



Office of the City Manager

MEMORANDUM

DATE:

TO:

THRU: Sabra Newby, City Manager

FROM: Rebecca Venis, Director for OCCE

SUBJECT: Reno Direct Call Statistics for October 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 October, summarized by Ward, as well as citywide.

August 2017		September 2017		October 2017	
Calls Answered	2900	Calls Answered	2326	Calls Answered	2218
Voicemails	517	Voicemails	407	Voicemails	361
Emails	1737	Emails	1310	Emails	1213
Online chats	820	Online chats	570	Online chats	651
Communication Occurrences	5974	Communication Occurrences	4613	Communication Occurrences	4443

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	121	RPD – abandoned vehicle	86	RPD – abandoned vehicle	230
PW – illegally parked vehicle	19	Bus Lic – license issues	13	Bus Lic – accelera support	40
Code Enf - nuisance	13	PW – traffic eng undefined	11	Bus Lic – license issues	38
Bus Lic – license issues	12	RPD – additional patrol	10	PW – illegally parked vehicle	28
RPD – speeding	12	RPD – speeding	10	RPD – graffiti removal	15
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	122	RPD – abandoned vehicle	129	RPD – abandoned vehicle	689
RPD – additional patrol	10	PW – illegally parked vehicle	21	PW – illegally parked vehicle	84
RPD – graffiti removal	8	Code Enf – nuisance	15	Bus Lic – license issues	77
PW – illegally parked vehicle	8	RPD – graffiti removal	11	Bus Lic – accelera support	59
Code Enf – bldg w/o permit	6	PW – debris on public ppty	10	Code Enf – nuisance	53