



*As of 10/24/18 there are still 127 total service requests open for the month of September

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – September 2018

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	402	94.5%
Solid Waste	597	97.7%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	408	95.1%
Civil	23	100.0%
Storm water	51	86.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	56	83.9%
Municipal Court	185	96.2%
Codes Enforcement	1512	98.7%
Parks & Recreation		
Parks & Recreation Maintenance	20	100.0%
Total Service Requests	3395	97.1%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1356	14.5
Trash Pickup Missed	369	2.1
Street Light Repair / Replace	297	5.3
Municipal Court	185	1.6
Trash/Recycling Cart Issue Municipal Court	178	1.9

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,601
Average Answer Time	56 sec
Grade of Service(Calls answered in 20 sec or less)	65%