



*As of 9/24/2021 there are 140 open SR's for August

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –August 2021		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	512	90.0%
Solid Waste	1102	82.9
Infrastructure: Engineering	Street Light Maint 117	93.2%
Traffic	130	86.1
Civil	39	100%
Storm water	101	99.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	43	72.1%
Municipal Court	186	98.9%
Codes Enforcement	733	97.8%
Parks & Recreation		
Parks & Recreation Maintenance	27	100.0%
Total Service Requests	3073	90.2%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	600	14.2
Trash Bulky	380	1.8
Trash Cart Issues	248	2.0
Municipal Court	186	1.1
Trash Pick Up Missed	174	1.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,989
Average Answer Time	25 secs
Avg. Length of call	132 secs
ChatBot contacts	94

