



CITY OF DANBURY

OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
“Building a Better Danbury”

September 2010

September 28, 2010

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time period since the previous months City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

Time Period	Sept.1 – Sept. 28, 2010
Number of Quality of Life Issues	125
One Year Ago	102

The top issues addressed by the UNIT were:

- Properties with debris on it (32)
- Front Yard parking (31)
- Unregistered cars (26)
- Miscellaneous (16)
- Abandoned automobiles (6)
- Sidewalk Parking tickets (3)

September was a very busy month for the UNIT office. Properties containing debris and front yard parking accounted for nearly half of UNIT activity for the last few weeks. In early September, our department issued a press release announcing the results of a late August ACTION performance (Active Commitment Toward Improving Our Neighborhood) in the Woodside Avenue neighborhood. Over thirty issues were noted for the area, ranging from properties containing garbage, unregistered vehicles, front lawn parking, and commercial vehicles. Additionally, the UNIT walked the grounds of Windsor Garden condominiums and issued violation notices for seven vehicles with expired registration. Also, we worked with the condo association for the area to be cleaned up. One of the highlights during that week was reporting to the DPD an unregistered vehicle parked on the city street. This is grounds for the vehicle to be towed.

While doing their investigation of running the registration and coordinating for the vehicle to be removed from the street, the DPD uncovered illegal narcotics inside the vehicle. Appropriate police action was then taken. This is a perfect example of how the proactive effort of our department has a positive impact in Danbury's neighborhoods.

Approximately 61% of all of UNIT activity for the past month has been the proactive result of ACTION. Unregistered vehicle activity was the highest it has been for the UNIT in nearly two years. Thank you to Health Department Inspector, Jenna Nicol, who found a website managed by CT DMV that displays the expiration date of license plates. While performing routine inspections, our team uses this website to check the registration status of vehicles. In the past month, the UNIT has revealed nearly thirty unregistered vehicles. Vehicle owners are then notified by a sticker placed on their automobile giving them up to 30 days to register or remove their vehicle from the property. After this time period, if action is not taken, owners can be liable for fines up to \$250/day.

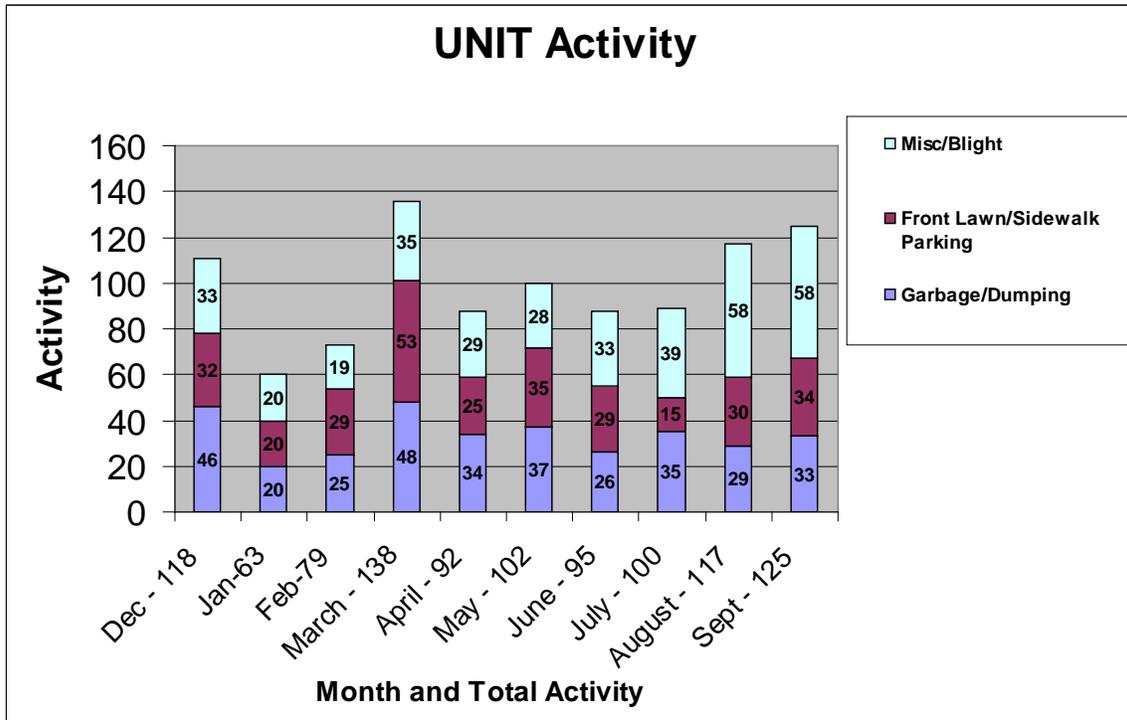
Additionally, as a result of our random license plate inspections, six vehicles were removed from the city's streets as a result of either being unregistered or abandoned. Neighbors have already provided positive feedback to "finally" getting rid of these cars.

As is customary for our department, each violation is appropriately followed up with further inspections to ensure compliance.

Summer has begun to fade, bringing on autumn and the cooler weather. The UNIT would like to remind all residents to diligently remove leaves and branches from their property and to NOT rake or blow the leaves onto the city street. Gutter lines and storm drains already face challenges with getting clogged because of fallen and wind blown leaves, further stress on these systems can result in major drainage and flooding damage. The Highway Department will soon be communicating to residents a period of time in the Fall where residents can place brown paper leaf bags in front of their property and their department will pick them up. In the meantime, Danbury residents can bring their leaves and branches to Ferris Mulch for no cost.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. We will continue to proudly serve and follow up on complaints as best as we can. Our office seeks quick resolution to the quality of life complaints we receive.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues as quickly as possible. Below is a bar graph illustrating the monthly totals of UNIT service requests for various concerns. Front lawn parking and garbage/debris result in the majority of the daily issues faced by the UNIT. Miscellaneous may include homes in disrepair, illegal dumping, blight, etc.



311 Call Center Report: September 2010

The month of September saw the 311 Call Center receive 635 calls from residents with requests for phone numbers being receiving the highest volume at 219. The Household Hazardous Waste Day (September 25) saw 117 inquiries while 52 calls were received from residents asking where they can dispose of their household garbage. Thirty-four residents called asking about the fall leaf pick-up program, yet no date has been set; in the meantime, residents are free to dispose of yard debris at Ferris Mulch on Plumtrees Rd. As the autumn continues, residents are reminded to not blow leaves or other debris into storm drains and are free to report any occurrences to 311 if such an instance is witnessed. Motorists should also be cautious of wet leaves on the road as well as low-hanging branches; and should report any concerns to 311. The 311 Call Center's new location in the front of City Hall has also helped to provide residents with directions, service requests, phone numbers, while also helping to answer questions for residents upon entering City Hall as opposed to attempting to find which department they should go to.

The UNIT continues to encourage the participation of Danbury's residents to report any concerns in their neighborhood by utilizing the City Line 311 system. Residents of Danbury can simply dial 311 from their home phones, or 203-744-4311 from out of town or cell phones. Additionally, residents can log on to the City's webpage, www.ci.danbury.ct.us, and click on the City Line 311 link and register their complaint at their convenience. Residents can choose to provide their contact information, so the UNIT can follow up and provide an update on the situation. By visiting the

Neighborhood Assistance Department on the City's website, residents will also be able to view the UNIT's monthly activity.

If we can be of any assistance to you or residents in your ward please contact us at 796-8026 or 311.

Sincerely,
Shawn Stillman
Coordinator, Office of Neighborhood Assistance