



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

September 2017		October 2017		November 2017	
Calls Answered	2326	Calls Answered	2218	Calls Answered	1848
Voicemails	407	Voicemails	361	Voicemails	398
Emails	1310	Emails	1213	Emails	980
Online chats	570	Online chats	651	Online chats	524
Communication Occurrences	4613	Communication Occurrences	4443	Communication Occurrences	3750

WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	106	RPD – abandoned vehicle	63	RPD – abandoned vehicle	167
PW – illegally parked vehicle	20	PW – illegally parked vehicle	16	PW – illegally parked vehicle	33
RPD – additional patrol	13	Bus Lic – license issues	10	Bus Lic – license issues	22
PW – debris on public ppty	12	Code Enf – nuisance	9	RPD – graffiti removal	17
RPD – graffiti removal	10	Bus Lic – accelera support	6	PW – debris on public ppty	15
WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	94	RPD – abandoned vehicle	132	RPD – abandoned vehicle	563
PW – illegally parked vehicle	17	PW – illegally parked vehicle	36	PW – illegally parked vehicle	123
PW – debris on public ppty	10	Code Enf – nuisance	22	Code Enf – nuisance	63
Code Enf – debris on priv ppty	8	Code Enf – debris on priv ppty	15	PW – debris on public ppty	51
RPD - speeding	8	PW – debris on public ppty	10	RPD – graffiti removal	42