



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

July 2017		August 2017		September 2017	
Calls Answered	2585	Calls Answered	2900	Calls Answered	2326
Voicemails	480	Voicemails	517	Voicemails	407
Emails	1242	Emails	1737	Emails	1310
Online chats	759	Online chats	820	Online chats	570
Communication Occurrences	5066	Communication Occurrences	5974	Communication Occurrences	4613

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	142	RPD – abandoned vehicle	101	RPD – abandoned vehicle	216
PW – illegally parked vehicle	30	Bus Lic – accel a support	12	Bus Lic – license issues	43
RPD – graffiti removal	25	RPD - speeding	12	PW – illegally parked vehicle	35
PW – debris on public ppty	12	PW – illegally parked vehicle	11	Bus Lic – accel a support	33
Bus Lic – license issues	11	Code Enf – bldg w/o permit	9	RPD – graffiti removal	24
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	120	RPD – abandoned vehicle	130	RPD – abandoned vehicle	710
PW – illegally parked vehicle	33	PW – illegally parked vehicle	61	PW – illegally parked vehicle	170
Code Enf – yard issues	16	Code Enf – nuisance	13	Bus Lic – license issues	71
RPD – additional patrol	11	Code Enf – yard issues	12	Bus Lic – accel a support	65
Code Enf – nuisance	9	PW – debris on public ppty	11	RPD – graffiti removal	63