



*As of 6/22/18 there are still 118 total service requests open for the month of May

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – May 2018

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	604	94.5%
Solid Waste	643	78.8%
Infrastructure: Engineering		
Traffic	163	90.0%
Civil	20	100.0%
Storm water	73	90.4%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	84	73.8%
Municipal Court	156	100.0%
Codes Enforcement	2318	99.3%
Parks & Recreation		
Parks & Recreation Maintenance	47	95.7%
Total Service Requests	4250	94.2%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	2116	13.7
Street Light Repair / Replace	388	19.4
Trash Pickup Missed	307	5.2
Trash/Recycling Cart Issue	238	5.3
Municipal Court	156	1.0

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,945
Average Answer Time	47 sec
Grade of Service(Calls answered in 20 sec or less)	73%