



\*As of 7/19/20 there are still 101 total service requests open for the month of May



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

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	409	91.7%
Solid Waste	1082	84.6%
<b>Infrastructure: Engineering</b>		
Traffic	249	82.2%
Civil	16	100.0%
Storm water	117	93.2%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	53	67.3%
Municipal Court	173	97.1%
Codes Enforcement	1126	96.7%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	17	82.4%
<b>Total Service Requests</b>	<b>3270</b>	<b>90.5%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1026	12.7
Trash Pickup Missed	467	1.9
Trash Bulky	239	1.9
Municipal Court	173	1.3
Trash Cart Issues	147	2.0

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,424
Average Answer Time	30sec
Avg. Length of call	112 secs.

