



CITY OF DANBURY
DEPARTMENT NEIGHBORHOOD ASSISTANCE
155 DEER HILL AVENUE
DANBURY, CONNECTICUT 06810

Rich J Antous Jr
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Livable Neighborhoods 2007

"Building a Better Danbury"
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Honorable Mayor & Common Council Members:

As I reported last month we are involving ourselves more with communication than the traditional enforcement methods. We have been successful in building communication channels through the different departments.

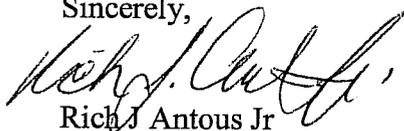
Inspections of illegal dwellings and construction require re-inspections and time for property owners to come into compliance in the least disruptive manner for the tenants and owners involved. Other inspection or UNIT activity such as garbage/blight/unregistered vehicles are issues that can be solved in a more timely fashion if handled correctly. As I have stated before we have had the most success with simple communication with the resident of the violation and find that most people cooperate if requested. In the cases that there is a propensity not to cooperate we have the citation process behind us. The UNIT would greatly benefit having the new ordinances in our toolboxes to assist us while we interact in the city's neighborhoods. Our goal is safety and the maintenance of the quality of life in the central core and outlying residential areas.

Neighborhood meetings and site walks with Abdul on Mountainville Rd have lead to the implementation of a speed hump on Mountainville. Abdul is in the process of hopefully completing this by the end of May. Speed humps on Edgewood and other streets are being considered.

Clean City Danbury Day was a huge success with three members of the UNIT assisting with traffic, registration and basic hard work. Larry Miguel and Jeffrey Preston assisted at Public Works and I gladly assisted at City Hall. Our charge is to be a major component of keeping our city clean and the efforts by our Highway department and volunteers were greatly appreciated.

311 Report March 23rd to April 24, 2007: QAlert received 287 requests with over 75% of said requests closed. The 311 Call Center has received various calls from residents either seeking phone numbers for Consumer Protection, Better Business, Representatives, Fireworks, Parade information, as well as questions about navigating that CITY OF DANBURY website which number in the several hundreds. On any given day our call center receives up to 50 calls a day unless there is an emergency situation. We have also seen an increase of 100% in call volume from the inception of 311 in December, 2006. The 311 Call Center has also proven a reliable resource for Danbury residents as evident during the recent floods when 311 received over 80 calls April 16-17 from residents seeking information about road closings, floods, and whom to contact in the case of basement flooding. The 311 Call Center was also a central point for information regarding Clean City Danbury Day with over 50 residents calling for information on where and when they can be rid of their garbage; when the Mayor sent out a Reverse-911 call with a reminder about Clean City Danbury Day the 311 Call Center received over 115 calls from residents with questions in a timeframe of 2 ½ hrs.

Sincerely,



Rich J Antous Jr
 UNIT Coordinator
 Office of Neighborhood Assistance

Included below are some examples of the many inspections we conduct, if we can be of any assistance in your wards please give us a call at 796-8026 or try 311.

Address	Date Received	Complaint
351 Main St Removed/Building brought up to electrical standards Building surroundings cleaned debris/junk cars/parts	3/23/2007	Illegal Paint Booth
11 Golden Hill Lane Ongoing commercial business in residential zone Compliance in progress	3/23/2007	Rubbish/Cars/Const

291/2 Locust St Health orders issued for housing code violations Vehicles tagged	4/1/2007	Overcrowding/Cars
3 First St Ext Kitchen will be removed from basements and permits pulled to remodel upstairs kitchen	4/1/2007	Illegal basement kitchen
West Redding Rd No violations	4/1/2007	No permits/Const
3 Starr St Paint chip issue resolved Owner repainted and removed chips	4/3/2007	Paint Chips
12 Oak Ridge Gate Commercial vehicles removed	4/3/2007	Cars/Comm Bus
23 Center St	4/3/2007	Rubbish
140 Westville Ave Ext Commercial vehicles tagged re- inspection required	4/4/2007	Comm Veh
John & Henry St Ongoing volleyball games Neighborhood concerned of cars and noise on a reoccurring basis	4/2/2007	Neighborhood Nuisance
52 Holley St Ext Health inspection/orders sent	4/2/2007	Rubbish
Great Pasture Ongoing dumping problem on private open space Owner cooperative will remove couch and eventually developing property into self storage facility that will solve problem	4/4/2007	Couch
105 Miry Brook Rd	4/12/2007	Dumping
20 James St Illegal Electrical/No permits Violations/Fire/Health/Building	4/13/2007	Illegal Basement Const
38 Homestead Ave Requires re-inspection suspected basement apartment Have abated this dwelling last year	4/13/2007	Illegal Basement apt

46-48 Pembroke Rd No violation found/permits issued	4/13/2007	Illegal Cont
4 Clason Place Illegal basement occupancy Returned to existing basement/storage	4/18/2007	Illegal apt

Unregistered Vehicles: Vehicles that were red tagged and owners complied either removing the vehicles from the premise or registering them.

33 Forest Ave	2
35 Forest Ave	2
119 Coal Pit Hill Rd	2
10 Triangle Terrace	1
25 W. Wooster St	1
10 Spring St	1
58 Pleasant St	2
18 Padanaram Rd	1
3 Summit St	1/ Red Tagged and towed by Police
25 Osborne St	1
1 Margerie St	1
6 Fern St	1
32 Lake Ave	1

Attached are two Qalert/311 reports:

- Monthly Activity
775% increase in call activity since April 2005
- Response Time
A breakdown of the time period from March 23rd to April 24, 2007

Response Time

This report shows response times for Service Requests, separated by type.

Use the pull-downs to select the report date range.

Begin Date: End Date:

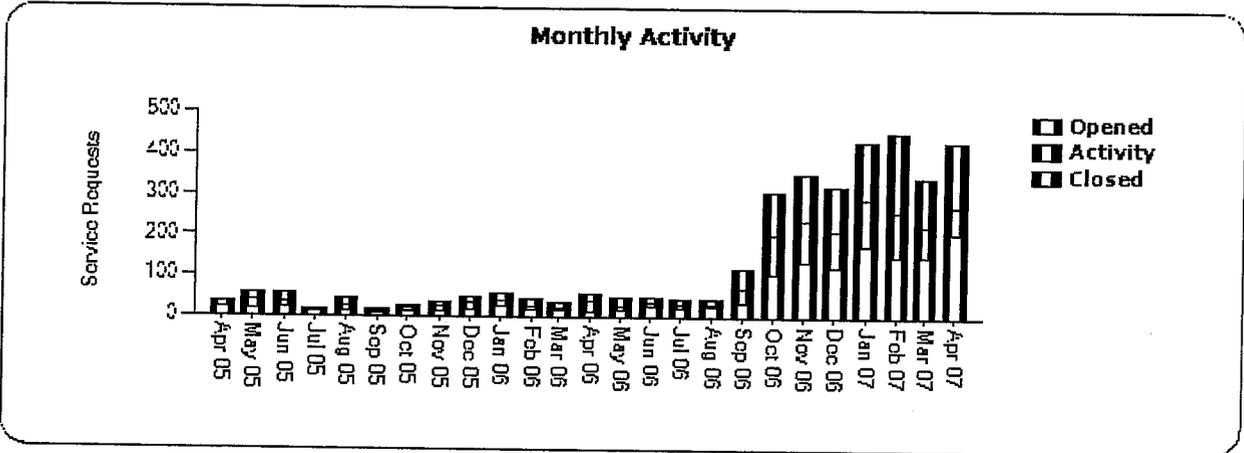
Export:

Service Request Type	Total #	0-7 Days	8-14 Days	15-30 Days	Over 30 Days	Unclosed
Abandoned / Unregistered Cars	11	5 (45.5%)	1 (9.1%)	3 (27.3%)	0 (0.0%)	2 (18.2%)
Bear Mountain	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Building & Land Use	4	2 (50%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50%)
City Taxes	2	2 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Code of Ordinances / City Charter	1	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Codes	2	1 (50%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50%)
Collectors Office	5	4 (80%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20%)
Dead / Fallen Trees	7	4 (57.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (42.9%)
Dead Animal	5	3 (60%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40%)
Drainage / Stormwater	42	29 (69.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	13 (31.0%)
Garbage	52	40 (76.9%)	2 (3.8%)	0 (0.0%)	0 (0.0%)	10 (19.2%)
Garbage / Debris	15	5 (33.3%)	1 (6.7%)	3 (20%)	0 (0.0%)	6 (40%)
General	3	2 (66.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)
Hydrants	1	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Illegal Apartments	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Illegal Construction / No Permit	2	0 (0.0%)	0 (0.0%)	2 (100%)	0 (0.0%)	0 (0.0%)
Inspections	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Mailbox	5	3 (60%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40%)
Map of the City	5	3 (60%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40%)
Marriage Licenses	2	2 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Neighborhood Watch	3	1 (33.3%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (33.3%)
Overcrowding	6	1 (16.7%)	1 (16.7%)	3 (50%)	0 (0.0%)	1 (16.7%)
Parking Problems	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Police	1	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Potholes	16	4 (25%)	2 (12.5%)	1 (6.2%)	0 (0.0%)	9 (56.2%)
Programs	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Public Construction Projects	1	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Road Openings / Curb Cuts	20	4 (20%)	1 (5%)	1 (5%)	0 (0.0%)	14 (70%)
Road Signage and Signals	3	1 (33.3%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (33.3%)
Sidewalk	2	1 (50%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50%)
Signage	2	2 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Snow Plowing	5	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (100%)
Speeding	4	4 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Street Light Out	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)
Street Sweeping	3	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)
Traffic	2	1 (50%)	1 (50%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Tree Trimming	3	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)
Website	2	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100%)
Zones	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)

Monthly Activity

This report shows Service Request activity month by month, separated by requests that have been opened, that have had activity and that have been closed.

Export:  



Date	Opened	Activity	Closed
4/2007	204	67	159
3/2007	149	73	122
2/2007	148	109	197
1/2007	174	117	137
12/2006	122	88	112
11/2006	135	100	115
10/2006	104	99	103
9/2006	35	35	49
8/2006	23	7	14
7/2006	22	8	12
6/2006	23	12	14
5/2006	18	8	20
4/2006	14	23	17
3/2006	18	3	13
2/2006	15	11	16
1/2006	25	13	17
12/2005	18	14	17
11/2005	14	11	7
10/2005	12	8	7
9/2005	8	6	4
8/2005	10	13	19
7/2005	10	5	1
6/2005	19	17	21
5/2005	18	21	15
4/2005	19	16	0