



CITY OF DANBURY
DEPARTMENT NEIGHBORHOOD ASSISTANCE

155 DEER HILL AVENUE
DANBURY, CONNECTICUT 06810

Shawn Stillman
UNIT Coordinator
Livable Neighborhoods 2008

203-796-8026
Fax 203-797-4586

September 2008

“Building a Better Danbury”
s.stillman@ci.danbury.ct.us

Honorable Mayor & Common Council Members:

As of September 29th, proceeding from the last Council Report print date of August 25, the UNIT has responded to 145 issues for the month of September. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on. Front yard parking (53) and debris on the property (57) continue to be the top two categories of infractions addressed by the UNIT.

A.C.T.I.O.N. resulted in 70 responses by the UNIT, with 39 incidents related to front lawn parking and 28 connected to debris on properties. A.C.T.I.O.N. continues to average 50% of total UNIT activity, which clearly demonstrates the UNIT's pro-active approach to address quality of life issues in Danbury.

The UNIT gained excellent exposure in the community as it was featured on a front page article in the News Times on September 20th. Recently, our department has the added monthly UNIT activity on the city website. The article highlighted this activity from August and reviewed some of the neighborhoods that had the highest number of infractions. The article also provided another reminder for Danbury's residents to call City Line 311 and voice any concerns in their neighborhood.

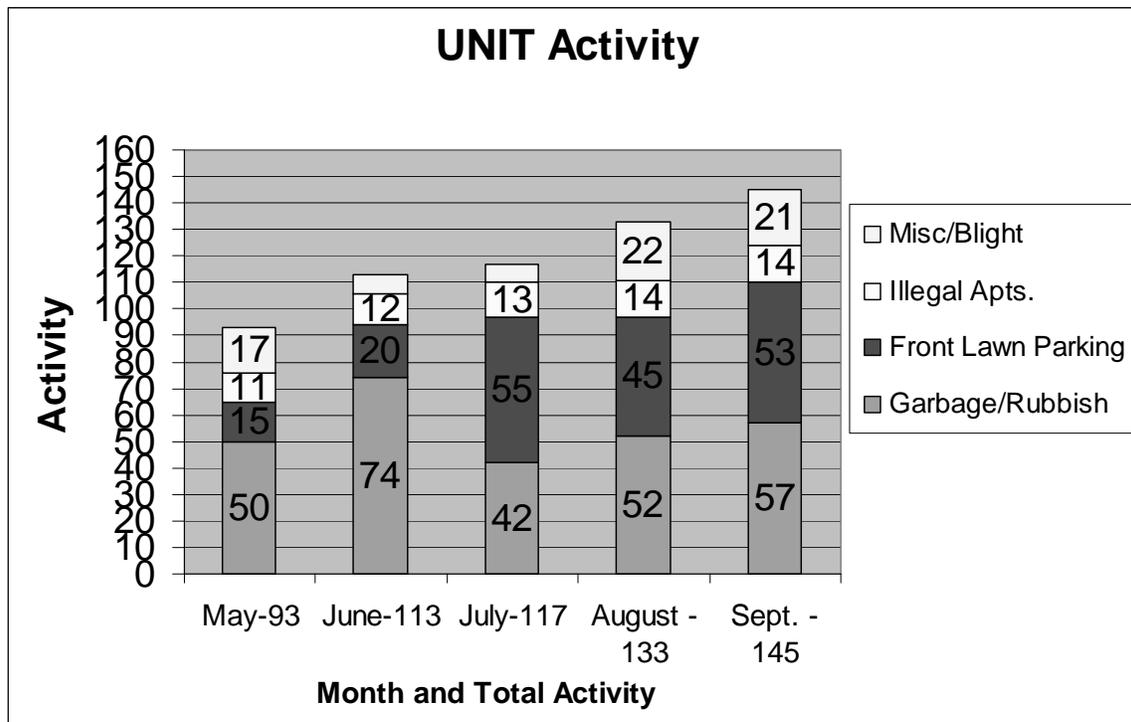
In September, the UNIT has also welcomed back Larry Miguel. On medical leave for the last five months, Larry's knowledge, experience and passion to help maintain Danbury's neighborhoods is a much needed boost for our team. As a result of Larry's return, the UNIT's patrol in the evening hours will increase.

Illegal dumping continues to plague this City and puts a tremendous strain on the Highway Department as they respond very quickly to clean it up. The UNIT investigates each dumping hoping that one time, there will be a connection to this criminal activity. If caught in the act, violators will be punished to the fullest extent of the law, including

having their vehicle confiscated. The UNIT is exploring some options in attempt to reduce illegal dumping and welcomes any ideas and support from the Common Council.

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.

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: September 2008

The month of September saw the 311 Call Center receive approximately 600 calls from residents who live in Danbury, as well as residents who reside outside of our borders. Early in the month, many calls revolved around the school bus schedule; residents inquired as to who they could contact in order to fix scheduled pick-ups and drop-offs for their children that they had in school. Another large portion of calls was devoted to the Household Hazardous Materials Waste Day (sponsored by the HRRA). Many residents just wanted to confirm the date and time while others had a specific item that they needed confirmation on whether or not it was acceptable. Some residents have already called after the day (September 27) and are looking for the next available date; which, if tradition holds, should be next spring in Newtown (although that is yet to be confirmed). Residents still call seeking general information which the 311 Call Center provides for free; such as telephone numbers, addresses, recycling information, and the new City Hall hours. With the help of other departments the 311 Call Center is ready and willing to continue providing the best services for the public.

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