



*As of 9/23/19 there are still 261 total service requests open for the month of August

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – August 2019		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	510	91.0%
Solid Waste	877	97.6%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	435	75.6%
Civil	24	100.0%
Storm water	130	93.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	88	89.8%
Municipal Court	157	89.8%
Codes Enforcement	1632	99.3%
Parks & Recreation		
Parks & Recreation Maintenance	26	100.0%
Total Service Requests	3991	93.7%*
Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1476	13.3
Trash Pickup Missed	392	2.0
Trash/Recycling Cart Issue	332	2.1
Street Light Maintenance	268	7.8
Municipal Court	157	2.0
311 Center for Service Innovation Statistics		
Statistic Category		
Number of Calls	15,097	
Average Answer Time	45 sec	
Grade of Service(Calls answered in 20 sec or less)	70.2%	