



C I T Y O F  
**RENO**  
Memorandum

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**DATE:** September 23, 2025

**TO:** Honorable Mayor and City Council

**THROUGH:** Jackie Bryant, City Manager

**FROM:** Noemi Gomez Martinez, Community Relationships Manager  
Cynthia Esparza, Director

**DEPT:** Community Engagement and Services

**SUBJECT:** August 2025 Reno Direct & Service Requests Report

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Monthly reports provide insights into how constituents engage with the City through Reno Direct, our centralized customer service center and ServiceNow platform.

Key report highlights include:

- Total constituent interactions (calls, voicemails, emails, online chats) managed by Reno Direct staff
- Number of service requests submitted citywide
- Number of service requests closed citywide
- Top five trending service request types citywide
- Top five trending service request types by ward

This information supports ongoing efforts to enhance service delivery, address community needs, and ensure responsive, equitable service for our constituents.

Attachments:

- 2025 August Service Request Trends & Interaction Report
- 2025 August Service Request Trends & Interaction Report – Accessible Version

# August 2025 Report



# August 2025 Service Request Trends & Interactions

## Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
<b>2,486</b>	<b>454</b>	<b>547</b>	<b>14</b>	<b>3,501</b>

## Number of New Service Requests by Department

Department	Number of Requests
Police & Parking Enforcement	<b>1373</b>
Code Enforcement	<b>440</b>
Business Licensing	<b>421</b>
Maintenance and Operations	<b>242</b>
Finance	<b>189</b>
Community Engagement & Services	<b>152</b>
Parks and Recreation	<b>115</b>
Public Works	<b>109</b>
Fire	<b>39</b>
Development Services	<b>29</b>
Utility Services	<b>19</b>
City Manager's Office	<b>3</b>
<b>Total</b>	<b>3,131</b>

## Number of Closed Service Requests by Department

Department	Number of Requests
Police & Parking Enforcement	1327
Code Enforcement	457
Business Licensing	432
Maintenance and Operations	269
Community Engagement & Services	221
Finance	185
Parks and Recreation	119
Public Works	104
Fire	37
Development Services	28
Utility Services	18
City Manager's Office	1
<b>Total</b>	<b>2,766</b>

## Top 5 Trending Service Requests

### Citywide

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	931
<b>Finance</b> Sewer and Stormwater Billing Inquires	189
<b>Police and Community Engagement &amp; Services</b> Occupied Vehicles	171
<b>Police</b> Graffiti Removal	159
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	143

## Ward 1

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	253
<b>Police and Community Engagement &amp; Services</b> Occupied Vehicles	87
<b>Reno Police</b> Graffiti Abatement	77
<b>Community Engagement &amp; Services</b> Homeless Concerns	44
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	26

## Ward 2

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	110
<b>Police</b> Graffiti Removal	23
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	21
<b>Code Enforcement</b> Shopping Cart Abatement	18
<b>Police and Community Engagement &amp; Services</b> Occupied Vehicle	11

## Ward 3

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	240
<b>Police</b> Graffiti Removal	50
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	38
<b>Police and Community Engagement &amp; Services</b> Occupied Vehicle	37
<b>Community Engagement &amp; Services</b>	32

Homelessness Concerns	
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## Ward 4

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	144
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	19
<b>Code Enforcement</b> Yard Issues – Private Property	18
<b>Reno Police and Community Engagement &amp; Services</b> Occupied Vehicles	15
<b>Maintenance and Operations</b> Litter/Debris on Public Property	7

## Ward 5

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	106
<b>Code Enforcement</b> Yard Issues on Private Property	18
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	17
<b>Police and Community Engagement &amp; Services</b> Occupied Vehicle	10
<b>Maintenance and Operations</b> Litter/Debris on Public Property	9

## Ward 6

Department and Request Type	Number of Requests
<b>Police and Parking Enforcement</b> Parking Illegally/Abandoned	68
<b>Maintenance and Operations</b> Traffic Signal Issues	13
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	11
<b>Maintenance and Operations</b> Maintenance of Traffic Control	8
<b>Reno Police and Community Engagement &amp; Services</b> Occupied Vehicles	8

# August 2025 Report



**Service Request  
Trends & Interactions**

# August 2025 Service Request Trends & Interactions

**3,501** Number of Reno Direct Constituent Interactions

Calls Answered

**2,486**

Voicemails

**454**

Emails

**547**

Online Chats

**14**

**3,131** Number of New Service Requests by Department

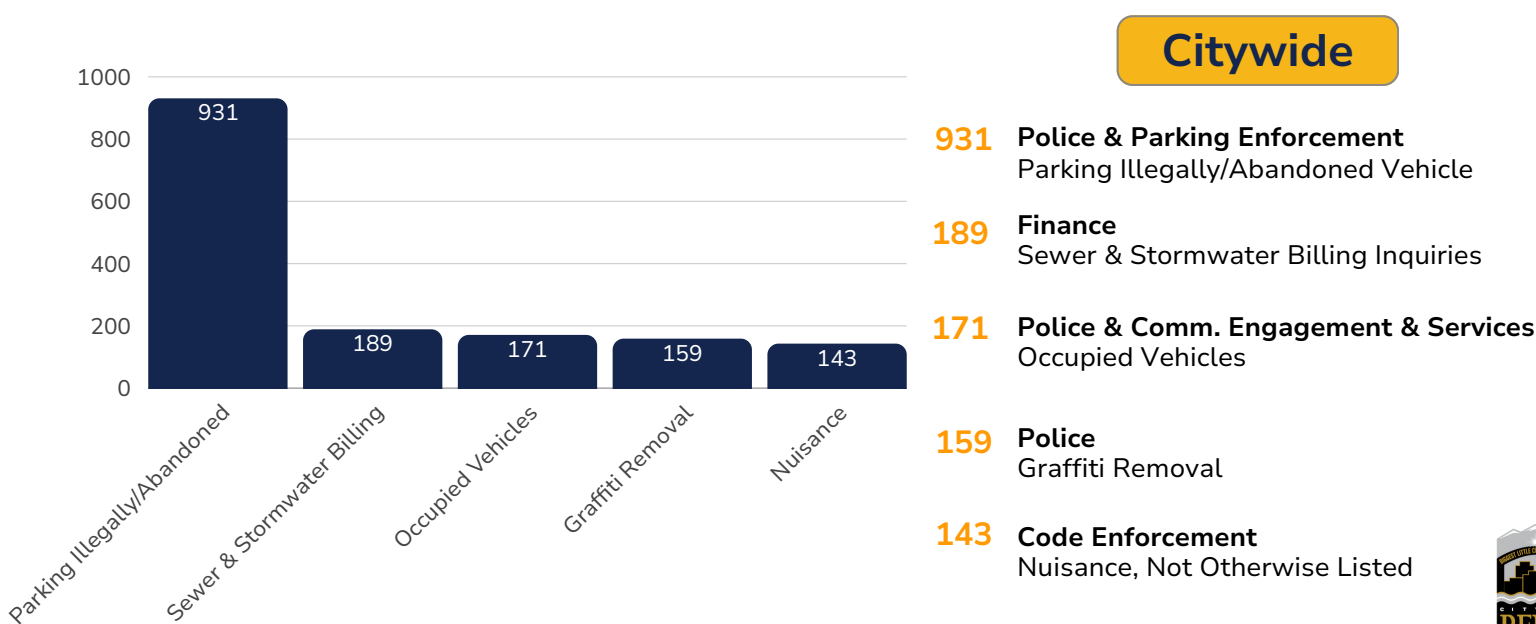
<b>1373</b> Police & Parking Enforcement	<b>115</b> Parks & Recreation
<b>440</b> Code Enforcement	<b>109</b> Public Works
<b>421</b> Business Licensing	<b>39</b> Fire
<b>242</b> Maintenance & Operations	<b>29</b> Development Services
<b>189</b> Finance	<b>19</b> Utility Services
<b>152</b> Community Engagement & Services	<b>3</b> City Manager's Office

**2,766** Number of Closed Service Requests by Department

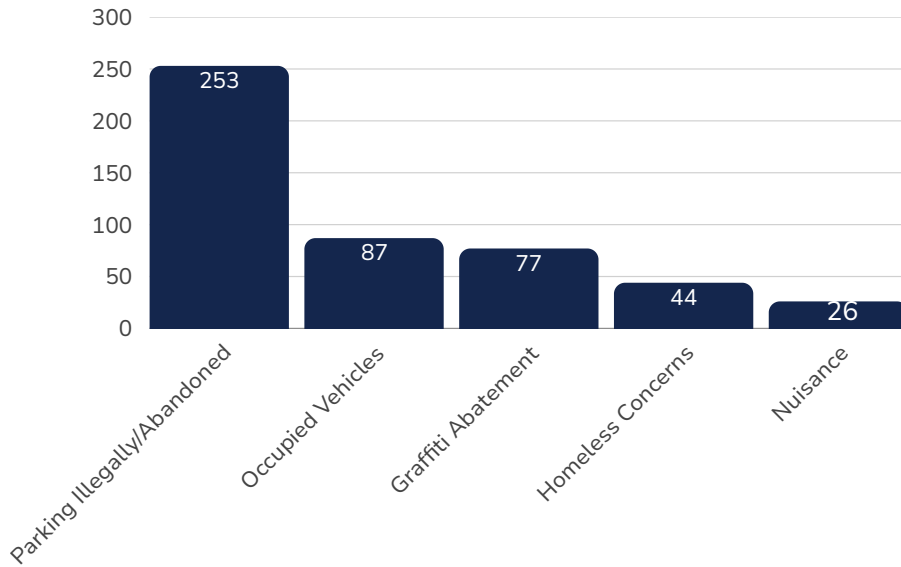
Numbers reflect all requests closed this month, including those submitted in previous months.

<b>1327</b> Police & Parking Enforcement	<b>119</b> Parks & Recreation
<b>457</b> Code Enforcement	<b>104</b> Public Works
<b>432</b> Business Licensing	<b>37</b> Fire
<b>269</b> Maintenance & Operations	<b>28</b> Development Services
<b>221</b> Community Engagement & Services	<b>18</b> Utility Services
<b>185</b> Finance	<b>1</b> City Manager's Office

## Top 5 Trending Service Requests

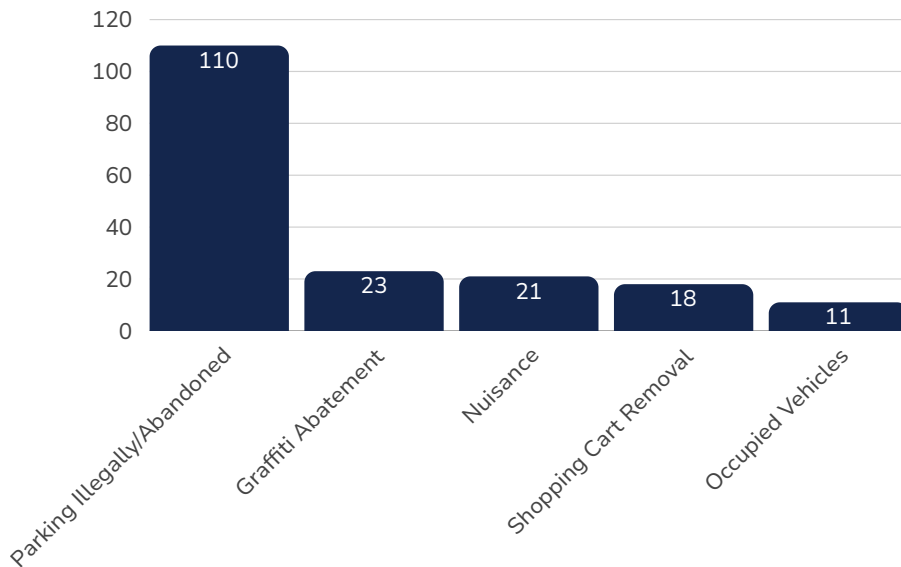


## Ward 1



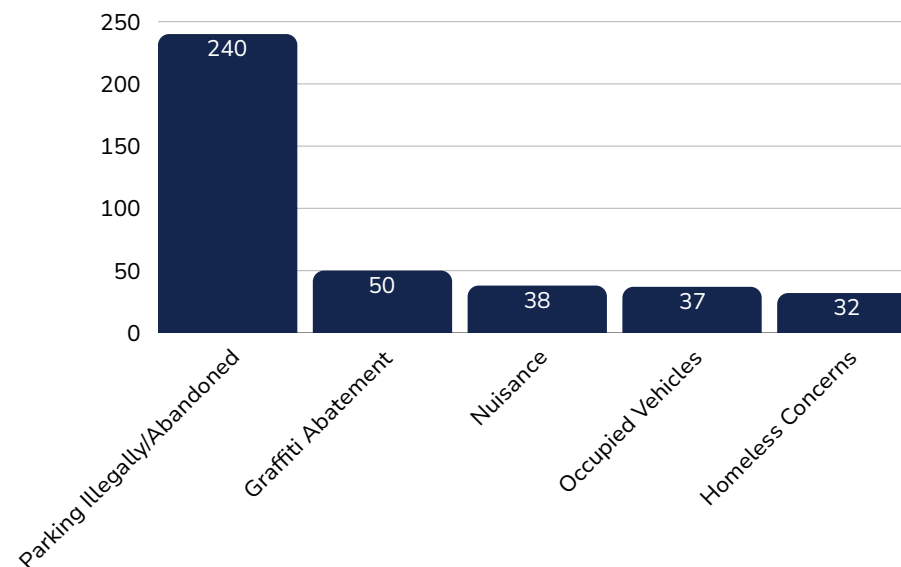
- 253** Police & Parking Enforcement  
Parking Illegally/Abandoned Vehicle
- 87** Police & Comm. Engagement & Services  
Occupied Vehicles
- 77** Reno Police  
Graffiti Abatement
- 44** Comm. Engagement & Services  
Homeless Concerns
- 26** Code Enforcement  
Nuisance, Not Otherwise Listed

## Ward 2



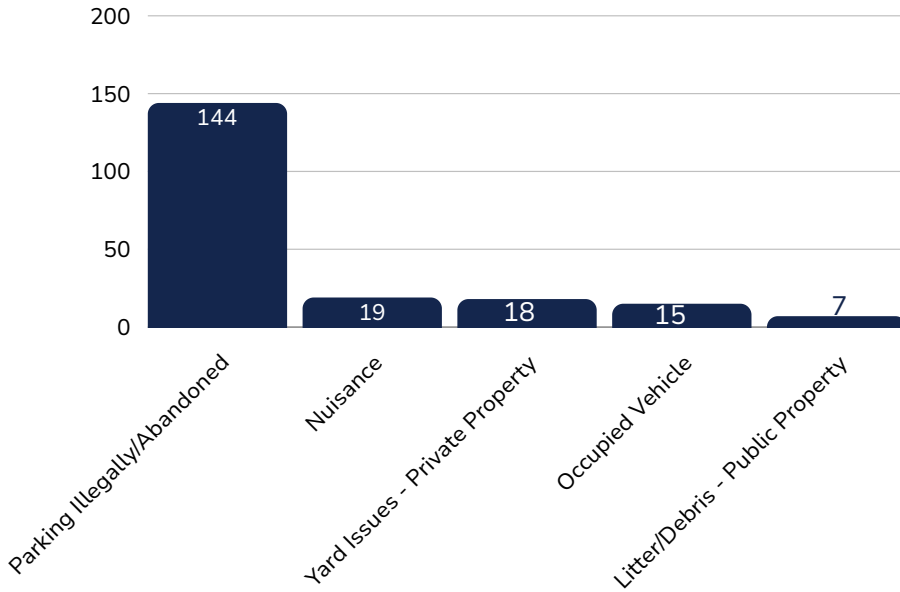
- 110** Police & Parking Enforcement  
Parking Illegally/Abandoned Vehicle
- 23** Police  
Graffiti Removal
- 21** Code Enforcement  
Nuisance, Not Otherwise Listed
- 18** Code Enforcement  
Shopping Cart Abatement
- 11** Police & Comm. Engagement & Services  
Occupied Vehicles

## Ward 3



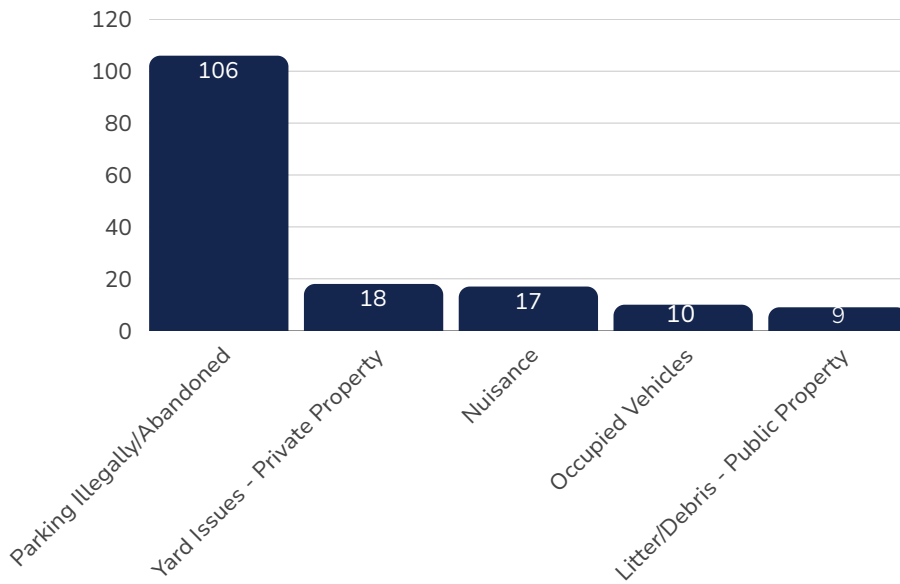
- 240** Police & Parking Enforcement  
Parking Illegally/Abandoned Vehicle
- 50** Police  
Graffiti Abatement
- 38** Code Enforcement  
Nuisance, Not Otherwise Listed
- 37** Police & Comm. Engagement & Services  
Occupied Vehicles
- 32** Comm. Engagement & Services  
Homeless Concerns

## Ward 4



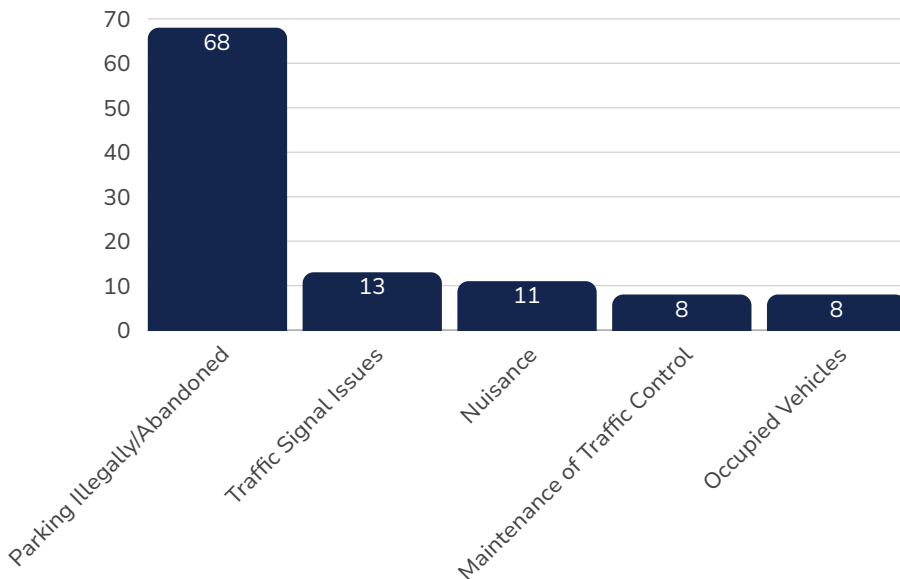
- 144 Police & Parking Enforcement**  
Parking Illegally/Abandoned Vehicle
- 19 Code Enforcement**  
Nuisance, Not Otherwise Listed
- 18 Code Enforcement**  
Yard Issues on Private Property
- 15 Police & Comm. Engagement & Services**  
Occupied Vehicles
- 7 Maintenance & Operations**  
Litter/Debris on Public Property

## Ward 5



- 106 Police & Parking Enforcement**  
Parking Illegally/Abandoned Vehicle
- 18 Code Enforcement**  
Yard Issues on Private Property
- 17 Code Enforcement**  
Nuisance, Not Otherwise Listed
- 10 Police & Comm. Engagement & Services**  
Occupied Vehicles
- 9 Maintenance & Operations**  
Litter/Debris on Public Property

## Ward 6



- 68 Police & Parking Enforcement**  
Parking Illegally/Abandoned Vehicle
- 13 Maintenance & Operations**  
Traffic Signal Issues
- 11 Code Enforcement**  
Nuisance, Not Otherwise Listed
- 8 Maintenance & Operations**  
Maintenance of Traffic Control
- 8 Police & Comm. Engagement & Services**  
Occupied Vehicles