



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2011
"Building a Better Danbury"

May 2011

May 31, 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	April 25 – May 31, 2011
Number of Quality of Life Issues	147
One Year Ago	120

The top issues addressed by the UNIT were:

- Properties with debris on it (44)
- Miscellaneous (28)
- Unregistered/abandoned cars (19)
- Front Lawn Parking (17)
- Foreclosed Homes/High Grass (10)
- Illegal/Unsafe Apartments (4)

The warm weather and summer season has started with a bang! Statistically, this past month for the UNIT has been the busiest month for our department in over 3 years.

Just over 100 properties were identified that needed to be cleaned up. Some of them had garbage around the exterior, some with commercial equipment, etc. The UNIT works with the property owners to have them cleaned up as quickly as possible. Additionally, after two weeks of rain, our department is now receiving calls about homes with high grass. In most cases, these homes are vacant and a result of foreclosure. As a result, the UNIT will inspect the property to ensure that home is secure and that the property is clean. Our department will then coordinate with the financial institutions to ensure that proper maintenance is completed.

Clean City Danbury A Success:

On Saturday, May 7th, the annual event of Clean City Danbury took place. Five drop-off locations around the city were filled with residents disposing of their large household trash items. This event has become a popular day for Danbury residents. Several tons of garbage and scrap metal was collected.

Danbury Partners with FCI:

One of our department goals for 2011 was to establish a partnership with a group of volunteers to help maintain and keep the city of Danbury clean. This goal has now been accomplished as the UNIT has partnered with the Danbury FCI (Federal Correctional Institute). In fact, a total of ten residents from the low-security section of FCI assisted the community for Clean City Danbury Day. Additionally, the UNIT has been fortunate to take advantage of their continual clean up efforts by utilizing their residents to clean up an abundance of trash around Wildman St, Main St and Kennedy Park. Our department is looking forward to a long-standing relationship with FCI, as the community will ultimately benefit from the tireless efforts of its residents.

Speed Hump Neighborhood Meeting for Chambers Road:

A neighborhood meeting will soon be scheduled for the residents of Chambers Road as the majority of property owners have successfully petitioned for speed humps to be placed on their street. In attendance will be Mayor Mark Boughton, as well traffic engineers. Residents will have an opportunity to relay their concerns and ask questions. The meeting will be scheduled for mid-June. Your attendance to this meeting is always welcome and encouraged.

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.

311 Call Center Report: May 2011

The month of May was a busy time for the 311 Call Center. The rainy month brought several calls due to the potholes and other road hazards. In late April, Mayor Mark Boughton announced the new Danbury Direct app. Danbury Direct is a free iPhone app available through the iTunes app store that allows citizens to report community issues, and to easily report a variety of different service requests with photos, from

anywhere and at anytime. This Danbury-branded app seamlessly routes the information to the city's QAlert Municipal Citizen Relationship Management database for continued updates, and transparent resolutions to complaints by the city. For iPhone owners, the Danbury Direct app is available for free by browsing the App Store on your iPhone. You can also download it to your computer through the App Store in iTunes. The Danbury Direct app works on any iPhone with operating system version 4.1 and above. Danbury is the first city in Connecticut to deploy the iPhone app (Android app coming soon) to improve citizen service and improve overall quality of life.

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