



C I T Y O F
RENO
Memorandum

DATE: July 9, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

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

DEPT: Community Engagement and Services

SUBJECT: May 2026 Reno Direct & Service Requests Report

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

Key report highlights include:

- Number of Reno Direct constituent interactions (calls, voicemails, emails, online chats)
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 efforts to enhance service delivery while addressing community needs in a responsive and equitable manner.

Attachments:

- May 2026 Service Request Trends & Interaction Report

May 2026 Report



May 2026 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
1,461	719	518	0	2,698

Number of New Service Requests by Department

Department	Number of Requests
Parking Enforcement	840
Reno Police	538
Business Licensing	441
Code Enforcement	380
Community Engagement & Services	208
Finance	195
Maintenance & Operations	187
Parks and Recreation	160
Public Works	147
Reno Fire	46
Development Services	41
Utility Services	12
City Manager's Office	0
Total	3,195

Number of Closed Service Requests by Department

Department	Number of Requests
Parking Enforcement	798
Reno Police	440
Business Licensing	420
Community Engagement & Services	208
Finance	198
Code Enforcement	195
Maintenance & Operations	182
Parks and Recreation	132
Public Works	125
Reno Fire	41
Development Services	41
Utility Services	8
City Manager's Office	0
Total	2,788

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	841
Reno Police Graffiti Abatement	292
Finance Sewer and Stormwater Billing Inquiries	193
Reno Police & Community Engagement & Services Occupied Vehicles	145
Reno Police & Community Engagement & Services Homeless Concerns	142

Ward 1

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	207
Reno Police Graffiti Abatement	122
Reno Police & Community Engagement & Services Homeless Concerns	70
Reno Police & Community Engagement & Services Occupied Vehicles	42
Code Enforcement Nuisance, Not Otherwise Listed	30

Ward 2

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	91
Reno Police Graffiti Abatement	20
Reno Police & Community Engagement & Services Occupied Vehicles	17
Maintenance and Operations Litter/Debris on Public Property	11
Parks and Recreation Park Issues	11

Ward 3

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	217
Reno Police Graffiti Abatement	133
Reno Police & Community Engagement & Services Homeless Concerns	51
Reno Police & Community Engagement & Services Occupied Vehicle	44
Maintenance and Operations Litter/Debris on Public Property	19

Ward 4

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	138
Reno Police & Community Engagement & Services Occupied Vehicles	21
Code Enforcement Nuisance, Not Otherwise Listed	8
Maintenance and Operations Traffic Signal Issues	6
Development Services Building Without a Permit	5

Ward 5

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	114
Code Enforcement Yard Issues On Private Property	26
Parks and Recreation Park Issues	19
Code Enforcement Vacant/Blighted Property	13
Public Works Street Repair	13

Ward 6

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	60
Reno Police & Community Engagement & Services Occupied Vehicle	12
Reno Police Traffic Issues	12
Code Enforcement Yard Issues on Private Property	11
Parks and Recreation Park Issues	8