



*As of 2/21/18 there are still 150 total service requests open for the month of January

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – January 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	335	93.7%
Solid Waste	508	80.0%
Infrastructure: Engineering		
Traffic	126	81.0%
Civil	14	100.0%
Storm water	40	100.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	52	75.0%
Municipal Court	190	87.9%
Codes Enforcement	796	99.1%
Parks & Recreation		
Parks & Recreation	17	100.0%
Total Service Requests	2293	91.5%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	633	16.0
Solid Waste: Missed Trash Pickup	281	4.6
Municipal Court	190	2.1
Trash/Recycling Cart Issues	147	5.1
KUB Referral	106	.5

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	11,991
Average Answer Time	35 sec
Grade of Service(Calls answered in 20 sec or less)	74%