



C I T Y O F
RENO
Memorandum

DATE: July 29, 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: June 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:

- June 2026 Service Request Trends & Interaction Report

June 2026 Report



June 2026 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
1,787	769	549	0	3,105

Number of New Service Requests by Department

Department	Number of Requests
Parking Enforcement	930
Business Licensing	524
Code Enforcement	459
Reno Police	376
Community Engagement & Services	274
Maintenance & Operations	225
Finance	172
Parks & Recreation	150
Public Works	135
Development Services	66
Reno Fire	61
Utility Services	8
City Manager's Office	0
Total	3,380

Number of Closed Service Requests by Department

Department	Number of Requests
Parking Enforcement	887
Business Licensing	487
Code Enforcement	395
Reno Police	308
Community Engagement & Services	280
Maintenance & Operations	244
Finance	169
Public Works	154
Parks & Recreation	129
Development Services	62
Reno Fire	58
Utility Services	7
City Manager's Office	0
Total	3,180

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	921
Finance Sewer and Stormwater Billing Inquiries	171
Reno Police & Community Engagement & Services Occupied Vehicles	161
Code Enforcement Nuisance, Not Otherwise Listed	140
Community Engagement & Services Homeless Concerns	131

Ward 1

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	207
Reno Police Graffiti Abatement	60
Reno Police & Community Engagement & Services Homeless Concerns	52
Reno Police & Community Engagement & Services Occupied Vehicles	35
Maintenance & Operations Litter/Debris on Public Property	22

Ward 2

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	110
Reno Police & Community Engagement & Services Occupied Vehicles	23
Code Enforcement Nuisance, Not Otherwise Listed	17
Parks & Recreation City Maintained Trees	16
Code Enforcement Yard Issues on Private Property	15

Ward 3

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	241
Reno Police & Community Engagement & Services Occupied Vehicles	58
Community Engagement & Services Homeless Concerns	44
Code Enforcement Nuisance, Not Otherwise Listed	26
Maintenance and Operations Litter/Debris on Public Property	20

Ward 4

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	143
Code Enforcement Nuisance, Not Otherwise Listed	27
Code Enforcement Yard Issues on Private Property	18
Reno Police Traffic Issues	11
Code Enforcement Sidewalk Obstruction	7

Ward 5

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	130
Code Enforcement Nuisance, Not Otherwise Listed	25
Community Engagement & Services Homeless Concerns	16
Code Enforcement Yard Issues on Private Property	15
Reno Police & Community Engagement & Services Occupied Vehicles	12

Ward 6

Department and Request Type	Number of Requests
Parking Enforcement Parking Illegally/Abandoned	81
Reno Police & Community Engagement & Services Occupied Vehicle	23
Code Enforcement Nuisance, Not Otherwise Listed	13
Maintenance & Operations Litter/Debris on Public Property	11
Reno Police Graffiti Abatement	7