



*As of 1/21/20 there are still 81 total service requests open for the month of December

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – December 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	276	96.0%
Solid Waste	663	97.9%
Infrastructure: Engineering		
Traffic (Street Light Maint. Duration improved by 57%)	278	76.8%
Civil	11	64.6%
Storm water	72	95.8%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	40	77.5%
Municipal Court	119	92.4%
Codes Enforcement	896	98.9%
Parks & Recreation		
Parks & Recreation Maintenance	18	83.3%
Total Service Requests	2398	93.2%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	779	13.2
Trash Pickup Missed	283	2.4
Trash/Recycling Cart Issue	281	2.5
Street Light Maintenance	102	15.8
Municipal Court	119	2.3

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,306
Average Answer Time	65sec
Avg. Length of call	113 sec