

## Washoe311 - Resident Service Requests by District

### Commission District 4

8/22/2018 1:25 P

This report shows resident service requests by district in which the location was made known.

**Criteria used for this report:**

Create Date Between: 7/1/2018 and 8/1/2018  
 Geographic Area Equals: Commissioner District 4

Request Type	Submitter Name	Submitter Phone	Address	Request Comments	Closing Comment
Animals & Pets General	Jill Kalinowski	7753587344	1305 E GREG ST	Dead skunk in road is getting into our ventilation system. The smell is awful.	Resident reporting a dead skunk. Animal Services will go pick up the dead skunk. No further assistance needed.
City of Sparks General	Cynthia Beckman	7752322899	LOS LAGOS AVE	The 30-foot tree has been dead for at least five years and when it falls it will fall on a public sidewalk and a public street with frequent traffic. Cimarron HOA refuses to do anything about the situation.	Due to Jurisdiction submitted to City of Sparks.
City of Sparks General			7110 COLDWATER ST	Request to correct Waste Management account name on file, for billing purposes. Based on jurisdiction, routed to City of Sparks.	Service Request closed.
CryWolf	Sharolyn Jackson	7754093214	18 MILLER SPRINGS CT	Sharolyn is calling regarding her PMAM alarm bill she stated she sent in \$24.00 for her code registration renewal fee and they declined her payment and told her they were no longer doing business with Washoe County. She called the Sheriff office and spoke to someone in dispatch and they told her that without the registration code number if there was an emergency they would not be dispatched. She is concerned.	Dana spoke to office Peterson. Officer Peterson will contact the resident directly and speak to her. No further assistance needed.

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District 4 - General	Jeff Ghiglia	7757715392	7390 PATRINA WAY	Reporting address: 7660 Patrina Way Resident states this address is operating a rodeo without a valid license/permit. He states he is aware they were denied a permit, however there was tons of traffic all day yesterday until 9 p.m., a food truck, horse trailers, livestock, horses and music. Proof: Speak to all neighbors, they already have an email going. Sheriff's Office was at the location and cited them for noise complaints.	The SUP for the Medina's to conduct rodeos on their property was denied by the Sparks Planning Commission (Sparks SOI property), and the appeal was denied by the Sparks City Council. Code Enforcement Officer had visited the property before the two SUP hearings to determine if there was unlawful construction and grading (the grading was included within the proposed SUP). The structures were smaller than 200 square feet, so no building permit is required. Based on the concerns, Code Enforcement Officer will issue a Stop Activity Order for the rodeo and the grading. If any new structures over 200 square feet have been started, the Stop Activity Order will include those structures. Code Enforcement Officer will also issue an Administrative Warning stating that any future rodeos, or failure to obtain the required grading permits could result in a \$100 administrative penalty. Staff has contacted the Sheriff's Office to determine if indeed the Sheriff issued a noise related citation on the weekend. Additionally, Code Enforcement Officer will contact Mr. Ghiglia and provide update status of the case.
District 4 - General	Dan Flannagan		7779 PATRINA WAY	Escalated concern, routed to Washoe311 by J. Slaughter: FW: Notice of Violations RFI: Nunez/Medina 7660 Patrina Way, Sparks 89436 Hello John, My name is Dan Flannagan and my residence is located 7779 Patrina Way which is adjacent to the above subject site. I represent my family members and numerous property owners within our sub-division. It was recommended that I contact you in an effort to resolve a continuing disturbance and site development issues being created by property owner Mr. Nunez and his representative Mr. Medina at 7660 Patrina Way. Beginning in 2016, Nunez/Medina have held increasingly larger livestock events which have created tremendous continuing dangerous and burdensome disturbances to our neighborhood. Nunez/Medina originally were granted Temporary Use Permits by Washoe County, but were denied any further TUPs due to the frequency, size and scope of their events. In May of this year, Nunez/Medina had their Special Use Permit Event Application unanimously denied by the Sparks Planning Commission, which it's denial was recently upheld, again, unanimously, by the Sparks City	Resident is reporting a neighbor with continuing disturbance and site development issues being created by property owner as well as increasingly larger livestock events which he feels has created tremendous continuing dangerous and burdensome disturbances to the neighborhood. Code responded and will open a case in Accella. No further assistance needed.

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				<p>Council. The purpose of my email is to respectfully request your assistance and guidance on how we can address and prevent the continuing Nunez/Medina events at their residence which have occurred since their SUP application's denial(s). Most recently an event occurring yesterday, which resulted in a citation being issued by the Washoe County Sherriff's office for noise disturbances after numerous complaints by neighbors. This however is a fraction of the obvious code and WC Chapter violations which are continuing to occur at their residence. Such as, continuing after hours construction of illegal attached and detached structures and fencing throughout the property, extreme fire hazard conditions created due to illegal surface scrubbing of native plants, without replacing with irrigation or landscaping or other preventative measures, which allows very flammable wheatgrass and other invasive weeds to accelerate and prevail, excavating and grading thousands of yards of soils without permits, Air Quality dust violations, organic materials and livestock waste violations causing severe fly and bug infestations, noise and illegal motorcycle / RTV noise and trespassing onto neighbor's properties. Excessive vehicle and equipment damage to our privately maintained roads due to their non-resident event attendees use. Each one of these violations noted above where discussed at the hearings and have been called in and/or formally filed with Washoe County's and City of Spark's (per NRS 278.02788) with little to no response or action taken by the jurisdictionally responsible code enforcement agencies. We are aware of the short staffing and lack of after-hours agency enforcement issues, but we feel this is a dire situation that's just going to get worse if we don't address it immediately. We are certainly open to any suggestions you may have. Washoe County Commissioner Mr. Hartung and Sparks Council Member Mr. Dahir have visited the site and surrounding properties and understand our situation. Mr. Hartung and Mr. Dahir, have been and continue to be extremely</p>	

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District 4 - General	Beth Yuill	7757712350	11620 EAGLE PEAK DR	<p>helpful and we wish to thank them for their efforts and recommendations, including contacting you and other officials to review and respond to our current concerns. Your prompt attention to this matter is appreciated. Thank you, Dan Flannagan</p> <p>Escalated concern, routed to Washoe311 by Commissioner Hartung: Fwd: Removal of bags,debris etc Good morning Vaughn, I'm writing to you for help in finding who to contact about removing these bags of pebbles and other material that originally were put there during Hamilton Homes construction to prevent construction debris from falling into the water line. I have no idea who originally installed these around the drains, but in 15 years no one has come to remove them, resulting in a filthy eyesore on several corners in the older section of Pebble Creek. I contacted Artisan homes who bought out Hamilton, and they told me that they will take care of removing their bags as they complete their construction to the south of us. The lady at Artisan said to call the Road Dept ? I cleaned up some of the the mess on my corner (Pebble Creek and Eagle Peak) but the drain cover was too heavy to lift and remove the rest of it. Can you help me ? Thank you very much. Beth Yuill.</p>	Resident is contacting regarding removal of bags of pebbles and other material that originally were put there during home construction. Roads created a work order and assigned to area supervisor.

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District 4 - General	Richard Vandenberg	7757454761	350 SHELBY CT	Mr. Hartung My name is Richard Vandenberg and I live at 350 Shelby Court, Spanish Springs/Sparks. My question has to do with County street maintenance. Our housing track is known as the Spanish Springs Village Association and is located west of Pyramid Hwy and south of Eagle Canyon. I am writing to request street maintenance within our neighborhood. Having lived in this development for over 18 years, I can honestly say that I have only seen a county roads crew after a flood (to cleanup a mud flow) and once to patch the roads. Currently we have curb to curb cracks throughout the neighborhood that average over 5 inches in width and many over ten inches in width. How big do these cracks need to be before their repaired? Please take the time to drive through for yourself (hopefully you have good tires and shocks) and then let me know if anything can be done. I appreciate your time in this matter and look forward to your reply. Richard Vandenberg	Resident is reporting cracks in the roads. Roads department responded to resident that the area is due for a crack sealing again work is usually performed in the Spring, Fall, and even winter if conditions allow it. No further assistance needed.
Engineering	Cory Cardenas	7757717894	2170 RUDDY WAY	Caller is having a block party. Washoe311 emailed resident the block party forms to be filled out.	Service Request closed.
Engineering	Cory Cardenas	7757717894	2170 RUDDY WAY	Caller is having a block party. Washoe311 emailed resident the block party forms to be filled out.	Engineering staff provided approved block party request to submitter, no further assistance needed.
Fire Services - General	Francisco Garcia	7756571774	150 CIRCUIT CT	Warehouse employee states their fire alarm panels are broken and they are unaware who they need to contact.	Washoe311 made contact with TMFPD, who informed there are tags in the fire alarm panel, with the company name they need to contact. Washoe311 relayed information, no further assistance needed.
Fires	Brian Ebeling	7027694916	137 E PRATER WAY	Message: THERE APPEARS TO BE A FIRE ON THE MOUNTAIN WEST OF THE TOWN.  ----- 07/01/2018 09:59A 489 ----- FIRE DEPT. IS AWARE OF THE FIRE AND ARE CURRENTLY ON SCENE	Service Request closed.
Health Department Regulations & Inspections & Permits General	Barbara Gonzalez		2483 WINGFIELD HILLS RD	I received a notice that my food permit expired. When I log into Accela, there is no notification of this or option to renew. How do I renew online? Do I have to create a brand new application? Thanks, Barbara Gonzalez	Resident is inquiring on her expiring food permit and having issues on Accela to renew the permit. Health staff will contact the resident and assist her in the renewal. No further assistance needed.

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Overgrown Weeds/Grass	Marv Atterberry	7758135288	234 LIBERTY SPRINGS CT	Weeds are overgrown out of the ditch over the easement and into the backyard. Work order created a month or a month and a half ago per roads staff. Is seeking an update on when they should see something done.	Resident is reporting overgrown weeds growing out go the ditch and over the easement. Roads created a work order for assessment of the area. Roads also found the first work order called in by residents wife. No further assistance needed,
Property Assessments			7640 ORANGE PLAINS DR	Realtor inquiring how personal property is valued and if she can get an estimate for this home, Washoe311 connected caller to Assessors Office.	Service Request closed.
Public Records Request	Cody Brumgard	7173340538	15 LINCOLN WAY	Cody Brumgard requested the following: "Dear Fidel Salas, The purpose of this letter is to request publicly available information under regulations associated with open access to public information, such as laws created and enacted by the Freedom of Information Act (FOIA). In order to help us with research for our RFP Database, OPEN MINDS is formally requesting the following information for the solicitation referenced below: SOLICITATION NUMBER: ITB-2964-0-2016/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Untested Sexual Assault Kit Analysis Services SOLICITATION DUE DATE: January 20, 2016 SOLICITATION NUMBER: RFP-16-004-0-2016/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Web-Based Student Data Assessment System Services SOLICITATION DUE DATE: February 4, 2016 SOLICITATION NUMBER: RFP-16-006-0-2016/AS SOLICITATION TITLE: Nevada's Washoe County Seeks Student Support Services Consulting SOLICITATION DUE DATE: May 5, 2016 SOLICITATION NUMBER: RFP-2982-0-2016/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Long-Term Senior Nutrition Plan Services SOLICITATION DUE DATE: May 25, 2016 SOLICITATION NUMBER: RFP-2980-16-0-2016/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Homeless Case Manager Services SOLICITATION DUE DATE: May 18, 2016 SOLICITATION NUMBER: RFP-2986-16-0-2016/JM SOLICITATION TITLE: Nevada's Washoe County Seeks In-House Religious and/or Program Services SOLICITATION DUE DATE: June 6, 2016 SOLICITATION NUMBER:	Pamela Mann responded with the following on July 9, 2018 with the following: "Good Morning Cody, Per your request for the online access to information for Washoe County bids and their related information (amendments/awards/etc.); all such data/documents are available at <a href="https://www.demandstar.com/">https://www.demandstar.com/</a> Please let me know if there is any information you are unable to obtain related to your request. Thank you" - Pamela

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				<p>RFP-2987-0-2016/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Adult Drug Court Counseling Services SOLICITATION DUE DATE: June 22, 2016 SOLICITATION NUMBER: RFP- 2993-0-2017/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Temporary Assistance for Displaced Seniors SOLICITATION DUE DATE: September 14, 2016 SOLICITATION NUMBER: RFP-2991-0-2017/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Differential Response Program Services SOLICITATION DUE DATE: October 5, 2016 SOLICITATION NUMBER: RFP- 2999-0-2017/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Independent Living Services SOLICITATION DUE DATE: October 12, 2016 SOLICITATION NUMBER: RFP-3001-0-2017/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Health District Programs Marketing, Advertising, and Media Buying Services SOLICITATION DUE DATE: October 26, 2016 SOLICITATION NUMBER: RFP-3000-0-2017/MS SOLICITATION TITLE: Nevada's Washoe County Seeks Criminal, Juvenile, and Family Law Legal Services SOLICITATION DUE DATE: October 26, 2016 SOLICITATION NUMBER: RFD-D001- MH-17-0-2017/mh SOLICITATION TITLE: Nevada's Washoe County Seeks AED Demonstration Services SOLICITATION DUE DATE: November 18, 2016 SOLICITATION NUMBER: RFP-3006-0-2017/MS SOLICITATION TITLE: Nevada's Washoe County Seeks VOCA Grant Coordinator Services SOLICITATION DUE DATE: December 21, 2016 SOLICITATION NUMBER: RFP-3013-0-2017/ML SOLICITATION TITLE: Nevada's Washoe County Seeks Mental Health Support Services for Seniors SOLICITATION DUE DATE: March 16, 2017 SOLICITATION NUMBER: RFP-3018-0-2017/ML SOLICITATION TITLE: Nevada's Washoe County Seeks Medication Assisted Treatment Services SOLICITATION DUE DATE: May 4, 2017 SOLICITATION NUMBER: RFP- 3023-17-0-2017/JM SOLICITATION</p>	

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				TITLE: Nevada's Washoe County Seeks Victims' Services Coordinator SOLICITATION DUE DATE: May 24, 2017 SOLICITATION NUMBER: RFP-3024-17-0-2017/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Temporary Assistance Services for Displaced Seniors SOLICITATION DUE DATE: May 31, 2017 SOLICITATION NUMBER: RFP-03025-17-0-2017/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Housing Programs, Counseling, and Administrative Services SOLICITATION DUE DATE: May 31, 2017 SOLICITATION NUMBER: ITB-3021-17-0-2017/JM SOLICITATION TITLE: Nevada's Washoe County Seeks Behavioral/Mental Health/Substance Abuse Treatment Services"	
Public Records Request	Maxell Gibson	7756820909	3654 4TH ST	Maxell Gibson requested the following: "I am requesting a record on a person or persons filing false noise complaints to animal control. My name is Maxell Gibson, I live at 3654 4th St. Sparks NV, 89431. I thank you in advance for your service.have a wonderful day Sincerely, Maxell Gibson"	animal services responded with the following: "Good morning, I forwarded this request to dispatch and the field supervisors. Have a nice day, Angela Mezger"
Request Removal of Debris in a Ditch/Waterway	Bill Haw	7753762584		Bill Shaw is requesting removal of sediment build up in a ditch, APN 530 931 13. He states he is working next this property, that is owned by Washoe County and needs to be maintained . (Stormy Canyon Channel, located next to Spanish Springs Business Center). He states he has been shuffled around from Engineering, Roads Division and Utility for the last five months and has not received a response. He has requested to be followed up with.	Multiple departments are consulting on this request. Utility has been in contact with Mr. Shaw and the various departments are now working together, and in contact with Mr. Shaw, to meet his needs. Status updates to be addressed by internal staff.
Road Conditions	Mark Yeskie	7753847426	INTERSTATE 80 W	Why doesn't County or State Authority utilize the usage of Radar Machines on I-80 From Vista Blvd (exit 21)-Mustang Exit(exit 23)There is no shoulder on this portion of I-80 for Safe Law Enforcement.BUT! It is a Speeders Delight! Speed, Speed, Speed, Continually! Any Accidents in that region? Of course there are!	Based on jurisdiction, this was routed to NDOT, the Nevada Department of Transportation. Washoe311 provided NDOT's direct contact information for follow up.
Senior Events/Clinics	Karen Miller	7756228468	7520 S FLORENTINE DR	Ms. Miller is inquiring on the "Donate New Fans for Seniors Program", she would like to request a fan if possible.	Resident inquiring on the new fans to senior program. HSA Staff will contact the resident. No further assistance needed.

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Sheriff & Police- Call Transferred to dispatch			6984 SACRED CIR	Individual has found a house for rent in Wingfield and when connecting with the listing party, the owners say they're in Texas. Individual has searched for the home on the Assessor's site and the owner name does not reflect the party name. Washoe311 searched for mailing address and the mailing address does not reflect a Texas address. Individual stated she suspected this was a scam due to the low cost of rent. Washoe311 connected caller to Sheriffs Office to report.	Service Request closed.
Sidewalk/Curb Issue	Richard Schmitt	7753605257	2270 LENTICULAR DR	Concrete slabs are popping up from the ground. Wanted to see if this is an issued that could be fixed.	Service Request closed.
Sidewalk/Curb Issue	Richard Schmitt	7753605257	2270 LENTICULAR DR	Concrete slabs are popping up from the ground. Wanted to see if this is an issued that could be fixed.	Richard Schmitt phone called Washoe311 gave kudos to the Roads Division for their efficient and quick response to this request (he stated he was very, very thankful). He stated there were crew members out there this morning attending to this. No further assistance needed.
Sidewalk/Curb Issue	Richard Schmitt	7753605257	2270 LENTICULAR DR	The concrete slabs are popping up from the ground.	Resident reporting slab that is coming up from the ground. roads responded that a work order has been created.
Sidewalk/Curb Issue	Richard Schmitt	7753605257	2270 LENTICULAR DR	The concrete slabs are popping up from the ground.	Service Request closed.
Sidewalk/Curb Issue	Corrie Hyatt-Snodgrass		1733 KINGLET DR	Reporting sidewalk buckling concern located in front of her home, will be emailing photos.	Roads Division staff informed a work order, R000001626, has been submitted to the Area Supervisor. Further details and/or status updates to be addressed by Roads Division staff.
Sidewalk/Curb Issue	Shad Vetrock		510 Longrider Drive	Caller stated his house is new just built but the sidewalk that was installed is now cracked and coming up from the ground. Issued number to Roads.	Service Request closed.
Sidewalk/Curb Issue	Richard Schmitt	7753605257	2270 LENTICULAR DR	Richard would like to report sidewalk panels that are moving on the west side of Lenticular. States they risen 2-3 in. within the last week. Address reporting: 2045 Lenticular Dr. and 2065 Lenticular Dr.	Resident reporting slabs that are coming up from a sidewalk. Roads responded that a work order was created and issued to the area supervisor. No further assistance needed.
Tree/Weeds Obstructing County Roads or Sidewalks	Anna Maria	7753337878	45 ROXY CT	Wanted to report a Stop sign on the corner of Pah Rah and Golden view that is block when heading north on Pah Rah. you are not able to see the sign at all.	Resident reporting a tree obstructing the traffic and covering the stop sign. Roads Department responded to resident that a work order was created and the tree is due for trimming. No further assistance needed.
Utility Billing	Lyndsi Waitch	7752976889	374 OMNI DR	Caller is trying to set up new sewer service.	Washoe311 returned call and issued number to Utility Billing.

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Utility Billing	Betty Boyd	7758577810	12025 OCEAN VIEW DR	Caller just bought her home she needs to set up her sewer service. Washoe311 called resident and issued number to Utility. She was also having a hard time setting up WM Washoe311 emailed link to WM so she could start her service.	Service Request closed.
View/Pay/Check on Status of Property Tax Payments	Maria Quimora		2857 EARTHSTONE DR	Caller wanted to see what her property taxes owed were. Washoe311 walked caller through the website and got her to the summary page.	Service Request closed.
View/Pay/Check on Status of Property Tax Payments			4772 WONDERSTONE DR	Inquiring tax amount for 2018/2019 taxes, Washoe311 informed \$3,444.03, \$861.30 due 8/20/2018. No further assistance needed.	Service Request closed.
Waste Management Service	James Paullo	7753389951	7770 STARHILL WAY	Waste management is not picking up the containers no direction on where to place the containers. Calls customer service said he gets someone in Arizona they do not care. Every week he deals with the issue. Signed up for another container on July 5. was supposed to be delivered on 7/6 nothing was delivered called customer service and they stated they did not know where the bins were. Said he is paying his service he expects to receive great service.	Resident contacted Washoe311 regarding issues with Waste Management and the non delivery of an extra bin. Waste Management responded to resident and took care of his issue. No further assistance needed.