



\*As of 12/21/19 there are still 81 total service requests open for the month of November

■ Above Standard
 ■ Average
 ■ Needs Improvement

## City of Knoxville 311 Service Requests – October 2019

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	215	96.1%
Solid Waste	684	94.6%
<b>Infrastructure: Engineering</b>		
Traffic* (90+% of late = street Lights)	278	67.4%
Civil	10	100.0%
Storm water	59	94.9%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	43	88.4%
Municipal Court	103	86.4%
Codes Enforcement	881	99.2%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	19	57.9%
<b>Total Service Requests</b>	<b>2455</b>	<b>92.7%*</b>

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	756	14.9
Trash Pickup Missed	316	2.3
Trash/Recycling Cart Issue	278	2.3
Street Light Maintenance	161	24.6
Municipal Court	103	2.2

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,672
Average Answer Time	32 sec
Avg. Length of call	116 sec