



\*As of 12/29/17 there are still 86 total service requests open for the month of November



### City of Knoxville 311 Service Requests – November 2017

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	289	91.7%
Solid Waste	342	81.0%
<b>Infrastructure: Engineering</b>		
Traffic	119	64.6%
Civil	13	100.0%
Storm water	38	92.1%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	51	82.4%
Municipal Court	117	88.9%
Codes Enforcement	1007	95.9%
<b>Parks &amp; Recreation</b>		
Parks & Recreation	18	100.0%
<b>Total Service Requests</b>	<b>2226</b>	<b>90.9%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	837	17.5
Solid Waste: Missed Trash Pickup	268	5.2
Municipal Court	117	1.6
KUB Referral	81	.5
Abandoned Vehicle	75	10.5

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	11,267
Average Answer Time	23 sec
Grade of Service( Calls answered in 20 sec or less)	82%

