

**CITY OF HARTFORD**  
**QUALITY OF LIFE QUARTERLY REPORT**  
**For Period January 1, 2008 to March 31, 2008**



OFFICE OF THE MAYOR  
550 MAIN STREET  
HARTFORD, CONNECTICUT 06103

EDDIE A. PÉREZ  
MAYOR

Telephone: (860) 543-8500  
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May 6, 2008

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

Dear Council President Torres 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 Third Quarter Report for the Period January 1 through March 31, 2008.**

The Department of Management & Budget will continue to report on those city departments that are involved with enhancing the quality of life in the City of Hartford.

Respectfully submitted,

Eddie A. Perez  
Mayor

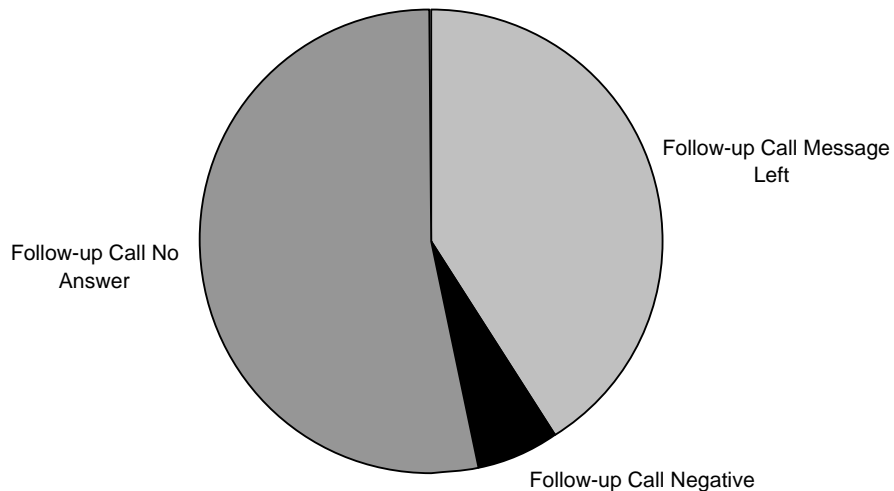
**CITY OF HARTFORD  
QUALITY OF LIFE  
Quarterly Report for Period January 1, 2008 to March 31, 2008**

Department/Agency	Activity	Number	Fees Collected
<b>Constituent Services</b>			
	311 Requests for City Services	See Attached	
<b>Development Services</b>			
	Complaint-generated Rodent Inspections	53	
	Inspector-initiated Rodent Inspections	252	
	Rodent baitings	66	
	Building Inspections conducted	1,997	\$ 1,523,388
	Notice of violation(s) issued as the result of Building Inspections	76	
	Number of Housing Code Inspections	1,461	
	Number of Violations cited as the result of Housing Code Inspections	1,599	
	Violations Corrected Within 45 Days	901	
	Violations Corrected >45 Days	38	
	Violations Outstanding	610	
	Vacant, blighted properties secured by L&I	14	
	Amount collected from securing/ cleaning private property/emergency repairs.	X	\$ 33,596
	Number of cases referred to Housing Court	5	
	Zoning ordinance violations issued	7	
	<b>TOTAL</b>		<b>\$ 1,556,984</b>
<b>Knox Parks Foundation</b>			
	Graffiti Removal	16	
<b>Hartford Business Improvement District</b>			
	Cleaning Ambassador Program	See Attached	
	Security Ambassador Program	See Attached	
<b>Health &amp; Human Services</b>			
	Commercial properties surveyed for cleanliness	337	
	Written citations issued as the result of inspections for cleanliness (After owner fails to comply)	66	
	Interviews/Cases referred to Community Court	729	
<b>Police</b>			
	Abandoned Vehicles Removed from City Street	122	
	Actions in response to Noise Complaints	1,071	
	Year-End Crime statistics by Police District	See Attached	
<b>Public Works</b>			
	Blighted Properties cleaned by DPW	1	
	Street sweeping miles	2,726	
	<b>TOTAL ALL ACTIVITIES</b>		<b>\$ 1,556,984</b>

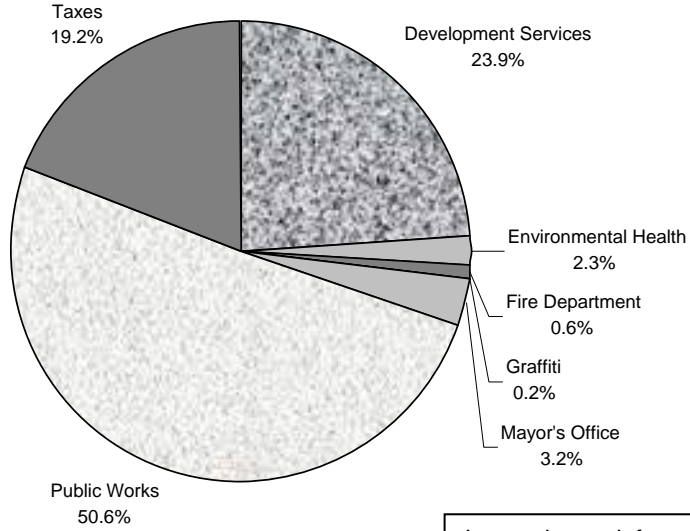
### 3-1-1 Performance Analysis Qtr 3 FY 07-08

FY 07-08	Performance Targets	Qtr 1	Qtr 2	Qtr 3	Averages YTD
Calls Received		31,793	23,130	28,504	27,809
Calls Answered		30,718	22,024	27,363	26,702
Service Level	90%	97%	95%	96%	96%
English		95%	94%	95%	95%
Tax Calls		30%	17%	31%	26%
Spanish		5%	6%	5%	5.3%
All Agents Busy	25%	25%	25%	25%	25%
Average time in Queue	30 seconds	56 seconds	45 seconds	57 seconds	53 seconds
Average Calls Answered per Day (M-F)	560 (based on 4 FTEs)	410	353	456	382
Average Calls Answered per Day (Saturday)	60	8	10	Closed Saturdays	
Peak Day Volume		732 (7/16/07)	516 (12/31/07)	628	
First Call Resolution	70%	91%	92%	92%	91%
Average Call Length	120 sec	112 sec	123 sec	104 sec	116 sec

311 Constituent Satisfaction Report Q3

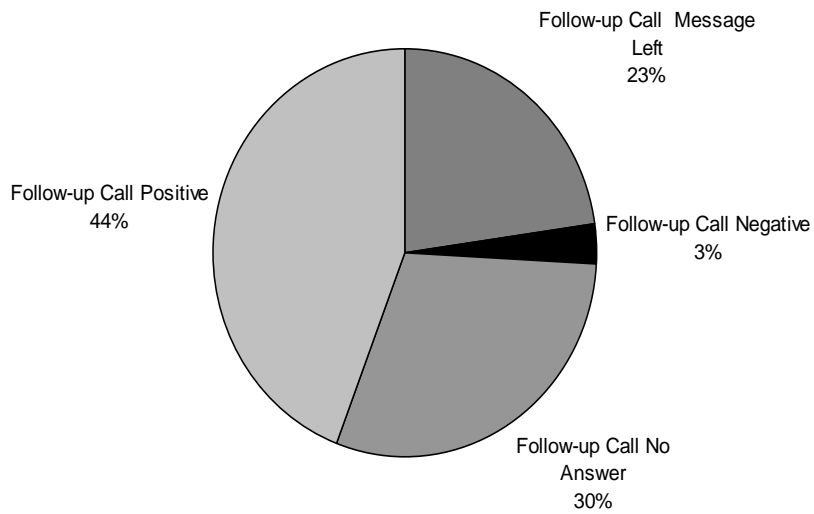


### Cases by Department Q3



Interactions = informational calls + transfers + "cases"

### 311 Constituent Satisfaction Report Q3

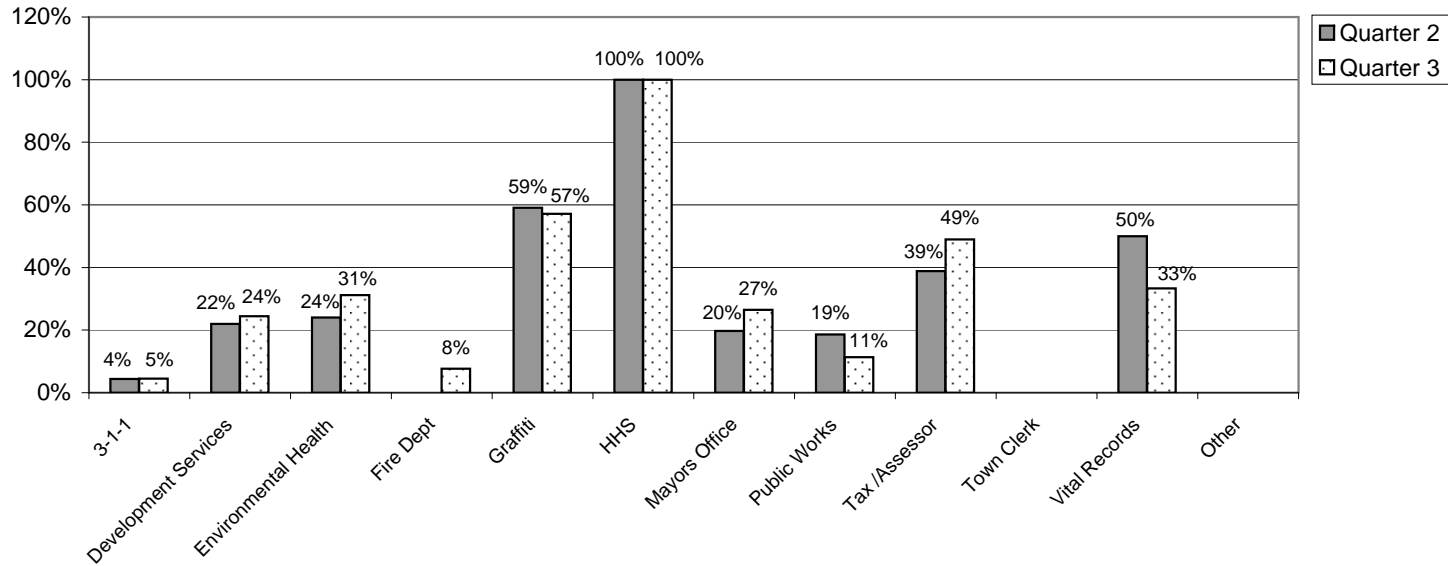


"Cases" = requests for service that require departmental assistance

### 311 Service Level Agreement\* Failures Q2 vs Q3

	2007-08 2nd Quarter					2007-08 3d Quarter				
	Interactions	Enquiries	Cases	SLA Failures	(%)	Interactions	Enquiries	Cases	SLA Failures	(%)
3-1-1	15193	15148	45	2	4%	17002	16980	22	1	5%
Development Services	605	0	605	133	22%	634	0	634	155	24%
Environmental Health	79	0	79	19	24%	61	0	61	19	31%
Fire Dept	17	0	17	0		13	0	13	1	8%
Graffiti	22	0	22	13	59%	7	0	7	4	57%
HHS	3	0	3	3	100%	1	0	1	1	100%
Mayors Office	97	16	81	16	20%	116	33	83	22	27%
Public Works	2041	895	1146	213	19%	1955	893	1062	121	11%
Tax /Assessor	2287	2233	54	21	39%	6014	5567	447	219	49%
Town Clerk	108	107	1	0	0%	301	301	0	0	
Vital Records	1494	1492	2	1	50%	2167	2164	3	1	33%
Other	78	78		0		130	129	1	0	
<b>Total</b>	<b>22024</b>	<b>19969</b>	<b>2055</b>	<b>421</b>	<b>20%</b>	<b>28401</b>	<b>26067</b>	<b>2334</b>	<b>421</b>	<b>18%</b>

\* Service Level Agreement = time agreed to by departments for completion of cases.



# QUALITY OF LIFE

Report for the Period From January 1, 2008 To March 31, 2008



## Hartford Business Improvement District

<b>Cleaning Ambassador Program</b>	<b>January</b>	<b>February</b>	<b>March</b>
Pedestrian Assistance	451	379	447
Motorists Assistance	332	257	372
Property Contacts	4	75	30
Graffiti Removal	104	133	125
Weeds (block faces)	6	0	0
Trash (pounds)	9264	8879	19952
Litter Vacuum (hours)	0	0	0

<b>Security Ambassador Program</b>	<b>January</b>	<b>February</b>	<b>March</b>
Client contacts (general public)	30	3	33
Merchant contacts	166	210	220
Security patrols	345	347	320
Security contacts	204	171	192
Routine HPD contacts	46	45	55
Calls for HPD assistance (disruptive parties)	9(9)	9(5)	6(4)
Roadside assistance			
<i>Lockouts</i>	10	7	3
<i>Jumpstarts</i>	3	3	2
<i>Tire service</i>	1	0	1
<i>Emergency gas</i>	0	0	0

Submitted by: Michael Zaleski, Executive Director Date: April 11, 2008

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

JANUARY 2008

MONTHLY												
NEIGHBORHOOD	Murder	Rape	Robbery	Aggravated Assault	Crimes Against Persons Total	Burglary	Larceny	Auto Theft	Crimes Against Property Total	2007 Totals	2008 Totals	% Change FROM 2006
<b>NORTHWEST DISTRICT</b>												
Blue Hills	0	2	6	3	11	9	10	7	26	40	37	-7.5%
Asylum Hill	0	1	5	2	8	7	18	11	36	49	44	-10.2%
Westend	0	0	0	1	1	1	11	6	18	46	19	-58.7%
<b>NORTHWEST TOTALS</b>	<b>0</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>20</b>	<b>17</b>	<b>39</b>	<b>24</b>	<b>80</b>	<b>135</b>	<b>100</b>	<b>-25.9%</b>
<b>NORTHEAST DISTRICT</b>												
Northeast	0	0	5	5	10	12	24	9	45	66	55	-16.7%
North Meadows	0	0	0	0	0	0	14	1	15	16	15	-6.3%
Clay Hill/Arsenal	0	1	6	5	12	9	12	8	29	35	41	17.1%
Upper Albany	0	0	7	4	11	4	24	5	33	34	44	29.4%
<b>NORTHEAST TOTALS</b>	<b>0</b>	<b>1</b>	<b>18</b>	<b>14</b>	<b>33</b>	<b>25</b>	<b>74</b>	<b>23</b>	<b>122</b>	<b>151</b>	<b>155</b>	<b>2.6%</b>
<b>NORTH TOTALS</b>	<b>0</b>	<b>4</b>	<b>29</b>	<b>20</b>	<b>53</b>	<b>42</b>	<b>113</b>	<b>47</b>	<b>202</b>	<b>286</b>	<b>255</b>	<b>-10.8%</b>
<b>SOUTHWEST DISTRICT</b>												
South Green	0	0	4	4	8	2	8	5	15	19	23	21.1%
Frog Hollow	0	0	4	10	14	2	28	6	36	62	50	-19.4%
Southwest	1	0	0	1	2	1	4	2	7	26	9	-65.4%
Behind the Rocks	0	1	2	2	5	8	14	10	32	45	37	-17.8%
Parkville	0	0	2	3	5	3	14	7	24	45	29	-35.6%
<b>SOUTHWEST TOTALS</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>20</b>	<b>34</b>	<b>16</b>	<b>68</b>	<b>30</b>	<b>114</b>	<b>197</b>	<b>148</b>	<b>-24.9%</b>
<b>SOUTHEAST DISTRICT</b>												
Sheldon / Oaks	1	0	2	2	5	1	8	1	10	16	15	-6.3%
Downtown	0	0	6	3	9	1	38	2	41	88	50	-43.2%
South Meadows	0	0	0	1	1	3	6	0	9	14	10	-28.6%
Southend	0	0	6	1	7	13	26	6	45	79	52	-34.2%
Barry Square	1	0	3	3	7	5	36	7	48	67	55	-17.9%
<b>SOUTHEAST TOTALS</b>	<b>2</b>	<b>0</b>	<b>17</b>	<b>10</b>	<b>29</b>	<b>23</b>	<b>114</b>	<b>16</b>	<b>153</b>	<b>264</b>	<b>182</b>	<b>-31.1%</b>
<b>SOUTH TOTALS</b>	<b>3</b>	<b>1</b>	<b>29</b>	<b>30</b>	<b>63</b>	<b>39</b>	<b>182</b>	<b>46</b>	<b>267</b>	<b>461</b>	<b>330</b>	<b>-28.4%</b>
<b>CITY TOTALS</b>	<b>3</b>	<b>5</b>	<b>58</b>	<b>50</b>	<b>116</b>	<b>81</b>	<b>295</b>	<b>93</b>	<b>469</b>	<b>747</b>	<b>585</b>	<b>-21.7%</b>



# HARTFORD POLICE DEPARTMENT

## INDEX of PART 1 CRIME STATISTICS

CRIMES AGAINST PERSONS vs. CRIMES AGAINST PROPERTY

PUBLISHED BY THE CRIME ANALYSIS DIVISION

**JANUARY 2006 VS JANUARY 2005**

### CRIMES AGAINST PERSON

	2005	2006	
MURDER	0	3	300.0%
RAPE	0	5	500.0%
ROBBERY	58	58	0.0%
AGG ASSAULT	41	50	22.0%
<b>TOTAL CAPERS</b>	<b>99</b>	<b>116</b>	<b>17.2%</b>

### CRIMES AGAINST PROPERTY

BURGLARY	105	81	-22.9%
LARCENY	447	295	-34.0%
AUTO THEFT	173	93	-46.2%
<b>TOTAL CAPROP</b>	<b>725</b>	<b>469</b>	<b>-35.3%</b>

### ALL PART 1 CRIME

	2005	2006	%
CAPERS	99	116	17.2%
CAPROP	725	469	-35.3%
<b>TOTAL</b>	<b>824</b>	<b>585</b>	<b>-29.0%</b>

2006	# of pt. 1 crimes	% of part 1 crime	RATIO
CAPERS	116	19.83%	CAPERS TO CAPROP
CAPROP	469	80.17%	1: 4.04
<b>TOTAL</b>	<b>585</b>	<b>100.00%</b>	<b>CAPROP TO CAPERS</b>
			1: .247
2005			RATIO
CAPERS	99	12.01%	CAPERS TO CAPROP
CAPROP	725	87.99%	1: 7.32
<b>TOTAL</b>	<b>824</b>	<b>100.00%</b>	<b>CAPROP TO CAPERS</b>
			1: .137

# HARTFORD POLICE DEPARTMENT

## PART 1 CRIME BY NEIGHBORHOOD

FEBRUARY 2008

MONTHLY												
NEIGHBORHOOD	Murder	Rape	Robbery	Aggravated Assault	Crimes Against Persons Total	Burglary	Larceny	Auto Theft	Crimes Against Property Total	2007 Part 1 Totals	2008 Part 1 Totals	% Change FROM 2007
<b>NORTHWEST DISTRICT</b>												
Blue Hills	0	1	5	1	7	13	9	8	30	33	37	12.1%
Asylum Hill	0	0	5	4	9	6	18	18	42	60	51	-15.0%
Westend	0	0	1	1	2	7	18	11	36	18	38	111.1%
<b>NORTHWEST TOTALS</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>6</b>	<b>18</b>	<b>26</b>	<b>45</b>	<b>37</b>	<b>108</b>	<b>111</b>	<b>126</b>	<b>13.5%</b>
<b>NORTHEAST DISTRICT</b>												
Northeast	0	0	2	5	7	9	18	4	31	55	38	-30.9%
North Meadows	0	1	1	0	2	0	8	1	9	15	11	-26.7%
Clay Hill/Arsenal	0	1	3	7	11	2	12	7	21	25	32	28.0%
Upper Albany	0	0	4	3	7	3	14	6	23	25	30	20.0%
<b>NORTHEAST TOTALS</b>	<b>0</b>	<b>2</b>	<b>10</b>	<b>15</b>	<b>27</b>	<b>14</b>	<b>52</b>	<b>18</b>	<b>84</b>	<b>120</b>	<b>111</b>	<b>-7.5%</b>
<b>NORTH TOTALS</b>	<b>0</b>	<b>3</b>	<b>21</b>	<b>21</b>	<b>45</b>	<b>40</b>	<b>97</b>	<b>55</b>	<b>192</b>	<b>231</b>	<b>237</b>	<b>2.6%</b>
<b>SOUTHWEST DISTRICT</b>												
South Green	0	1	1	2	4	3	11	2	16	20	20	0.0%
Frog Hollow	0	0	6	5	11	3	14	6	23	57	34	-40.4%
Southwest	0	0	0	0	0	3	3	5	11	15	11	-26.7%
Behind the Rocks	0	0	1	1	2	4	6	9	19	48	21	-56.3%
Parkville	0	1	1	2	4	1	15	7	23	42	27	-35.7%
<b>SOUTHWEST TOTALS</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>10</b>	<b>21</b>	<b>14</b>	<b>49</b>	<b>29</b>	<b>92</b>	<b>182</b>	<b>113</b>	<b>-37.9%</b>
<b>SOUTHEAST DISTRICT</b>												
Sheldon / Oaks	0	1	1	2	4	1	5	0	6	10	10	0.0%
Downtown	0	0	1	7	8	4	68	4	76	47	84	78.7%
South Meadows	0	0	0	1	1	2	7	1	10	7	11	57.1%
Southend	0	0	1	3	4	8	24	9	41	53	45	-15.1%
Barry Square	0	0	4	7	11	10	39	11	60	67	71	6.0%
<b>SOUTHEAST TOTALS</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>20</b>	<b>28</b>	<b>25</b>	<b>143</b>	<b>25</b>	<b>193</b>	<b>184</b>	<b>221</b>	<b>20.1%</b>
<b>SOUTH TOTALS</b>	<b>0</b>	<b>3</b>	<b>16</b>	<b>30</b>	<b>49</b>	<b>39</b>	<b>192</b>	<b>54</b>	<b>285</b>	<b>366</b>	<b>334</b>	<b>-8.7%</b>
<b>CITY TOTALS</b>	<b>0</b>	<b>6</b>	<b>37</b>	<b>51</b>	<b>94</b>	<b>79</b>	<b>289</b>	<b>109</b>	<b>477</b>	<b>597</b>	<b>571</b>	<b>-4.4%</b>

# HARTFORD POLICE DEPARTMENT

## INDEX of PART 1 CRIME STATISTICS

CRIMES AGAINST PERSONS vs. CRIMES AGAINST PROPERTY

PUBLISHED BY THE CRIME ANALYSIS DIVISION

**FEBRUARY 2006 VS FEBRUARY 2005**

### CRIMES AGAINST PERSON

	2005	2006	
MURDER	3	0	-100.0%
RAPE	5	6	20.0%
ROBBERY	34	37	8.8%
AGG ASSAULT	46	51	10.9%
<b>TOTAL CAPERS</b>	<b>88</b>	<b>94</b>	<b>6.8%</b>

### CRIMES AGAINST PROPERTY

BURGLARY	79	79	0.0%
LARCENY	417	289	-30.7%
AUTO THEFT	157	109	-30.6%
<b>TOTAL CAPROP</b>	<b>653</b>	<b>477</b>	<b>-27.0%</b>

### ALL PART 1 CRIME

	2005	2006	%
CAPERS	88	94	6.8%
CAPROP	653	477	-27.0%
<b>TOTAL</b>	<b>741</b>	<b>571</b>	<b>-22.9%</b>

2006	# of pt. 1 crimes	% of part 1 crime	RATIO
CAPERS	94	16.46%	CAPERS TO CAPROP
CAPROP	477	83.54%	1: 5.07
<b>TOTAL</b>	<b>571</b>	<b>100.00%</b>	<b>CAPROP TO CAPERS</b>
			1: .197
2005			RATIO
CAPERS	88	11.88%	CAPERS TO CAPROP
CAPROP	653	88.12%	1: 7.42
<b>TOTAL</b>	<b>741</b>	<b>100.00%</b>	<b>CAPROP TO CAPERS</b>
			1: .135

# HARTFORD POLICE DEPARTMENT

## PART 1 CRIME BY NEIGHBORHOOD

MARCH 2008

MONTHLY												
NEIGHBORHOOD	Murder	Rape	Robbery	Aggravated Assault	Crimes Against Persons Total	Burglary	Larceny	Auto Theft	Crimes Against Property Total	2007 Totals	2008 Totals	% Change FROM 2005
<b>NORTHWEST DISTRICT</b>												
Blue Hills	0	0	2	6	8	10	9	3	22	25	30	20.0%
Asylum Hill	1	1	3	3	8	10	21	13	44	71	52	-26.8%
Westend	0	1	4	2	7	1	12	10	23	34	30	-11.8%
<b>NORTHWEST TOTALS</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>11</b>	<b>23</b>	<b>21</b>	<b>42</b>	<b>26</b>	<b>89</b>	<b>130</b>	<b>112</b>	<b>-13.8%</b>
<b>NORTHEAST DISTRICT</b>												
Northeast	0	1	6	8	15	6	29	14	49	75	64	-14.7%
North Meadows	0	0	0	0	0	1	11	4	16	8	16	100.0%
Clay Hill/Arsenal	0	3	3	6	12	6	8	8	22	35	34	-2.9%
Upper Albany	1	0	4	7	12	2	10	8	20	35	32	-8.6%
<b>NORTHEAST TOTALS</b>	<b>1</b>	<b>4</b>	<b>13</b>	<b>21</b>	<b>39</b>	<b>15</b>	<b>58</b>	<b>34</b>	<b>107</b>	<b>153</b>	<b>146</b>	<b>-4.6%</b>
<b>NORTH TOTALS</b>	<b>2</b>	<b>6</b>	<b>22</b>	<b>32</b>	<b>62</b>	<b>36</b>	<b>100</b>	<b>60</b>	<b>196</b>	<b>283</b>	<b>258</b>	<b>-8.8%</b>
<b>SOUTHWEST DISTRICT</b>												
South Green	0	2	2	2	6	3	23	2	28	36	34	-5.6%
Frog Hollow	0	0	2	2	4	2	16	4	22	63	26	-58.7%
Southwest	0	0	1	0	1	6	7	3	16	21	17	-19.0%
Behind the Rocks	0	0	2	1	3	4	21	8	33	41	36	-12.2%
Parkville	0	0	0	2	2	8	20	6	34	49	36	-26.5%
<b>SOUTHWEST TOTALS</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>16</b>	<b>23</b>	<b>87</b>	<b>23</b>	<b>133</b>	<b>210</b>	<b>149</b>	<b>-29.0%</b>
<b>SOUTHEAST DISTRICT</b>												
Sheldon / Oaks	0	0	2	0	2	2	4	2	8	20	10	-50.0%
Downtown	1	0	2	4	7	3	40	3	46	100	53	-47.0%
South Meadows	0	0	1	1	2	0	3	1	4	18	6	-66.7%
Southend	0	1	4	3	8	3	30	8	41	59	49	-16.9%
Barry Square	0	1	4	7	12	10	41	12	63	61	75	23.0%
<b>SOUTHEAST TOTALS</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>15</b>	<b>31</b>	<b>18</b>	<b>118</b>	<b>26</b>	<b>162</b>	<b>258</b>	<b>193</b>	<b>-25.2%</b>
<b>SOUTH TOTALS</b>	<b>1</b>	<b>4</b>	<b>20</b>	<b>22</b>	<b>47</b>	<b>41</b>	<b>205</b>	<b>49</b>	<b>295</b>	<b>468</b>	<b>342</b>	<b>-26.9%</b>
<b>CITY TOTALS</b>	<b>3</b>	<b>10</b>	<b>42</b>	<b>54</b>	<b>109</b>	<b>77</b>	<b>305</b>	<b>109</b>	<b>491</b>	<b>751</b>	<b>600</b>	<b>-20.1%</b>

# HARTFORD POLICE DEPARTMENT

## INDEX of PART 1 CRIME STATISTICS

CRIMES AGAINST PERSONS vs. CRIMES AGAINST PROPERTY

PUBLISHED BY THE CRIME ANALYSIS DIVISION

**FEBRUARY 2006 VS FEBRUARY 2005**

### CRIMES AGAINST PERSON

	2005	2006	
MURDER	3	3	0.0%
RAPE	5	10	100.0%
ROBBERY	34	42	23.5%
AGG ASSAULT	46	54	17.4%
<b>TOTAL CAPERS</b>	<b>88</b>	<b>109</b>	<b>23.9%</b>

### CRIMES AGAINST PROPERTY

BURGLARY	79	77	-2.5%
LARCENY	417	305	-26.9%
AUTO THEFT	157	109	-30.6%
<b>TOTAL CAPROP</b>	<b>653</b>	<b>491</b>	<b>-24.8%</b>

### ALL PART 1 CRIME

	2005	2006	%
CAPERS	88	109	23.9%
CAPROP	653	491	-24.8%
<b>TOTAL</b>	<b>741</b>	<b>600</b>	<b>-19.0%</b>

2006	# of pt. 1 crimes	% of part 1 crime	RATIO
CAPERS	109	18.17%	CAPERS TO CAPROP
CAPROP	491	81.83%	1: 4.50
<b>TOTAL</b>	<b>600</b>	<b>100.00%</b>	CAPROP TO CAPERS
			1: .222
2005			RATIO
CAPERS	88	11.88%	CAPERS TO CAPROP
CAPROP	653	88.12%	1: 7.42
<b>TOTAL</b>	<b>741</b>	<b>100.00%</b>	CAPROP TO CAPERS
			1: .135