



*As of 7/21/2023 there are 41 open SR's for June

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –June 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	521	91.6%
Solid Waste	1607	91.7%
Infrastructure: Engineering	Street Light Main 124	97.6%
Traffic	30	73.1%
Civil	47	100%
Storm water	111	99.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	64	59.4%
Municipal Court	295	73.9
Codes Enforcement	919	99.1%
Parks & Recreation		
Parks & Recreation Maintenance	35	97.1%
Total Service Requests	4037	91.6*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	811	11.4
Trash/Bulky Solid Waste	647	1.9
City court referral	295	3.5
Trash Pick-up Missed	265	1.9
Trash Cart Issues	262	2.1

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	12,280
Average Answer Time	21 secs
Avg. Length of call	122 secs
ChatBot Contacts	69

