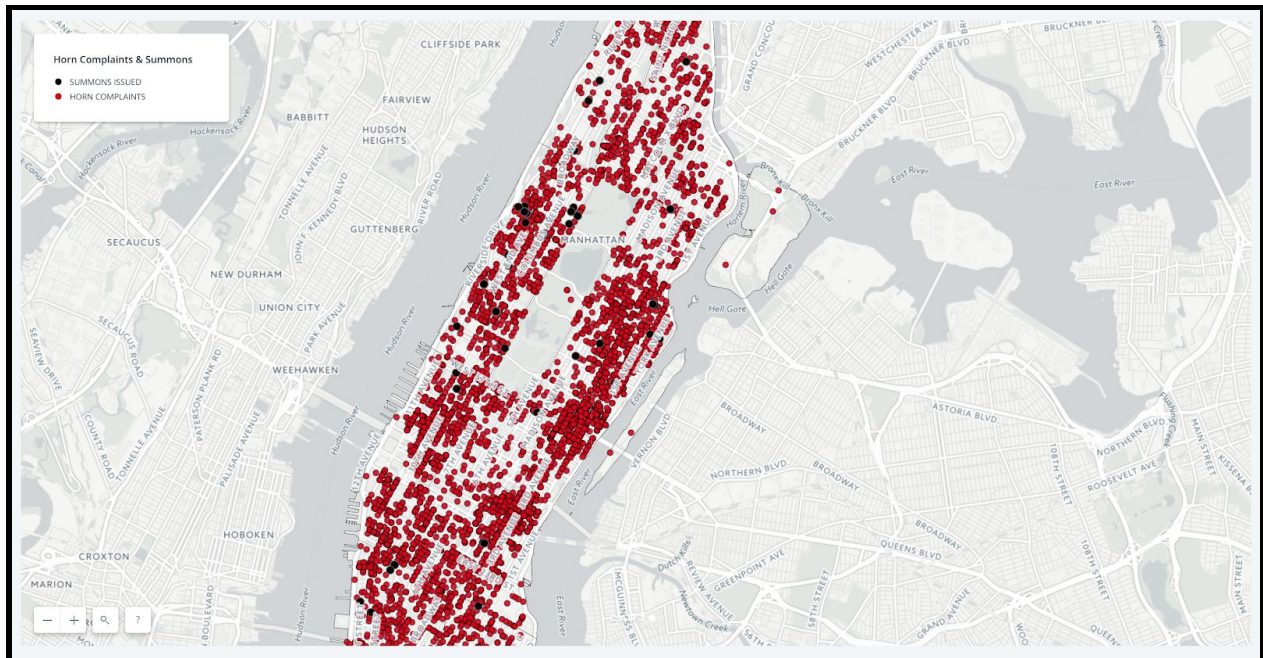


Info for BP Gale Brewer about 311 horn complaints

Where are 311 complaints and summons in Manhattan?

Map of 311 **service requests** and **summons** for Horn complaints, from 2010 - 2017.



[LINK TO INTERACTIVE MAP](#)

<http://bit.ly/horn-honk-map>

Top ten neighborhoods and specific zip codes within them for horn-honking complaints are:

Neighborhood	Zip code within Nhood	Count
Tribeca	10013	2,282

Murray Hill	10016	1,238
Upper East	10065	1,205
Turtle Bay	10022	516
Lower East Side	10002	513
NoHo/SoHo	10012	501
Washington Heights	10040	477
Inwood	10034	453
Chelsea	10011	351
Yorkville	10128	349

Number of “Noise - Horn” NYC 311 Service Requests in Manhattan by year.

Insight - After No Horn Honking signs came down in 2013, noise - horn complaints more than doubled in the first year (see highlight below), and have been rising steadily (between 25% and 33%) each year since.

Year	Number of NYC 311 Service Requests (aka Complaints) Noise - Vehicle; Car/Truck Horn	Number of NYC 311 Service Requests (aka Complaints) Noise - Commercial; Car/Truck Horn	Total Number of NYC 311 Service Requests (aka Complaints)
2010	725	39	764
2011	825	28	853
2012	637	28	665
2013	687	109	796
2014	1,239	387	1,626
2015	1,371	658	2,029
2016	2,224	529	2,753
2017	3,222	332	3,554

Types of NYC 311 “Noise - Horn” service requests that resulted in a **summons** from the NYPD:

Of **185** summons issued city-wide by the NYPD from 2010 - 2017 for noise - horn complaints, **76** of these summons were in Manhattan.

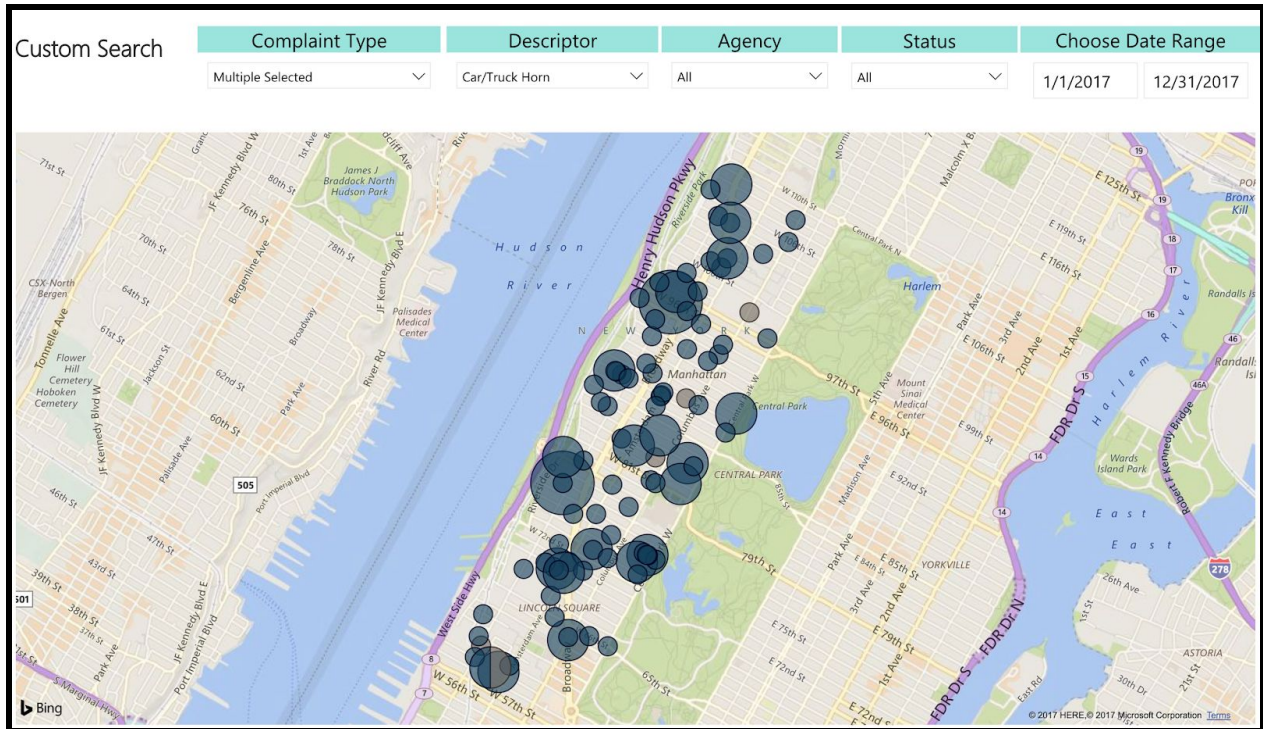
Over the past seven years, there appears to be a concentration of **complaints resulting in summons** in community board 7.

Manhattan CB	Number of Summons Noise - Vehicle; Car/Truck Horn	Number of Summons Noise - Commercial; Car/Truck Horn	Total Number Summons
1	0	0	0
2	5	0	5
3	6	1	7
4	2	0	2
5	2	1	3
6	1	0	1
7	28	0	28
8	7	0	7
9	6	1	7
10	1	0	1
11	3	3	6
12	8	1	9

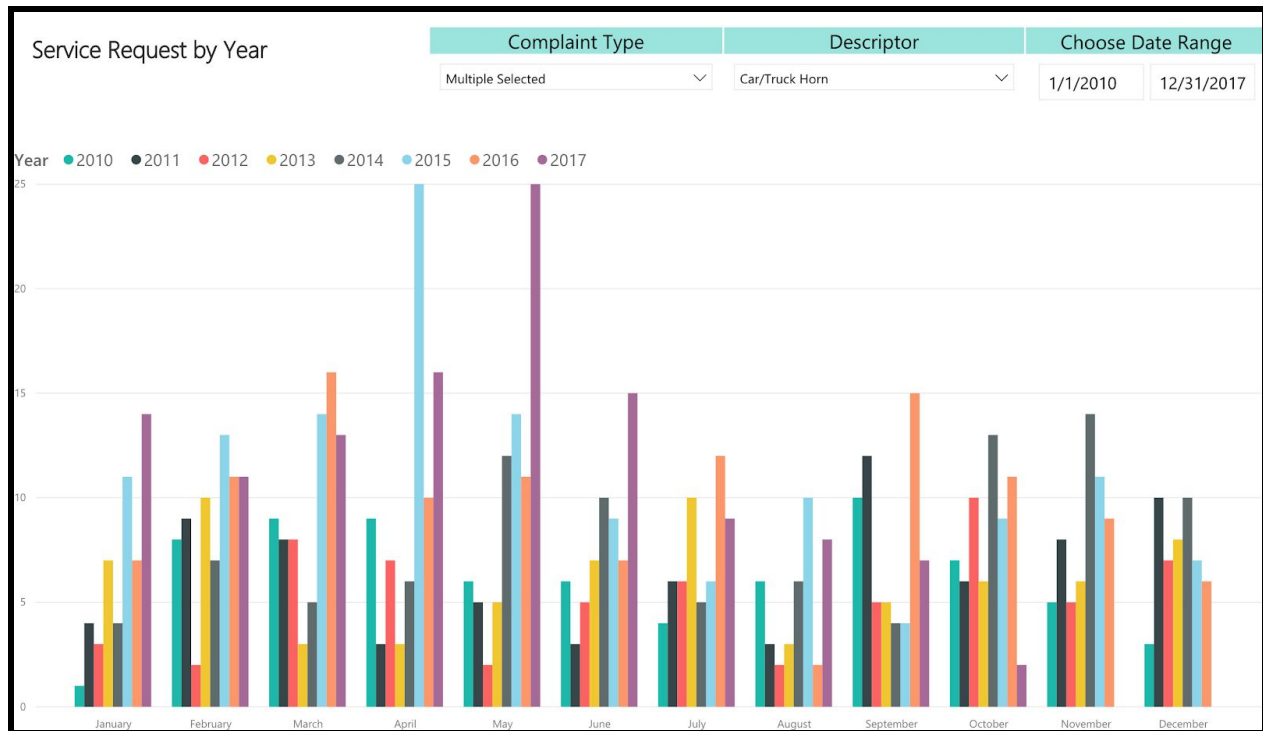
BoardStat for Community Board 7 - (1 Jan 2017 to today)

On BoardStat’s custom search, we can see CB 7’s 311 noise - horn complaints in the year 2017. The large bubbles represent 2 - 3 complaints and we can see clusters **far**

west on West 96th Street and West 77th Street, and near Central Park in the low 70s, 80s and lower 90s.



In BoardStat, page 5, we can see 311 noise - horn complaints broken down by Month and Year. We can see two major spikes in **April 2015** and **May 2017**.



Other information:

Remaining “no honking” signs:

This is not open data and we couldn’t find their location.

A point about agency involvement: DEP and NYPD

Through 2013, DEP used to respond to 311 service requests for “Noise - Horn Honking Sign Request (NR 9).” Since the end of 2013, when the signs came down, this category of complaint no longer exists, and all complaints relating to noise - horn are assigned to the NYPD.

From 2010 - 2013, of **1,601** requests for “Horn Honking Sign Requests,” **528** of them were in Manhattan.

Broken down by community board, community board 2 had the greatest number of requests for horn honking signs (97). A list of all community boards and their counts are listed below:

Manhattan CB	Number of 311 Service Requests (aka complaints) "Noise - Horn Honking Sign Request"
1	28
2	97
3	51
4	46
5	37
6	40
7	42
8	73
9	11
10	15
11	21
12	52
N/A	15

NOTE: All data presented here is from 311.