

*As of 9/23/19 there are still 261 total service requests open for the month of August

Above Standard

Average

Needs Improvement

Daily Service & RepairsPublic Service51091Solid Waste87791Solid Waste87791Infrastructure: Engineering75Traffic* (Includes Street Lights)43575Civil24100Storm water13093Property Maintenance, Zoning, Permitting, & Enforcement8885Building Inspections/Zoning8885Codes Enforcement163295Parks & Recreation9595	City of Knoxville 311 Serv	ice Re	equests –	August	2019	
Public Service51093Solid Waste87793Infrastructure: Engineering43574Traffic* (Includes Street Lights)43574Civil24100Storm water13093Property Maintenance, Zoning, Permitting, & Enforcement8888Building Inspections/Zoning8888Municipal Court163299Parks & Recreation163299Parks & Recreation Maintenance26100Total Service Requests399193.7%*Total Service Requests3991Service Request CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Trash/Recycling Cart Issue3322.0Trash/Recycling Cart Issue3322.0Street Light Maintenance2687.8Municipal Court1572.0311 Center for Service Innovation StatisticsStatistic CategoryNumber of Calls15,097Average Answer Time45 sec	Category		Total Cases		% On Time	
Solid Waste87797Infrastructure: EngineeringTraffic* (Includes Street Lights)43572Traffic* (Includes Street Lights)43572Civil24100Storm water13093Property Maintenance, Zoning, Permitting, & Enforcement8888Building Inspections/Zoning8888Municipal Court15788Codes Enforcement163299Parks & Recreation163299Parks & Recreation Maintenance26100Total Service Requests399193.7%*Codes Enforcement: Lot Complaint147613.3Service Request CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Trash Pickup Missed3922.0Trash/Recycling Cart Issue3322.1Street Light Maintenance2687.8Municipal Court1572.0311 Center for Service Innovation StatisticsStatistic CategoryNumber of Calls15,097Average Answer Time45 sec	Daily Service & Repairs					
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Traffic* (Includes Street Lights)4357Civil27Civil2100Statistic Category822Statistic CategoryTotal Service Requests3222Order Statistic CategoryTotal Service Request3222.0Street Light Maintenance220Total Service Requests3222.0Service Request CategoryTotal NumberAverage Answer Time20Statistic CategoryTotal Service Service Service20Statistic CategoryTotal NumberAverage Answer Time43520Statistic CategoryTotal Service Request Service S	Solid Waste			877	97.6%	
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Property Maintenance, Zoning, Permitting, & EnforcementBuilding Inspections/Zoning88Municipal Court157Building Inspections/Zoning157Municipal Court1632Codes Enforcement1632Parks & Recreation26Parks & Recreation Maintenance3991Parks & Recreation Maintenance3991Parks & Recreation Maintenance3991Service Requests86000000000000000000000000000000000000	Civil		24		100.0%	
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Parks & Recreation Maintenance26100Parks & Recreation Maintenance26100Total Service Requests399193.7%*Total Service Requests CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Codes Enforcement: Lot Complaint1476					89.8%	
Parks & Recreation Maintenance26100Parks & Recreation Maintenance399193.7%*Total Service Requests <i>Top 5 Service Received</i> 93.7%*Service Request CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Trash Pickup Missed3922.0Trash/Recycling Cart Issue3322.1Street Light Maintenance2687.8Municipal Court1572.0Statistic CategoryU2.0Statistic CategoryU157Number of Calls15,097Average Answer Time45 sec				1632	99.3%	
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Top 5 Service Requests ReceivedService Request CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Trash Pickup Missed3922.0Trash/Recycling Cart Issue3322.1Street Light Maintenance2687.8Municipal Court1572.0Statistic CategoryStatistic Category15,097Number of Calls15,097Average Answer Time45 sec					100.0%	
Service Request CategoryTotal NumberAverage Days OpenCodes Enforcement: Lot Complaint147613.3Trash Pickup Missed3922.0Trash/Recycling Cart Issue3322.1Street Light Maintenance2687.8Municipal Court1572.0Statistic CategoryStatistic Category15,097Average Answer Time45 sec)1	93.7%*	
Codes Enforcement: Lot Complaint147613.3Trash Pickup Missed3922.0Trash/Recycling Cart Issue3322.1Street Light Maintenance2687.8Municipal Court1572.0Statistic CategoryStatistic CategoryNumber of Calls15,097Average Answer Time45 sec	Top 5 Service R			1		
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Street Light Maintenance2687.8Municipal Court1572.0311 Center for Service Innovation StatisticsStatistic CategoryNumber of Calls15,097Average Answer Time45 sec	Trash Pickup Missed	392		2.0		
Municipal Court1572.0311 Center for Service Innovation StatisticsStatistic CategoryNumber of Calls15,097Average Answer Time45 sec	Trash/Recycling Cart Issue	332		2.1		
311 Center for Service Innovation StatisticsStatistic CategoryNumber of CallsAverage Answer Time45 sec	Street Light Maintenance	268		7.8		
Statistic Category Number of Calls Average Answer Time 45 sec	Municipal Court		157	2.0		
Number of Calls15,097Average Answer Time45 sec	311 Center for Servio	ce Inno	vation Stati	stics		
Average Answer Time 45 sec	Statistic Category					
			15,097			
Grade of Service(Calls answered in 20 sec or less) 70.2%	<u> </u>		45 sec			
	Grade of Service(Calls answered in 20 sec or less)		70.2%			