



*As of 1/2/2022 there are 66 open SR's for November

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –December 2021		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	286	90.6%
Solid Waste	1052	86.7
Infrastructure: Engineering	Street Light Maint 78	97.4%
Traffic	132	84.9%
Civil	26	100%
Storm water	67	86.6%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	35	85.7%
Municipal Court	151	76.5%
Codes Enforcement	425	97.2%
Parks & Recreation		
Parks & Recreation Maintenance	19	100.0%
Total Service Requests	2369	89.2%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	345	11.5
Trash/Bulky	290	2.0
Trash Cart Issues	273	2.0
Trash Pick-up Missed	257	1.8
City court referral	151	2.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	9,795
Average Answer Time	17 secs
Avg. Length of call	138 secs
ChatBot contacts	66