



C I T Y O F
RENO
Memorandum

DATE: March 23, 2026

TO: Honorable 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: Reno Direct & Service Requests Report – February 2026

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:

- February 2026 Service Request Trends & Interaction Report

February 2026 Report

Service Trends & Interactions



February 2026 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
1,841	282	418	6	2,547

Number of New Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,039
Business Licensing	403
Code Enforcement	293
Maintenance & Operations	237
Finance	174
Community Engagement & Services	129
Public Works	87
Reno Fire	57
Parks & Recreation	45
Development Services	34
Utility Services	8
City Manager's Office	0
Total	2,506

Number of Closed Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,082
Business Licensing	397
Code Enforcement	288
Maintenance & Operations	252
Finance	175
Community Engagement & Services	170
Public Works	102
Reno Fire	59
Parks and Recreation	44
Development Services	38
Utility Services	12
City Manager's Office	0
Total	2,619

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Reno Police and Parking Enforcement Parking Illegally/Abandoned	751
Finance Sewer and Stormwater Billing Inquires	174
Reno Police & Community Engagement & Services Occupied Vehicles	150
Community Engagement & Services Homeless Concerns	100
Reno Police Graffiti Abatement	74

Ward 1

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	200
Reno Police & Community Engagement & Services Occupied Vehicles	60
Reno Police Graffiti Abatement	48
Reno Police & Community Engagement & Services Homeless Concerns	44
Code Enforcement Homeless Concerns on Private Property	24

Ward 2

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	85
Maintenance and Operations Snow and Ice Control	29
Reno Police & Community Engagement & Services Occupied Vehicles	13
Code Enforcement Shopping Cart Abatement	11
Parks and Recreation Park Issues	10

Ward 3

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	244
Reno Police & Community Engagement & Services Occupied Vehicles	51
Reno Police & Community Engagement & Services Homeless Concerns	35
Code Enforcement Homeless Concerns on Private Property	16
Code Enforcement Nuisance, Not Otherwise Listed	11

Ward 4

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	108
Code Enforcement Sidewalk Obstruction	20
Maintenance and Operations Potholes	15
Reno Police & Community Engagement & Services Occupied Vehicles	12
Maintenance and Operations Snow and Ice Control	11

Ward 5

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	77
Maintenance and Operations Snow and Ice Control	12
Code Enforcement Nuisance, Not Otherwise Listed	10
Reno Police & Community Engagement & Services Speeding	8
Reno Fire Fire Department Inquiries	4

Ward 6

Department and Request Type	Number of Requests
Reno Police & Parking Enforcement Parking Illegally/Abandoned	34
Reno Police & Community Engagement & Services Homeless Concerns	9
Maintenance and Operations Maintenance of Traffic Control	6
Reno Police Speeding	6
Code Enforcement Debris on Private Property	4