





Office of the City Manager

MEMORANDUM

DATE: 12/15/2016

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager 

FROM: Matt Brown, Communications Manager 

SUBJECT: Reno Direct Call Statistics for November 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 and statistics can be adjusted at your request.

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

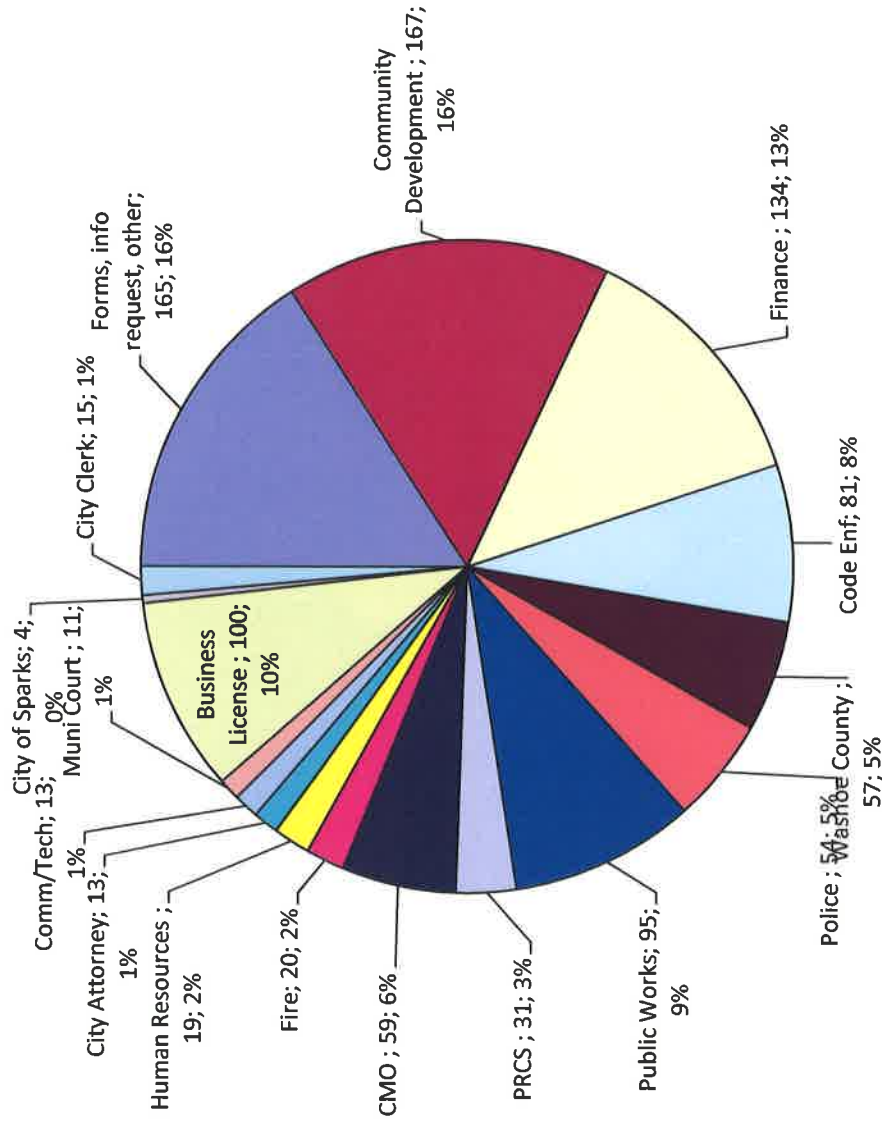
September 2016		October 2016		November 2016	
Calls Answered	2230	Calls Answered	1945	Calls Answered	1589
Voicemails	336	Voicemails	309	Voicemails	207
Emails	855	Emails	750	Emails	640
Online chats	688	Online chats	662	Online chats	521
Communication Occurrences	4109	Communication Occurrences	3666	Communication Occurrences	2957

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	72	RPD – abandoned vehicle	44	RPD – abandoned vehicle	108
RPD – graffiti removal	16	RPD – speeding	10	RPD – graffiti removal	29
PW – debris on public ppty	11	RPD – graffiti removal	8	Code Enf – debris on priv ppty	22
PW – illegally parked vehicle	8	Code Enf - nuisance	7	RPD – additional patrol	16
RPD – additional patrol	7	PW – Traffic Eng Undefined	7	Bus Lic – Issues	15
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	70	RPD – abandoned vehicle	76	RPD – abandoned vehicle	374
PW – debris on public ppty	8	PW – illegally parked vehicle	27	RPD – graffiti removal	71
Code Enf – debris on priv ppty	7	RPD – graffiti removal	13	PW – illegally parked vehicle	47
Code Enf – bldg w/o permit	6	Code Enf – nuisance	12	PW – debris on public ppty	43
RPD – graffiti removal	5	RPD – additional patrol	11	Code Enf – debris on priv ppty	41

**Reno Direct
November 2016**

Communication Occurrence Type	
Service Requests	1,140
Information Calls	1,038
Online Chat	521
Voicemail	207
E-mail	640
Total Communication Occurrences	3,546

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

