




C I T Y O F  
**RENO**  
Memorandum

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**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 – January 2026

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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:

- January 2026 Service Request Trends & Interaction Report

# January 2026 Report

## Service Trends & Interactions



# January 2026 Service Request Trends & Interactions

## Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
<b>2,058</b>	<b>272</b>	<b>410</b>	<b>9</b>	<b>2,749</b>

## Number of New Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,264
Business Licensing	423
Code Enforcement	282
Maintenance & Operations	259
Finance	141
Community Engagement & Services	117
Public Works	100
Parks and Recreation	63
Reno Fire	54
Development Services	38
Utility Services	19
City Manager's Office	0
<b>Total</b>	<b>2,760</b>

## Number of Closed Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,064
Business Licensing	347
Code Enforcement	279
Maintenance & Operations	246
Finance	134
Community Engagement & Services	131
Public Works	96
Parks and Recreation	61
Reno Fire	52
Development Services	38
Utility Services	16
City Manager's Office	0
<b>Total</b>	<b>2,464</b>

## Top 5 Trending Service Requests

### Citywide

Department and Request Type	Number of Requests
<b>Reno Police and Parking Enforcement</b> Parking Illegally/Abandoned	901
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	169
<b>Finance</b> Sewer and Stormwater Billing Inquiries	141
<b>Reno Police</b> Graffiti Abatement	117
<b>Maintenance and Operations</b> Pothole	90

## Ward 1

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	268
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	99
<b>Reno Police</b> Graffiti Abatement	60
<b>Reno Police &amp; Community Engagement &amp; Services</b> Homeless Concerns	45
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	28

## Ward 2

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	84
<b>Reno Police</b> Graffiti Abatement	15
<b>Maintenance and Operations</b> Potholes	13
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	12
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	10

## Ward 3

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	282
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	37
<b>Reno Police</b> Graffiti Abatement	28
<b>Reno Police &amp; Community Engagement &amp; Services</b> Homeless Concerns	23
<b>Maintenance and Operations</b> Litter/Garbage/Debris on Public Property	22

## Ward 4

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	140
<b>Maintenance and Operations</b> Potholes	25
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	9
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	9
<b>Reno Police</b> Graffiti Abatement	8

## Ward 5

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	88
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	20
<b>Maintenance and Operations</b> Potholes	15
<b>Reno Police</b> Speeding	7
<b>Maintenance and Operations</b> Maintenance of Traffic Control	6

## Ward 6

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	38
<b>Reno Police</b> Traffic Issues	19
<b>Code Enforcement</b> Homeless Concerns on Private Property	14
<b>Maintenance and Operations</b> Maintenance of Traffic Control	8
<b>Maintenance and Operations</b> Potholes	7