



*As of 11/26/19 there are still 79 total service requests open for the month of October

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – October 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	404	92.3%
Solid Waste	786	96.6%
Infrastructure: Engineering		
Traffic* (Majority Street Lights, project winding down)	393	71.8%
Civil	31	100.0%
Storm water	69	91.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	76	81.6%
Municipal Court	154	85.7%
Codes Enforcement	1242	98.7%
Parks & Recreation		
Parks & Recreation Maintenance	34	91.2%
Total Service Requests	3329	92.9%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1093	14.1
Trash Pickup Missed	345	2.2
Trash/Recycling Cart Issue	317	2.1
Street Light Maintenance	226	20.3
Municipal Court	154	2.5

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,359
Average Answer Time	33 sec
Grade of Service(Calls answered in 20 sec or less)	78%