



*As of 1//2020 there are 52 open SR's



City of Knoxville 311 Service Requests – December 2020

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	220	97.3%
Solid Waste	889	85.6%
Infrastructure: Engineering	Street Light Maint. 85	83.5%
Traffic	52	96.2%
Civil	8	100%
Storm water	40	90.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	40	85.0%
Municipal Court	177	94.9%
Codes Enforcement	306	95.4%
Parks & Recreation		
Parks & Recreation Maintenance	9	100.0%
Total Service Requests	1917	90.2%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash Pickup Missed	350	2.2
Codes Enforcement- Lot Complaint	240	13.2
Trash Bulky	234	1.9
Trash Cart Issues	209	2.1
Municipal Court	177	1.6

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,161
Average Answer Time	55 secs
Avg. Length of call	128 secs

