



*As of 4/25/20 there are still 110 total service requests open for the month of March

■ Above Standard
 ■ Average
 ■ Needs Improvement

Top 5 Service Requests Received

City of Knoxville 311 Service Requests – March 2020

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	441	90.5%
Solid Waste	740	98.1%
Infrastructure: Engineering		
Traffic (98% excluding street lights)	211	88.6%
Civil	25	100.0%
Storm water	110	90.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	58	86.2%
Municipal Court	110	89.1%
Codes Enforcement*	766	98.8%
Parks & Recreation		
Parks & Recreation Maintenance	11	100.0%
Total Service Requests	2553	95.0%*

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint*	623	10.2
Trash Pickup Missed	354	2.0
Trash/Recycling Cart Issue	271	1.9
Street Light Maintenance	117	17.7
Municipal Court	110	2.3

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,237
Average Answer Time	45sec
Avg. Length of call	116 secs.

*Codes Enforcement shift from Neighborhood Codes to COVID-19 Compliance