



*As of 11/30/2021 there are 145 open SR's for September

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –October 2021

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	311	88.4%
Solid Waste	1068	83.8
Infrastructure: Engineering	Street Light Maint 88	
		93.2%
Traffic	144	82.6
Civil	29	100%
Storm water	100	89.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	50	64.0%
Municipal Court	132	90.9%
Codes Enforcement	529	96.4%
Parks & Recreation		
Parks & Recreation Maintenance	18	66.7%
Total Service Requests	2548	87.9%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	401	13.9
Trash/Bulky	318	1.8
Trash Cart Issues	227	2.0
Trash PickUp Missed	191	1.8
Recycling Pickup Missed	146	1.8

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,117
Average Answer Time	36 secs
Avg. Length of call	136 secs
ChatBot contacts	103