



Office of Communications and Community Engagement

MEMORANDUM

DATE: June 15, 2016

TO: Honorable Mayor and City Council

THROUGH: Andrew Clinger, City Manager 

FROM: Deanna Gescheider, Director of OCCE 

SUBJECT: Reno Direct Call Statistics for May 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.

With the recent rainy weather, we have seen an increase in overgrown vegetation complaints on private property. Historically, these will become fire hazard complaints as the summer season progresses.

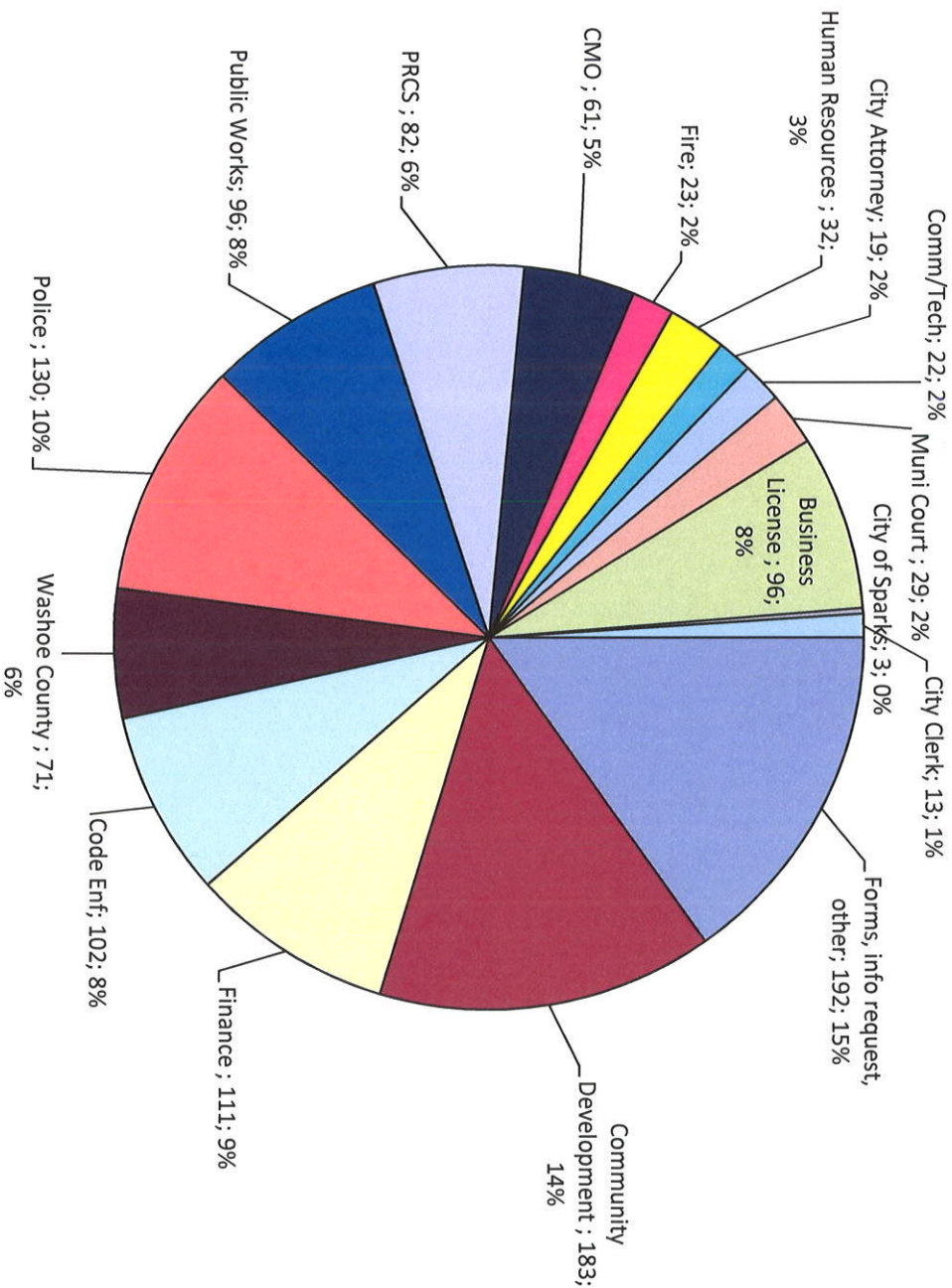
Following are the most submitted requests for May, summarized by Ward, as well as citywide.

March 2016		April 2016		May 2016	
Calls Answered	1958	Calls Answered	2048	Calls Answered	2107
Voicemails	253	Voicemails	272	Voicemails	333
Emails	765	Emails	759	Emails	552
Online chats	602	Online chats	603	Online chats	626
Communication Occurrences	3578	Communication Occurrences	3682	Communication Occurrences	3618

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	56	RPD – abandoned vehicle	37	RPD – abandoned vehicle	85
Code Enf – yard issues priv ppty	52	Code Enf – yard issues priv ppty	13	Code Enf – yard issues priv ppty	59
RPD – graffiti removal	48	RPD – graffiti removal	10	RPD – graffiti removal	50
PW – illegally parked vehicle	17	PW – illegally parked vehicle	10	Business Lic issues	23
RPD – additional patrol	15	RPD - speeding	9	Code Enf – debris on priv ppty	19
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	69	Code Enf – yard issues priv ppty	73	RPD – abandoned vehicle	318
Code Enf – yard issues priv ppty	63	RPD – abandoned vehicle	70	Code Enf – yard issues priv ppty	261
Code Enf – nuisance	21	RPD – graffiti removal	28	RPD – graffiti	148
PW – illegally parked vehicle	16	Code Enf – debris on priv ppty	19	PW – illegally parked vehicle	68
RPD – graffiti removal	10	Code Enf – nuisance	18	Code Enf – nuisance	68

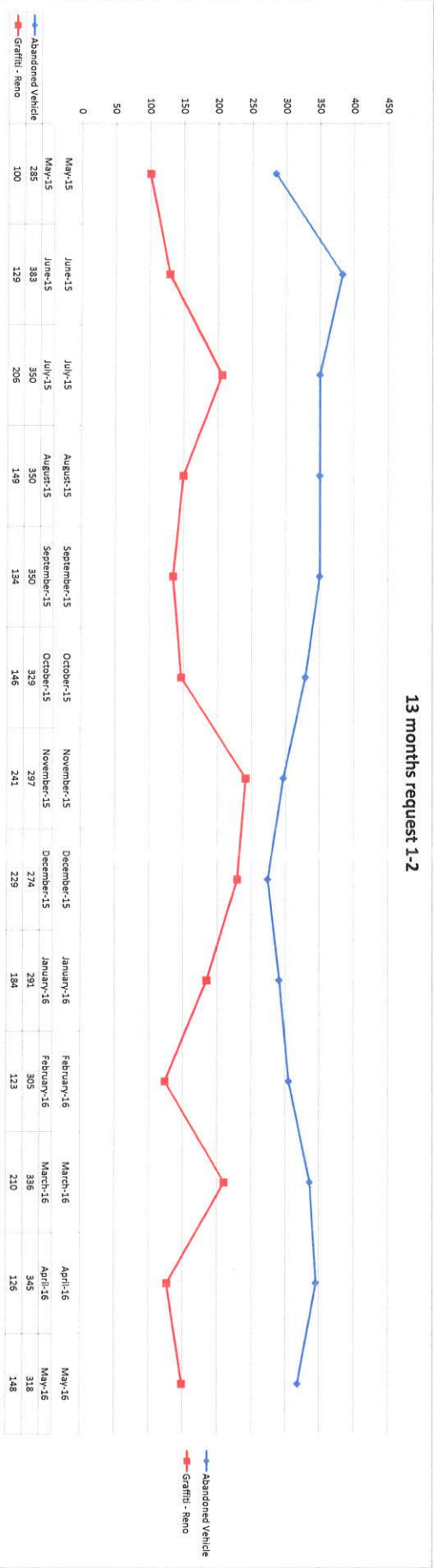
Communication Occurrence Type	
Service Requests	1,508
Information Calls	1,265
Online Chat	626
Voicemail	333
E-mail	552
Total Communication Occurrences	4,284

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.

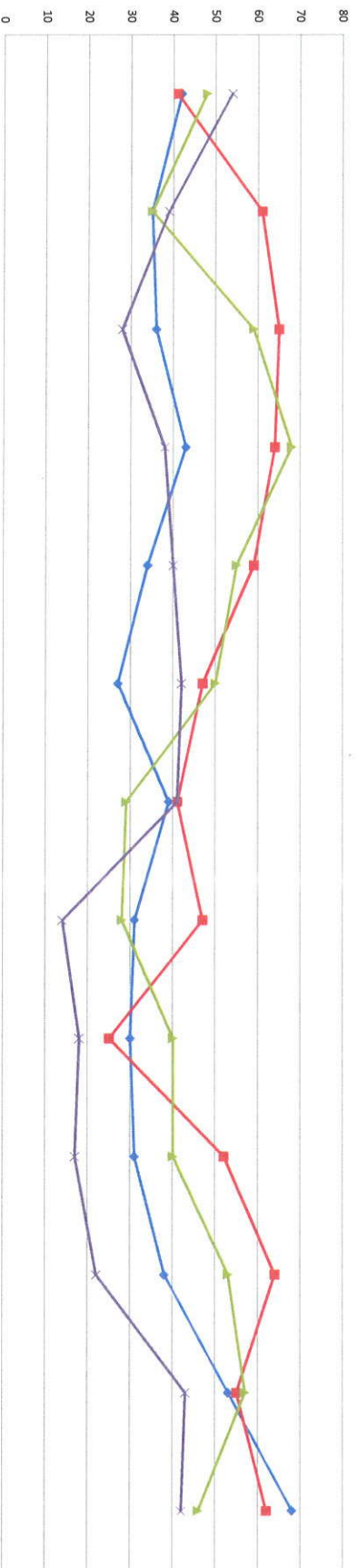


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



Month	Code - Nuisance	Debris on Priv Prop	Add'l Patrol	Business Lic Issues
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	47	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
April-16	53	55	57	43
May-16	68	62	46	42

◆ Code - Nuisance
■ Debris on Priv Prop
▲ Add'l Patrol
✕ Business Lic Issues