



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
"Building a Better Danbury"

February 2011

February 22, 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. 26 – Feb 22, 2011 |
|---|------------------------|
| Number of Quality of Life Issues | 40 |
| One Year Ago | 77 |

The top issues addressed by the UNIT were:

- Properties with debris on it (10)
- Miscellaneous (14)
- Unregistered/abandoned cars (12)

Over the course of the past several weeks, the UNIT has taken advantage of this snow-filled period to close out several follow up inspections from previous issues. As a result, nearly 40 open issues were able to be closed out. With nearly 1200 service requests that were handled in 2010, it is a continual challenge to work with property owners and tenants to coordinate and schedule reinspections, while at the same time, staying on top of new complaints that are being submitted.

With the area having over two feet of snow, as well as mountainous snow banks, UNIT activity was mostly related to snow concerns. For example, the accumulation of snow piles has created many unsafe and blind intersections around the city streets. Also, residents who park on the street have had major issues, especially since the roads have significantly been narrowed due to the abundance of snow. The UNIT has been working with the Highway Department in attempt to alleviate the residents' concerns as quickly as possible. Other complaints received regarding the snow removal have been involving

residents plowing snow into the street or on other people's property, causing property damage. Additionally, the continual struggle for residents to maintain their sidewalks free of snow and ice and been a daily challenge. Each month, our department handles the majority of complaints about properties having garbage on it; however, this fierce winter has naturally limited those complaints.

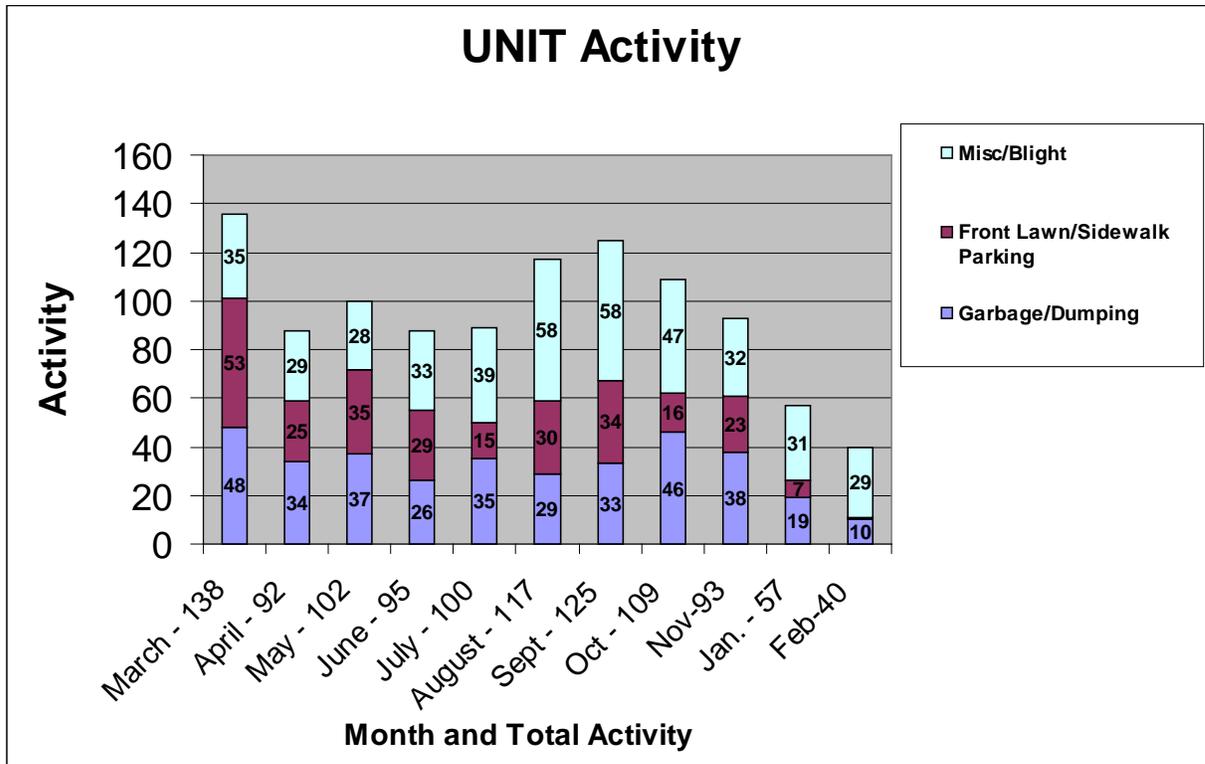
Earlier in February, the UNIT was in the neighborhood of Sleepy Hollow and Irving Place and came across a vehicle that was parked on the street, yet covered with snow. It had been plowed in over the various numbers of storms and obviously, it was in the way for the snow plow staff to effectively clear the street. Our department decided to become involved and have it removed from the street. In doing so, UNIT member and Danbury Police Officer Ken Utter revealed that this vehicle had been reported stolen in December. As a result of his effort, the street was cleared and more importantly, the vehicle was returned to its rightful owner.

Another positive success story was a very quick response by the State of CT to a graffiti complaint that the UNIT brought to their attention. The columns of the I-84 bridge over Federal Road were recently tagged with offensive graffiti and it was a terrible representation of the city. Upon bringing it to the attention of the State, their response was incredibly fast and they painted over the spots right away.

As the snow begins to melt away, our department continues to prepare for what will be an extremely busy spring. In fact, several neighborhoods have already been planned for ACTION and various locations around town are being planned for spring cleanups. It is a common trend that as the weather begins to get warmer; residents come out from their winter hibernation and start spring cleanups on their properties. This period of time is when the UNIT receives a large volume of calls and complaints.

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: February 2011

The month of February saw the 311 Call Center receive 922 calls from residents with information regarding the snowstorms during late January and early February bringing the most inquiries at 429. The Call Center was open during regular business hours on January 25, February 1, and February 2, while City Hall opened at 10am and 12 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 209 calls while information on the recycling truck brought 42 calls. Information regarding where residents can dispose of household garbage brought 37 calls with another 21 calls received for information about Christmas tree pickup and disposal. The effect of continuous precipitation throughout the month has resulted in numerous dangerous potholes throughout the city. Residents are encouraged to report any such hazards immediately to 311 to avoid any potential motor vehicle incidents and not assume that it will be done by someone else. In many cases, city departments are unaware of road hazards until they are reported and ask for diligence from residents to ensure safe road travel for everyone.

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