



\*As of 10/27/2020 there 119 open SR's

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

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

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	429	95.0%
Solid Waste	969	86.3%
<b>Infrastructure: Engineering</b>		
Traffic # Excluding Streetlights 97.4%	252	82.8%
Civil	18	100%
Storm water	86	90.7%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	59	47.5%
Municipal Court	162	97.5%
Codes Enforcement	921	98.5%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	20	30.0%
<b>Total Service Requests</b>	<b>2983</b>	<b>90.9%*</b>

#### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	789	13.3
Trash Pickup Missed	405	2.3
Trash Cart Issues	212	2.3
Trash Bulky	210	1.9
Municipal Court	162	2.5

#### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	11,900
Average Answer Time	28 secs
Avg. Length of call	117 secs