



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2013
“Building a Better Danbury”

February 2013

February 25, 2013

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time of last month’s 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.

Time Period	Jan 28 – Feb 25, 2013
Number of Quality of Life Issues	67
Year to Date	115

The top issues addressed by the UNIT were:

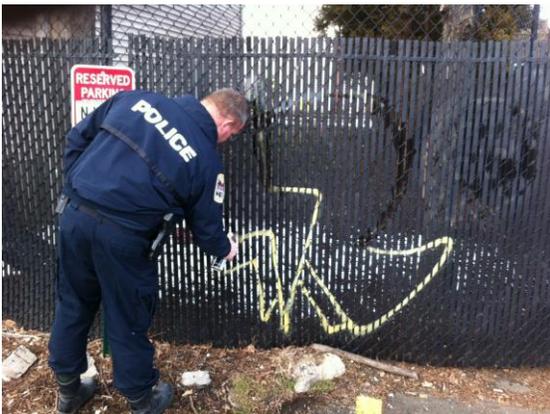
- Properties with debris on it (20)
- Unregistered/abandoned cars (14)
- Front Lawn Parking (12)
- Illegal Apartments/Overcrowding, Unpermitted Construction (4)

After the snow storm that our area endured over the weekend of February 8th, the UNIT visited the streets of multi-family home neighborhoods targeting vehicles that were left on the street during the storm. Due to the necessary street plowing, these vehicles were now covered in snow, as the plows had no choice but to go around them. As a result, the already narrow streets became even more narrow and unsafe. These vehicle owners should have already moved their vehicles while it was snowing, but for some reason, did not. Another problem that this presents is, once the owners shovel out their vehicles and drive away, they leave behind mountains of unplowed snow left in the road. Within a span of an hour, the UNIT identified 13 vehicles that were parked on the street, buried in the snow. Seven of these vehicles were unregistered and were appropriately tagged to be towed away within 24 hours. The remaining vehicle owners were warned not to do it again and were required to remove all of the snow around their vehicle, as well as off of

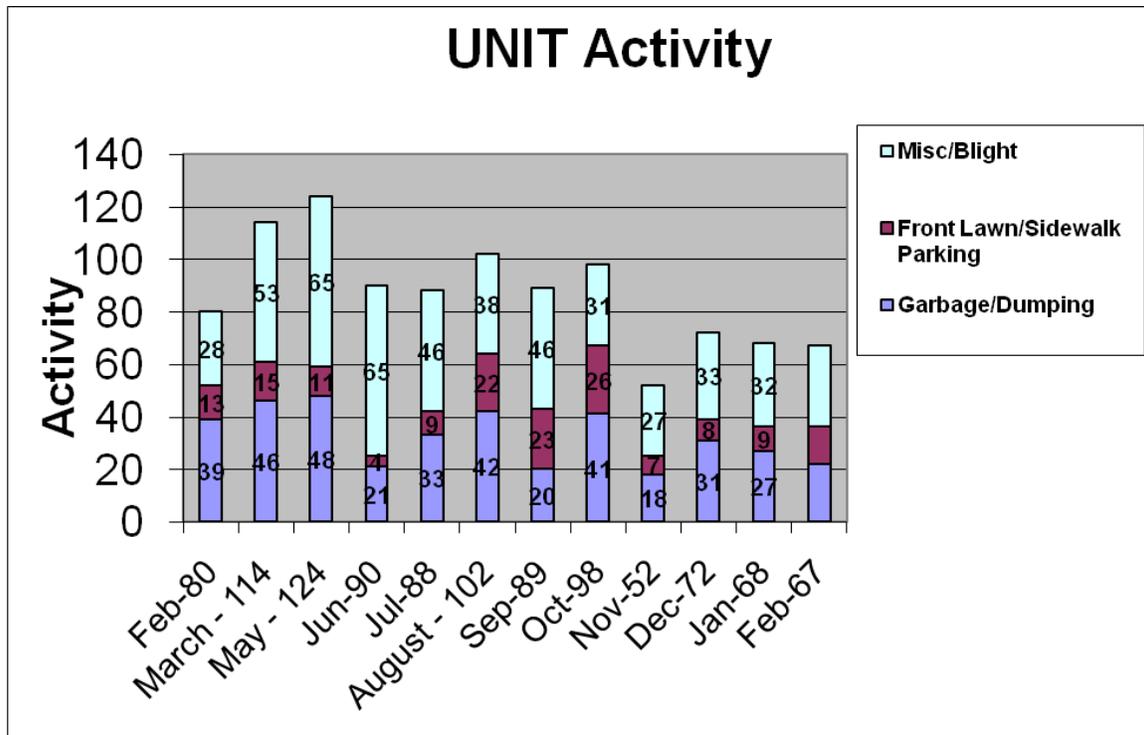
the street. The Highway Department works very hard and does a wonderful job clearing our streets of snow in an efficient, timely manner. The snow warnings and parking restrictions were in effect at that time, prompting all vehicles to be removed. We simply expect that all vehicle owners follow these requirements and responsibly remove their cars from the street to ensure that the Highway Department can adequately clear the streets.

On the evening of February 5th, the UNIT worked the evening shift targeting commercial vehicles parked on city streets in residential neighborhoods. Zoning regulations restrict commercial vehicles parked on the streets after 9PM and are subject to a \$100 fine. Two vehicles were issued a ticket that evening and both vehicle owners had been previously warned.

On a cold day in February, the UNIT, including Ken Utter and Rich Antous, spent the entire day completing various tasks to clean up downtown Main Street. Examples include picking up litter, removing unwanted stickers/labels placed on street signs and light posts, and removing graffiti from various areas like light posts, mailboxes, buildings, doors, etc. Below are example photos of BEFORE and AFTER's:



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: February 2013

The month of February saw the 311 Call Center receive over 800 calls, as the blizzard of February 8-9 brought more than 300 calls from residents with concerns regarding snow plowing, mailbox damage, lawn damage, and blocked sidewalks. Requests for phone number brought 164 inquiries 22 calls were placed for information on where residents can dispose of household garbage. Fifteen calls were placed for information on Household Hazardous Waste Day while another 12 calls were made regarding the recycling truck. The weeks of February into March can be very dangerous for city residents as numerous potholes are formed due to the constant freeze and thaw, combined with heavy road traffic volume. Residents are encouraged to exercise caution while traveling and to utilize all available means to contact the 311 Call Center to report potholes to ensure that each location is logged and the appropriate action be taken. Residents are also encouraged to report sidewalks that are blocked by snow, dangerous ice patches on the road, or blocked sightlines as safe road travel is of the utmost importance. Each issue will be investigated by utilizing the full resources available to the 311 Call Center.

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