



*As of 9/20/2022 there are 103 open SR's for August

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –August 2022		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	289	91.3%
Solid Waste	1537	95.7
Infrastructure: Engineering	Street Light Main 123	95.9%
Traffic	205	95.6%
Civil	37	100%
Storm water	169	92.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	72	84.7%
Municipal Court	191	99.0%
Codes Enforcement	1198	98.4%
Parks & Recreation		
Parks & Recreation Maintenance	36	100%
Total Service Requests	4332	96.2%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	1018	11.8
Trash/Bulky Solid Waste	483	1.7
Trash Pick-up Missed	372	1.7
Trash Cart Issues	356	1.8
City court referral	191	1.3

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	12,018
Average Answer Time	14 secs
Avg. Length of call	131 secs
ChatBot Contacts	61

