



*As of 6/21/2021 there are 110 open SR's for May



City of Knoxville 311 Service Requests –May 2021

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	367	91.8%
Solid Waste	1056	85.0%
Infrastructure: Engineering	Street Light Maint. 86	80.2%
Traffic	89	95.6%
Civil	20	100%
Storm water	101	95.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	43	93.0%
Municipal Court	181	100.0%
Codes Enforcement	790	98.7%
Parks & Recreation		
Parks & Recreation Maintenance	16	100.0%
Total Service Requests	2818	91.8%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	662	12.8
Trash Cart Issues	288	1.8
Trash Bulky	285	1.9
Municipal Court	181	1.0
Trash Pick Up Missed	159	1.9

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,489
Average Answer Time	17 secs
Avg. Length of call	142 secs

