

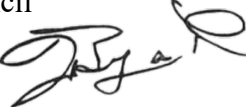


C I T Y O F  
**RENO**  
Memorandum

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**DATE:** April 21, 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 – March 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:

- March 2026 Service Request Trends & Interaction Report

# Reno Direct Report

## March 2026



## March 2026 Service Request Trends & Interactions

### Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
<b>1,963</b>	<b>401</b>	<b>439</b>	<b>16</b>	<b>2,819</b>

### Number of New Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	<b>1,376</b>
Business Licensing	<b>485</b>
Code Enforcement	<b>329</b>
Community Engagement & Services	<b>194</b>
Maintenance & Operations	<b>185</b>
Finance	<b>122</b>
Public Works	<b>101</b>
Parks and Recreation	<b>75</b>
Reno Fire	<b>52</b>
Development Services	<b>38</b>
Utility Services	<b>21</b>
City Manager's Office	<b>0</b>
<b>Total</b>	<b>2,978</b>

## Number of Closed Service Requests by Department

Department	Number of Requests
Reno Police & Parking Enforcement	1,472
Business Licensing	441
Code Enforcement	298
Community Engagement & Services	209
Maintenance & Operations	193
Finance	126
Public Works	107
Parks and Recreation	75
Reno Fire	52
Development Services	37
Utility Services	20
City Manager's Office	0
<b>Total</b>	<b>3,030</b>

## Top 5 Trending Service Requests

### Citywide

Department and Request Type	Number of Requests
<b>Reno Police and Parking Enforcement</b> Parking Illegally/Abandoned	951
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	197
<b>Finance</b> Sewer and Stormwater Billing Inquiries	122
<b>Reno Police</b> Graffiti Abatement	119
<b>Community Engagement &amp; Services</b> Reno Direct General	95

## Ward 1

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	319
<b>Reno Police</b> Graffiti Abatement	67
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	64
<b>Reno Police &amp; Community Engagement &amp; Services</b> Homeless Concerns	43
<b>Maintenance and Operations</b> Litter/Garbage/Debris	25

## Ward 2

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	69
<b>Reno Police</b> Graffiti Abatement	13
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	13
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	11
<b>Code Enforcement</b> Shopping Cart Abatement	8

## Ward 3

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	249
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicles	83
<b>Reno Police &amp; Community Engagement &amp; Services</b> Homeless Concerns	39
<b>Reno Police</b> Graffiti Abatement	19
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	19

## Ward 4

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	159
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicle	13
<b>Reno Police</b> Graffiti Abatement	9
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	9
<b>Maintenance and Operations</b> Pothole	5

## Ward 5

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	90
<b>Reno Police &amp; Community Engagement &amp; Services</b> Occupied Vehicle	13
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	12
<b>Code Enforcement</b> Shopping Cart Abatement	9
<b>Reno Police</b> Speeding	8

## Ward 6

Department and Request Type	Number of Requests
<b>Reno Police &amp; Parking Enforcement</b> Parking Illegally/Abandoned	63
<b>Code Enforcement</b> Shopping Cart Abatement	12
<b>Code Enforcement</b> Nuisance, Not Otherwise Listed	10
<b>Reno Police</b> Additional Patrol	9
<b>Maintenance and Operations</b> Traffic Signal Issues	9