



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2009

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December 2009

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

From the time period of the previous Common Council report, November 24th, up until December 28th, the UNIT has had activity in 118 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

The top three issues addressed by the UNIT were:

- Properties with debris on it
- Front Yard parking
- Miscellaneous Issues

In the past month, 45 properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property. Keeping Danbury clean is an essential act to maintain the quality of life for its residents, and very important to the UNIT. As a result, if needed, the UNIT will not hesitate to issue fines to property owners who allow their properties to become a blight in the neighborhood. The UNIT has authority to issue fines up to \$1000. It is a common practice to work with property owners to get the area cleaned up within a reasonable amount of time, and most often this practice is effective. However, if property owners are unresponsive, they will be issued a warning, followed by a summons if no action is taken.

With the winter season upon us, it is essential that streets are kept clear of vehicles during snow storms. Mayor Boughton will issue a citywide snow emergency, requiring the streets to be cleared to ensure that they are effectively plowed. Vehicles left on the streets will be ticketed and towed at the owner’s expense. The UNIT will be assisting the Danbury Police Department to ensure that city streets are cleared.

Additionally, the UNIT is pleased to announce its partnership with the Police Department in enforcing the Sidewalk Parking Ordinance (19-36). With the assistance of the DPD,

the UNIT will be able to issue summons on vehicles blocking the sidewalks and will then submit into the DPD for processing. Vehicles parking on sidewalks create several problems. The most important is that it compromises the safety of the pedestrians as they are forced to walk in the street around the obstructing vehicle. The UNIT has seen this impact children and handicapped residents. Additionally, continual parking over the curb on the sidewalk deteriorates the curbs and forces the Highway Department to invest time and money repairing them. In 2010, the UNIT will be extremely active in enforcing this important quality of life ordinance.

DECEMBER HIGHLIGHT

A notable success of the UNIT was achieved on Spring Street. The UNIT received a report of possible inhabitation of a run-down detached garage in the rear of the property. Upon inspection, it was revealed that there was a hole cut in the back of the garage and 2-3 homeless individuals were living in there. This situation is extremely unsafe as the structure itself is not safe. Additionally, the entry way in/out was very small making it impossible for a safe exit in the case of fire emergency. With the assistance of the Fire Marshal office and the Health Department, the individuals were referred to stay in the City's homeless shelter where they can stay warm and be provided food.

In November, I wrote about how adolescents were spotted by the UNIT starting a fire in a park while our team was on an inspection. DPD and DFD were notified and as a result of their quick response, the issue was dealt with immediately. Once again, as a result of the UNIT's presence in our neighborhoods, another serious issue was witnessed, and the UNIT notified DPD right away. While on sight at the inspection on Spring Street, our team overheard an argument of residents across the street. One resident appeared to have a weapon and was chasing another individual down the street. Upon notifying DPD, they responded with several units in under one minute. They immediately intervened and resolved the dispute, while issuing an arrest to an individual with an outstanding warrant. Thank you to the Danbury Police Department for their amazing response time and their ability to restore safety to the neighborhood in a matter of minutes.

CUSTOMER SERVICE FEEDBACK

Received: 12/2/09

During the public speaking session of the 12/2 Common Council meeting:
"I wanted to thank the UNIT for their quick response for addressing concerns in my neighborhood. They are always able to assist quickly."

Lynn W

Received 12/23/09

Shawn;

“Thank you so much for returning my call yesterday. I'm sorry I missed you. GOSH you are on top of the game! Thank you for your continuing vigilance over the area. It's really starting to show that you know so much about the city... you are familiar with everything!”

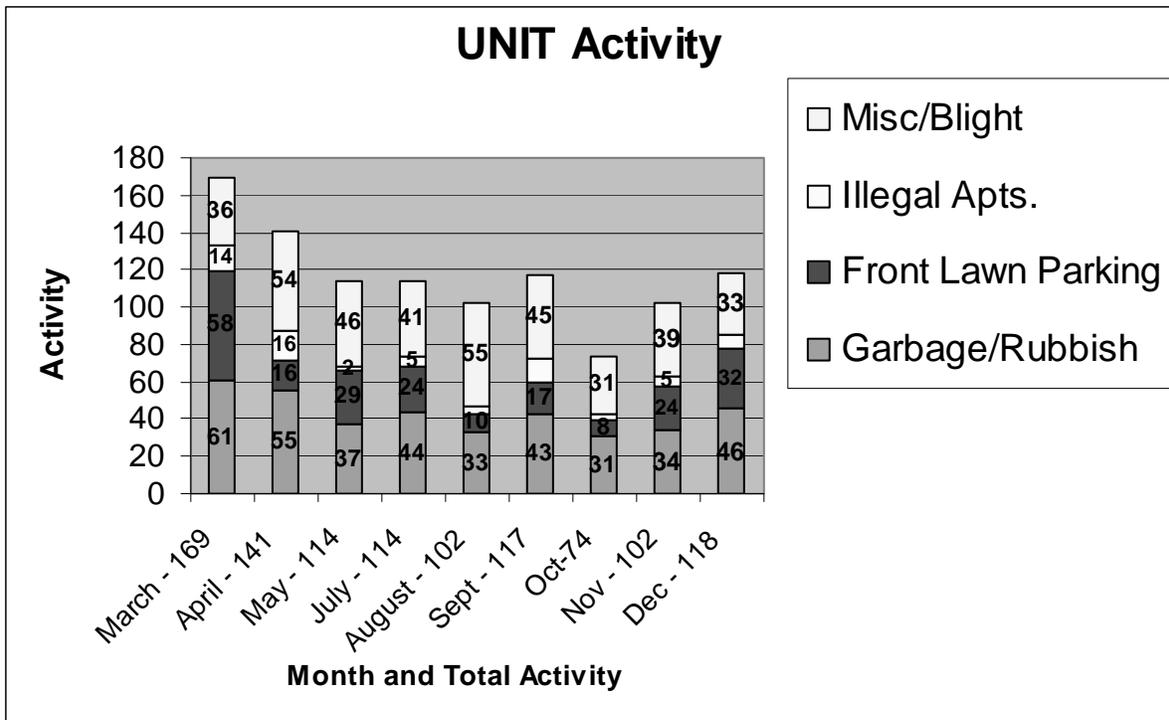
You and your crew please have a nice, safe holiday.

Charlie S.

Received 12/24/09

Peter G left a voicemail wishing everyone associated with 311 a Merry Christmas and Happy New Year. He wanted to say thank you for all of the information and help provided to him.

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. 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: December 2009

During the month of December the 311 Call Center received approximately 650 inquiries from residents with phone number requests being the most frequent (287). The fall leaf pick-up program brought about 76 calls from residents who were asking when their leaves would be picked up, or, to report that their bags were out but not picked up. The Highway Department did an excellent job in making sure that all requests were filled for pick-up, especially before the first snowfall of the season. Residents looking for information regarding where they can dump their garbage totaled 33 calls for December; while another 11 residents called for information on Clean City Danbury Day 2010 (no date has been announced as of yet). The city has many responsibilities during the winter months; and residents are encouraged to call 311 (or 203-744-4311) to report sidewalks that were not shoveled, potholes that have been iced over, and damage to personal property such as mailboxes, curbing, aprons, and lawns. All such requests will be submitted immediately and forwarded to the appropriate department. Residents are also encouraged to report tree branches that pose a danger to the public – especially if they are in danger of falling due to the extra weight of snow and ice.

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. 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