



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

---

**DATE:** June 12, 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:** April 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:

- April 2026 Service Request Trends & Interaction Report

# April 2026 Report



## April 2026 Service Request Trends & Interactions

### Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
<b>1,149</b>	<b>506</b>	<b>481</b>	<b>0</b>	<b>2,136</b>

### Number of New Service Requests by Department

Department	Number of Requests
Parking Enforcement	812
Business Licensing	528
Code Enforcement	474
Reno Police	455
Community Engagement & Services	224
Maintenance & Operations	165
Finance	156
Public Works	119
Parks and Recreation	102
Reno Fire	49
Development Services	40
Utility Services	8
City Manager's Office	0
<b>Total</b>	<b>3,132</b>

# Number of Closed Service Requests by Department

Department	Number of Requests
Parking Enforcement	781
Business Licensing	521
Reno Police	462
Community Engagement & Services	225
Code Enforcement	178
Maintenance & Operations	174
Finance	154
Parks and Recreation	91
Public Works	85
Reno Fire	52
Development Services	40
Utility Services	9
City Manager's Office	0
<b>Total</b>	<b>2,772</b>



## Top 5 Trending Service Requests

### Citywide

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	811
<b>Reno Police</b> Graffiti Abatement	184
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	171
<b>Finance</b> Sewer and Stormwater Billing Inquiries	154
<b>Community Engagement &amp; Services</b> Homeless Concerns	124

### Ward 1

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	261
<b>Reno Police</b> Graffiti Abatement	105
<b>Reno Police &amp; Community Engagement &amp; Services</b> Homeless Concerns	69
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	66
<b>Code Enforcement</b> Homeless Concerns on Private Property	36

### Ward 2

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	85
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	21
<b>Parks and Recreation</b> City Maintained Trees	14
<b>Reno Police</b> Traffic Issues	12
<b>Reno Police</b> Graffiti Abatement	10

### Ward 3

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	203
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	62
<b>Reno Police</b> Graffiti Abatement	61
<b>Reno Police and Community Engagement &amp; Services</b> Homeless Concerns	38
<b>Code Enforcement</b> Yard Issues on Private Property	30

### Ward 4

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	95
<b>Code Enforcement</b> Yard Issues on Private Property	15
<b>Reno Police and Community Engagement &amp; Services</b> Occupied Vehicles	14
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	10
<b>Reno Police</b> Traffic Issue	8

### Ward 5

Department and Request Type	Number of Requests
<b>Parking Enforcement</b> Parking Illegally/Abandoned	102
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	19
<b>Code Enforcement</b> Yard Issues on Private Property	16
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicle	12
<b>Code Enforcement</b> Debris on Private Property	10

## Ward 6

<b>Department and Request Type</b>	<b>Number of Requests</b>
<b>Parking Enforcement</b> Parking Illegally/Abandoned	<b>63</b>
<b>Maintenance and Operations</b> Litter/Garbage/Debris	<b>11</b>
<b>Code Enforcement</b> Yard issues on Private Property	<b>11</b>
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	<b>9</b>
<b>Reno Police and Community Engagement &amp; Services</b> Occupied Vehicles	<b>9</b>