



*As of 5/1/18 there are still 94 total service requests open for the month of March

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – March 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	394	91.1%
Solid Waste	532	86.7%
Infrastructure: Engineering		
Traffic	112	70.2%
Civil	14	100.0%
Storm water	77	90.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	75	72.0%
Municipal Court	135	96.3%
Codes Enforcement	957	97.8%
Parks & Recreation		
Parks & Recreation Maintenance	17	100.0%
Total Service Requests	2531	91.%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	794	14.0
Solid Waste: Missed Trash Pickup	251	4.0
Trash/Recycling Cart Issues	192	3.4
Municipal Court	135	1.4
Courtesy Box/Dumpster	95	51.4

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	13,053
Average Answer Time	31 sec
Grade of Service(Calls answered in 20 sec or less)	80%