



# Office of the City Manager

## MEMORANDUM

**DATE:** 02/21/2017

**TO:** Mayor and City Council

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

**FROM:** Matt Brown, Acting Director for OCCE *[Signature]*

**SUBJECT:** Reno Direct Call Statistics for January 2017

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.

Due to significant snow storms in January, we have seen an increase in snow plow and sanding requests as well as sidewalk obstructions (snow on sidewalk).

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

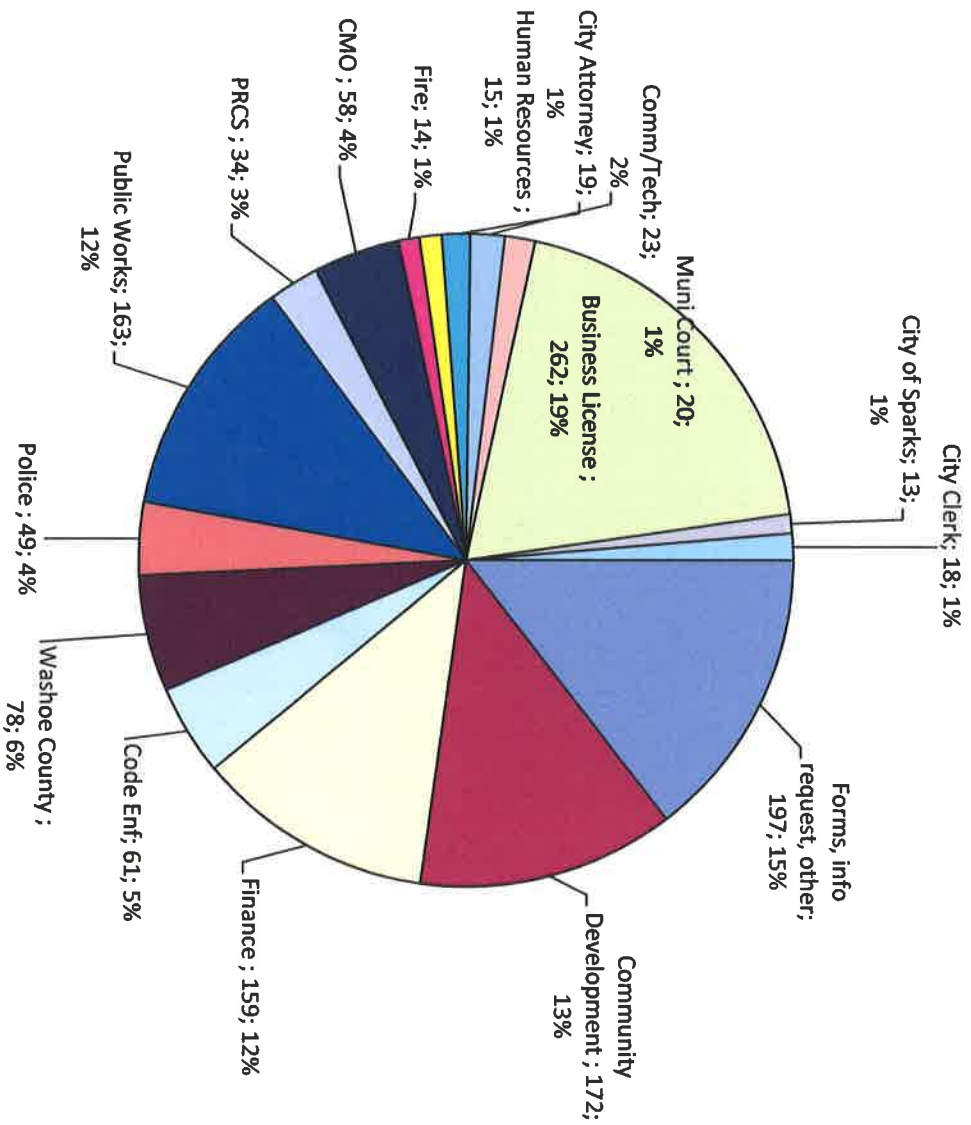
November 2016		December 2016		January 2017	
Calls Answered	1589	Calls Answered	1659	Calls Answered	1969
Voicemails	207	Voicemails	233	Voicemails	438
Emails	640	Emails	715	Emails	884
Online chats	521	Online chats	454	Online chats	760
<b>Communication Occurrences</b>	<b>2957</b>	<b>Communication Occurrences</b>	<b>3061</b>	<b>Communication Occurrences</b>	<b>4051</b>

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	67	RPD – abandoned vehicle	54	RPD – abandoned vehicle	94
RPD – graffiti removal	17	PW - pothole	25	Code Enf – sidewalk obstruction	92
PW – snow plow/sand request	17	PW – drainage issue on priv ppty	9	RPD – graffiti removal	46
Code Enf - nuisance	11	RPD – graffiti removal	8	PW – illegally parked vehicle	21
PW - pothole	11	Code Enf - nuisance	8	PW – snow plow/sand request	16
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	71	RPD – abandoned vehicle	51	RPD – abandoned vehicle	338
Code Enf – sidewalk obstruction	33	Code Enf – sidewalk obstruction	46	Code Enf – sidewalk obstruction	186
PW – snow plow/sand request	24	PW – snow plow/sand request	32	PW – snow plow/sand request	110
Code Enf – bldg w/o permit	14	Code Enf – nuisance	14	RPD – graffiti removal	81
PW - pothole	14	PW – illegally parked vehicle	13	PW - pothole	60

**Reno Direct  
January 2017**

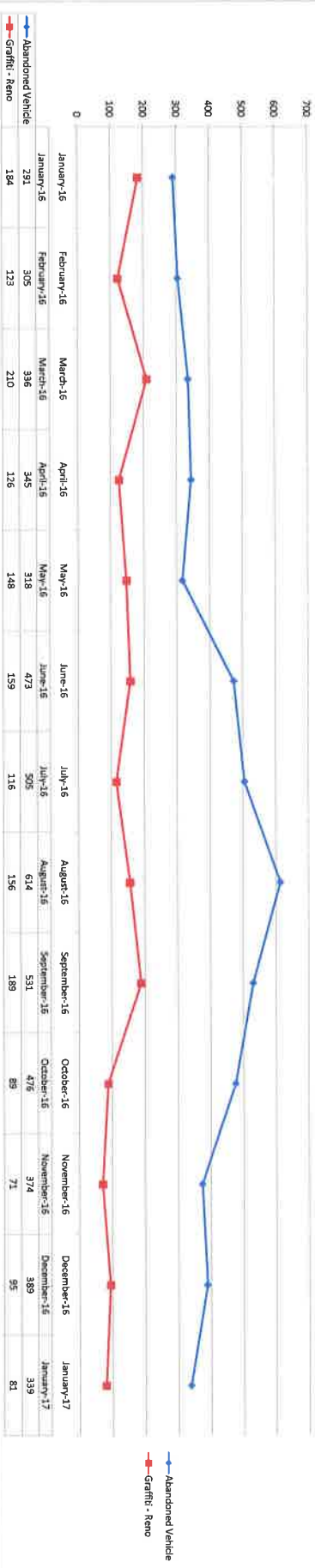
Communication Occurrence Type	
Service Requests	1,355
Information Calls	1,355
Online Chat	760
Voicemail	438
E-mail	884
<b>Total Communication Occurrences</b>	<b>4,792</b>

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 requests 1-2



### 13 months requests 3-6

