



*As of 7/31/2022 there are 45 open SR's for June

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –June 2022

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	542	87.3%
Solid Waste	1521	92.3
Infrastructure: Engineering	Street Light Maint 80	91.2%
Traffic	136	94.1%
Civil	29	100.0%
Storm water	104	96.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	51	74.5%
Municipal Court	302	96.7%
Codes Enforcement	879	98.3%
Parks & Recreation		
Parks & Recreation Maintenance	39	100.0%
Total Service Requests	3834	93.3%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	725	11.9
Trash/Bulky Solid Waste	592	1.8
Trash Cart Issues	324	3.6
City court referral	302	1.7
Trash Pick-up Missed	259	1.7

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,749
Average Answer Time	16 secs
Avg. Length of call	126 secs
ChatBot contacts	132

