



\*As of 2/22/2021 there are 91 open SR's for January



### City of Knoxville 311 Service Requests – January 2021

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	268	95.1%
Solid Waste	997	88.8%
<b>Infrastructure: Engineering</b>	<b>Street Light Maint. 93</b>	<b>92.5%</b>
Traffic	75	98.5%
Civil	15	100%
Storm water	66	97.0%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	40	85.0%
Municipal Court	135	96.3%
Codes Enforcement	325	98.5%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	22	95.5%
<b>Total Service Requests</b>	<b>2113</b>	<b>92.4%*</b>

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash Pickup Missed	431	1.8
Codes Enforcement- Lot Complaint	240	11.1
Trash Bulky	235	1.8
Trash Cart Issues	209	2.2
Municipal Court	135	1.5

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,017
Average Answer Time	56 secs
Avg. Length of call	124 secs

