

Office of the City Manager

MEMORANDUM

DATE: 10/13/2016

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager

FROM: Deanna Gescheider, Director of OCCE *MBB for DG*

SUBJECT: Reno Direct Call Statistics for September 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 September.

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

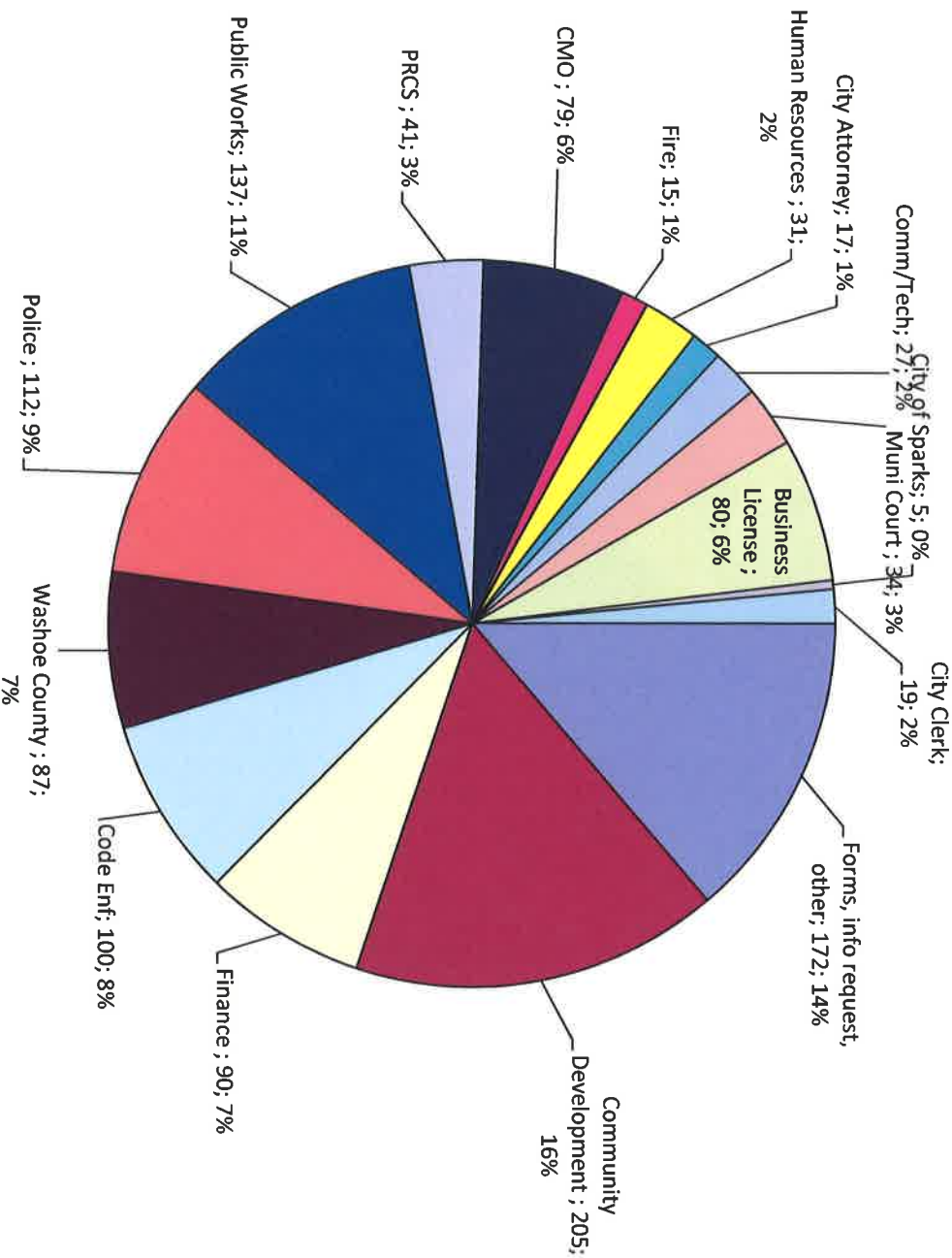
July 2016		August 2016		September 2016	
Calls Answered	2223	Calls Answered	2647	Calls Answered	2230
Voicemails	309	Voicemails	375	Voicemails	336
Emails	888	Emails	973	Emails	855
Online chats	559	Online chats	747	Online chats	688
Communication Occurrences	3979	Communication Occurrences	4742	Communication Occurrences	4109

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	109	RPD – abandoned vehicle	71	RPD – abandoned vehicle	137
RPD – graffiti removal	48	RPD – graffiti removal	15	RPD – graffiti removal	78
PW – illegally parked vehicle	23	Code Enf – yard issues priv ppty	10	Code Enf – debris on priv ppty	25
RPD – additional patrol	19	Business Lic issues	7	PW – debris on public ppty	18
Code Enf – debris on priv ppty	16	RPD – speeding	6	Business Lic issues	14
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	102	RPD – abandoned vehicle	111	RPD – abandoned vehicle	531
RPD - speeding	15	Code Enf – nuisance	39	RPD – graffiti removal	189
Code Enf – nuisance	11	RPD – graffiti removal	37	PW – illegally parked vehicle	81
Code Enf – debris on priv ppty	9	PW – illegally parked vehicle	36	Code Enf – debris on priv ppty	79
PW – debris on public ppty	9	Code Enf – debris on priv ppty	24	Code Enf – nuisance	75

**Reno Direct
September 2016**

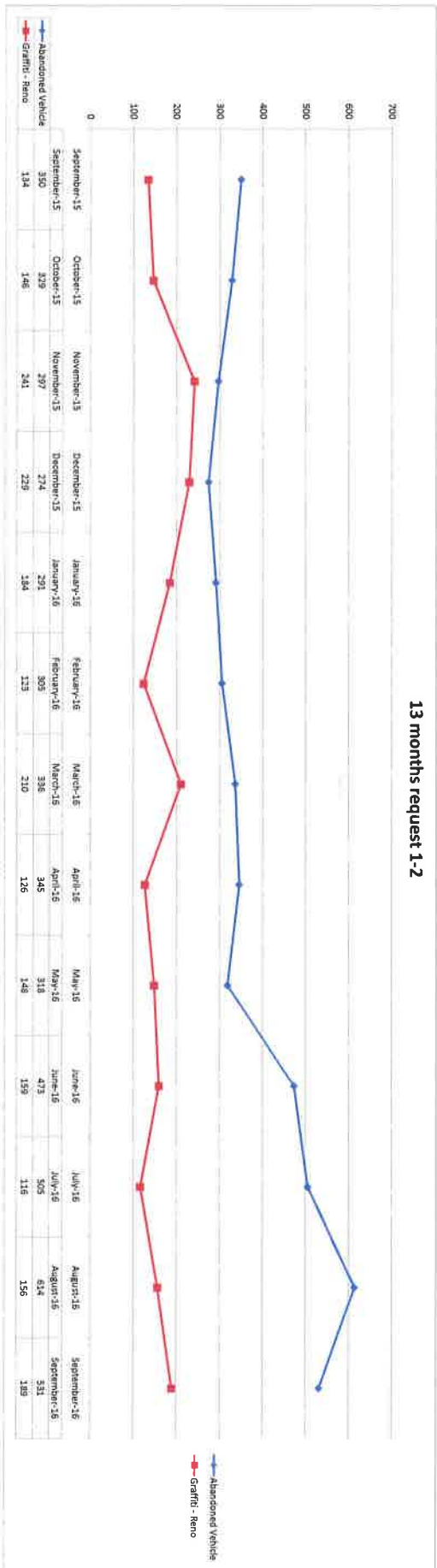
Communication Occurrence Type	
Service Requests	1,796
Information Calls	1,251
Online Chat	688
Voicemail	336
E-mail	855
Total Communication Occurrences	4,926

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

