



**CITY of CALABASAS**

**COMMUNICATIONS AND TECHNOLOGY COMMISSION AGENDA REPORT**

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**DATE: APRIL 12, 2021**

**TO: COMMUNICATIONS AND TECHNOLOGY COMMISSION**

**FROM: MICHAEL RUSSO, COMMUNICATIONS DIRECTOR**

**BY: RACHEL BIETY, EXECUTIVE ASSISTANT**

**SUBJECT: CITY SMART PHONE APP USAGE**

**MEETING DATE: APRIL 20, 2021**

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**BACKGROUND/DISCUSSION**

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

**March 1, 2021 – April 1, 2021**

<b>Complaint Type</b>	<b>Requests Submitted</b>
Waste Overflow or excessive debris of waste on Private Property	6
Weeds, Trash and Debris	4
Homeless Person Encounter – NON-Emergency	3
Sidewalks, Curb and Gutter Repair	3
Street Maintenance - Miscellaneous / Other	3
Street Repair / Potholes	2
Boat or Trailer Parking Violations	1
Construction without Building Permit	1
Pest Control	1
RV Parking Violations	1
Sign and Banner Violations	1
Speed Limits	1
Street Lighting	1
Traffic - Miscellaneous / Other	1
Trees and plants	1
Waste Containers Placement	1
<b>Total:</b>	<b>31</b>

**February 1, 2021 – March 1, 2021**

<b>Complaint Type</b>	<b>Requests Submitted</b>
Street Maintenance - Miscellaneous / Other	3
Environmental - Miscellaneous / Other	2
Traffic Signals	2
Trees and plants	2
Weed Abatement / Brush Clearance	2
Weeds, Trash and Debris	2
Boat or Trailer Parking Violations	1
Building Permit Questions	1
City Services - Miscellaneous / Other	1
Construction without Building Permit	1
Irrigation (Broken Sprinkler)	1
Other	1
RV Parking Violations	1
Signs and Striping	1
Street Lighting	1
Traffic - Miscellaneous / Other	1
Waste Containers Placement	1
<b>Total:</b>	<b>24</b>

**January 1, 2021 – February 1, 2021**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>28</b>

**December 1, 2020 – January 1, 2021**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>33</b>

**November 1, 2020 – December 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>22</b>

**October 1, 2020 – November 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>39</b>

**September 1, 2020 – October 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>41</b>

**August 1, 2020 – September 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>76</b>

**July 1, 2020 – August 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>58</b>

**June 1, 2020 – July 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>39</b>

**May 1, 2020 – June 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>35</b>

**April 1, 2020 – May 1, 2020**

<b>Complaint Type</b>	<b>Requests Submitted</b>
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
<b>Total:</b>	<b>32</b>



**CITY SMART PHONE APP USAGE**

	3/1/20-4/1/20	2/1/20-3/1/20	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	Year Total
Abandoned or Inoperable Vehicles			1	1	3	1		1	3		1	2	13
Address Placards						1				2			3
Boat or Trailer Parking Violations	1	1		1				1		1		1	6
Building & Safety Inspection [Building]													0
Building & Safety Inspection [Electrical]													0
Building Permit Questions		1											1
Cable Complaint										1		1	2
Calabasas Mobile App Issues													0
City Services - Miscellaneous / Other		1		2	3	2	2	1	2		3	1	17
Construction After Allowable Hours						1		1		1		1	4
Construction without Building Permit	1	1		1	1	1	1	2	3	1	1	1	14
Crosswalk Request							1	2					3
Dial-A-Ride													0
Electronic Waste													0
Environmental - Miscellaneous / Other		2	1		1	2		2	1		1	2	12
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	3		1			1			1				6
Household Hazardous Waste								2					2
Housing Violations			1	1		1	1	1	1		3	1	10
Hydrology													0
Inspection Requests						1			2				3
Inspections - Miscellaneous / Other				1	1			1	1		1	1	6
Intersection / Sight Distance Problem								1					1
Irrigation (Broken Sprinkler)		1		2							1		4
Land Development - Miscellaneous / Other													0
Landscaping - Miscellaneous / Other			1	1		1	2	1				1	7
Line 1 Schedule													0
Mapping								1					1
Medians / Parkways				1				1	1	1			4
Obstruction of City Right of Way								1				1	1
Other		1											2
Pest Control	1					1			1	1			4
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	1	1			2	2	2		2	1	13
Second Hand Smoke Violations									1		1		2
Septic System Overflow					1								1
Sewer									1	1			2
Sidewalks, Curb and Gutter Repair	3			2	1		2	2	1	1	1	1	14
Sign and Banner Violations	1										1	1	3
Signs and Striping		1		1				1		2	1	1	7
Slope Repairs													0
Speed Limits	1							2		2			5
Storm Drain Maintenance									1				1
Stormwater / Flooding Issues													0
Street Closures								1					1
Street Lighting	1	1	3		2	1	3				1	2	14
Street Maintenance - Miscellaneous / Other	3	3	6	4	3	4	7	6	2	2	3	3	46
Street Repair / Potholes	2		4	3	3	1	3	2	2	8	2	2	32
Street Sweeping			1										1
Traffic - Miscellaneous / Other	1	1				2		3	1			1	9
Traffic Signals		2		1		1	2	7	2	1			16
Trash Bin Permit													0
Trees and plants	1	2	1	1		3	3	3	6	1	4	1	26
Trolley Schedule													0
Unsanitary Residential Conditions						2				1		1	4
Vacant or Abandoned Building							1			1			2
Waste Containers Placement	1	1	1			1		2	3	1	1		11
Waste Overflow or excessive debris of waste on Private Pr	6												
Weed Abatement / Brush Clearance		2				2	3	2	3	2	2	1	17
Weeds, Trash and Debris	4	2	2		3	7	4	20	16	5	3	1	67
	<b>31</b>	<b>24</b>	<b>28</b>	<b>33</b>	<b>22</b>	<b>39</b>	<b>41</b>	<b>76</b>	<b>58</b>	<b>39</b>	<b>35</b>	<b>32</b>	<b>458</b>