



*As of 3/23/18 there are still 118 total service requests open for the month of January

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – February 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	415	93.3%
Solid Waste	409	89.2%
Infrastructure: Engineering		
Traffic	112	79.5%
Civil	15	100.0%
Storm water	84	96.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	71	81.7%
Municipal Court	120	100.0%
Codes Enforcement	908	98.0%
Parks & Recreation		
Parks & Recreation Maintenance	22	100.0%
Total Service Requests	2340	94.4%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	681	14.3
Solid Waste: Missed Trash Pickup	170	3.2
Trash/Recycling Cart Issues	146	3.3
Municipal Court	120	.9
Abandoned/Junk Vehicle	100	12.6

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,794
Average Answer Time	24 sec
Grade of Service(Calls answered in 20 sec or less)	84%