



*As of 4/21/2021 there are 187 open SR's for March



City of Knoxville 311 Service Requests – March 2021

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	402	94.8%
Solid Waste	962	85.9%
Infrastructure: Engineering	Street Light Maint. 71	80.3%
Traffic	131	93.1%
Civil	26	100%
Storm water	218	95.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	51	82.4%
Municipal Court	308	96.4%
Codes Enforcement	449	98.3%
Parks & Recreation		
Parks & Recreation Maintenance	21	67.3%
Total Service Requests	2802	92.2%*

Above Standard

Average

Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	338	10.6
Municipal Court	308	1.3
Trash Bulky	286	1.8
Trash Cart Issues	218	1.7
Water Drainage Inspection	186	13.6

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,885
Average Answer Time	26 secs
Avg. Length of call	133 secs

