



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
“Building a Better Danbury”

October 2010

October 26, 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. 29 – Oct. 26, 2010
Number of Quality of Life Issues	109
One Year Ago	67

The top issues addressed by the UNIT were:

- Properties with debris on it (43)
- Unregistered cars (29)
- Front Yard parking (11)
- Miscellaneous (9)
- Sidewalk Parking tickets (5)
- Abandoned automobiles (1)

A.C.T.I.O.N. is a SUCCESS:

Sixty two (62%) percent of UNIT activity for the past month has been the result of ACTION (Active Commitment Towards Improving Our Neighborhoods). The mission of our department is to respond to quality of life complaints from the residents of Danbury. However, it does not stop there. The UNIT’s dedication to protecting and preserving our neighborhoods is resilient.

Since the beginning of the year, UNIT service activity has included an amazing 1016 issues! As a demonstration of the UNIT’s proactive commitment to maintain the quality of life in Danbury, 515 of these service issues have been the direct result of ACTION.

This is nearly 51%. Our department will continue to rely on the “eyes and ears” from Danbury’s residents and will respond to their concerns around town. Additionally, the UNIT will continue address unreported concerns and, as always, work on quick resolution.

MONTH in REVIEW:

Properties containing garbage were the highest activity (43) handled by the UNIT this past month. Re-inspections will continue to be completed until the issues are resolved. At this point, approximately half of the garbage issues have been resolved and closed.

The UNIT continues to receive complaints from residents regarding unregistered vehicles, and additionally, our department randomly completes registration verifications while on inspections. As a result, the UNIT identified 29 unregistered vehicles in last month and all property owners have been notified to re-register their vehicles or remove them from the property within 30 days.

The majority of the miscellaneous items handled this month involved commercial trucks being stored in residential areas. This is considered a Zoning violation and is not allowed. If the UNIT is not successful in resolving these matters on our own, we refer the issue to the Zoning Department and a Notice of Violation gets sent to the property owner.

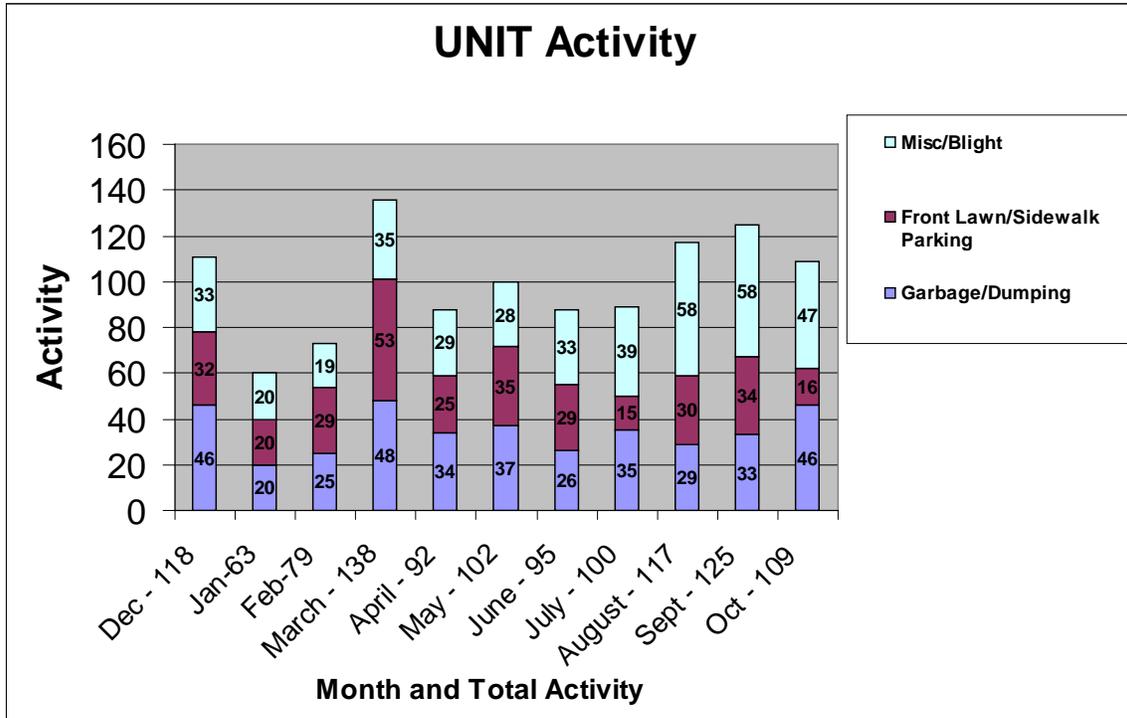
As is customary for our department, each violation is appropriately followed up with further inspections to ensure compliance.

SEASONAL REMINDER:

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 has begun their paper bag leaf pick up program, which runs through November. Please refer to the City website for scheduled pickup areas. Additionally, 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: October 2010

The month of September saw the 311 Call Center receive 640 calls from residents as requests for free phone numbers had the highest volume at 211. The inclement weather and flooding of September 30 brought 77 calls while another 62 calls were received from residents asking about the fall leaf pick-up program; which began October 18. Twenty-four calls were received from residents asking where they can dispose of their household garbage and 26 calls in reference to the Backus Ave bridge closure and re-opening were made. As the autumn progresses, 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. Typically, the autumn months bring an increase in call volume due to the increase in city services as well as the potential hazards presented by the weather. The 311 Call Center is well-equipped for these situations by maintaining close and frequent contact with the appropriate departments.

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