



*As of 12/20/2021 there are 69 open SR's for November

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –November 2021		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	244	90.6%
Solid Waste	883	84.7
Infrastructure: Engineering	Street Light Maint 59	91.5%
Traffic	109	78.9%
Civil	14	100%
Storm water	52	94.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	51	74.5%
Municipal Court	132	98.5%
Codes Enforcement	364	98.6%
Parks & Recreation		
Parks & Recreation Maintenance	7	100.0%
Total Service Requests	1999	90.0%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	263	10.7
Trash/Bulky	244	1.9
Trash Cart Issues	244	2.1
Trash Pick-up Missed	131	1.7
City court referral	132	1.7

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	8,683
Average Answer Time	39 secs
Avg. Length of call	133 secs
ChatBot contacts	82