



*As of 11/22/23 there are still 74 total service requests open for the month of October

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – October 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	670	92.4%
Solid Waste	1447	94.5%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	373	91.2%
Civil	44	100.0%
Storm water	90	93.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	71	90.1%
Municipal Court	301	54.3%
Codes Enforcement	959	99.4%
Parks & Recreation		
Parks & Recreation Maintenance	23	100.0%
Total Service Requests	3955	92.1%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	787	11.8
Trash Bulky Solid Waste	552	1.8
Municipal Court	301	4.2
Trash Cart Issues	281	1.8
Trash Pickup Missed	226	1.6

Center for Service Innovation 311/211 Statistics

Statistic Category	
Number of Calls	12,557
Average Answer Time	15 sec
ChatBot Conversations	57