



*As of 3/26/20 there are still ### total service requests open for the month of February

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – February 2020		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	307	93.8%
Solid Waste	592	98.0%
Infrastructure: Engineering		
Traffic (89% excluding street lights)	198	75.3%
Civil	14	100.0%
Storm water	225	96.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	36	83.3%
Municipal Court	159	97.5%
Codes Enforcement	666	97.9%
Parks & Recreation		
Parks & Recreation Maintenance	14	100.0%
Total Service Requests	2305	95.0%*
Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	536	15.7
Trash Pickup Missed	282	1.9
Trash/Recycling Cart Issue	219	2.1
Water Drainage Inspection	190	21.8
Municipal Court	159	1.8
311 Center for Service Innovation Statistics		
Statistic Category		
Number of Calls	10,586	
Average Answer Time	57sec	
Avg. Length of call	120 sec	