



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.

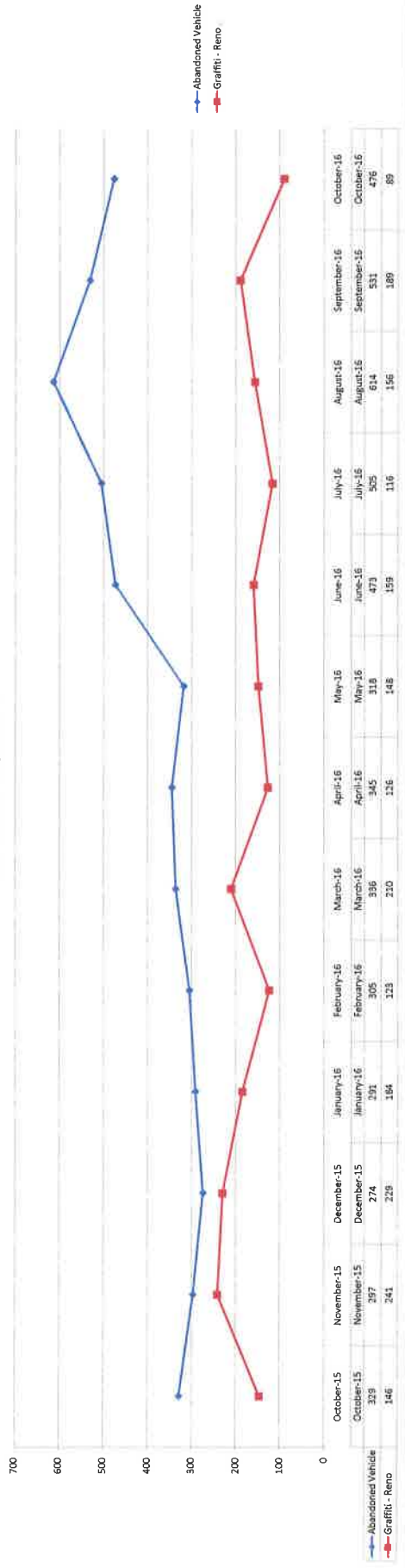
Abandoned vehicle calls are more than twice the total of the other four top requests. This gap has been increasing over the past few months.

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

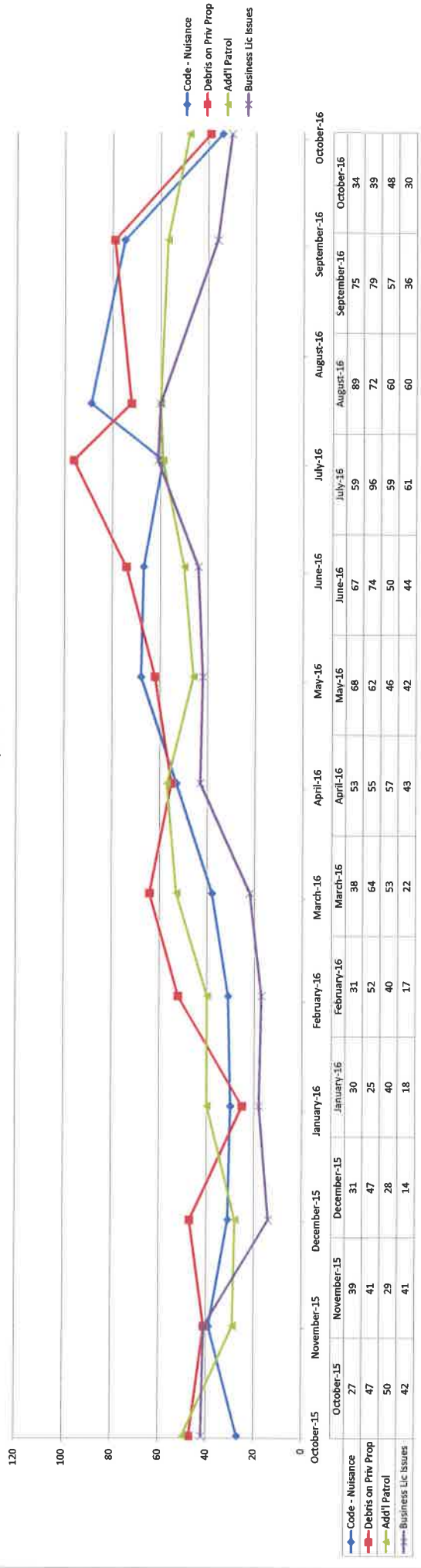
| August 2016 | | September 2016 | | October 2016 | |
|----------------------------------|-------------|----------------------------------|-------------|----------------------------------|-------------|
| Calls Answered | 2647 | Calls Answered | 2230 | Calls Answered | 1945 |
| Voicemails | 375 | Voicemails | 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



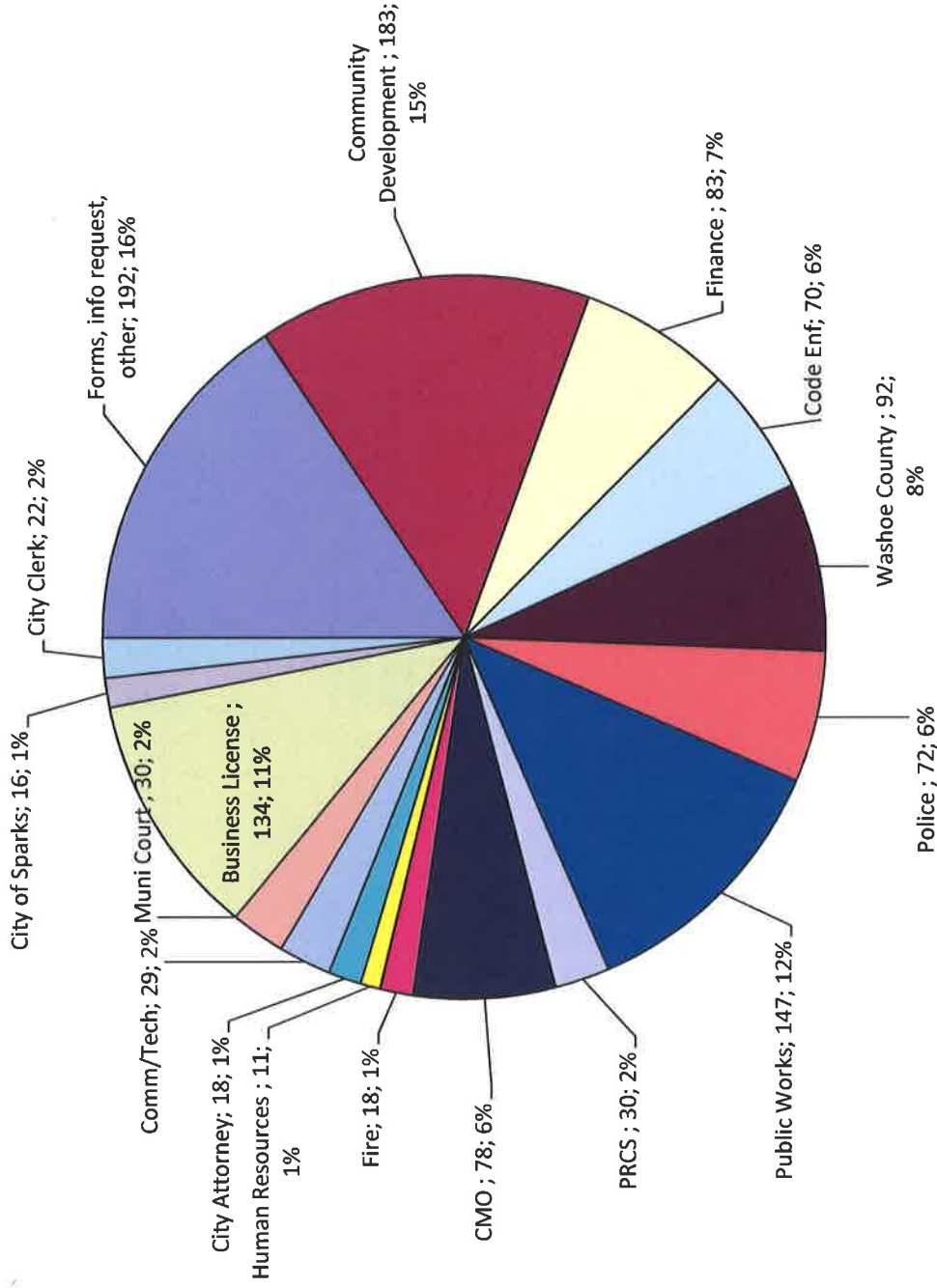
13 months request 3-6



**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.