



## TIMELINE ESTIMATES FOR REQUEST COMPLETION

TIMELINE ESTIMATE - PATROLS 1ST, 2ND, AND 3RD		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
ABANDONED VEHICLE (ON STREET)	3 DAYS	11 DAYS
ALL OTHER ISSUES	IMMEDIATELY	IMMEDIATELY
NEIGHBORHOOD ISSUES	IMMEDIATELY	IMMEDIATELY
ON STREET CONCERNS	IMMEDIATELY	IMMEDIATELY
OPEN AND VACANT HOME-PLEASE BE ALERT	IMMEDIATELY	IMMEDIATELY
SUSPICIOUS ACTIVITY	IMMEDIATELY	IMMEDIATELY

TIMELINE ESTIMATE - ANIMAL CONTROL		
CALL TYPE	TIME FOR COMPLETION	ESTIMATED TIMELINE FOR COMPLETION
ABUSE	UP TO 5 DAYS	
MORE THAN 4	UP TO 10 DAYS	
NO LICENSE	UP TO 10 DAYS	
NUISANCE	UP TO 10 DAYS	
STRAY ANIMAL	UP TO DAYS	
VICIOUS ANIMAL	UP TO 5 DAYS	

TIMELINE ESTIMATE - COMMISSIONER OF REVENUE		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
BUSINESS LICENSE		SAME DAY
COMMENT		
GARAGE SALE PERMIT		SAME DAY
MILITARY INQUIRY		SAME DAY
PERSONAL PROPERTY TAX DISCREPANCY		SAME DAY
REAL ESTATE TAX DISCREPANCY		SAME DAY

TIMELINE ESTIMATE - ENVIRONMENTAL SERVICES		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
WETLAND/DUNES- STRUCTURE W /NO PERMITS	1-2 DAYS	DEPEND ON VIOLATION
WETLAND/DUNES- EROSION/SEDIMENT	1-2 DAYS	3-5 DAYS
WETLAND/DUNES- TREE REMOVAL PRIVATE PROPERTY	1-2 DAYS	UP TO 2 WEEKS DEPEND ON VIOLATION
WETLAND/DUNES- COMPLAINTS	1-3 DAYS	DEPEND ON VIOLATION
BEACH REPLENISHMENT	EMAIL SCOTT SMITH-PW	
DUNE DISTURBANCE	EMAIL SCOTT SMITH-PW	
EROSION AND SEDIMENT CONTROL	EMAIL SCOTT SMITH-PW	
SUNKEN /DAMAGED BOATS	1-3 DAYS-COORDINATE W/ HARBOR PATROL	LENGTHY PROCESS WHICH USUALLY REQUIRED COURT ACTION

TIMELINE ESTIMATE - FIRE		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
<b>HOUSING STRUCTURE UNSAFE OR UNFIT STRUCTURE</b>	<b>CONTACT PROPERTY MAINTENANCE (HOARDING WITHIN 1 HR)</b>	<b>CONTACT PROPERTY MAINTENANCE (HOARDING WITHIN 1 HOUR)</b>
ASSEMBLY PERMIT	24 HRS	24 HRS
CARBON MONOXIDE	WITHIN 10 MINUTES	IMMEDIATELY
CUSTOMER FEEDBACK	GENERALLY, WITHIN 1 HOUR	GENERALLY, WITHIN 1 HOUR
DUMPING	24 HRS	UP TO 7 DAYS
FD13		NON LIFE ISSUES 3 DAYS
FIRE INSPECTION	24 HRS	24 HRS
FIRE PLACARD	WITHIN 10 MINUTES	AFTER FIRE WITHIN 1 HOUR
HAZMAT	WITHIN 10 MINUTES	IMMEDIATELY
HYDRANT	CONTACT UTILITIES DEPARTMENT	CONTACT UTILITIES DEPARTMENT
INCIDENT	IMMEDIATELY	IMMEDIATELY
MEDICAL BILLING	THE CITY OF NORFOLK HAS AN OUTSIDE BILLING SOURCE	THE CITY OF NORFOLK HAS AN OUTSIDE BILLING SOURCE
OCCUPANCY LOAD	CONTACT BUILDING OFFICIAL	CONTACT BILLING OFFICIAL
OPEN BURNING	IMMEDIATELY	IMMEDIATELY
SERVICE CALL	IMMEDIATELY	IMMEDIATELY
SPECIAL CITATION	IMMEDIATELY	IMMEDIATELY
STRAIGHT PIPE	IMMEDIATELY	IMMEDIATELY

TIMELINE ESTIMATE - GEM LOTS		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
CLAIM FOR DAMAGES	IMMEDIATELY	IMMEDIATELY
LOT CUTTING COMPLAINT	3 DAYS	21 DAYS
TALL GRASS	3 DAYS	21 DAYS
TRASH AND DEBRIS ON GEM LOTS	3 DAYS	21 DAYS

TIMELINE ESTIMATE - GENERAL SERVICES		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
BEACH ACCESSWAYS	3 DAYS	DEPENDS ON PARTS/CONCERN
BOAT RAMP ISSUES	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY ATHLETIC FIELDS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY BASKETBALL COURTS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY BENCHES	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY BUILDINGS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY ELEVATORS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY EQUIPMENT ON BEACHES	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY FENCING	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY FLAGS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY PARK BUILDINGS- RESTROOMS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY PARKING LOTS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY PARKS- DOG PARKS	3 DAY	DEPENDS ON PARTS/CONCERN
CITY POOL FOUNTAINS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY POOLS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY SCHOOL BUILDINGS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY SIGNAGE	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY TENNIS COURTS	3 DAYS	DEPENDS ON PARTS/CONCERN
CITY VEHICLE COMPLAINT	24 HRS	24 HRS
CITY WAREHOUSES	3 DAYS	
GRAFFITI ON CITY PROPERTY	3 DAYS	
NEIGHBORHOOD SIGNS	3 DAYS	DEPENDS ON PARTS
POKEMON GO NUISANCE		

TIMELINE ESTIMATE - MAYOR'S OFFICE		
CALL TYPE	INITIAL INSPECTION & COMPLETION ESTIMATE	
EMAIL REQUEST	SPOKE WITH LASHAWNDA IN MAYORS OFFICE. EVERY CONCERN / COMPLAINT IS HANDLED WITHIN 24-48 HOURS	
FOLLOW UP		
HOT TOPICS		
INFORMATIONAL		
MISC		
RETURN CALL REQUEST		
SERVICE REQUEST		

TIMELINE ESTIMATE - NORFOLK POLICE DEPARTMENT VICE AND NARCOTICS DIVISION		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
INVESTIGATION	IMMEDIATELY	IMMEDIATELY
SUSPECTED DRUG ACTIVITY	IMMEDIATELY	IMMEDIATELY
SUSPECTED NARCOTIC ACTIVITY	IMMEDIATELY	IMMEDIATELY

TIMELINE ESTIMATE - NORFOLK PUBLIC SCHOOLS		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
SCHOOL BUS COMPLAINTS	UPON REQUEST	TIME DETERMINE BASED ON CONCERN
SCHOOL COMPLAINTS	UPON REQUEST	TIME DETERMINE BASED ON CONCERN
SCHOOL ISSUES	UPON REQUEST	TIME DETERMINE BASED ON CONCERN
SUPERINTENDENT COMMENT	UPON REQUEST	

TIMELINE ESTIMATE - NEIGHBORHOOD QUALITY/ CODES COMPLIANCE		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
HOUSING STRUCTURES-ACCESSORY STRUCTURES	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES-DERELICT STRUCTURES	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- EMERGENCY AFTER HOURS	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- EXTERIOR	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- INTERIOR	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- INTERIOR	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- FIRE RED TAGS	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- RENTAL INSPECTION	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
HOUSING STRUCTURES- VNG RED TAG	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE- GRAFFITI	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE- ILLEGAL PARKING IN YARD 2+ OFFENSE	3 BUSINESS DAYS	WITHIN 7 DAYS IF NOT REFERRED TO ABATEMENT FOR TOW
NUISANCE-ILLEGAL PARKING IN YARD COURTESY	3 BUSINESS DAYS	THIS COMPLAINT TYPE NO LONGER USED
NUISANCE-INOPERABLE VEHICLE	3 BUSINESS DAYS	WITHIN 7 DAYS IF NOT REFERRED TO ABATEMENT (21 DAYS START TO FINISH)
NUISANCE-TALL WEEDS AND GRASS	3 BUSINESS DAYS	WITHIN 7 DAYS IF NOT REFERRED TO ABATEMENT (21 DAYS START TO FINISH)
NUISANCE-TRASH AND DEBRIS	3 BUSINESS DAYS	WITHIN 7 DAYS IF NOT REFERRED TO ABATEMENT (21 DAYS START TO FINISH)
NUISANCE- OPEN AND VACANT	3 BUSINESS DAYS	WITHIN 7 DAYS IF NOT REFERRED TO ABATEMENT (21 DAYS START TO FINISH)

TIMELINE ESTIMATE - PARKING		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
APPEAL OR CONTEST A TICKET INQUIRY		ONCE RECEIVED 5-7 BUSINESS DAYS
ASSISTANCE BUTTON NON-RESPONSE	UPON REQUEST	UPON REQUEST
CANCELLATION OF MONTHLY PARKING INQUIRY	UPON REQ.- 3 BUS. DAYS	UPON REQUEST- 3 BUSINESS DAYS
CITY OWNED PARKING LOT CONCERN	UPON REQUEST	UPON REQUEST- 3 BUSINESS DAYS
COMPLIMENT TO PARKING STAFF MBR	UPON REQUEST	UPON REQUEST
CUSTOMER UID ISSUE	UPON REQ.- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
DMV HOLD INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
ELEVATORS DOWN	IMMEDIATELY	IMMEDIATELY
FORGOT MY PASSWORD	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
HARBOR LIGHTS COMPLAINT		
ISF INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
LOST ITEMS IN GARAGE	UPON REQUEST- 3 BUSINESS DAYS	UPON REQUEST- 3 BUSINESS DAYS
MALFUNCTIONING METERS	UPON REQ- 3 BUS. DAYS	UPON REQUEST- 3 BUSINESS DAYS
MARTHUR MALL PARKING CONCERN	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
METER ENFORCEMENT COMPLAINTS	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
MONTHLY PASS INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
NO LOT SPACE COMPLAINT	UPON REQUEST	UPON REQUEST
PARKED IN RESERVED SPOT (PARKING FGARAGE	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PARKING ENFORCEMENT ON STREET REQUEST	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PARKING GARAGE MAINTENANCE CONCERN	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PARKING GARAGE STAFF COMPLAINT	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PARKING GARAGE SUGGESTION	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PARKING TICKET AMT INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
PASSPORT PARKING APP CITATION INQUIRY	UPON REQ- 3 BUS DAYS	24-48 HRS
PAY IN LANE TICKET INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
POKEMON GO PARKING NUISANCE		
REQ. FOR SURVEILLANCE VIDEO FROM GARAGE		A POLICE REPORT IS NEEDED IN ORDER TO PROCESS
REQUEST TO CLOSE METER DOWN	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
RESIDENTIAL COMPLAINTS	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
SPECIAL EVENT PARKING INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
TOP DECK PARKING INQUIRY	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
VALIDATED TICKET BOOK REQUEST	UPON REQ- 3 BUS DAYS	UPON REQUEST- 3 BUSINESS DAYS
WHATS THE CLOSEST GARAGE?	UPON REQUEST	UPON REQUEST

TIMELINE ESTIMATE - PARKS AND URBAN FORESTRY		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
BIKE TRAIL CONCERNS	UPON REQ- 3 BUS DAYS	UP TO 7 DYAS DEPENDING ON ISSUE
CITY BRANCHES/LIMBS OVER STREET	45 DAYS	DEPENDS ON PRIORITY LEVEL ASSIGNED
CITY TRASH RECEPTACLE MEDIAN OVERFLOW	IMMEDIATELY	IMMEDIATELY
CITY TREE PLANTING REQUESTS	4 WEEKS	TREES PLANTED NOVEMBER TO MARCH BASED UPON AVAILABILITY
CITY TREE PRUNING/REMOVAL	45 DAYS	DEPENDS ON PRIORITY LEVEL ASSIGNED
CITY TREE/LIMB BLOCKING STREET	24 HOURS	24 HOURS
CITY TREE/ LIMB DOWN NOT BLOCKING STREET	48 HOURS	48 HOURS
CITY TREE/VEGETATION BLKING STREET NAME	7 DAYS	7 DAYS
CITY VEHICLE COMPLAINT	1 WORKING DAY	2 WORKING DAYS
COMPLIMENT TO DEPARTMENT	1 WORKING DAY	1 WORKING DAY
DAMAGE TO PLAYGROUND EQUIPMENT	2 WORKING DAYS	30 + DEPENDING ON PARTS
DEAD ANIMAL ON BEACH	2 WORKING DAYS	3 WORKING DAYS
DEAD OR DYING CITY TREE	45 DAYS	DEPENDS ON PRIORITY LEVEL ASSIGNED
DMG ON OUTDOOR FAC/TENNIS & BSKTBALL COURTS	3 WORKING DAYS	10 WORKING DAYS
DOES NOT WANT CITY TREE PLANTED	5 WORKING DAYS	5 WORKING DAYS
DOG PARK CONCERNS	3 WORKING DAYS	10 WORKING DAYS
ILLEGAL CUTTING OF CITY TREE REPORT	CALL NON-EMERGENCY POLICE. UP TO 2 BUS DAYS FOR ASSESSMENT BY P& F STAFF	5 WORKING DAYS
LIMB DOWN DAMAGING PRIVATE PROPERTY	24 HOURS	24 HOURS
MEDIAN MAINT	3 WORKING DAYS	5 WORKING DAYS
OPEN P/F BUILDING	1 WORKING DAY	1 WORKING DAY
P/F EMPLOYEE COMPLAINT	1 WORKING DAY	1 WORKING DAY
POKEMON GO NUISANCE		
PRIVATE TREES IN ROW	10 WORKING DAYS	10 WORKING DAYS
REQUEST FOR STUMP REMOVAL - TREE ALREADY CUT	12 MONTHS	12 MONTHS
STINGING INSECTS ON CITY PROPERTY	3 WORKING DAYS	3 WORKING DAYS
TAD ON CITY LOT- PARCEL GRNDS MAINT	3 WORKING DAYS	10 WORKING DAYS
TAD ON GROUND OF PARKS & BEACHES	3 WORKING DAYS	10 WORKING DAYS
TRASH RECEPTACLE REQUEST	3 WORKING DAYS	10 WORKING DAYS
TREE DOWN BLOCKING STREET	24 HOURS	24 HOURS
TWG ON CITY FACILITY OR PARK (GRNDS MAINTS)	3 WORKING DAYS	10 WORKING DAYS
TWG ON CITY LOT/PARCEL (GRNDS MAINTS)	3 WORKING DAYS	10 WORKING DAYS
TWG ON CITY MEDIAN (GRNDS MAINT)	3 WORKING DAYS	10 WORKING DAYS

TIMELINE ESTIMATE - PERMITS AND INSPECTIONS		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
WORKING WITHOUT PERMIT- BUILDING	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
WORKING WITHOUT PERMIT- ELECTRICAL	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
WORKING WITHOUT PERMIT-MECHANICAL	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
WORKING WITHOUT PERMIT-PLUMBING	3 BUSINESS DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION

TIMELINE ESTIMATE - RIGHT OF WAY		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
BARRELS	24 - 48 HRS (URGENT MATTERS 1 HR)	24 HRS
BASKETBALL HOOP IN ROW	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
BICYCLE MEMORIALS	24 - 48 HRS (URGENT 1 HR)	30 DAYS
BIKE LANE CONCERN		
BLOCK PARTY -LESS THAN 100 PPL		
BROKEN UTILITY POLE	24 - 48 HRS (URGENT 1 HR)	30 DAYS
CAR PARKED ACROSS SIDEWALK	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
CAVALIER TELEPHONE	24 - 48 HRS (URGENT 1 HR)	24 HRS- 2 WEEKS
CITY VEHICLE COMPLAINTS	24 - 48 HRS (URGENT 1 HR)	
CONES, BARRELS	24 - 48 HRS (URGENT 1 HR)	1-2 DAYS
CONFUSING DETOUR	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
CONSTRUCTION CONCERNS	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
CONSTRUCTION FENCE	24 - 48 HRS (URGENT 1 HR)	1 TO 3 DAYS
CONSTRUCTION MATERIALS (GRAVEL, PIPES)	24 - 48 HRS (URGENT 1 HR)	1 TO 3 DAYS
CONSTRUCTION STAGING AREAS	24 - 48 HRS (URGENT 1 HR)	1 TO 3 DAYS
CONSTRUCTION VEHICLES AFTER 5	24 - 48 HRS (URGENT 1 HR)	1 TO 2 WEEKS
CONTRACTOR BLOCKING ACCESS TO HOME	24 - 48 HRS (URGENT 1 HR)	1 TO 5 DAYS
CONTRACTOR PARKING IN NEIGHBORHOOD	24 - 48 HRS (URGENT 1 HR)	1 TO 3 DAYS
CONTRACTOR WORKING HOURS	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
COX COMMUNICATION (ALL ISSUES)	24 - 48 HRS (URGENT 1 HR)	24HRS- 2 WEEKS
CRANE PERMIT	24 - 48 HRS (URGENT 1 HR)	1 TO 3 DAYS
DETOUR INFORMATION	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
DOMINION VA POWER (ALL ISSUES)	24 - 48 HRS (URGENT 1 HR)	24HRS- 2 WEEKS
DRIVEWAY APRONS AND PARKING PAD	24 - 48 HRS (URGENT 1 HR)	REFER TO INSP. HERBERT KING
DRIVEWAY PERMITS	24 - 48 HRS (URGENT 1 HR)	24 HRS
DUMPSTER PERMITS IN THE RIGHT OF WAY	24 - 48 HRS (URGENT 1 HR)	24 HRS
FENCE IN VERGE	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
FENCE TOO TALL	ZONING	ZONING
FLAGS IN RIGHT OF WAY	24 - 48 HRS (URGENT 1 HR)	1 TO 5 DAYS
FLOWER IN VERGE	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
GRAFFITI IN RIGHT OF WAY	24 - 48 HRS (URGENT 1 HR)	1 TO 5 DAYS
GRASS IN SIDEWALK	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS

GRASS IN VERGE	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
HOLE IN SIDEWALK	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
HOW LONG WILL CONSTRUCTION TAKE	24 - 48 HRS (URGENT 1 HR)	SEE MAP
ILLEGAL SIGNS	24 - 48 HRS (URGENT 1 HR)	1 TO 2 DAYS
ITEMS BLOCKING SIDEWALK	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION
ITEMS BLOCKING SIGHT TO TURN	24 - 48 HRS (URGENT 1 HR)	24-48 HRS
ITEMS FALLING OFF OF TRUCK	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION
ITEMS IN STREET (TRAFFIC HAZARD)	24 - 48 HRS (URGENT 1 HR)	24-48 HRS
LANE REDUCTION	24 - 48 HRS (URGENT 1 HR)	24-48 HRS
LEANING UTILITY POLE	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION TO 1 WEEK
LIGHT RAIL TRACK ACCESS PERMIT OR CLEARANCE	24 - 48 HRS (URGENT 1 HR)	CONTACT HRT 757-222-6063- DEPENDS ON TRAINING
MILITARY HWY CFI PROJECT ROADWAY MAINT.	24 - 48 HRS (URGENT 1 HR)	NORMALLY WITH-IN 24 HRS
MISSING MANHOLE COVER	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION
OBJECTS IN THE VERGE	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
OVERGROWN BUSHES, TREES	24 - 48 HRS (URGENT 1 HR)	14 TO 60 DAYS
PAPER STREET	John Ward, Surveys	
PARKING ON UNIMPROVED SURFACES	24 - 48 HRS (URGENT 1 HR)	1 TO 2 WEEKS
PAY FOR PERMIT	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
PERMIT FEES	24 - 48 HRS (URGENT 1 HR)	1 TO 2 HRS
POLITICAL SIGNS	24 - 48 HRS (URGENT 1 HR)	24 TO 48 HRS
ROADSIDE MEMORIALS	24 - 48 HRS (URGENT 1 HR)	30 TO 45 DAYS
ROADWAY CONSTRUCTION SIGNS(ORANGE)	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION
ROADWAY DEFECTS	24 - 48 HRS (URGENT 1 HR)	1 TO 2 WEEKS
ROADWAY RESTORATION FAILING	24 - 48 HRS (URGENT 1 HR)	1 TO 180 DAYS
SATELLITE DISH IN ROW	24 - 48 HRS (URGENT 1 HR)	14-60 DAYS
SCAFFOLDING PERMITS	24 - 48 HRS (URGENT 1 HR)	24 HRS
SIDEWALK CEREMONY PERMITS	Special Events	
SNEAKERS ON WIRE	24 - 48 HRS (URGENT 1 HR)	48 HRS TO 1 WEEK
SOLICITATION PERMITS (STAND IN ROAD)	24 - 48 HRS (URGENT 1 HR)	1 TO 2 WEEKS
STREET CONSTRUCTION PERMITS	24 - 48 HRS (URGENT 1 HR)	24 HRS
TEMPORARY PARKING PERMITS	24 - 48 HRS (URGENT 1 HR)	24 HRS
UNSAFE CONSTRUCTION PERMITS	24 - 48 HRS (URGENT 1 HR)	UPON NOTIFICATION
UTILITY MARKINGS	24 - 48 HRS (URGENT 1 HR)	24 HRS
UTILITY POLE WITH NO WIRES	24 - 48 HRS (URGENT 1 HR)	30 TO 60 DAYS
VERIZON (ALL WIRES)	24 - 48 HRS (URGENT 1 HR)	24 HRS -2 WEEKS
VIRGINIA NATURAL GAS (ALL ISSUES)	24 - 48 HRS (URGENT 1 HR)	24 HRS- 2 WEEKS
WHEELCHAIR/ ADA ISSUE	24 - 48 HRS (URGENT 1 HR)	
WHO'S WORKING OUTSIDE MY DOOR?	24 - 48 HRS (URGENT 1 HR)	24 HRS
WIRES (ALL ISSUES)	24 - 48 HRS (URGENT 1 HR)	24 HRS- 2 WEEKS
WIRES ON OLD UTILITY POLE	24 - 48 HRS (URGENT 1 HR)	60 TO 180 DAYS
WORKING NEAR LIGHT RAIL	24 - 48 HRS (URGENT 1 HR)	24 HRS



TIMELINE ESTIMATE - STORM WATER		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
(DBMP) RETENTION POND MAINTENANCE	2 TO 3 DAYS	180 DAYS
(DCART) SHOPPING CART PICK UP	2 TO 3 DAYS	30 DAYS
(DCAVE) CAVE ON STORM DRAIN	2 TO 3 DAYS	180 DAYS
(DDTCH) DITCH CLEANING	2 TO 3 DAYS	180 DAYS
(DENG) REQUEST FOR NEW STORM DRAIN	2 TO 3 DAYS	DEPENDS ON FUNDING PRI 5
(DFLOD) FLOODING STOPPAGES	2 TO 3 DAYS	30 DAYS
(DIDMP) ILLEGAL DUMPING	2 TO 3 DAYS	30 DAYS
(DIDSC) ILLICIT DISCHARGE	IMMEDIATE	IMMEDIATE
(DPSTA) PUMP STATION MAINTENANCE	2 TO 3 DAYS	30 DAYS
(DSTRU) STRUCTURAL REPAIR	2 TO 3 DAYS	180 DAYS
(DSWEP) STREET SWEEPING	2 TO 3 DAYS	30 DAYS
CITY VEHICLE COMPLAINT	UPON NOTIFICATION	UPON NOTIFICATION
COMPLIMENT TO DEPARTMENT	UPON NOTIFICATION	UPON NOTIFICATION
LOST ITEMS IN STORM DRAIN	UPON NOTIFICATION	UPON NOTIFICATION
REQUEST STORM DRAIN	2 TO 3 DAYS	DEPENDS ON FUNDING PRI 5

TIMELINE ESTIMATE - STREETS & BRIDGES		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
(AADA) HANDICAP RAMP INSTALLATION	2 TO 3 DAYS	180 DAYS
(ABOU) BRIDGE OVER UNDER- UNDER PASS/OVER	2 TO 3 DAYS	180 DAYS
(ABRCK) BRICK REPAIR	2 TO 3 DAYS	180 DAYS
(ABUCK) ROAD BUCKLE	2 TO 3 DAYS	180 DAYS
(ACURB) CURB REPAIR	2 TO 3 DAYS	365 DAYS
(ADRIV) DRIVEWAY REPAIR	2 TO 3 DAYS	180 DAYS
(AGRAF) GRAFFITI REMOVAL	2 TO 3 DAYS	30 DAYS
(AGUTT) GUTTER REPAIR	2 TO 3 DAYS	365 DAYS
(APOTH) POT HOLE REPAIR	2 TO 3 DAYS	30 DAYS
(AREVI) NEW SIDEWALK OR ROAD REQUEST	2 TO 3 DAYS	DEPENDS OF FUNDING PRI 5
(AROAD) ROADWAY REPAIR	2 TO 3 DAYS	180 DAYS
(ASIDE) SIDEWALK REPAIR	2 TO 3 DAYS	365 DAYS
CITY EMPLOYEE COMPLAINT	UPON NOTIFICATION	UPON NOTIFICATION
COMPLIMENT TO DEPARTMENT	UPON NOTIFICATION	UPON NOTIFICATION

TIMELINE ESTIMATE - TRANSPORTATION		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
BIKE LANE CONCERN	3 TO 7 DAYS	45 DAYS
BROKEN GLASS (STREETLIGHTS)	3 DAYS	11 DAYS
CITY VEHICLE CONCERN	UPON NOTIFICATION	UPON NOTIFICATION
CROSSWALK ISSUE	3 TO 7 DAYS	45 DAYS
DAMAGED POLES (STREETLIGHTS)	3 DAYS	45 DAYS
DAYTIME BURNING (STREETLIGHTS)	3 DAYS	11 DAYS
DRIVEWAY/DUMPSTER PERMIT		
EXPOSED WIRES (STREETLIGHTS)	24 HRS	72 HRS
GRAFFITI ON SIGN	3 TO 7 DAYS	45 DAYS
GUARD RAIL REPAIR	3 TO 7 DAYS	DEPENDANT ON CONTRACT 45 DAYS OR MORE
INVESTIGATION	3 TO 7 DAYS	
LIGHTS BLOCKED BY TREES	7 DAYS	DEPENDENT UPON WORK LOAD
LIGHTS GOING ON AND OFF (STREETLIGHTS)	3 DAYS	11 DAYS
LIGHTS NOT OPERATING (STREETLIGHTS)	3 DAYS	11 DAYS
OPEN, BROKEN, OR MISSING FIXTURE (STREETLIGHT)	3 DAYS	11 DAYS
PARKING REVIEW REQUEST	5 DAYS	DEPENDENT UPON REVIEW FINDINGS AND COMMUNITY INPUT
REQUEST FOR INSTALLATION OF SIGN	5 DAYS	DEPENDENT UPON REVIEW FINDINGS AND COMMUNITY INPUT
REQUEST FOR INSTALLATION OF TRAFFIC SIGNAL	5 DAYS	OVER 1 YEAR
SIGNS & PAVEMENT MARKINGS	3 TO 7 DAYS	24-48 HOURS FOR REGULATORY SIGNS. PAVEMENT MARKINGS - SEASONAL WETHER DEPENDANT
STREETLIGHT PROGRAM (INQUIRY)	5 DAYS	9 TO 12 MONTHS IS STANDARD INSTALLATION TIMETABLE
SUGGESTION	3 TO 7 DAYS	
TRAFFIC SIGNAL	24 TO 48 HRS	48 HRS
TRAFFIC CALMING REQUEST	3 TO 7 DAYS	DEPENDS ON REQ. MORE THAN 6 MONTHS
TRAFFIC SIGNAL INSTALLATION	3 TO 7 DAYS	OVER 1 YEAR
NON REGULATORY CALLS	72 HOURS (3 DAYS)	30 DAYS (1 MONTH)
CITY EMPLOYEE COMPLAINT	UPON NOTIFICATION	UPON NOTIFICATION
COMPLIMENT TO DEPARTMENT	UPON NOTIFICATION	UPON NOTIFICATION

TIMELINE ESTIMATE - UTILITIES		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
CITY VEHICLE COMPLAINTS	24 HRS	24 HRS
CONSTRUCTION PHRASE CONCERNS	24 HRS	SCHEDULE PROVIDE IN 3 DAYS
DIRTY WATER	SAMPLE W/ 24HRS OF CALL	SAMPLE IN ANALZED W/48HRS OF COLLECTION. CUSTOMER CAN EXPECT RESULTS W/ 7-10 BUSINESS DAYS.
EMERGENCY CUT OFF	SAME DAY	SAME DAY
FIRE HYDRANT	1 HR	SCHEDULE PROVIDE IN 3 DAYS
GRAFFITI	24 HRS	SCHEDULE PROVIDE IN 3 DAYS
HOUSE LINE STOPPAGE	SAME DAY	SAME DAY
LEAKING METER	SCHEDULE NEXT DAY	48 HRS WINDOW/COMPLETE
LOW WATER PRESSURE	SCHEDULE NEXT DAY	48 HRS WINDOW/COMPLETE
MAIN BREAK WATER RUNNING DOWN STREET	SAME DAY	SCHEDULE PROVIDE IN 3 DAYS
MAIN LINE STOPPAGE	SAME DAY	SAME DAY
MANHOLE COVER	SAME DAY	SAME DAY
METER TOP MISSING	SAME DAY	24 HRS
NO SERVICE	SAME DAY	24 HRS
PUMP STATION -ODOR, GRASS, BUILDING STRUCTURE	SAME DAY	SCHEDULE PROVIDE IN 3 DAYS
RESERVOIR CONCERN	3 DAYS	SCHEDULE PROVIDE IN 3 DAYS
SEWER ODOR	SAME DAY	SCHEDULE PROVIDE IN 3 DAYS
SEWER OVERFLOW	SAME DAY	SAME DAY
SINKHOLES/CAVE- INS	SAME DAY	SCHEDULE PROVIDE IN 3 DAYS
TALL WEEDS AND GRASS	SAME DAY	SCHEDULE PROVIDE IN 3 DAYS
TREE ON LAKE/RESERVOIR	3 DAYS	SCHEDULE PROVIDE IN 3 DAYS

TIMELINE ESTIMATE - WASTE MANAGEMENT		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
1/2 DUMPED 90 GALLON CONTAINER	24 HRS	24 HRS
AFTER 7 AM SET OUT	TRUCK WILL NOT RETURN UNTIL NEXT	TRUCK WILL NOT RETURN UNTIL NEXT.
ASSISTANCE PROGRAM	CALLBACK CUSTOMER WITHIN 48HRS	UP TO 5 DAYS
CANS OUT ON STREET ON NON COLLECTION DAY	3 DAYS	3 DAYS
CANS OUT IN THE FRONT YARD	3 DAYS	3 DAYS
CITY VEHICLE COMPLAINTS	IMMEDIATELY	IMMEDIATELY
COMPLIMENTS TO STAFF MEMBER	IMMEDIATELY	IMMEDIATELY
CONTAINER REQUEST AND REPAIRS		14 BUS DAYS TRASH CONTAINER 5 BUS DAYS RECYCLING CONTAINER.
DEAD ANIMAL REMOVAL	24 HRS	24 HRS
GREAT AMERICAN CLEAN UP ITEMS		3 DAYS
HAZARDOUS MATERIAL	DROP OFF SITE	DROP OFF SITE
ILLEGAL DUMPING AT CURB	3 DAYS	3 DAYS
MISHANDLING OF COLLECTION	24 HRS	24 HRS
MISSED BULK	24 HRS	24 HRS
MISSED BULK- CALL CNT ERROR	24 HRS	24 HRS
MISSED MISC PICK UP	24 HRS	24 HRS
MISSED REGULAR TRASH	24 HRS	24 HRS
MISSED YARD WASTE PICK UP	24 HRS	24 HRS
MORE THAN 3 CY U BW REQUEST	3 DAYS	3 DAYS
REFUSE HRUBS BILLING CONCERNS		UP TO 5 DAYS
REPEAT VIOLATION- CANS ON THE STREET	3 DAYS	3 DAYS
RPT VIOLATION UNSCHEDULE BULK	3 DAYS	3 DAYS
REXEMPT COLLECTION CONCERNS	24 HRS	24 HRS
REXEMPT MISSED BULK COLLECTION	24 HRS	24 HRS
REXEMPT MISSED TRASH COLLECTION	24 HRS	24 HRS
SPSA INQUIRY/COMPLAINT	IMMEDIATELY	IMMEDIATELY
STAFF MEMBER COMPLAINT	IMMEDIATELY	IMMEDIATELY
TAD ON CITY GROUNDS/PARK/BEACHES	3 DAYS	
TRASH RECEPTACLE REQUEST		14 DAYS
TRASH TRUCK SPILLAGE	24 HRS	24 HRS
UNSCHEDULED BULK WASTE COLLECTION AT CURB	3 DAYS	3 DAYS
YARDWASTE BAGS AT CURB	3 DAYS	3 DAYS

TIMELINE ESTIMATE - ZONING DIVISION		
CALL TYPE	INITIAL INSPECTION ESTIMATE	ESTIMATED TIMELINE FOR COMPLETION
COMMERCIAL HOTEL/MOTEL COMPLAINT	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
COMMERCIAL HOTEL/MOTEL INSPECTION	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE-ABANDONED VEHICLE	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE-BOATS	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE -BRIGHT EXTERIOR LIGHTING	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE- COMMERCIAL VEHICLE IN RESIDENTIAL AREA	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
NUISANCE- RV CAMPER PARKING	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY LINE CONCERNS-FENCING	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES -CHANGE OF USE CONCERN	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-OPERATING BUSINESS AT HOME	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-OUTDOOR STORAGE	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-PORTABLE STORAGE UNIT-POD	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-RESIDING IN A STRUCTURE-RV/CAMPER	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-RESIDING IN COMM PROPERTY	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-ROOMING HOSE/OVERCROWDING	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-SIGNS/FLAG	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION
PROPERTY USE ISSUES-ZONING VIOLATION	3 DAYS	TIME CAN BE EXTENDED BASE ON INSPECTOR'S OBSERVATION