



\*As of 1/22/19 there are still 155 total service requests open for the month of December



### City of Knoxville 311 Service Requests – December 2018

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	294	87.8%
Solid Waste	579	98.1%
<b>Infrastructure: Engineering</b>		
Traffic* (Includes Street Lights)	470	91.7%
Civil	14	100.0%
Storm water	53	84.9%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	38	86.8%
Municipal Court	116	91.4%
Codes Enforcement	649	96.0%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	14	100.0%
<b>Total Service Requests</b>	<b>2333</b>	<b>94.3%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	530	16.1
Street Light Repair/Replace	493	11.6
Trash Pickup Missed	266	1.9
Trash/Recycling Cart Issue	195	2.0
Municipal Court	116	1.7

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,740
Average Answer Time	31 sec
Grade of Service( Calls answered in 20 sec or less)	80%