



*As of 2/28/2023 there are 19 open SR's for January

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –January 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	360	95.3%
Solid Waste	1404	92.9
Infrastructure: Engineering	Street Light Maint 119	
		85.7%
Traffic	185	88.6%
Civil	25	100.0%
Storm water	124	97.6%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	28	67.9%
Municipal Court	224	87.1%
Codes Enforcement	546	96.7%
Parks & Recreation		
Parks & Recreation Maintenance	20	100.0%
Total Service Requests	3206	92.7%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash/Bulky Solid Waste	520	2.1
Codes Enforcement- Lot Complaint	422	11.2
Trash Cart Issues	268	2.5
Trash Pick-up Missed	256	1.8
City court referral	224	2.4

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,542
Average Answer Time	22 secs
Avg. Length of call	135 secs
ChatBot contacts	109