



\*As of 8/30/2022 there are ## open SR's for June

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

<b>City of Knoxville 311 Service Requests –July 2022</b>		
Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	541	92.8%
Solid Waste	1560	91.3
<b>Infrastructure: Engineering</b>	<b>Street Light Maint 85</b>	<b>91.8%</b>
Traffic	250	90.0%
Civil	44	100.0%
Storm water	146	86.3%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	58	79.3%
Municipal Court	255	89.8%
Codes Enforcement	793	98.0%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	20	100.0%
<b>Total Service Requests</b>	<b>3873</b>	<b>92.6%*</b>

<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	623	12.6
Trash/Bulky Solid Waste	461	1.9
Trash Pick-up Missed	381	1.7
Recycling Pick-Up Missed	299	1.8
City court referral	255	2.0

<b>311 Center for Service Innovation Statistics</b>	
Statistic Category	
Number of Calls	10,749
Average Answer Time	16 secs
Avg. Length of call	136 secs
ChatBot contacts	82

