

KNOXVILLE 311 CENTER FOR SERVICE INNOVATION



CITY OF KNOXVILLE

City of Knoxville 311 Service Requests – June 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	792	96.34%
Solid Waste	530	69.25%
Infrastructure: Engineering		
Traffic	305	85.25%
Civil	25	100.00%
Stormwater	52	100.00%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections	57	92.98%
Zoning	13	100.00%
Codes Enforcement	2135	98.30%
Parks & Recreation		
Parks & Recreation	16	100.00%
Total Service Requests	3925	92.63%*

*As of 7/24/17 there are still 279 total service requests open for the month of June

■ Above Standard
 ■ Average
 ■ Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1948	16.2
Solid Waste: Missed Trash Pickup	423	4.1
Traffic Engineering: Parking Investigation	173	1.4
Public Service: Brush Pickup Request	135	3
Public Service: Courtesy Box Dumpster Request	102	39.1