



Office of the City Manager

MEMORANDUM

DATE:

TO:

THRU: Sabra Newby, City Manager

FROM: Matt Brown, Acting Director for OCCE

SUBJECT: Reno Direct Call Statistics for May 2017

The Reno Direct Citizen Service Center is staffed by two 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 May, summarized by Ward, as well as citywide.

March 2017		April 2017		May 2017	
Calls Answered	2264	Calls Answered	2141	Calls Answered	2335
Voicemails	320	Voicemails	349	Voicemails	408
Emails	1043	Emails	868	Emails	1083
Online chats	754	Online chats	694	Online chats	702
Communication Occurrences	4381	Communication Occurrences	4052	Communication Occurrences	4528

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	86	RPD – abandoned vehicle	97	RPD – abandoned vehicle	159
Code Enf – yard issues	49	PW – traffic eng. Undefined	13	Code Enf – yard issues	54
RPD – graffiti removal	30	PW – pothole	10	Bus Lic – license issues	44
PW – illegally parked vehicle	22	Code Enf – yard issues	10	RPD – graffiti removal	42
Code Enf – debris on priv. ppty	17	RPD – traffic issues	9	Code Enf – debris on priv. ppty	25
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	109	RPD – abandoned vehicle	126	RPD – abandoned vehicle	581
Code Enf – debris on priv. ppty	15	Code Enf – yard issues	45	Code Enf – yard issues	166
RPD – graffiti removal	12	RPD – additional patrol	26	RPD – graffiti removal	101
RPD – additional patrol	12	Code Enf – nuisance	23	PW – illegally parked vehicle	82
RPD – speeding	11	PW – illegally parked vehicle	21	Code Enf – debris on priv. ppty	80