

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.

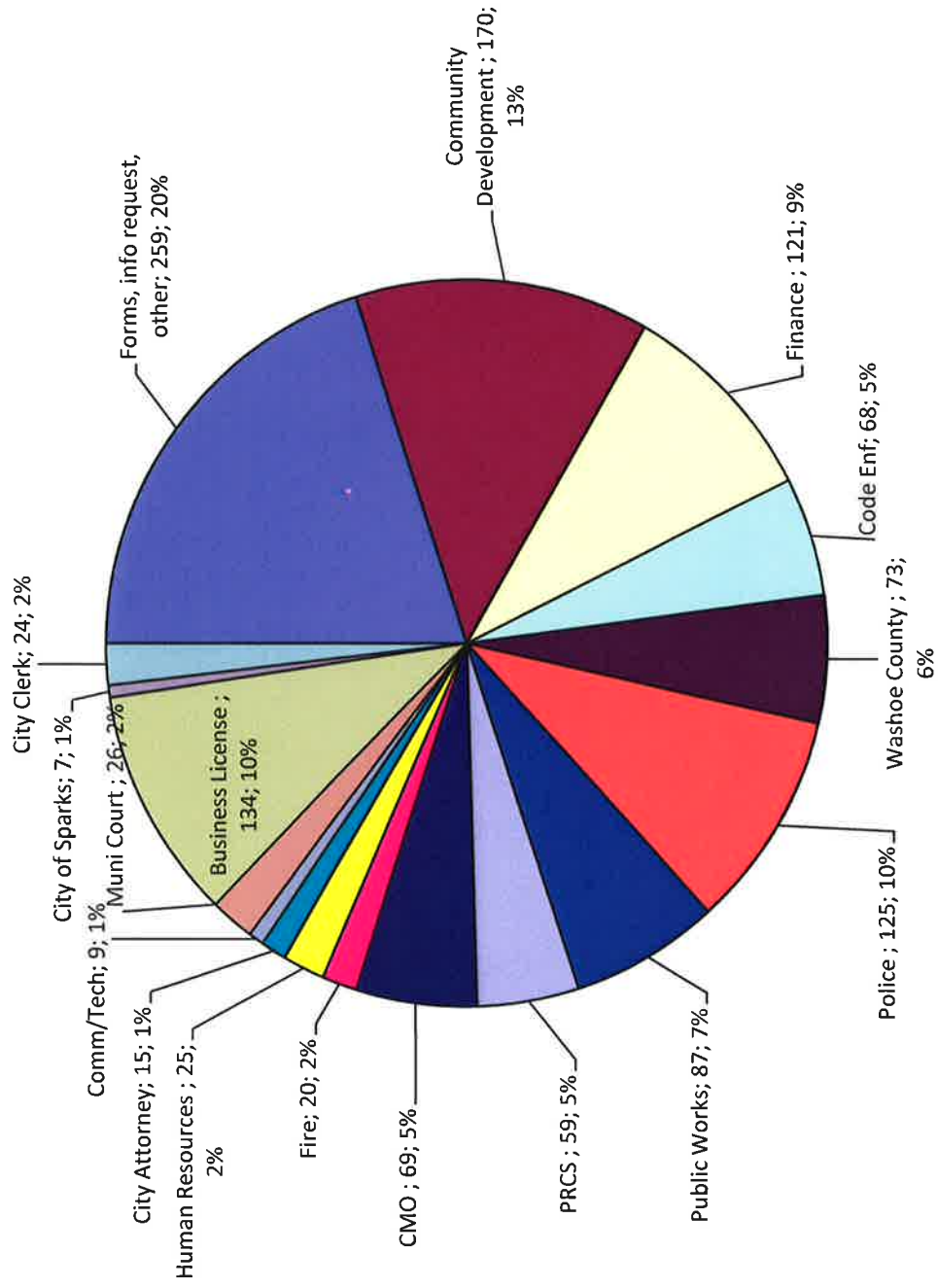
| February 2016 | | March 2016 | | April 2016 | |
|---------------------------|------|---------------------------|------|---------------------------|------|
| Calls Answered | 1850 | Calls Answered | 1958 | Calls Answered | 2048 |
| Voicemails | 273 | Voicemails | 253 | Voicemails | 272 |
| Emails | 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**

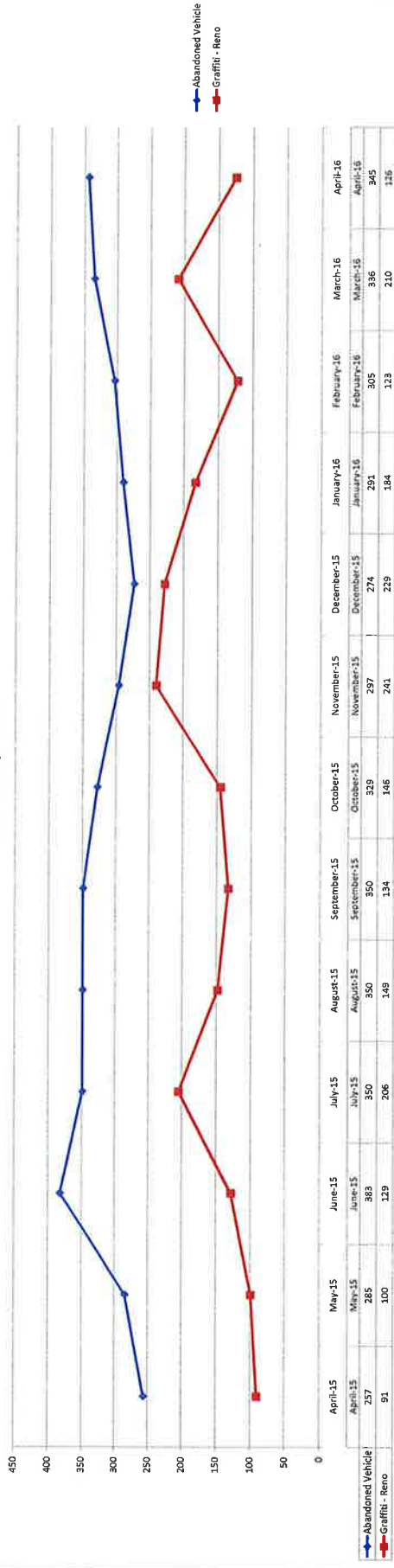
| Communication Occurrence Type | |
|--|--------------|
| Service Requests | 1,497 |
| Information Calls | 1,291 |
| Online Chat | 603 |
| Voicemail | 272 |
| E-mail | 759 |
| Total Communication Occurrences | 4,422 |

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.

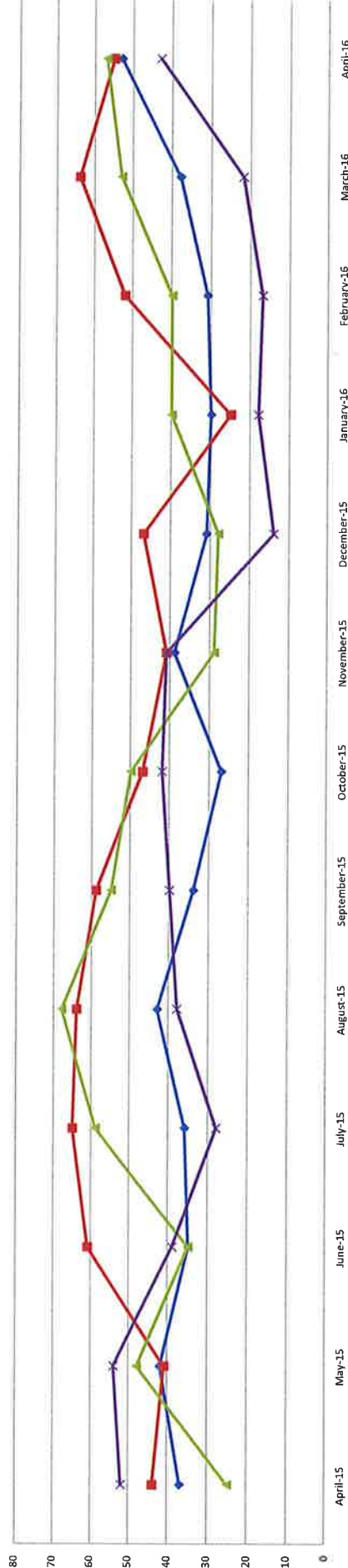


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

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 |