



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
“Building a Better Danbury”

January 2011

January 25, 2011

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the beginning of the month. 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	Jan. 1 – Jan 25, 2011
Number of Quality of Life Issues	57
One Year Ago	60

The top issues addressed by the UNIT were:

- Properties with debris on it (18)
- Miscellaneous (18)
- Unregistered/abandoned cars (11)
- Front Lawn Parking (6)
- Illegal Apartments/Unsafe Living Conditions (2)

Winter has certainly hit our town with a fury. Four snow storms accumulating to over four feet of snow has created quite a challenge for city departments, especially the Highway Department. Kudos to them for managing snow removal operations in their typical committed and professional manner.

The snow filled months of the season are historically the “slower” months of the UNIT. However, our department has been assisting the Highway and Police Department during these last few storms, as it pertains to the removal of cars from the street. Mayor Boughton has declared snow emergencies requiring vehicle owners to remove their cars from the street so that effective snow removal operation can begin. In these cases, the UNIT will help identify those vehicles still left on the street and coordinate to get them removed.

Additionally, the UNIT office, along with CityLine 311 receives several calls a day regarding city sidewalks not being cleared of snow for pedestrians. The UNIT has partnered with Fran Lollie of Construction Services, leaving notices at these properties requiring that snow removal be complete within 24 hours. Non-compliant property owners can actually be fined up to \$100/day for not clearing the sidewalks in front of their property.

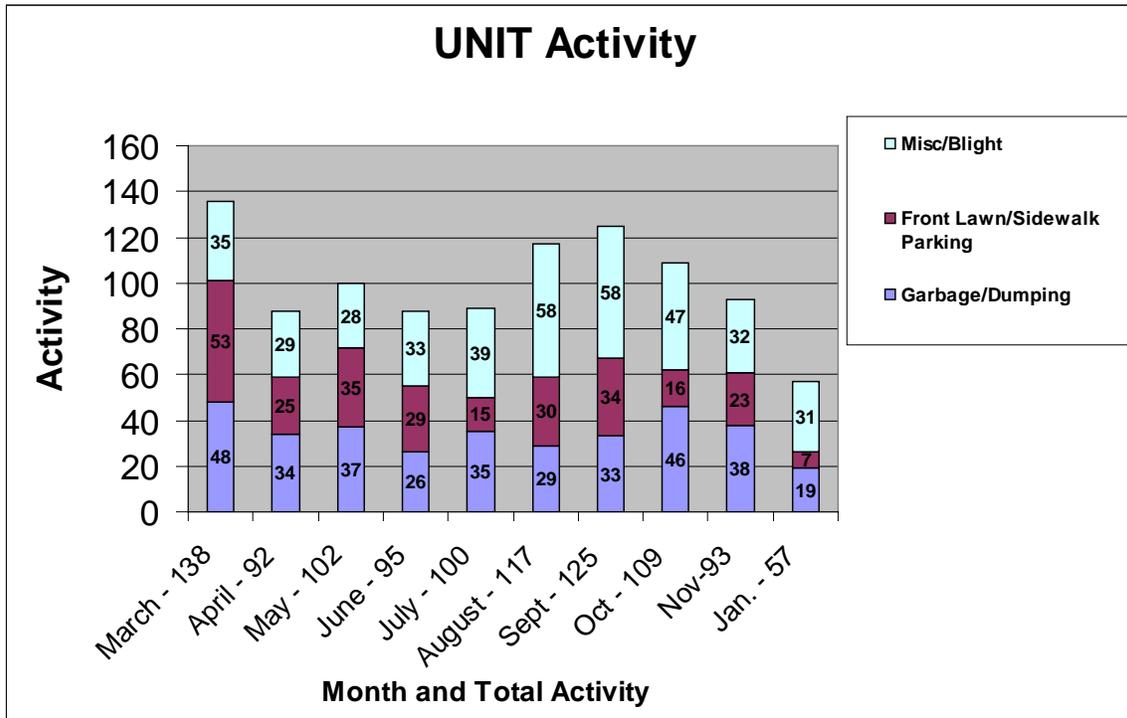
Of the eighteen miscellaneous issues handled by our department this month, most of them were regarding sidewalks not being cleared, as well as complaints of snow removal causing property damage. The UNIT has also assisted the Highway Department by speaking to property owners to remove any portable basketball hoops from the road, so as not to interfere with snow plow operations.

In the past month, the UNIT has responded to (18) concerns with properties having garbage on it. Obviously, the snow has hampered any re-inspections at this time and will continue to prevent new complaints from coming in. The UNIT will certainly follow up to ensure that all properties have been cleaned.

Our department has begun to take advantage of this winter season to prepare for the spring. Areas around town have been identified for litter/garbage cleanup once the snow has melted. The UNIT will work with individuals who need to complete community service time and all of these areas will be cleaned up. Our department will also be completing random inspections on previous complaints to ensure that compliance still remains. For example, on properties where the UNIT eliminated basement occupancy, our department intends to check up on to ensure that the basement is still empty. It is important that property owners understand the our department is vigilant in ensuring the safety of Danbury's residents and the overall quality of life in town.

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: January 2011

The month of December saw the 311 Call Center receive 1,059 calls from residents with information regarding the frequent snowstorms during the month bringing the most inquiries at 573. The Call Center was open during the storm of January 12 and was available to residents of Danbury on January 18 four hours before City Hall officially opened at noon. Residents were grateful for the immediate responses to their questions and concerns regarding the forecast, parking ban, road safety, and City Hall hours. Requests for phone numbers brought 213 calls while information on the recycling truck brought 44 calls. Information regarding where residents can dispose of household garbage brought 39 calls with another 34 calls received for information about Christmas tree pickup and disposal. Due to the potential dangers and hazards caused by inclement weather, residents are encouraged to report concerns such as roads that were not plowed, dangerous tree branches and accidental mailbox or curb damage as soon as possible so each request can be logged and sent to the appropriate department. Residents are also encouraged to report unsafe sidewalks and blocked access to crosswalks as they are seen throughout the city to ensure safe travel for all residents.

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