



*As of 5/24/2022 there are 37 open SR's for April

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –April 2022

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	314	85.0%
Solid Waste	1105	92.3
Infrastructure: Engineering	Street Light Maint 65	92.3%
Traffic	136	89.7%
Civil	33	100.0%
Storm water	88	75.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	53	64.2%
Municipal Court	178	93.3%
Codes Enforcement	1032	95.9%
Parks & Recreation		
Parks & Recreation Maintenance	34	100.0%
Total Service Requests	3166	91.4%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	915	13.4
Trash/Bulky Solid Waste	395	2.0
Trash Cart Issues	239	3.9
Trash Pick-up Missed	197	1.6
City court referral	178	2.1

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,809
Average Answer Time	10 secs
Avg. Length of call	124 secs
ChatBot contacts	67

