



\*As of 4/24/19 there are still 245 total service requests open for the month of March

■ 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	419	84.5%
Solid Waste	725	97.7%
<b>Infrastructure: Engineering</b>		
Traffic* (Includes Street Lights)	431	81.0%
Civil	23	100.0%
Storm water	118	92.4%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	60	73.3%
Municipal Court	147	100.0%
Codes Enforcement	1000	98.8%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	12	100.0%
<b>Total Service Requests</b>	<b>3082</b>	<b>93.4%*</b>
<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	886	13.6
Trash/Recycling Cart Issue	304	2.3
Trash Pickup Missed	287	2.0
Street Light Maintenance	286	14.9
Municipal Court	147	1.2
<b>311 Center for Service Innovation Statistics</b>		
Statistic Category		
Number of Calls	13,194	
Average Answer Time	65 sec	
Grade of Service( Calls answered in 20 sec or less)	61%	