



*As of 12/26/18 there are still 103 total service requests open for the month of October



City of Knoxville 311 Service Requests – November 2018

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	314	88.9%
Solid Waste	596	91.9%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	699	92.8%
Civil	18	100.0%
Storm water	19	89.5%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	41	80.5%
Municipal Court	135	91.1%
Codes Enforcement	884	98.6%
Parks & Recreation		
Parks & Recreation Maintenance	16	100.0%
Total Service Requests	2851	93.1%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	748	14.7
Street Light Repair/Replace	493	10.5
Trash Pickup Missed	276	2.8
Trash/Recycling Cart Issue	237	2.5
Municipal Court	135	1.8

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,597
Average Answer Time	37 sec
Grade of Service(Calls answered in 20 sec or less)	75%