



*As of 11/26/18 there are still 147 total service requests open for the month of October

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – October 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	402	94.5%
Solid Waste	633	94.6%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	586	92.3%
Civil	23	100.0%
Storm water	55	90.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	57	86.0%
Municipal Court	145	100.0%
Codes Enforcement	1534	99.1%
Parks & Recreation		
Parks & Recreation Maintenance	29	100.0%
Total Service Requests	3724	95.8%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1370	14.1
Street Light Repair/Replace	408	6.5
Trash/Recycling Cart Issue	304	2.5
Trash Pickup Missed	257	2.4
Municipal Court	145	1.4

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	14,175
Average Answer Time	58 sec
Grade of Service(Calls answered in 20 sec or less)	66%