



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2009

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“Building a Better Danbury”
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Honorable Mayor Boughton and Common Council Members:

From the time period of the previous Common Council report, July 28th, up until August 25th, the UNIT has engaged in approximately 102 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

The top three issues addressed by the UNIT were:

- Properties with debris on it
- Miscellaneous issues
- Vehicle concerns.

While the Health Department recovers from the early retirements of many of its inspectors, including the UNIT’s Don Melillo, the UNIT continues to address properties with garbage/debris. The immediate goal is to make every attempt to resolve the violation without requiring the Health Department to issue an order.

Miscellaneous issues continue to rise during the summer as many of the concerns revolve around foreclosed properties that are vacant and are not being cared for. As a result, grass is high, sometimes the house is not secure and neighbors rightfully become concerned. Additionally, sidewalks, street corners and intersections are unsafe due to the overgrowth of bushes, grass and other shrubbery. Most of these issues result in line of sight concerns while driving, or pedestrian safety on the city sidewalks. The UNIT responds to these concerns, as well. Also, another type of miscellaneous issue is commercial vehicles being kept in residential neighborhoods. These are just a few examples of miscellaneous issues that are often addressed and resolved by the UNIT.

Vehicle issues varied this month with violations of front yard parking, as well as unregistered and/or abandoned vehicles becoming eyesores. Many of the unregistered

vehicles were parked on the street and the UNIT partnered with the DPD to have the vehicles towed away. While front yard parking violations will always continue, there has been a major improvement in various neighborhoods due to UNIT enforcement.

The Office of Neighborhood Assistance conducted three neighborhood meetings within July and August. A fourth one is scheduled for September 16th (see below). Participation was positive as approximately 60 residents showed up at two of the three meetings. Thank you to Rev. Roderick of the Mount Pleasant AME Zionchurch on Rowan Street for hosting our neighborhood meeting on August 19th. These meetings are mutually beneficial for both the residents and to the UNIT. Naturally, residents are given the forum to share concerns within their neighborhood and the UNIT has a chance to make these improvements. Additionally, from an ACTION standpoint, the UNIT can educate the residents what issues we look for while in the neighborhood.

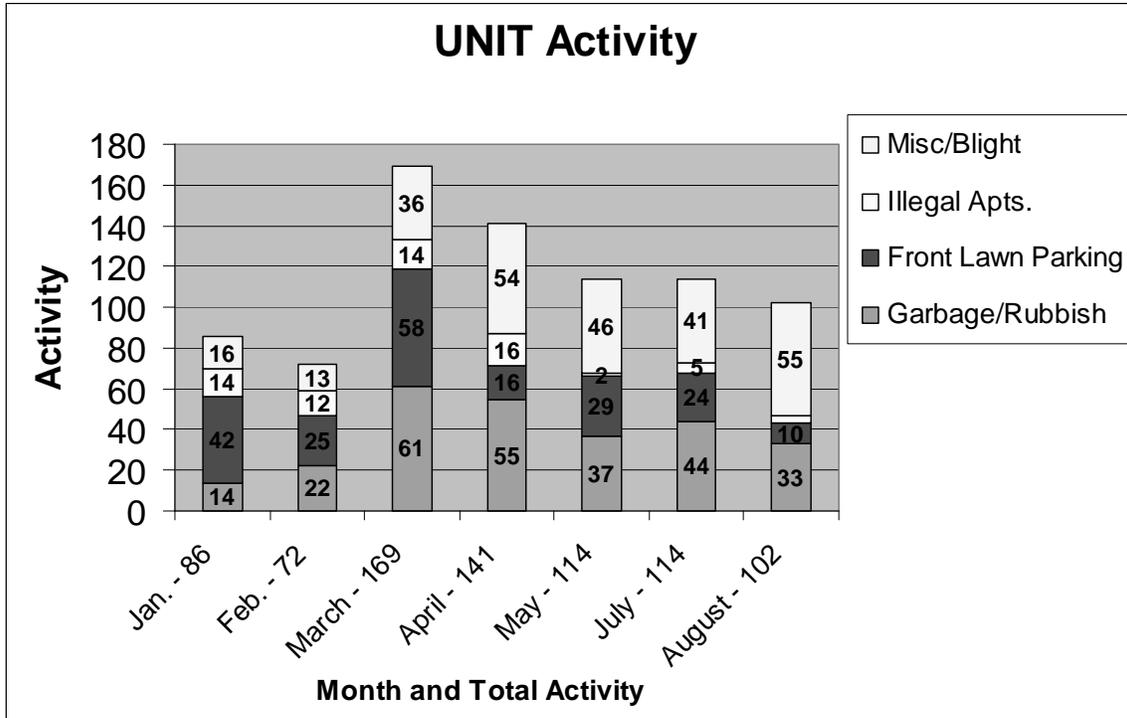
Not all of the concerns shared at neighborhood meetings can be directly solved by the UNIT. For example, the neighborhood meeting within the Apple Blossom neighborhood resulted in many concerns addressed for the Highway Department. Jeff Preston from the 311 office, took notes from the meetings and all of the issues are then shared with the Highway or other various departments in the hopes of resolving the issues quickly.

Below are the dates when the meetings were, as well as the neighborhoods:

- **Weds, July 29th** (Hatters Park Banquet Hall)– Apple Blossom Lane, Sherry Lane, Valerie Lane, Beverly Drive, Roger Drive, Pond Ridge Road, Circle Drive E&W, Glen Hill Road
- **Thurs, August 13th** (Council Chambers, City Hall)- Stone Street, McDermott Street, Sheridan Street, Prospect Street, Cottage Street, Clark Street, Home Place, Stillman Avenue, Michael Street, Casper Street
- **Weds, August 19th** (Zion Church, Rowan Street)- Rowan Street, Second Avenue, Oakland Avenue, Balmforth Avenue, Maple Avenue
- **Weds, September 16th** (TBD)- Meadowbrook Road, Nancy Drive, Cozy Hollow Road, Wixon Road, Carolyn Avenue, Campbell Lane, Diana Road, Ridgeside Road, Albers Road, Carla Drive, Elizabeth Road

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: August 2009

The month of August saw the 311 Call Center receive 815 inquiries from residents and citizens with a wide range of questions and issues. Over 300 calls were received from residents seeking phone numbers, 90 calls were received regarding the Household Hazardous Materials Waste Day (September 26), 65 calls were placed from residents seeking information on where they can dispose of their large bulk garbage, and another 60 calls were received regarding the recycling truck. Another 37 calls were made regarding wildlife concerns with raise in hornet, wasp, and bee nest calls combined with traditional deer hunting questions, coyote questions, and roaming canines. Danbury residents continue to utilize 311 to report other issues such as overgrown trees and bushes next to the road which make travel dangerous and malfunctioning traffic lights. As the summer draws to an end there is an anticipated increase in call volume for the autumn months with regards to drainage problems (due to increased rain) and tree-related calls (to report dead or dangerous limbs as the leaves fall). Residents are encouraged to call 311 prior to calling any other City of Danbury department with concerns so they can be documented with a request number and addressed accordingly.

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