



\*As of 3/24/2022 there are 71 open SR's for February

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

### City of Knoxville 311 Service Requests –February 2022

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	303	89.4%
Solid Waste	993	81.6
<b>Infrastructure: Engineering</b>	<b>Street Light Maint 99</b>	<b>93.9%</b>
Traffic	153	82.4%
Civil	20	100.0%
Storm water	126	88.9%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	56	71.4%
Municipal Court	156	84.6%
Codes Enforcement	505	96.4%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	10	90.0%
<b>Total Service Requests</b>	<b>2556</b>	<b>87.2%*</b>

### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	397	12.8
Trash/Bulky Solid Waste	326	1.8
Trash Cart Issues	212	2.8
Trash Pick-up Missed	198	1.7
City court referral	156	2.1

### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,181
Average Answer Time	11 secs
Avg. Length of call	124 secs
ChatBot contacts	76

