



CITY OF DANBURY
DEPARTMENT NEIGHBORHOOD ASSISTANCE

155 DEER HILL AVENUE
DANBURY, CONNECTICUT 06810

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Livable Neighborhoods 2008

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August 2008

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

From the period of the July’s Common Council Report to August 25, 2008, the UNIT has responded to a total 133 issues. This does not include any follow up re-inspections performed by the UNIT. Front yard parking and debris consisted of the majority of the infractions. The UNIT also responded to fourteen concerns of illegal apartments, and nearly half of them required action by the homeowner to remediate. The UNIT continues to follow up on each concern until it is resolved. Each response by the UNIT is prompted by either a reference from a resident alerting the UNIT of an issue, or from the UNIT conducting A.C.T.I.O.N. (Active Commitment Towards Improving Our Neighborhoods)

A.C.T.I.O.N. resulted in 76 responses by the UNIT, with 39 incidents related to front lawn parking and 33 connected to debris on properties. The UNIT also patrolled the city’s streets in the evening on 8/20 and was able to inspect nine properties that have been inaccessible during the day. The shift to a four day work week, with later hours in the evening, may be beneficial for the UNIT to identify neighborhood issues that are not normally visible during standard business hours.

The following neighborhoods were subject to A.C.T.I.O.N.:

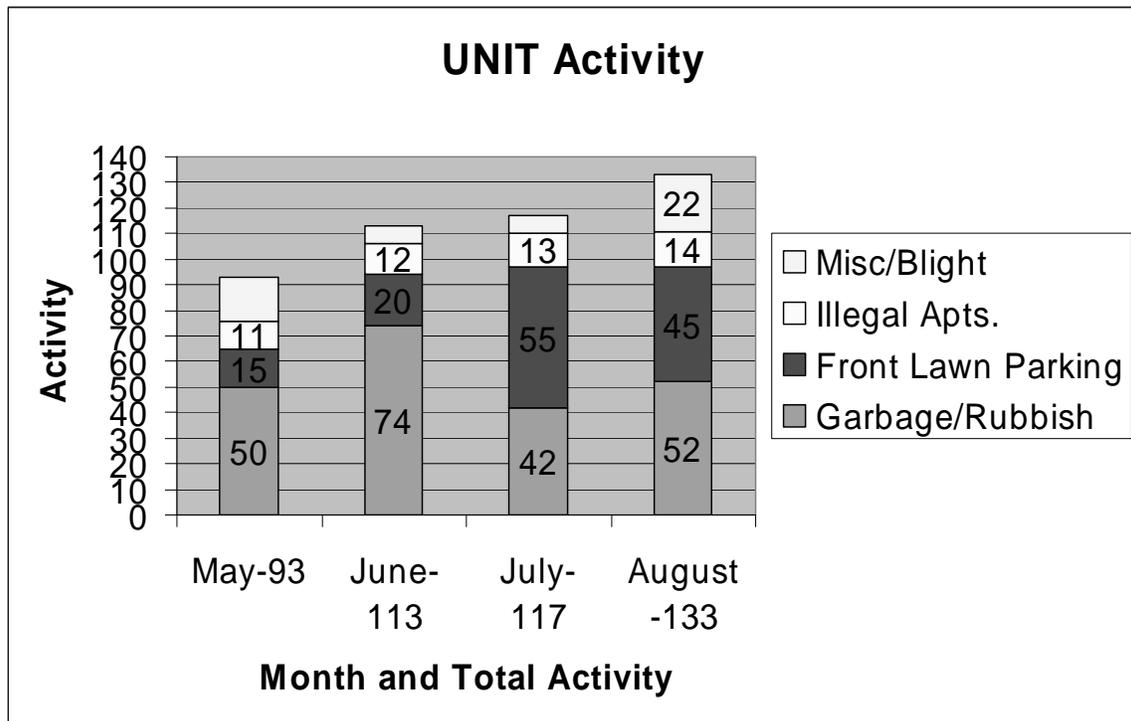
- Abbott Ave.
- Ann Drive.
- Auburn St.
- Balmforth Ave.
- Beaver Brook Rd.
- Dana Road
- Davis St.
- Maple Ave
- Delay St.
- Elwell Place
- Fifth St.
- Franklin St.
- Golden Hill Road
- Griffing Ave.
- Hakim St. Ext.
- Montgomery St.
- Hakim St.
- Harrison St.
- Highland Ave.
- James St.
- Kohanza St.
- Liberty Ave.
- Lincoln Ave.
- Mountainville Ave.

- Oakland Ave.
- Rowan St.
- Starr Ave.
- Virginia Ave.
- White St.
- Osborne St.
- Sheridan St.
- Stevens St.
- Walnut St.
- Whitlock St.
- Padanaram Road
- Smith St.
- Town Hill Ave.
- West Wooster St.
- William St.

In addition to the UNIT's productivity in Danbury's neighborhoods, Officer Ken Utter has overseen the cleanup of two primary locations for homelessness inhabitation. With the assistance of individuals needing to perform community service, this group filled countless bags of garbage.

The UNIT continues to encourage Danbury's residents to call when they see any concerns in their neighborhood. Residents can call CityLine 311. The UNIT will investigate each concern and will follow up with the caller to give them updates on the situation.

Over the last few months, the UNIT has improved its reporting functionality with the consistent use of the QAlert software. All activity of the UNIT is now input into this application. This enables the UNIT to track the history of each issue up to the point where the problem has been resolved and closed. As a result, our monthly performance can be accurately measured and trends can be easily identified. 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 Report July 2008

The month of August saw the 311 Call Center receive 475 inquiries from residents with the majority of calls being related to the upcoming Household Hazardous Waste Day (September 27). Residents are also eager to see if the City will be doing a leaf pickup for the fall, until such time they are bringing their yard debris to Ferris Mulch for proper disposal. Other calls were from residents looking for information on the Concerts on the Green, the Mom and Pop Recycling Center, the location and hours of the recycle truck, as well as various State social service phone numbers. As autumn nears, the call volume is expected to increase (as a result of the leaf pickup program and the more frequent rains) and utilizing the vast resources of every department the 311 Call Center is readily able to continue to provide the same high standard of service for the residents of Danbury.

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