



Office of Communications and Community Engagement

MEMORANDUM

DATE: April 15, 2016
TO: Honorable Mayor and City Council
THROUGH: Andrew Clinger, City Manager *AC*
FROM: Deanna Gescheider, Director of OCCE *DG*
SUBJECT: Reno Direct Call Statistics for March 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.

A review of the statistics for the last quarter shows an increase in abandoned vehicle issues. While the increase is fairly small on a monthly basis at this time, we feel this trend will continue and the monthly calls will be noticeably higher in the next few months.

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

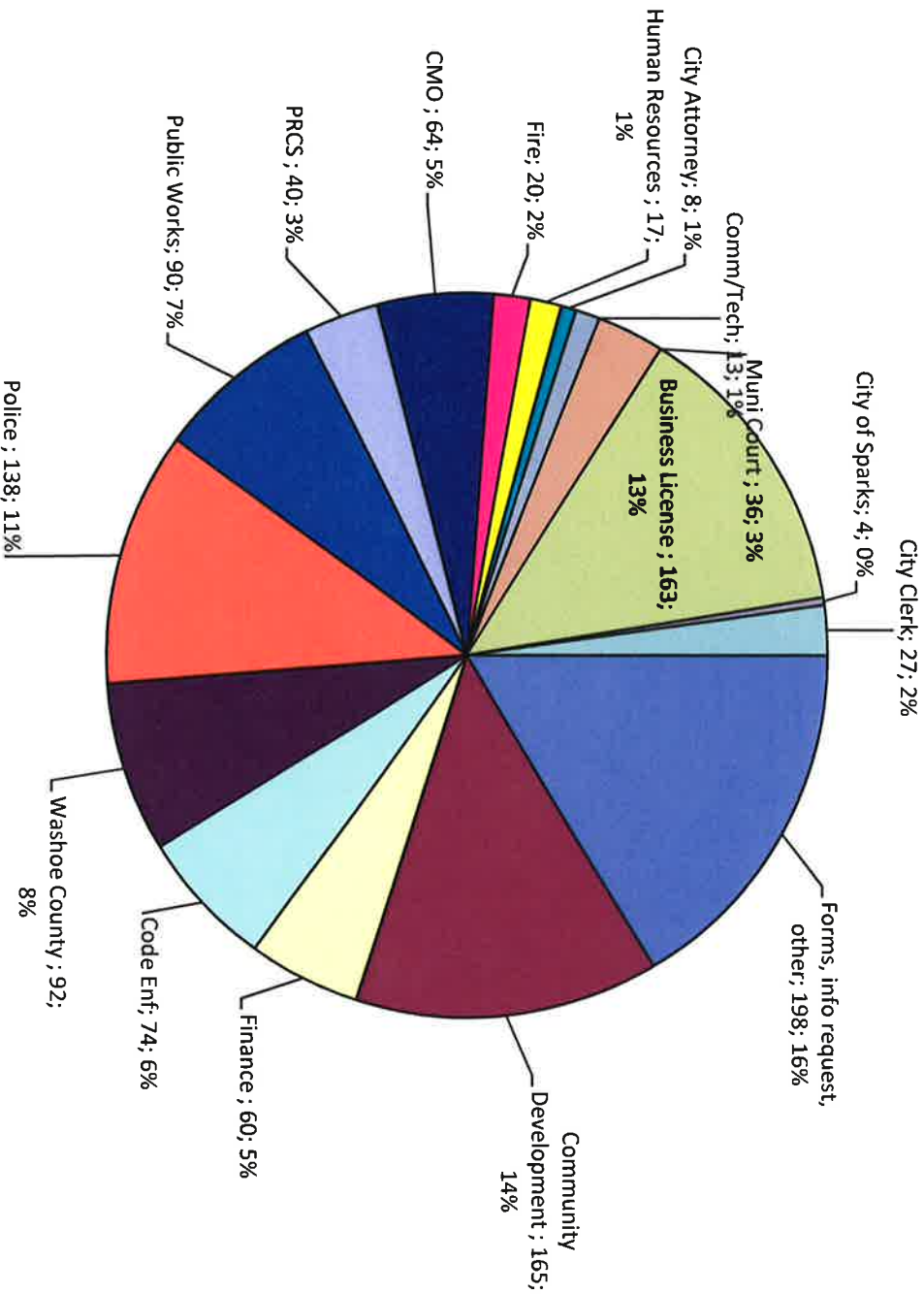
| January 2016 | | February 2016 | | March 2016 | |
|---------------------------|------|---------------------------|------|---------------------------|------|
| Calls Answered | 1581 | Calls Answered | 1850 | Calls Answered | 1958 |
| Voicemails | 256 | Voicemails | 273 | Voicemails | 253 |
| Emails | 672 | Emails | 735 | Emails | 765 |
| Online chats | 564 | Online chats | 517 | Online chats | 602 |
| Communication Occurrences | 3073 | Communication Occurrences | 3375 | Communication Occurrences | 3578 |

| WARD 1 | | WARD 2 | | WARD 3 | |
|--------------------------------|----|--------------------------------|----|--------------------------------|----|
| RPD – abandoned vehicle | 30 | RPD – abandoned vehicle | 22 | RPD – abandoned vehicle | 64 |
| RPD – graffiti removal | 27 | Code Enf – debris on priv ppty | 14 | RPD – graffiti removal | 48 |
| RPD – additional patrol | 12 | RPD – additional patrol | 5 | Code Enf – debris on priv ppty | 12 |
| Code Enf - nuisance | 9 | Business Lic - undefined | 4 | RPD – illegally parked vehicle | 8 |
| PW – sidewalk trip/fall hazard | 8 | RPD – graffiti removal | 4 | RPD – additional patrol | 6 |

| WARD 4 | | WARD 5 | | CITYWIDE | |
|--------------------------------|----|---------------------------------|----|--------------------------------|-----|
| RPD – abandoned vehicle | 39 | RPD – abandoned vehicle | 64 | RPD – abandoned vehicle | 336 |
| Code Enf – debris on priv ppty | 10 | Code Enf – sidewalk obstruction | 18 | RPD – graffiti removal | 210 |
| Code Enf – nuisance | 7 | RPD – graffiti removal | 16 | Code Enf – debris on priv ppty | 64 |
| Business Lic - undefined | 5 | Code Enf – debris on priv ppty | 11 | RPD – illegally parked vehicle | 62 |
| RPD – graffiti removal | 4 | RPD – illegally parked vehicle | 8 | RPD – additional patrol | 53 |

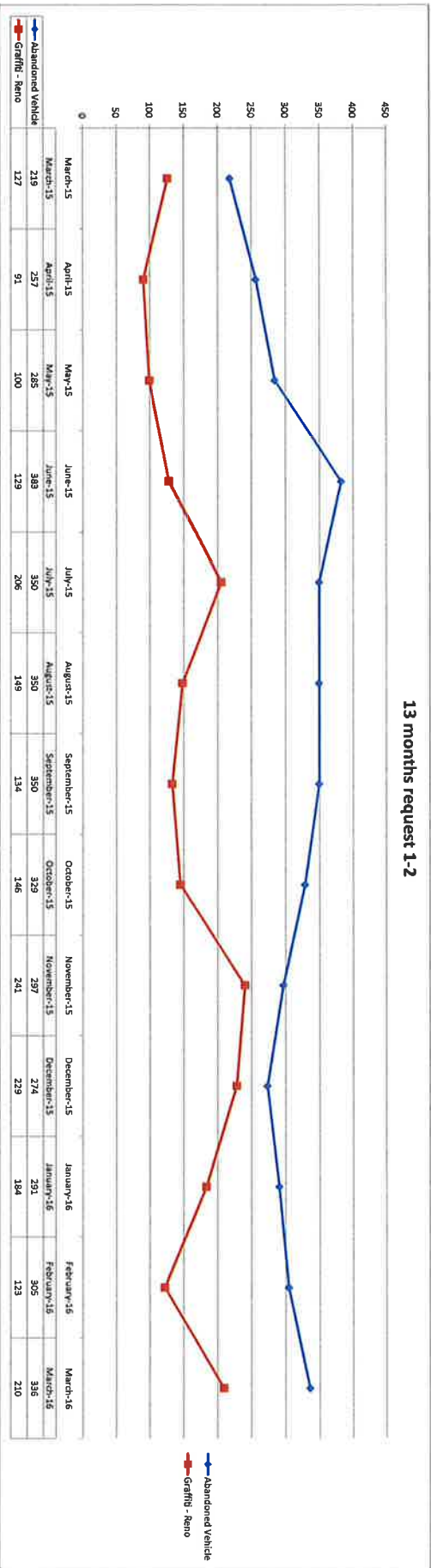
| Communication Occurrence Type | Count |
|--|--------------|
| Service Requests | 1,360 |
| Information Calls | 1,209 |
| Online Chat | 602 |
| Voicemail | 253 |
| E-mail | 765 |
| Total Communication Occurrences | 4,189 |

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.

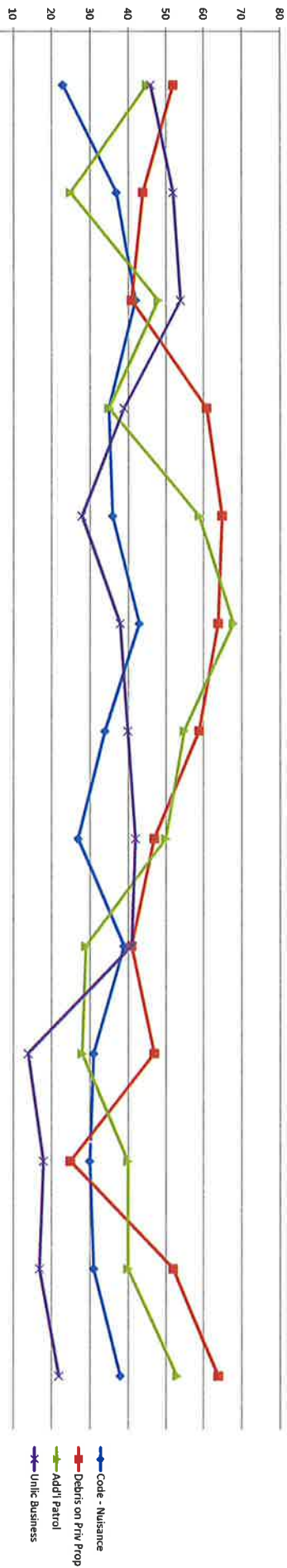


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



| Month | Code - Nuisance | Debts on Priv Prop | Add'l Patrol | Unlic Business |
|--------------|-----------------|--------------------|--------------|----------------|
| March-15 | 23 | 52 | 45 | 46 |
| April-15 | 37 | 44 | 25 | 52 |
| May-15 | 42 | 41 | 48 | 54 |
| June-15 | 35 | 61 | 35 | 39 |
| July-15 | 36 | 65 | 59 | 28 |
| August-15 | 43 | 64 | 68 | 38 |
| September-15 | 34 | 59 | 55 | 40 |
| October-15 | 27 | 64 | 50 | 42 |
| November-15 | 39 | 41 | 29 | 41 |
| December-15 | 31 | 47 | 28 | 14 |
| January-16 | 30 | 25 | 40 | 18 |
| February-16 | 31 | 52 | 40 | 17 |
| March-16 | 38 | 64 | 53 | 22 |

◆ Code - Nuisance
■ Debts on Priv Prop
▲ Add'l Patrol
× Unlic Business