



*Data incomplete due to software shut down



City of Knoxville 311 Service Requests – June 2020

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	179	85.5%
Solid Waste	532	83.3%
Infrastructure: Engineering		
Traffic	49	38.8%
Civil	16	93.8%
Storm water	34	81.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	32	56.2%
Municipal Court	85	95.8%
Codes Enforcement	346	94.5%
Parks & Recreation		
Parks & Recreation Maintenance	8	0.0%
Total Service Requests	1334	86.0%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	293	21.8
Trash Pickup Missed	258	2.6
Trash Bulky	122	3.9
Municipal Court	95	1.6
Trash Cart Issues	76	4.4

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	15,951
Average Answer Time	53 secs
Avg. Length of call	94 secs

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