



## **CITY OF DANBURY**

### **OFFICE OF NEIGHBORHOOD ASSISTANCE**

**Shawn Stillman**  
**UNIT Coordinator**  
*s.stillman@ci.danbury.ct.us*

**203-796-8026**

**Livable Neighborhoods 2010**  
*“Building a Better Danbury”*

### **March 2010**

March 30, 2010

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time period since the previous months City Council report. 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.

<b>Time Period</b>	<b>February 23 – March 30, 2010</b>
<b>Number of Quality of Life Issues</b>	138
<b>One Year Ago</b>	174

The top issues addressed by the UNIT were:

- Properties with debris on it (47)
- Sidewalk parking enforcement (43)
- Miscellaneous (19)
- Front Yard parking (10)

March has been a busy month for the UNIT. As the weather begins to turn warmer, residents start to come out of their winter hibernation. The snow has melted, and the leaves and shrubbery are not yet present to block out and hide problem areas that would most likely not be spotted during the summer months.

In the past month, 47 properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property. Follow up re-inspections with the tenants and property owners take a lot of time and effort from the UNIT, however, it is critical to ensure that properties get cleaned up within a reasonably quick amount of time. Property owners are held accountable and can receive a fine if the issue does not improve.

The enforcement of the Sidewalk Parking Ordinance (19-36) is in full swing by the UNIT. In the past month, the UNIT has issued 43 tickets to vehicles blocking sidewalks thus preventing pedestrians from safely passing through. Since the UNIT has partnered with the Danbury Police Department in February, our department has issued a total of 50 sidewalk parking citations! Prior to the UNIT being able to issue tickets, our department worked very hard to remove vehicles from sidewalks. Vehicles owners were advised not to park on sidewalks and warning tags were even placed on cars, but our efforts were not effective enough. Unfortunately, it appears that the most effective way to improve this situation is by issuing \$100 tickets to violators. As a result, the UNIT has already noticed a significant improvement on a few of the City streets where this problem has been common. The UNIT would like to thank the efforts of Fran Lollie for teaming with the UNIT to assist with this initiative.

### **MARCH HIGHLIGHTS**

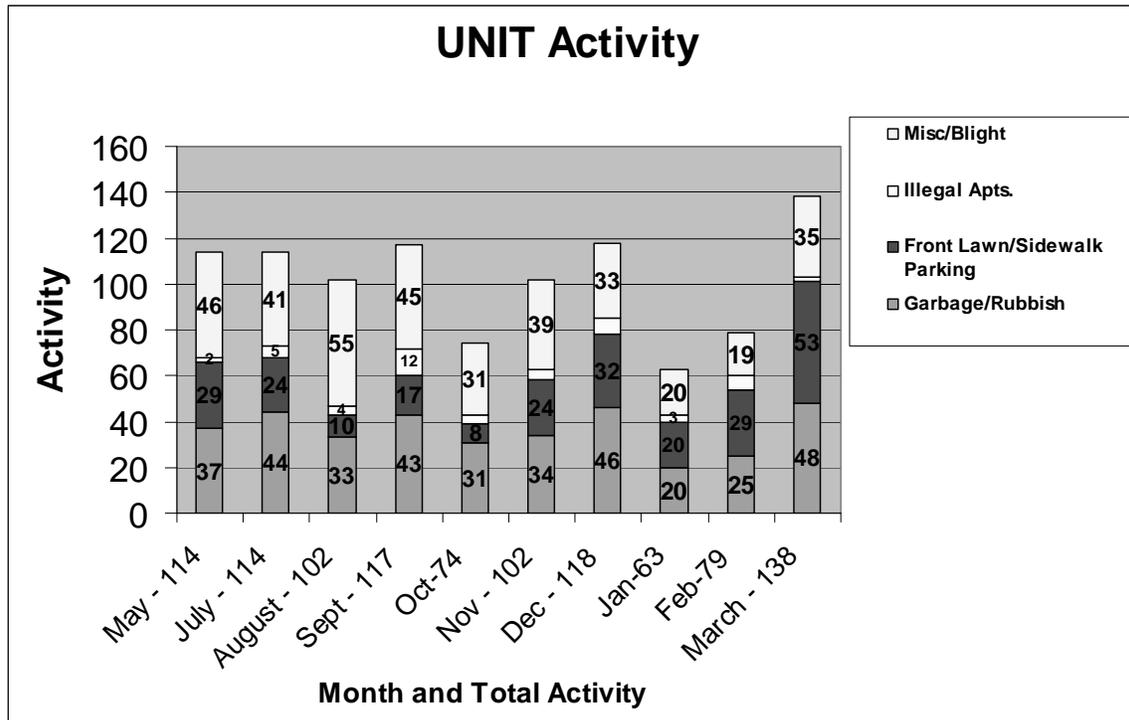
On February 25<sup>th</sup>, the UNIT was called in by the Danbury Police regarding an unsafe living situation on Franklin Street. The UNIT inspection revealed four men living in a residence without heat and water. Additionally, the electricity was being supplied by a single extension cord from the panel box and run upstairs to the second floor apartment. It was then split by further extension cords to each room and heavily overloaded resulting in a major fire hazard. It immediately became clear that this residence needed to be vacated right away. As a result, several tasks needed to be accomplished and the UNIT successfully coordinated for each one to be complete. First, the power needed to be turned off. With the assistance of Deputy Fire Marshal, Carmen Rao and CL&P, this was arranged quickly. Next, the four residents needed to be placed in temporary housing. Kristy Gray of the Health Department played a valuable part in this by working with the real estate agency of this foreclosed residence to place the individuals in a hotel for an entire week. This effort was a result of more than a dozen phone calls to coordinate everything. Finally, the residence needed to be secured to ensure that no one was able to re-enter the location. The UNIT worked with the real estate agency to have the location winterized and boarded up all within hours of initially being called to the residence.

The UNIT was recognized in the News Times for its accomplishments of 2009. Nearly 1300 issues were addressed by our department. The UNIT's response time to each complaint is typically within 24 hours and most issues are resolved in a short period of time. Danbury's residents continue to appreciate and provide positive feedback to our departments efforts in improving and maintaining the quality of life in Danbury.

The UNIT continues to clean areas around town where litter tends to accumulate. Locations on North Street, Morgan Avenue and Starr Avenue were cleaned by the UNIT as several garbage bags were filled. The UNIT continues to partner with Chris McGran of the Highway Department with the insurmountable task to keep all streets and city areas clean of litter and debris.

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: March 2010

The month of March saw the 311 Call Center receive over 700 calls from residents with phone numbers being once again the most-requested item at 324. Anticipation for Clean City Danbury Day (May 1) brought in 62 calls following the announcement date, and another 21 calls were placed in regards to the spring leaf pick-up program. Another 19 calls were received from residents looking as to where they can dispose of their garbage, with another 13 calls about City Hall. As Clean City Danbury Day grows nearer an increase in call volume is expected alongside the leaf pick-up program (beginning April 23) and Household Hazardous Waste Day (May 22 in Newtown and September 25 in Danbury). Springtime typically proves to be very busy for 311 with numerous events as well as the effects of the winter weather that have caused damage to roads, curbs, and trees. Residents are encouraged to call and report such issues so they can be properly addressed to ensure safety within the city. There have also been many instances of overgrown bushes and trees that stick out into the road; residents are also encouraged to report such issues as they arise to provide safe passage for motorists.

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](http://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