



*As of 2/28/2022 there are 66 open SR's for January

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –January 2022

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	289	91.3%
Solid Waste	1119	84.7
Infrastructure: Engineering	Street Light Maint 88	93.2%
Traffic	139	89.2%
Civil	26	96.2%
Storm water	76	90.8%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	50	80.0%
Municipal Court	167	94.0%
Codes Enforcement	383	97.9%
Parks & Recreation		
Parks & Recreation Maintenance	21	85.7%
Total Service Requests	2472	89.6%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash/Bulky Solid Waste	313	1.8
Codes Enforcement- Lot Complaint	285	12.1
Trash Cart Issues	272	3.2
Trash Pick-up Missed	212	1.7
City court referral	167	1.7

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,524
Average Answer Time	9 secs
Avg. Length of call	131 secs
ChatBot contacts	68

