



*As of 1/26/18 there are still 86 total service requests open for the month of November**Traffic updating durations

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – December 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	255	89.4%
Solid Waste***	442	80.0%
Infrastructure: Engineering		
Traffic**	119	65.5%
Civil	13	100.0%
Storm water	26	92.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	38	76.3%
Municipal Court	113	76.1%
Codes Enforcement	642	92.4%
Parks & Recreation		
Parks & Recreation	14	100.0%
Total Service Requests	1803	86.4%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	497	18.4
Solid Waste: Missed Trash Pickup	228	5.3
Trash/Recycling Cart Issues	156	5.8
Municipal Court	113	2.8
Abandoned Vehicle	66	10.2

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,872
Average Answer Time	19 sec
Grade of Service(Calls answered in 20 sec or less)	86%