



CITY of CALABASAS

COMMUNICATIONS AND TECHNOLOGY COMMISSION AGENDA REPORT

DATE: JULY 13, 2020

TO: COMMUNICATIONS AND TECHNOLOGY COMMISSION

FROM: MICHAEL RUSSO, COMMUNICATIONS DIRECTOR

BY: RACHEL BIETY, EXECUTIVE ASSISTANT

SUBJECT: CITY SMART PHONE APP USAGE

MEETING DATE: JULY 21, 2020

BACKGROUND/DISCUSSION

Below is the City Smart Phone App usage reports by month for the past year.

June 1, 2020 – July 1, 2020

Complaint Type	Requests Submitted
Street Repair / Potholes	8
Weeds, Trash and Debris	5
Address Placards	2
Graffiti	2
Signs and Striping	2
Speed Limits	2
Street Maintenance - Miscellaneous / Other	2
Weed Abatement / Brush Clearance	2
Boat or Trailer Parking Violations	1
Cable Complaint	1
Construction After Allowable Hours	1
Construction without Building Permit	1
Medians / Parkways	1
Pest Control	1
Planning & Zoning Inquiry	1
Sewer	1
Sidewalks, Curb and Gutter Repair	1

Traffic Signals	1
Trees and plants	1
Unsanitary Residential Conditions	1
Vacant or Abandoned Building	1
Waste Containers Placement or Overflow	1
Total:	39

May 1, 2020 – June 1, 2020

Complaint Type	Requests Submitted
Trees and plants	4
City Services - Miscellaneous / Other	3
Housing Violations	3
Street Maintenance - Miscellaneous / Other	3
Weeds, Trash and Debris	3
RV Parking Violations	2
Street Repair / Potholes	2
Weed Abatement / Brush Clearance	2
Abandoned or Inoperable Vehicles	1
Construction without Building Permit	1
Environmental - Miscellaneous / Other	1
Graffiti	1
Inspections - Miscellaneous / Other	1
Irrigation (Broken Sprinkler)	1
Recyclable Food-To-Go Packaging Violations	1
Second Hand Smoke Violations	1
Sidewalks, Curb and Gutter Repair	1
Sign and Banner Violations	1
Signs and Striping	1
Street Lighting	1
Waste Containers Placement or Overflow	1
Total:	35

April 1, 2020 – May 1, 2020

Complaint Type	Requests Submitted
Street Maintenance - Miscellaneous / Other	3
Abandoned or Inoperable Vehicles	2
Environmental - Miscellaneous / Other	2
Street Lighting	2
Street Repair / Potholes	2
Boat or Trailer Parking Violations	1
Cable Complaint	1
City Services - Miscellaneous / Other	1
Construction After Allowable Hours	1
Construction without Building Permit	1

Housing Violations	1
Inspections - Miscellaneous / Other	1
Landscaping - Miscellaneous / Other	1
Obstruction of City Right of Way	1
Planning & Zoning Inquiry	1
Preferential Parking Info	1
Recyclable Food-To-Go Packaging Violations	1
RV Parking Violations	1
Sidewalks, Curb and Gutter Repair	1
Sign and Banner Violations	1
Signs and Striping	1
Traffic - Miscellaneous / Other	1
Trees and plants	1
Unsanitary Residential Conditions	1
Weed Abatement / Brush Clearance	1
Weeds, Trash and Debris	1
Total:	32

March 1, 2020 – April 1, 2020

Complaint Type	Requests Submitted
Medians / Parkways	3
Street Repair / Potholes	3
Weeds, Trash and Debris	3
Boat or Trailer Parking Violations	1
Cable Complaint	1
Housing Violations	1
RV Parking Violations	1
Second Hand Smoke Violations	1
Sign and Banner Violations	1
Trees and plants	1
Waste Containers Placement or Overflow	1
Weed Abatement / Brush Clearance	1
Total:	18

February 1, 2020 – March 1, 2020

Complaint Type	Requests Submitted
Weeds, Trash and Debris	5
Landscaping - Miscellaneous / Other	3
Street Lighting	3
Abandoned or Inoperable Vehicles	2
Homeless Person Encounter – NON-Emergency	2
Other	2
Sidewalks, Curb and Gutter Repair	2
Traffic Signals	2

Address Placards	1
Cable Complaint	1
City Services - Miscellaneous / Other	1
Inspections - Miscellaneous / Other	1
Obstruction of City Right of Way	1
Second Hand Smoke Violations	1
Speed Limits	1
Street Maintenance - Miscellaneous / Other	1
Street Repair / Potholes	1
Traffic - Miscellaneous / Other	1
Trees and plants	1
Trolley Schedule	1
Unsanitary Residential Conditions	1
Vacant or Abandoned Building	1
Weed Abatement / Brush Clearance	1
Total:	36

January 1, 2020 – February 1, 2020

Complaint Type	Requests Submitted
Street Maintenance - Miscellaneous / Other	5
Traffic Signals	4
Abandoned or Inoperable Vehicles	3
Weeds, Trash and Debris	3
Other	2
Street Lighting	2
Street Repair / Potholes	2
Traffic - Miscellaneous / Other	2
Calabasas Mobile App Issues	1
City Services - Miscellaneous / Other	1
Construction without Building Permit	1
Crosswalk Request	1
Environmental - Miscellaneous / Other	1
Grading	1
Graffiti	1
Irrigation (Broken Sprinkler)	1
Landscaping - Miscellaneous / Other	1
Pest Control	1
Public Transportation - Miscellaneous / Other	1
Speed Limits	1
Trees and plants	1
Waste Containers Placement or Overflow	1
Total:	37

December 1, 2019 – January 1, 2020

Complaint Type	Requests Submitted
Weeds, Trash and Debris	5
Street Lighting	3
Graffiti	2
RV Parking Violations	2
Sidewalks, Curb and Gutter Repair	2
Abandoned or Inoperable Vehicles	1
Line 1 Schedule	1
Public Transportation - Miscellaneous / Other	1
Sign and Banner Violations	1
Street Maintenance - Miscellaneous / Other	1
Traffic - Miscellaneous / Other	1
Trees and plants	1
Total:	21

November 1, 2019 – December 1, 2019

Complaint Type	Requests Submitted
Street Lighting	4
Weeds, Trash and Debris	4
Irrigation (Broken Sprinkler)	3
Street Maintenance - Miscellaneous / Other	3
Graffiti	2
Street Repair / Potholes	2
Address Placards	1
City Services - Miscellaneous / Other	1
Construction After Allowable Hours	1
Construction without Building Permit	1
Intersection / Sight Distance Problem	1
Landscaping - Miscellaneous / Other	1
Medians / Parkways	1
Pest Control	1
Planning & Zoning Inquiry	1
RV Parking Violations	1
Second Hand Smoke Violations	1
Sidewalks, Curb and Gutter Repair	1
Traffic Signals	1
Trolley Schedule	1
Weed Abatement / Brush Clearance	1
Total:	33

October 1, 2019 – November 1, 2019

Complaint Type	Requests Submitted
Graffiti	5
Street Sweeping	4
Traffic - Miscellaneous / Other	4
Street Lighting	3
Weed Abatement / Brush Clearance	3
Weeds, Trash and Debris	3
Construction without Building Permit	2
Environmental - Miscellaneous / Other	2
Street Maintenance - Miscellaneous / Other	2
Trees and plants	2
Address Placards	1
Homeless Person Encounter – NON-Emergency	1
Irrigation (Broken Sprinkler)	1
Landscaping - Miscellaneous / Other	1
Line 1 Schedule	1
Public Transportation - Miscellaneous / Other	1
Signs and Striping	1
Speed Limits	1
Traffic Signals	1
Total:	39

September 1, 2019 – October 1, 2019

Complaint Type	Requests Submitted
Street Repair / Potholes	7
Traffic Signals	4
Traffic - Miscellaneous / Other	3
Address Placards	2
Environmental - Miscellaneous / Other	2
Graffiti	2
Housing Violations	2
Inspection Requests	2
RV Parking Violations	2
Trees and plants	2
Weed Abatement / Brush Clearance	2
Weeds, Trash and Debris	2
City Services - Miscellaneous / Other	1
Construction After Allowable Hours	1
Irrigation (Broken Sprinkler)	1
Public Transportation - Miscellaneous / Other	1
Second Hand Smoke Violations	1
Sidewalks, Curb and Gutter Repair	1
Stormwater / Flooding Issues	1

Unsanitary Residential Conditions

1

Total:

40

August 1, 2019 – September 1, 2019

Complaint Type

Requests Submitted

Abandoned or Inoperable Vehicles

4

Street Lighting

3

Traffic - Miscellaneous / Other

3

Weed Abatement / Brush Clearance

3

City Services - Miscellaneous / Other

2

Construction without Building Permit

2

Graffiti

2

Landscaping - Miscellaneous / Other

2

Sidewalks, Curb and Gutter Repair

2

Street Maintenance - Miscellaneous / Other

2

Traffic Signals

2

Trees and plants

2

Unsanitary Residential Conditions

2

Housing Violations

1

Intersection / Sight Distance Problem

1

Irrigation (Broken Sprinkler)

1

Medians / Parkways

1

Planning & Zoning Inquiry

1

Public Transportation - Miscellaneous / Other

1

Storm Drain Maintenance

1

Vacant or Abandoned Building

1

Waste Containers Placement or Overflow

1

Weeds, Trash and Debris

1

Total:

41

July 1, 2019 – August 1, 2019

Complaint Type

Requests Submitted

Construction without Building Permit

3

Graffiti

3

RV Parking Violations

3

Street Maintenance - Miscellaneous / Other

3

Weed Abatement / Brush Clearance

3

City Services - Miscellaneous / Other

2

Street Repair / Potholes

2

Trees and plants

2

Weeds, Trash and Debris

2

Address Placards

1

Boat or Trailer Parking Violations

1

Construction After Allowable Hours

1

Environmental - Miscellaneous / Other	1
Hydrology	1
Pest Control	1
Request for Inspection - Public Works	1
Street Lighting	1
Traffic Signals	1
Total:	32

CITY SMART PHONE APP USAGE

	6/1/20-7/1/20	5/1/20-6/1/20	4/1/20-5/1/20	3/1/20-4/1/20	2/1/20-3/1/20	1/1/20-2/1/20	12/1/19-1/1/20	11/1/19-12/1/19	10/1/19-11/1/19	9/1/19-10/1/19	8/1/19-9/1/19	7/1/19-8/1/19	Year Total
Abandoned or Inoperable Vehicles		1	2		2	3	1				4		13
Address Placards	2				1			1	1	2		1	8
Boat or Trailer Parking Violations	1		1	1								1	4
Building & Safety Inspection [Building]													0
Building & Safety Inspection [Electrical]													0
Building Permit Questions													0
Cable Complaint	1		1	1	1								4
Calabasas Mobile App Issues						1							1
City Services - Miscellaneous / Other		3	1		1	1		1		1	2	2	12
Construction After Allowable Hours	1		1					1		1		1	5
Construction without Building Permit	1	1	1			1		1	2		2	3	12
Crosswalk Request						1							1
Dial-A-Ride													0
Electronic Waste													0
Environmental - Miscellaneous / Other		1	2			1			2	2		1	9
Faulty Swimming Pool Barrier													0
Grading						1							1
Graffiti	2	1				1	2	2	5	2	2	3	20
Homeless Person Encounter – NON-Emergency					2				1				3
Household Hazardous Waste													0
Housing Violations		3	1	1						2	1		8
Hydrology												1	1
Inspection Requests										2			2
Inspections - Miscellaneous / Other		1	1		1								3
Intersection / Sight Distance Problem								1			1		2
Irrigation (Broken Sprinkler)		1				1		3	1	1	1		8
Land Development - Miscellaneous / Other													0
Landscaping - Miscellaneous / Other			1		3	1		1	1		2		9
Line 1 Schedule							1		1				2
Medians / Parkways	1			3				1			1		6
Obstruction of City Right of Way			1		1								2
Other					2	2							4
Pest Control	1					1		1				1	4
Planning & Zoning Inquiry	1		1					1			1		4
Preferential Parking Info			1										1
Public Transportation - Miscellaneous / Other						1	1		1	1	1		5
Recyclable Food-To-Go Packaging Violations		1	1										2
Request for Inspection - Public Works												1	1
RV Parking Violations		2	1	1			2	1		2		3	12
Second Hand Smoke Violations		1		1	1			1		1			5
Sewer	1												1
Sidewalks, Curb and Gutter Repair	1	1	1		2		2	1		1	2		11
Sign and Banner Violations		1	1	1			1						4
Signs and Striping	2	1	1						1				5
Slope Repairs													0
Speed Limits	2				1	1			1				5
Storm Drain Maintenance											1		1
Stormwater / Flooding Issues										1			1
Street Lighting		1	2		3	2	3	4	3		3	1	22
Street Maintenance - Miscellaneous / Other	2	3	3		1	5	1	3	2		2	3	25
Street Repair / Potholes	8	2	2	3	1	2		2		7		2	29
Street Sweeping									4				4
Traffic - Miscellaneous / Other			1		1	2	1		4	3	3		15
Traffic Signals	1				2	4		1	1	4	2	1	16
Trash Bin Permit													0
Trees and plants	1	4	1	1	1	1	1		2	2	2	2	18
Trolley Schedule					1			1					2
Unsanitary Residential Conditions	1		1		1					1	2		6
Vacant or Abandoned Building	1				1						1		3
Waste Containers Placement or Overflow	1	1		1		1					1		5
Weed Abatement / Brush Clearance	2	2	1	1	1			1	3	2	3	3	19
Weeds, Trash and Debris	5	3	1	3	5	3	5	4	3	2	1	2	37
	39	35	32	18	36	37	21	33	39	40	41	32	403