



**CITY OF DANBURY**  
**DEPARTMENT NEIGHBORHOOD ASSISTANCE**

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Livable Neighborhoods 2008

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**October 2008**

*“Building a Better Danbury”*  
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Honorable Mayor & Common Council Members:

As of October 28<sup>th</sup>, proceeding from the last Council Report print date of September 29<sup>th</sup>, the UNIT has responded to 107 issues for the month of October. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on. Front yard parking (32) and debris on the property (42) continue to be the top two categories of infractions addressed by the UNIT.

A.C.T.I.O.N. resulted in 18 responses by the UNIT, with 8 incidents related to front lawn parking and 9 connected to debris on properties. A.C.T.I.O.N. continues to average 50% of total UNIT activity, which clearly demonstrates the UNIT’s pro-active approach to address quality of life issues in Danbury.

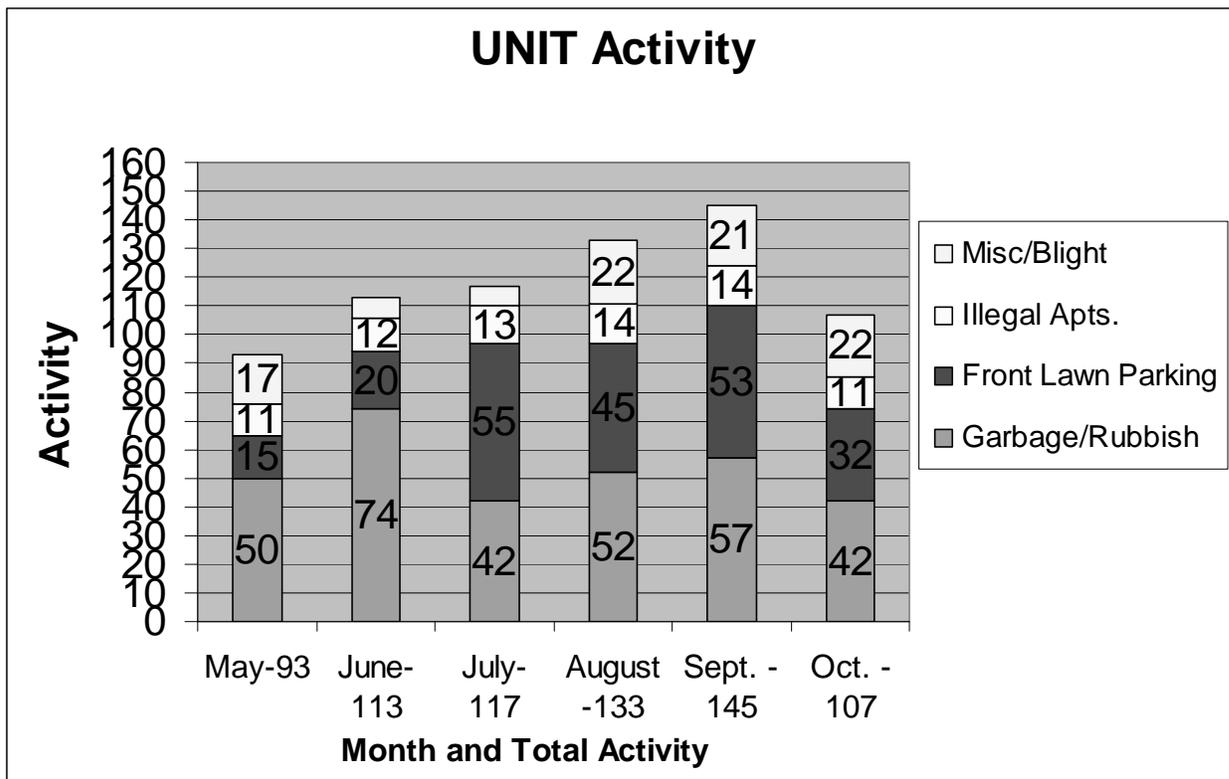
This month, the UNIT experienced a couple rare success stories in catching someone illegally dumping. In one matter, three mattresses were dumped on a piece of wooded property on Fern Street, next to where the individual lived. The UNIT noted the mattresses while driving by and stopped to investigate. After knocking on some doors and asking some questions, the UNIT was able to identify the person who discarded the items. Officer Ken Utter issued a \$220 fine to the apologetic and regretful individual. The second event occurred on Irving Place. An individual was suspected of tossing a lot of debris down a hill in the back of a residence. When questioned, he denied dumping the items, but at the insistence of the UNIT, he did clean up everything. An hour earlier, witnesses noted him cleaning out the same items that were thrown down the hill, from under the porch of the house. A ticket could not be issued, but fortunately, the mess was cleaned up.

This time of year, with the season changing, the UNIT receives several calls a week from members of the Highway Department regarding residents blowing their leaves onto the city streets. As a result of doing this, storm drains have an increased risk of becoming clogged and unnecessary flooding can occur after a storm. The UNIT has responded to and resolved at least half a dozen instances within the past two weeks regarding this issue, Hopefully, the Common Council can pass an upcoming ordinance proposal to levy fines to property owners blowing leaves or snow onto the city streets. This may act as an effective deterrence for this behavior.

Illegal dumping continues to plague this City and puts a tremendous strain on the Highway Department as they respond very quickly to clean it up. The UNIT investigates each dumping hoping that one time, there will be a connection to this criminal activity. If caught in the act, violators will be punished to the fullest extent of the law, including having their vehicle confiscated. The UNIT is exploring some options in attempt to reduce illegal dumping and welcomes any ideas and support from the Common Council.

The UNIT continues to encourage Danbury’s residents to call when they see any concerns in their neighborhood. Residents can call CityLine 311. The UNIT will investigate each concern and will follow up with the caller to give them updates on the situation.

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 2008

The month of October saw the 311 Call Center receive over 500 calls with residents eagerly looking for information pertaining to the fall leaf pick-up program and the re-opening of Padanaram Rd. Many residents call looking for information on heating fuel assistance and any proposed state or local programs that may help residents in need. Many residents also called looking for voting information – particularly absentee ballot voting. The 311 Call Center gladly assisted these residents by either providing instructions for absentee ballot voting (using the form on the City website), or by printing out the form and mailing it to the residents who do not have internet access. New residents of Danbury continue to call 311 looking for information pertaining to trash pick-up and recycling. As the winter weather approaches, and historically brings an increase in call volume, the 311 Call Center retains close communications with all City Departments to ensure a clear and consistent message for residents of Danbury.

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