



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 January 2018

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 January, summarized by Ward, as well as citywide.

November 2017		December 2017		January 2018	
Calls Answered	1848	Calls Answered	1538	Calls Answered	1985
Voicemails	398	Voicemails	398	Voicemails	339
Emails	980	Emails	859	Emails	900
Online chats	524	Online chats	488	Online chats	817
Communication Occurrences	3750	Communication Occurrences	3283	Communication Occurrences	4041

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	94	RPD – abandoned vehicle	53	RPD – abandoned vehicle	167
PW – illegally parked vehicle	25	PW – illegally parked vehicle	10	RPD – graffiti removal	72
RPD – graffiti removal	18	Bus Lic – license issues	9	CMO – comments to Mayor	34
RPD – additional patrol	13	PW – traffic eng undefined	8	PW – illegally parked vehicle	30
PW – debris on public ppty	10	Bus Lic – accelera support	6	Bus Lic – accelera support	19
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	87	RPD – abandoned vehicle	103	RPD – abandoned vehicle	507
PW – illegally parked vehicle	12	PW – illegally parked vehicle	25	RPD – graffiti removal	114
RPD – additional patrol	12	Code Enf – nuisance	17	PW – illegally parked vehicle	102
PW – debris on public ppty	11	Code Enf – debris on priv ppty	15	Code Enf – nuisance	50
Code Enf – cart retrieval	7	RPD – graffiti removal	12	RPD – additional patrol	50