



*As of 11/28/17 there are still 94 total service requests open for the month of October

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – October 2017		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	446	94.6%
Solid Waste	442	95.0%
Infrastructure: Engineering		
Traffic	119	49.62%
Civil	17	100.0%
Storm water	30	96.7%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	82	85.4%
Municipal Court	156	96.2%
Codes Enforcement	1067	93.3%
Parks & Recreation		
Parks & Recreation	21	95.2%
Total Service Requests	3060	90.2%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	935	17.0
Solid Waste: Missed Trash Pickup	351	2.4
Municipal Court	156	1.6
KUB Referral	102	.5
Dead Animal Pick up	84	.5

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	12,599
Average Answer Time	30 sec
Grade of Service(Calls answered in 20 sec or less)	76%