



The City of Hartford has conducted an annual citizen's survey for the past four years. The results are used to identify problem areas and gauge residents' opinions of city services, education and public safety. The survey is conducted scientifically to be truly representative of Hartford. Care is taken to match demographic breakdowns such as race, gender, age, etc. so that the survey results are not skewed by any particular group. It takes about 10 times the number of calls to find respondents who are willing to answer all the questions. Calls are made by a company that has bilingual operators (Spanish and English). The results of the survey are shared with department heads so that they can delve deeper into results on their individual departments.

In 2008, major highlights of the survey included improved numbers for public safety, including a strong showing of confidence in the police department. One major concern of respondents was in the area of affordable housing. Most people felt there is not enough such housing in Hartford. Consistent with prior years, youth services is another area that people feel strongly about.

Survey questions and results follow...

Frequency Table

1. In your opinion, is the city of Hartford going in the right direction or the wrong direction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Right direction	310	51.7	51.7	51.7
	Wrong direction	160	26.7	26.7	78.3
	Unsure	130	21.7	21.7	100.0
	Total	600	100.0	100.0	

2. Do you believe there is adequate affordable rental housing in Hartford?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	168	28.0	28.0	28.0
	No	315	52.5	52.5	80.5
	Unsure	117	19.5	19.5	100.0
	Total	600	100.0	100.0	

3. How would you rate public safety in Hartford, excellent, very good, average or poor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	34	5.7	5.7	5.7
	Very good	99	16.5	16.5	22.2
	Average	332	55.3	55.3	77.5
	Poor	135	22.5	22.5	100.0
	Total	600	100.0	100.0	

4. Do you feel that public safety in Hartford is getting better, getting worse or staying the same?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Getting better	186	31.0	31.0	31.0
	Getting worse	100	16.7	16.7	47.7
	About the same	314	52.3	52.3	100.0
	Total	600	100.0	100.0	

5. Please rate how safe you feel from crimes such as burglary, robbery or auto theft occurring to you in your neighborhood?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very safe	131	21.8	21.8	21.8
Somewhat safe	266	44.3	44.3	66.2
Somewhat unsafe	125	20.8	20.8	87.0
Very unsafe	73	12.2	12.2	99.2
Unsure	5	.8	.8	100.0
Total	600	100.0	100.0	

6. How would you describe your confidence in the Hartford Police Department?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very confident	157	26.2	26.2	26.2
Somewhat confident	299	49.8	49.8	76.0
Not confident	120	20.0	20.0	96.0
Unsure	24	4.0	4.0	100.0
Total	600	100.0	100.0	

7. How would you rate education in the city of Hartford, excellent, very good, average or poor?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Excellent	43	7.2	7.2	7.2
Very good	81	13.5	13.5	20.7
Average	294	49.0	49.0	69.7
Poor	182	30.3	30.3	100.0
Total	600	100.0	100.0	

8. Do you believe public education in the city of Hartford is getting better, worse or staying about the same?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Getting better	172	28.7	28.7	28.7
Getting worse	113	18.8	18.8	47.5
About the same	315	52.5	52.5	100.0
Total	600	100.0	100.0	

9. Do you feel that the city is spending enough money on the public schools system?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	198	33.0	33.0	33.0
No	268	44.7	44.7	77.7
Unsure	134	22.3	22.3	100.0
Total	600	100.0	100.0	

10. Which one of these education initiatives is most important to you?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Test scores	49	8.2	8.2	8.2
College prep	166	27.7	27.7	35.8
Positive environment	198	33.0	33.0	68.8
Quality teachers	187	31.2	31.2	100.0
Total	600	100.0	100.0	

11. How would you rate the city services in Hartford, excellent, very good, average or poor?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Excellent	43	7.2	7.2	7.2
Very good	158	26.3	26.3	33.5
Average	318	53.0	53.0	86.5
Poor	81	13.5	13.5	100.0
Total	600	100.0	100.0	

12. Do you believe the city services in Hartford are getting better, staying the same, or getting worse?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Getting better	165	27.5	27.5	27.5
Getting worse	67	11.2	11.2	38.7
About the same	368	61.3	61.3	100.0
Total	600	100.0	100.0	

13. Please rate the following city services as either excellent, very good, average or poor? Pools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	47	7.8	7.8	7.8
	Very good	149	24.8	24.8	32.7
	Average	314	52.3	52.3	85.0
	Poor	90	15.0	15.0	100.0
	Total	600	100.0	100.0	

14. Please rate the following city services as either excellent, very good, average or poor? Litter clean up

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	33	5.5	5.5	5.5
	Very good	169	28.2	28.2	33.7
	Average	239	39.8	39.8	73.5
	Poor	159	26.5	26.5	100.0
	Total	600	100.0	100.0	

15. Please rate the following city services as either excellent, very good, average or poor? Snow removal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	47	7.8	7.8	7.8
	Very good	180	30.0	30.0	37.8
	Average	216	36.0	36.0	73.8
	Poor	157	26.2	26.2	100.0
	Total	600	100.0	100.0	

16. Please rate the following city services as either excellent, very good, average or poor? Recreation/ Youth services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	20	3.3	3.3	3.3
	Very good	88	14.7	14.7	18.0
	Average	339	56.5	56.5	74.5
	Poor	153	25.5	25.5	100.0
	Total	600	100.0	100.0	

17. Please rate the following city services as either excellent, very good, average or poor? Senior services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	26	4.3	4.3	4.3
	Very good	129	21.5	21.5	25.8
	Average	345	57.5	57.5	83.3
	Poor	100	16.7	16.7	100.0
	Total	600	100.0	100.0	

18. Please rate the following city services as either excellent, very good, average or poor? Conditions of roads and sidewalks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	20	3.3	3.3	3.3
	Very good	73	12.2	12.2	15.5
	Average	242	40.3	40.3	55.8
	Poor	265	44.2	44.2	100.0
	Total	600	100.0	100.0	

19. Please rate the following city services as either excellent, very good, average or poor? Trash and recycling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	7.2	7.2	7.2
	Very good	254	42.3	42.3	49.5
	Average	213	35.5	35.5	85.0
	Poor	90	15.0	15.0	100.0
	Total	600	100.0	100.0	

20. Please rate the following city services as either excellent, very good, average or poor? Libraries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	115	19.2	19.2	19.2
	Very good	282	47.0	47.0	66.2
	Average	175	29.2	29.2	95.3
	Poor	28	4.7	4.7	100.0
	Total	600	100.0	100.0	

21. Thinking of public libraries, which one have you visited in the past 6 months?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Albany Avenue Branch Library	5	.8	.8	.8
Blue Hills Branch Library	12	2.0	2.0	2.8
Camp Field Branch Library	19	3.2	3.2	6.0
Can't remember name	10	1.7	1.7	7.7
Goodwin Memorial Branch Library	19	3.2	3.2	10.8
Hartford Public Library - Main branch	209	34.8	34.8	45.7
Mark Twain Branch Library	13	2.2	2.2	47.8
Misc.	23	3.8	3.8	51.7
Multiple branches	23	3.8	3.8	55.5
None	254	42.3	42.3	97.8
Park Branch Library	9	1.5	1.5	99.3
Parkville Library	4	.7	.7	100.0
Total	600	100.0	100.0	

22. Other than education and public safety, which of the following areas or city service should receive more of your tax dollars?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Parks and Pools	19	3.2	3.2	3.2
Litter cleanup	49	8.2	8.2	11.3
Building inspections	58	9.7	9.7	21.0
Libraries	25	4.2	4.2	25.2
Youth services	224	37.3	37.3	62.5
Senior services	74	12.3	12.3	74.8
Roads and sidewalks	126	21.0	21.0	95.8
Trash and recycling	25	4.2	4.2	100.0
Total	600	100.0	100.0	

23. If a tax increase were necessary to maintain the current level of city services, would you support that increase?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	262	43.7	43.7	43.7
No	250	41.7	41.7	85.3
Unsure	88	14.7	14.7	100.0
Total	600	100.0	100.0	

24. How would you rate the quality of life in Hartford?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	94	15.7	15.7	15.7
	Very good	215	35.8	35.8	51.5
	Average	212	35.3	35.3	86.8
	Poor	79	13.2	13.2	100.0
	Total	600	100.0	100.0	

25. Do you believe the quality of life in the city of Hartford is getting better, worse or staying about the same?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Getting better	188	31.3	31.3	31.3
	Getting worse	94	15.7	15.7	47.0
	About the same	318	53.0	53.0	100.0
	Total	600	100.0	100.0	

26. Thinking about quality of life issues, which of the following areas do you feel needs the most attention?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traffic	81	13.5	13.5	13.5
	Noise	72	12.0	12.0	25.5
	Speeding	140	23.3	23.3	48.8
	Litter	55	9.2	9.2	58.0
	Graffiti	23	3.8	3.8	61.8
	Loitering	97	16.2	16.2	78.0
	Parking	132	22.0	22.0	100.0
	Total	600	100.0	100.0	

27. Thinking about cleanliness in general, how would you rate the following in terms of litter? Your neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	69	11.5	11.5	11.5
	Very good	186	31.0	31.0	42.5
	Average	247	41.2	41.2	83.7
	Poor	98	16.3	16.3	100.0
	Total	600	100.0	100.0	

28. Thinking about cleanliness in general, how would you rate the following in terms of litter? Downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	13.2	13.2	13.2
	Very good	243	40.5	40.5	53.7
	Average	243	40.5	40.5	94.2
	Poor	35	5.8	5.8	100.0
	Total	600	100.0	100.0	

29. What do you think would most improve the quality of life in Hartford?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More visible police	180	30.0	30.0	30.0
	Better public transportation	50	8.3	8.3	38.3
	Increased litter pickup	26	4.3	4.3	42.7
	More home ownership	111	18.5	18.5	61.2
	More affordable housing	223	37.2	37.2	98.3
	Better park maintenance	10	1.7	1.7	100.0
	Total	600	100.0	100.0	

30. Please tell me whether you have seen or heard of any of the following: Mayor's newsletter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	323	53.8	53.8	53.8
	No	277	46.2	46.2	100.0
	Total	600	100.0	100.0	

31. Please tell me whether you have seen or heard of any of the following: The City website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	207	34.5	34.5	34.5
	No	393	65.5	65.5	100.0
	Total	600	100.0	100.0	

32. Please tell me whether you have seen or heard of any of the following: The Mayors television show on channel 21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	258	43.0	43.0	43.0
	No	342	57.0	57.0	100.0
	Total	600	100.0	100.0	

33. Please tell me whether you have seen or heard of any of the following: City Council meetings on channel 21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	48.5	48.5	48.5
	No	309	51.5	51.5	100.0
	Total	600	100.0	100.0	

34. Are you aware of the city's 311 service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	300	50.0	50.0	50.0
	No	295	49.2	49.2	99.2
	Unsure	5	.8	.8	100.0
	Total	600	100.0	100.0	

35. Have you used the city's 311 service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	17.0	33.4	33.4
	No	203	33.8	66.6	100.0
	Total	305	50.8	100.0	
Missing	System	295	49.2		
Total		600	100.0		

36. Were you satisfied with the result?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	9.7	56.9	56.9
	No	37	6.2	36.3	93.1
	Unsure	7	1.2	6.9	100.0
	Total	102	17.0	100.0	
Missing	System	498	83.0		
Total		600	100.0		

37. Where do you get your news about the city of Hartford?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Channel 13	12	2.0	2.0	2.0
	Channel 21	13	2.2	2.2	4.2
	Channel 3	110	18.3	18.3	22.5
	Channel 30	21	3.5	3.5	26.0
	Channel 5	4	.7	.7	26.7
	Channel 61	11	1.8	1.8	28.5
	Channel 8	13	2.2	2.2	30.7
	Hartford Advocate	4	.7	.7	31.3
	Hartford Courant	170	28.3	28.3	59.7
	Hartford Courant and other	39	6.5	6.5	66.2
	Hartford Courant, and TV	39	6.5	6.5	72.7
	In person	34	5.7	5.7	78.3
	Internet	17	2.8	2.8	81.2
	Misc.	20	3.3	3.3	84.5
	Multiple Newspapers	7	1.2	1.2	85.7
	Multiple Sources	24	4.0	4.0	89.7
	Multiple TV	49	8.2	8.2	97.8
	Radio	13	2.2	2.2	100.0
	Total	600	100.0	100.0	

38. Do you have a working computer in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	345	57.5	57.5	57.5
	No	245	40.8	40.8	98.3
	Unsure	10	1.7	1.7	100.0
	Total	600	100.0	100.0	

39. Do you have Internet access?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	326	54.3	94.5	94.5
	No	19	3.2	5.5	100.0
	Total	345	57.5	100.0	
Missing	System	255	42.5		
Total		600	100.0		

40. Do you think the Mayor of Hartford, Eddie Perez, is doing an excellent, very good, average or poor job?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	81	13.5	13.5	13.5
	Very good	179	29.8	29.8	43.3
	Average	254	42.3	42.3	85.7
	Poor	86	14.3	14.3	100.0
	Total	600	100.0	100.0	

41. Which of the following racial, or ethnic groups do you belong to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian	162	27.0	27.0	27.0
	African American	164	27.3	27.3	54.3
	Hispanic	204	34.0	34.0	88.3
	West Indian	34	5.7	5.7	94.0
	Asian	2	.3	.3	94.3
	Mixed/ Other	34	5.7	5.7	100.0
	Total	600	100.0	100.0	

42. Do you rent or own your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	193	32.2	32.2	32.2
	Rent	407	67.8	67.8	100.0
	Total	600	100.0	100.0	

43. Do you have school age children living in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	176	29.3	29.3	29.3
	No	421	70.2	70.2	99.5
	Unsure	3	.5	.5	100.0
	Total	600	100.0	100.0	

44. What is the highest level of school you completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some High school	111	18.5	18.5	18.5
	High school graduate	192	32.0	32.0	50.5
	Some college	158	26.3	26.3	76.8
	College graduate	78	13.0	13.0	89.8
	Post graduate	52	8.7	8.7	98.5
	Refused	9	1.5	1.5	100.0
	Total	600	100.0	100.0	

45. What neighborhood of the City do you live in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Asylum Hill	22	3.7	3.7	3.7
	Blue Hills	31	5.2	5.2	8.8
	Downtown	32	5.3	5.3	14.2
	Frog Hollow	24	4.0	4.0	18.2
	North End	141	23.5	23.5	41.7
	Not sure/ Refused	18	3.0	3.0	44.7
	Parkville	9	1.5	1.5	46.2
	South End	199	33.2	33.2	79.3
	Southwest	35	5.8	5.8	85.2
	West End	89	14.8	14.8	100.0
	Total	600	100.0	100.0	

46. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	279	46.5	46.5	46.5
	Female	321	53.5	53.5	100.0
	Total	600	100.0	100.0	

47. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 29 years old	66	11.0	11.0	11.0
	30 - 39 years old	77	12.8	12.8	23.8
	40 - 49 years old	98	16.3	16.3	40.2
	50 - 59 years old	120	20.0	20.0	60.2
	60 - 69 years old	121	20.2	20.2	80.3
	70 years old and above	103	17.2	17.2	97.5
	Refused	15	2.5	2.5	100.0
	Total	600	100.0	100.0	