

Date	Association	Location of Complaint	Issue	Community Contact	Assigned Department	Staff Comments	Status	Timeframe
9/11/2014	Fifeville	6.5 Street Buckingham Station	Launched a drive about the ABC store on West Main. Whole new strategy called GEO Policing. Follow up meeting on the 9/24, 5:00 pm at the 2nd floor conference room. The trash coming out of there was stunning. 1) 6 1/2 Street trash next to the gas station. 2) Need to finish the side walk 5th Street SW & Elliot - Buckingham Rail	Mike Signer	Public Works - Mueller, NDS - Tolbert	1) Solar trash at 6.5 street. 2) NDS to check with Railroad	1) West Main @ 5th St - Big Bell Solar units. Will continue to monitor 6.5 Street 2) Permit signed - out to bid	
9/11/2014	Fifeville	West Main Street	Student Ghetto - too many undergrads. Concerned to have encroached in their area. Parking is difficult and construction is a problem. Stop the flow.	Missy Wernstrom	NDS - Tolbert	Where are the high density student projects?	N/A	
9/11/2014		822 Anderson Street	Against having permit parking. Only 2 cars have parked there	Vizena Howard	NDS - Tolbert		N/A - Council voted	
9/11/2014		West Main Street	Make the road wider for the bicycle for the people who go to first Baptist on Main Street	Abbey Smith	NDS - Tolbert	Parking study under way regarding West Main Street.	Council would need to address through West Main Parking Plan.	
9/11/2014	10th & Page	10th & Page	Answers to questions he brought up at city council. Thank you for the new recycling bins. Appreciate the city is going to do a street study. 1) 8th Street SW - accident soon at blind spot between Page and Anderson. 2) 8th Street across from the Amtrak station - lots of trash. 3) Sidewalk on Albemarle and 7th - told property owners won't sell property to put in sidewalks - Eminent domain to put in sidewalks? 4) What comes thru on the trains - as far as hazardous waste? Under paths on 8th street? How often are they inspected.	John Gaines	Public Works - Mueller, NDS - Tolbert	1) NDS to investigate 2) Problem at Wild Wings is private property on the Amtrak Station. 3) Speaking with them about a right away. 4) Add the bridges to map and their inspection dates. Schedule of connectivity of streets	1) Ongoing 2) Ongoing 3) Working on design solution - tough issues. 4) It is the railroad bridges. Working on getting schedule. Still working on process/schedule	
9/11/2014			Albemarle street - underpass where City Yard is located	Carmelita Wood	Public Works - Mueller	We are industrial - we are not set up for pedestrian or vehicles	Resolved	
9/11/2014			Streets that work - outreach with neighborhood leaders.	Lena Seville	NDS - Tolbert	Intend to send to Neighborhood Association Leaders to get the word out. Neighborhood wide meeting. Email out to the list.	Streets that work kicked off on March 30, 2015. Ms. Seville was in attendance.	

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9/11/2014	Fifeville	4th street sw	picking up a large amount of garbage - 5th Street and Dice would like extra cans	Missy Wernstrom	Public Works -Mueller	We would be able to put solar trash can at 5th and Dice	Resolved: 5th St @ Dice - traditional trash cans. Ridge St @ Dice - Big Belly Solar Units	Trash cans placed in November 2014
9/11/2014		Forest Hill Park	Lots of Trash in the park. Complained about adding another can. There was one; however, was taken away because people used for trash from their home.	Carmelita Wood	Parks & Rec - Garber	trash cans	Ongoing - time frame TBD	This was resolved last fall - Park is on routine trash removal schedule
9/11/2014	10th & Page	8th Street NW	2 Cars parked in front of her house every day. These people work at UVA	Leila Edgar Brown		Permit parking process	Resolved	
9/11/2014		9th Street	Parking - called the non emergency number about a vehicle parked in front of her for weeks. Called PD - dispatcher 108 and police officer showed up and wouldn't give his name	Josephine Morrison	NDS/Police Dept	new parking restriction in the area - give a warning instead of ticket.	Resolved	
9/11/2014	Orangedale	Orangedale & Prospect	Trash in the area. Why so much trash left in prospect avenue that is not picked up. Liquor bottles, cans, blunt wrappers, etc.. Holding people accountable for keeping and maintaining their properties	Dorenda Johnson	NDS - Tolbert	If it is exterior we can site for code violation. If it is interior, we cannot. Work with the home ownership. If they are sited they have a time frame to correct the issue. If they don't then we have a contractor to do it and a fee is assessed. If they don't pay then, a lien is put on their	Resolved	
9/11/2014		Anderson Street and 7th (Albemarle street)	1) Sidewalk projects - how they can get on the list to fix theirs in the neighborhood. Want speed bumps at 7th (Albemarle Street) because of speeding. 2) End of Albemarle the trash can is always over flowing	Deena McGill	NDS - Tolbert, Public Works - Mueller	1) Next 5 years of sidewalk projects to council 2) Public Works to check into this	1) Resolved 2) Ronnie is monitoring	
9/11/2014			Living wage - Should have \$13 hour for all employees inside the city. People who are being exploited. Send a resolution. Start in the city - there is a loop hole, employees are hired as seasonal and temporary employees.	Jason Kessler	N/A	N/A	N/A	

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9/11/2014	West Haven	802 A Hardy Drive	<p>Tunnel and Lights - hold the railroad responsible for cleaning up their part of the entrance corridor. They don't cut anything. It is a blind spot. 1) Hardy and 8th a Light goes off and on. 2) Preston Ave after certain hours the traffic is horrible (going across 8th, Preston and left turn) pedestrians by the Vets office. <b>3) Affordable housing issue in low income.</b> 4) World Beer and Cocoa Cola Plant serving beer and wine. People who are alcoholics which is an illness are the ones littering. Where is the rehabilitation places for people who need help. Region Ten cannot handle all. They need some serious help. Assistant City Manager is the liaison to the neighborhoods - never out there because he is busy doing council stuff.</p>	Joy Johnson	<p>1) City Manager - Ellis 2)NDS - Tolbert 3) NDS - Tolbert 4) Human Services - Murphy</p>	<p>1) Need to see if light is dominion power or city 2) NDS Traffic engineer to investigate 3) SIA - is an area in the downtown mall. Subsidize housing in Friendship Court. Affordable housing - need to be all over the city. 4) Yes, Region Ten is responsible for Mental Health and Substance Abuse and cannot do it all. A number of private therapist - need insurance and payment. Not nearly enough of these providers take Medicaid or other payment. Push to educate therapist to treat more that their expertise.</p>	ongoing - Unclear as to what #3 refers to.	
9/11/2014	West Haven	Hardy Drive	<p>Westhaven nursing clinic - has volunteers. City is not just about buildings it is about lives. The trash represents the people who are invisible. Lot of people who live in our city. African Americans are leaving the city. Work together - to improve the lives of the people in the community</p>	Holly Edwards	N/A		Ongoing	
9/11/2014	West Haven	Hardy Drive	<p>Felons coming back home. Where Felons get jobs - big push to support that initiative. Money for a conference for the issues that Felons face.</p>	Joy Johnson	Human Services - Murphy	<p>Ban the box on city applications. Calling the other employers to do that. Working with jail board. Downtown Job Center in the Library. Re-entry Summit - brings attention and what to focus on. Coming Home to Work - placing people on parks crews.</p>	Ongoing	

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9/11/2014	West Haven	316 8NW	1) Orange around this empty space at the bottom of the road. Neighborhood meeting - police office was there. 2) 24 hours snow removal can be fined.	Leila Edgar Brown	NDS - Tolbert, City Manager - Ellis	1) Empty lot - working on a promise house for awhile. Lot will be cleaned up and grassed (8th & Page). 2) Worked with the neighborhood association presidents to help clean the snow.	Ongoing - Unclear as to what #1 refers to.	
9/11/2014	Fifeville		Snow - would be nice to have a list of contractors who will do that	Mike Signer	City Manager - Ellis	Need to check with purchasing	Ongoing	
9/11/2014	West Haven	316 8th Street	Less than 50 yards from a church. People who sleep under the bridge. Lots of drinking encourage more drinking by placing another can. Police	Richard Johnson		Police to investigate.	Location was monitored routinely. Enforcement action taken when necessary.	Closed