

City Operations and Public Works
APPENDIX

SURVEY RESPONSES
ADDITIONAL SUGGESTIONS

SURVEY RESPONSES

How does this topic area impact you?

- When you call the City you do not know if you have the right department when there is a voice mail, especially if you were transferred.
- Safety
- This affects me because the sewer plant (GNHWPCA) planned to spend 1/2 billion dollars to expand the sewer plant in order to "treat" rainwater that gets in the combined sewer pipe resulting in raw sewage releases into our rivers and harbor. GNHWPCA refused to consider source control until DEEP required them to treat the West River Watershed as the first watershed based approach to managing combined sewer overflows.
- Some of the forms are duplicative and the BOA process takes longer than needed. Better use of email to submit documents could save time and money.
- I walk and take the bus a lot so I depend on sidewalks and bus stops to be cleared after snow and ice events. Another issue is early garbage collection downtown. The law permits garbage collectors to start collecting downtown at 5 a.m. That may have been fine when there were few people actually living downtown, but now that there are many apartments, not to mention hotels, there, perhaps mandate that garbage collection not start until 6 or 7 a.m. As a downtown resident, early garbage collection, both at or after 5 a.m. and before 5 a.m. has disturbed my sleep and quality of life.
- We are never on a schedule for street sweeping. We haven't been swept since Sept. Now, with the snow coming tomorrow and Monday, all the leaves will be dumped back onto people's properties.
- Stressful work environment. No retirement medical benefits.
- Being a property owner of 2 multi-family homes, I would like to ask if we could have one bulk trash pick up per neighborhood. Many years ago the City used to do it, as many other towns do. It is an arduous task to have to pay \$50.00 to clean up trash when we already pay huge property taxes (in particular on multi-family homes) and many homes around the City look blighted. It would approve the appearance of the homes plus the property owners I'm sure would clean up if they knew a trash pick up was scheduled automatically in their neighborhood.
- Autumn leaves are a part of our household tasks.
- I have reported this issue on See-Click-Fix for many years including attaching pictures. This past summer, the smell, liquid, and debris got so bad I had to wash the street down. A former City official commented on See-Click-Fix that it was the seals on the trucks that were a problem. A refuse worker told me the trucks were rotted out. Residents, wheelchair users, and bicycle riders have to travel through debris and unhealthy liquid that is spread on the streets. I have tried See-Click-Fix but my reports on this issue have generally been ignored.
- I am 63 yrs old, after shoveling the trucks come by and instead of taking the snow to the end of the street, it's pushed right back where I already shoveled out.
- I'm specifically interested in New Haven's parks.
- A few months ago it was announced that there will be major repairs on the Grand Avenue bridge and the Amtrak bridge near Middletown Avenue, both in Fairhaven. Both projects will be undertaken at the same time, the Grand Avenue bridge repair will take longer than

the Amtrak bridge repair according to the presentation I attended. This will cause major traffic congestion and problems in Fairhaven and result in poor planning on the part of City officials and not considering the residents of Fairhaven. I suggest these two projects be done consecutively and not simultaneously to avoid the obvious foreseen problems.

- The consistent call for tax increases. New Haven Public Works Departments isn't working effectively or efficiently. Please research and consider factors of feasibility in creating recycling centers in all neighborhoods like the Dixwell area. Accessibility, convenience and the environmental necessity of a local recycling center would improve all New Haven communities especially the City's operational costs in tremendous ways. A local recycling center can be utilized for providing employment opportunities in each area as well as preservation of the environment, care and educational information, providing a drop-off center for reusable items no longer needed in the households and lessen discarded items, on the streets. Also can provide community funds for local resources and Youth empowerment. A feasibility study and action plan will increase this list of benefits and the impact involved.
- Illegal dumping is an issue, as someone who wants to do the right thing, there seems to be too many obstacles which acts as a deterrent. I am limited to 4 coupons. To some it would just be simpler to dump it.
- Very difficult to get bulk pick up. People leave large bulk trash on the street. Such as appliances, furniture etc.
- I think that certain things can be done much more efficiently.
- There has been no consistent system for storing these records for parks or other public spaces over time-- they are spread between different departments, different servers, some hard copy and some digital, with a dizzying array of different organizational methods. It feels like it's not even worth attempting to look.
- I am an inspector in the Building Department. As with many other inspectors, we use our personal vehicles for inspections. The compensation for this service can amount to less than \$200/month. That's supposed to pay for gas, repairs, wear and tear etc. The City has a sweetheart deal. I ask the question: "Where can you rent a car for \$200/month where everything is included?" It's unfair considering the pot holes and stopping and going in the City. We already get paid less than most of the inspectors in the state. The City needs to start taking care of the people who insure life safety in the City.
- I am interested in developing housing in New Haven, but many of the building codes & zoning issues get in the way of being able to do some new and creative development. I'd love to see some of the zoning and building codes adjusted to allow this to happen.

What are some suggestions you have for this administration related to this topic area?

- Close the City and give the City employees a 4 day weekend on that holiday or swap with Veterans day or Martin Luther King Day.
- We have had a shortage in staff in the Animal Control center. Due to the shortage in workers, Animal Control officers are responsible to not only do their jobs but the jobs of the kennel workers as well. 2 more kennel workers are needed to make life easier in the facility. This work also takes quite a toll on your body. They are not offered medical when they retire. Please help us to get this changed for Local 71.
- Resume street maintenance. It is something that benefits almost everyone.

- Please schedule an automatic bulk trash at least once a year for each neighborhood.
- We need a way to rake the leaves into the side of the street so that they can be picked up without having to spend so much money or waste so much paper on leaf bags. We can't even get our groceries in paper bags at the store anymore. Leaves are part of the autumn season year after year.
- 1. Provide adequate resources to Public Works to be sure that refuse trucks are regularly and adequately maintained. 2. Focus on responding to longstanding See-Click-Fix issues
- If people have not moved their cars for the trucks to plow, tow them when they don't move them when cleaning the streets.
- 1. Park rangers' schedule (currently of four, two are scheduled to retire in 2020, one has just been hired, and one has worked many years.) Work schedule should focus on weekends and evenings when many people use the parks. The rangers' primary skill should be how well they interact with people and their second skill should be their knowledge of parks, nature and ecology. 2. That the Edgewood Ranger Station be used for dynamic programming, especially in the evenings and weekends. (It's been 10 years, I believe, since the animals were moved out and relocated at Barnard Nature Center. Currently the Ranger Station is used one morning a week by the Friends of Edgewood Park Nature Pals program, one evening a month for the FOEP board meeting, and during July and one week in August for a Parks' Youth Eco Camp. 3. Encourage neighborhood enjoyment of the West River by locating some of the Parks Dept. canoes and kayaks at one of the input locations in West River Memorial Park. (They could be kept in a train storage container similar to what the rugby teams already does there.) The public could access the "fleet" in several ways - people who demonstrate proficiency and had a life vest could sign out a craft for a fee or for free. Rangers and staff could give lessons and lead guided paddles, etc. etc. 4. The outdoor recreation department and the indoor recreation department should work together better.
- Reschedule both of these repairs to be consecutive and not simultaneous as is often the case repairs take longer than the anticipated projected timeframe.
- Eliminate overtime pay from all City budgets and offer every day full-time, part-time and per diem positions only.
- Remove the coupon restriction. This probably encourages more illegal dumping. For vacant lots that have been dormant for years, can we turn them into designated dumping grounds? A fenced area with a tarp through the fencing so that it is not an eyesore. The CMT's can oversee it. Another option could be to have a remote warehouse in each neighborhood, operated the same way. PW can go to the sites daily or several times a week. https://www.newhavenct.gov/gov/depts/pw/trash/drop_off.htm
- Have a bulk up pick up like other towns from April till October.
- Please a lot more money to students and teachers of New Haven.
- Possibly looking at several departments and restructure to be able to get more services offered to residents.
- We need to complete the process of digitizing City archives and operations- please don't give up on this initiative half way. It will be important to organize the information in a way that is accessible to everyone across departments.
- Pay a REASONABLE lump sum per day for the use of our cars. Also, inform the Parking Authority to stop giving us tickets! We're here to work!

- For example - new apartments in New Haven must be a minimum 1000 square feet, and require a parking space. If we eliminate these requirements, we can do interesting micro apartments focused on walkable and bikeable living space in New Haven. I'd love to be able to do the interesting and sustainable micro apartments that we see in Boston, New York and San Francisco.
- Raise prices on monthly garage passes at NH Parking Authority lots with a discount for New Haven City registered cars
- It is unconscionable that the basic infrastructure has been neglected for so long. The roads, the sidewalks, the telephone lines, the street trees. It took a year for my telephone hook-up to work reliably due to the condition of the existing overhead telephone line together with Comcast's digital issues.
- All City department's voice mails should have a greeting that has both the person's name and department. Many do not have a department which can result in not getting an important issue addressed. I would also like to see this with all the Alders. Finally all phones should be able to accept anonymous calls.
- When someone reports on See-Click-Fix a safety issue like a stop sign down, traffic light out, or a manhole cover missing. Departments like Traffic and Parking and Public Works must keep reminding people safety issues must be reported by phone. When in doubt on who to call, phone the police. After calling they can post to alert others and to have a record it was called in.
- We need more public outreach to homeowners, renters and absentee landlords to manage rainwater from their property to promote infiltration, restoration of groundwater levels (important from encroaching salt water from sea level rise). Homeowners are unaware of simple things that they can do to help all of us; the City of New Haven and the GNHWPCA have said either they don't have resources or it is not their job. I would argue that stormwater management is certainly one important tool that GNHWPCA could use to reduce combined sewer overflows in neighborhoods with combined sewers (Fair Haven, West River neighborhoods and the Hill neighborhoods). New Haven could pool resources to have a public liaison to do home visits to help educate homeowners, speak at management team meetings about the problem. Furthermore, we need to maintain the new bioswales; turn around the notion that it is added expense; instead it is creating green jobs and reducing the need for expensive infrastructure needs that GNHPWCA would love to promote. The swales need to be cleaned of litter, leaves and debris that wash into them from street run-off.
- Put a mechanism in place whereby LCI can issue tickets to private property owners (especially commercial owners) who fail to clear their sidewalks after snow and ice events. Right now, as I understand it, LCI is limited in its ability to issue tickets because of a lack of an adjudication process. Also, the City should be hyper-vigilant in making sure its own sidewalks and the pathways on the Greens are cleared. Sometimes, on streets that have a Yale side and a City side, like College Street, I opt to use the Yale sidewalk because Yale often does a better job clearing its sidewalks than the City does. In addition, figure-out who is responsible for clearing out bus stops and bus shelters? Every year it seems to be a battle between CT Transit (who claims it is not responsible) and the City or in some cases, State, if it is a state road.) Figure out who is responsible and make sure it happens. Uncleared bus stops disproportionately affect the disabled, the elderly, and

those with young children. It is shameful that at a bus stop on Church Street, the same block of City Hall, I have had to crawl over snow piles to access a bus. It is a civil rights issue. Finally, really monitor SeeClickFix as it will provide the City a roadmap of properties that do not have cleared sidewalks the City can start enforcing the law and can detect patterns. With regard to garbage collection, consider changing the start time. Either way, enforce the time on the books.

What is currently being done well that the new administration should encourage and/or strengthen?

- I love the Public Works Dept. they do a good job of removing illegal dumping. The problem are the tenants who just do not care, we need better enforcement so people are not getting away with this kind of behavior.
- You have a lot of very dedicated employees that need to be recognized and you have a lot of folks that need to retire and make room for some new blood.
- We are making movements toward digitization.
- I sincerely hope that public works and operations has a plan to begin taking care of the new swales but I am not aware of what is being done. Occasionally, I see litter in the downtown swales and I definitely see leaves piling into them. They need cleaning.
- This survey is a good idea. Maybe do it on a regular basis. Inform employees of any changes that have been made based on recommendations.
- They encourage people to use See-Click-Fix to report problems and a Board of Alders committee did meet regarding the too-early trash pickup issue.
- Remodeling the animal shelter.
- I'm hoping the new administration can support the property owners as we are the foundation which helps hold the City together.
- surveys like this one
- Nothing is being done on the side streets of New Haven, we have to walk in the streets to make it to the bus stops.
- Improving the levels of accountability, inclusion and progression in this City.

Is there a way in which you'd like to help or contribute? Or do you have any other comments, questions, or concerns?

- I feel good about the new administration and I'm hoping Mr. Elicker can have a positive influence and impact for us all.
- I would like to contribute in anyway possible to see that things change and make life easier for the employees of the animal shelter. It is a stressful environment to begin with and being short staff does not help. The concern of not having medical benefits when they retire is extremely inconsiderate. They work hard and we do a lot of manual labor. This takes a great toll on the body. I feel that we should be taken care of when it comes time to retire seeing as we work hard to get there.
- I'm very excited about working with the new administration to fix our parks and public spaces. We have so much opportunity in this City- and a lot of work to do!
- Give out rewards for people who do a good job
- I'd like to be on a committee that would review the building/zoning codes to change them up to allow for interesting and creative housing ideas to address our housing issues.

- Most of the meetings are held while we are at work & they are always in a Central area, have them at the Neighborhood schools and rotate. More people will come out, and senior citizens should have transportation provided for them similar to on Election Day.
- I suggest scheduling week day, after work meetings as well...
- I have more comments and would like to help with public outreach under the auspices of the City's information brochures or booklets. I am unable to attend the meetings.

ADDITIONAL SUGGESTIONS

- Suggestions from the NHI: [Elicker Seeks Ideas; Here Are Eight](#) (not all City operations)
- City Clerk needs website to be current all the time and ESPECIALLY months preceding elections. To date it's been most frustrating.
- Increasing parking meter from two hours to three hours. This way, people would NOT be afraid to come to New Haven, to enjoy the restaurants and theaters.
- Create a volunteer coordinator position to assist parks department in as many areas as possible. I think there are many people who would volunteer on a regular basis in park and even recreation work if there was a well coordinated effort. There also may be some internship or regular coordination with areas schools- I know at Gateway all student clubs have a community service requirement each year. Why couldn't it be in NH parks?
- I think it would be great to focus on cleaner streets and sidewalks. I know this might not seem like an important thing but have trash all over the streets makes it hard for people to be proud of where they live. It provides the mentality that if the city doesn't care why should I. I would also like to see this extended to the new haven green. There need to be services for the homeless, along with improving the look of the green. It isn't someplace you want to go hangout which is extremely unfortunate because it is a massive green space in the city.
- I use See Click Fix daily-as a resident and as a city employee in DPW. What I find over and over is that residents are willing to jump in, help and be a part of the solution or "fix". The City can't do everything. Last year (one example) DPW needed volunteers to help place recycling stickers on otters. 50 volunteers responded representing neighborhoods throughout the city. We were able to cover several areas in a short amount of time. Even in daily use of SCF at DPW, I know several individuals who will respond to a neighborhood issue and do a "fix" or "share a support" or provide much needed "information" to neighbors. I feel we need to harness that energy - be it a volunteer corps, neighbor to neighbor, VISTA Peace Corps, or in "Yeti" corps snow spirit. Neighbors care and community "fixing" goes a long way to build community.
- I encourage you to set a goal for having X number of trees planted along the streets of New Haven in the next four years. This is particularly important because of the Emerald Ash Borer which is killing between 300 and 400 Ash trees. There is no cure for this disease and the trees must be cut down. This process has already begun. In addition, a few years ago U.I. was attempting to cut down old trees in neighborhoods to prevent power outages (but threatening the character of a street). The process seemed arbitrary and an agreement was reached with U.I. to consult with the Parks Department. The Parks Department needs to continue this oversight of U.I. I would hope that this issue will be carefully discussed with candidates for the position of Parks Department Director.
- I encourage you to pursue a wide search for a director of parks – at least in Connecticut and perhaps nationwide. I believe that there are real advantages to doing so.
- The Ninth Square Building was sold to New Owner Beacon LLC. One of the garages on State Street was left with the city of New Haven because they wanted way too much money if the new owners decided to retain both garages George and State Street. Without consideration for the Residents, due to the overpriced garage rates, residents are moving out once their leases are up (high garage fee and rent). They already have lost some

residents because of the new rate that the current residents were told would take place added to park in the State Street Garage in 2020. Ninth Square was the last and only buildings with FREE PARKING to the Residents in New Haven. The new monthly rate is \$140 per car to park in the garage. Some of the residents have 2-4 cars per household that's highway robbery from \$0 to \$140. There could have been a smoother transition for these residents, or implement some discounted rate of half the price like \$70 to the Residents using the State Street Garage, which has already been shared with National Car Rental for 2-3 years now and daily parkers downtown the city. Many of the residents lived here over 10+ years. These garages make money from daily parkers, visitors, and residents. It's way too high, it's another car payment just in paying for parking. Many people dislike coming to New Haven because of parking prices. Then on top of it you get ticketed too so double whammy. This matter is very important to me because I too have a stake in this garage in regards to parking. Ninth Residents do not want to park on the streets downtown overnight to become victim of vandalism to their vehicles