



Office of the City Manager

MEMORANDUM

DATE: 11/09/2016

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager *BT*

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

SUBJECT: Reno Direct Call Statistics for October 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.

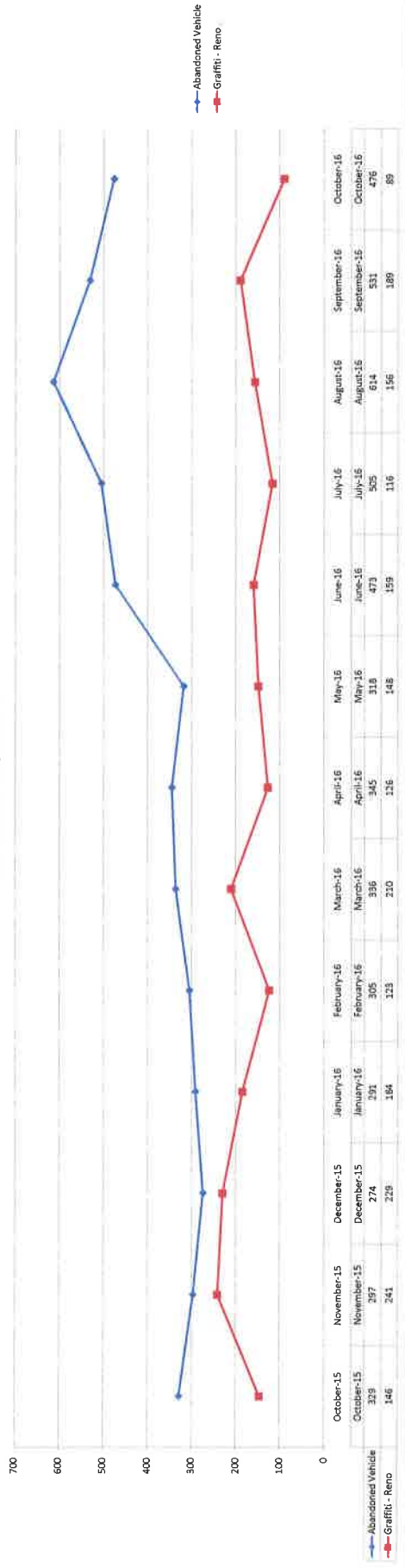
Abandoned vehicle calls are more than twice the total of the other four top requests. This gap has been increasing over the past few months.

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

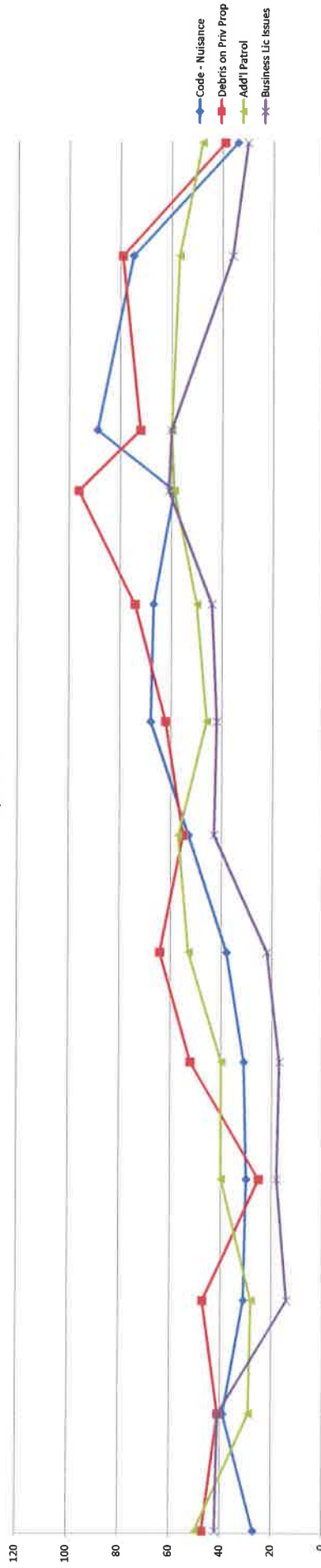
August 2016		September 2016		October 2016	
Calls Answered	2647	Calls Answered	2230	Calls Answered	1945
Voicemails	375	Voicemails	336	Voicemails	309
Emails	973	Emails	855	Emails	750
Online chats	747	Online chats	688	Online chats	662
Communication Occurrences	4742	Communication Occurrences	4109	Communication Occurrences	3666

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	91	RPD – abandoned vehicle	53	RPD – abandoned vehicle	130
RPD – graffiti removal	27	RPD – graffiti removal	13	RPD – graffiti removal	25
RPD – homeless camping/river	15	PW – traffic signal timing	8	PW – illegally parked vehicle	18
RPD – additional patrol	14	Business Lic issues	7	RPD – homeless camping/river	15
PW – illegally parked vehicle	12	Code Enf - nuisance	7	Code Enf – debris on priv ppty	11
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	99	RPD – abandoned vehicle	101	RPD – abandoned vehicle	476
RPD - speeding	11	PW – illegally parked vehicle	19	RPD – graffiti removal	89
RPD – graffiti removal	8	RPD – graffiti removal	14	PW – illegally parked vehicle	56
RPD – additional patrol	7	RPD – additional patrol	13	RPD – additional patrol	48
Code Enf – debris on priv ppty	6	Code Enf – nuisance	11	RPD – homeless camping/river	41

13 months request 1-2



13 months request 3-6

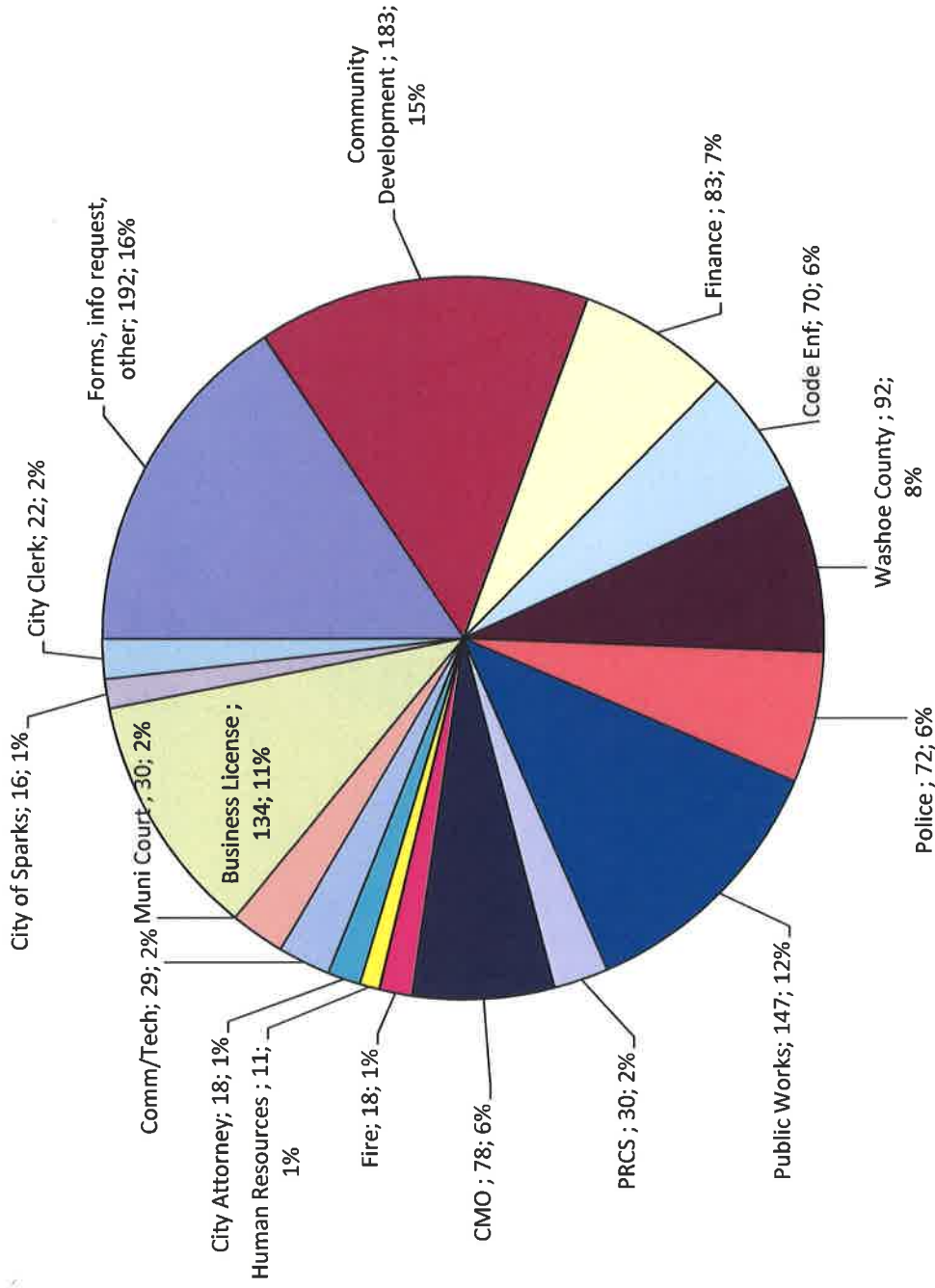


	October-15	November-15	December-15	January-16	February-16	March-16	April-16	May-16	June-16	July-16	August-16	September-16	October-16
Code - Nuisance	27	39	31	30	31	38	53	68	67	59	89	75	34
Debris on Priv Prop	47	41	47	25	52	64	55	62	74	96	72	79	39
Add'l Patrol	50	29	28	40	40	53	57	46	50	59	60	57	48
Business Lic Issues	42	41	14	18	17	22	43	42	44	61	60	36	30

**Reno Direct
October 2016**

Communication Occurrence Type	
Service Requests	1,427
Information Calls	1,225
Online Chat	662
Voicemail	309
E-mail	750
Total Communication Occurrences	4,373

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.