



*As of 11/19/2020 there 111 open SR's



City of Knoxville 311 Service Requests – October 2020

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	300	96.4%
Solid Waste	892	85.1%
Infrastructure: Engineering	Street Light Maint. 76	81.3%
Traffic	113	92.7%
Civil	16	100%
Storm water	85	91.8%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	69	88.4%
Municipal Court	208	98.6%
Codes Enforcement	573	98.8%
Parks & Recreation		
Parks & Recreation Maintenance	12	75.0%
Total Service Requests	2456	92.5%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	462	12.7
Trash Pickup Missed	377	1.9
Trash Bulky	209	1.9
Municipal Court	208	1.4
Trash Cart Issues	149	2.0

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	11,573
Average Answer Time	37 secs
Avg. Length of call	121 secs

