



*As of 3/30/2023 there are 54 open SR's for February

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –February 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	286	83.3%
Solid Waste	1010	91.8%
Infrastructure: Engineering	Street Light Main 78	92.3%
Traffic	186	90.9%
Civil	23	100%
Storm water	119	90.8%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	27	77.8%
Municipal Court	235	87.7
Codes Enforcement	512	98.2%
Parks & Recreation		
Parks & Recreation Maintenance	21	100.0%
Total Service Requests	2694	91.5%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash/Bulky Solid Waste	403	1.9
Codes Enforcement- Lot Complaint	391	10.5
City court referral	235	2.3
Trash Cart Issues Trash Pick-up Missed	169	2.3
Trash Pick-up Missed City court referral	161	1.9

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,702
Average Answer Time	19 secs
Avg. Length of call	133 secs
ChatBot Contacts	83