

# KNOXVILLE 311 CENTER FOR SERVICE INNOVATION



CITY OF KNOXVILLE

## City of Knoxville 311 Service Requests – July 2017

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	462	98.50%
Solid Waste	630	88.42%
<b>Infrastructure: Engineering</b>		
Traffic	305	71.26%
Civil	25	100.00%
Storm water	43	100.00%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections	51	75.00%
Zoning	8	87.50%
Codes Enforcement	1997	94.70%
<b>Parks &amp; Recreation</b>		
Parks & Recreation	27	74.1%
<b>Total Service Requests</b>	<b>3548</b>	<b>94.38%*</b>

\*As of 8/28/17 there are still 208 total service requests open for the month of June

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

## Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1816	15.9
Solid Waste: Missed Trash Pickup	539	2.7
Public Service: Courtesy Box Dumpster Request	92	42.5
Codes Enforcement: Structure Complaint	88	4.3
Codes Enforcement: Abandoned/Junk Vehicle	80	12.3