

KNOXVILLE 311 CENTER FOR SERVICE INNOVATION



CITY OF KNOXVILLE

City of Knoxville 311 Service Requests – April 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	686	94.61%
Solid Waste	804	72.64%
Infrastructure: Engineering		
Traffic	232	82.33%
Civil	28	100.00%*
Stormwater	94	98.90%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections	35	88.57%
Zoning	15	93.30%
Codes Enforcement	2074	91.60%
Parks & Recreation		
Parks & Recreation	21	100.00%
Total Service Requests	3989	91.87%

*not currently measuring actual duration Standard

■ Above Standard
 ■ Average
 ■ Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1904	16.5
Solid Waste: Missed Trash Pickup	694	.5
Traffic Engineering: Parking investigation	127	8.6
Public Service: Courtesy Box Dumpster Request	98	45.3
Public Service: Tree Limb Removal	98	7.9