



*As of 6/20/19 there are still 172 total service requests open for the month of May

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – May 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	472	95.3%
Solid Waste	894	96.3%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	488	85.4%
Civil	28	100.0%
Storm water	93	91.4%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	57	90.0%
Municipal Court	139	97.8%
Codes Enforcement	2114	99.4%
Parks & Recreation		
Parks & Recreation Maintenance	28	96.4%
Total Service Requests	4485	96.4%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1951	14.2
Trash Pickup Missed	368	2.6
Trash/Recycling Cart Issue	364	2.5
Street Light Maintenance	300	14.8
Municipal Court	139	1.5

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	15,140
Average Answer Time	58 sec
Grade of Service(Calls answered in 20 sec or less)	54%