



*As of 6/29/2022 there are 58 open SR's for May

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –May 2022		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	303	88.5%
Solid Waste	1218	89.7
Infrastructure: Engineering	Street Light Maint 78	96.2%
Traffic	105	81.9%
Civil	29	100.0%
Storm water	119	93.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	47	68.1%
Municipal Court	237	91.1%
Codes Enforcement	1154	98.7%
Parks & Recreation		
Parks & Recreation Maintenance	33	100.0%
Total Service Requests	3637	92.8%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	998	11.8
Trash/Bulky Solid Waste	454	2.0
Trash Cart Issues	245	3.5
City court referral	237	1.7
Trash Pick-up Missed	216	1.7

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,494
Average Answer Time	12 secs
Avg. Length of call	126 secs
ChatBot contacts	119

