



\*As of 2/21/20 there are still 119 total service requests open for the month of January

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

### City of Knoxville 311 Service Requests – January 2020

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	276	96.0%
Solid Waste	863	96.6%
<b>Infrastructure: Engineering</b>		
Traffic	270	82.6%
Civil	19	78.8%
Storm water	99	85.9%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	66	90.9%
Municipal Court	147	93.9%
Codes Enforcement	974	98.6%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	25	100.0%
<b>Total Service Requests</b>	<b>3005</b>	<b>94.6%*</b>

#### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	868	13.9
Trash Pickup Missed	385	2.7
Trash/Recycling Cart Issue	336	2.3
Street Light Maintenance	166	18.9
Municipal Court	147	1.8

#### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,256
Average Answer Time	82sec
Avg. Length of call	124 sec