



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

May 2017		June 2017		July 2017	
Calls Answered	2335	Calls Answered	2576	Calls Answered	2585
Voicemails	408	Voicemails	399	Voicemails	480
Emails	1083	Emails	1174	Emails	1242
Online chats	702	Online chats	833	Online chats	759
Communication Occurrences	4528	Communication Occurrences	4982	Communication Occurrences	5066

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	127	RPD – abandoned vehicle	129	RPD – abandoned vehicle	197
Code Enf – yard issues	27	PW – illegally parked vehicle	18	Code Enf – yard issues	94
Code Enf – debris on priv. ppty	20	Code Enf – yard issues	15	Bus Lic – accelera support	79
PW – illegally parked vehicle	20	RPD – additional patrol	14	Bus Lic – license issues	50
RPD – graffiti removal	19	RPD – graffiti removal	12	RPD – graffiti removal	43
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	121	RPD – abandoned vehicle	117	RPD – abandoned vehicle	694
Code Enf – nuisance	17	Code Enf – yard issues	72	Code Enf – yard issues	223
Code Enf – yard issues	15	Code Enf – sidewalk obstruction	32	Bus Lic – accelera support	106
RPD – graffiti removal	12	Code Enf – nuisance	30	RPD – graffiti removal	96
PW – illegally parked vehicle	10	PW – illegally parked vehicle	21	PW – illegally parked vehicle	91