



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.

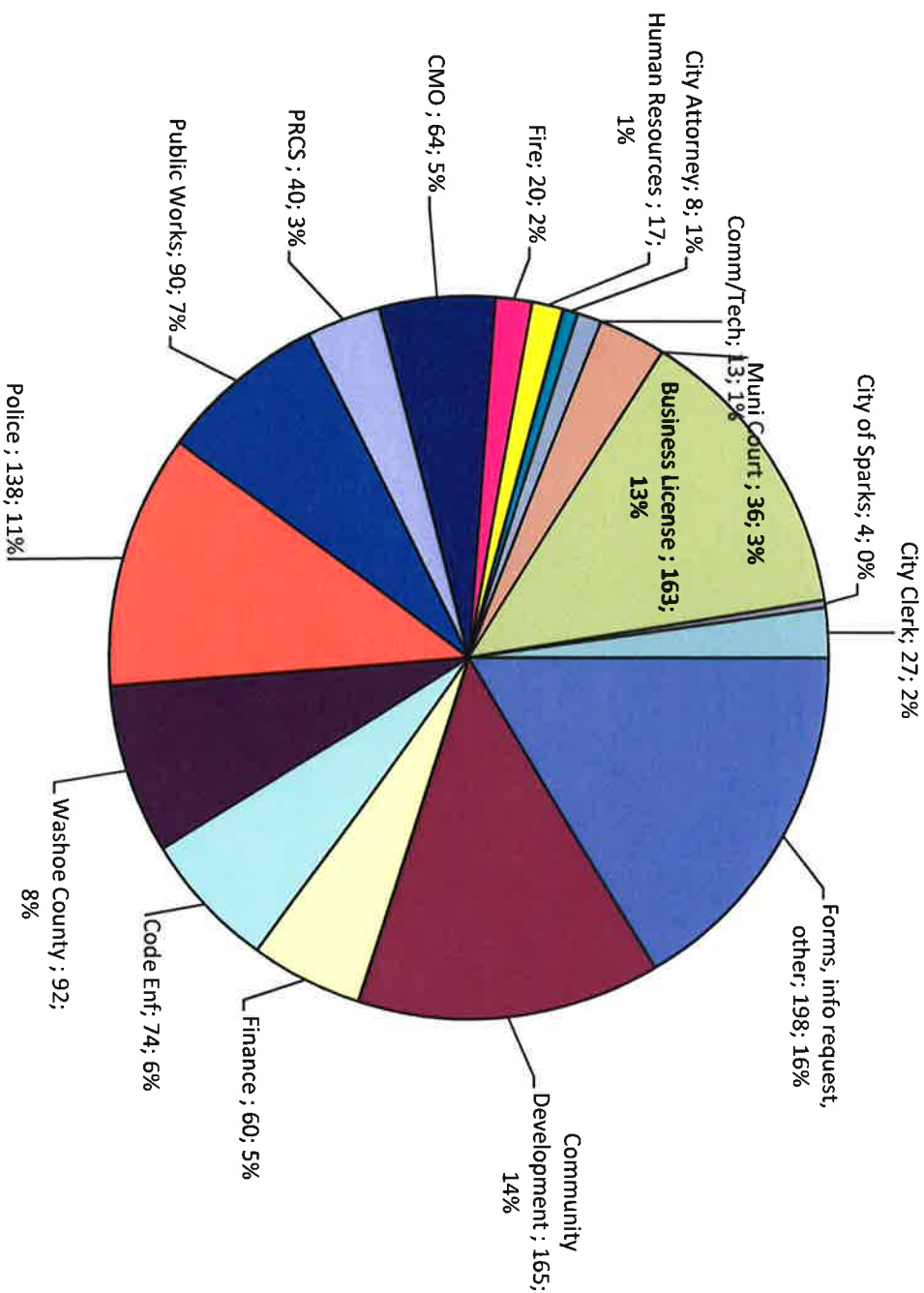
January 2016		February 2016		March 2016	
Calls Answered	1581	Calls Answered	1850	Calls Answered	1958
Voicemails	256	Voicemails	273	Voicemails	253
Emails	672	Emails	735	Emails	765
Online chats	564	Online chats	517	Online chats	602
Communication Occurrences	3073	Communication Occurrences	3375	Communication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

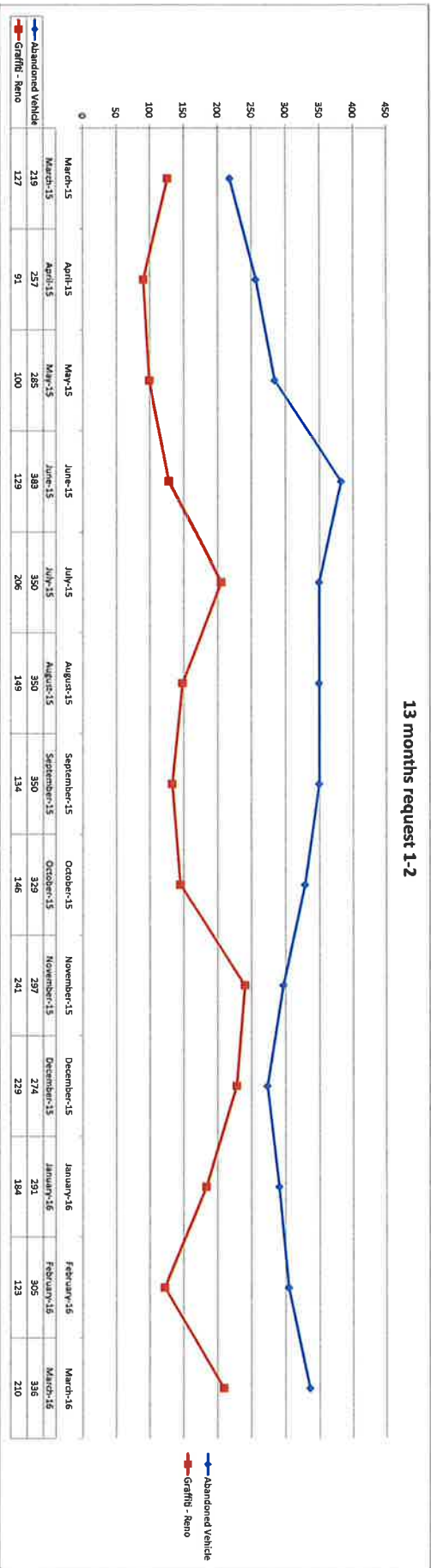
Communication Occurrence Type	Count
Service Requests	1,360
Information Calls	1,209
Online Chat	602
Voicemail	253
E-mail	765
Total Communication Occurrences	4,189

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.

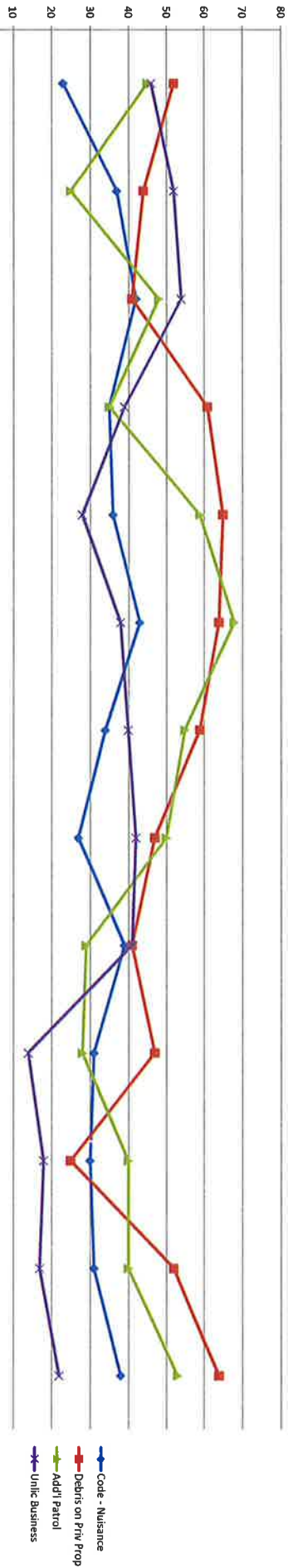


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



Date	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