



\*As of 3/21/19 there are still 186 total service requests open for the month of February

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

<b>City of Knoxville 311 Service Requests – February 2019</b>		
Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	388	88.9%
Solid Waste	516	97.5%
<b>Infrastructure: Engineering</b>		
Traffic* (Includes Street Lights)	420	86.4%
Civil	21	100.0%
Storm water	170	94.7%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	43	81.4%
Municipal Court	137	97.8%
Codes Enforcement	1106	99.4%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	9	44.4%
<b>Total Service Requests</b>	<b>3220</b>	<b>94.8%*</b>
<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	962	14.7
Street Light Maintenance	293	10.7
Trash Pickup Missed	211	1.9
Trash/Recycling Cart Issue	202	1.8
Municipal Court	137	1.4
<b>311 Center for Service Innovation Statistics</b>		
Statistic Category		
Number of Calls	12,879	
Average Answer Time	60 sec	
Grade of Service( Calls answered in 20 sec or less)	65%	