



*As of 10/27/17 there are still 182 total service requests open for the month of September

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – September 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	478	93.5%
Solid Waste	426	87.3%
Infrastructure: Engineering		
Traffic	119	62.2%
Civil	24	100.0%
Storm water	50	100.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	60	86.7%
Municipal Court	148	89.2%
Codes Enforcement	1462	94.2%
Parks & Recreation		
Parks & Recreation	22	100.00%
Total Service Requests	3060	91.1%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1964	15.8
Solid Waste: Missed Trash Pickup	468	2.9
Municipal Court	137	1.9
Codes Enforcement: Structure Complaint	105	3.8
KUB Referral	100	.5

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,481
Average Answer Time	41 sec
Grade of Service(Calls answered in 20 sec or less)	68%