



*As of 10/22/23 there are still 79 total service requests open for the month of September

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – September 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	316	91.5%
Solid Waste	1375	90.3%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	266	84.2%
Civil	27	100.0%
Storm water	72	93.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	60	48.3%
Municipal Court	259	69.1%
Codes Enforcement	862	98.0%
Parks & Recreation		
Parks & Recreation Maintenance	38	100.0%
Total Service Requests	3412	90.1%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	704	11.2
Trash Bulky Solid Waste	566	1.8
Municipal Court	259	4.1
Trash Cart Issues	247	11.1
Trash Pickup Missed	196	1.8

Center for Service Innovation 311/211 Statistics

Statistic Category	
Number of Calls	10,860
Average Answer Time	20 sec
ChatBot Conversations	50