



CITY of CALABASAS

COMMUNICATIONS AND TECHNOLOGY COMMISSION AGENDA REPORT

DATE: FEBRUARY 16, 2021

TO: COMMUNICATIONS AND TECHNOLOGY COMMISSION

FROM: MICHAEL RUSSO, COMMUNICATIONS DIRECTOR

BY: RACHEL BIETY, EXECUTIVE ASSISTANT

SUBJECT: CITY SMART PHONE APP USAGE

MEETING DATE: FEBRUARY 25, 2021

BACKGROUND/DISCUSSION

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

January 1, 2021 – February 1, 2021

Complaint Type	Requests Submitted
Street Maintenance - Miscellaneous / Other	6
Street Repair / Potholes	4
Graffiti on Public Right-of-Way	3
Street Lighting	3
Weeds, Trash and Debris	2
Abandoned or Inoperable Vehicles	1
Environmental - Miscellaneous / Other	1
Graffiti on Private Property	1
Homeless Person Encounter – NON-Emergency	1
Housing Violations	1
Landscaping - Miscellaneous / Other	1
RV Parking Violations	1
Street Sweeping	1
Trees and plants	1
Waste Containers Placement	1
Total:	28

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

CITY SMART PHONE APP USAGE

	1/1/2021-2/1/2021	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	Year Total
Abandoned or Inoperable Vehicles	1	1	3	1		1	3		1	2		2	15
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													0
City Services - Miscellaneous / Other		2	3	2	2	1	2		3	1		1	17
Construction After Allowable Hours				1	1	1		1		1			4
Construction without Building Permit		1	1	1	1	2	3	1	1	1			12
Crosswalk Request					1	2							3
Dial-A-Ride													0
Electronic Waste													0
Environmental - Miscellaneous / Other	1		1	2		2	1		1	2			10
Faulty Swimming Pool Barrier					1								1
Grading													0
Graffiti				2	1	4		2	1				10
Graffiti on Private Property	1												1
Graffiti on Public Right-of-Way	3	9											12
Homeless Person Encounter – NON-Emergency	1			1			1					2	5
Household Hazardous Waste						2							2
Housing Violations	1	1		1	1	1	1		3	1	1		11
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				3
Land Development - Miscellaneous / Other													0
Landscaping - Miscellaneous / Other	1	1		1	2	1				1		3	10
Line 1 Schedule													0
Mapping						1							1
Medians / Parkways		1				1	1	1			3		7
Obstruction of City Right of Way										1			2
Other						1						2	3
Pest Control				1			1	1					3
Planning & Zoning Inquiry								1		1			2
Preferential Parking Info										1			1
Public Transportation - Miscellaneous / Other							1						1
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	1			2	2	2	2	2	1	1		12
Second Hand Smoke Violations							1		1		1	1	4
Septic System Overflow			1										1
Sawer							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			6
Slope Repairs													0
Speed Limits						2		2				1	5
Storm Drain Maintenance							1						1
Stormwater / Flooding Issues													0
Street Closures						1							1
Street Lighting	3		2	1	3				1	2		3	15
Street Maintenance - Miscellaneous / Other	6	4	3	4	7	6	2	2	3	3		1	41
Street Repair / Potholes	4	3	3	1	3	2	2	8	2	2	3	1	34
Street Sweeping	1												1
Traffic - Miscellaneous / Other				2		3	1			1		1	8
Traffic Signals		1		1	2	7	2	1				2	16
Trash Bin Permit													0
Trees and plants	1	1		3	3	3	6	1	4	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			1		2	3	1	1		1		10
Weed Abatement / Brush Clearance			3	2	3	2	3	2	2	1	1	1	17
Weeds, Trash and Debris	2			7	4	20	16	5	3	1	3	5	69
	28	33	22	39	41	76	58	39	35	32	18	36	457