



*As of 5/22/18 there are still 118 total service requests open for the month of April

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – April 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	394	91.1%
Solid Waste	656	78.2%
Infrastructure: Engineering		
Traffic	163	96.3%
Civil	37	100.0%
Storm water	53	94.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	83	69.9%
Municipal Court	142	98.6%
Codes Enforcement	1917	99.8%
Parks & Recreation		
Parks & Recreation Maintenance	28	100.0%
Total Service Requests	2531	91.1%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1758	14.0
Solid Waste: Missed Trash Pickup	262	4.7
Trash/Recycling Cart Issues	262	4.6
Street Light	150	18.8
Municipal Court	142	1.1

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	12,956
Average Answer Time	33 sec
Grade of Service(Calls answered in 20 sec or less)	79%