



*As of 5/31/20 there are still 120 total service requests open for the month of April



City of Knoxville 311 Service Requests – April 2020

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	441	95.7%
Solid Waste	689	96.5%
Infrastructure: Engineering		
Traffic (96% excluding street lights)	249	87.1%
Civil	16	100.0%
Storm water	120	95.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	37	81.1%
Municipal Court	151	86.8%
Codes Enforcement*	416	95.9%
Parks & Recreation		
Parks & Recreation Maintenance	14	85.7%
Total Service Requests	2347	94.0%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash Pickup Missed	346	1.7
Codes Enforcement: Lot Complaint	340	2.0
Trash/Recycling Cart Issue	174	2.1
Municipal Court	151	17.7
Street Light Maintenance	130	2.5

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,424
Average Answer Time	30sec
Avg. Length of call	114 secs.

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