



\*As of 2/21/19 there are still 161 total service requests open for the month of January

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

### City of Knoxville 311 Service Requests – January 2019

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	391	81.6%
Solid Waste	599	97.5%
<b>Infrastructure: Engineering</b>		
Traffic* (Includes Street Lights)	721	86.5%
Civil	9	100.0%
Storm water	55	87.3%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	56	91.1%
Municipal Court	166	85.5%
Codes Enforcement	1069	98.7%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	17	94.1%
<b>Total Service Requests</b>	<b>3220</b>	<b>92.7%*</b>

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	928	16.0
Street Light Repair/Replace	566	9.6
Trash Pickup Missed	258	2.3
Trash/Recycling Cart Issue	197	2.0
Municipal Court	166	2.3

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,436
Average Answer Time	38 sec
Grade of Service( Calls answered in 20 sec or less)	76%