

Office of Communications and Community Engagement

MEMORANDUM

DATE: August 12, 2016
TO: Honorable Mayor and City Council
THROUGH: Bill Thomas, Acting City Manager
FROM: Matthew Brown, Communications Manager, OCCE *MBB for DG*
SUBJECT: Reno Direct Call Statistics for July 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 July.

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

May 2016		June 2016		July 2016	
Calls Answered	2107	Calls Answered	2438	Calls Answered	2223
Voicemails	333	Voicemails	345	Voicemails	309
Emails	552	Emails	825	Emails	888
Online chats	626	Online chats	664	Online chats	559
Communication Occurrences	3618	Communication Occurrences	4272	Communication Occurrences	3979

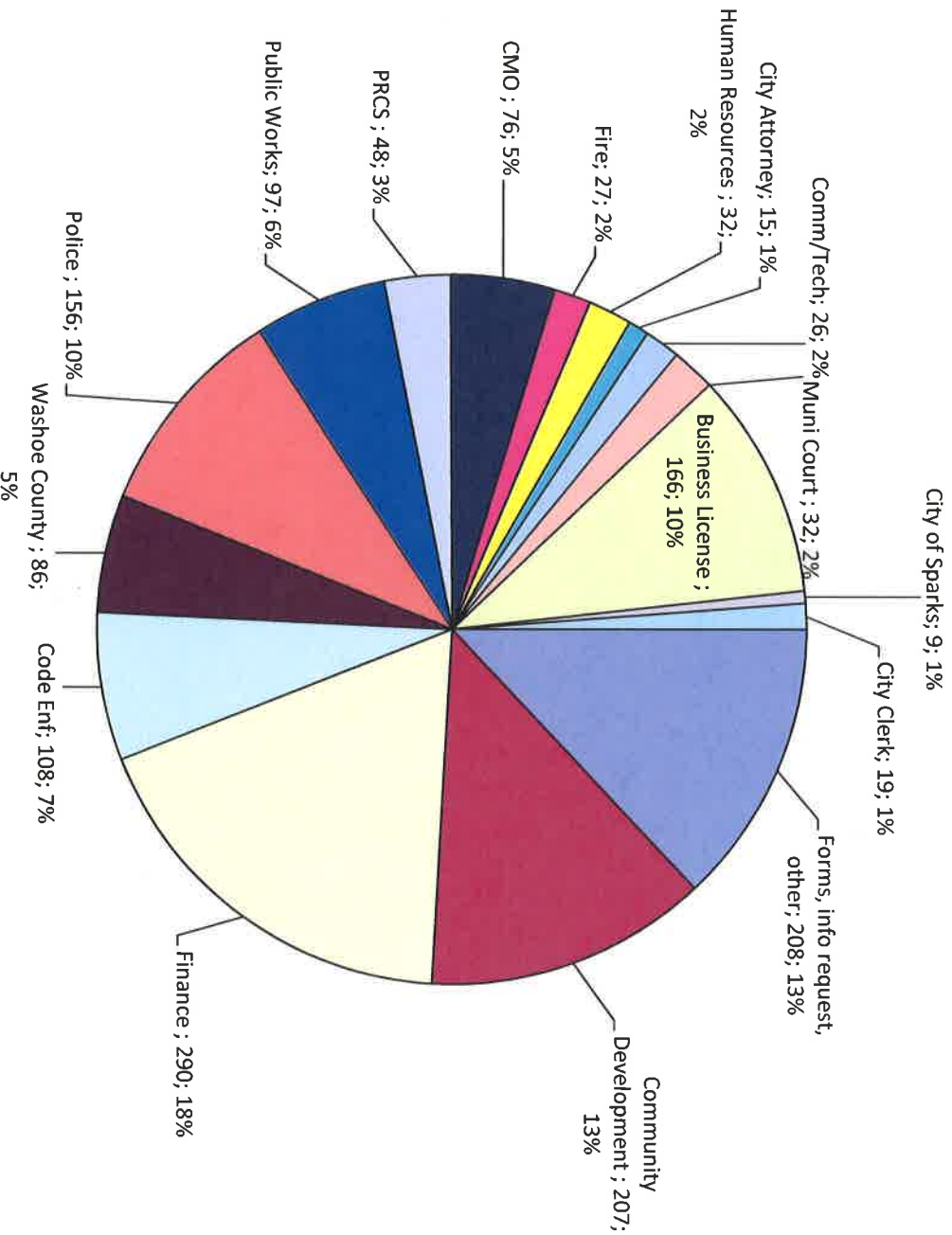
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	94	RPD – abandoned vehicle	70	RPD – abandoned vehicle	124
RPD – graffiti removal	33	RPD – graffiti removal	21	Code Enf – debris on priv ppty	38
Code Enf – yard issues priv ppty	26	Code Enf – bush/tree obstruction	11	RPD – graffiti removal	38
PW – illegally parked vehicle	18	Business Lic issues	11	Code Enf – yard issues priv ppty	32
Business Lic issues	14	PW – illegally parked vehicle	11	Business Lic issues	25

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	115	RPD – abandoned vehicle	102	RPD – abandoned vehicle	505
Code Enf – yard issues priv ppty	21	Code Enf – debris on priv ppty	31	RPD – graffiti removal	116
PW – illegally parked vehicle	12	Code Enf – yard issues priv ppty	27	Code Enf – yard issues priv ppty	115
Code Enf – nuisance	9	Code Enf – nuisance	25	Code Enf – debris on priv ppty	96
RPD – graffiti removal	8	Fire - hazard	23	PW – illegally parked vehicle	68

**Reno Direct
July 2016**

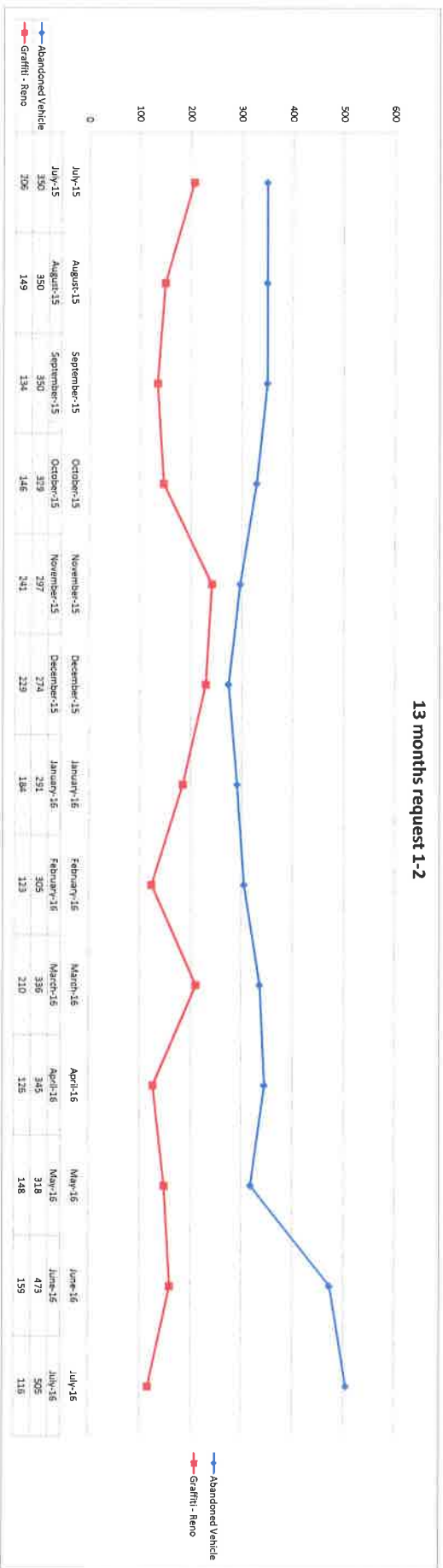
Communication Occurrence Type	
Service Requests	1,849
Information Calls	1,602
Online Chat	559
Voicemail	309
E-mail	888
Total Communication Occurrences	5,207

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

