



*As of 4/28/2022 there are 56 open SR's for March

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –March 2022		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	324	94.1%
Solid Waste	1105	92.4
Infrastructure: Engineering	Street Light Maint 82	92.7%
Traffic	154	87.7%
Civil	35	100.0%
Storm water	107	95.5%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	50	58.0%
Municipal Court	192	90.1%
Codes Enforcement	543	95.4%
Parks & Recreation		
Parks & Recreation Maintenance	27	100.0%
Total Service Requests	2735	92.5%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Trash/Bulky Solid Waste	477	1.8
Codes Enforcement- Lot Complaint	431	13.7
Trash Cart Issues	204	3.4
City court referral	192	2.1
Trash Pick-up Missed	189	1.5

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,129
Average Answer Time	13 secs
Avg. Length of call	125 secs
ChatBot contacts	74

