



\*As of 5/21/2021 there are 174 open SR's for April



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

| Category   | Total Cases            | % On Time     |
|--|------------------------|---------------|
| <b>Daily Service &amp; Repairs</b>                                 |                        |               |
| Public Service   |                        | 94.8%         |
| Solid Waste  | 1001                   | 84.2%         |
| Infrastructure: Engineering  | Street Light Maint. 55 | 96.4%         |
| Traffic  | 131                    | 91.5%         |
| Civil  | 21                     | 100%          |
| Storm water  | 126                    | 97.6%         |
| <b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b> |                        |               |
| Building Inspections/Zoning  | 48                     | 85.4%         |
| Municipal Court  | 290                    | 92.1%         |
| Codes Enforcement  | 719                    | 98.7%         |
| <b>Parks &amp; Recreation</b>                                      |                        |               |
| Parks & Recreation Maintenance                                     | 12                     | 100.0%        |
| <b>Total Service Requests</b>                                      | <b>2820</b>            | <b>91.6%*</b> |

Above Standard

Average

Needs Improvement

### Top 5 Service Requests Received

| Service Request Category         | Total Number | Average Days Open |
|----------------------------------|--------------|-------------------|
| Codes Enforcement- Lot Complaint | 613          | 12.7              |
| Trash Bulky                      | 306          | 2.0               |
| Municipal Court                  | 290          | 2.1               |
| Trash Cart Issues                | 250          | 2.0               |
| Trash Pick Up Missed             | 136          | 1.8               |

### 311 Center for Service Innovation Statistics

| Statistic Category  |          |
|---------------------|----------|
| Number of Calls     | 11,639   |
| Average Answer Time | 18 secs  |
| Avg. Length of call | 147 secs |

