



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

June 2017		July 2017		August 2017	
Calls Answered	2576	Calls Answered	2585	Calls Answered	2900
Voicemails	399	Voicemails	480	Voicemails	517
Emails	1174	Emails	1242	Emails	1737
Online chats	833	Online chats	759	Online chats	820
Communication Occurrences	4982	Communication Occurrences	4982	Communication Occurrences	5974

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	144	RPD – abandoned vehicle	141	RPD – abandoned vehicle	243
PW – illegally parked vehicle	32	Bus Lic – accelera support	28	Bus Lic – accelera support	59
Code Enf – nuisance	19	PW – traffic signal timing	17	Bus Lic – license issues	43
RPD - speeding	19	PW – illegally parked vehicle	15	Code Enf – debris on priv. ppty	40
Code Enf – debris on priv. ppty	16	Code Enf – yard issues	14	PW – illegally parked vehicle	32
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	156	RPD – abandoned vehicle	184	RPD – abandoned vehicle	871
RPD - speeding	14	Code Enf – yard issues	53	PW – illegally parked vehicle	138
PW – illegally parked vehicle	12	PW – illegally parked vehicle	44	Code Enf – yard issues	112
Code Enf – debris on priv. ppty	11	Code Enf – sidewalk obstruction	40	Bus Lic – accelera support	111
RPD – additional patrol	11	Code Enf – nuisance	21	Code Enf – debris on priv. ppty	89