



NeighborhoodStat

Improve the quality of life in our neighborhoods and community by focusing on infrastructure, eradicating blight and strengthening public safety to attain a livable and sustainable City.

Mayor Pedro E. Segarra

07/23/2013

Agenda

July 23, 2013 Meeting

- ▶ Livable and Sustainable Neighborhoods Initiative (LSNI) Update
- ▶ 311 Data
- ▶ Department Data and Analysis

(Pre) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present
	Blight Prevention Consultation Inspection	1	5	4	10	1	3	0	2	6
Property Survey for ABO Process	8	20	0	17	10	41	0	13	18	91
Properties received Preliminary ABO Letters	0	21	0	16	0	17	0	17	0	71

Implementation of the Anti-Blight Ordinance

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present	6/21/13 - 7/19/13	1/25/13 - Present
	Properties received Notice of Violation of ABO	2	28	1	12	1	11	0	15	4
Properties abated before Citations issued	0	1	0	2	1	2	0	0	1	5
Properties abated of all ABO violations	0	1	0	5	1	5	0	4	1	15

Implementation of the Anti-Blight Ordinance Continued

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13- Present								
Properties cited for Violation of ABO	4	30	1	11	3	13	6	11	14	65
Citation Appeal Hearings	0	10	0	2	0	3	1	3	1	18
Properties Liable for Citations	0	5	0	0	0	0	0	1	0	6
Citations have been Stayed/Held	0	4	0	2	0	2	1	1	1	9
Properties Denied from Citations	0	0	0	0	0	1	0	0	0	1
Forbearance Agreements (Due to New Owner)	0	2	0	1	0	1	0	2	0	6

(Post) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13- Present								
Lien Inspections for Default Judgments	0	22	0	7	0	5	2	9	2	43
Tax Deferral Inspection	0	6	3	13	0	9	0	7	3	35

Citations Fines & Lien Judgments

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13- Present								
Total Amount of Citations Accruing (April 2012 - Present)	\$ 2,121,800.00		\$ 1,022,072.00		\$ 821,032.00		\$ 676,988.00		\$ 4,641,892.00	
Total Amount Fines Collected (Dec 2011 - Present)	\$ 10,000.00		\$ 14,700.00		\$ 12,300.00		\$ 38,920.00		\$ 75,920.00	
Citation Action Committee	3	34	0	12	5	17	3	14	11	77
Moved Toward Legal Action	3	29	0	10	4	15	4	11	11	65
Lien Judgment Amount	\$ 1,691,604.00		\$ 835,072.00		\$ 372,012.00		\$ 1,131,024.00		\$ 4,029,712.00	
Lien on Land Records	6	11	9	9	2	3	5	5	22	28
Recommended for Foreclosure	1	20	0	3	4	8	2	10	7	41
In Foreclosure Process	1	1	0	0	0	0	0	0	1	1

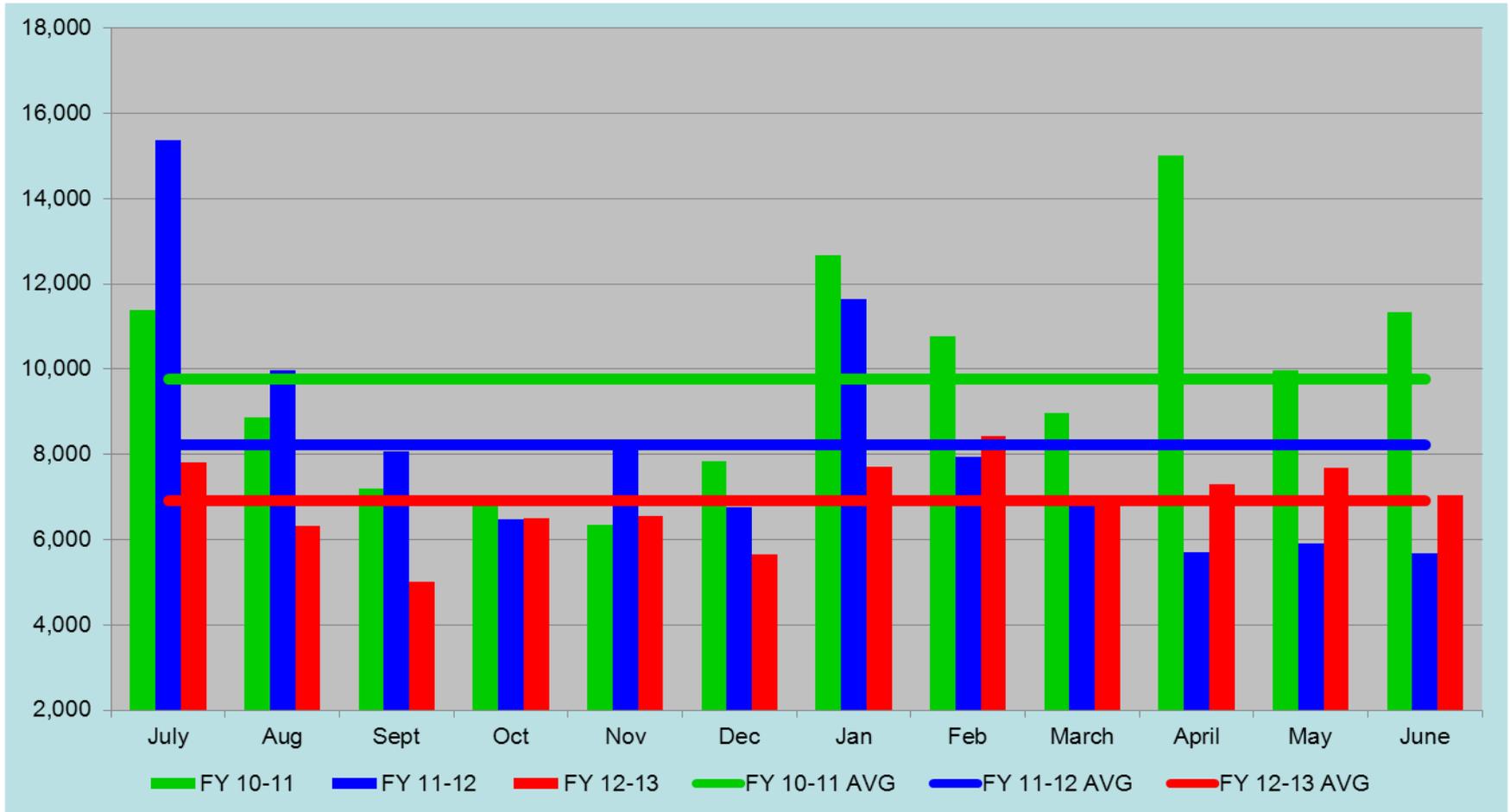
LSNI Crew

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13- Present								
Private Property Nuisance Abatements by LSNI Crew (as of 1/25/13)	7	53	1	10	4	11	4	14	16	88
COH Property CleanUps by LSNI Crew (as of 3/22/13)	34	95	15	59	3	16	3	21	55	191

Hartford Restoration Project (HRP)

Livable and Sustainable Neighborhood Initiative Data as of July 23, 2013	North		Central		West		South		Citywide	
	6/21/13 - 7/19/13	1/25/13- Present								
HRP (I & II) Applications Received	0	0	0	0	1	1	1	1	2	2
Applications Approved	0	0	0	0	1	1	1	1	2	2
Work of Scope, Bidding & Construction Phase	0	0	0	0	0	0	1	1	1	1
Completed HRP Houses	0	0	0	0	0	0	0	0	0	0

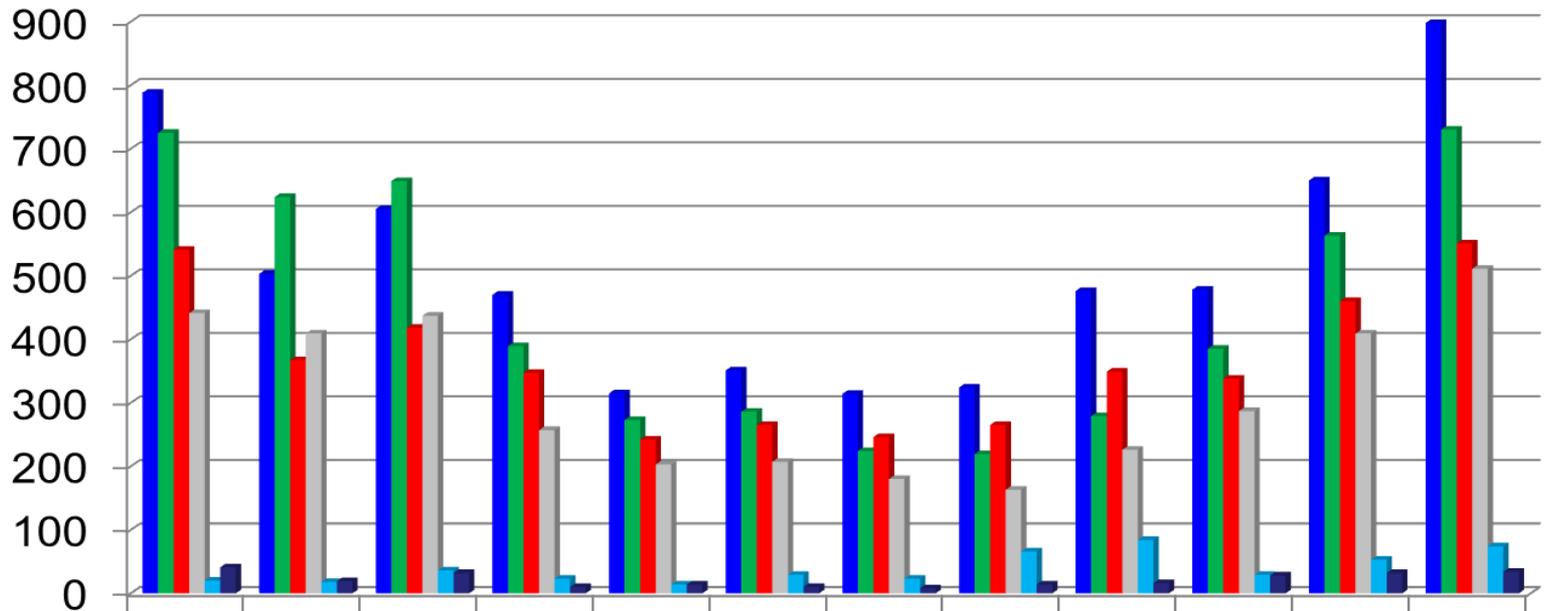
311: Incoming Call Volume



Telephone Performance May 2013 & June 2013

	Calls		Abandoned		Avg Talk Time		Avg Wait Time		Max Wait Time	
	May	June	May	June	May	June	May	June	May	June
English	6453	5933	270	261	1:49	1:46	0:21	0:20	1:38	1:41
English Overflow	764	639	151	128	1:58	1:48	1:19	1:11	5:18	4:38
Spanish	428	414	55	56	2:12	2:14	0:19	0:15	1:34	1:35
Spanish Overflow	36	21	7	2	3:16	2:00	1:01	0:49	3:32	2:50

Noise Complaints-By Month

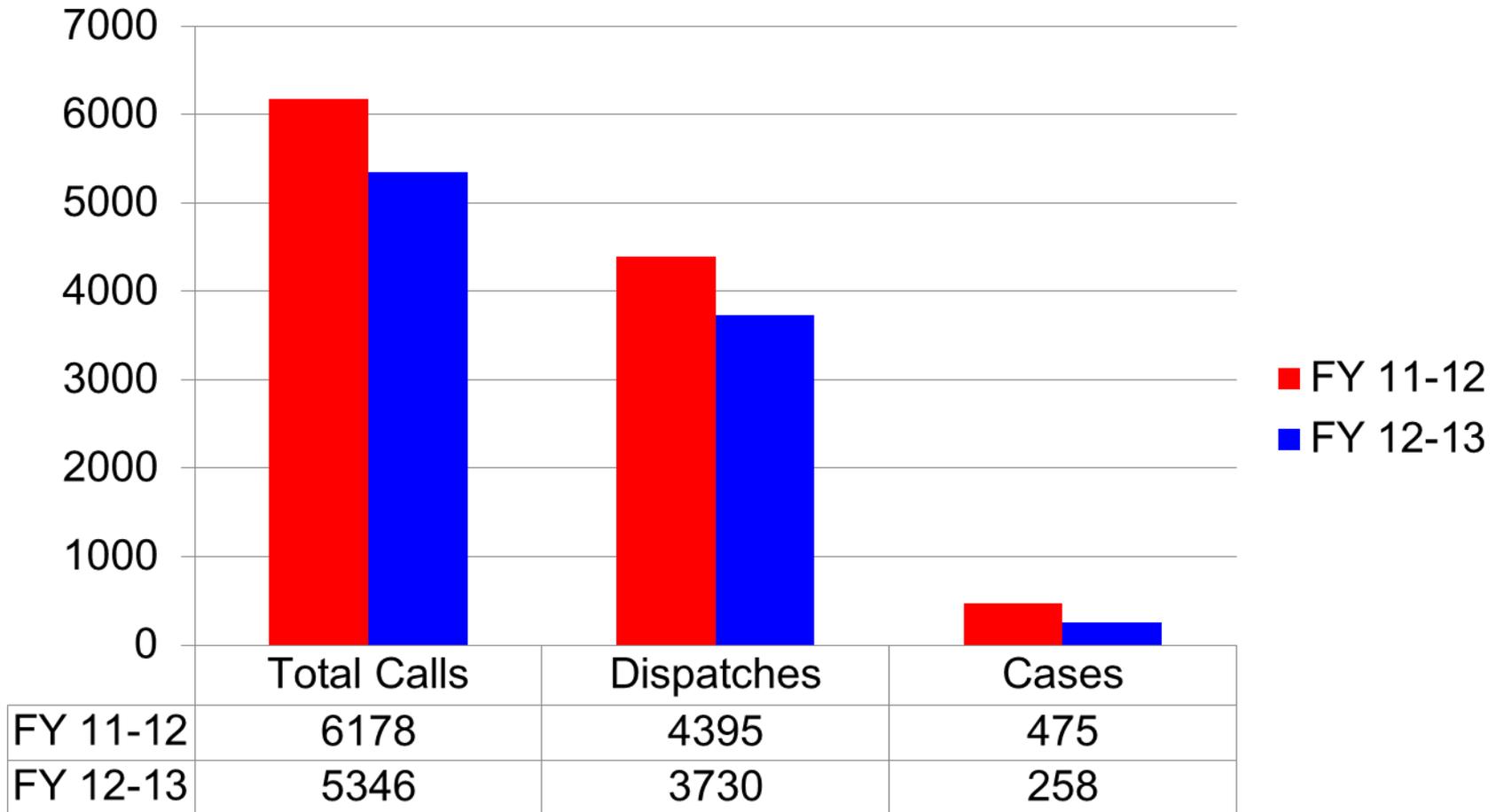


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
■ Calls FY 11-12	788	503	605	470	315	351	314	324	476	478	650	898
■ Calls FY 12-13	725	624	649	389	273	286	224	219	279	385	563	730
■ Dispatches FY 11-12	541	367	418	347	242	265	246	265	349	338	460	551
■ Dispatches FY 12-13	441	409	437	257	203	207	180	163	226	287	409	511
■ Cases FY 11-12	20	18	36	23	14	29	23	66	84	29	53	74
■ Cases FY 12-13	41	19	32	10	14	10	8	14	16	28	32	34

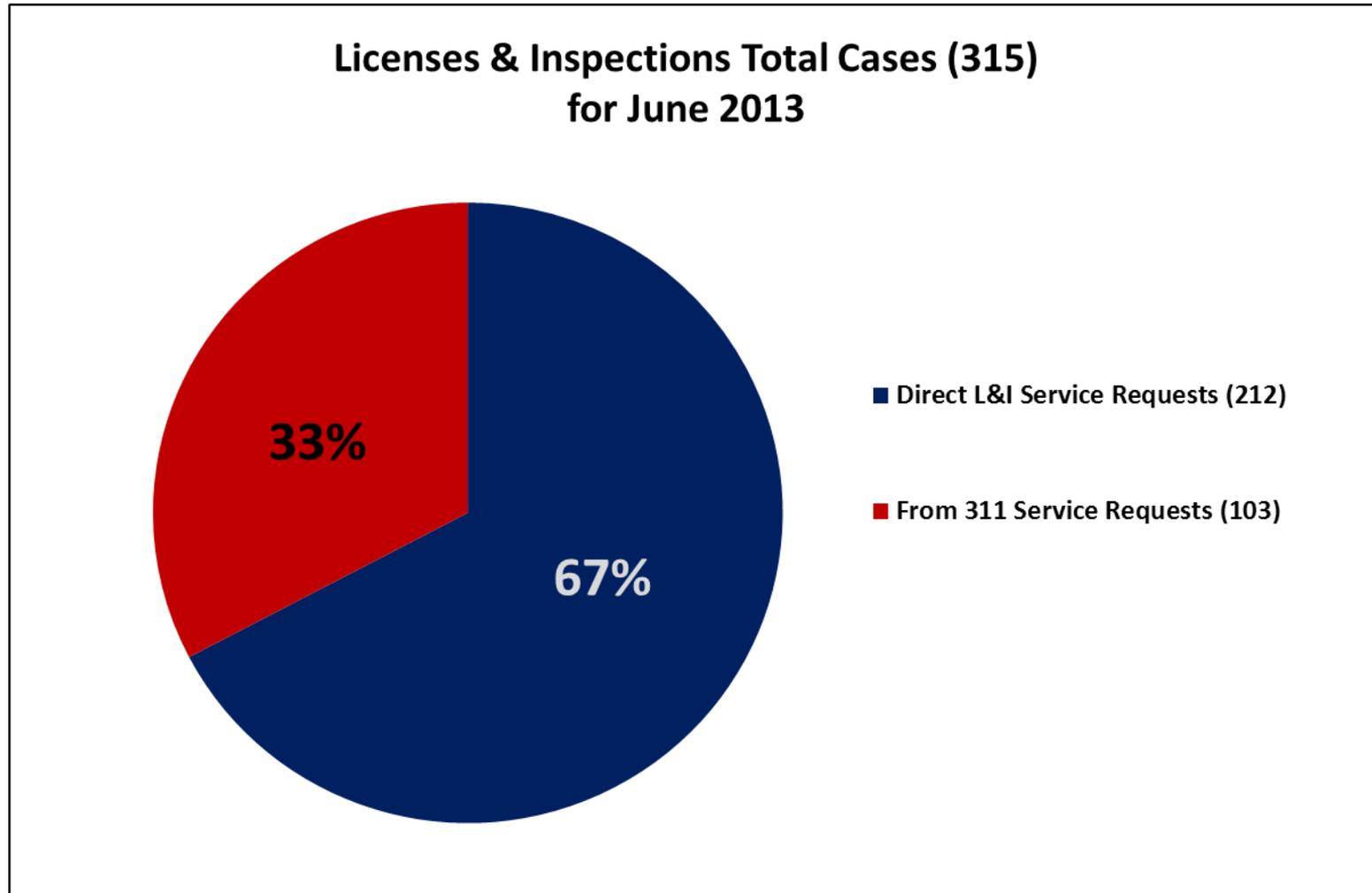
Noise Complaints-Action Taken

Action Taken	Counts
Arrest Made	36
Civil matter	18
Declined Police Action	68
Erroneous Call	15
Group Dispersed	38
Incident Report Filed	42
Left Scene Before Officer Arrived	273
Motor Vehicle Arrest	4
Other Action	2264
Parking Ticket Issued	5
Referred to Other Agency	3
Settled by Officer	267
Traffic Infraction Issued	22
Unable to Locate	75
Verbal Warning	366
Written Warning	12
Cancel Call	109
Total	3,617

Noise Complaints-Year / Year



Dev. Services- L & I Housing Code Inspections

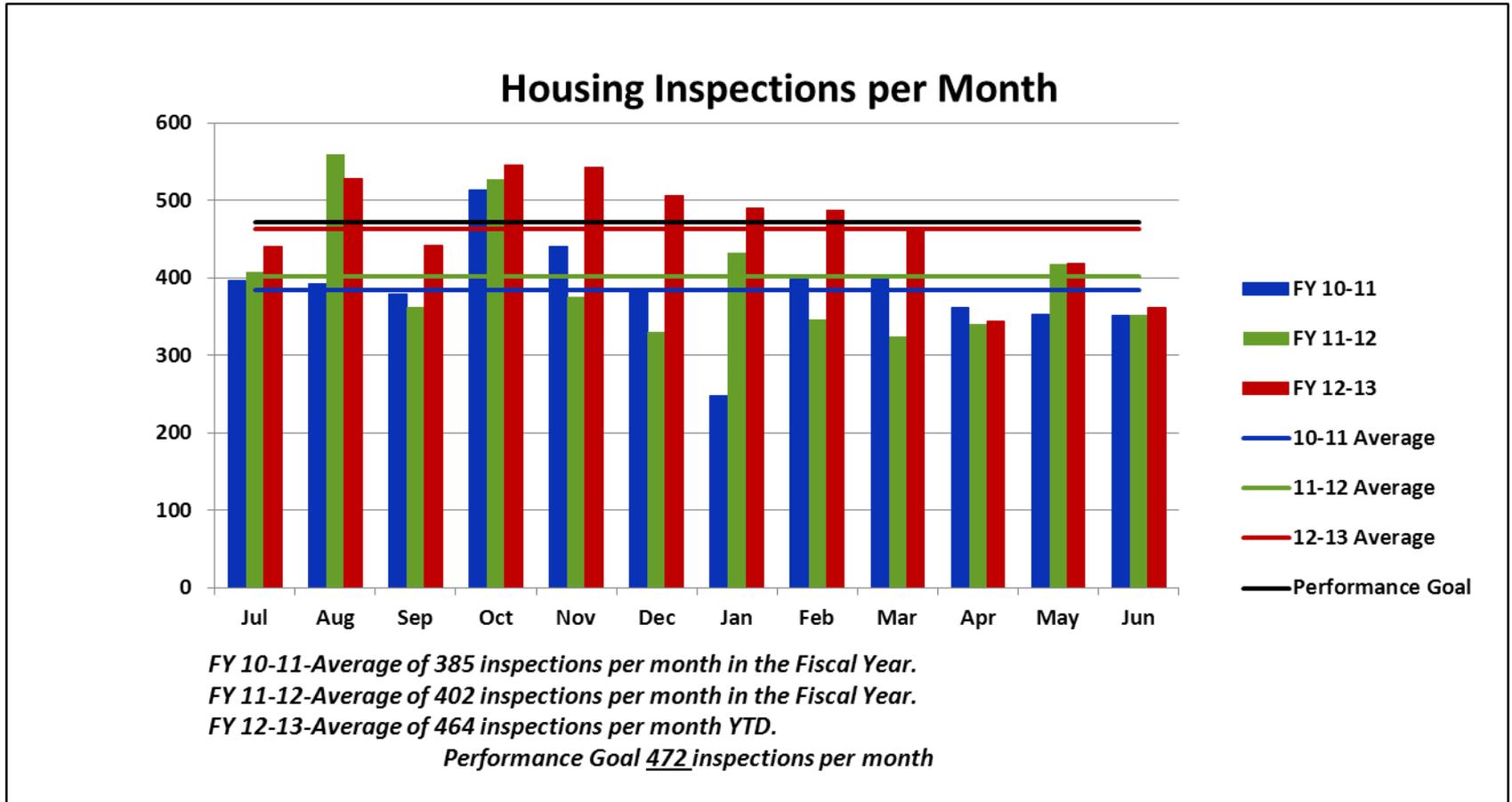


Dev. Services- Housing Code Violations

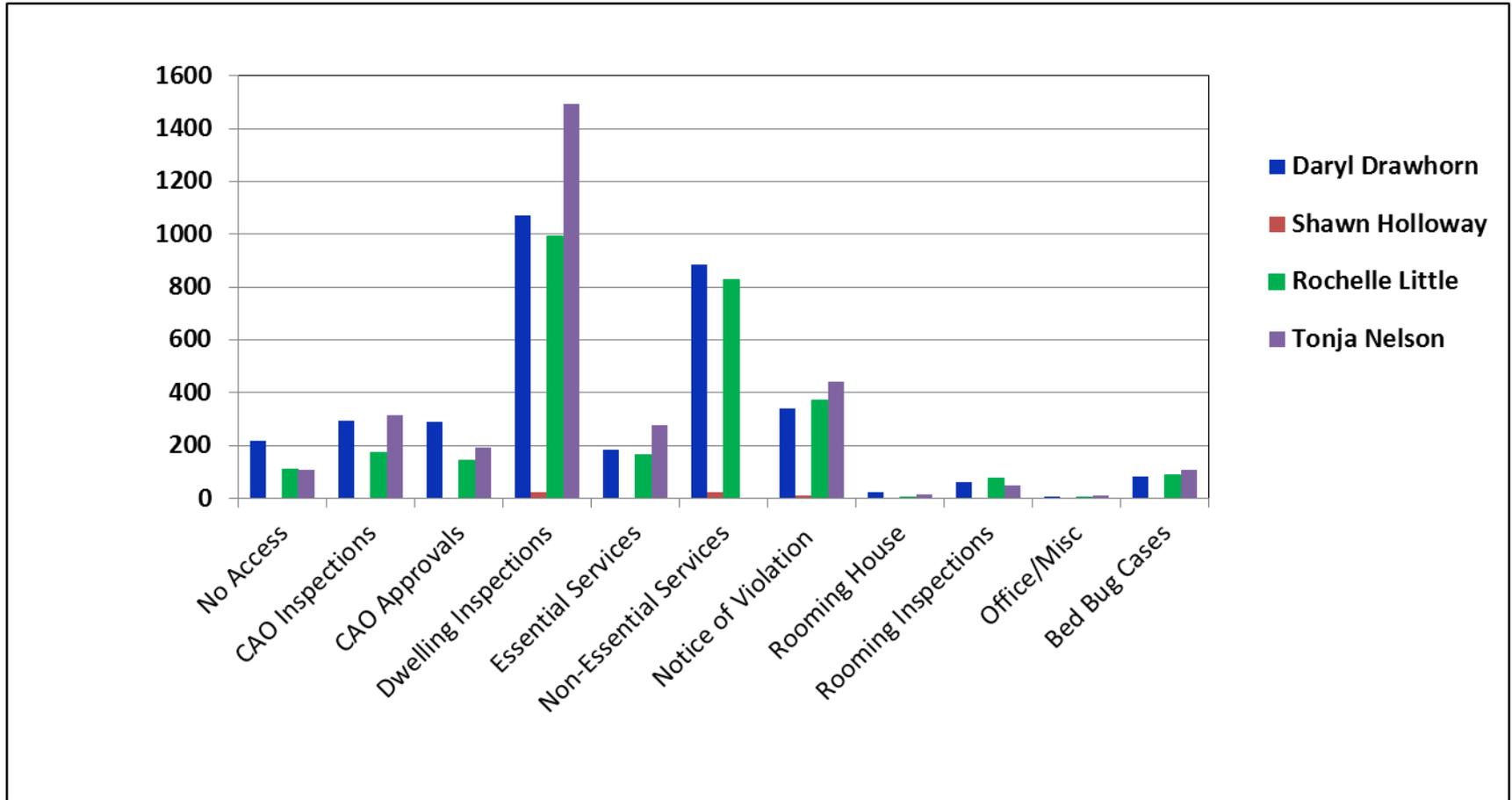
	FY 09-10	FY 10-11	FY 11-12	FY 12-13
Total Housing Code Violation by LSNI Districts	3,450	3,412	3,307	3,868
North	903	950	914	946
Central	531	576	477	541
South	637	653	720	1009
West	1302	1159	1072	1259
North/South Meadows	77	74	124	113

Violations by LSNI Inspection Areas, FY 12-13 from July 1, 2012 to June 29,, 2013

Dev. Services- L & I Housing Code Inspections

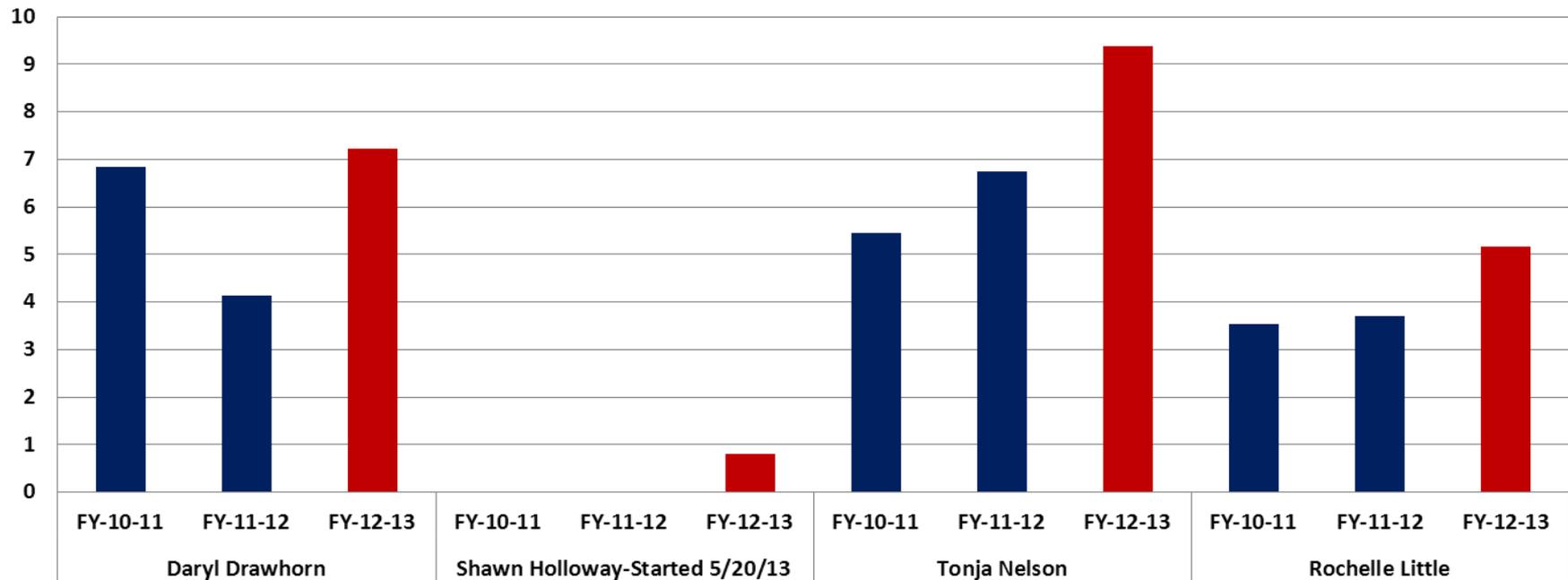


Dev. Services- L & I Housing Inspections

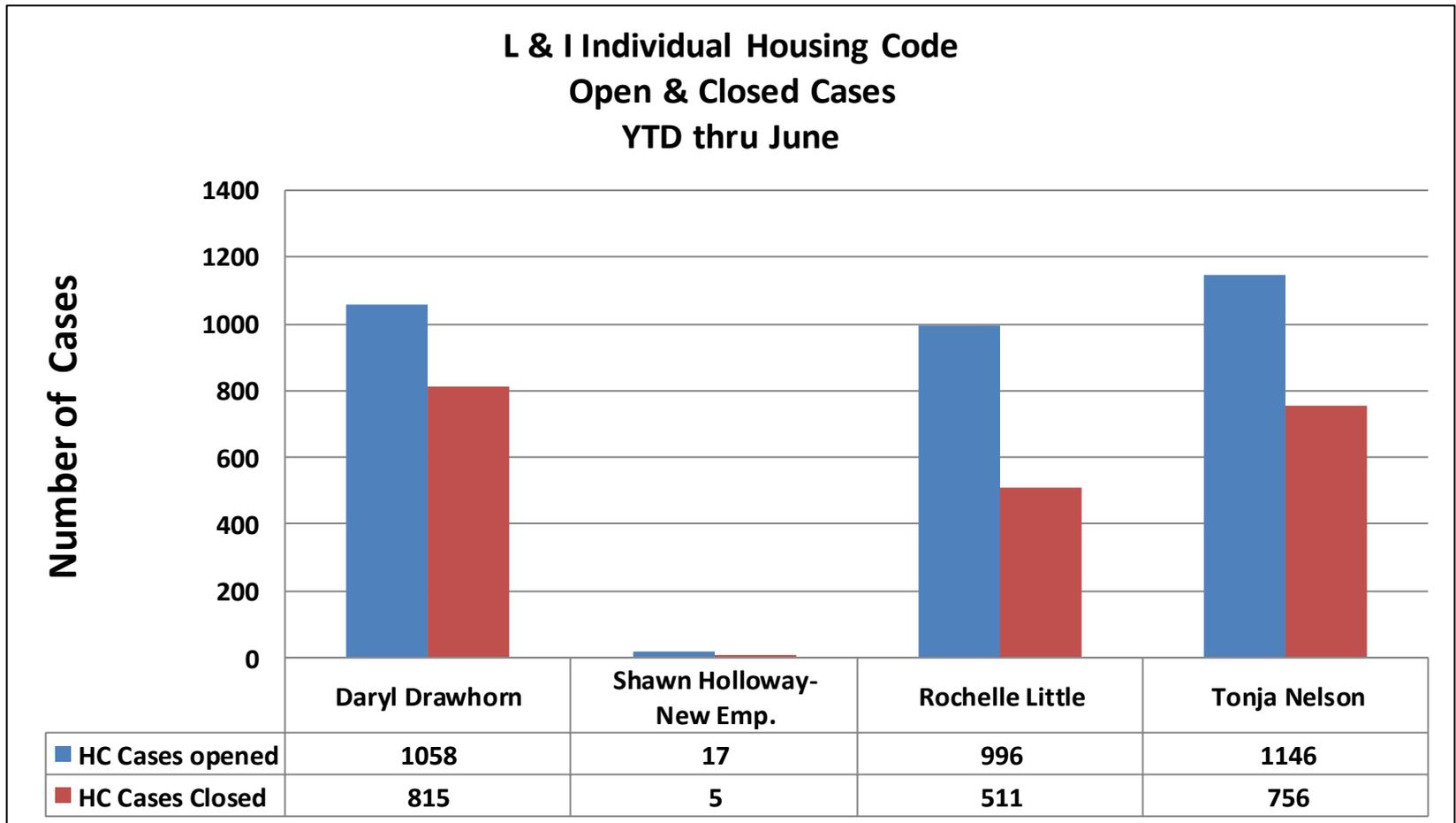


Dev. Services- L & I Housing Inspections

Average # Inspections per Inspector per Day
YTD through June 2013



Dev. Services- L & I Housing Code Inspections



YTD Total Inspectors Cases	Open- 3,847	Closed - 3,301
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Dev. Services- Zoning Regulatory Inspections & Cases thru June 2013.

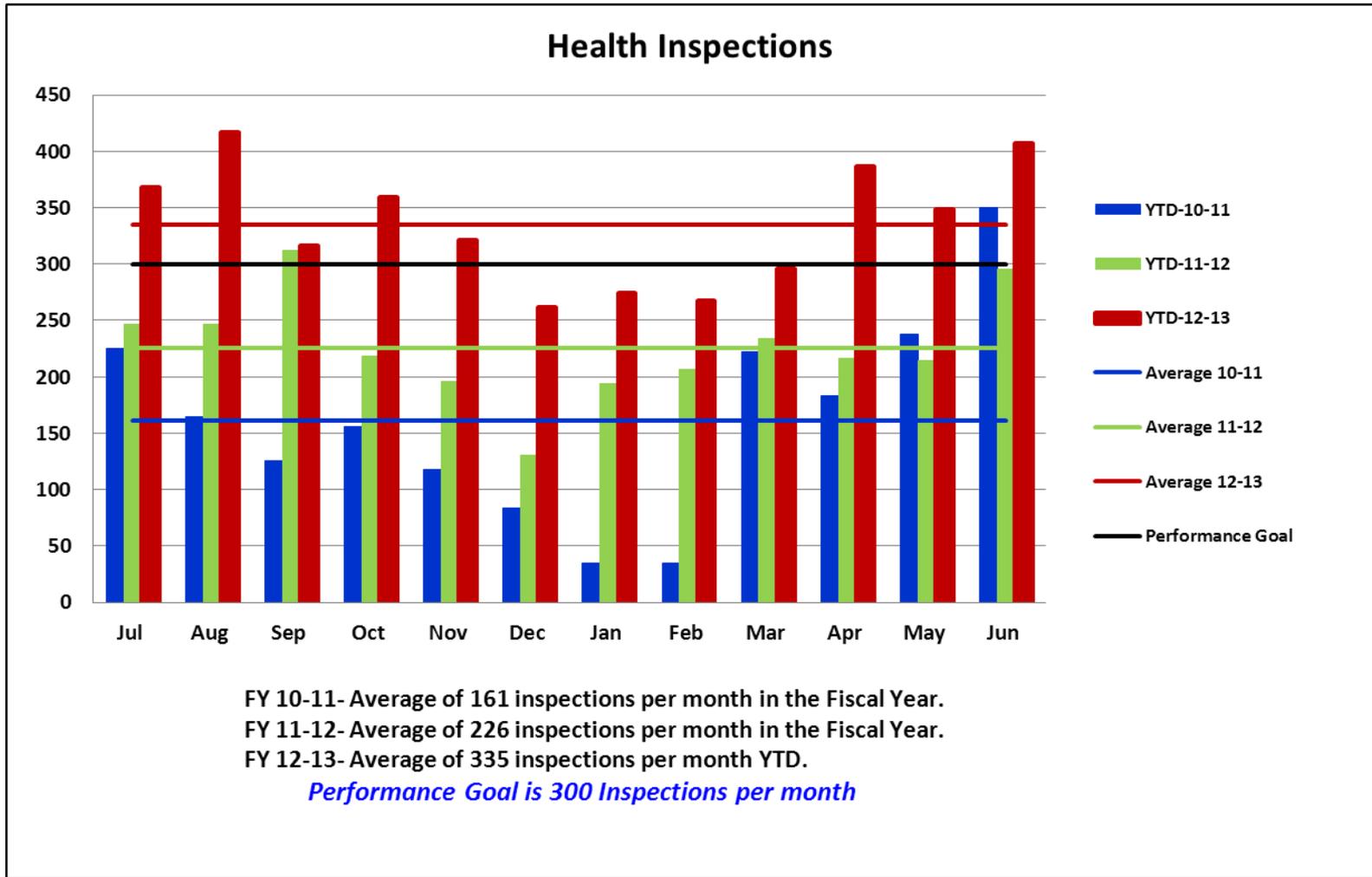
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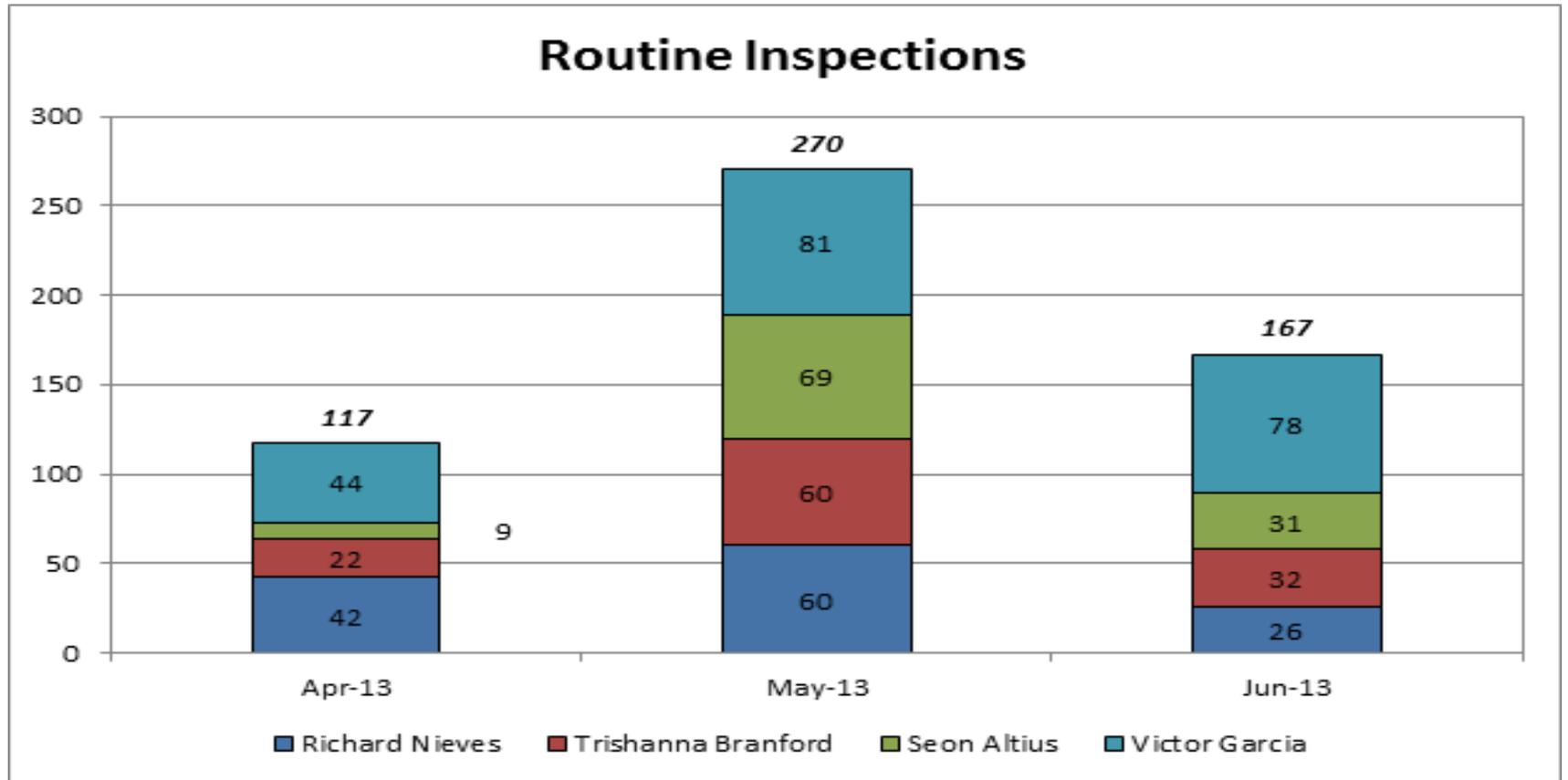
Inspector	Month	Scheduled Inspections	Total Insp	No Access	Illegal rooming houses	Excessive Vehicles @ Residential	Repair/park Vehicles @ Commercial	Change of use, Illegal use, no Permit
Kionna Osayande	July-12				0	0	0	3
Started on 8/20/2012	August-12	9	19		5	5	2	7
Tammy McBride	September-12	41	18	1	2	6	5	7
Started on 4/15/2013	October-12	23	71	3	0	5	2	4
	November-12	18	13	1	1	3	0	5
	December-12	45	61	0	0	3	2	2
	January-13	64	47	0	3	4	0	6
	February-13	63	41	0	2	3	1	7
	March-13	44	41	3	1	6	0	8
	April-13	38	62	3	7	3	3	5
	May-13	43	40	1	0	8	0	4
	June-13	84	69	1	2	5	2	8
Totals FY-last month		472	482	13	23	51	17	63
Total by FY-Insp Report	7/1/12-06/30/13 Report ran on 07/08/13	488	474	13				

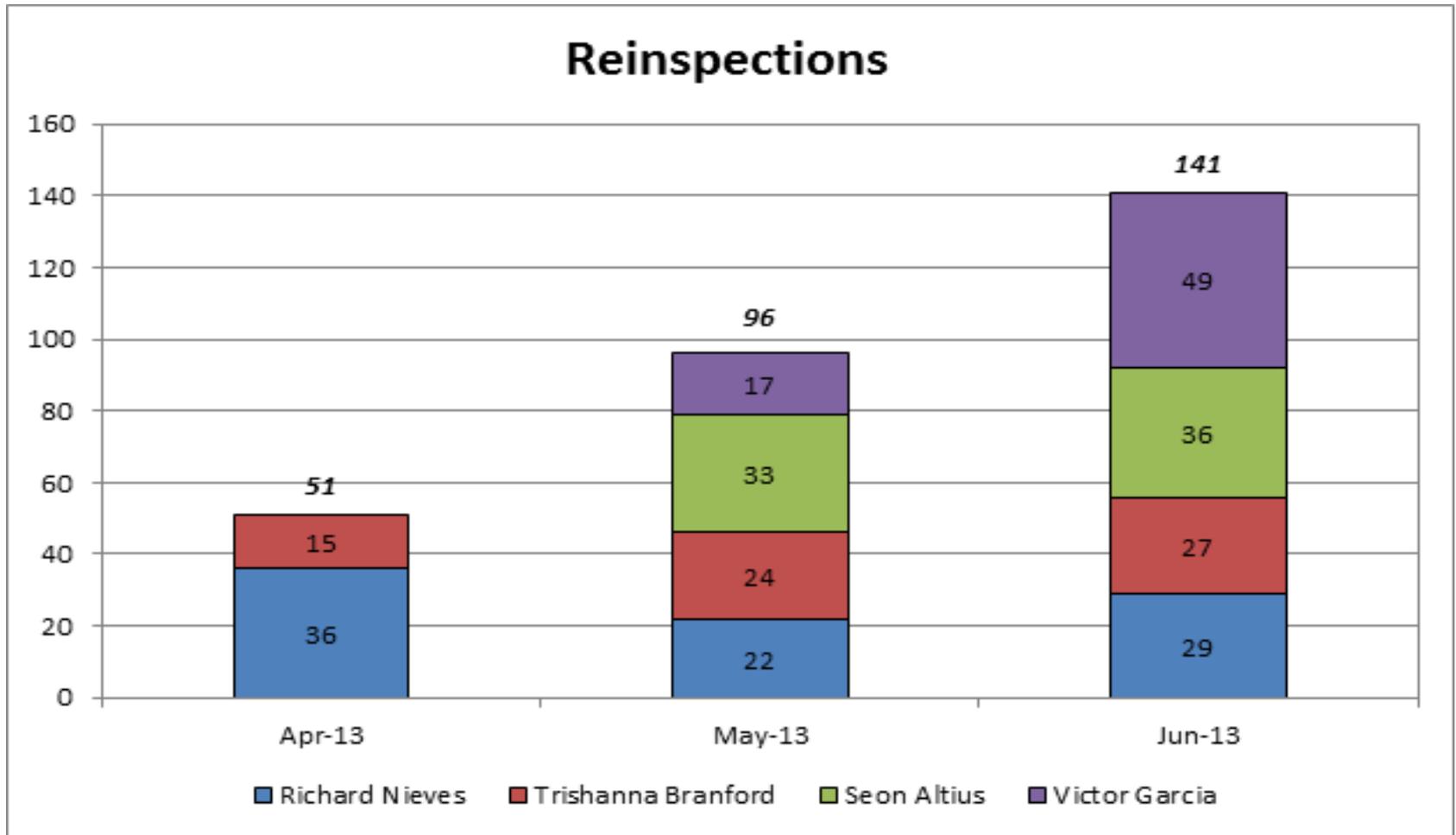
Dev. Services- Zoning Regulatory Inspections & Cases thru June 2013

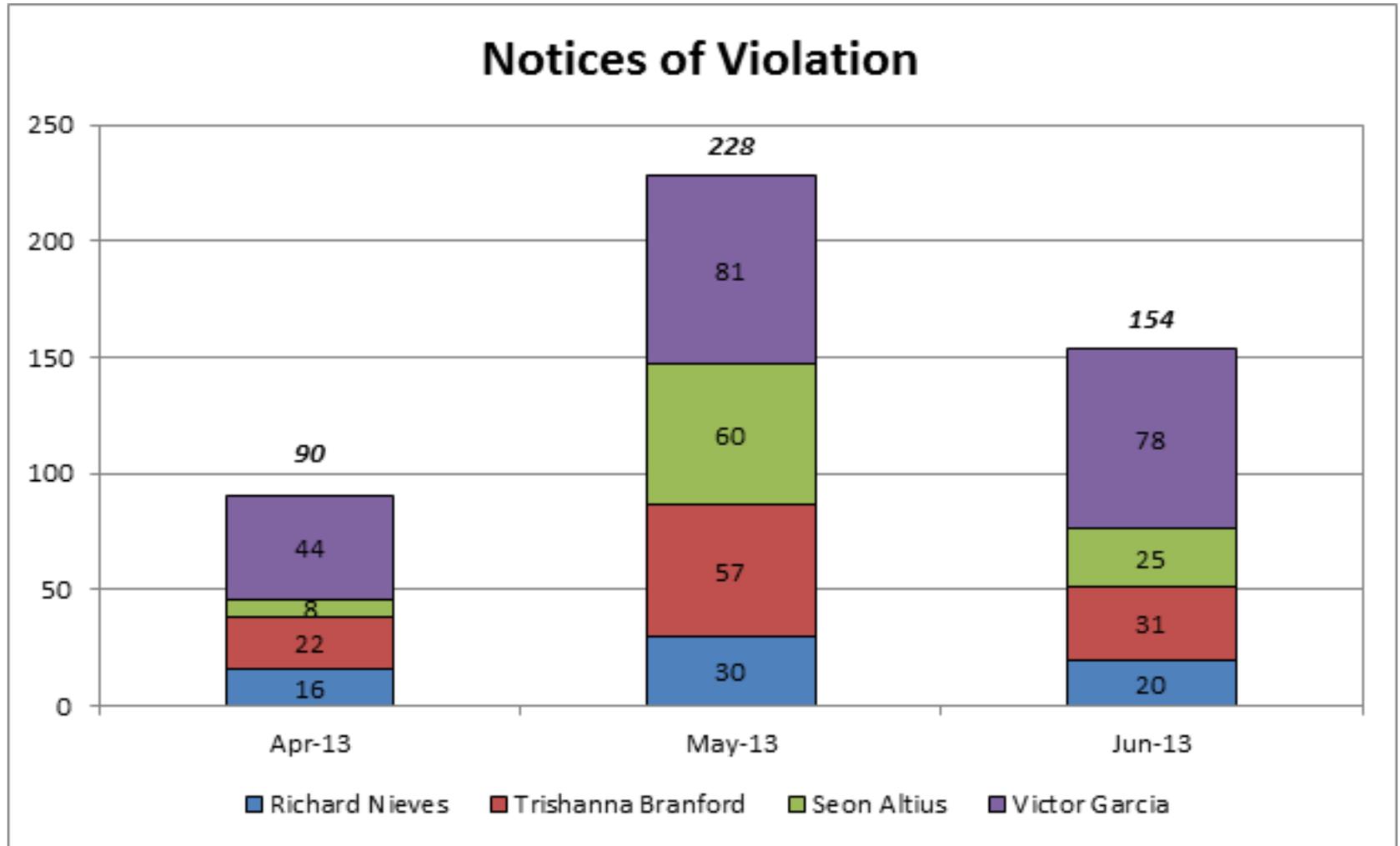
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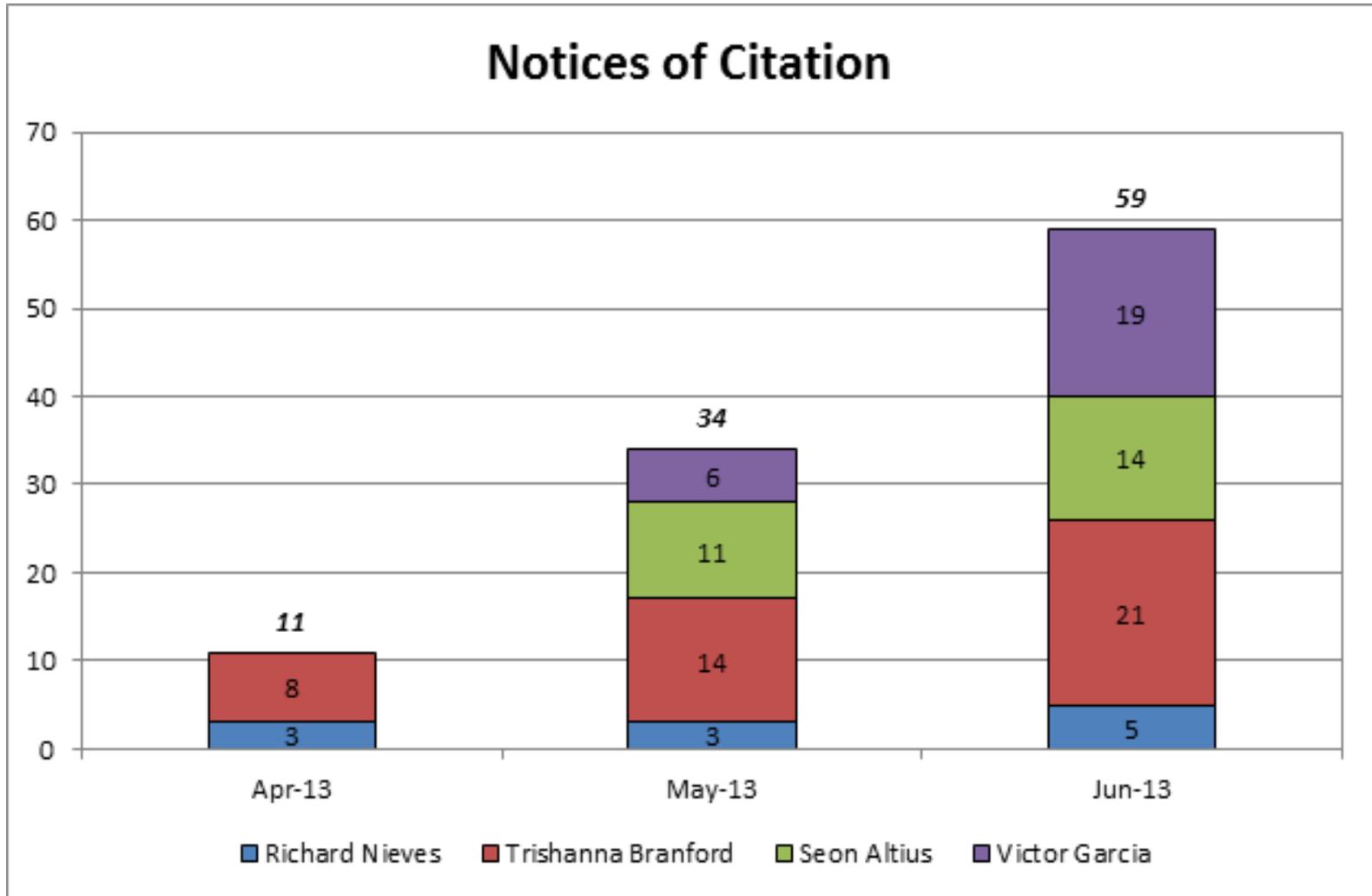
Inspector	Month	Sign/ Fence Violations	Rooming House/ LSNI- Compliance	Initial contact letters sent	Notice of Violations sent	Sent to Corp Counsel	Cases created	Cases Closed	Cases from 311	Closed 311 cases
Kionna Osayande	July-12	0	0				10	10	9	9
Started on 8/20/2012	August-12	2	1	22			14	13	8	9
Tammy McBride	September- 12	0	0	7			20	19	13	12
Started on 4/15/2013	October-12	3	3	10		1	18	17	9	8
	November- 12	2	1	6			11	8	3	2
	December- 12	0	0	1	2		7	6	6	6
	January-13	1	16	8	1		30	24	5	3
	February-13	3	11	6	1		27	21	7	5
	March-13	1	1	7	1	1	17	13	6	6
	April-13	5	2	8	0	0	25	6	9	3
	May-13	3	4	13	5	0	19	9	6	4
	June-13	34	7	27	0	0	58	9	12	2
Totals FY-last month		54	46	115	10	2	256	155	93	69
Total by FY-Insp Report	7/1/12- 06/30/13 Report ran on 07/08/13					2	256	188	94	84

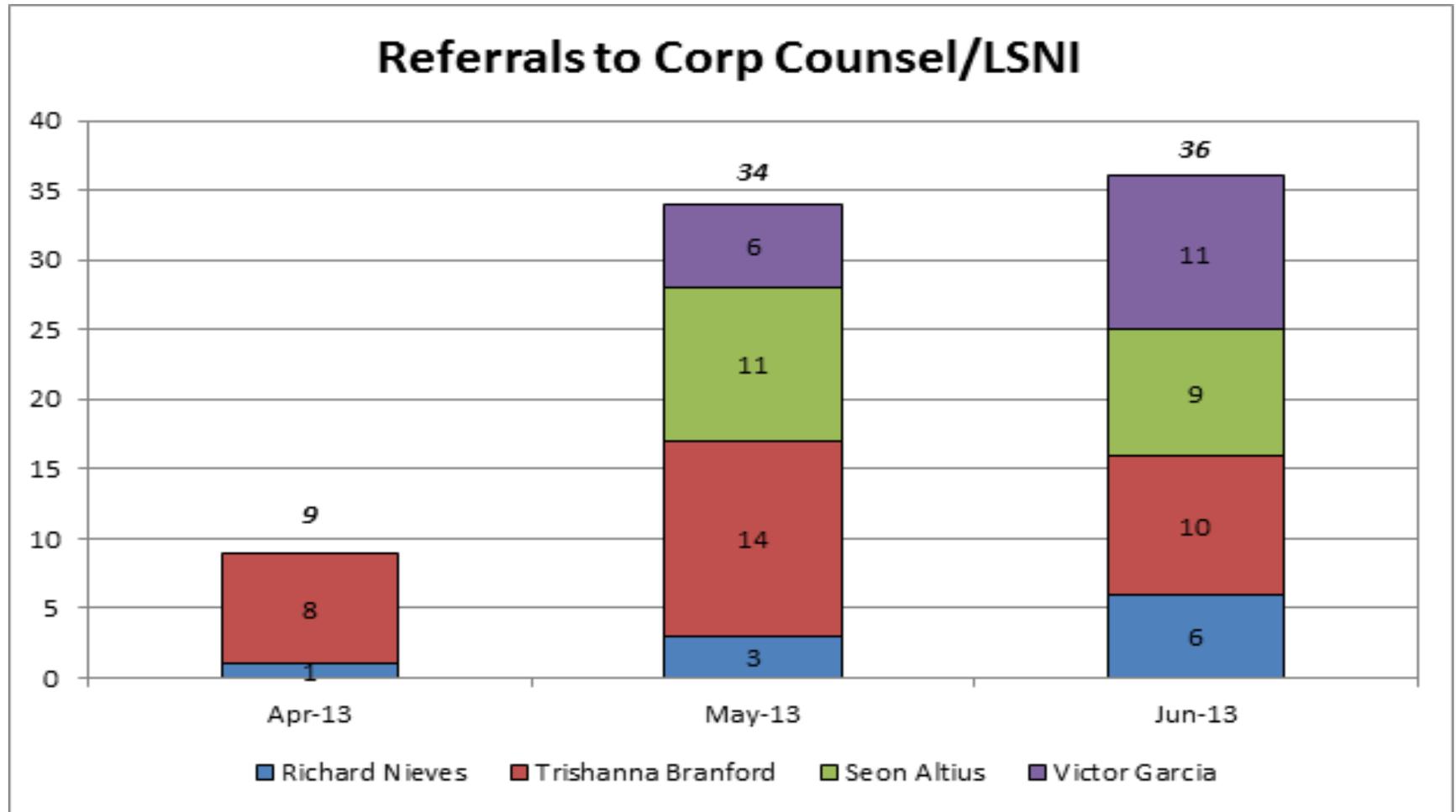




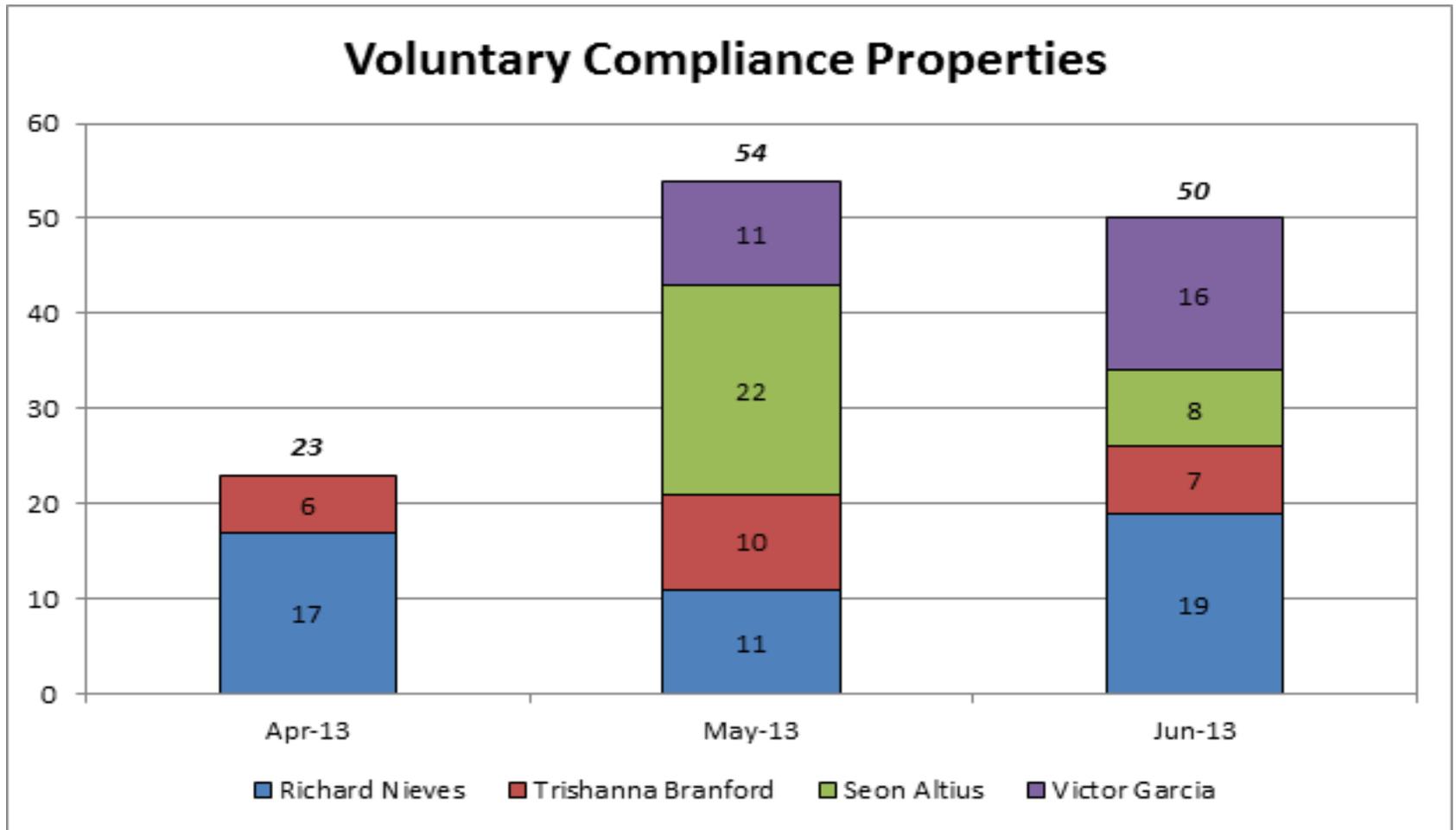


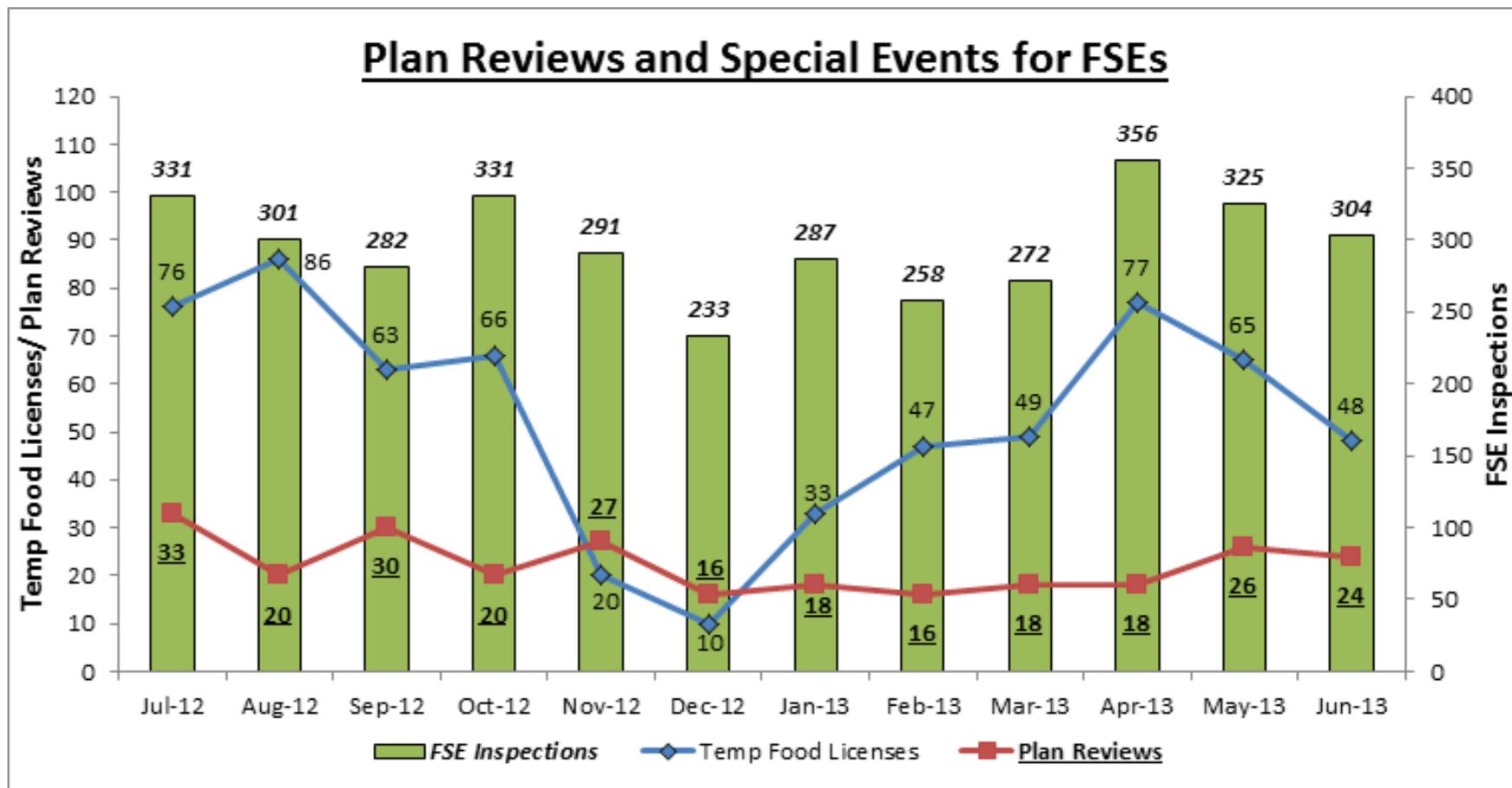




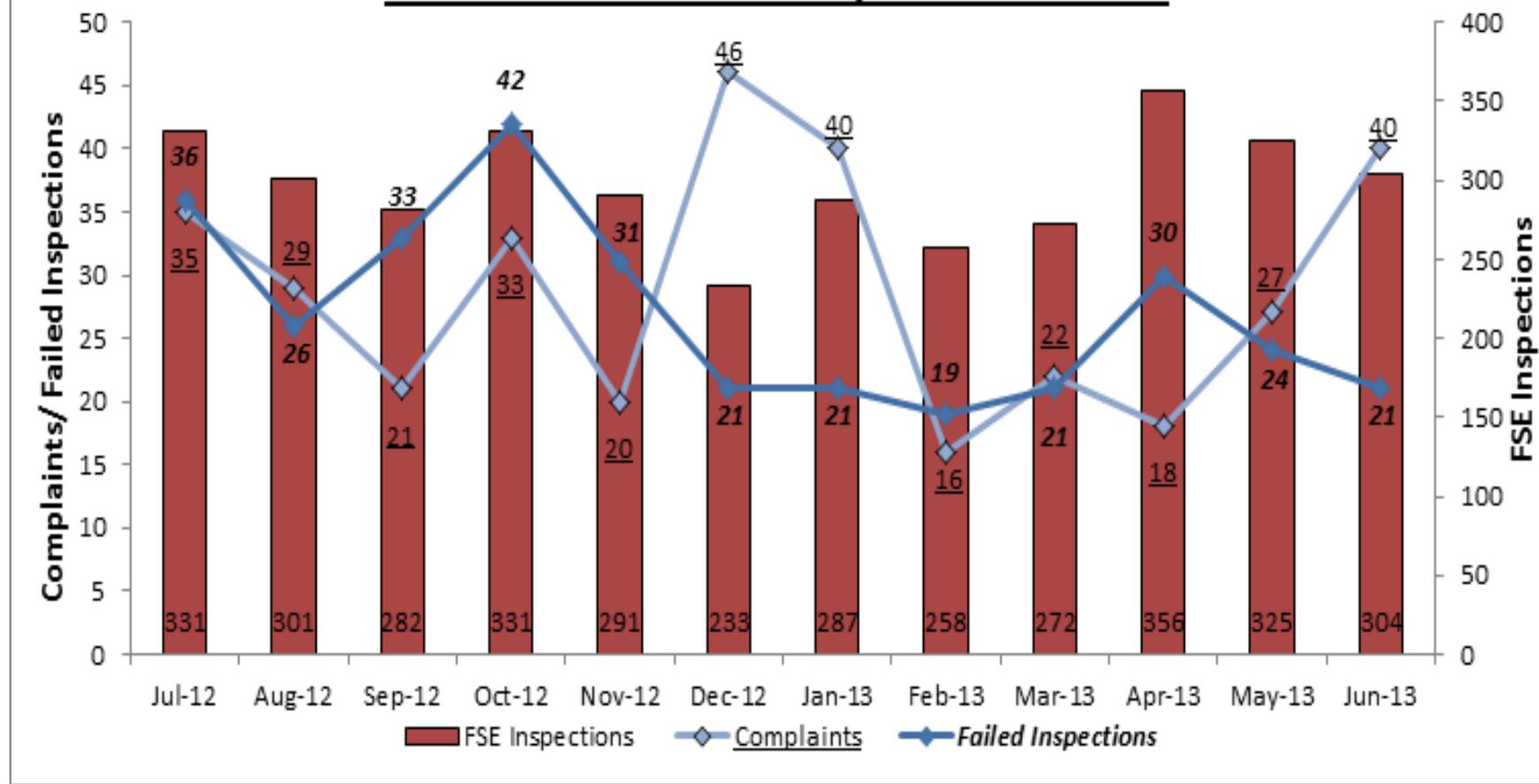


Voluntary Compliance Properties



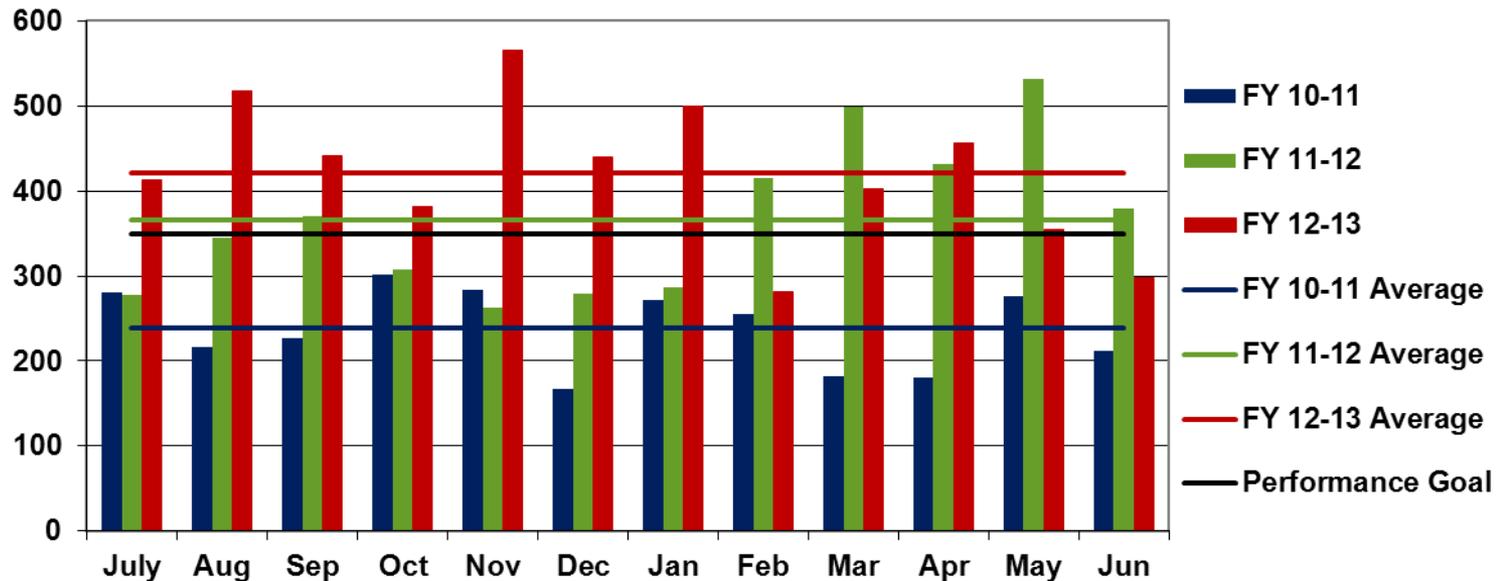


Food Establishment Inspection Actions



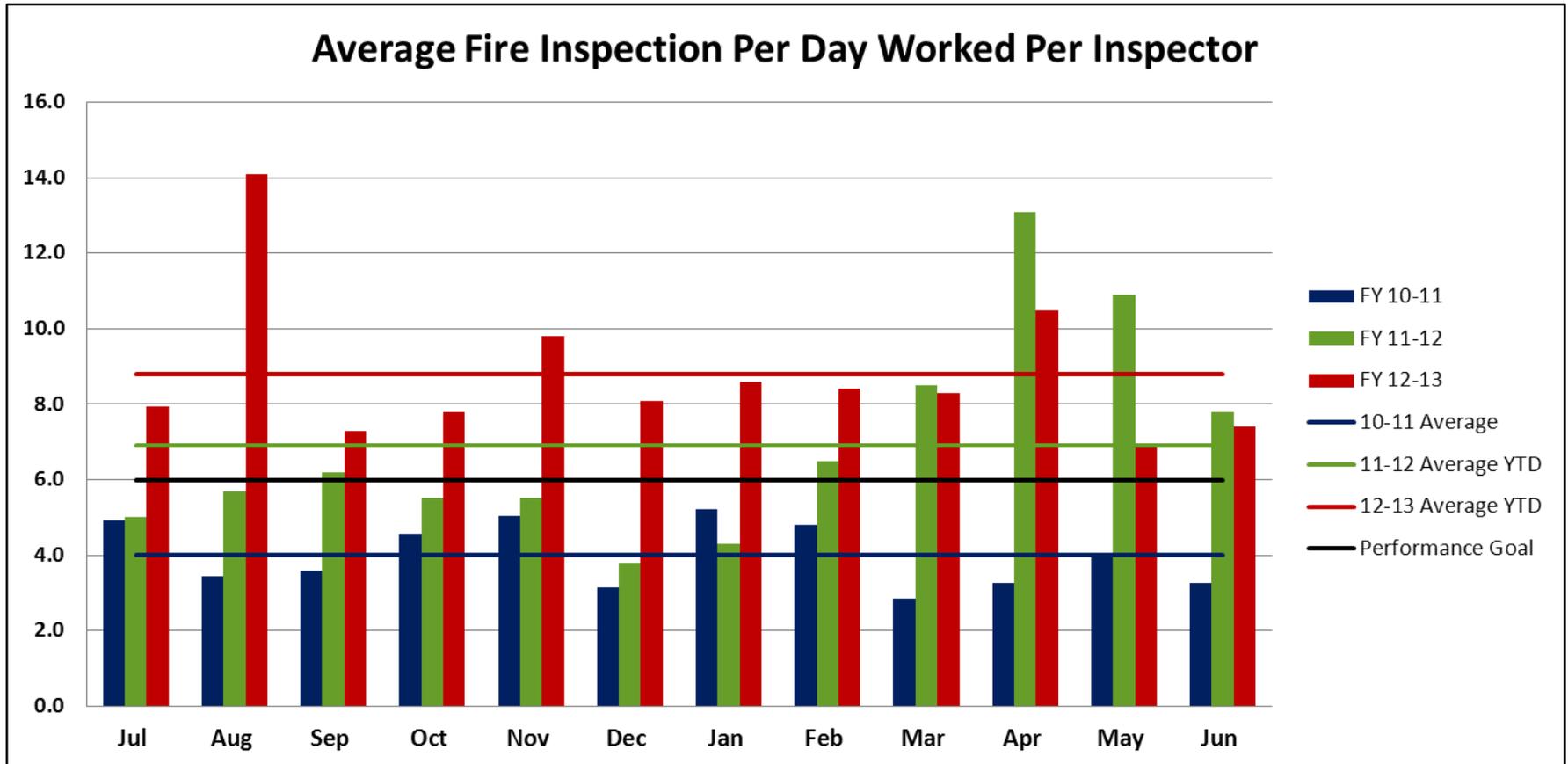
Fire

Comprehensive Inspections/Activities by Month

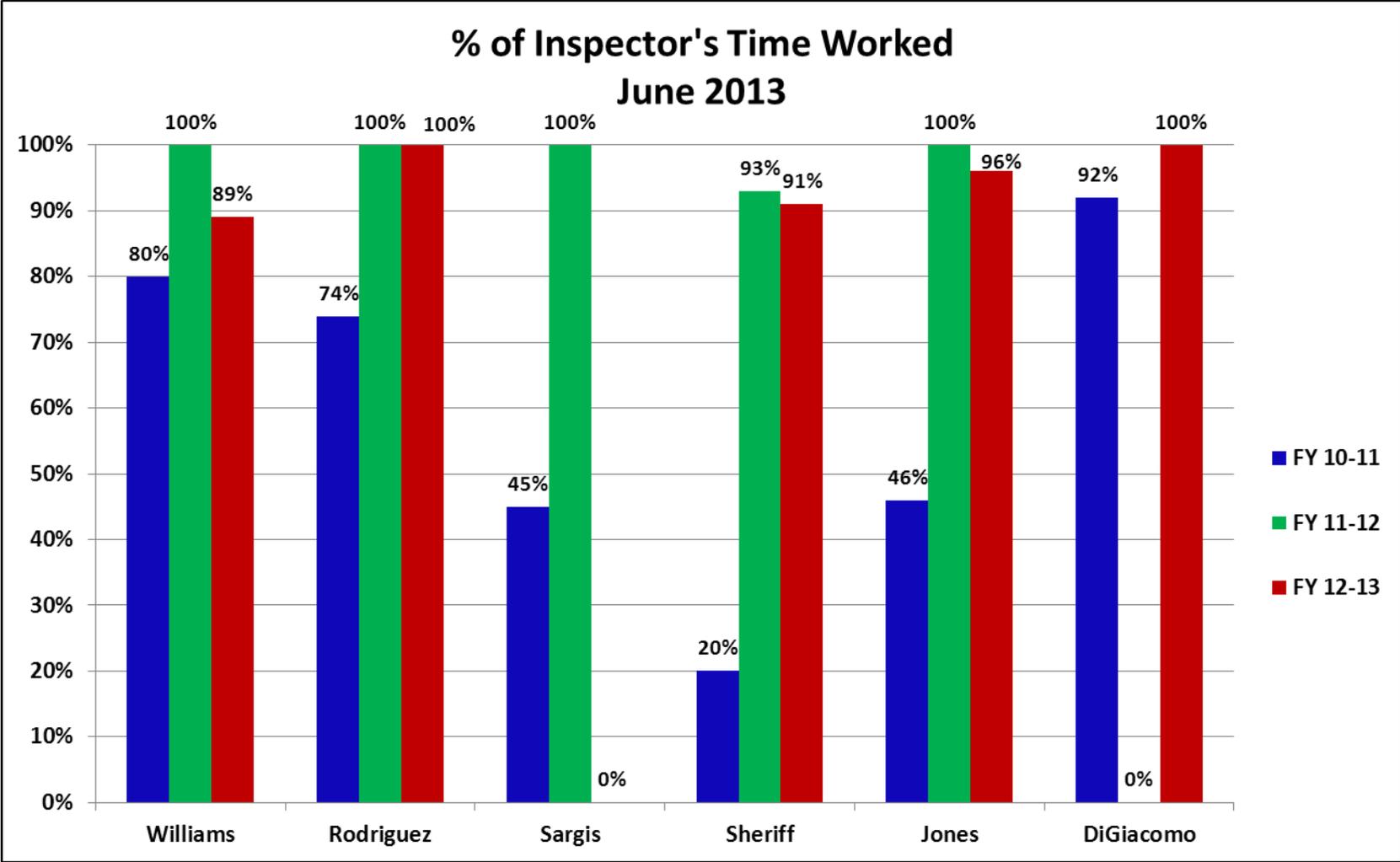


*FY 10-11-Average of 238 inspections per month in the Fiscal Year.
FY 11-12- Average of 348 inspections per month in the Fiscal Year.
FY 12-13- Average of 421 inspections per month YTD
Performance Goal 350*

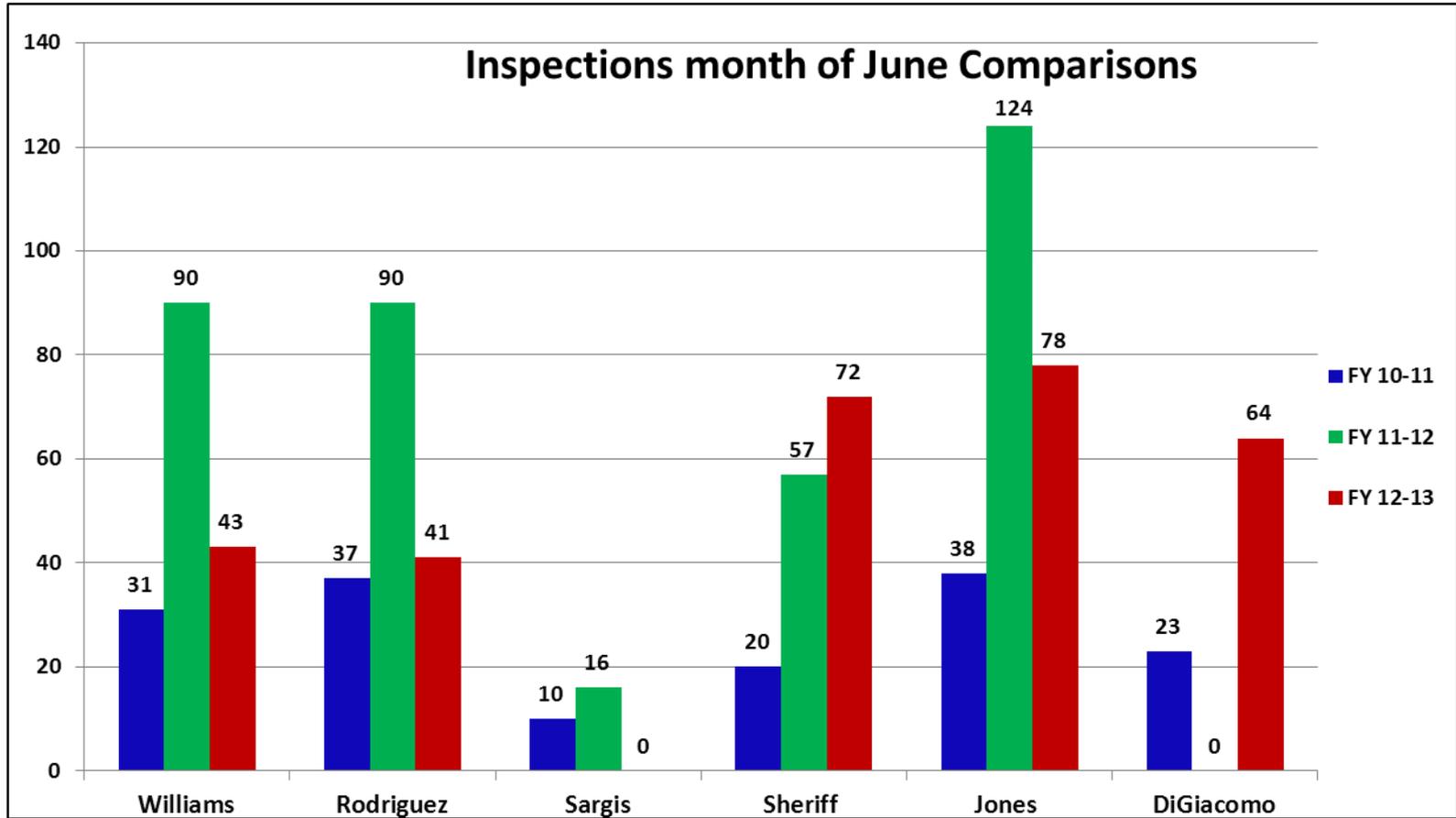
Fire



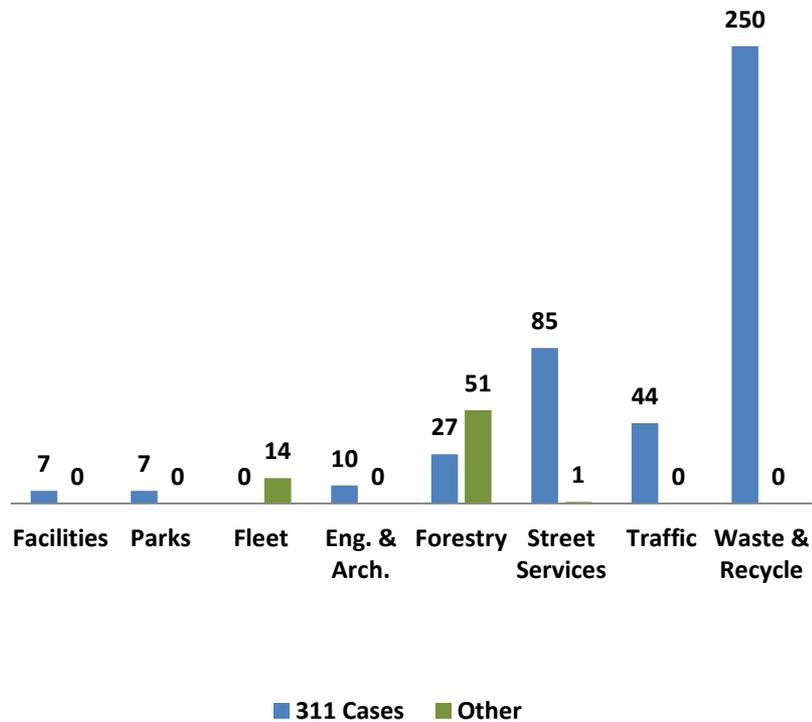
Fire



Fire

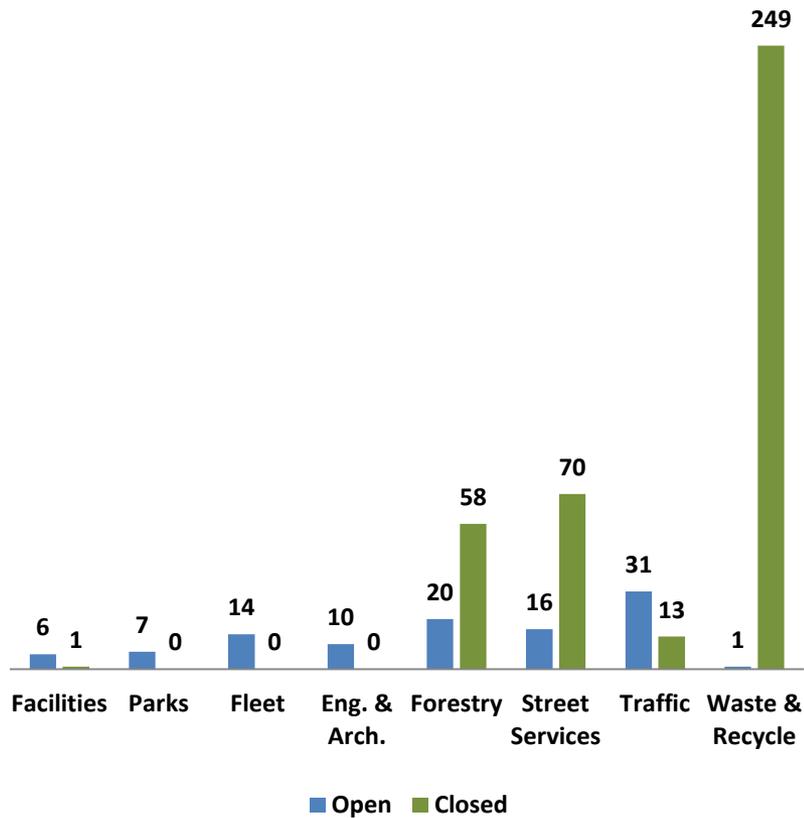


DPW Case Origin



	311 Cases	Other	Total	311 Cases %
Facilities	7	0	7	100%
Parks	7	0	7	100%
Fleet	0	14	14	0%
Eng. & Arch.	10	0	10	100%
Forestry	27	51	78	35%
Street Svcs	85	1	86	99%
Traffic	44	0	44	100%
W & R	250	0	250	100%
Total	430	66	496	87%

DPW June Case Activity



	Open	Closed	Total Cases	% Cases Closed
Facilities	6	1	7	14%
Parks	7	0	7	0%
Fleet	14	0	14	0%
Eng. & Arch.	10	0	10	0%
Forestry	20	58	78	74%
Street Svcs	16	70	86	81%
Traffic	31	13	44	30%
W & R	1	249	250	100%
Total	105	391	496	79%

June DPW Case Facts

- DPW Total Cases for June, 2013: **496**, and **87%** of these cases generated from **311 Call Center**
- 79% of cases from June are closed
- W&R- June cases: **250**, of which **29%** were for *Bulky Waste Collection request*, and **30%** for *Trash Curbside Pick up*
- Forestry- June cases: **78**, of which **36%** were *Tree Maintenance Work*, and **31%** for *Urgent Tree Removal*



Next Steps

- ▶ 8/09/13: Follow-Up Items Released
- ▶ 8/15/13: Data & Follow-Up Items Due

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- ▶ 8/23/13: Presentation Distributed to Attendees
- ▶ 8/27/13: Next Meeting



Thank You