CITY OF RENO

Memorandum

DATE: October 30, 2025

TO: Honorable Mayor and City Council

THROUGH: Jackie Bryant, City Manager

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

DEPT: Community Engagement and Services

SUBJECT: September 2025 Reno Direct & Service Requests Report

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

Key report highlights include:

- Number of constituent interactions (calls, voicemails, emails, online chats) with Reno Direct staff
- 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 ongoing efforts to enhance service delivery, address community needs, and ensure responsive, equitable service to constituents.

Attachments:

- September 2025 Service Request Trends & Interaction Report
- September 2025 Service Request Trends & Interaction Report – ADA Version

September 2025 Report

Service Request Trends & Interactions

September 2025 Service Request Trends & Interactions

3,183 Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats
2,394	379	392	18

2,893 Number of New Service Requests by Department

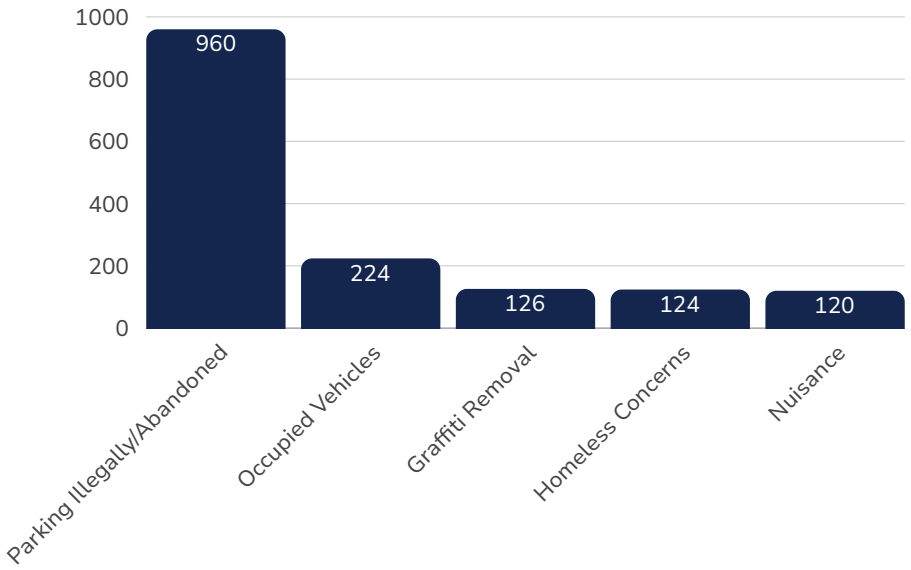
1422	Police & Parking Enforcement	120	Finance
386	Code Enforcement	79	Parks & Recreation
378	Business Licensing	22	Fire
172	Community Engagement & Services	37	Development Services
134	Maintenance & Operations	10	Utility Services
130	Public Works	3	City Manager's Office

3,029 Number of Closed Service Requests by Department

Numbers reflect all requests closed this month, including those submitted in previous months.

1348	Police & Parking Enforcement	101	Public Works
448	Code Enforcement	78	Parks & Recreation
399	Business Licensing	65	Development Services
235	Maintenance & Operations	25	Fire
200	Community Engagement & Services	8	Utility Services
126	Finance	0	City Manager's Office

Top 5 Trending Service Requests



Citywide

960 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

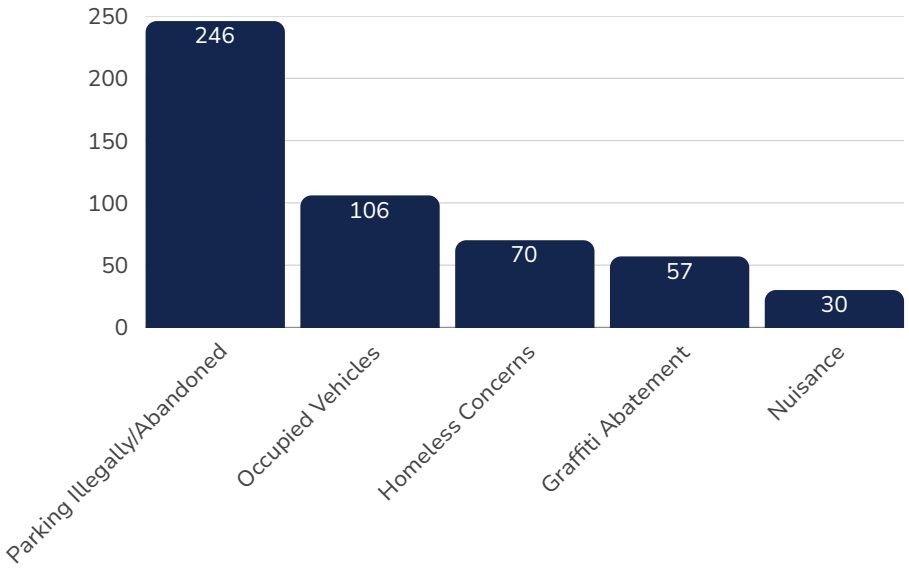
224 **Police & Comm. Engagement & Services**
Occupied Vehicles

126 **Police**
Graffiti Removal

124 **Comm. Engagement & Services**
Homeless Concerns

120 **Code Enforcement**
Nuisance, Not Otherwise Listed

Ward 1



246 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

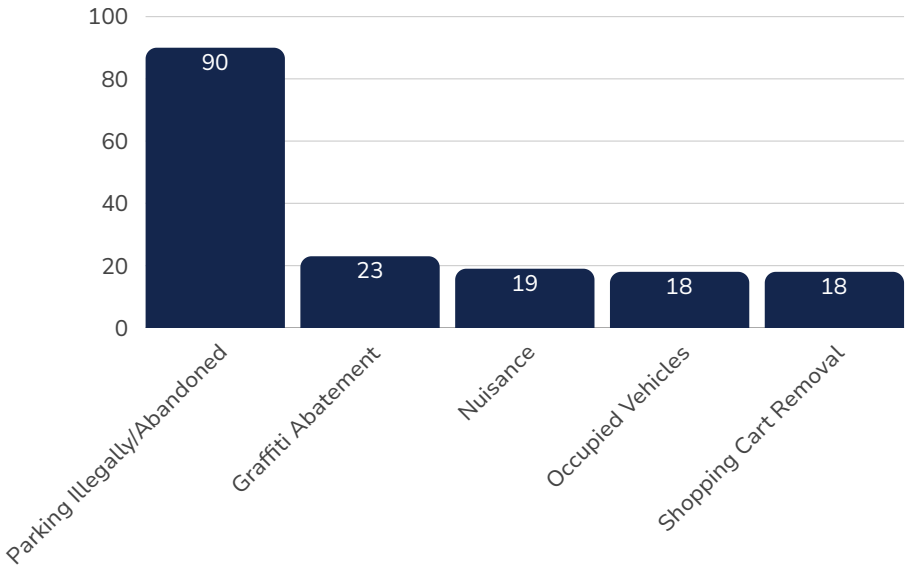
106 **Police & Comm. Engagement & Services**
Occupied Vehicles

70 **Comm. Engagement & Services**
Homeless Concerns

57 **Reno Police**
Graffiti Abatement

30 **Code Enforcement**
Nuisance, Not Otherwise Listed

Ward 2



90 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

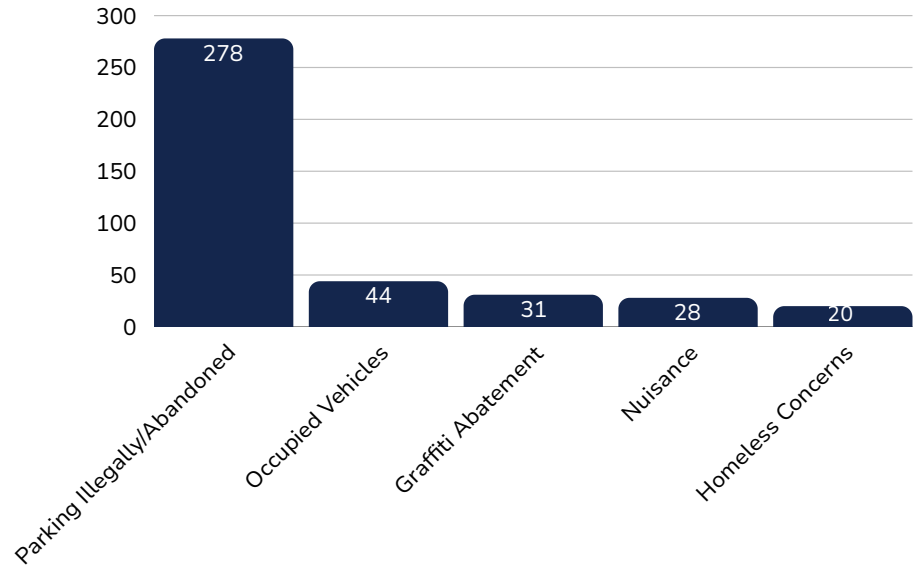
23 **Police**
Graffiti Abatement

19 **Code Enforcement**
Nuisance, Not Otherwise Listed

18 **Police & Comm. Engagement & Services**
Occupied Vehicles

18 **Code Enforcement**
Shopping Cart Abatement

Ward 3



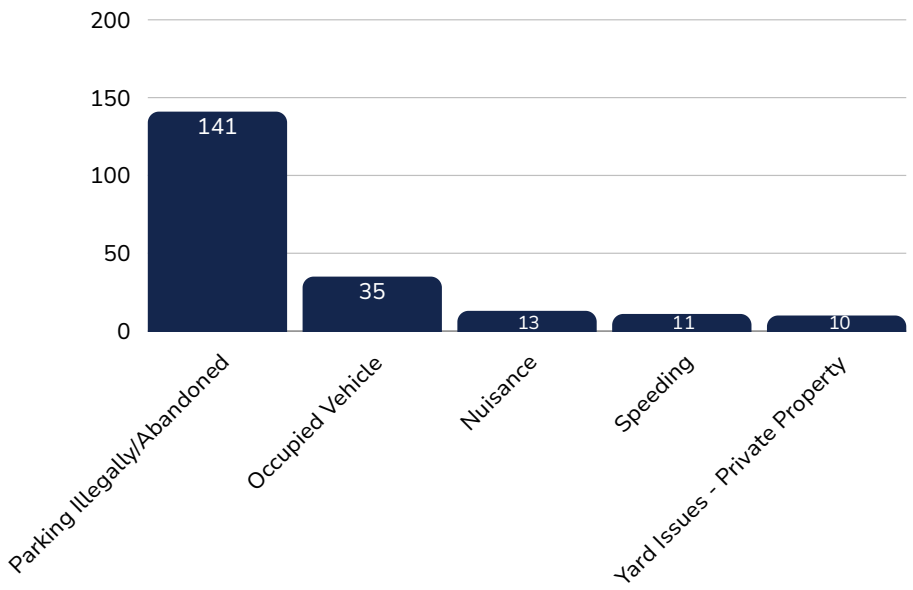
278 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

44 **Police & Comm. Engagement & Services**
Occupied Vehicles

31 **Police**
Graffiti Abatement

28 **Code Enforcement**
Nuisance, Not Otherwise Listed

20 **Comm. Engagement & Services**
Homeless Concerns



Ward 4

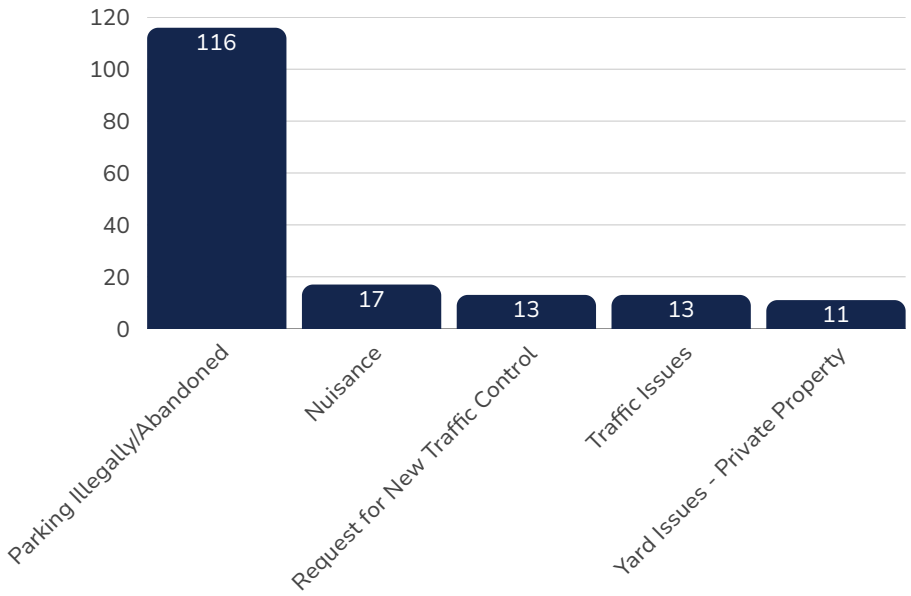
141 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

35 **Police & Comm. Engagement & Services**
Occupied Vehicles

13 **Code Enforcement**
Nuisance, Not Otherwise Listed

11 **Police**
Speeding

10 **Code Enforcement**
Yard Issues on Private Property



Ward 5

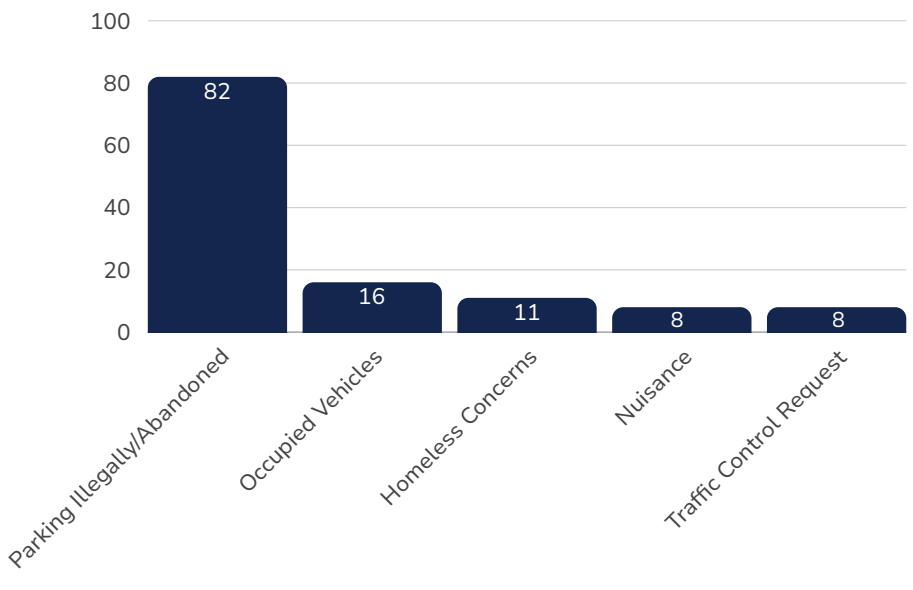
116 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

17 **Code Enforcement**
Nuisance, Not Otherwise Listed

13 **Public Works**
Request for New Traffic Control

13 **Police**
Traffic Issues

11 **Code Enforcement**
Yard Issues on Private Property



Ward 6

82 **Police & Parking Enforcement**
Parking Illegally/Abandoned Vehicle

16 **Police & Comm. Engagement & Services**
Occupied Vehicles

11 **Comm. Engagement & Services**
Homeless Concerns

8 **Code Enforcement**
Nuisance, Not Otherwise Listed

8 **Public Works**
Request for New Traffic Control

September 2025 Report

September 2025 Service Request Trends & Interactions

Number of Reno Direct Constituent Interactions

Calls Answered	Voicemails	Emails	Online Chats	Total
2,394	**379**	**392**	**18**	**2,394**

Number of New Service Requests by Department

Department	Number of Requests
Police & Parking Enforcement	**1422**
Code Enforcement	**386**
Business Licensing	**378**
Community Engagement & Services	**172**
Maintenance & Operations	**134**
Public Works	**130**
Finance	**120**
Parks and Recreation	**79**
Fire	**22**
Development Services	**37**
Utility Services	**10**
City Manager's Office	**3**
Total	**2,893**

Number of Closed Service Requests by Department

Department	Number of Requests
Police & Parking Enforcement	**1348**
Code Enforcement	**448**
Business Licensing	**399**
Maintenance and Operations	**235**
Community Engagement & Services	**200**
Finance	**126**
Public Works	**101**
Parks and Recreation	**78**
Development Services	**65**
Fire	**25**
Utility Services	**8**
City Manager's Office	**0**
Total	**3,029**

Top 5 Trending Service Requests

Citywide

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**960**
Police and Community Engagement & Services Occupied Vehicles	**224**
Police Graffiti Removal	**126**
Community Engagement & Services Homelessness Concerns	**124**
Code Enforcement Nuisance, Not Otherwise Listed	**120**

Ward 1

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**246**
Police and Community Engagement & Services Occupied Vehicles	**106**
Community Engagement & Services Homelessness Concerns	**70**
Police Graffiti Abatement	**57**
Code Enforcement Nuisance, Not Otherwise Listed	**30**

Ward 2

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**90**
Police Graffiti Removal	**23**
Code Enforcement Nuisance, Not Otherwise Listed	**19**
Police and Community Engagement & Services Occupied Vehicle	**18**
Code Enforcement Shopping Cart Abatement	**18**

Ward 3

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**278**
Police and Community Engagement & Services Occupied Vehicle	**44**
Police Graffiti Abatement	**31**
Code Enforcement Nuisance, Not Otherwise Listed	**28**
Community Engagement & Services Homelessness Concerns	**20**

Ward 4

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**141**
Reno Police and Community Engagement & Services Occupied Vehicles	**35**
Code Enforcement Nuisance, Not Otherwise Listed	**13**
Police Speeding	**11**
Code Enforcement Yard Issues – Private Property	**10**

Ward 5

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**116**
Code Enforcement Nuisance, Not Otherwise Listed	**17**
Public Works Request for New Traffic Control	**13**
Police Traffic Issues	**13**
Code Enforcement Yard Issues on Private Property	**11**

Ward 6

Department and Request Type	Number of Requests
Police and Parking Enforcement Parking Illegally/Abandoned	**82**
Reno Police and Community Engagement & Services Occupied Vehicles	**16**
Community Engagement & Services Homelessness Concerns	**11**
Code Enforcement Nuisance, Not Otherwise Listed	**8**
Public Works Request for New Traffic Control	**8**