



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2011
“Building a Better Danbury”

July 2011

July 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	June 27 – July 25, 2011
Number of Quality of Life Issues	90
One Year Ago	92

The top issues addressed by the UNIT were:

- Properties with debris on it (25)
- Unregistered/abandoned cars (23)
- Miscellaneous (15)

Year to Date Activity:

At this point in the year, the UNIT has addressed just over 650 quality of life issues, which coincidentally, is essentially even to this point last year. One third of the issues have been working with property owners to clean garbage/debris from their properties. This issue is an important one and often the one that our department spends most of its time on. Garbage is unsightly and instantly deteriorates the quality of life in a neighborhood. Additionally, garbage attracts rodents and can contain foul odors.

Over 100 unregistered vehicles have been tagged by our department. The majority of these vehicles had obvious signs that they haven't moved in many months and possibly years. Our notice requires vehicle owners to register their vehicle within 30 days or remove it from the property.

Nearly 150 issues are what our department classifies as Miscellaneous. These issues can range from anything regarding zoning violations, overgrown shrubbery blocking sidewalks or line of sight issues on the street, neighborhood nuisances, etc. Our department is often the first place residents come to with their concern, so we strive to assist residents however we can. In some cases, the UNIT will seek assistance from other city departments to resolve the issues.

FCI Assists in Casper Street cleanup:

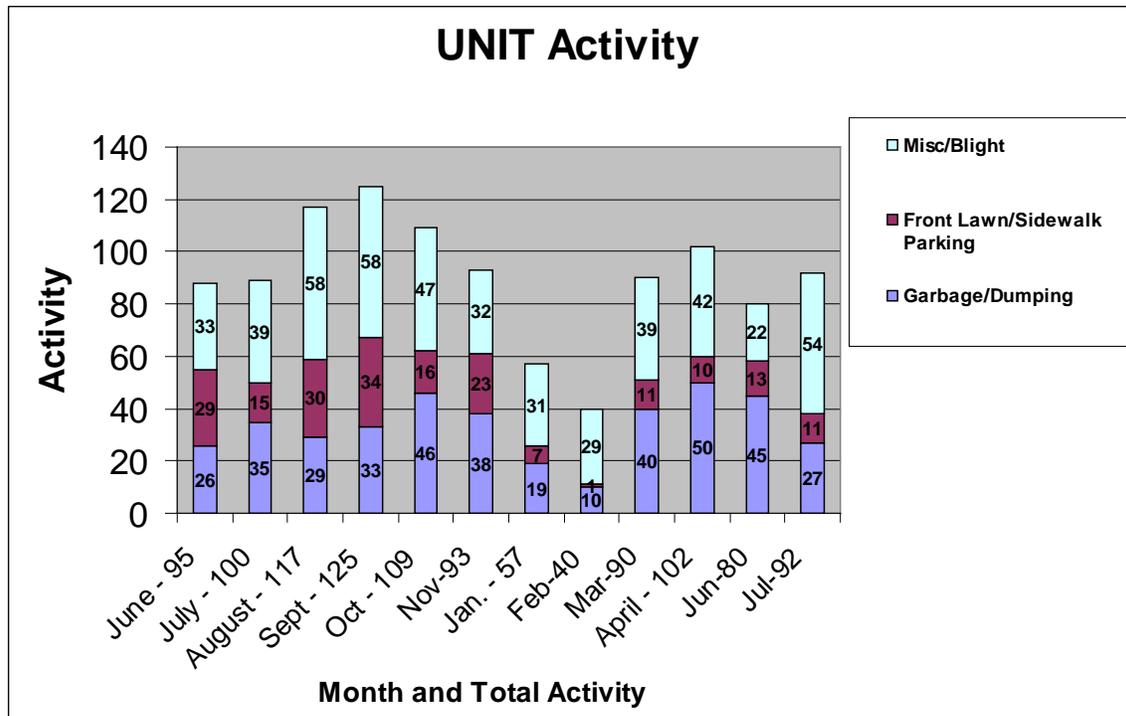
On Weds, July 13th, the UNIT coordinated a major cleanup under the bridge at Casper Street. FCI provided the staff of 10 residents and we would not have been able to complete the cleanup without the much appreciated assistance of the Highway Department. Nearly two dump truck loads of garbage were removed from under the bridge. Located on the Still River, it is a common spot for homeless activity. A little more work needs to be completed; however, it is a tremendous improvement. Thank you to FCI and the Highway Department for assisting with the cleanup. In the next few weeks, FCI will assist with a cleanup on Starr Ave, and will work with the Water Department to paint fire hydrants.



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 and 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.

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: July 2011

The month of July saw the 311 Call Center receive approximately 750 calls, with phone numbers being the most frequent request at 259. The water main break on Hospital Avenue brought 62 calls from neighbors looking for information on what happened and when repairs would be completed; while the recent heat wave brought an additional 29 calls. Residents seeking information regarding the recycling truck placed 23 calls and residents looking for information on where they can dispose of their household garbage totaled 26 calls. The annual fireworks shows brought 22 calls earlier in the month while information for events such as the Concerts on the Green/Ives Concerts brought 16 calls. As the summer months proceed, residents are encouraged to be proactive and report any potentially dangerous road issues – such as overgrown flora at intersections, low-hanging tree branches, or large potholes – as quickly as possible to ensure appropriate action will be taken.

Upcoming local events in the spring and summertime also bring the attention of residents and tourists who wish to find more information on the myriad of activities available to them throughout Danbury. With frequent communication between departments, the 311 Call Center is well-prepared to handle each of these instances and events as they occur and provide the same level of exceptional service to the residents of Danbury.

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, and now, residents can utilize the Danbury Direct app from their iPhone to submit a concern or question. 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