



OFFICE OF THE MAYOR
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HARTFORD, CONNECTICUT 06103

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MAYOR

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November 13, 2007

Honorable Council President John Bazzano and
The Court of Common Council
City of Hartford
550 Main Street
Hartford, CT 06103

Dear Council President Bazzano and Members of the City Council:

In accordance with the recommendations in the *Keeping Hartford Clean* report to the Quality of Life Working Committee, I am submitting the **enclosed Quality of Life First Quarter Report for the Period from July 1 to September 30, 2007**. For the first time, the report includes Hartford BID and Knox Parks Foundation services.

In addition to the quarterly report, I have included status updates on *Keeping Hartford Clean* activities. The updates are as follows:

Anti-Graffiti Program

Now that Hartford Proud and Beautiful is inactive, Hartford Business Improvement District (HBID) has assumed the responsibility of graffiti removal for the Central Business District and Asylum Hill. On July 1, 2007 the Knox Parks Foundation assumed the responsibility for the rest of the City. Both HBID and the Knox Parks Foundation submit Quality of Life Reports.

311 Requests for City Services

The 311 system continues to effectively serve Hartford's constituents and to improve its' service. Some of the highlights are: (1) EMA featured an article in their Customer Story on the City of Hartford's 311 system. The full article can be found at www.ema-inc.com. (2) A pamphlet, "Welcome to Hartford's Neighborhoods!" was produced. It is a guide to improving the quality of life. (3) Quarterly reports have been enhanced to better report on 311 activity and are included in the current report.

Health and Human Services

Health and Human Services are conducting a Hartford Anti Litter Slogan Contest. The Hartford Recreation Anti Litter Slogan Contest is for all Hartford kids ages 8-18 who participate in the city of Hartford's Recreation Centers. The contest winner may have their slogan featured in the upcoming city of Hartford's Anti-Litter Campaign. Judges criteria will be based on creativity of the message, clarity of the message and how well the slogan gets' the idea across. There will be prizes for 1st, 2nd & 3rd places and honorable mention(s).

Public Works

Under a proposed Council resolution, the city will purchase solar powered trash compaction units utilizing CDBG funding of \$160,000. These compaction units, known as "big belly", would be installed in selected areas of the city including Franklin Ave., Park St., Parkville, Upper Albany and Terry Square. They are not slated to be installed in the West End, North Meadows nor the Central Business District.

"Big belly" compactors costs about \$4,000 a unit and weigh in at approximately 600 pounds. Each unit holds about four times the amount of an ordinary trash receptacle, which allows them to be serviced less frequently than existing receptacles. Resembling a mailbox in general appearance, the unit is equipped with a 40 watt solar panel connected to a battery which runs the motor. When the unit is full of trash, a sensor triggers putting the compactor into motion. The compactor deposits the trash into 45 pound removable bags. A LED display indicates when the unit is full and ready to be collected.

In order to improve our reporting process, The Quality of Life Quarterly Report will no longer be a standalone report. The report will be included with the quarterly Department Performance Results. In addition, the current quarterly of life reports will be reviewed. M&B will visit each department to discuss their quality of life reports and the data that is reported on them.

Respectfully submitted,

Eddie A. Perez
Mayor

CITY OF HARTFORD
QUALITY OF LIFE
 Quarterly Report for Period July 1, 2007 to September 30, 2007

Department/Agency	Activity	Number	Operating Cost	Fines Collected	Fees Collected	Violations Corrected	Violations Corrected > 45 Days	Violations Outstanding
Constituent Services								
	311 Requests for City Services	See Attached						
Development Services								
	Complaint-generated Rodent Inspections	217	\$38,241					
	Inspector-initiated Rodent Inspections	173	\$30,130					
	Rodent baitings	27	\$15,144					
	Building Inspections conducted	3,123	\$197,785	X	\$ 917,500	X	X	X
	Notice of violation(s) issued as the result of Building Inspections	123	\$46,736					
	Number of Housing Code Inspections	1,758	\$32,759					
	Numer of Violations cited as the result of Housing Code Inspections	507	\$21,212	X	X	923	83	1,061
	Vacant, blighted properties secured by L&I	22	\$15,766					
	Amount billed for securing/ cleaning private property/emergency repairs.		\$26,894					
	Amount collected from securing/ cleaning private property/emergency repairs.			X	\$ 10,842	X	X	X
	Number of cases referred to Housing Court	19	\$1,778					
	Housing Court cases – their disposition:							
	§ Case continued	0	\$0					
	§ Owner complies	0	\$0					
	§ Owner fined	0	\$0					
	Zoning ordinance violations issued.	10	\$5,657					
	TOTAL		\$432,102	\$ -	\$ 928,342	923		1061
Knox Parks Foundation								
	Graffiti Removal	16	\$4,421					
Hartford Business Improvement District								
	Cleaning Ambassador Program	See Attached						
	Security Ambassador Program	See Attached						

CITY OF HARTFORD
QUALITY OF LIFE
Quarterly Report for Period July 1, 2007 to September 30, 2007

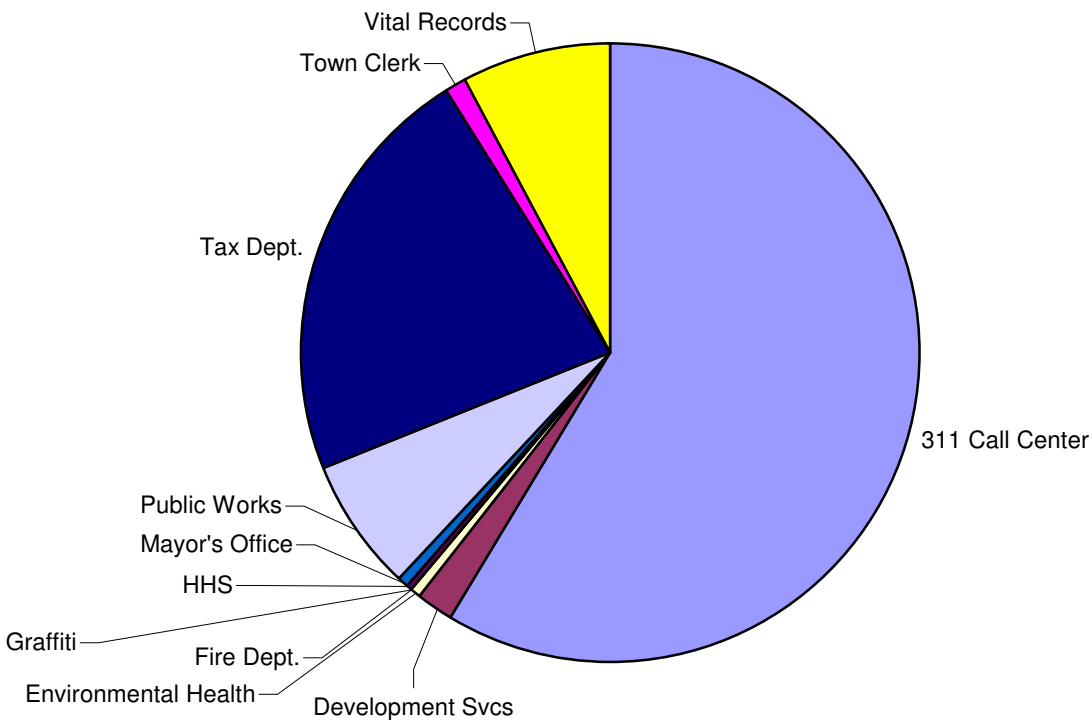
Department/Agency	Activity	Number	Operating Cost	Fines Collected	Fees Collected	Violations Corrected	Violations Corrected > 45 Days	Violations Outstanding
Health & Human Services								
	Commercial properties surveyed for cleanliness (806 All Actions)	674	\$56,540					
	Written citations issued as the result of inspections for cleanliness (After owner fails to comply)	311	\$49,460	N/A ⁽¹⁾	0	181		131
	Unregistered Vehicles tagged on private property	Under Review						
	Unregistered Vehicles towed from private property by City (After owner fails to comply)	Under Review						
	Interviews/Cases referred to Community Court	1466	\$22,589					
	TOTAL		\$128,589	N/A⁽¹⁾	0	181		131
Police								
	Abandoned Vehicles Removed from City Street	212						
	Actions in response to Noise Complaints	6,027						
	Crime statistics by Police District	See Attached						
	TOTAL							
Public Works								
	Blighted Properties cleaned by DPW	4	\$2,511					
	Street sweeping miles	10,924	\$395,681					
	TOTAL		\$398,192					
	TOTAL ALL ACTIVITIES		\$963,304	297	1,014,863	1,104		1,192

⁽¹⁾ Note: The new City Citation process was implemented in April 2007. Cityview ticket information/fee collection data under review.

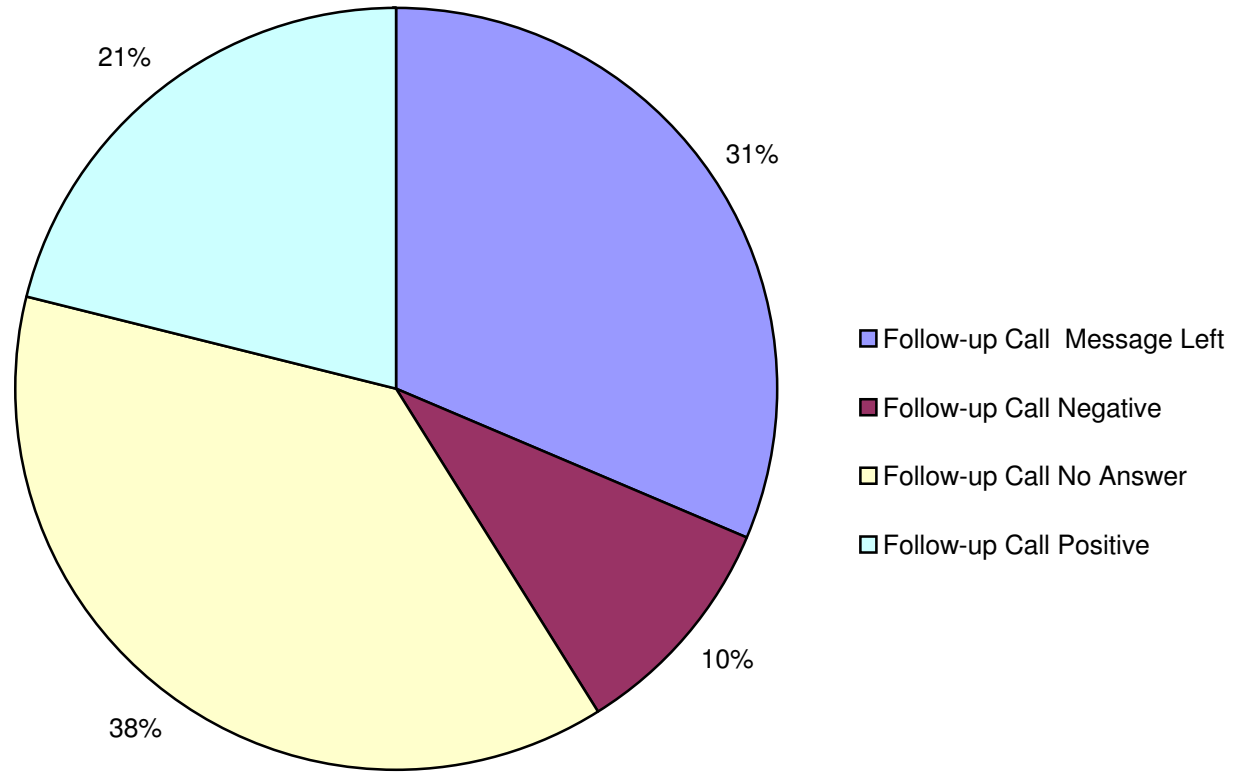
3-1-1 Performance Analysis Qtr 1 FY 07-08

Performance Targets		FY07-08
Calls Answered		Qtr 1 30,718
English		65%
Spanish		5%
Tax Office		30%
Average Calls Answered per Day (M-F)		410
Average Calls Answered per Day (Saturday)		8
Average Service Level	90%	97%
Peak Day Volume		732
Peak Date		7/16/2007
First Call Resolution	70%	91%
Average Hold Time	30 sec	56 sec
Average Call Length	2 min	1min 52sec

Interactions by Department



Hartford 3-1-1 Constituent Satisfaction Report



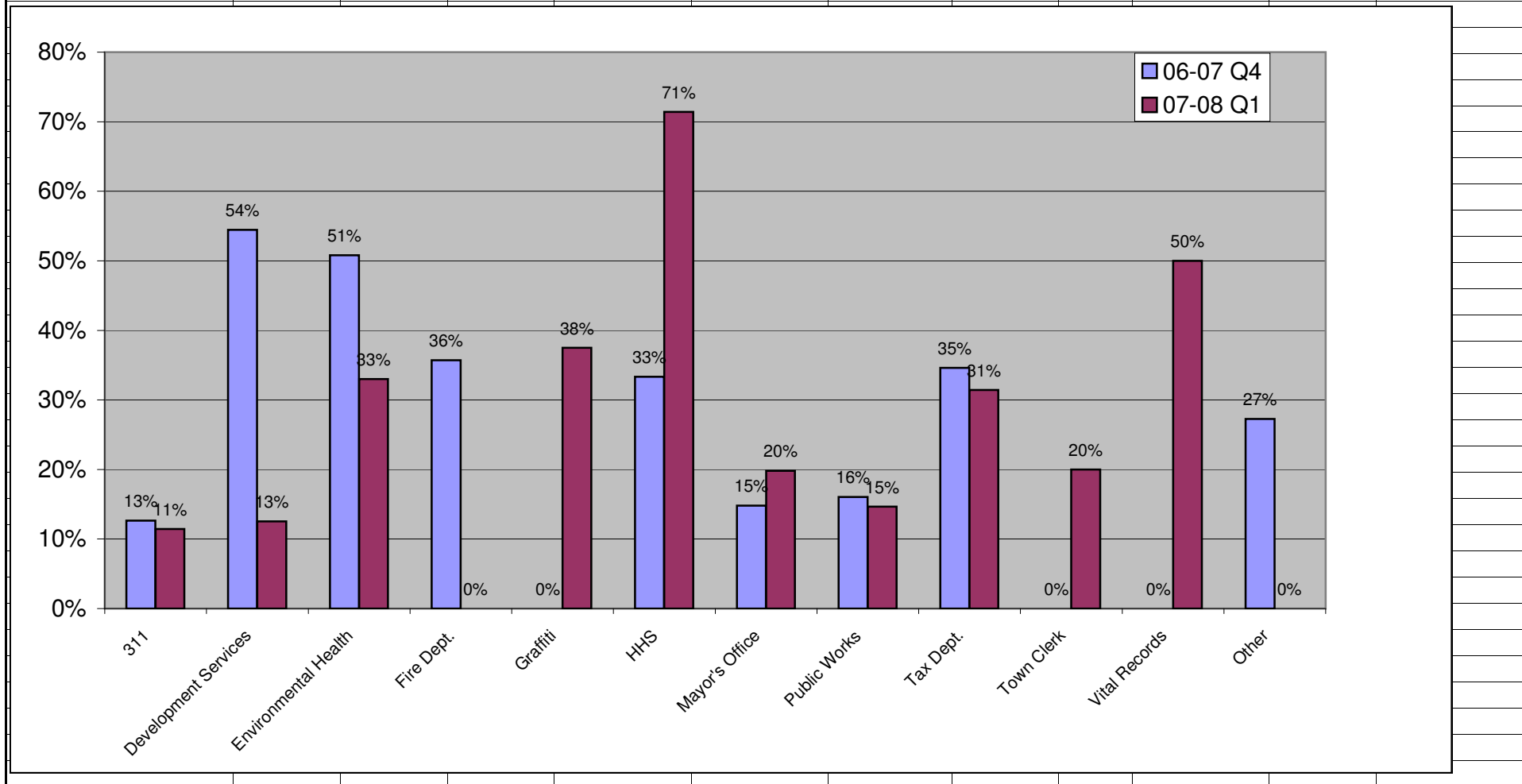
311 Comparison between SLA and Average Time to Complete
FY 2007-2008

			SLA Days	Average Time To Close (Days) in Prior Month				# of Open Cases
				JULY	AUG	SEPT		
Development Services								
	Blight							
		L&I Building Service Request	60	134.33	140.83	10.50	Green	
		Priv Prop Trash Litter Multi-Family	45		85.80	5.00	Green	
	Housing Code							
		General Complaints	21	209.00	209.00		Green	
		L&I Trash Rodent Service Request	45	46.21	54.59	34.29	Green	
		L&I Housing Condition Non-urgent Service Request	60	74.37	75.68	24.44	Green	
		L&I Housing Condition Urgent Service Request	5	55.80	60.45	17.29	Red	
	Zoning							
		Zoning Parking on Front Lawn	21	62.00	41.50	20.00	Green	
		Zoning Violation Complaints	21	34.00	33.38	25.14	Yellow	
							7	
Environmental Health								
	Complaints and Compliments		5		44.80	4.00	Green	
	Nuisance Control							
		EHD Business Litter - HHS Service Request	40	19.00	19.14	0.00	Green	
		EHD Residence Litter - HHS Service Request	40	16.00	16.00	0.00	Green	
		EHD Over Grown Vegetation - HHS Service Request	30	40.47	40.02	17.06	Green	
	Public Health Safety							
		EHD Food Complaint - Service Request	20	32.50	21.67	0.00	Green	
		EHD Urgent Food Complaint Request	1	1.33	1.33	0.00	Green	
	Trash Complaint							
		EHD Exterior Trash Rodent Complaint	40	43.18	45.37	10.97	Green	
		Illegal Dumping	20			41.00	Red	
							0	
Fire Dept								
	Traffic Signals		21	33.56	23.52	1.00	Green	
Graffiti								
		Graffiti Removal	22			12.14	Green	
Public Works								
	DPW Clean City							
		DPW Clean City Property	14	10.93	11.35	6.46	Green	
		DPW Clean Private Property	7	13.50	13.33	41.00	Red	
	Miscellaneous		14	17.10	39.82	11.76	Green	
	Parks							
		DPW Ball Field Scheduling Service Request	2	57.75	59.86	0.00	Red	
		DPW Park Conditions And Complaint	45	29.29	23.57	12.44	Green	
		DPW Cemetery Service Request	2	41.50	83.00	0.00	Red	
							3	

			SLA Days	Average Time To Close (Days) in Prior Month				# of Open Cases
	Sanitation							
		DPW Trash Not Picked UP - Service Request	7	2.64	2.54	2.30		
		DPW Bulky Waste Not Picked UP - Service Request	7	4.05	3.59	3.00		
		DPW Trash or Recycle Violation - Service Request	21	1.08	4.43	6.17		
		DPW New/Replacement Recycle Bin - Service Request	5	7.38	7.50	5.62		
		DPW Trash Cart Repair	14	15.83	15.27	5.00		
		DPW Waste & Recycling Other	5	4.00	4.00	0.00		
	Streets							
		DPW Report Pothole - Service Request	14	59.15	55.28	4.89		
		DPW Curb Repair Service Request	30	37.83	63.21	0.00		4
		DPW Flooded Street Service Request	1	1.00	114.33	0.00		0
		DPW Dead Animal In Road Service Request	1	1.34	1.08	0.67		
		DPW Catch Basin (drain) Repair or Cleaning	30	37.13	107.63	6.20		
		DPW Streets Other	21	60.35	72.45	0.00		28
		DPW Manhole Cover Repair	14	53.40	49.63	4.00		
		DPW Newsrack Complaint	5	0.00	0.00	0.00		
	Transportation							
		New Streetlight Request	10	71.50	99.00	0.00		3
		Sidewalks	75		139.28	16.33		
		Stop Sign Down	1	16.00	31.20	12.50		5
		Street Signs	45	74.40	74.56	19.50		
		Streetlight Out - Decorative	90	65.00	127.00	25.67		
		DPW Street Pole Knock Down Service Request	7	56.67	128.17	28.50		11
		Walk Signals	21	26.10	23.73	0.00		
	Tree Complaint							
		DPW Tree Complaint Service Request	40	32.50	38.41	14.08		

311 Service Level Agreement Failures Q1 vs Q4

	2007-08 1st Quarter					2006-07 4th Quarter				
	Interactions	Enquiries	Cases	SLA Failures		Interactions	Enquiries	Cases	SLA Failures	
311	21179	21141	35	4	11%	19088	18989	95	12	13%
Development Services	552	0	535	67	13%	575	1	540	294	54%
Environmental Health	202	0	194	64	33%	278	0	250	127	51%
Fire Dept.	13	0	15	0	0%	11	0	14	5	36%
Graffiti	24	0	24	9	38%	9	0	9	0	0%
HHS	11	5	7	5	71%	6	0	6	2	33%
Mayor's Office	163	47	106	21	20%	258	81	169	25	15%
Public Works	2174	1017	1324	194	15%	2934	1476	1716	275	16%
Tax Dept.	6785	6435	350	110	31%	3526	3422	104	36	35%
Town Clerk	386	381	5	1	20%	1170	1170	0	0	0%
Vital Records	2365	2362	2	1	50%	2516	2516	0	0	0%
Other	65	63	4	0	0%	10	0	11	3	27%



QUALITY OF LIFE

Report for the Period From July 1, 2007 To September 30, 2007



Hartford Business Improvement District

Cleaning Ambassador Program	July	August	September
Pedestrian Assistance	477	435	498
Motorists Assistance	245	136	225
Property Contacts	0	36	61
Graffiti Removal	205	119	122
Weeds (block faces)	122	43	12
Trash (pounds)	8,168	7,530	8,060
Litter Vacuum (hours)	53.5	86	97.5

Security Ambassador Program	July	August	September
Client contacts (general public)	270	295	523
Merchant contacts	620	635	293
Security patrols	370	385	763
Security contacts	621	640	730
Routine HPD contacts	278	292	205
Calls for HPD assistance (disruptive parties)	41(20)	35(18)	24(6)
Roadside assistance			
<i>Lockouts</i>	20	26	22
<i>Jumpstarts</i>	11	17	7
<i>Tire service</i>	3	1	2
<i>Emergency gas</i>	1	0	1

Submitted by: Michael Zaleski, Executive Director

Date: October 4, 2007

The Hartford Business Improvement District is a special services district that encompasses Downtown Hartford and Asylum Hill and extends down Farmington Avenue to Gillett Street. Working collectively with the Mayor's Office, HPD and DPW, as well as the more than 100 taxable property owners and other organizations within the District, HBID administers programs that create a safer, cleaner and more attractive environment for employees, visitors and residents that frequent the District.

HARTFORD POLICE DEPARTMENT

PART 1 CRIME BY NEIGHBORHOOD

Year to Date JANUARY 1 - SEPTEMBER 30, 2007

YEAR TO DATE												
NEIGHBORHOOD	Murder	Rape	Robbery	Aggravated Assault	Crimes Against Persons Total	Burglary	Larceny	Auto Theft	Crimes Against Property Total	2006 Part 1 Totals	2007 Part 1 Totals	% Change FROM 2006
NORTHWEST DISTRICT												
Blue Hills	2	5	12	24	43	54	131	55	240	327	283	-13.5%
Asylum Hill	1	5	41	45	92	85	258	110	453	793	545	-31.3%
Westend	0	1	19	10	30	61	159	70	290	378	320	-15.3%
NORTHWEST TOTALS	3	11	72	79	165	200	548	235	983	1498	1148	-23.4%
NORTHEAST DISTRICT												
Northeast	3	6	59	103	171	103	223	131	457	685	628	-8.3%
North Meadows	0	3	5	12	20	12	164	22	198	177	218	23.2%
Clay Hill/Arsenal	3	2	26	51	82	52	124	50	226	434	308	-29.0%
Upper Albany	3	5	35	65	108	33	113	53	199	351	307	-12.5%
NORTHEAST TOTALS	9	16	125	231	381	200	624	256	1080	1647	1461	-11.3%
NORTH TOTALS	12	27	197	310	546	400	1172	491	2063	3145	2609	-17.0%
SOUTHWEST DISTRICT												
South Green	2	1	19	22	44	34	184	39	257	378	301	-20.4%
Frog Hollow	0	2	47	36	85	94	316	72	482	770	567	-26.4%
Southwest	0	1	8	5	14	29	58	69	156	163	170	4.3%
Behind the Rocks	2	3	29	23	57	75	191	96	362	444	419	-5.6%
Parkville	2	3	23	16	44	48	233	69	350	444	394	-11.3%
SOUTHWEST TOTALS	6	10	126	102	244	280	982	345	1607	2199	1851	-15.8%
SOUTHEAST DISTRICT												
Sheldon / Oaks	0	2	8	7	17	19	92	26	137	204	154	-24.5%
Downtown	0	5	43	30	78	29	609	57	695	760	773	1.7%
South Meadows	0	0	3	4	7	11	99	14	124	128	131	2.3%
Southend	0	0	47	27	74	92	317	106	515	679	589	-13.3%
Barry Square	3	5	79	48	135	99	347	129	575	933	710	-23.9%
SOUTHEAST TOTALS	3	12	180	116	311	250	1464	332	2046	2704	2357	-12.8%
SOUTH TOTALS	9	22	306	218	555	530	2446	677	3653	4903	4208	-14.2%
CITY TOTALS	21	49	503	528	1101	930	3618	1168	5716	8048	6817	-15.3%