



The Research Bureau

Union Hill Spring 2007 ComNET Review

**Independent Research in the Public Interest
www.wrrb.org**

What is ComNET?

Computerized Neighborhood Environment Tracking

A systematic process to record the physical conditions in your neighborhood that may require attention.



What's changed since ComNET began?

- ❖ **Citywide, more than 12,700 problem conditions documented since 2001**
 - 57 surveys in 13 neighborhoods
- ❖ **Seven out of 10 (69%) of previously documented problems have been resolved**
- ❖ **City and community use data to identify and quantify problems**
- ❖ **Developed proactive approaches to dealing with problems- something gets done**



What Types of Conditions are Tracked?

Abandoned buildings

Abandoned vehicles

Buildings- window boarded/broken

Clogged sewers

Crosswalks- fading lines

Curbs- broken

Curbs- not level with street

Dumpster- overflowing

Graffiti

Institutions

Lampposts- bulb out

Litter/Dumping

Sidewalk- encroachment

Street- dirt/sand

Street Sign- missing

Street- under construction/repairs

Street- patching uneven

Traffic Lights- operating

Trees- Dead

Utility Covers missing

Vegetation/weeds- overgrown



ComNET Results: Union Hill

- ❖ **Initial survey conducted in 2002**
- ❖ **Follow-up surveys conducted in 2003, 2004, 2005 & 2007**
- ❖ **Surveys track status of previously identified problems as well as noting new problems**



Union Hill Results (Cont.)

- ❖ **1,881 problem conditions have been identified since 2002**
- ❖ **Almost half (48%) of all problems were street and sidewalk issues**
- ❖ **Problems are grouped according to whose responsibility it is to address the issue**
 - **53% of the problems identified are the responsibility of the Department of Public Works & Parks**
 - **25% of problems are “community issues”**
- ❖ **68% of previously identified problems have been resolved**



The Good News: 942 Problems Resolved

❖ Examples include:

- 153 sites with litter
- 92 sidewalk trip hazards
- 78 locations where dumping occurred
- 28 potholes
- 23 locations with graffiti
- 41 abandoned/unregistered vehicles
- 82 locations where weeds/vegetation overgrown



221 Problems Resolved Recently

❖ Examples include:

- 4 abandoned/ unregistered vehicles
- 29 locations with overgrown weeds/ vegetation
- 20 sidewalk trip hazards
- 6 locations with potholes/ uneven road
- 52 sites with litter
- 9 sites with dumping



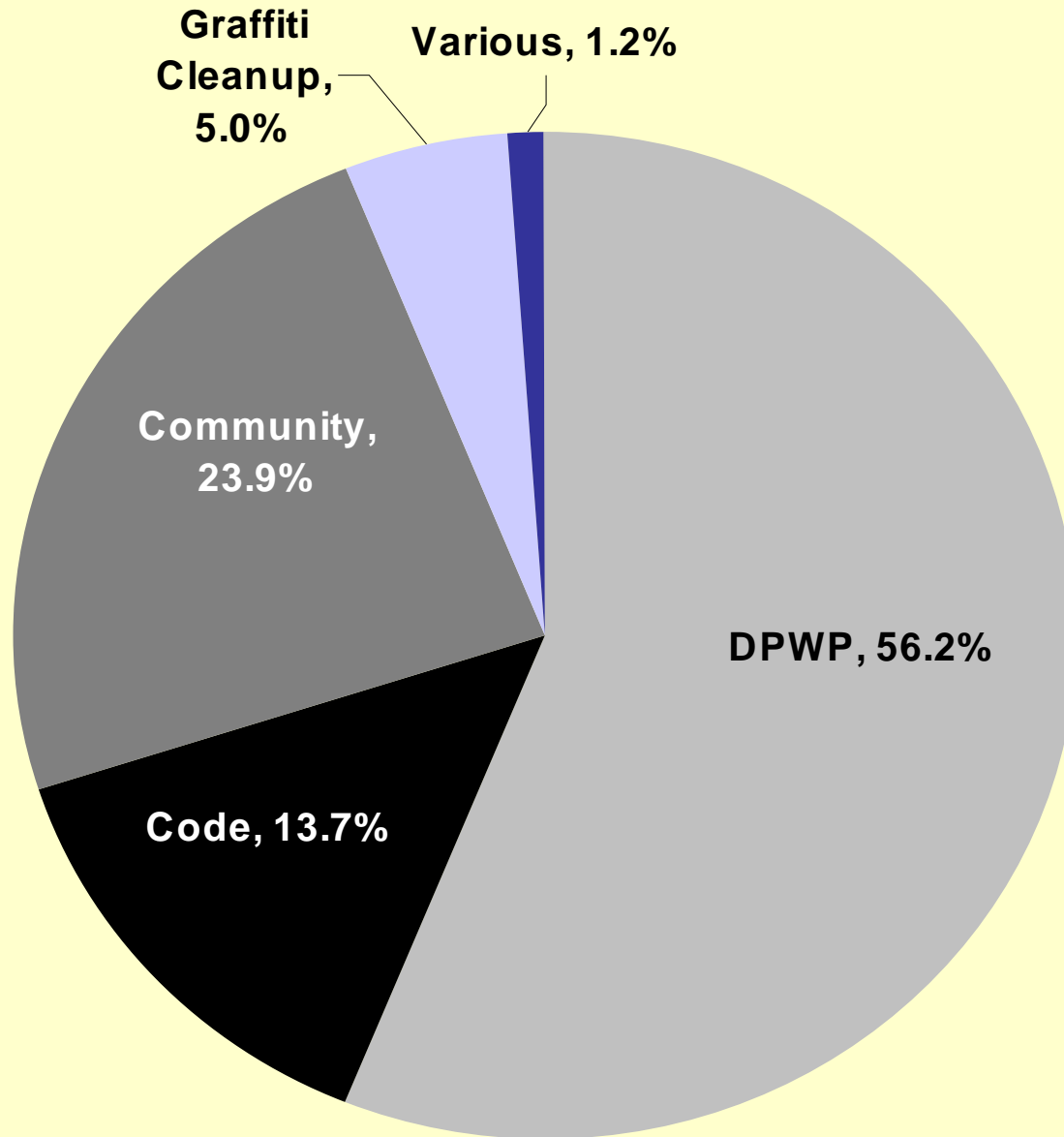
The Bad News: 939 Problems Remain

❖ Examples include:

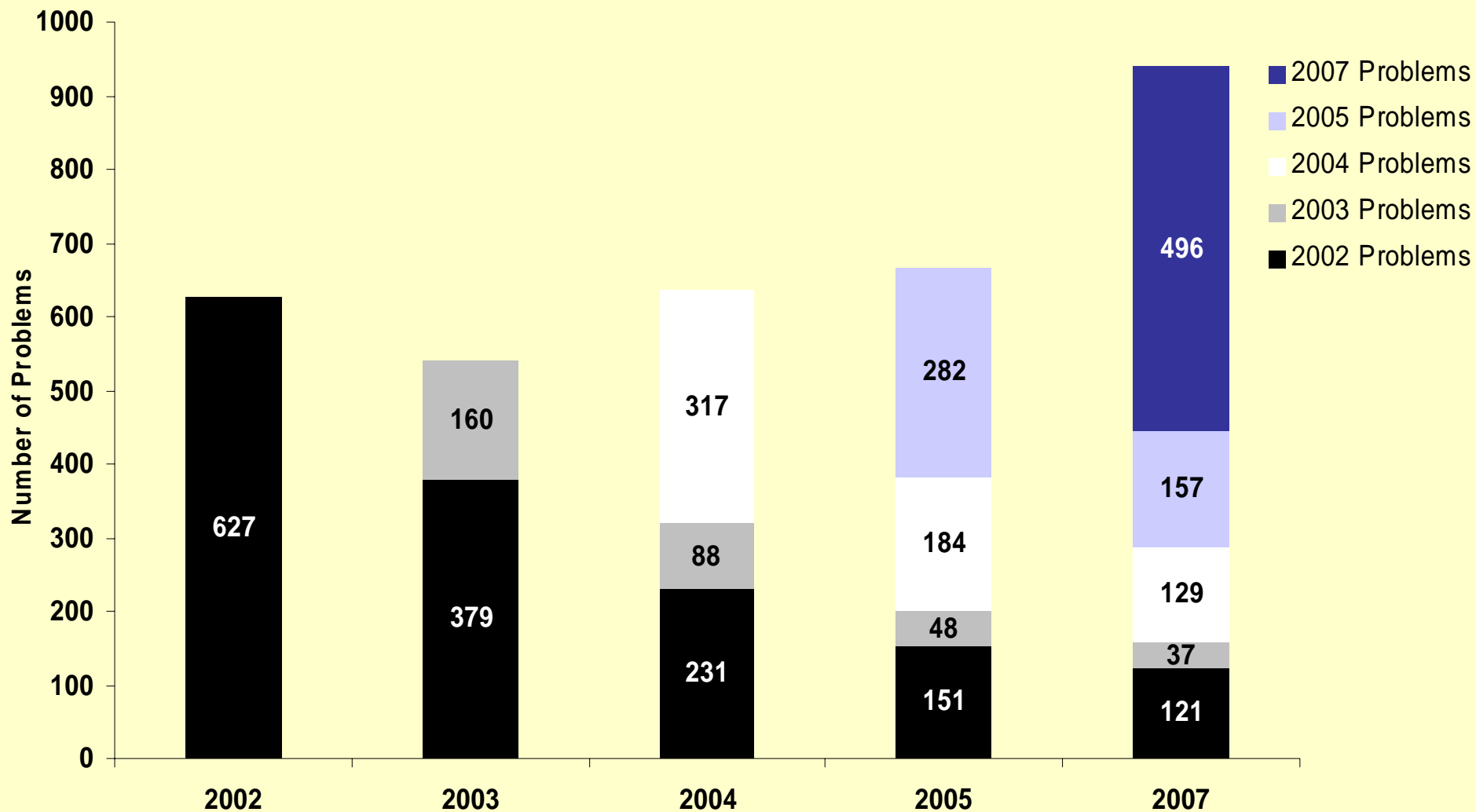
- 188 sidewalk trip hazards**
- 227 locations with litter**
- 37 dumping sites**
- 22 locations with potholes/uneven road**
- 40 sites with overgrown weeds/vegetation**
- 41 sites with graffiti**



939 Remaining Problems: Who Is Responsible?



Tracking Problems Over Time



What Happens Next?

- ❖ **All of the problems recorded that are the responsibility of a City agency will be shared with the appropriate agency, including specific details about each problem and its location.**
- ❖ **The City then determines how the problems will be addressed. Some of these problems will be addressed more quickly than others.**



Addressing neighborhood problems: Where do we begin?

- ❖ **Prioritize problems and be realistic – you won't solve everything at once!**
 - **What's most important to residents?**
 - **What resources are necessary to resolve problems?**
 - **Who else do you need to engage? How?**
 - **Map out a plan assigning roles, responsibilities, timeline, etc. and keep track of progress.**

