



*As of 9/24/18 there are still 146 total service requests open for the month of August

■ Above Standard

■ Average

■ Needs Improvement

City of Knoxville 311 Service Requests – August 2018

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	632	91.8%
Solid Waste	711	94.2%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	422	90.0%
Civil	39	100.0%
Storm water	66	97.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	72	87.5%
Municipal Court	205	99.0%
Codes Enforcement	2378	99.3%
Parks & Recreation		
Parks & Recreation Maintenance	24	75.0%
Total Service Requests	4692	97.4%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	2137	14.4
Trash/Recycling Cart Issue	337	2.5
Trash Pickup Missed	294	2.4
Street Light Repair / Replace	259	8.9
Municipal Court	205	1.3

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	14,987
Average Answer Time	48 sec
Grade of Service(Calls answered in 20 sec or less)	72%