



CITY OF CAMBRIDGE
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EXECUTIVE DEPARTMENT
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December 7, 1998

To the Honorable, the City Council:

In response to Awaiting Report #1 regarding New York City's Quality of Life Hotline, please be advised of the following:

The Quality of Life Hotline (1-888-677-LIFE) is one piece of a multi-faceted program in New York City (NYC) which is geared toward improving the quality of life. The hotline was launched in September, 1996 and receives thousands of complaints each year. In 1998, the hotline received a total of 21,525 complaints, most frequently for unreasonable noise. These violations are then forwarded to the precinct responsible for investigation. Precinct police staff then incorporate complaints received into the overall database on area violations which are tracked and investigated. The Quality of Life Hotline is staffed 24-hours per day by the Police Departments communications center.

The basic tenants of the Quality of Life Initiative include:

(1) Lesser Crime = More Serious Crime

Since 1994, the New York City Police Department (NYPD) has been engaged in a department-wide, full scale "strategic attack" on crime and quality of life issues. NYC, under leadership of Mayor Rudolph Giuliani, has concentrated on quality of life as an overall goal to create a safer, cleaner and more prosperous city. NYPD believes it has achieved drastic reductions in crime because they focused not only on murder but also on "petty offenses": graffiti, squeegee operators, illegal peddling, sex shops, traffic enforcement, taxicab safety, reckless bicycle riding, noise pollution, littering, aggressive panhandling, overall courtesy between city employees and residents and in the schools. The NYPD espouses "zero tolerance" for quality of life violations. For example: If a car stereo is too loud at 2:00 a.m., the police issue a summons and impound the car until the summons is paid; a similar approach is made towards "boom boxes." If a panhandler is too aggressive, the police might issue a summons for obstructing the sidewalk, and bring the offender to jail until the summons is paid (or for a specified period of time).

Consent Agenda #15

8085

Relative to AW Report #1
regarding New York City's
Quality of Life Hotline.

In City Council December 7, 1998

Placed on File and

Referred to
Environment Committee
on motion of C. Born.

sent to C. Born 12/9