



# Office of the City Manager

## MEMORANDUM

**DATE:** 09/19/2016

**TO:** Mayor and City Council

**THRU:** Bill Thomas, Acting City Manager *John Flansburg For B.T.*

**FROM:** Deanna Gescheider, Director of OCCE

**SUBJECT:** Reno Direct Call Statistics for August 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.

*There was a noticeable increase of abandoned vehicles reported this month.*

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

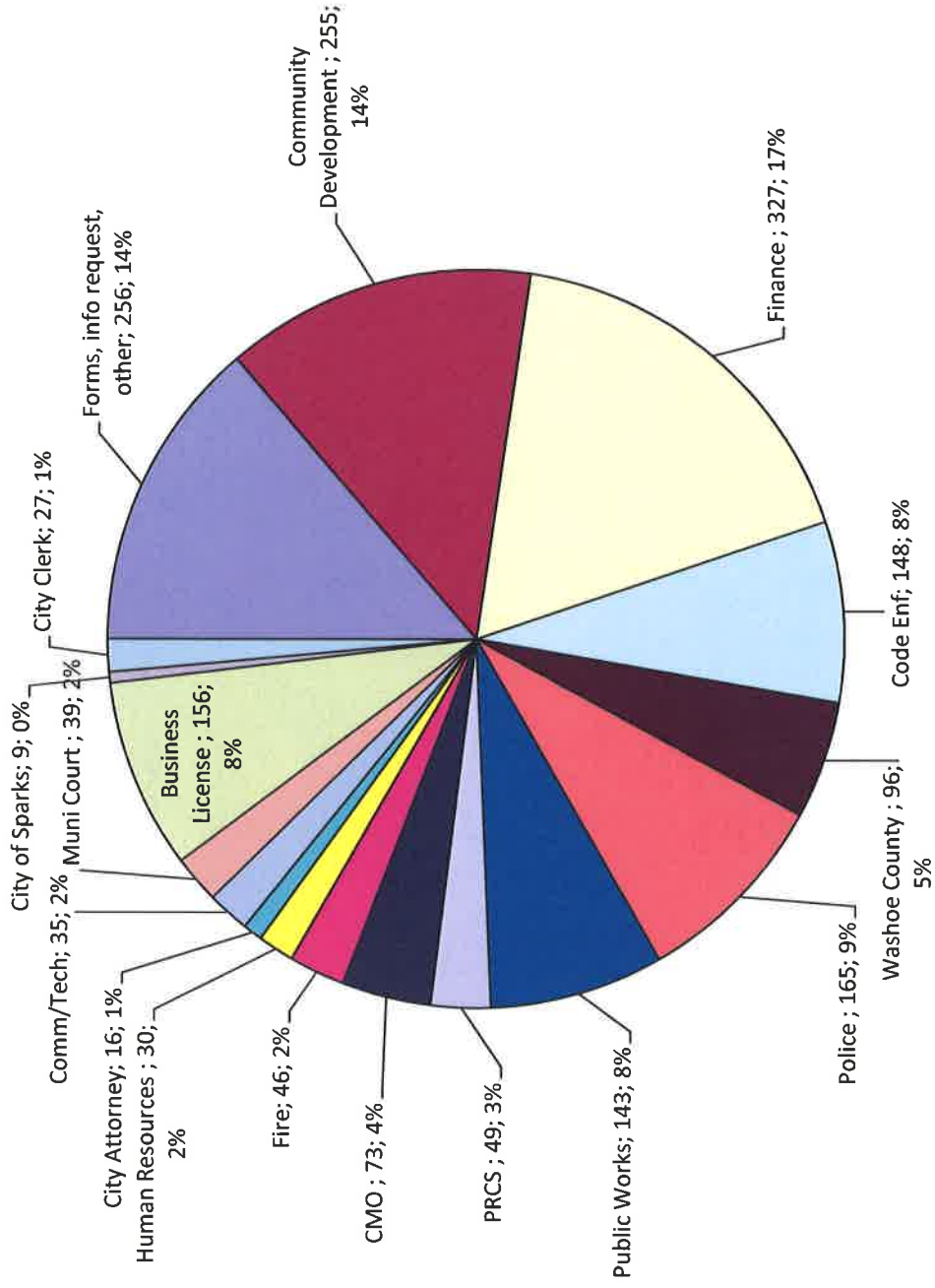
June 2016		July 2016		August 2016	
Calls Answered	2438	Calls Answered	2223	Calls Answered	2647
Voicemails	345	Voicemails	309	Voicemails	375
Emails	825	Emails	888	Emails	973
Online chats	664	Online chats	559	Online chats	747
<b>Communication Occurrences</b>	<b>4272</b>	<b>Communication Occurrences</b>	<b>3979</b>	<b>Communication Occurrences</b>	<b>4742</b>

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	119	RPD – abandoned vehicle	90	RPD – abandoned vehicle	182
RPD – graffiti removal	35	Code Enf – bush/tree obstruction	25	RPD – graffiti removal	75
RPD - speeding	34	PW – illegally parked vehicle	16	PW – illegally parked vehicle	24
PW – illegally parked vehicle	31	Code Enf – nuisance	11	Code Enf – yard issues priv ppty	23
Code Enf – debris on priv ppty	17	RPD – additional patrol	9	Business Lic issues	22
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	122	RPD – abandoned vehicle	96	RPD – abandoned vehicle	614
Code Enf – nuisance	19	PW – illegally parked vehicle	33	RPD – graffiti removal	156
PW – illegally parked vehicle	14	Code Enf – nuisance	29	PW – illegally parked vehicle	109
Fire - hazard	10	Code Enf – debris on priv ppty	21	Code Enf – nuisance	89
Code Enf – yard issues priv ppty	8	RPD – graffiti removal	20	Code Enf – debris on priv ppty	72

**Reno Direct  
August 2016**

Communication Occurrence Type	
Service Requests	2,083
Information Calls	1,870
Online Chat	747
Voicemail	375
E-mail	973
<b>Total Communication Occurrences</b>	<b>6,048</b>

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

