



\*As of 12/30/2020 there are 74 open SR's



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

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	287	97.5%
Solid Waste	777	85.8%
<b>Infrastructure: Engineering</b>	<b>Street Light Maint. 72</b>	<b>62.5%</b>
Traffic	102	90.2%
Civil	9	100%
Storm water	51	92.2%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	44	88.6%
Municipal Court	199	93.5%
Codes Enforcement	317	95.9%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	15	100.0%
<b>Total Service Requests</b>	<b>1917</b>	<b>90.2%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash Pickup Missed	295	1.9
Codes Enforcement- Lot Complaint	223	10.7
Trash Bulky	202	2.1
Municipal Court	199	1.6
Trash Cart Issues	159	1.9

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,213
Average Answer Time	42 secs
Avg. Length of call	118 secs

