



\*As of 8/27/23 there are still 121 total service requests open for the month of July

Above Standard     
  Average     
  Needs Improvement

<b>City of Knoxville 311 Service Requests – July 2023</b>		
Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	655	91.6%
Solid Waste	1762	93.2%
<b>Infrastructure: Engineering</b>		
Traffic* (Includes Street Lights)	221	84.7%
Civil	26	100.0%
Storm water	118	97.5%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	54	55.6%
Municipal Court	278	66.5%
Codes Enforcement	1052	96.9%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	27	100.0%
<b>Total Service Requests</b>	<b>4131</b>	<b>91.5%*</b>
<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	866	13.7
Trash Bulky Solid Waste	668	1.9
Trash Pickup Missed	363	1.8
Trash Cart Issues	285	1.9
Municipal Court	278	3.5
<b>Center for Service Innovation 311/211 Statistics</b>		
Statistic Category		
Number of Calls		12,225
Average Answer Time		24 sec
ChatBot Conversations		70