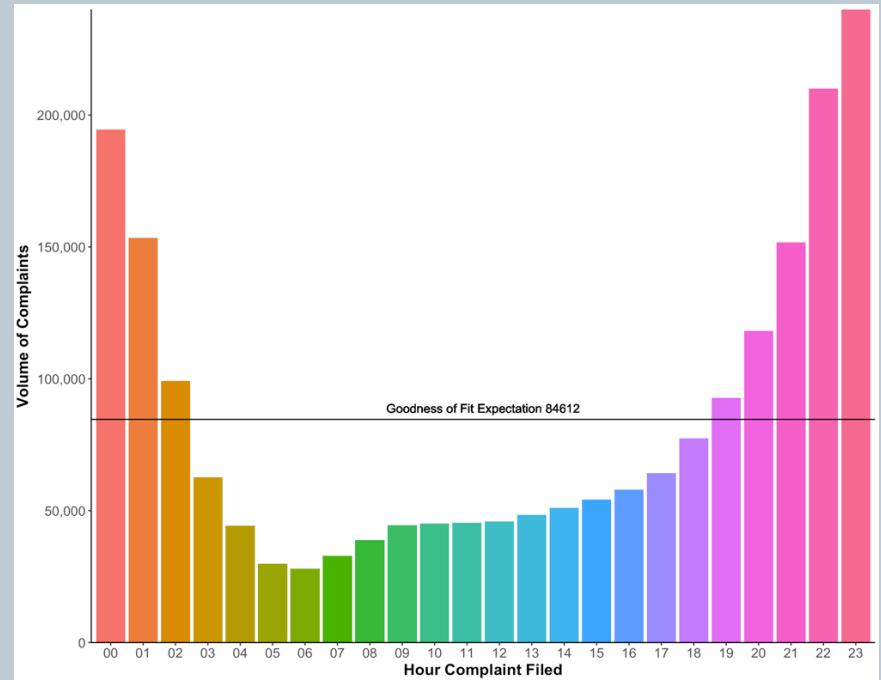


General Noise Complaint Insights

Noisy neighbors most frequent complaint types

Overall complaints increase each year

Morning and late night highest frequency of complaints



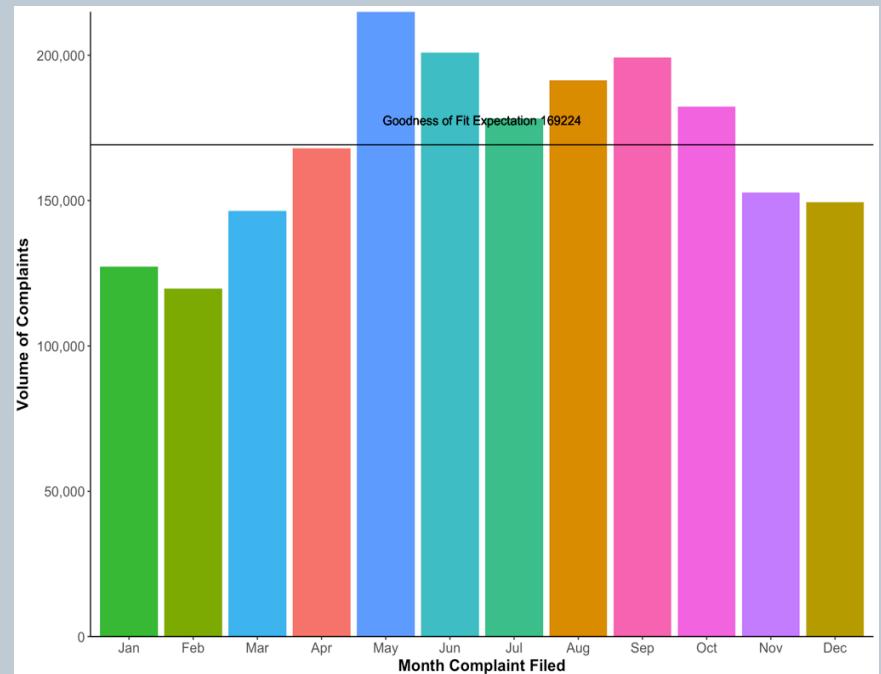
General Noise Complaint Insights

Noisy neighbors most frequent complaint types

Overall complaints increase each year

Morning and late night highest frequency of complaints

Summer months have highest frequency of complaints



General Noise Complaint Insights

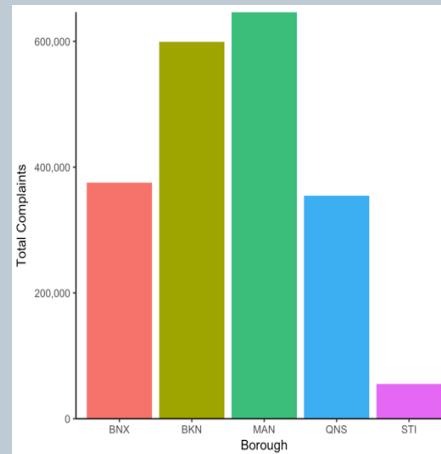
Noisy neighbors most frequent complaint types

Overall complaints increase each year

Morning and late night highest frequency of calls

Summer months have highest frequency of complaints

Manhattan has most complaints



General Noise Complaint Insights

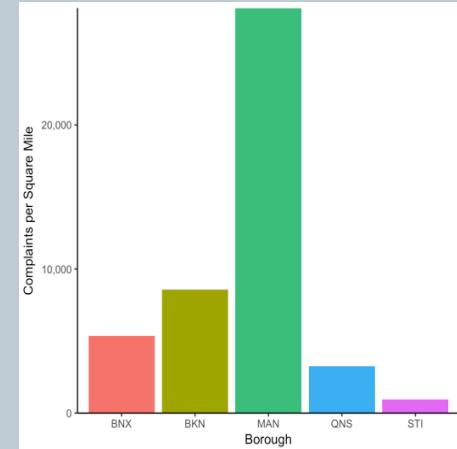
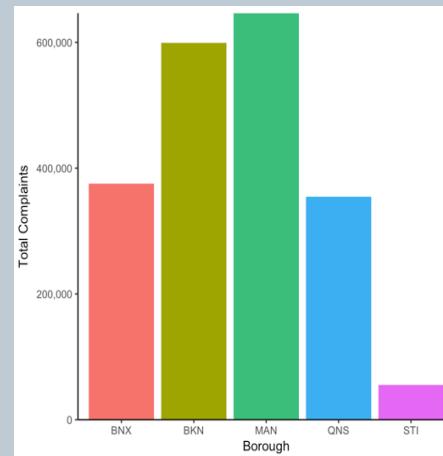
Noisy neighbors most frequent complaint types

Overall complaints increase each year

Morning and late night highest frequency of calls

Summer months have highest frequency of complaints

Manhattan has most complaints



General Noise Complaint Insights

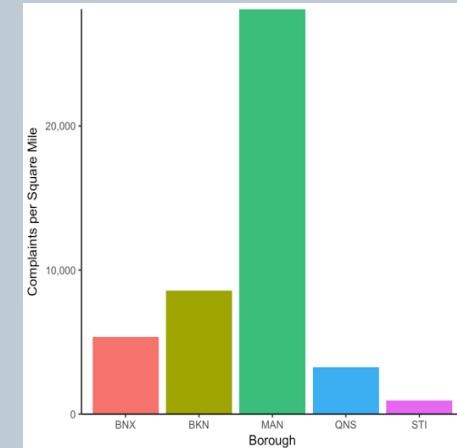
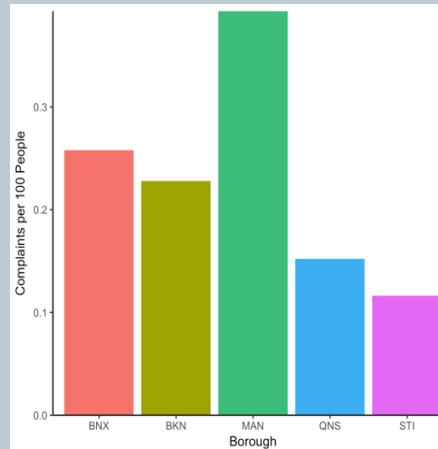
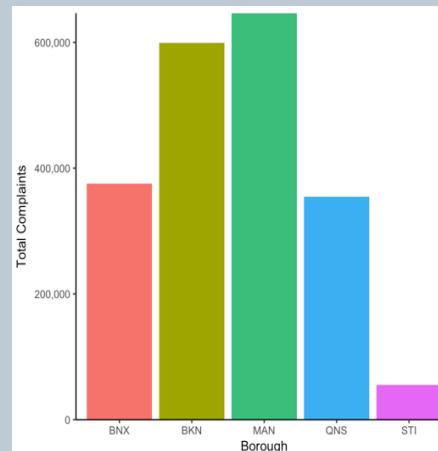
Noisy neighbors most frequent complaint types

Overall complaints increase each year

Morning and late night highest frequency of calls

Summer months have highest frequency of complaints

Manhattan has most complaints



Complaint Resolution Time

	Created.Date	Closed.Date	Descriptor	Borough	Latitude	Longitude
1	01/07/2013 11:23:05 PM	01/08/2013 01:54:21 AM	Loud Music/Party	BRONX	40.86397	-73.89821
2	01/07/2013 06:22:25 PM	01/07/2013 07:23:52 PM	Loud Music/Party	QUEENS	40.74553	-73.91347
3	01/07/2013 06:17:32 AM	01/07/2013 07:11:43 AM	Loud Music/Party	MANHATTAN	40.70361	-74.01093
4	01/07/2013 11:42:04 PM	01/08/2013 12:44:43 AM	Loud Talking	BROOKLYN	40.60264	-73.95202
5	01/07/2013 10:06:00 AM	01/07/2013 01:40:10 PM	Car/Truck Music	MANHATTAN	40.85855	-73.92960
6	01/07/2013 07:45:02 PM	01/07/2013 10:20:14 PM	Loud Talking	QUEENS	40.72874	-73.80815
7	01/08/2013 01:45:59 AM	01/08/2013 05:40:14 AM	Loud Music/Party	BROOKLYN	40.60018	-73.95949
8	01/07/2013 08:42:37 PM	01/07/2013 11:32:48 PM	Loud Music/Party	MANHATTAN	40.85909	-73.92769
9	01/07/2013 11:20:14 PM	01/08/2013 01:33:52 AM	Banging/Pounding	BROOKLYN	40.67101	-73.90618
10	01/07/2013 10:17:43 PM	01/07/2013 11:11:51 PM	Banging/Pounding	BROOKLYN	40.67027	-73.86733
11	01/07/2013 01:29:35 PM	01/07/2013 05:24:11 PM	Loud Music/Party	QUEENS	40.60352	-73.74771
12	01/07/2013 11:53:29 PM	01/08/2013 03:03:08 AM	Loud Music/Party	MANHATTAN	40.86117	-73.92768
13	01/08/2013 12:02:45 AM	01/08/2013 12:37:27 AM	Banging/Pounding	BROOKLYN	40.61245	-73.96827
14	01/07/2013 07:10:06 PM	01/07/2013 11:22:20 PM	Banging/Pounding	QUEENS	40.74367	-73.88447
15	01/07/2013 10:02:14 PM	01/07/2013 11:19:11 PM	Loud Music/Party	QUEENS	40.70964	-73.83186
16	01/07/2013 06:51:07 PM	01/07/2013 08:50:59 PM	Loud Music/Party	BROOKLYN	40.66514	-73.88837
17	01/07/2013 09:11:38 PM	01/07/2013 10:18:11 PM	Banging/Pounding	BRONX	40.86577	-73.87042
18	01/07/2013 08:26:45 PM	01/08/2013 02:19:06 AM	Loud Music/Party	BROOKLYN	40.64396	-73.95986
19	01/07/2013 07:22:31 PM	01/08/2013 12:09:56 AM	Car/Truck Music	BRONX	40.85930	-73.89808
20	01/07/2013 08:59:40 PM	01/07/2013 09:46:24 PM	Loud Music/Party	BRONX	40.86153	-73.90974

Complaint Resolution Time

	Created.Date	Closed.Date	Descriptor	Borough	Latitude	Longitude
1	01/07/2013 11:23:05 PM	01/08/2013 01:54:21 AM	Loud Music/Party	BRONX	40.86397	-73.89821
2	01/07/2013 06:22:25 PM	01/07/2013 07:23:52 PM	Loud Music/Party	QUEENS	40.74553	-73.91347
3	01/07/2013 06:17:32 AM	01/07/2013 07:11:43 AM	Loud Music/Party	MANHATTAN	40.70361	-74.01093
4	01/07/2013 11:42:04 PM	01/08/2013 12:44:43 AM	Loud Talking	BROOKLYN	40.60264	-73.95202
5	01/07/2013 10:06:00 AM	01/07/2013 01:40:10 PM	Car/Truck Music	MANHATTAN	40.85855	-73.92960
6	01/07/2013 07:45:02 PM	01/07/2013 10:20:14 PM	Loud Talking	QUEENS	40.72874	-73.80815
7	01/08/2013 01:45:59 AM	01/08/2013 05:40:14 AM	Loud Music/Party	BROOKLYN	40.60018	-73.95949
8	01/07/2013 08:42:37 PM	01/07/2013 11:32:48 PM	Loud Music/Party	MANHATTAN	40.85909	-73.92769
9	01/07/2013 11:20:14 PM	01/08/2013 01:33:52 AM	Banging/Pounding	BROOKLYN	40.67101	-73.90618
10	01/07/2013 10:17:43 PM	01/07/2013 11:11:51 PM	Banging/Pounding	BROOKLYN	40.67027	-73.86733
11	01/07/2013 01:29:35 PM	01/07/2013 05:24:11 PM	Loud Music/Party	QUEENS	40.60352	-73.74771
12	01/07/2013 11:53:29 PM	01/08/2013 03:03:08 AM	Loud Music/Party	MANHATTAN	40.86117	-73.92768
13	01/08/2013 12:02:45 AM	01/08/2013 12:37:27 AM	Banging/Pounding	BROOKLYN	40.61245	-73.96827
14	01/07/2013 07:10:06 PM	01/07/2013 11:22:20 PM	Banging/Pounding	QUEENS	40.74367	-73.88447
15	01/07/2013 10:02:14 PM	01/07/2013 11:19:11 PM	Loud Music/Party	QUEENS	40.70964	-73.83186
16	01/07/2013 06:51:07 PM	01/07/2013 08:50:59 PM	Loud Music/Party	BROOKLYN	40.66514	-73.88837
17	01/07/2013 09:11:38 PM	01/07/2013 10:18:11 PM	Banging/Pounding	BRONX	40.86577	-73.87042
18	01/07/2013 08:26:45 PM	01/08/2013 02:19:06 AM	Loud Music/Party	BROOKLYN	40.64396	-73.95986
19	01/07/2013 07:22:31 PM	01/08/2013 12:09:56 AM	Car/Truck Music	BRONX	40.85930	-73.89808
20	01/07/2013 08:59:40 PM	01/07/2013 09:46:24 PM	Loud Music/Party	BRONX	40.86153	-73.90974

Complaint Resolution Time

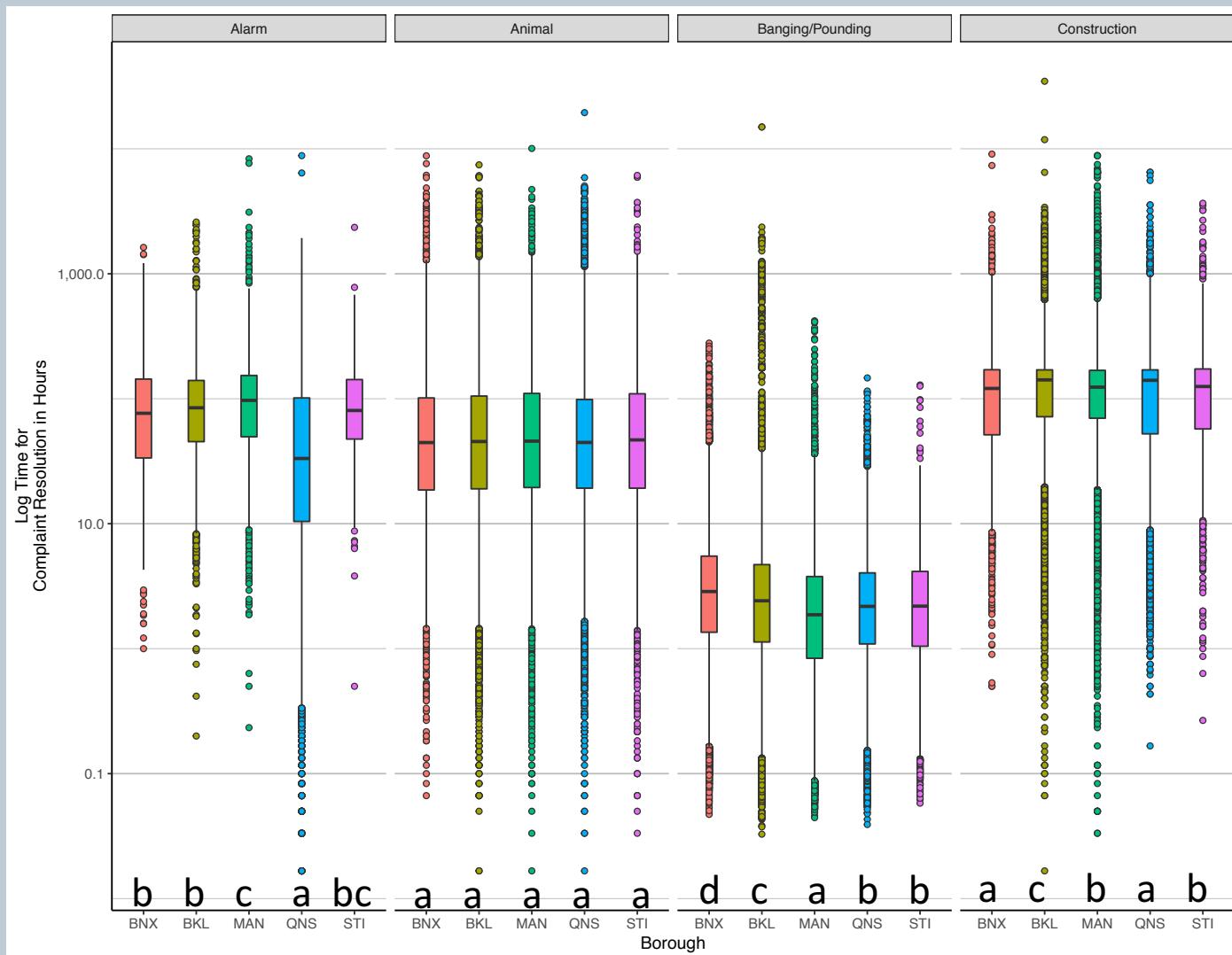
Objective:

Determine if different complaint types are resolved faster than others

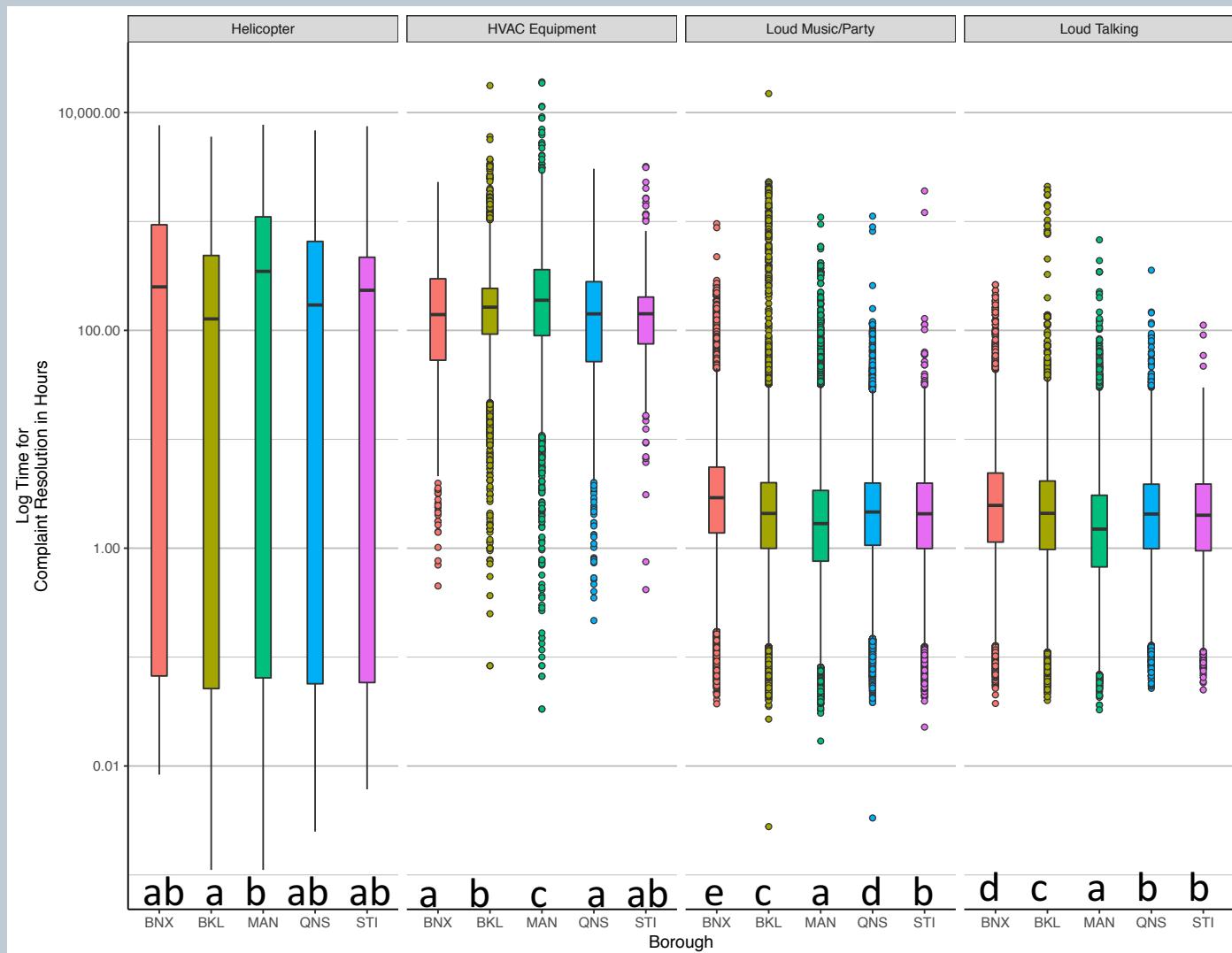
Determine if different boroughs resolve complaint types faster than others

	Created.Date	Closed.Date	Descriptor	Borough	Latitude	Longitude
1	01/07/2013 11:23:05 PM	01/08/2013 01:54:21 AM	Loud Music/Party	BRONX	40.86397	-73.89821
2	01/07/2013 06:22:25 PM	01/07/2013 07:23:52 PM	Loud Music/Party	QUEENS	40.74553	-73.91347
3	01/07/2013 06:17:32 AM	01/07/2013 07:11:43 AM	Loud Music/Party	MANHATTAN	40.70361	-74.01093
4	01/07/2013 11:42:04 PM	01/08/2013 12:44:43 AM	Loud Talking	BROOKLYN	40.60264	-73.95202
5	01/07/2013 10:06:00 AM	01/07/2013 01:40:10 PM	Car/Truck Music	MANHATTAN	40.85855	-73.92960
6	01/07/2013 07:45:02 PM	01/07/2013 10:20:14 PM	Loud Talking	QUEENS	40.72874	-73.80815
7	01/08/2013 01:45:59 AM	01/08/2013 05:40:14 AM	Loud Music/Party	BROOKLYN	40.60018	-73.95949
8	01/07/2013 08:42:37 PM	01/07/2013 11:32:48 PM	Loud Music/Party	MANHATTAN	40.85909	-73.92769
9	01/07/2013 11:20:14 PM	01/08/2013 01:33:52 AM	Banging/Pounding	BROOKLYN	40.67101	-73.90618
10	01/07/2013 10:17:43 PM	01/07/2013 11:11:51 PM	Banging/Pounding	BROOKLYN	40.67027	-73.86733
11	01/07/2013 01:29:35 PM	01/07/2013 05:24:11 PM	Loud Music/Party	QUEENS	40.60352	-73.74771
12	01/07/2013 11:53:29 PM	01/08/2013 03:03:08 AM	Loud Music/Party	MANHATTAN	40.86117	-73.92768
13	01/08/2013 12:02:45 AM	01/08/2013 12:37:27 AM	Banging/Pounding	BROOKLYN	40.61245	-73.96827
14	01/07/2013 07:10:06 PM	01/07/2013 11:22:20 PM	Banging/Pounding	QUEENS	40.74367	-73.88447
15	01/07/2013 10:02:14 PM	01/07/2013 11:19:11 PM	Loud Music/Party	QUEENS	40.70964	-73.83186
16	01/07/2013 06:51:07 PM	01/07/2013 08:50:59 PM	Loud Music/Party	BROOKLYN	40.66514	-73.88837
17	01/07/2013 09:11:38 PM	01/07/2013 10:18:11 PM	Banging/Pounding	BRONX	40.86577	-73.87042
18	01/07/2013 08:26:45 PM	01/08/2013 02:19:06 AM	Loud Music/Party	BROOKLYN	40.64396	-73.95986
19	01/07/2013 07:22:31 PM	01/08/2013 12:09:56 AM	Car/Truck Music	BRONX	40.85930	-73.89808
20	01/07/2013 08:59:40 PM	01/07/2013 09:46:24 PM	Loud Music/Party	BRONX	40.86153	-73.90974

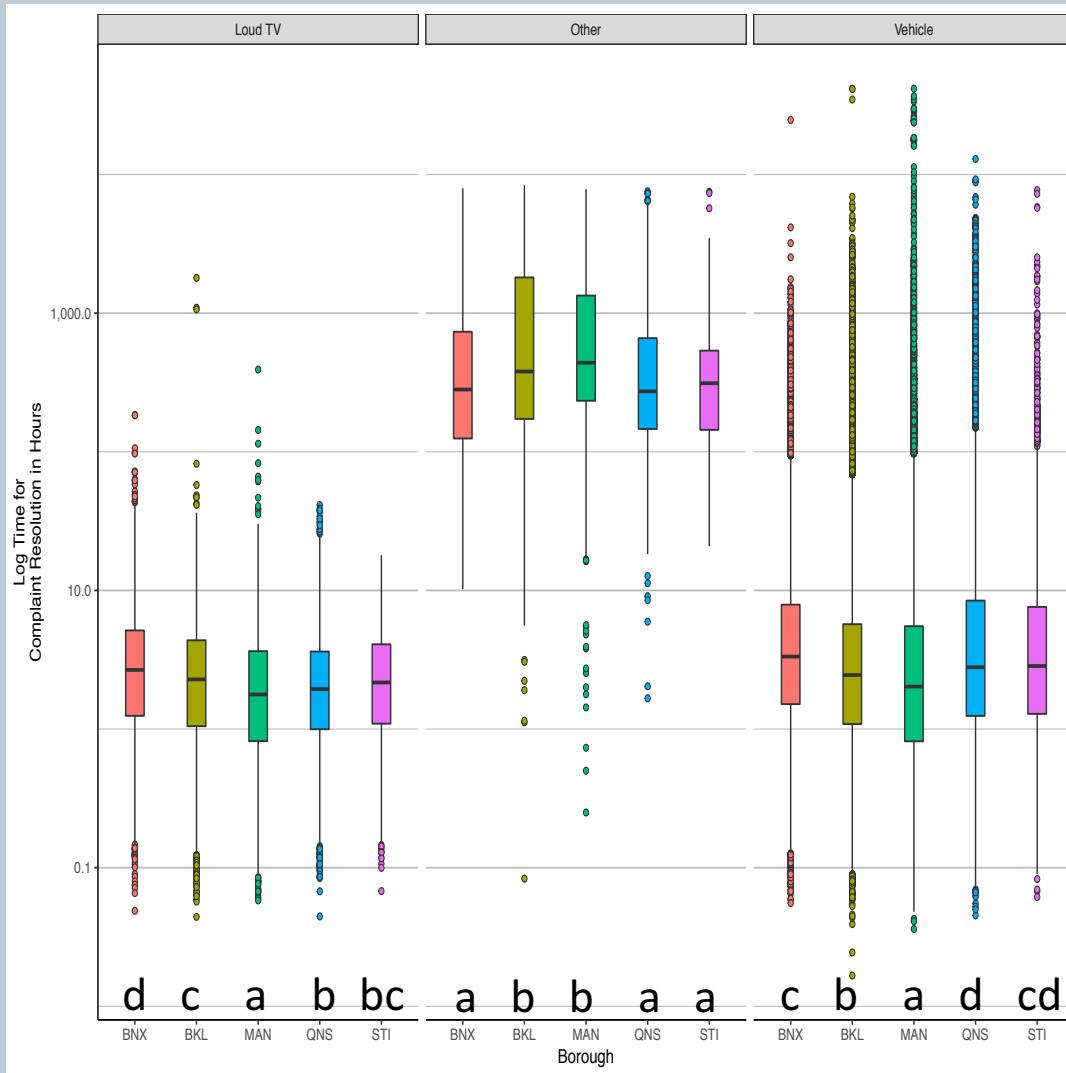
Complaint Resolution Time



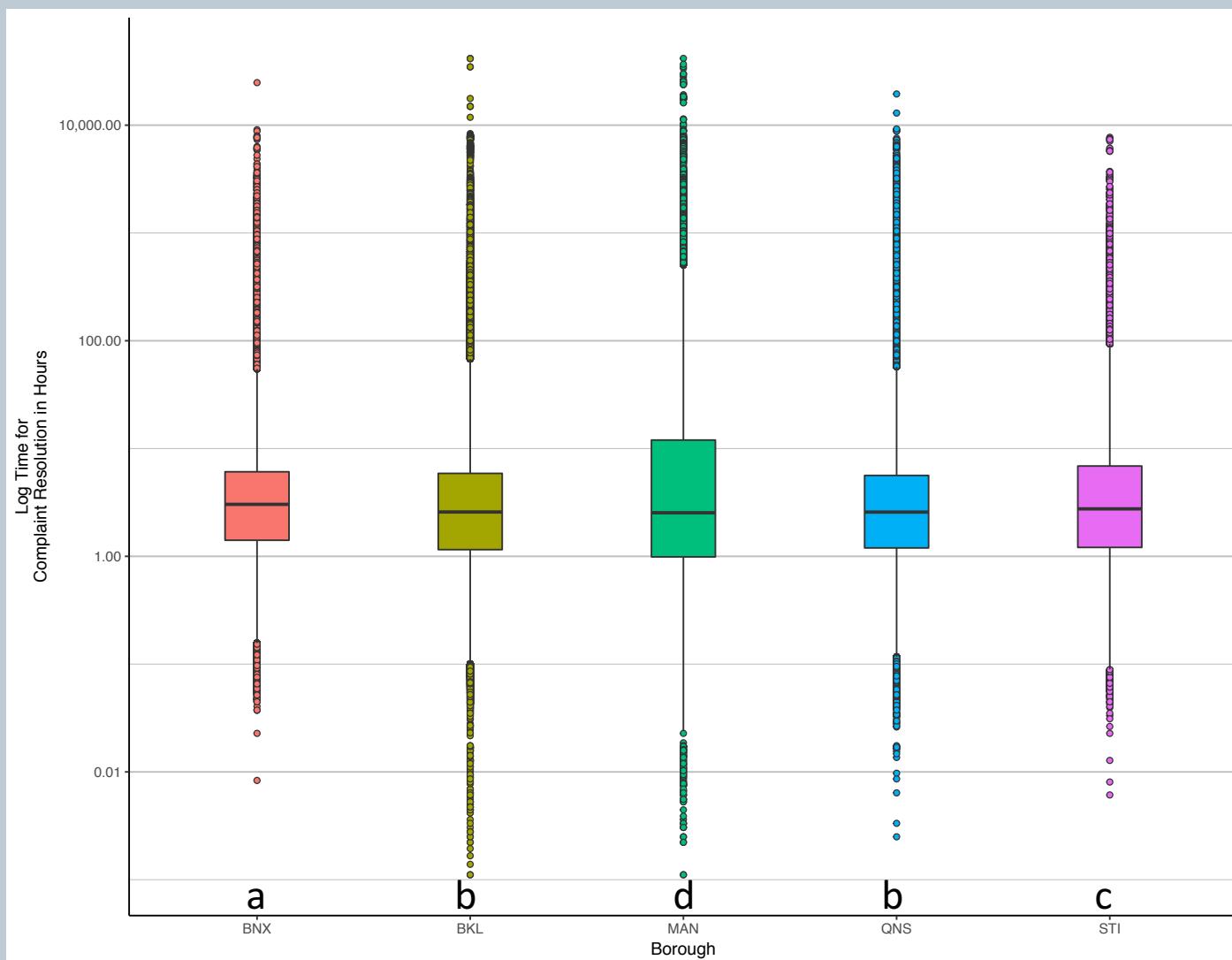
Complaint Resolution Time



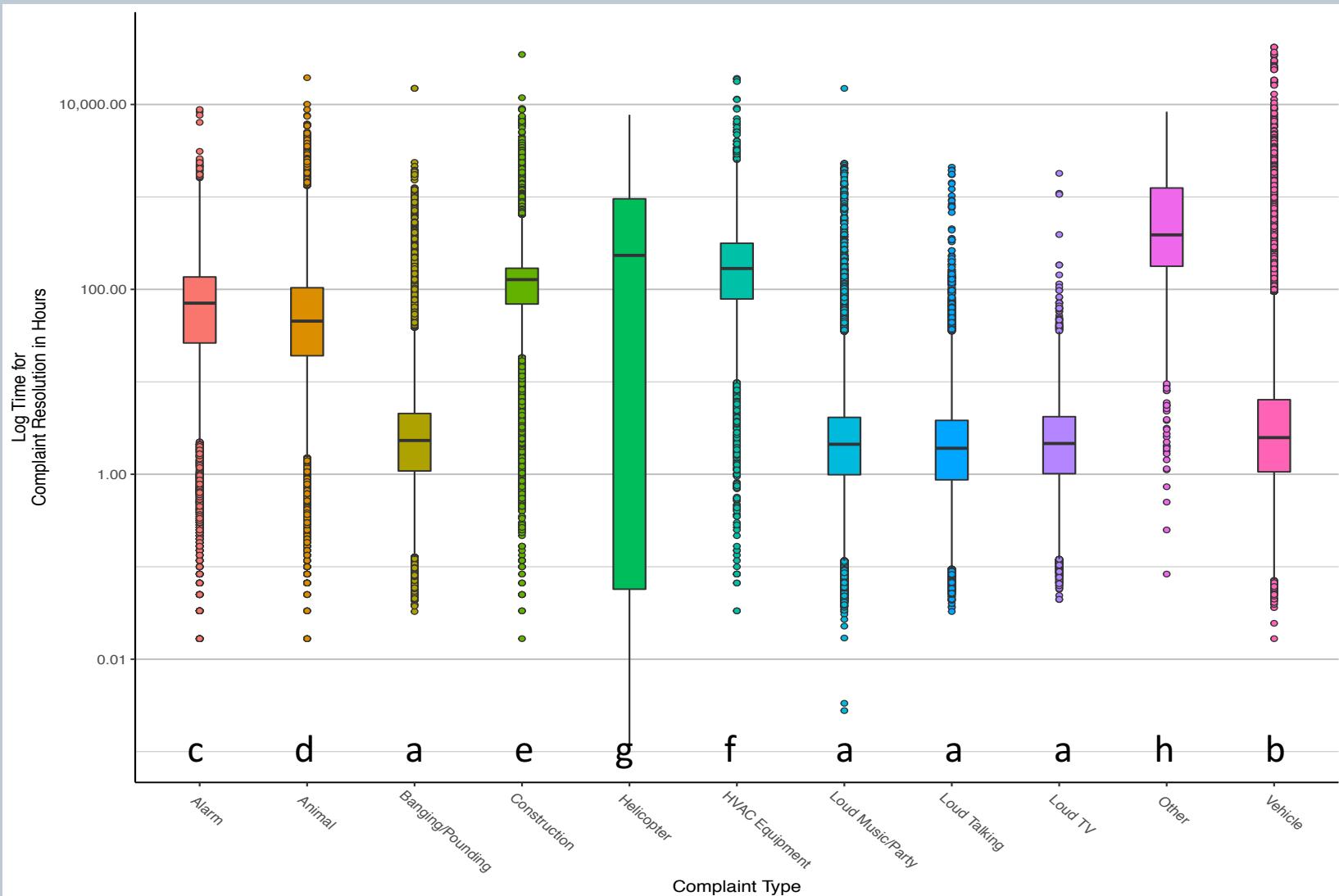
Complaint Resolution Time



Complaint Resolution Time



Complaint Resolution Time



Improvements to NYC311

Alter staffing with times of month/year

Improvements to NYC311

Alter staffing with times of month/year

Predict complaint surges

Improvements to NYC311

Alter staffing with times of month/year

Predict complaint surges

Improve resolution times for different complaints

Improvements to NYC311

Alter staffing with times of month/year

Predict complaint surges

Improve resolution times for different complaints

Work towards reducing disparity in resolution time between boroughs

Future Directions

Demographics (ethnicity, age, etc.)

Income

Neighborhoods

Resolution types