



C I T Y O F
RENO
Memorandum

DATE: January 28, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Cynthia Esparza, Director
Noemi Gomez Martinez, Community Relationships Manager

DEPT: Community Engagement and Services

SUBJECT: December 2025 Reno Direct & Service Requests Report

Monthly reports provide insights into how constituents engage with the City through Reno Direct, the City's centralized customer service center and ServiceNow platform.

Key report highlights include:

- Number of Reno Direct constituent interactions (calls, voicemails, emails, online chats)
- Number of service requests submitted citywide
- Number of service requests closed citywide
- Top five trending service request types citywide
- Top five trending service request types by ward

This information supports efforts to enhance service delivery while addressing community needs in a responsive and equitable manner.

Attachments:

- December 2025 Service Request Trends & Interaction Report

December 2025 Report



December 2025 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
1,876	271	436	19	2,602

Number of New Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1107
Business Licensing	356
Code Enforcement	259
Finance	230
Maintenance & Operations	210
Community Engagement & Services	104
Public Works	103
Parks and Recreation	62
Reno Fire	40
Development Services	30
Utility Services	3
City Manager's Office	0
Total	2,504

Number of Closed Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1148
Business Licensing	334
Code Enforcement	302
Finance	236
Maintenance & Operations	222
Community Engagement & Services	163
Public Works	81
Parks and Recreation	67
Reno Fire	39
Development Services	23
Utility Services	3
City Manager's Office	0
Total	2,618

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	795
Finance Sewer and Stormwater Billing Inquires	231
Reno Police & Community Engagement & Services Occupied Vehicles	134
Reno Police Graffiti Abatement	98
Code Enforcement Nuisance, Not Otherwise Listed	87

Ward 1

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	200
Reno Police & Community Engagement & Services Occupied Vehicles	79
Community Engagement & Services Homeless Concerns	36
Reno Police Graffiti Abatement	35
Code Enforcement Nuisance, Not Otherwise Listed	20

Ward 2

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	68
Reno Police & Community Engagement & Services Occupied Vehicles	13
Reno Police Graffiti Abatement	11
Parks & Recreation Park Issues	11
Code Enforcement Nuisance, Not Otherwise Listed	7

Ward 3

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	220
Reno Police Graffiti Abatement	45
Community Engagement & Services Homeless Concerns	22
Maintenance and Operations Litter/Garbage/Debris on Public Property	19
Code Enforcement Nuisance, Not Otherwise Listed	18

Ward 4

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	125
Code Enforcement Nuisance, Not Otherwise Listed	12
Police and Community Engagement & Services Occupied Vehicles	10
Maintenance and Operations Litter/Garbage/Debris on Public Property	7
Public Works Lighting Request	6

Ward 5

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	120
Code Enforcement Nuisance, Not Otherwise Listed	13
Parks and Recreation Park Issues	12
Reno Police & Community Engagement & Services Occupied Vehicles	11
Reno Police Request for Additional Patrols	8

Ward 6

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	60
Public Works Request for New Traffic Control	21
Code Enforcement Nuisance, Not Otherwise Listed	10
Maintenance and Operations Maintenance of Traffic Control	9
Code Enforcement Homeless Concerns on Private Property	6