



*As of 10/31/2022 there are 78 open SR's for August

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –Sept 2022		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	409	82.8%
Solid Waste	1359	89.4
Infrastructure: Engineering	Street Light Main 96	93.4%
Traffic	205	79.7%
Civil	26	100%
Storm water	72	91.7%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	38	76.3%
Municipal Court	277	90.6%
Codes Enforcement	871	97.5%
Parks & Recreation		
Parks & Recreation Maintenance	35	100%
Total Service Requests	3533	90.6%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	716	12.9
Trash/Bulky Solid Waste	458	2.0
Trash Pick-up Missed	319	2.0
Trash Cart Issues	253	6.8
City court referral	277	1.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,491
Average Answer Time	13 secs
Avg. Length of call	123 secs
ChatBot Contacts	64

