

Hartford Data Snapshot

Health and Safety Issues by Neighborhood (3-1-1 Data)



Tatiana Watson
May 15, 2023

The Hartford 3-1-1 program allows residents, visitors, and businesses to request assistance from the City of Hartford with non-emergency requests. This allows the city to offer services to improve neighborhood living conditions and build rapport with residents. We analyzed data from the city of Hartford Office of Community Safety on all 3-1-1 calls, requests, and emails from January 1, 2020, to December 31, 2022 (107,797 requests). I coded the request types labeled by the city into 6 distinct categories: Street and Roadway Safety, Safety and Hazards, Waste Management, Private Property Maintenance, City Property Maintenance, Health and Hygiene.

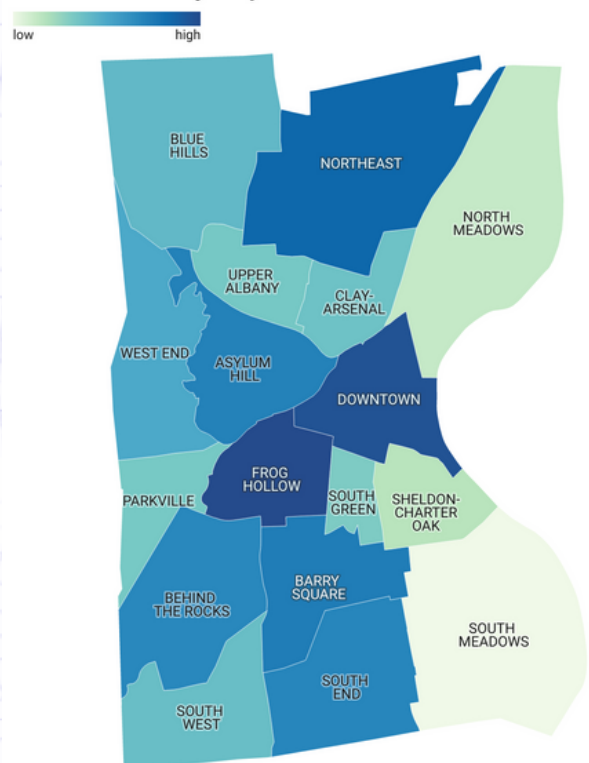
Health and Safety

This data snapshot focuses on three categories related to health and safety: streets and roadways; safety and hazards; and waste management. All three of these categories are considered health and safety requests that need urgent attention from the city as they could cause critical harm to residents' living areas if left unaddressed. These issues also disproportionately affect Hartford residents' quality of life compared to residents outside of Hartford. If ignored, the problems will worsen, causing neighborhood deterioration, and the residents will leave the area if they can. The remaining residents will live in subpar living spaces. To achieve the repair and maintenance of Health & Safety issues, the City should promote the availability of 3-1-1 within communities that may need the added assistance in Health and Safety Requests as well as improve community trust to allow residents to be more open and feel that when they report a request to 3-1-1 they can expect a timely response.

Health and safety request data allows us to examine and identify which neighborhoods may require more assistance from the city. The neighborhoods with the most requests are Frog Hollow and Downtown's residential and frequently visited areas. The areas with the least amount of reports would be the industrial and business area of South Meadows.

This map reflects the number of reports reported from each neighborhood. The data have limitations; not all reports have specific addresses or neighborhood assignments. It also does not monitor the trends of each neighborhood.

Health and Safety Request Data from Hartford 3-1-1



Hartford Data Snapshot

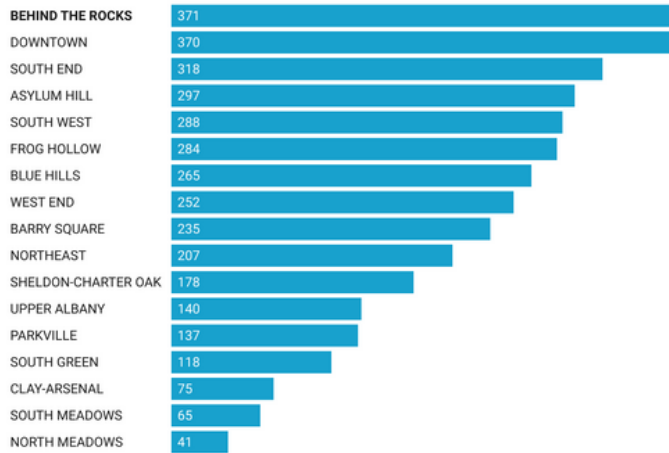
Health and Safety Issues by Neighborhood (3-1-1 Data)



Tatiana Watson
May 15, 2023

3-1-1 Request Data for Street and Roadway Safety By Neighborhood

Data from 2020-2022



Streets & Roadways

Street and Roadways requests related to the conditions of streets and roads in an area that may cause harm or has already caused harm to residents and/or their vehicles. These include comments about potholes, sinkholes, abandoned vehicles, and nuisance vehicles (a parked car unattended 24 consecutive hours). The most requests for streets and safety came from Behind the Rocks (371). In Behind the Rocks, many residents own their own homes, homes in which residents can own multiple vehicles, eventually resulting in the abandonment of cars. The Behind the Rocks area is also a route for many industrial trucks which weigh on the streets and deteriorate them further.

3-1-1 Requests for Safety And Hazards by Neighborhood

Data from 2020-2022

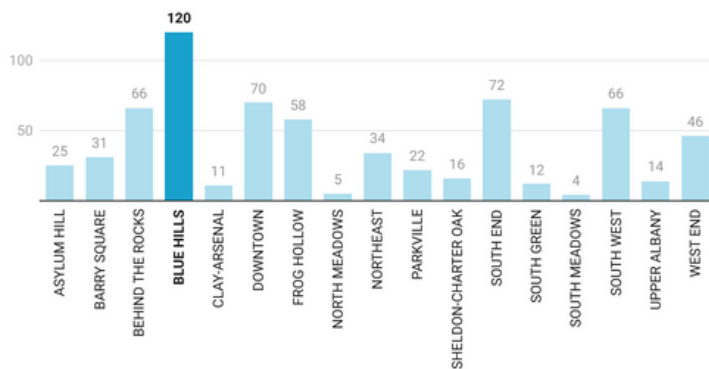


Chart: CTData Collaborative • Source: City of Hartford • Created with Datawrapper

Safety & Hazards

Safety and Hazards requests related to conditions that have the potential to or have already caused harm to residents and create an unsafe environment for residents. This includes pests (like bedbugs, rats); downed electrical wires/poles; and broken sidewalks. Blue Hills had the most requests (120) over the course of three years. Residents in Blue Hills area own their homes, and the area is less dense than Downtown and Frog Hollow. And like most sparsely populated areas Blue Hills can receive a much faster response time and repair compared to Downtown and Frog Hollow complex roadways and constant traffic, so people may report more with the expectation that it will be fixed.

3-1-1 Requests for Waste Management Services By Neighborhood

Data from 2020-2022

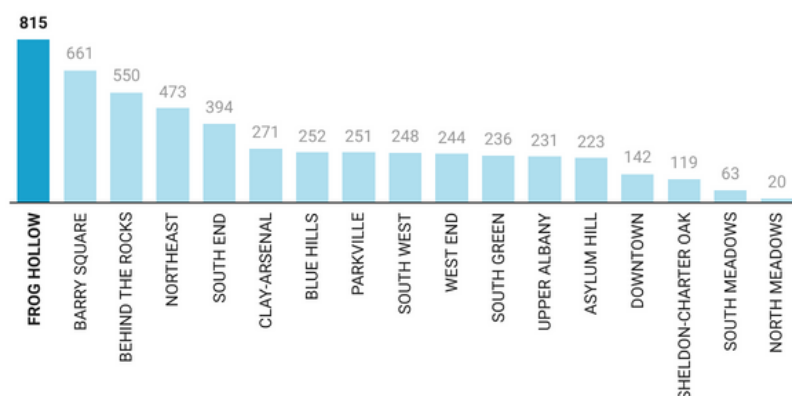


Chart: CT Data Collaborative • Source: City of Hartford • Created with Datawrapper

Waste Management

Waste Management requests relate to trash that has grown and is harmful to the area's living conditions. Complaints include litter; bulky waste (such as refrigerators and couches); uncollected trash; and overflowing garbage bins. Frog Hollow has the highest amount of requests (815) related to waste management from 2020-2022. Because Frog Hollow is a densely populated area, with complicated roadways that are tight and busy, and individuals needing help to bring their bulky waste to the junkyard Frog Hollow has the highest amount of Waste Management Requests.