



Office of Communications and Community Engagement

MEMORANDUM

DATE: March 15, 2016

TO: Honorable Mayor and City Council

THROUGH: Andrew Clinger, City Manager *[Signature]*

FROM: Deanna Gescheider, Director of OCCE *[Signature]*

SUBJECT: Reno Direct Call Statistics for February 2016

The Reno Direct Citizen Service Center is staffed by three Citizen Service Representatives from 8AM to 5PM, Monday through Friday. Service requests are received by phone, voicemail, email, office visits, and online chats. Report time frames can be adjusted per your request.

Since initiating the pothole campaign on February 3rd, we have seen an increase in calls and reports for pothole repair. Pothole repair has made the top five most-submitted requests for the month citywide.

Following are the most-submitted requests for February, summarized by Ward, as well as citywide.

December 2015		January 2016		February 2016	
Calls Answered	1550	Calls Answered	1581	Calls Answered	1850
Voicemails	225	Voicemails	256	Voicemails	273
Emails	619	Emails	672	Emails	735
Online chats	473	Online chats	564	Online chats	517
Communication Occurrences	2867	Communication Occurrences	3073	Communication Occurrences	3375

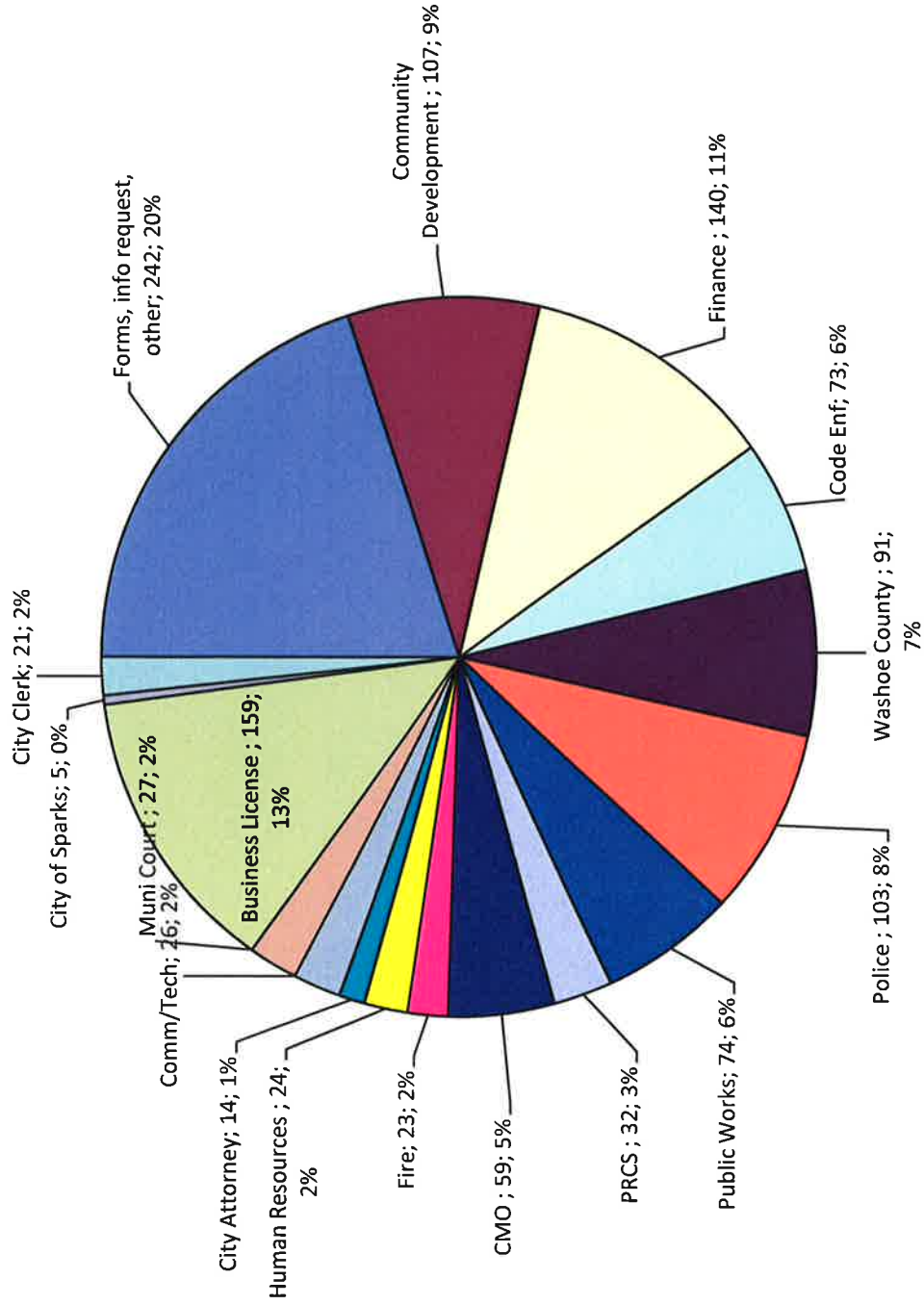
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	36	RPD – abandoned vehicle	21	RPD – abandoned vehicle	39
RPD – graffiti removal	13	PW - pothole	8	RPD – graffiti removal	31
Code Enf – debris on priv ppty	11	Code Enf – bldg w/o permit	6	Code Enf – debris on priv ppty	25
PW - pothole	9	RPD – additional patrol	6	Code Enf – unimproved parking	11
RPD – additional patrol	7	RPD – graffiti removal	6	RPD – additional patrol	10

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	29	RPD – abandoned vehicle	43	RPD – abandoned vehicle	305
Code Enf – nuisance	6	Code Enf – sidewalk obstruction	9	RPD – graffiti removal	123
Code Enf – debris on priv ppty	4	RPD – graffiti removal	6	PW - pothole	114
Code Enf – bldg w/o permit	3	Code Enf – bldg w/o permit	5	Code Enf – debris on priv ppty	52
RPD – graffiti removal	3	RPD – illegally parked vehicle	5	RPD – illegally parked vehicle	42

**Reno Direct
February 2016**

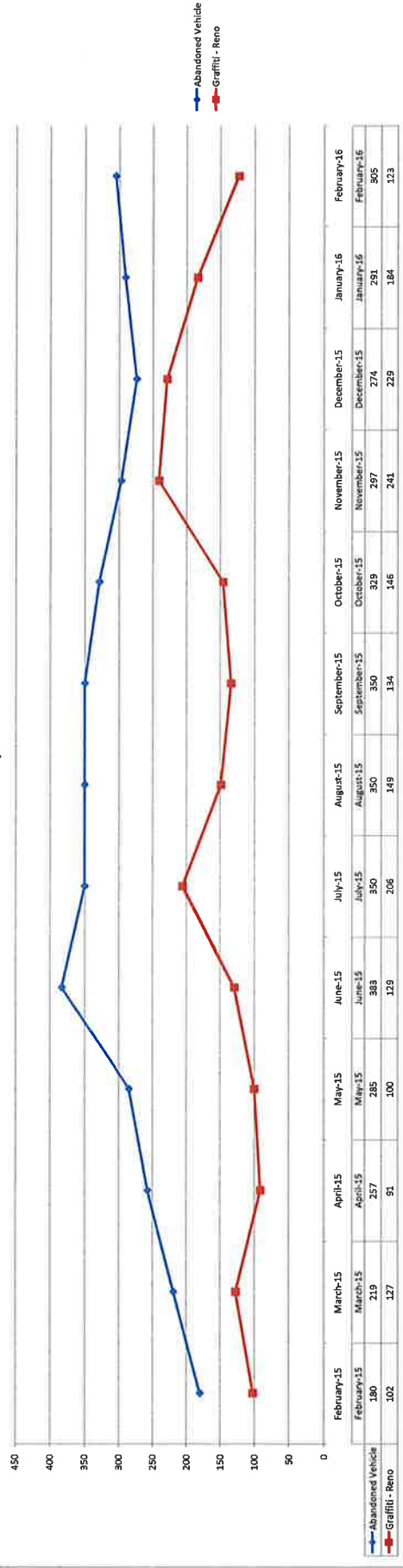
Communication Occurrence Type	
Service Requests	1,214
Information Calls	1,220
Online Chat	517
Voicemail	273
E-mail	735
Total Communication Occurrences	3,959

This data shows actual communication occurrences. This number will vary from the number of service requests entered. One communication occurrence can result in multiple service requests.

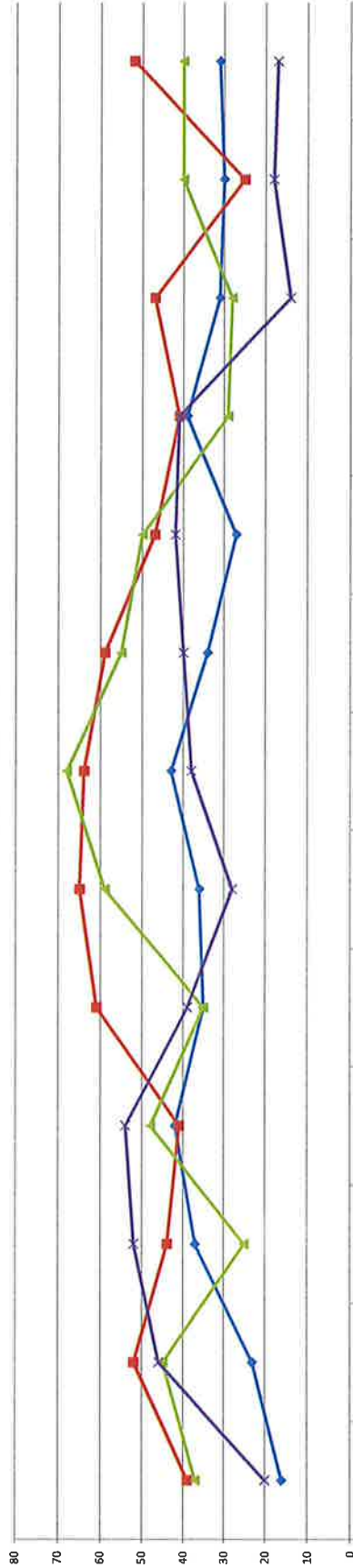


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



	February-15	March-15	April-15	May-15	June-15	July-15	August-15	September-15	October-15	November-15	December-15	January-16	February-16
Code - Nuisance	16	23	37	42	35	36	43	34	27	39	31	30	31
Debris on Priv Prop	39	52	44	41	61	65	64	59	47	41	47	25	52
Add'l Patrol	37	45	25	48	35	59	68	55	50	29	28	40	40
Unlic Business	20	46	52	54	39	28	38	40	42	41	14	18	17

