

Office of Communications and Community Engagement

MEMORANDUM

DATE: May 13, 2016

TO: Honorable Mayor and City Council

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

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

SUBJECT: Reno Direct Call Statistics for April 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.

Abandoned vehicle remains the top complaint across the City.

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

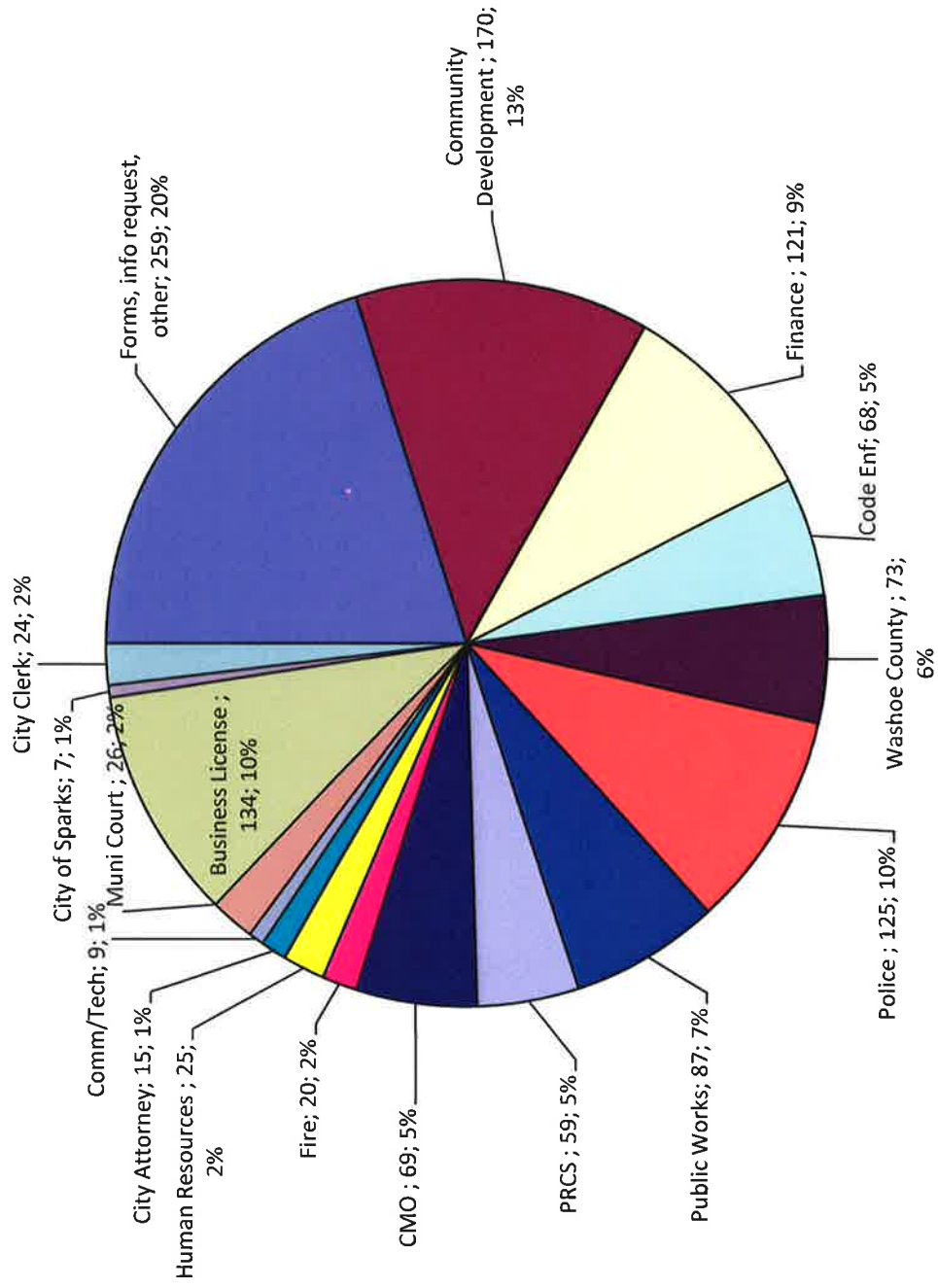
February 2016		March 2016		April 2016	
Calls Answered	1850	Calls Answered	1958	Calls Answered	2048
Voicemails	273	Voicemails	253	Voicemails	272
Emails	735	Emails	765	Emails	759
Online chats	517	Online chats	602	Online chats	603
Communication Occurrences	3375	Communication Occurrences	3578	Communication Occurrences	3682

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	42	RPD – abandoned vehicle	34	RPD – abandoned vehicle	51
Code Enf – weeds/high grass	27	RPD – additional patrol	8	Code Enf – weeds/high grass	37
Code Enf – debris on priv ppty	14	Code Enf – weeds/high grass	6	RPD – graffiti removal	30
PW – sidewalk trip/fall hazard	14	Code Enf – nuisance	6	Business Lic - undefined	13
RPD – graffiti removal	13	Business Lic - undefined	4	Code Enf – nuisance	10
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	50	RPD – abandoned vehicle	53	RPD – abandoned vehicle	345
Code Enf – weeds/high grass	27	RPD – illegally parked vehicle	17	RPD – graffiti removal	126
Code Enf – nuisance	11	Code Enf – weeds/high grass	15	Code Enf – weeds/high grass	120
Code Enf – debris on priv ppty	7	RPD – graffiti removal	11	RPD – illegally parked vehicle	66
Code Enf – sidewalk obstruction	6	RPD – additional patrol	10	RPD – additional patrol	57

**Reno Direct
April 2016**

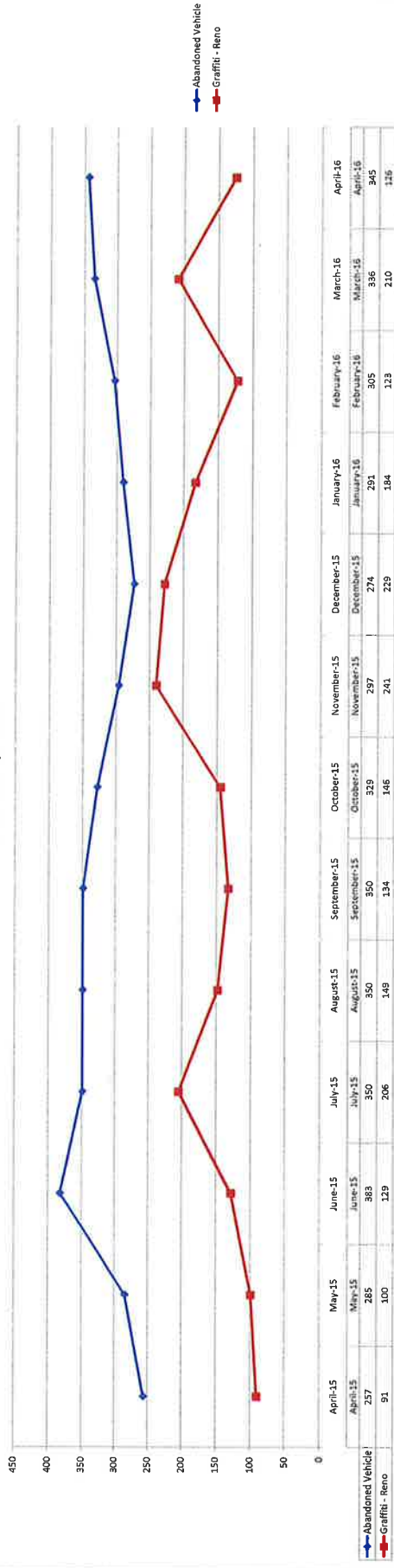
Communication Occurrence Type	
Service Requests	1,497
Information Calls	1,291
Online Chat	603
Voicemail	272
E-mail	759
Total Communication Occurrences	4,422

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.

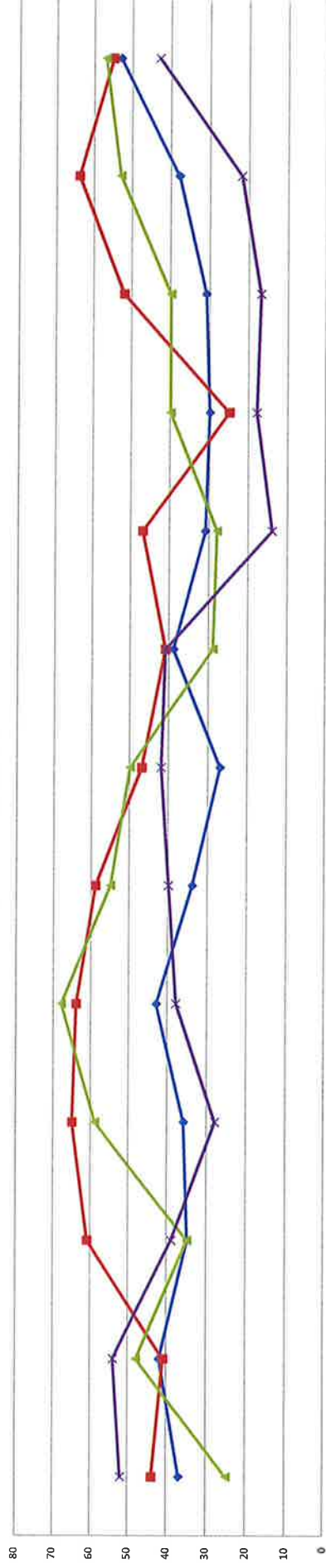


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



	April-15	May-15	June-15	July-15	August-15	September-15	October-15	November-15	December-15	January-16	February-16	March-16	April-16
Code - Nuisance	37	42	35	36	43	34	27	39	31	30	31	38	53
Debris on Priv Prop	44	41	61	65	64	59	47	41	47	25	52	64	55
Add'l Patrol	25	48	35	59	68	55	50	29	28	40	40	53	57
Unlic Business	52	54	39	28	38	40	42	41	14	18	17	22	43