

KNOXVILLE 311 CENTER FOR SERVICE INNOVATION



CITY OF KNOXVILLE

City of Knoxville 311 Service Requests – May 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	768	94.66%
Solid Waste	666	54.05%
Infrastructure: Engineering		
Traffic	368	**
Civil	32	100.00%*
Storm water	65	96.90%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections	50	86.00%
Zoning	9	100.00%
Codes Enforcement	2347	97.70%
Parks & Recreation		
Parks & Recreation	25	100.00%
Total Service Requests	4,330	89.14%

*not currently measuring actual duration Standard

**went live on new software

Above Standard
 Average
 Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	2146	16.9
Solid Waste: Missed Trash Pickup	572	5.7
Traffic Engineering: Parking Investigation	249	36.7
Public Service: Tree Limb Removal	132	10.6
Public Service: Brush Pickup Request	106	4.6