



*As of 6/30/2023 there are 52 open SR's for March

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –May 2023		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	553	93.1%
Solid Waste	1599	93.3%
Infrastructure: Engineering	Street Light Main 113	95.6%
Traffic	18	87.6%
Civil	52	100%
Storm water	120	96.7%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	66	45.5%
Municipal Court	216	94.4
Codes Enforcement	1050	99.0%
Parks & Recreation		
Parks & Recreation Maintenance	29	75.9%
Total Service Requests	4153	93.9%*

Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	910	12.3
Trash/Bulky Solid Waste	604	1.8
City court referral	305	2.7
Trash Cart Issues	254	2.1
Trash Pick-up Missed	299	1.9

311 Center for Service Innovation Statistics	
Statistic Category	
Number of Calls	11,886
Average Answer Time	18 secs
Avg. Length of call	128 secs
ChatBot Contacts	89

