



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 June 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 June, summarized by Ward, as well as citywide.

April 2017		May 2017		June 2017	
Calls Answered	2141	Calls Answered	2335	Calls Answered	2576
Voicemails	349	Voicemails	408	Voicemails	399
Emails	868	Emails	1083	Emails	1174
Online chats	694	Online chats	702	Online chats	833
Communication Occurrences	4052	Communication Occurrences	4528	Communication Occurrences	4982

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	135	RPD – abandoned vehicle	77	RPD – abandoned vehicle	186
Code Enf – yard issues	38	Bus Lic – accelera support	13	Code Enf – yard issues	59
RFD – fire hazard	24	RPD – graffiti removal	13	Bus Lic – license issues	58
RPD – graffiti removal	17	Code Enf – debris on priv. ppty	11	Bus Lic – accelera support	50
Code Enf – debris on priv. ppty	15	RFD – fire hazard	11	RPD – graffiti removal	42
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	98	RPD – abandoned vehicle	137	RPD – abandoned vehicle	633
Code Enf – sidewalk obstruction	24	Code Enf – yard issues	84	Code Enf – yard issues	208
Code Enf – yard issues	17	PW – illegally parked vehicle	36	PW – illegally parked vehicle	97
PW – illegally parked vehicle	15	Code Enf – sidewalk obstruction	31	Bus Lic – license issues	95
Code Enf – nuisance	12	RFD – fire hazard	23	RPD – graffiti removal	90