





Office of Communications and Community Engagement

MEMORANDUM

DATE: July 14, 2016
TO: Honorable Mayor and City Council
THROUGH: Andrew Clinger, City Manager 
FROM: Deanna Gescheider, Director of OCCE 
SUBJECT: Reno Direct Call Statistics for June 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.

The report of abandoned vehicles remains the top call for service City wide for the month of June.

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

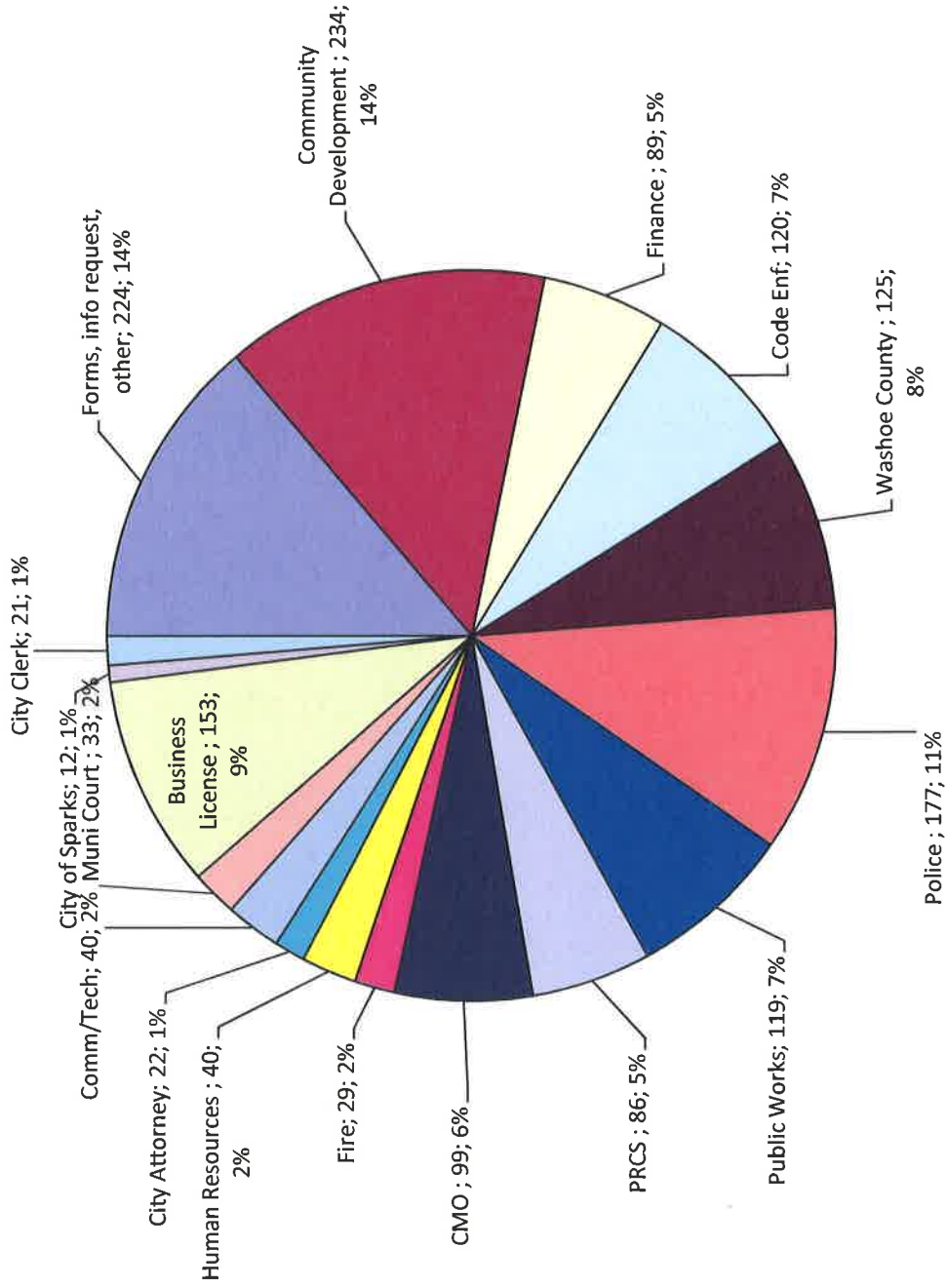
April 2016		May 2016		June 2016	
Calls Answered	2048	Calls Answered	2107	Calls Answered	2438
Voicemails	272	Voicemails	333	Voicemails	345
Emails	759	Emails	552	Emails	825
Online chats	603	Online chats	626	Online chats	664
Communication Occurrences	3682	Communication Occurrences	3618	Communication Occurrences	4272

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	116	RPD – abandoned vehicle	60	RPD – abandoned vehicle	89
RPD – graffiti removal	46	Code Enf – yard issues priv ppty	14	RPD – graffiti removal	68
Code Enf – yard issues priv ppty	30	RPD – speeding	12	Code Enf – yard issues priv ppty	29
Fire – fire hazard	24	Code Enf – debris on priv ppty	10	Business Lic issues	27
RPD – homeless camping/river	13	PW – illegally parked vehicle	10	PW – illegally parked vehicle	22

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	110	RPD – abandoned vehicle	96	RPD – abandoned vehicle	473
Code Enf – dying yard/tall weeds	36	Code Enf – yard issues priv ppty	60	Code Enf – yard issues priv ppty	219
Code Enf – yard issues priv ppty	27	Code Enf – nuisance	29	RPD – graffiti removal	159
Code Enf – debris on priv ppty	14	RPD – graffiti removal	25	Code Enf – dying yard/tall weeds	89
Code Enf – nuisance	14	Code Enf – debris on priv ppty	22	Fire – fire hazard	79

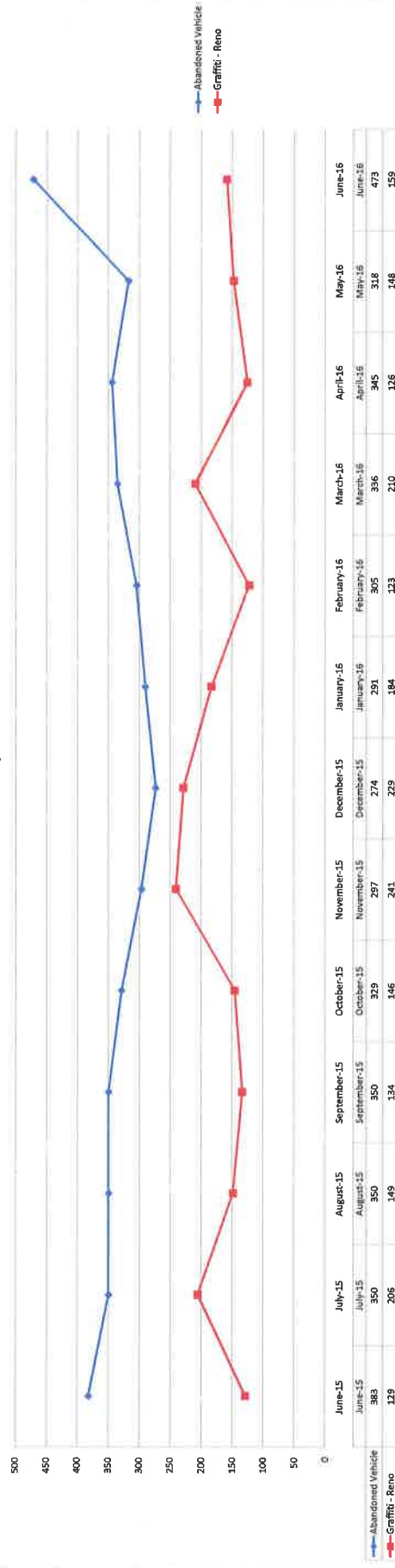
Communication Occurrence Type	
Service Requests	1,981
Information Calls	1,623
Online Chat	664
Voicemail	345
E-mail	825
Total Communication Occurrences	5,438

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.

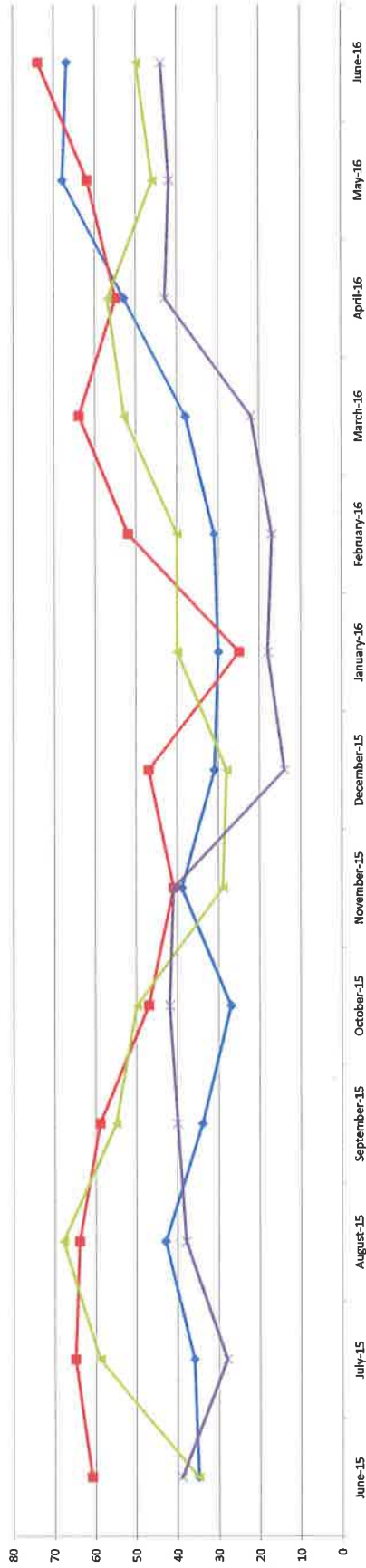


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



	June-15	July-15	August-15	September-15	October-15	November-15	December-15	January-16	February-16	March-16	April-16	May-16	June-16
Code - Nuisance	35	36	43	34	27	39	31	30	31	38	53	68	67
Debris on Priv Prop	61	65	64	59	47	41	47	25	52	64	55	62	74
Add'l Patrol	35	59	68	55	50	29	28	40	40	53	57	46	50
Business Lic Issues	39	28	38	40	42	41	14	18	17	22	43	42	44

