



C I T Y O F
RENO
Memorandum

DATE: April 21, 2026

TO: Honorable 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: Reno Direct & Service Requests Report – March 2026

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:

- March 2026 Service Request Trends & Interaction Report

Reno Direct Report

March 2026



March 2026 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
1,963	401	439	16	2,819

Number of New Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,376
Business Licensing	485
Code Enforcement	329
Community Engagement & Services	194
Maintenance & Operations	185
Finance	122
Public Works	101
Parks and Recreation	75
Reno Fire	52
Development Services	38
Utility Services	21
City Manager's Office	0
Total	2,978

Number of Closed Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,472
Business Licensing	441
Code Enforcement	298
Community Engagement & Services	209
Maintenance & Operations	193
Finance	126
Public Works	107
Parks and Recreation	75
Reno Fire	52
Development Services	37
Utility Services	20
City Manager's Office	0
Total	3,030

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	951
Reno Police & Community Engagement & Services Occupied Vehicles	197
Finance Sewer and Stormwater Billing Inquiries	122
Reno Police Graffiti Abatement	119
Community Engagement & Services Reno Direct General	95

Ward 1

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	319
Reno Police Graffiti Abatement	67
Reno Police & Community Engagement & Services Occupied Vehicles	64
Reno Police & Community Engagement & Services Homeless Concerns	43
Maintenance and Operations Litter/Garbage/Debris	25

Ward 2

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	69
Reno Police Graffiti Abatement	13
Code Enforcement Nuisance, Not Otherwise Listed	13
Reno Police & Community Engagement & Services Occupied Vehicles	11
Code Enforcement Shopping Cart Abatement	8

Ward 3

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	249
Reno Police & Community Engagement & Services Occupied Vehicles	83
Reno Police & Community Engagement & Services Homeless Concerns	39
Reno Police Graffiti Abatement	19
Code Enforcement Nuisance, Not Otherwise Listed	19

Ward 4

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	159
Reno Police & Community Engagement & Services Occupied Vehicle	13
Reno Police Graffiti Abatement	9
Code Enforcement Nuisance, Not Otherwise Listed	9
Maintenance and Operations Pothole	5

Ward 5

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	90
Reno Police & Community Engagement & Services Occupied Vehicle	13
Code Enforcement Nuisance, Not Otherwise Listed	12
Code Enforcement Shopping Cart Abatement	9
Reno Police Speeding	8

Ward 6

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	63
Code Enforcement Shopping Cart Abatement	12
Code Enforcement Nuisance, Not Otherwise Listed	10
Reno Police Additional Patrol	9
Maintenance and Operations Traffic Signal Issues	9