



# 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

06/25/2013

# Agenda

June 25, 2013 Meeting

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

## (Pre) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative as of June 21, 2013	Data		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	1/25/13- Present										
<b>Blight Prevention Consultation Inspection</b>	1	4	1	6	0	2	0	2	0	2	2	<b>14</b>
<b>Property Survey for ABO Process</b>	1	12	0	17	10	41	0	13	11			<b>83</b>
<b>Properties received Preliminary ABO Letters</b>	0	21	0	16	0	17	0	17	0			<b>71</b>

## Implementation of the Anti-Blight Ordinance

Livable and Sustainable Neighborhood Initiative as of June 21, 2013	Data		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	1/25/13- Present										
<b>Properties received Notice of Violation of ABO</b>	1	26	2	11	2	10	0	15	5			<b>62</b>
<b>Properties abated before Citations issued</b>	0	1	0	2	1	1	0	0	1			<b>4</b>
<b>Properties abated of all ABO violations</b>	0	1	1	5	3	4	1	4	5			<b>14</b>

## Implementation of the Anti-Blight Ordinance Continued

Livable and Sustainable Neighborhood Initiative 21, 2013	Data as of June		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	1/25/13- Present										
<b>Properties cited for Violation of ABO</b>	2	26	1	10	0	10	0	5	3	<b>51</b>		
<b>Citation Appeal Hearings</b>	0	10	0	2	0	3	0	2	0	<b>17</b>		
Properties Liable for Citations	0	5	0	0	0	0	0	1	0	<b>6</b>		
Citations have been Stayed/Held	0	4	0	2	0	2	0	0	0	<b>8</b>		
Properties Denied from Citations	0	0	0	0	0	1	0	0	0	<b>1</b>		
<b>Forbearance Agreements (Due to New Owner)</b>	1	2	1	1	0	1	1	2	3	<b>6</b>		

## (Post) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative 21, 2013	Data as of June		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	1/25/13- Present										
<b>Lien Inspections for Default Judgments</b>	6	22	1	7	0	5	0	7	7	<b>41</b>		
<b>Tax Deferral Inspection</b>	0	6	0	10	0	9	0	7	0	<b>32</b>		



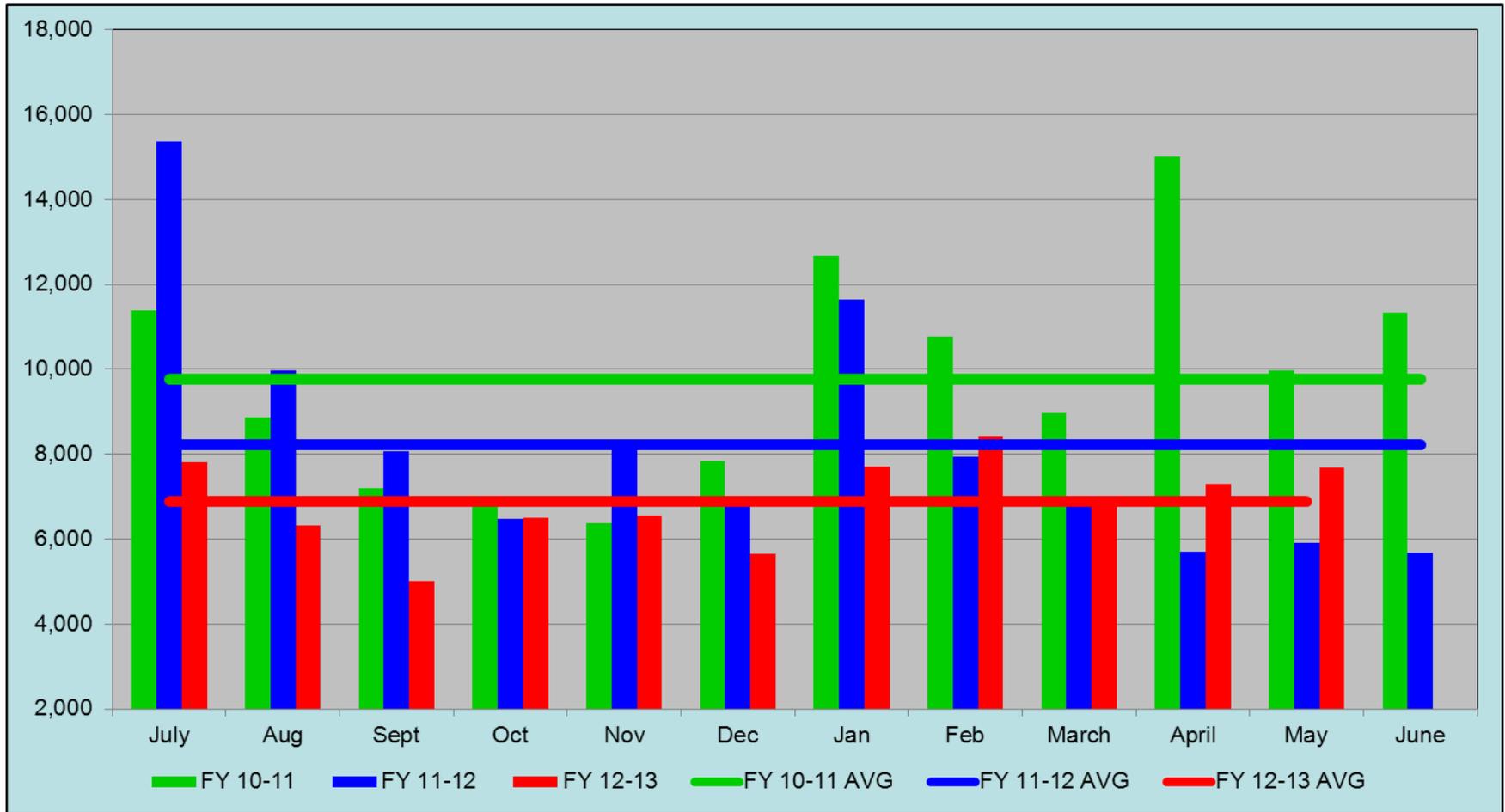
## LSNI Crew

Livable and Sustainable Neighborhood Initiative of June 21, 2013	Data as		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	1/25/13- Present										
Private Property Nuisance Abatements by LSNI Crew (as of 1/25/13)	12	46	6	9	5	7	0	10	23	<b>72</b>		
COH Property CleanUps by LSNI Crew (as of 3/22/13)	30	61	30	44	5	13	4	18	69	<b>136</b>		

## Hartford Restoration Project (HRP)

Livable and Sustainable Neighborhood Initiative of June 21, 2013	Data as		North		Central		West		South		Citywide	
	5/22/13 - 6/21/13	5/10/13- Present										
HRP (I & II) Applications Received	0	0	0	0	1	1	1	1	2	<b>2</b>		
Applications Approved	0	0	0	0	1	1	1	1	2	<b>2</b>		
Work of Scope, Bidding & Construction Phase	0	0	0	0	0	0	1	1	1	<b>1</b>		
Completed HRP Houses	0	0	0	0	0	0	0	0	0	<b>0</b>		

# 311: Incoming Call Volume



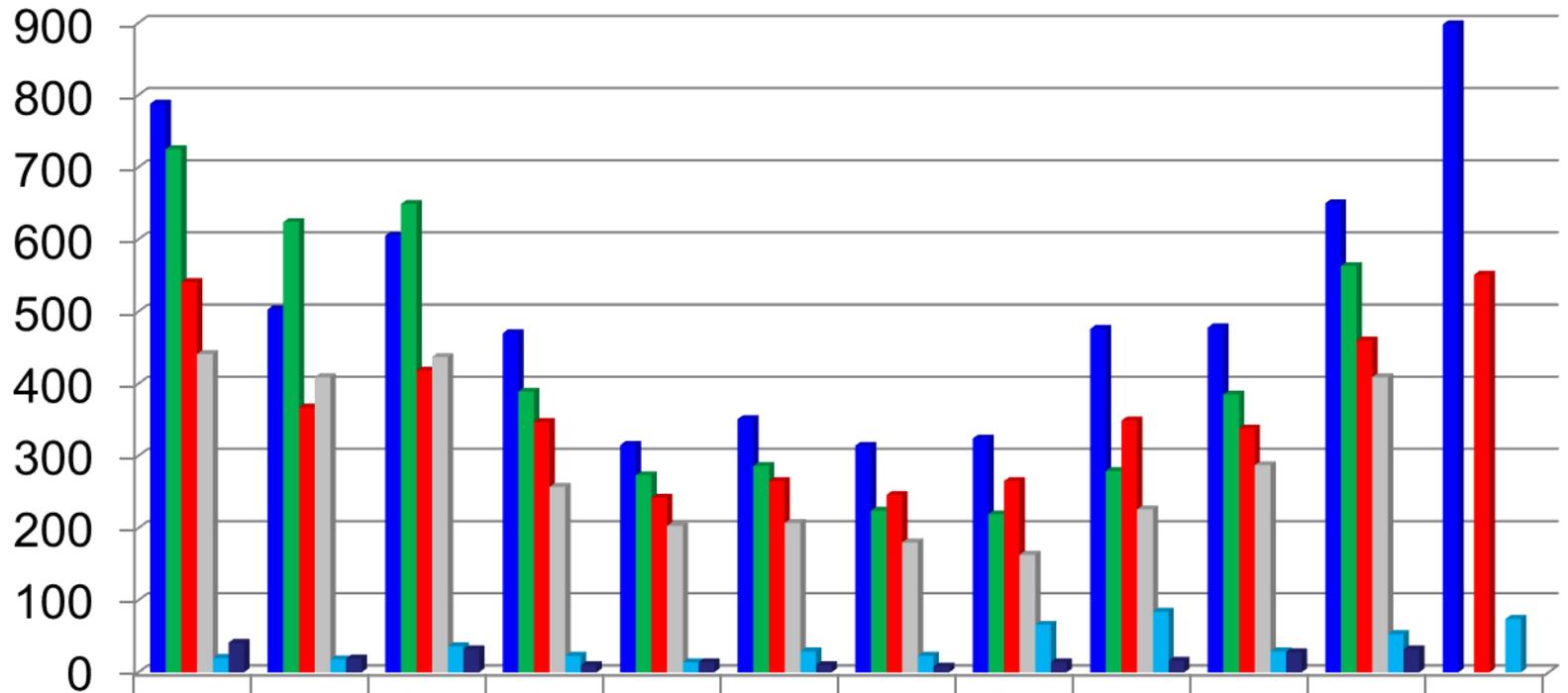
Reset axis to start at 2,000

# Telephone Performance

## April 2013 & May 2013

	Calls		Abandoned		Avg Talk Time		Avg Wait Time		Max Wait Time	
	Apr	May	Apr	May	Apr	May	Apr	May	Apr	May
English	6320	6453	249	270	1:54	1:49	0:18	0:21	1:32	1:38
English Overflow	481	764	89	151	1:41	1:58	1:05	1:19	4:30	5:18
Spanish	451	428	62	55	2:22	2:12	0:17	0:19	1:34	1:34
Spanish Overflow	19	36	3	7	1:36	3:16	1:31	1:01	2:35	3:32

# Noise Complaints-By Month

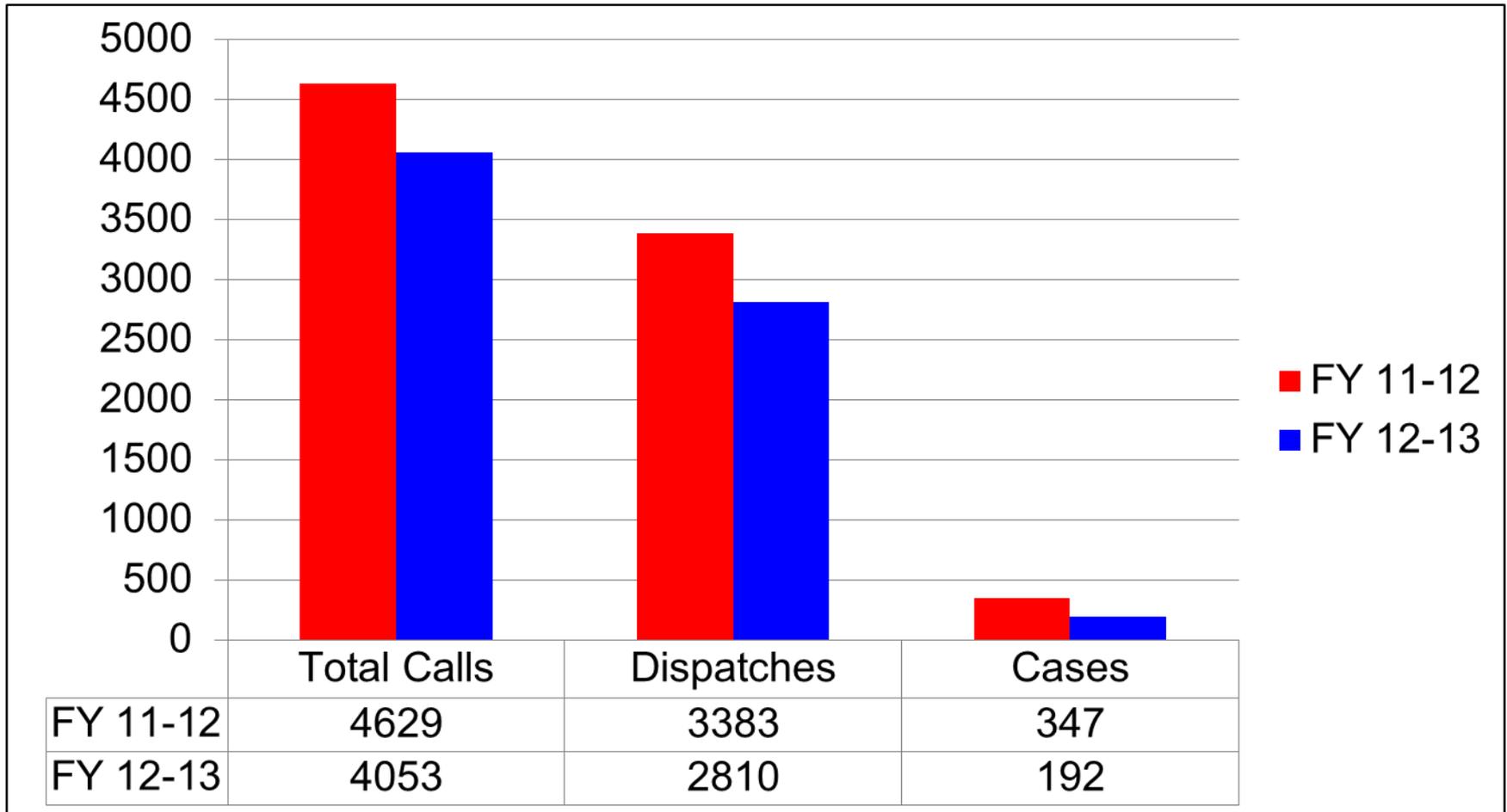


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
■ Calls FY 11-12	788	503	605	470	315	351	314	324	476	478	650	898
■ Calls FY 12-13	725	624	649	389	273	286	224	219	279	385	563	
■ Dispatches FY 11-12	541	367	418	347	242	265	246	265	349	338	460	551
■ Dispatches FY 12-13	441	409	437	257	203	207	180	163	226	287	409	
■ 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	

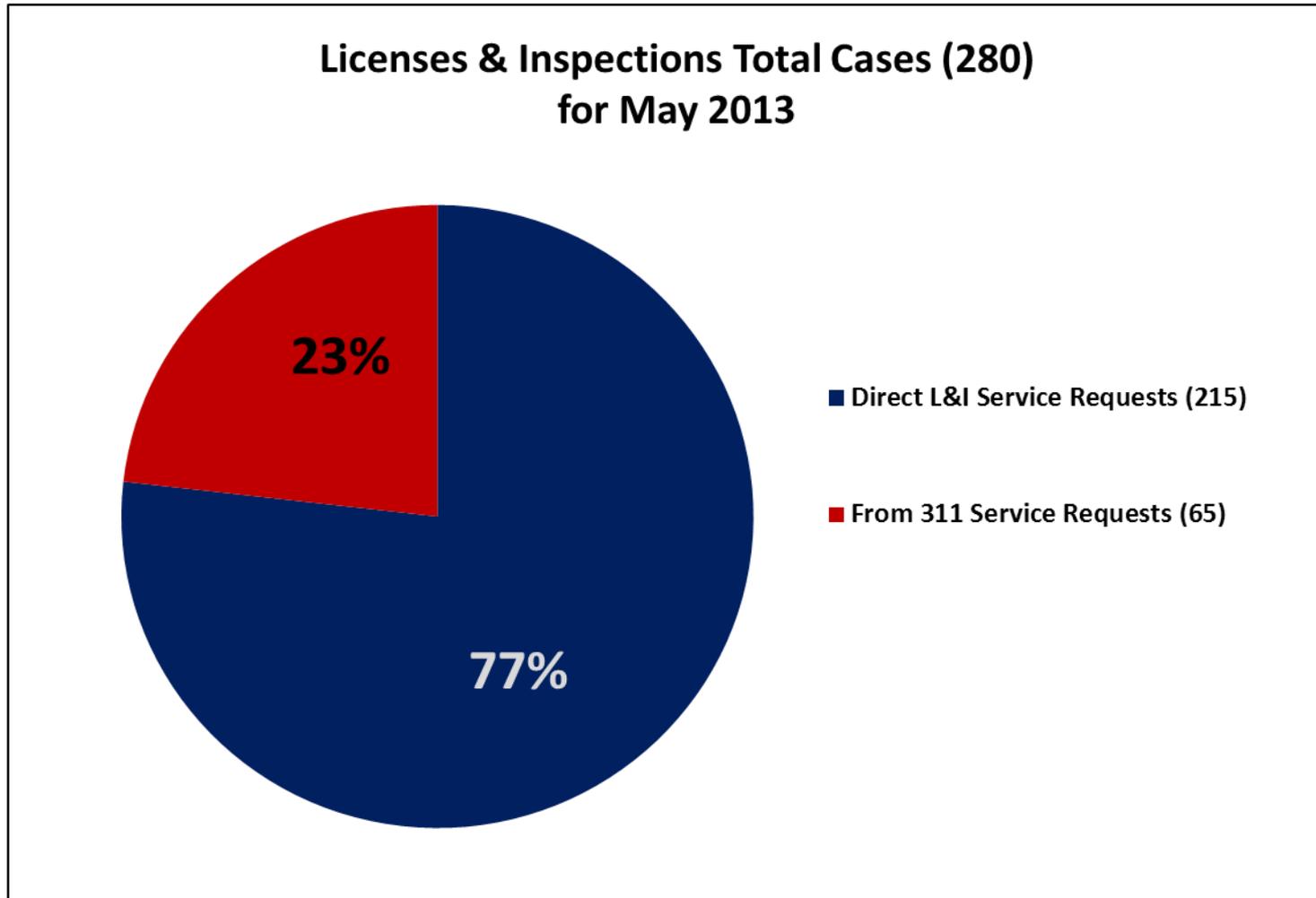
# Noise Complaints-Action Taken

Action Taken	Counts
Arrest Made	28
Civil matter	18
Declined Police Action	63
Erroneous Call	13
Group Dispersed	33
Incident Report Filed	36
Left Scene Before Officer Arrived	228
Motor Vehicle Arrest	4
Other Action	1,968
Parking Ticket Issued	5
Referred to Other Agency	2
Settled by Officer	234
Traffic Infraction Issued	14
Unable to Locate	65
Verbal Warning	298
Written Warning	12
Cancel Call	99
<b>Total</b>	<b>3,120</b>

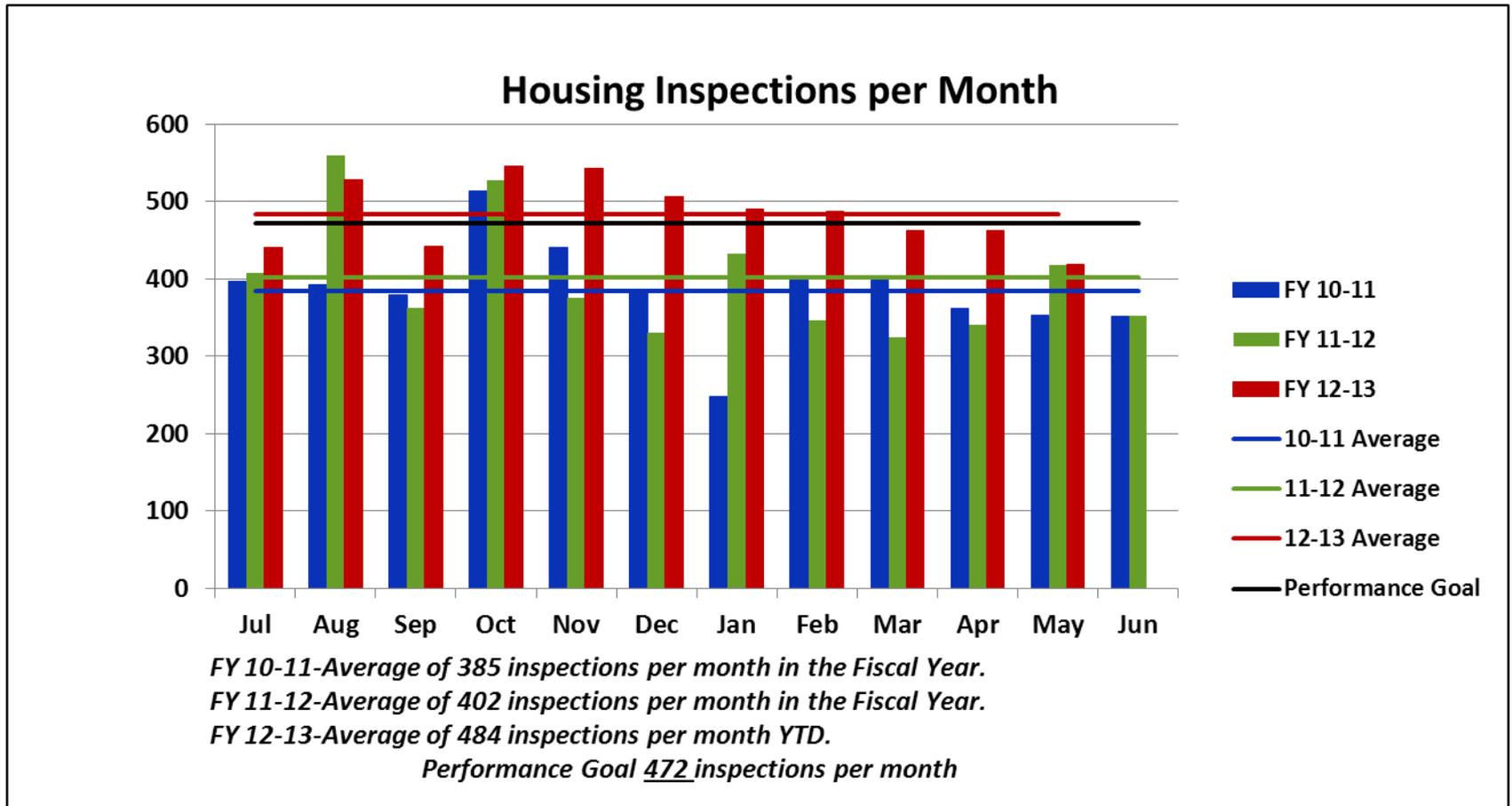
# Noise Complaints-Year / Year



# Dev. Services- Housing Code Violations



# Dev. Services- L & I Housing Code Inspections

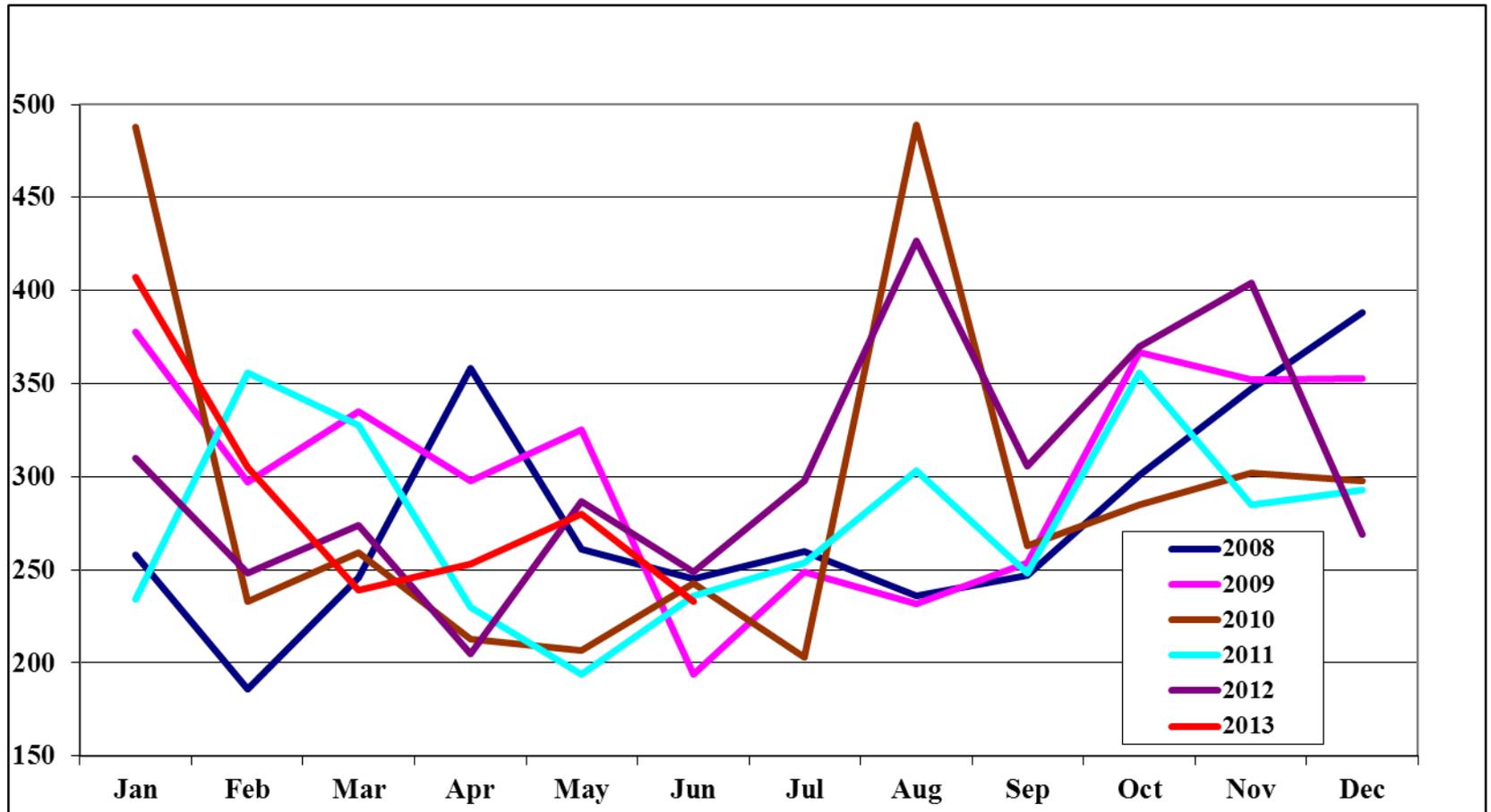


# Dev. Services- Housing Code Violations

	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>	<b>FY 12-13 YTD Projection</b>
<b>Total Housing Code Violation by LSNI Districts</b>	<b>3,450</b>	<b>3,412</b>	<b>3,307</b>	<b>3,553</b>	<b>3,876</b>
North	903	950	914	857	<b>935</b>
Central	531	576	477	509	<b>555</b>
South	637	653	720	941	<b>1,027</b>
West	1302	1159	1072	1146	<b>1,250</b>
North/South Meadows	77	74	124	100	<b>109</b>

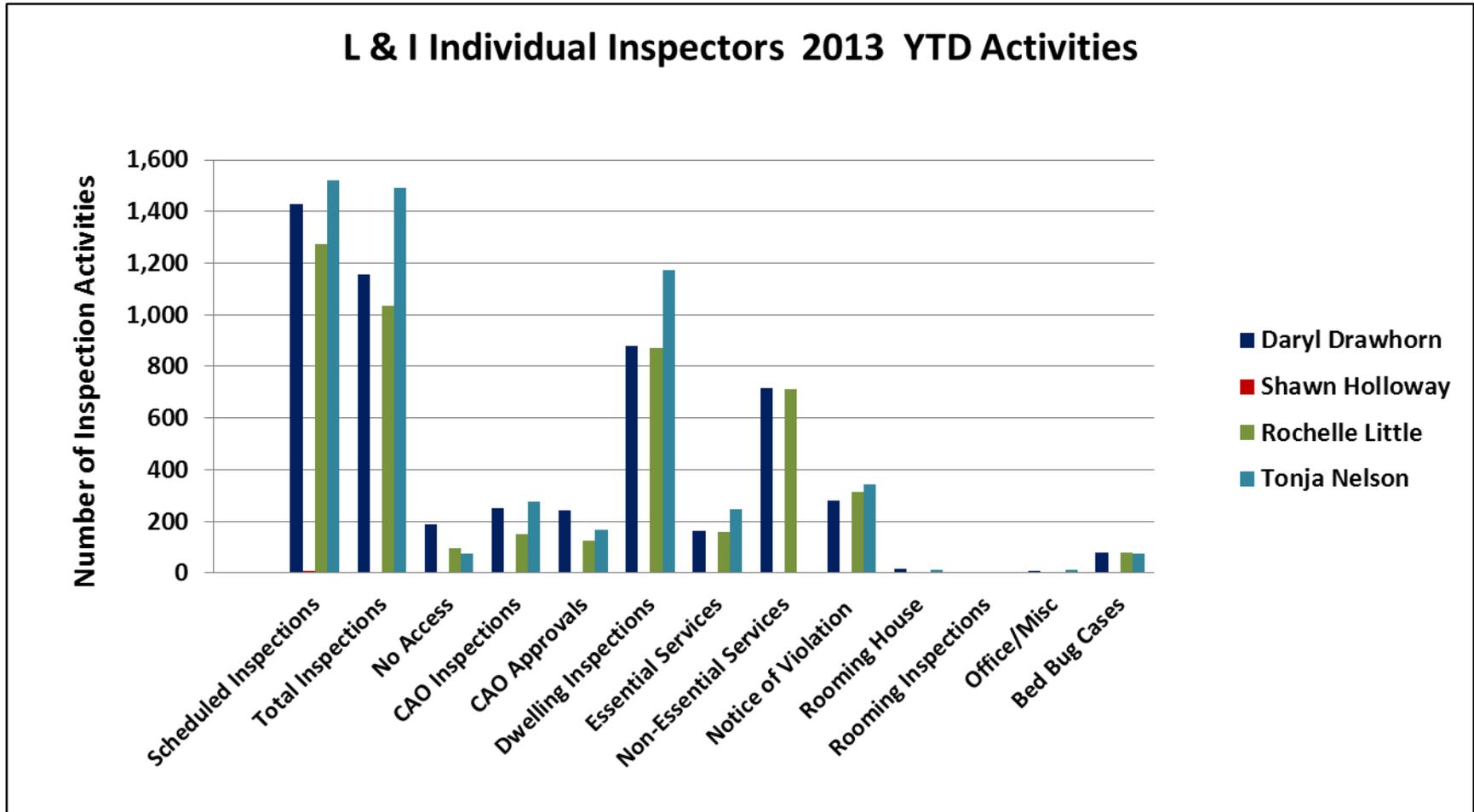
**Violations by LSNI Inspection Areas, FY 12-13 from  
July 1, 2012 to May 31, 2013**

# Dev. Services- Housing Code Violations



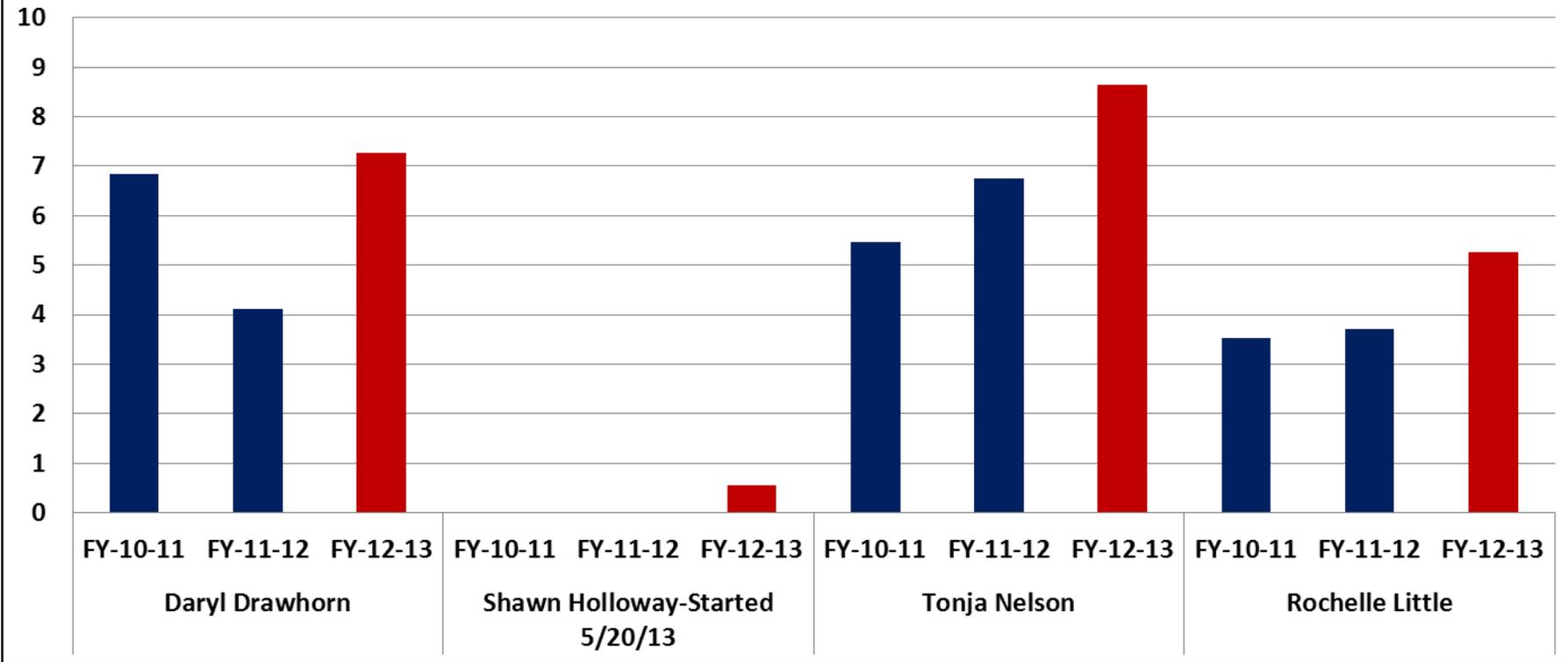
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# Dev. Services- L & I Housing Inspections

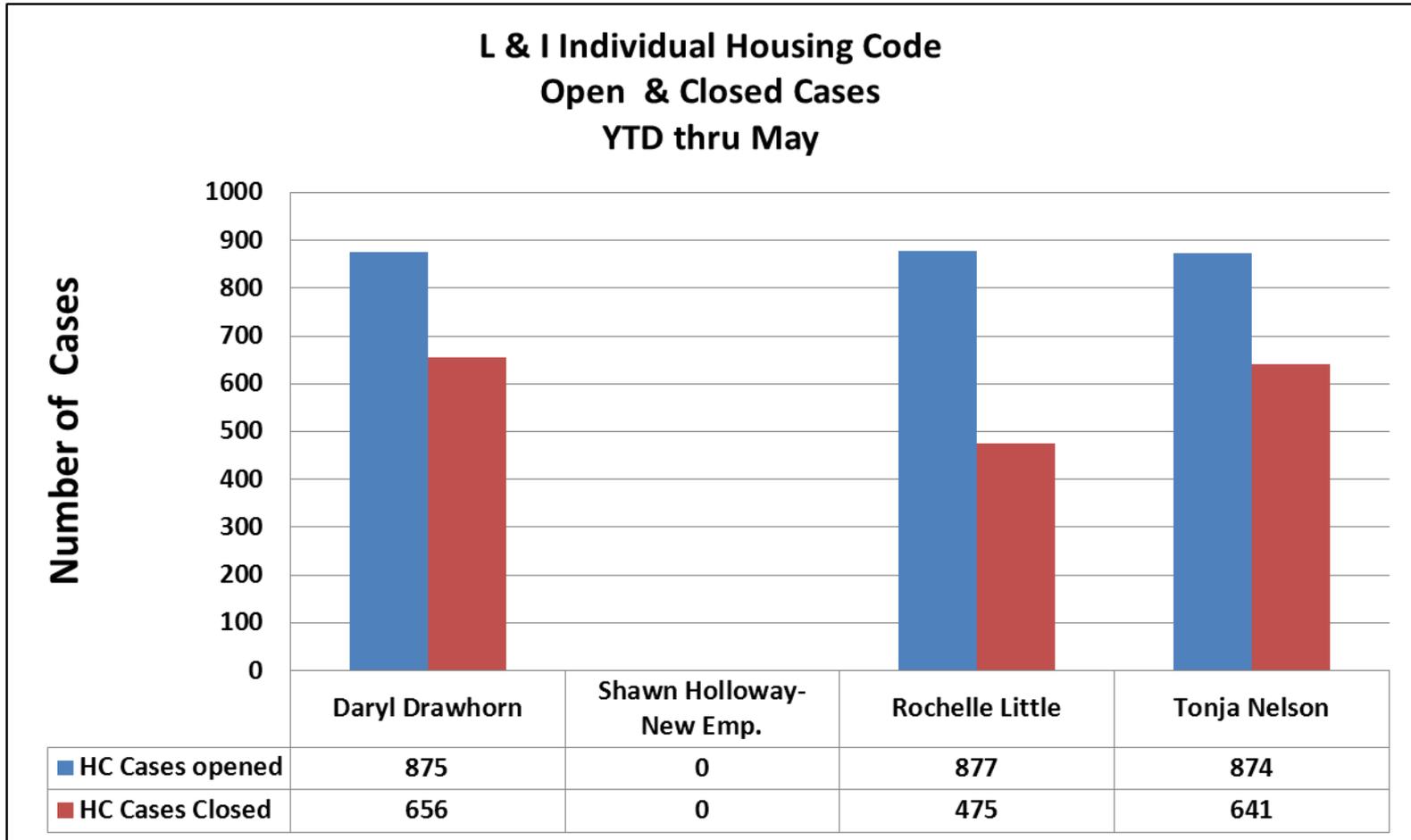


# Dev. Services- L & I Housing Inspections

**Average # Inspections per Inspector per Day  
YTD through May 2013**



# Dev. Services- L & I Housing Code Inspections



<b>Total Inspectors Cases</b>	<b>Open- 2,626</b>	<b>Closed - 1,772</b>
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# Dev. Services- Zoning Regulatory Inspections & Cases thru April 2013.

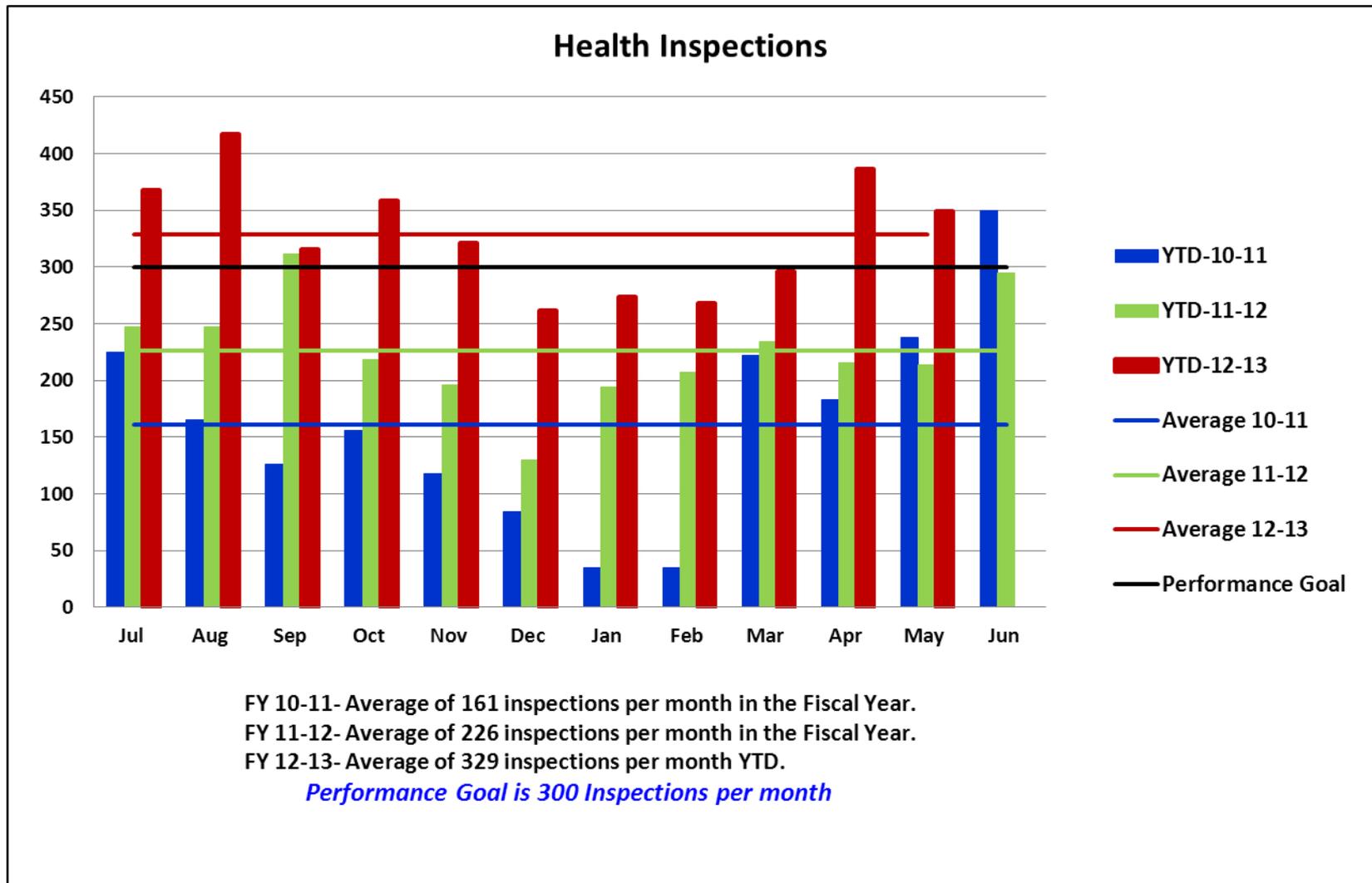
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Inspector	Month	Scheduled Inspections	Total Insp	No Access	Illegal rooming houses	Excessive Vehicles @ Residential	Repair/park Vehicles @ Commercial	Change of use, Illegal use, no Permit
<b>Kionna Osayande</b>	July-12				0	0	0	3
Started on 8/20/2012	August-12	9	19		5	5	2	7
<b>Tammy McBride</b>	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
	<b>May-13</b>	<b>43</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>4</b>
	June-13							
<b>Totals FY-last month</b>		<b>388</b>	<b>413</b>	<b>11</b>	<b>21</b>	<b>46</b>	<b>15</b>	<b>58</b>
<b>Total by FY-Insp Report</b>	<b>7/1/12-05/31/13 Report ran on 06/06/13</b>	398	403	11				

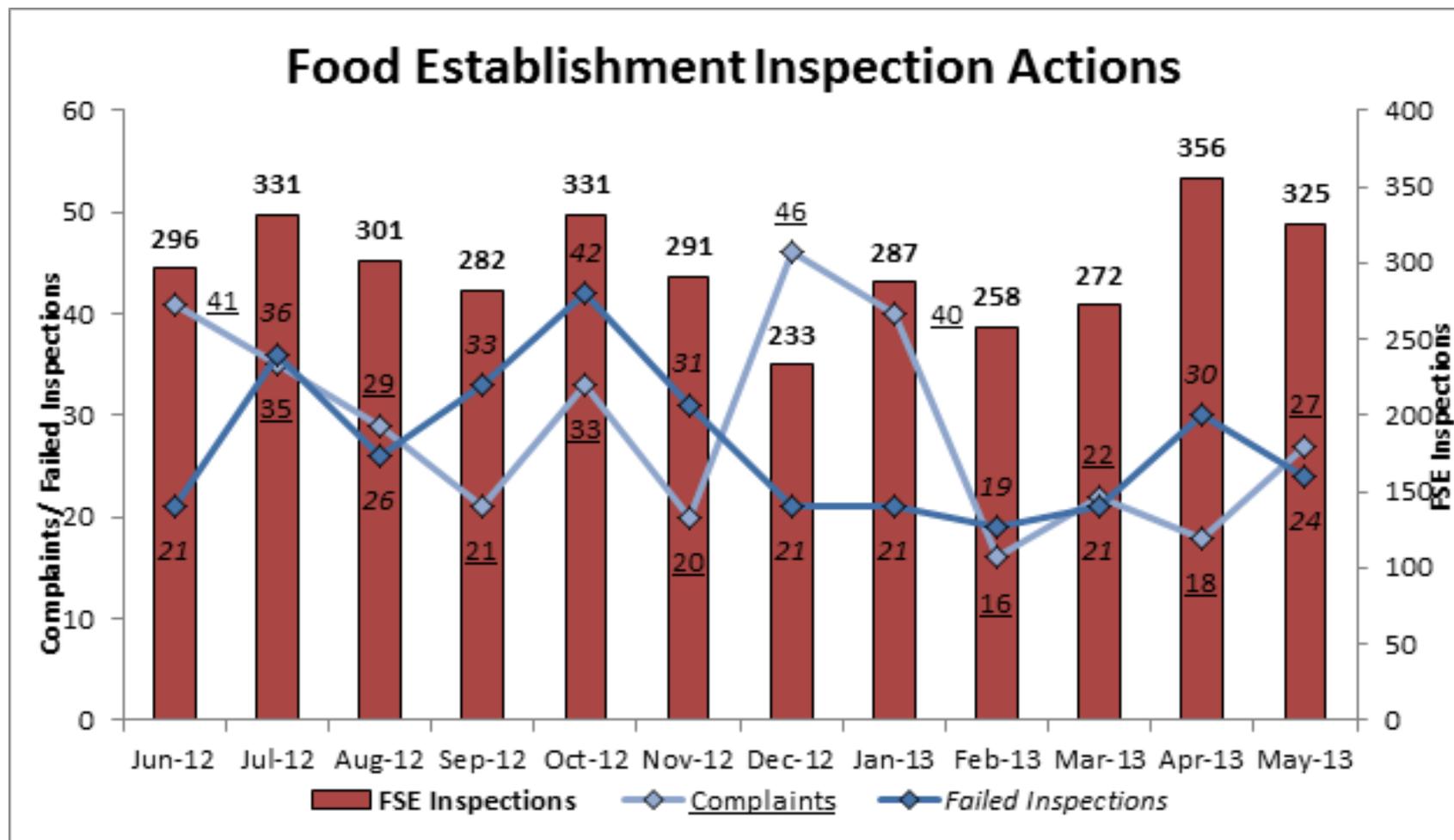
# Dev. Services- Zoning Regulatory Inspections & Cases thru April 2013

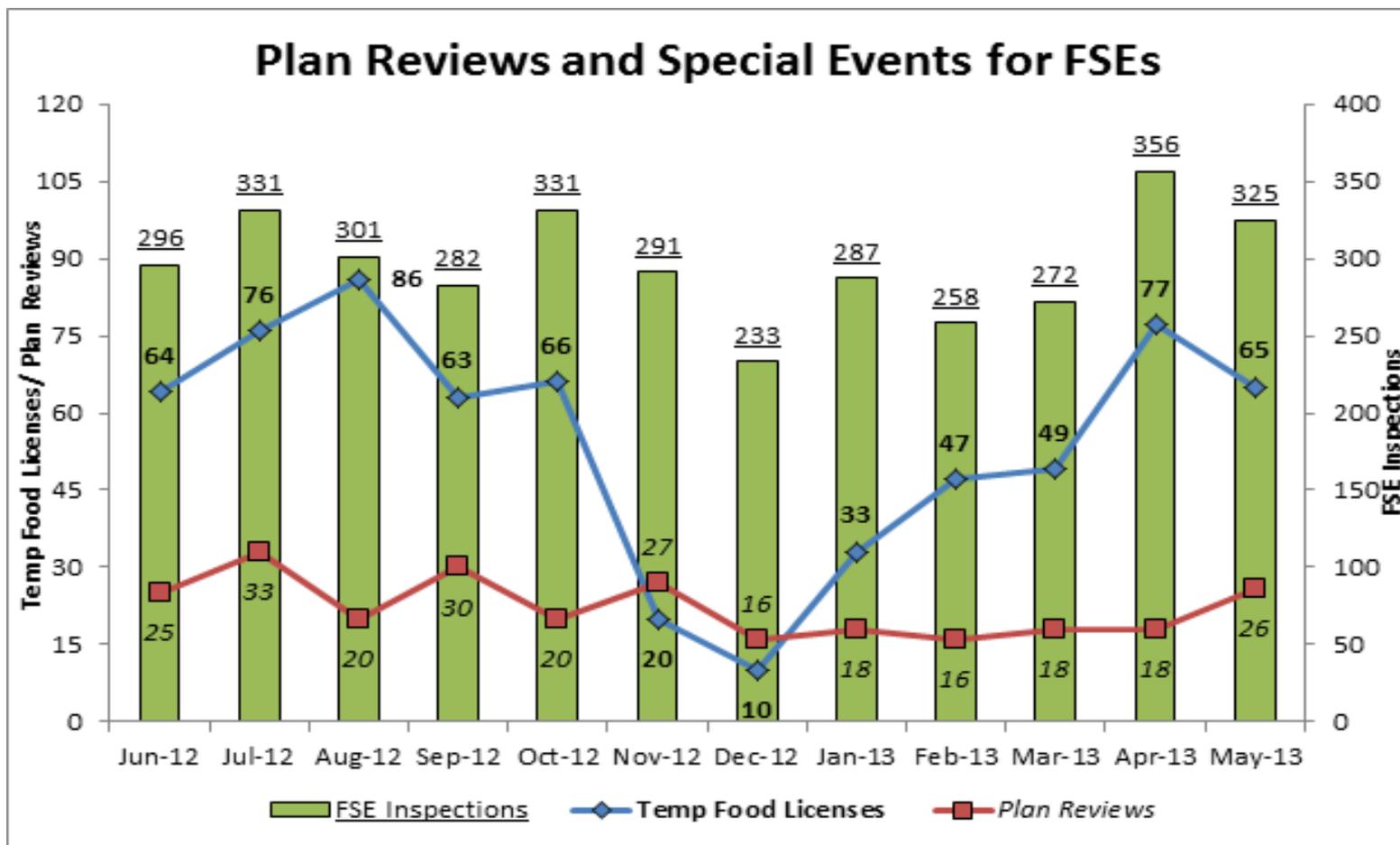
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Inspector	Month	Sign/ Fence Violations	Rooming House/ LSNI-Compliance	Initial contact letters sent	Notice of Violations sent	Sent to Corp Counsel	Cases created	Cases Closed	Cases from 311	Closed 311 cases
<b>Kionna Osayande</b>	July-12	0	0				10	10	9	9
Started on 8/20/2012	August-12	2	1	22			14	13	8	9
<b>Tammy McBride</b>	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
	<b>May-13</b>	<b>3</b>	<b>4</b>	<b>13</b>	<b>5</b>	<b>0</b>	<b>19</b>	<b>9</b>	<b>6</b>	<b>4</b>
	June-13						0			
<b>Totals FY-last month</b>		<b>20</b>	<b>39</b>	<b>88</b>	<b>10</b>	<b>2</b>	<b>198</b>	<b>146</b>	<b>81</b>	<b>67</b>
<b>Total by FY-Insp Report</b>	<b>7/1/12-05/31/13 Report ran on 06/06/13</b>					2	198	157	82	70



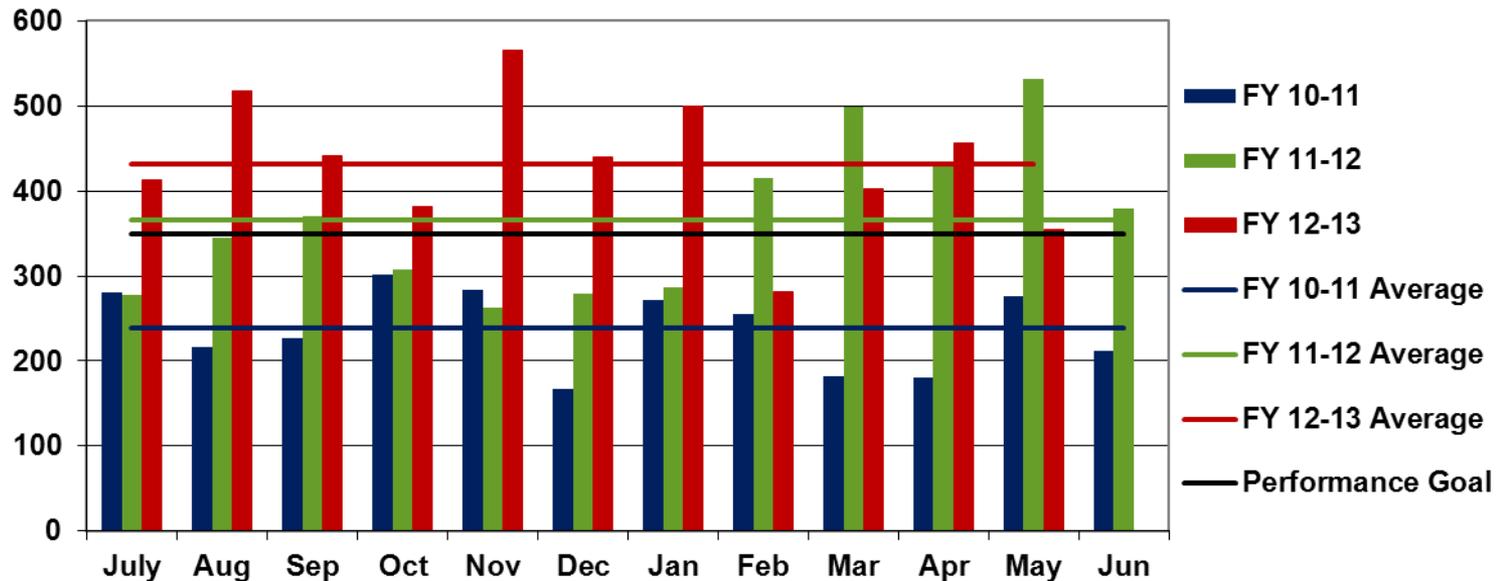
	Rodent Control Baited Properties	Routine Inspections		Reinspections		Notices of Violation		Notices of Citation		Referrals to Corporation Counsel / LSNI		Voluntary Compliance Properties	
Inspector	May-13	Apr-13	May-13	Apr-13	May-13	Apr-13	May-13	Apr-13	May-13	Apr-13	May-13	Apr-13	May-13
Richard Nieves		42	60	36	22	16	30	3	3	1	3	17	11
Trishanna Branford		22	60	15	24	22	57	8	14	8	14	6	10
Seon Altius		9	69	0	33	8	60	0	11	0	11	0	22
Victor Garcia		44	81	0	17	44	81	0	6	0	6	0	11
Dan Lusa	124		20		5								
<b>TOTAL</b>	<b>124</b>	<b>117</b>	<b>290</b>	<b>51</b>	<b>101</b>	<b>90</b>	<b>228</b>	<b>11</b>	<b>34</b>	<b>9</b>	<b>34</b>	<b>23</b>	<b>54</b>





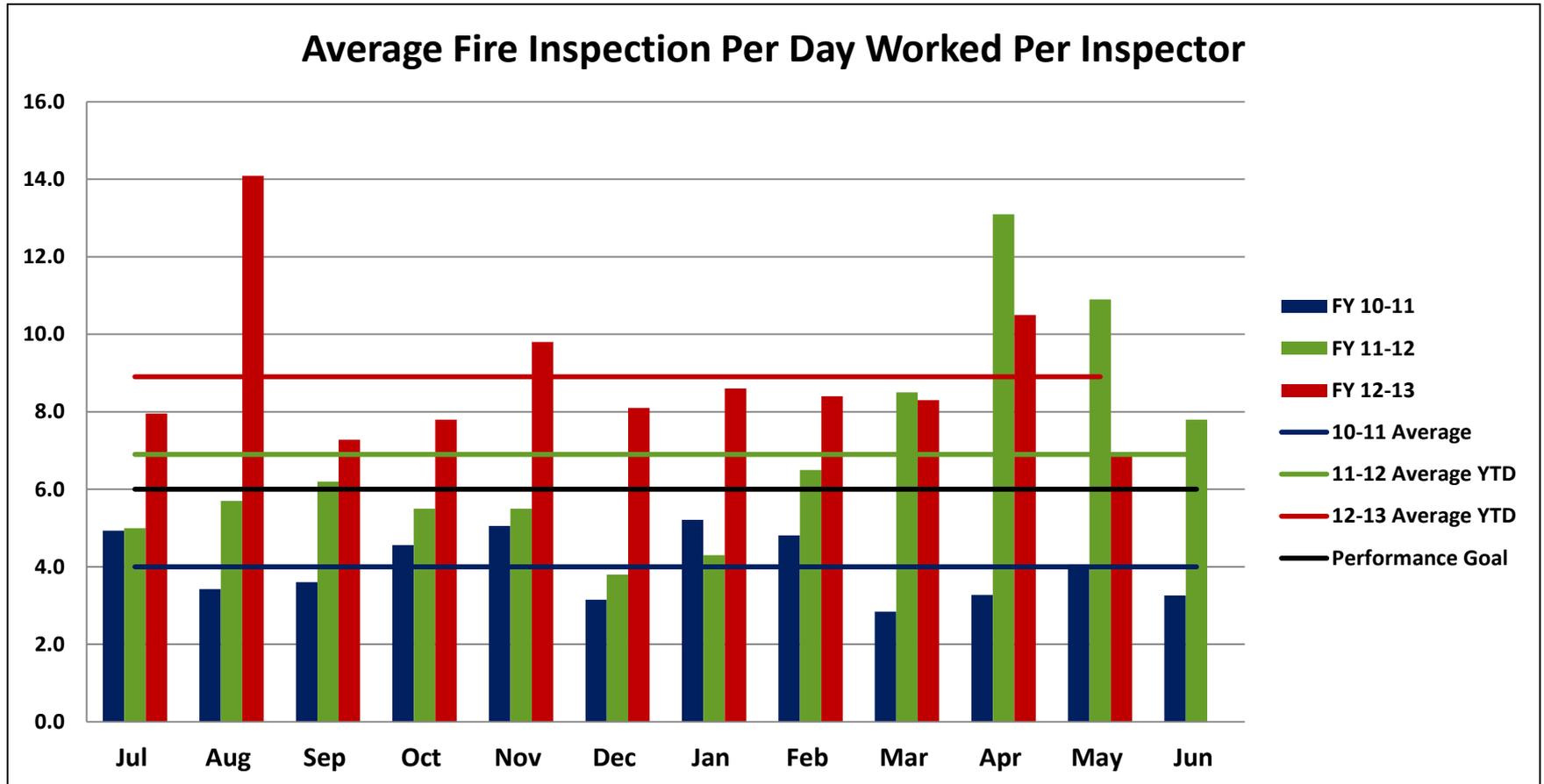
# Fire

## Comprehensive Inspections/Activities by Month

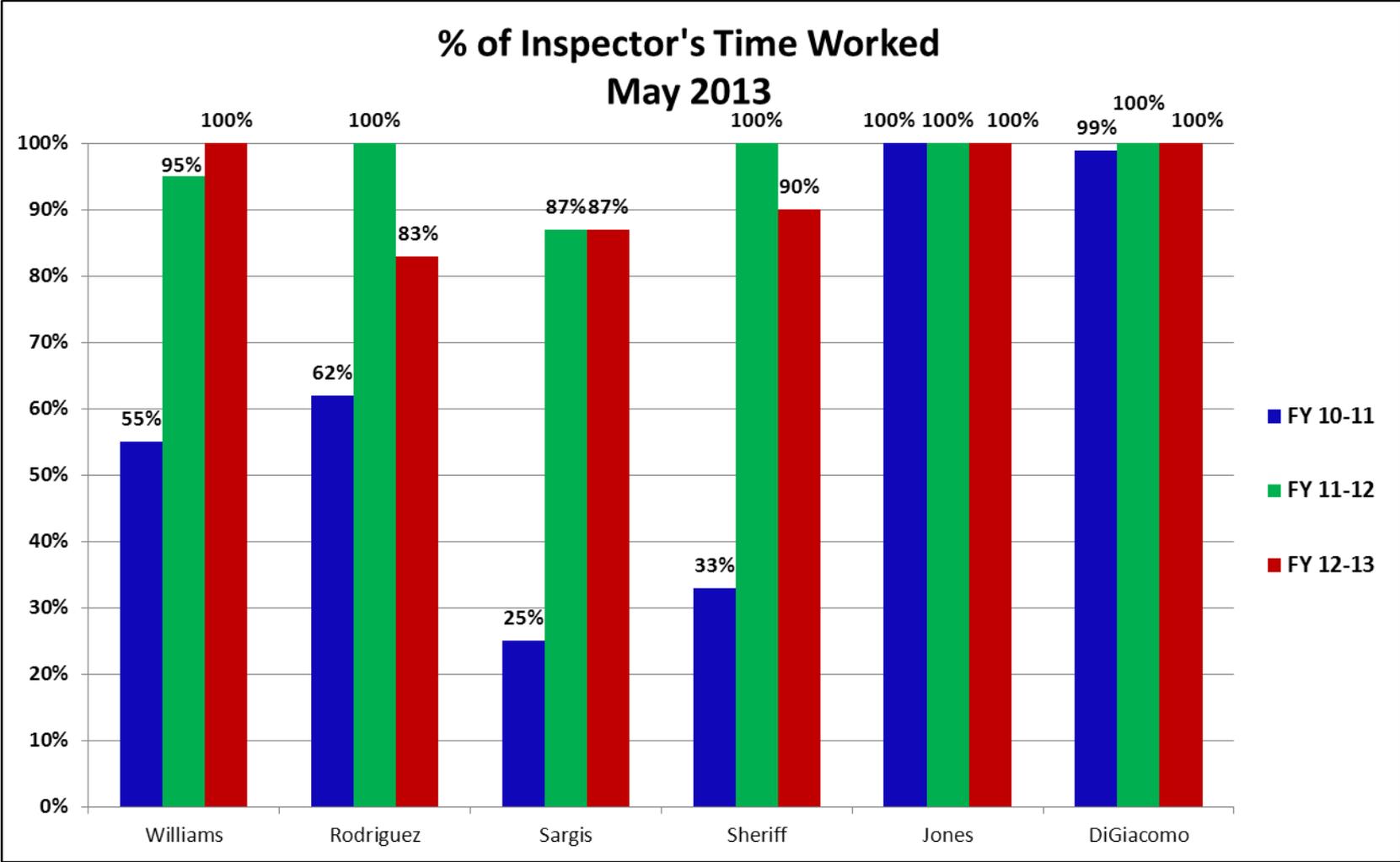


*FY 10-11-Average of 238 inspections per month in the Fiscal Year.  
FY 11-12- Average of 348 inspections per month in the Fiscal Year.  
FY 12-13- Average of 440 inspections per month YTD  
Performance Goal 350*

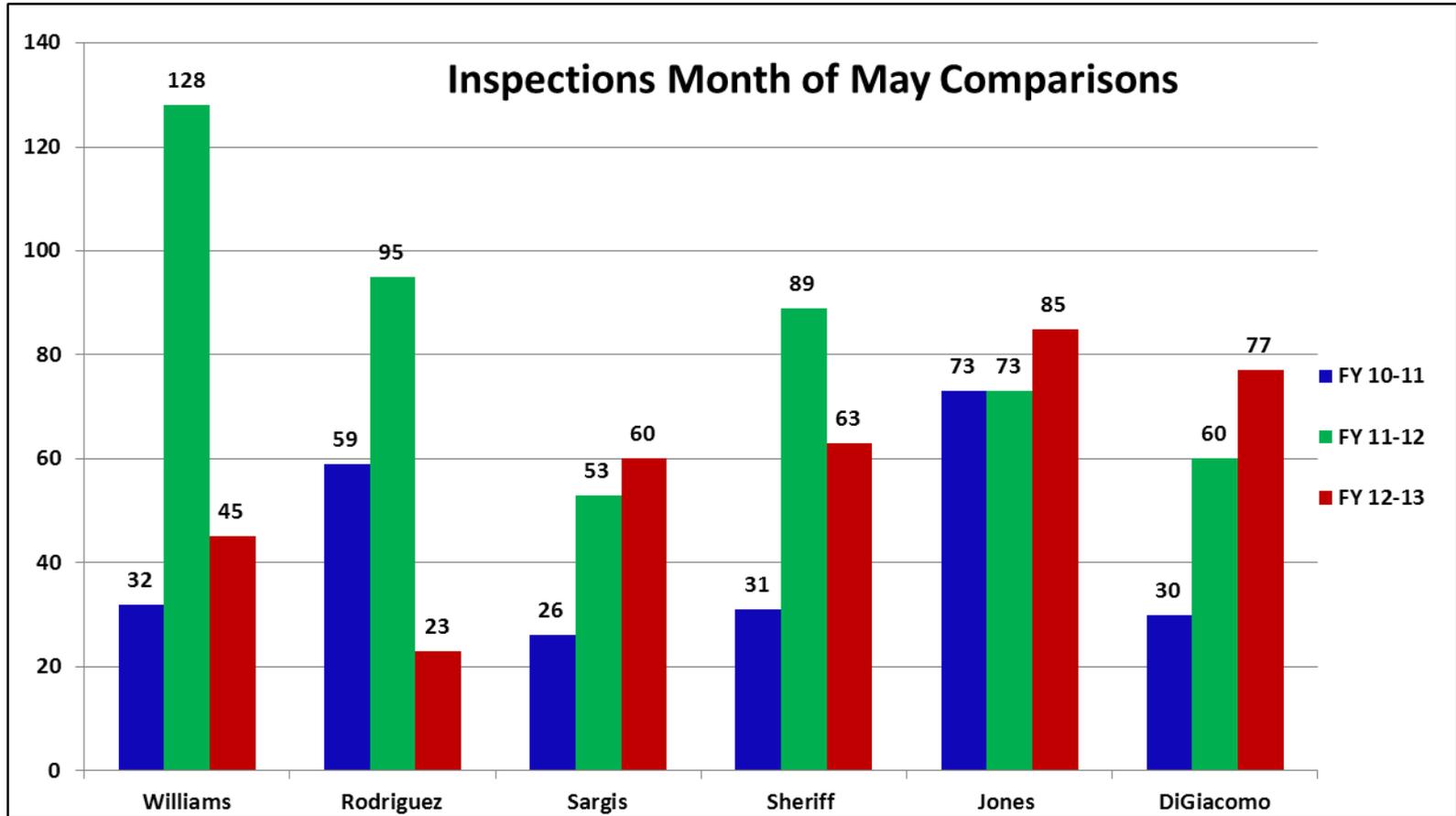
# Fire



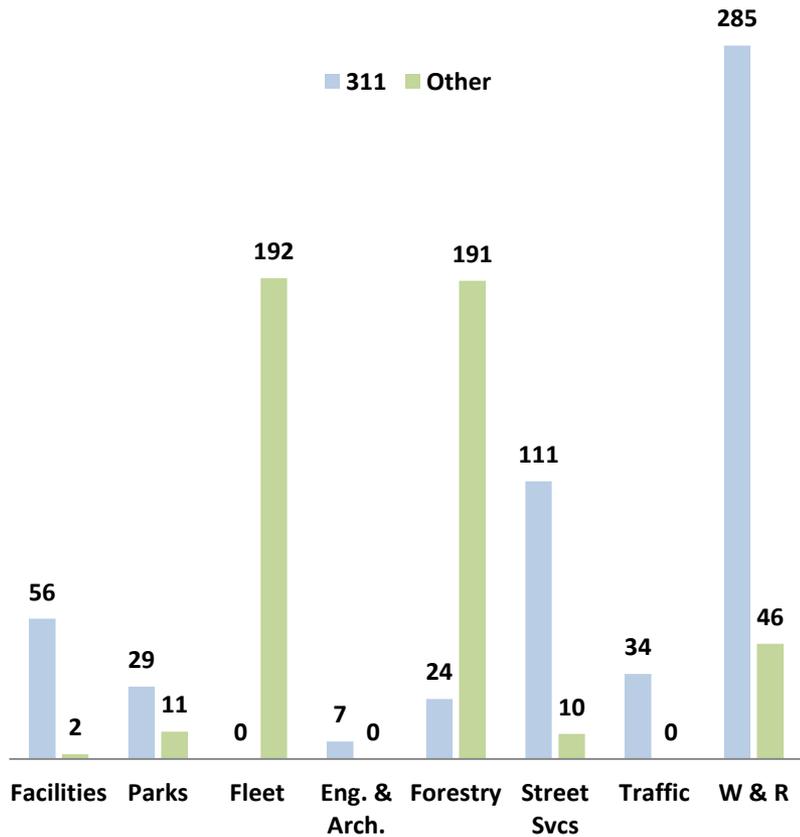
# Fire



# Fire

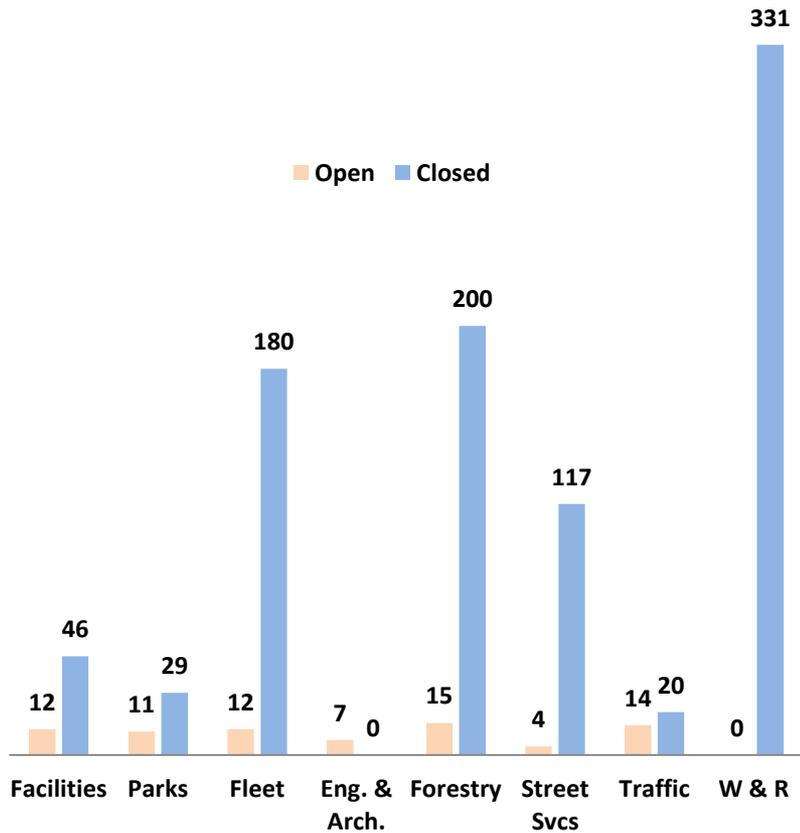


# DPW Case Origin



	311 Cases	Other	Total	311 Cases %
Facilities	56	2	58	97%
Parks	29	11	40	73%
Fleet	0	192	192	0%
Eng. & Arch.	7	0	7	100%
Forestry	24	191	215	11%
Street Svcs	111	10	121	92%
Traffic	34	0	34	100%
W & R	285	46	331	86%
<b>Total</b>	<b>546</b>	<b>452</b>	<b>998</b>	<b>55%</b>

# DPW May Case Activity



	Open	Closed	Total Cases	% Cases Closed
Facilities	12	46	58	79%
Parks	11	29	40	73%
Fleet	12	180	192	94%
Eng. & Arch.	7	0	7	0%
Forestry	15	200	215	93%
Street Svcs	4	117	121	97%
Traffic	14	20	34	59%
W & R	0	331	331	100%
<b>Total</b>	<b>75</b>	<b>923</b>	<b>998</b>	<b>92%</b>

# May DPW Case Facts

- DPW Total Cases for May, 2013: **998**, and **55%** of these cases generated from **311 Call Center**
- 92% of cases from May are closed
- W&R- May cases: **331**, of which **93** were for *Bulky Waste Collection request*, and **82** for *Trash Curbside Pick up*
- Forestry- May cases: **263**, of which **191** were *Tree Maintenance Work*.



# Next Steps

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- ▶ 7/09/13: Follow-Up Items Released
- ▶ 7/15/13: Data & Follow-Up Items Due

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- ▶ 7/22/13: Presentation Distributed to Attendees
- ▶ 7/23/13: Next Meeting



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# Thank You