



*As of 11/26/18 there are still 147 total service requests open for the month of October

	Above Standard 🔲 Avera	70	Negr	ls Improven	nant
		-		•	
City	y of Knoxville 311 Servi	ce Re	quests – (October	· 2018
Category			Total Cases		% On Time
Daily Service &	Repairs				
Public Service				402	94.5%
Solid Waste				633	94.6%
Infrastructure:	Engineering				
Traffic* (Includes Street Lights)				586	92.3%
Civil				23	100.0%
Storm water			55 90.9%		
Property Maintenance, Zoning, Permitting, & Enforcement					
Building Inspections/Zoning			57	86.0%	
Municipal Court					100.0%
Codes Enforcement				1534	99.1%
Parks & Recreation					
Parks & Recreation Maintenance			29		100.0%
Т	otal Service Requests			4	95.8%*
	Top 5 Service R		s Received		
	•				95.8%* erage Days Open
Servi	Top 5 Service R		s Received		
Servi Codes Enf	Top 5 Service R oce Request Category		al Number		rage Days Open
Servi Codes Enf	Top 5 Service Rece Request Category Forcement: Lot Complaint		al Number		rage Days Open 14.1
Servi Codes Enf Street Trash	Top 5 Service Rece Request Category Forcement: Lot Complaint Light Repair/Replace		al Number 1370 408		rage Days Open 14.1 6.5
Servi Codes Enf Street Trash	Top 5 Service Recycling Cart Issue		al Number 1370 408 304		14.1 6.5 2.5
Servi Codes Enf Street Trash	Top 5 Service Recycling Cart Issue ash Pickup Missed	Total	1370 408 304 257	Ave	14.1 6.5 2.5 2.4
Servi Codes Enf Street Trash	Top 5 Service Rece Request Category Forcement: Lot Complaint Light Repair/Replace J/Recycling Cart Issue ash Pickup Missed Municipal Court	Total	1370 408 304 257	Ave	14.1 6.5 2.5 2.4
Servi Codes Enf Street Trash	Top 5 Service Rece Request Category Forcement: Lot Complaint Light Repair/Replace J/Recycling Cart Issue ash Pickup Missed Municipal Court 311 Center for Service	Total	1370 408 304 257	Ave	14.1 6.5 2.5 2.4 1.4
Servi Codes Enf Street Trash Tra	Top 5 Service Rece Request Category Forcement: Lot Complaint Light Repair/Replace /Recycling Cart Issue ash Pickup Missed Municipal Court 311 Center for Service Statistic Category	Total	1370 408 304 257	Ave	14.1 6.5 2.5 2.4 1.4
Servi Codes Enf Street Trash Tra	Top 5 Service Recent Category Forcement: Lot Complaint Light Repair/Replace Light Repair/Replace Cash Pickup Missed Municipal Court 311 Center for Service Statistic Category Number of Calls	Total	1370 408 304 257	Ave	14.1 6.5 2.5 2.4 1.4