



*As of 8/16/19 there are still 203 total service requests open for the month of July

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – July 2019		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	554	91.0%
Solid Waste	950	98.2%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	296	80.4%
Civil	34	100.0%
Storm water	147	95.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	61	86.9%
Municipal Court	193	90.2%
Codes Enforcement	1639	99.6%
Parks & Recreation		
Parks & Recreation Maintenance	34	96.4%
Total Service Requests	4035	93.7%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1496	13.3
Trash Pickup Missed	400	2.3
Trash/Recycling Cart Issue	364	2.3
Municipal Court	193	2.1
Recycling Issue	152	1.0

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	15,403
Average Answer Time	48 sec
Grade of Service(Calls answered in 20 sec or less)	68%