



\*As of 9/29/2020 there 110 open SR's



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

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	429	93.7%
Solid Waste	948	86.5%
<b>Infrastructure: Engineering</b>		
Traffic # Excluding Streetlights 94%	252	47.2%
Civil	23	100%
Storm water	121	90.1%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	50	56.0%
Municipal Court	151	98%
Codes Enforcement	932	98.5%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	19	94.7%
<b>Total Service Requests</b>	<b>3029</b>	<b>90.3%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	293	12.8
Trash Pickup Missed	370	2.3
Trash Cart Issues	227	1.9
Trash Bulky	203	2.0
Municipal Court	151	1.7

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,327
Average Answer Time	43 secs
Avg. Length of call	121 secs

