



CITY of CALABASAS

COMMUNICATIONS AND TECHNOLOGY COMMISSION AGENDA REPORT

DATE: JANUARY 11, 2021

TO: COMMUNICATIONS AND TECHNOLOGY COMMISSION

FROM: MICHAEL RUSSO, COMMUNICATIONS DIRECTOR

BY: RACHEL BIETY, EXECUTIVE ASSISTANT

SUBJECT: CITY SMART PHONE APP USAGE

MEETING DATE: JANUARY 19, 2021

BACKGROUND/DISCUSSION

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

December 1, 2020 – January 1, 2021

Complaint Type	Requests Submitted
Graffiti on Public Right-of-Way	9
Street Maintenance - Miscellaneous / Other	4
Street Repair / Potholes	3
City Services - Miscellaneous / Other	2
Irrigation (Broken Sprinkler)	2
Sidewalks, Curb and Gutter Repair	2
Abandoned or Inoperable Vehicles	1
Boat or Trailer Parking Violations	1
Construction without Building Permit	1
Housing Violations	1
Inspections - Miscellaneous / Other	1
Landscaping - Miscellaneous / Other	1
Medians / Parkways	1
RV Parking Violations	1
Signs and Striping	1
Traffic Signals	1
Trees and plants	1
Total:	33

November 1, 2020 – December 1, 2020

Complaint Type	Requests Submitted
Abandoned or Inoperable Vehicles	3
City Services - Miscellaneous / Other	3
Street Maintenance - Miscellaneous / Other	3
Street Repair / Potholes	3
Weeds, Trash and Debris	3
Street Lighting	2
Construction without Building Permit	1
Environmental - Miscellaneous / Other	1
Inspections - Miscellaneous / Other	1
Septic System Overflow	1
Sidewalks, Curb and Gutter Repair	1
Total:	22

October 1, 2020 – November 1, 2020

Complaint Type	Requests Submitted
Weeds, Trash and Debris	7
Street Maintenance - Miscellaneous / Other	4
Trees and plants	3
City Services - Miscellaneous / Other	2
Environmental - Miscellaneous / Other	2
Graffiti	2
Traffic - Miscellaneous / Other	2
Unsanitary Residential Conditions	2
Weed Abatement / Brush Clearance	2
Abandoned or Inoperable Vehicles	1
Address Placards	1
Construction After Allowable Hours	1
Construction without Building Permit	1
Homeless Person Encounter – NON-Emergency	1
Housing Violations	1
Inspection Requests	1
Landscaping - Miscellaneous / Other	1
Pest Control	1
Street Lighting	1
Street Repair / Potholes	1
Traffic Signals	1
Waste Containers Placement or Overflow	1
Total:	39

September 1, 2020 – October 1, 2020

Complaint Type	Requests Submitted
Street Maintenance - Miscellaneous / Other	7

Weeds, Trash and Debris	4
Street Lighting	3
Street Repair / Potholes	3
Trees and plants	3
Weed Abatement / Brush Clearance	3
City Services - Miscellaneous / Other	2
Landscaping - Miscellaneous / Other	2
RV Parking Violations	2
Sidewalks, Curb and Gutter Repair	2
Traffic Signals	2
Construction without Building Permit	1
Crosswalk Request	1
Faulty Swimming Pool Barrier	1
Graffiti	1
Housing Violations	1
Recreation Class Question	1
Request for Inspection - Public Works	1
Vacant or Abandoned Building	1
Total:	41

August 1, 2020 – September 1, 2020

Complaint Type	Requests Submitted
Weeds, Trash and Debris	20
Traffic Signals	7
Street Maintenance - Miscellaneous / Other	6
Graffiti	4
Traffic - Miscellaneous / Other	3
Trees and plants	3
Construction without Building Permit	2
Crosswalk Request	2
Environmental - Miscellaneous / Other	2
Household Hazardous Waste	2
RV Parking Violations	2
Sidewalks, Curb and Gutter Repair	2
Speed Limits	2
Street Repair / Potholes	2
Waste Containers Placement or Overflow	2
Weed Abatement / Brush Clearance	2
Abandoned or Inoperable Vehicles	1
Boat or Trailer Parking Violations	1
City Services - Miscellaneous / Other	1
Construction After Allowable Hours	1
Housing Violations	1
Inspections - Miscellaneous / Other	1

Intersection / Sight Distance Problem	1
Landscaping - Miscellaneous / Other	1
Mapping	1
Medians / Parkways	1
Other	1
Signs and Striping	1
Street Closures	1
Total:	76

July 1, 2020 – August 1, 2020

Complaint Type	Requests Submitted
Weeds, Trash and Debris	16
Trees and plants	6
Abandoned or Inoperable Vehicles	3
Construction without Building Permit	3
Waste Containers Placement or Overflow	3
Weed Abatement / Brush Clearance	3
City Services - Miscellaneous / Other	2
Inspection Requests	2
RV Parking Violations	2
Street Maintenance - Miscellaneous / Other	2
Street Repair / Potholes	2
Traffic Signals	2
Environmental - Miscellaneous / Other	1
Homeless Person Encounter – NON-Emergency	1
Housing Violations	1
Inspections - Miscellaneous / Other	1
Medians / Parkways	1
Pest Control	1
Public Transportation - Miscellaneous / Other	1
Second Hand Smoke Violations	1
Sewer	1
Sidewalks, Curb and Gutter Repair	1
Storm Drain Maintenance	1
Traffic - Miscellaneous / Other	1
Total:	58

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

CITY SMART PHONE APP USAGE

	12/1/2020 - 1/1/2021	11/1/2020 - 12/1/2020	10/1/2020 - 11/1/2020	9/1/2020 - 10/1/2020	8/1/2020 - 9/1/2020	7/1/2020-8/1/2020	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	Year Total
Abandoned or Inoperable Vehicles	1	3	1		1	3		1	2		2	3	17
Address Placards			1				2				1		4
Boat or Trailer Parking Violations	1				1		1		1	1			5
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	2	3	2	2	1	2		3	1		1	1	18
Construction After Allowable Hours			1		1		1		1				4
Construction without Building Permit	1	1	1	1	2	3	1	1	1			1	13
Crosswalk Request				1	2							1	4
Dial-A-Ride													0
Electronic Waste													0
Environmental - Miscellaneous / Other		1	2		2	1		1	2			1	10
Faulty Swimming Pool Barrier				1									1
Grading												1	1
Graffiti			2	1	4		2	1				1	11
Graffiti on Public Right-of-Way	9												9
Homeless Person Encounter – NON-Emergency			1			1					2		4
Household Hazardous Waste					2								2
Housing Violations	1		1	1	1	1		3	1	1			10
Hydrology													0
Inspection Requests			1			2							3
Inspections - Miscellaneous / Other	1	1			1	1		1	1		1		7
Intersection / Sight Distance Problem					1								1
Irrigation (Broken Sprinkler)	2							1				1	4
Land Development - Miscellaneous / Other													0
Landscaping - Miscellaneous / Other	1		1	2	1				1		3	1	10
Line 1 Schedule													0
Mapping					1								1
Medians / Parkways	1				1	1	1			3			7
Obstruction of City Right of Way									1		1		2
Other					1						2	2	5
Pest Control			1			1	1					1	4
Planning & Zoning Inquiry							1		1				2
Preferential Parking Info									1				1
Public Transportation - Miscellaneous / Other						1						1	2
Recreation Class Question				1									1
Recyclable Food-To-Go Packaging Violations								1	1				2
Request for Inspection - Public Works				1									1
RV Parking Violations	1			2	2	2		2	1	1			11
Second Hand Smoke Violations						1		1		1	1		4
Septic System Overflow		1											1
Sewer						1	1						2
Sidewalks, Curb and Gutter Repair	2	1		2	2	1	1	1	1		2		13
Sign and Banner Violations								1	1	1			3
Signs and Striping	1				1		2	1	1	1			6
Slope Repairs													0
Speed Limits					2		2				1	1	6
Storm Drain Maintenance						1							1
Stormwater / Flooding Issues													0
Street Closures					1								1
Street Lighting		2	1	3				1	2		3	2	14
Street Maintenance - Miscellaneous / Other	4	3	4	7	6	2	2	3	3		1	5	40
Street Repair / Potholes	3	3	1	3	2	2	8	2	2	3	1	2	32
Street Sweeping													0
Traffic - Miscellaneous / Other			2		3	1			1		1	2	10
Traffic Signals	1		1	2	7	2	1				2	4	20
Trash Bin Permit													0
Trees and plants	1		3	3	3	6	1	4	1	1	1	1	25
Trolley Schedule											1		1
Unsanitary Residential Conditions			2				1		1		1		5
Vacant or Abandoned Building				1			1				1		3
Waste Containers Placement or Overflow			1		2	3	1	1		1		1	10
Weed Abatement / Brush Clearance			2	3	2	3	2	2	1	1	1		17
Weeds, Trash and Debris		3	7	4	20	16	5	3	1	3	5	3	70
	33	22	39	41	76	58	39	35	32	18	36	37	466