



Office of the City Manager

MEMORANDUM

DATE: 03/09/2017

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager *Kate for BT*

FROM: Matt Brown, Acting Director for OCCE *Matt Brown*

SUBJECT: **Reno Direct Call Statistics for February 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.

The report of abandoned vehicles is the top call for service Citywide.

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

December 2016		January 2017		February 2017	
Calls Answered	1659	Calls Answered	1969	Calls Answered	1985
Voicemails	233	Voicemails	438	Voicemails	328
Emails	715	Emails	884	Emails	823
Online chats	454	Online chats	760	Online chats	563
Communication Occurrences	3061	Communication Occurrences	4051	Communication Occurrences	3699

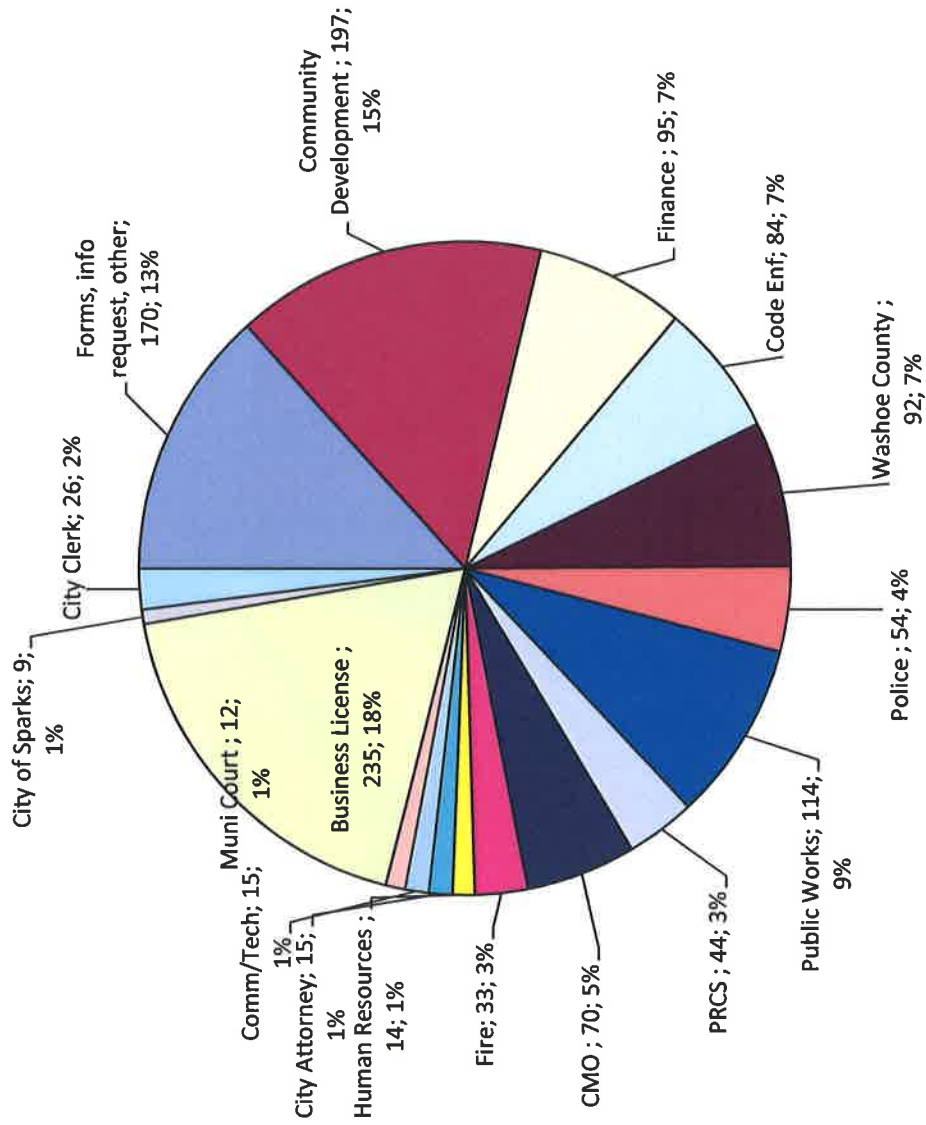
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	78	RPD – abandoned vehicle	54	RPD – abandoned vehicle	121
RPD – graffiti removal	26	RPD – graffiti removal	15	RPD – graffiti removal	42
RPD – additional patrol	14	PW - pothole	10	Bus Lic – license Accela support	24
Code Enf – debris on priv ppty	13	Code Enf - nuisance	7	Bus Lic – license issues	16
PW – illegally parked vehicle	12	Bus Lic – license Accela support	6	Code Enf – debris on priv ppty	12

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	95	RPD – abandoned vehicle	61	RPD – abandoned vehicle	413
PW - pothole	17	PW – illegally parked vehicle	38	RPD – graffiti removal	109
Code Enf – bldg w/o permit	8	PW – snow plow/sand request	21	PW – illegally parked vehicle	64
Code Enf - nuisance	8	Code Enf – sidewalk obstruction	19	PW - pothole	57
Code Enf – parking unimproved area	8	Code Enf – debris on priv ppty	18	Code Enf – debris on priv ppty	48

**Reno Direct
February 2017**

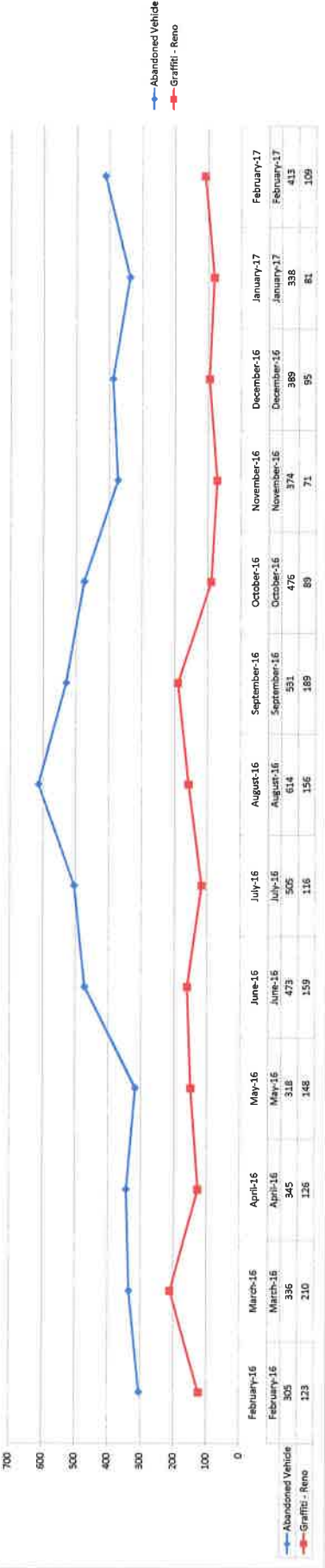
Communication Occurrence Type	
Service Requests	1,364
Information Calls	1,279
Online Chat	563
Voicemail	328
E-mail	823
Total Communication Occurrences	4,357

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

