

Office of the City Manager

MEMORANDUM

DATE: 10/13/2016

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager *[Signature]*

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.

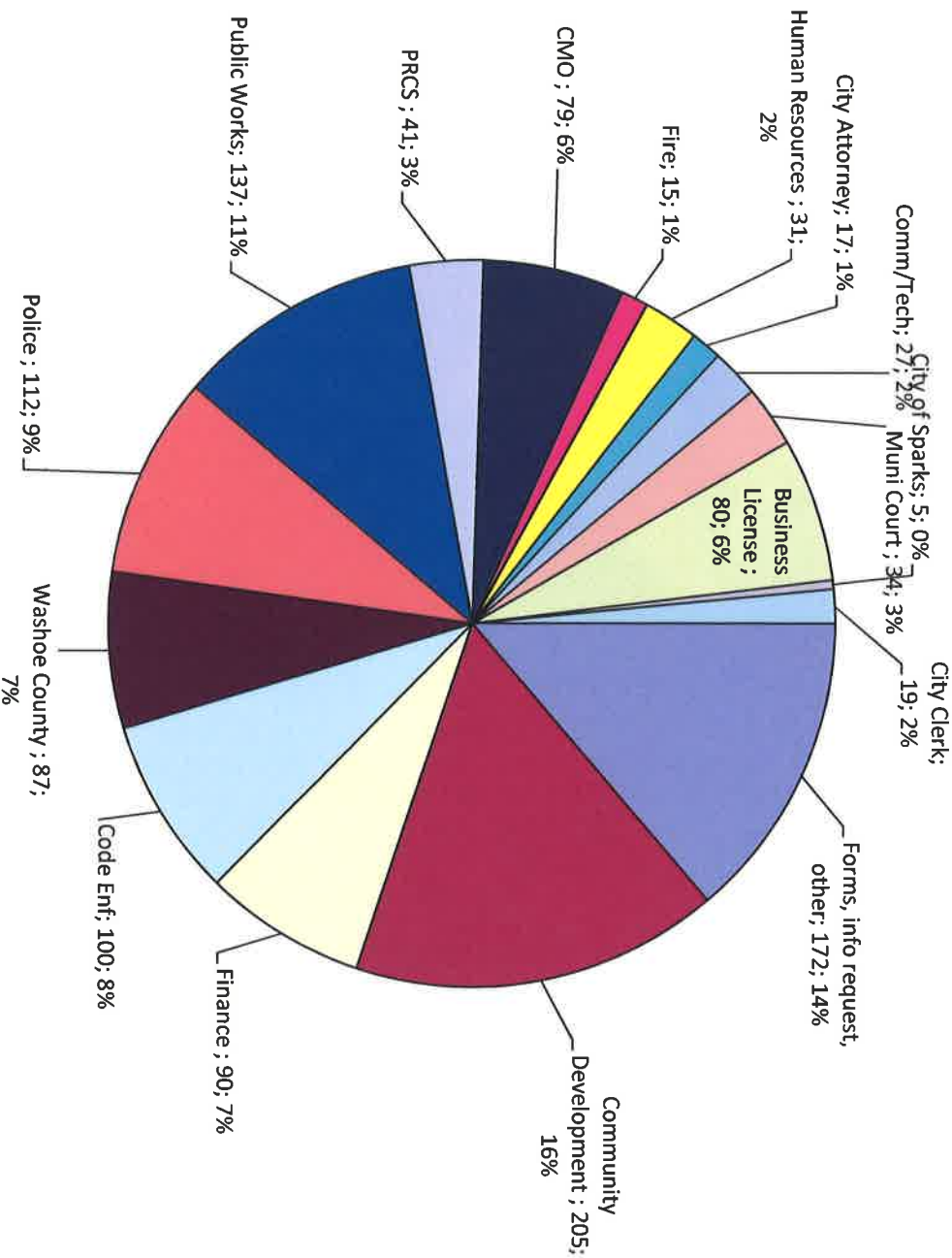
| July 2016 | | August 2016 | | September 2016 | |
|----------------------------------|-------------|----------------------------------|-------------|----------------------------------|-------------|
| Calls Answered | 2223 | Calls Answered | 2647 | Calls Answered | 2230 |
| Voicemails | 309 | Voicemails | 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**

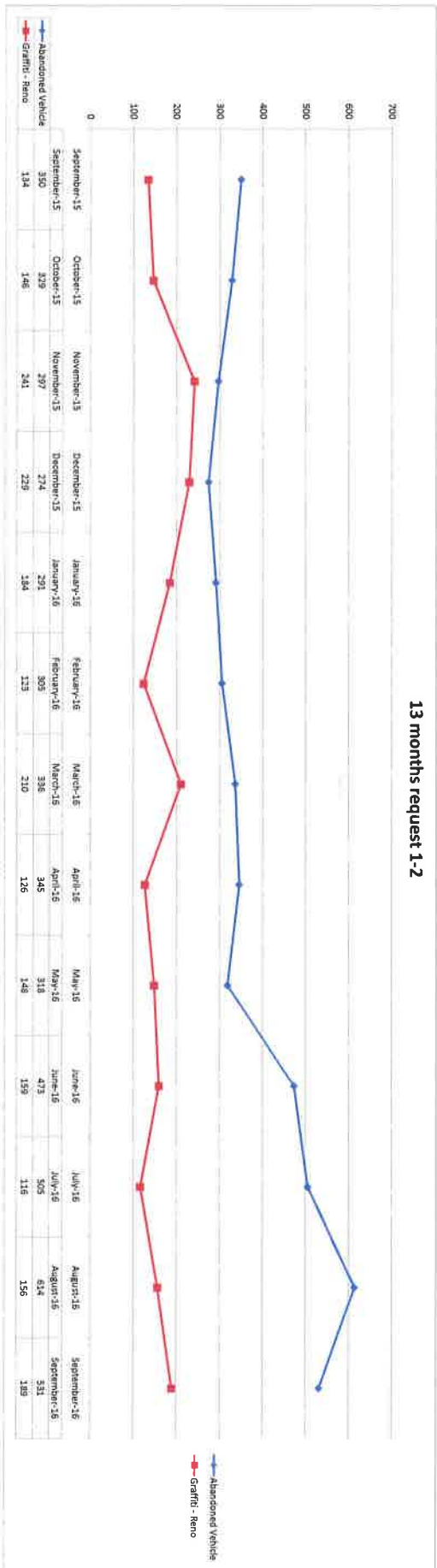
| Communication Occurrence Type | Count |
|--|--------------|
| Service Requests | 1,796 |
| Information Calls | 1,251 |
| Online Chat | 688 |
| Voicemail | 336 |
| E-mail | 855 |
| Total Communication Occurrences | 4,926 |

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

