



*As of 12/21/2022 there are 89 open SR's for November

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –November 2022		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	286	97.6%
Solid Waste	1176	94.4.4
Infrastructure: Engineering	Street Light Main 96	93.4%
Traffic	160	72.9%
Civil	9	100%
Storm water	54	87.0%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	36	63.9%
Municipal Court	249	94.4
Codes Enforcement	448	98.7%
Parks & Recreation		
Parks & Recreation Maintenance	15	86.7%
Total Service Requests	2720	93.9%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	372	11.7
Trash/Bulky Solid Waste	328	1.7
Trash Pick-up Missed	310	1.8
Trash Cart Issues	233	3.2
City court referral	249	1.8

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	10,582
Average Answer Time	31 secs
Avg. Length of call	124 secs
ChatBot Contacts	70

