



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2011
“Building a Better Danbury”

June 2011

June 27, 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	May 31 – June 27, 2011
Number of Quality of Life Issues	80
One Year Ago	120

The top issues addressed by the UNIT were:

- Properties with debris on it (43)
- Miscellaneous (42)
- Unregistered/abandoned cars (12)
- Front Lawn Parking (10)
- Foreclosed Homes/High Grass (10)

Compared to this time last year, the UNIT has almost doubled its activity for the month of June. Our department strives to not only respond to all complaints quickly, but also to proactively improve properties and the quality of life for areas that we do NOT get calls about.

Miscellaneous complaints are at a high volume this season. Many of those calls surround properties that are not being mowed. The majority of these properties are vacant and in the process of foreclosure. It’s frustrating for neighboring residents as the high grass and overgrowth is conducive to rodent infestation, and is also simply an eyesore within the neighborhood. It is a challenge, however, the UNIT coordinates with the financial institutions to ensure that proper maintenance is completed; however, it is a slow and frustrating process.

Danbury Cleans up with Assistance of FCI:

Our partnership with FCI is working out quite well. On June 15th, our department utilized a small group of FCI residents to clean an area on Main St near the intersection of Down and North Street. Over thirty bags of leaves, brush and litter were removed from the area. Additionally, earlier that morning, these women assisted the Danbury Library with their seasonal mailings, by folding, packing and sealing over 700 envelopes for delivery. This week, a crew will be assisting our department with another cleanup around town, and every other week, we will work together to enhance different areas around Danbury.

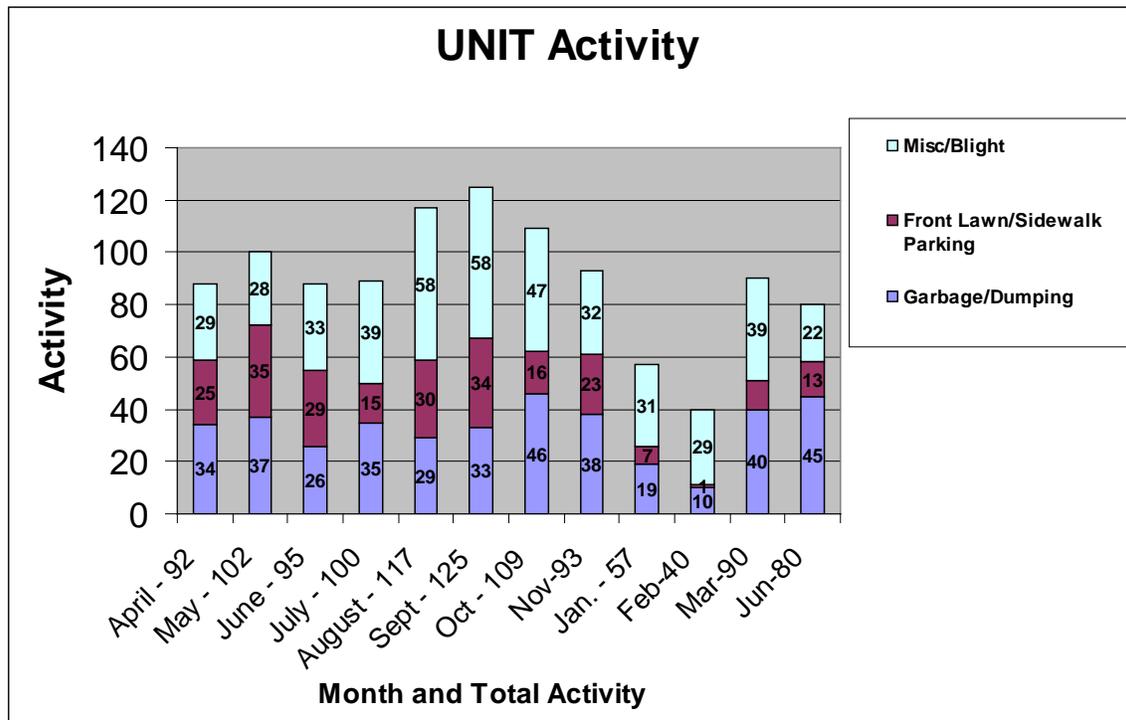


Speed Hump Neighborhood Meeting for Chambers Road: June 27th @ 6:30pm

A neighborhood meeting has been 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 is scheduled for Monday, June 27th @ 6:30 in Council Chambers.

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: June 2011

The month of June saw the 311 Call Center receive approximately 600 calls, with the most common request for free information regarding phone numbers bringing the most inquiries at 202. Information for various events upcoming throughout the summertime, including the fireworks (49 calls) and Concerts on the Green/Ives Concerts (23 calls) also peaked the interest of not only Danbury residents, but those from other areas. Residents seeking information as to where they can dispose of their household garbage numbered 37 calls while information for the recycling truck received 28 requests. With the transfer of seasons complete, concerns regarding Danbury's wildlife brought 20 calls from residents who were concerned about nuisance species that were spotted near their homes. The 311 Call Center encourages residents to familiarize themselves with Connecticut's wildlife via the information available on the State Department of Environmental Protection's website. 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