



*As of 4/30/2023 there are 63 open SR's for March

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –March 2023		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	389	91.3%
Solid Waste	1455	90.7%
Infrastructure: Engineering	Street Light Main 111	94.6%
Traffic	177	83.6%
Civil	23	100%
Storm water	228	93.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	49	71.4%
Municipal Court	305	83.0
Codes Enforcement	564	95.7%
Parks & Recreation		
Parks & Recreation Maintenance	37	86.8%
Total Service Requests	3538	91.3%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Trash/Bulky Solid Waste	588	1.9
Codes Enforcement- Lot Complaint	424	11.4
City court referral	305	2.7
Trash Cart Issues	251	4.6
Trash Pick-up Missed City court referral	209	1.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	11,619
Average Answer Time	17 secs
Avg. Length of call	135 secs
ChatBot Contacts	76

