



# Office of the City Manager

## MEMORANDUM

**DATE:**

**TO:** Mayor and City Council

**THRU:** Sabra Newby, City Manager

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

**SUBJECT: Reno Direct Call Statistics for April 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 April, summarized by Ward, as well as citywide.

February 2017		March 2017		April 2017	
Calls Answered	1985	Calls Answered	2264	Calls Answered	2141
Voicemails	328	Voicemails	320	Voicemails	349
Emails	823	Emails	1043	Emails	868
Online chats	563	Online chats	754	Online chats	694
<b>Communication Occurrences</b>	<b>4051</b>	<b>Communication Occurrences</b>	<b>4381</b>	<b>Communication Occurrences</b>	<b>4052</b>

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	80	RPD – abandoned vehicle	61	RPD – abandoned vehicle	165
RPD – graffiti removal	23	PW – pothole	19	RPD – graffiti removal	44
PW – illegally parked vehicle	18	Bus Lic – license issues	11	Bus Lic – license issues	37
RPD – additional patrol	15	Bus Lic – license Accela support	10	Bus Lic – license Accela support	28
PW – pothole	15	PW – debris on public ppty	7	Code Enf – debris on priv. ppty	21
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	92	RPD – abandoned vehicle	86	RPD – abandoned vehicle	484
Code Enf – debris on priv. ppty	16	RPD – graffiti removal	19	RPD – graffiti removal	102
PW – illegally parked vehicle	14	Code Enf – debris on priv. ppty	15	Code Enf – debris on priv. ppty	71
RPD – graffiti removal	10	PW – illegally parked vehicle	12	Bus Lic – license issues	66
RPD – additional patrol	8	RFD – fire hazard	11	PW – illegally parked vehicle	59