



*As of 10/25/19 there are still 78 total service requests open for the month of September

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – September 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	389	97.3%
Solid Waste	746	96.9%
Infrastructure: Engineering		
Traffic* (Majority Street Lights) Signal shop short 3 people	388	64.9%
Civil	29	100.0%
Storm water	77	87.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	71	69.0%
Municipal Court	166	88.0%
Codes Enforcement	1414	99.3%
Parks & Recreation		
Parks & Recreation Maintenance	21	95.2%
Total Service Requests	3427	92.7%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1257	13.7
Trash/Recycling Cart Issue	312	2.2
Trash Pickup Missed	284	2.3
Street Light Maintenance	270	21.3
Municipal Court	166	2.4

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,822
Average Answer Time	42 sec
Grade of Service(Calls answered in 20 sec or less)	71%