



# Office of the City Manager

## MEMORANDUM

**DATE:**

**TO:** Mayor and City Council

**THRU:** Bill Thomas, Acting City Manager

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

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

January 2017		February 2017		March 2017	
Calls Answered	1969	Calls Answered	1985	Calls Answered	2264
Voicemails	438	Voicemails	328	Voicemails	320
Emails	884	Emails	823	Emails	1043
Online chats	760	Online chats	563	Online chats	754
<b>Communication Occurrences</b>	<b>4051</b>	<b>Communication Occurrences</b>	<b>4051</b>	<b>Communication Occurrences</b>	<b>4381</b>

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	78	RPD – abandoned vehicle	76	RPD – abandoned vehicle	163
RPD – graffiti removal	31	Bus Lic – license issues	14	Bus Lic – license Accela support	53
PW - pothole	17	PW – sidewalk trip/fall hazard	14	CMO – Welcoming City	44
PW – illegally parked vehicle	16	RPD – graffiti removal	11	Bus Lic – license issues	36
RPD – additional patrol	10	RPD – additional patrol	10	RPD – graffiti removal	35
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	78	RPD – abandoned vehicle	82	RPD – abandoned vehicle	482
Code Enf - nuisance	14	PW – illegally parked vehicle	32	RPD – graffiti removal	108
RPD - speeding	14	Code Enf - nuisance	28	PW – illegally parked vehicle	87
RPD – graffiti removal	13	RPD – homeless nuisances	23	Code Enf - nuisance	65
Code Enf – fence/wall issues on priv. ppty	11	RPD – graffiti removal	17	Bus Lic – license Accela support	63