



\*As of 5/30/2023 there are 35 open SR's for April

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

### City of Knoxville 311 Service Requests –April 2023

Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	355	90.4%
Solid Waste	1312	92.2%
<b>Infrastructure: Engineering</b>	<b>Street Light Main 82</b>	<b>72.0%</b>
Traffic	159	84.3%
Civil	20	95.5%
Storm water	85	90.6%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
<b>Building Inspections/Zoning</b>	<b>62</b>	<b>56.5.4%</b>
Municipal Court	205	93.7
Codes Enforcement	904	98.0%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	21	100.0%
<b>Total Service Requests</b>	<b>3363</b>	<b>92.4%*</b>

#### Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	781	12.3
Trash/Bulky Solid Waste	513	1.9
City court referral	205	2.7
Trash Cart Issues	259	2.3
Trash Pick-up Missed City court referral	197	2.0

#### 311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,036
Average Answer Time	26 secs
Avg. Length of call	132 secs
ChatBot Contacts	84

