



*As of 8/21/18 there are still 147 total service requests open for the month of July

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – July 2018		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	655	91.6%
Solid Waste	802	97.0%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	344	94.5%
Civil	36	100.0%
Storm water	83	95.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	66	84.8%
Municipal Court	140	95.7%
Codes Enforcement	1759	99.3%
Parks & Recreation		
Parks & Recreation Maintenance	26	88.5%
Total Service Requests	4064	96.7%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1547	14.0
Trash/Recycling Cart Issue	356	1.8
Trash Pickup Missed	332	1.8
Street Light Repair / Replace	219	12.6
Municipal Court	140	1.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	14,799
Average Answer Time	60 sec
Grade of Service(Calls answered in 20 sec or less)	66%