

# Hartford Data Snapshot



## Trends in 3-1-1 Requests by Neighborhood

Naieem Kelly  
May 15, 2023

City residents can request assistance with non-emergency issues through the 3-1-1 program. Studying 3-1-1 data allows us to understand community needs and city government response better. We reviewed data from the Hartford Office of Community Safety on all 3-1-1 calls, requests, and emails from January 1, 2020 through December 31, 2022 (107,797 requests). For requests with an address, we geocoded those to identify the neighborhood.

During the last three years, the top reported case type out of 136 case types was general info and the least reported issue of the top 10 was potholes/road depressions.

### Top 10 3-1-1 Requests from 2020-2022

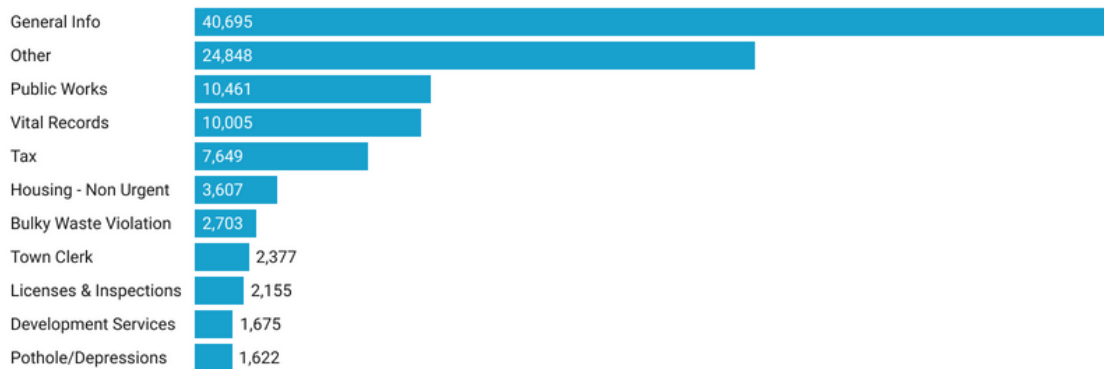


Chart: CT Data Collaborative • Source: Hartford 311 • Created with Datawrapper

### Total Number of 3-1-1 Requests by Hartford Neighborhood 2020-2022

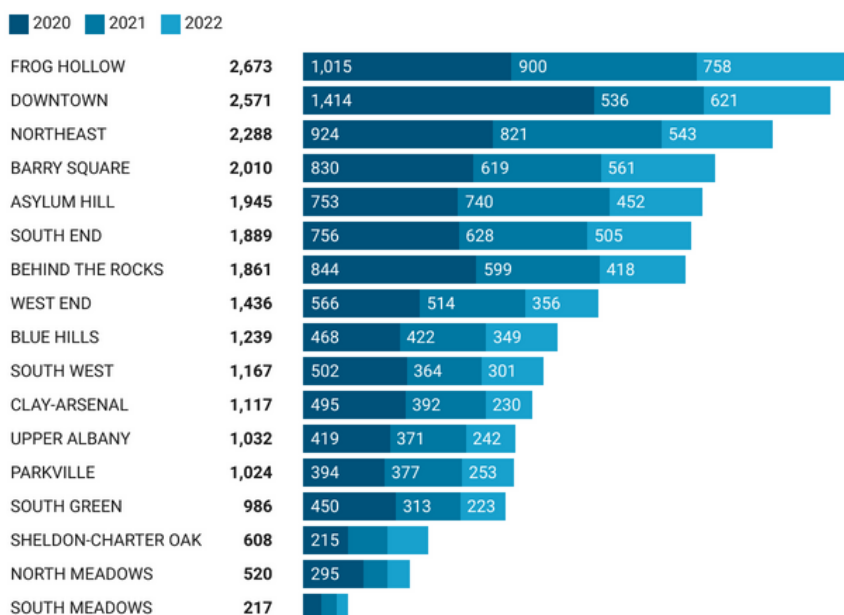


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Although Frog Hollow and the Downtown neighborhoods had the highest number of recorded requests during the specified time period, every Hartford neighborhood saw a steady decline in requests from 2020 to 2022. The reason for the lack of 3-1-1 requests in North Meadows and South Meadows is the relatively low numbers of residential properties in those neighborhoods. Both of these neighborhoods are largely commercial areas. Riverside Park and Xfinity Theatre occupy North Meadows. South Meadows is home to the Brainard Airport. Alternatively, the areas with the highest numbers of requests, Downtown and Frog Hollow, have far more residential properties and are generally areas with higher traffic.

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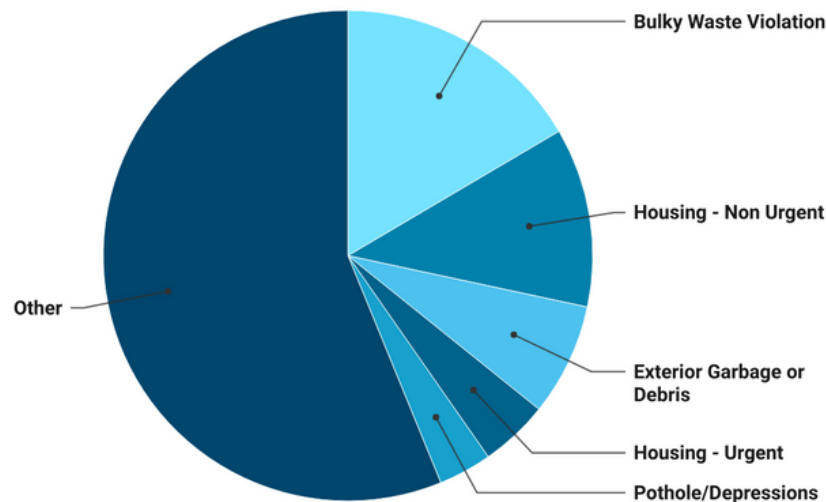
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## Top 311 Requests in Frog Hollow Neighborhood from 2020-2022



Multiple request categories are included in other.

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The Frog Hollow neighborhood has a significant issue with bulky waste violations, the illegal dumping of large household items such as furniture and appliances on city streets and sidewalks. This issue not only threatens public health and safety but also contributes to blight and detracts from the overall livability of the neighborhood. Here are some strategies that could help to reduce bulky waste violations in Frog Hollow:

- **Increase awareness and education:** Many residents may not know the proper procedures for disposing of bulky waste or may not have access to the necessary resources. Increasing awareness through targeted outreach campaigns and educational materials can help to promote compliance and reduce violations.
- **Improve access to waste management services:** Residents who do not have access to regular waste collection services may be more likely to resort to illegal dumping. The likelihood of violations may decrease by improving access to waste management services, such as bulky waste pickup or drop-off locations.
- **Increase enforcement efforts:** Strict enforcement of existing laws and regulations surrounding bulky waste violations can deter illegal dumping. This can include increased patrols and fines for violators.
- **Implement community clean-up events:** Community clean-up events can help to mobilize residents and encourage them to take ownership of their neighborhood. By working together to clean up litter and illegal dumping sites, residents can foster a sense of community pride and discourage further violations.

It is important to address bulky waste violations in Frog Hollow and other neighborhoods in Hartford because they threaten public health and safety, detract from the overall livability of the neighborhood, and can negatively impact property values. By implementing strategies to reduce violations, we can improve the quality of life for residents and promote a cleaner, safer, and more vibrant community.