



\*As of 3/25/2021 there are 84 open SR's for February

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

<b>City of Knoxville 311 Service Requests – February 2021</b>		
Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	265	95.8%
Solid Waste	725	88.8%
<b>Infrastructure: Engineering</b>	<b>Street Light Maint. 82</b>	<b>93.9%</b>
Traffic	71	88.7%
Civil	18	100%
Storm water	60	95.0%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	45	89.9%
Municipal Court	140	99.3%
Codes Enforcement	306	98.4%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	14	100.0%
<b>Total Service Requests</b>	<b>1811</b>	<b>93.3%*</b>

<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Trash Bulky	235	1.8
Codes Enforcement- Lot Complaint	209	14.4
Trash Pick Up Missed	178	1.8
Trash Cart Issues	173	1.9
Municipal Court	140	1.2

<b>311 Center for Service Innovation Statistics</b>	
Statistic Category	
Number of Calls	9,885
Average Answer Time	30 secs
Avg. Length of call	130 secs
ChatBot contacts	208