



*As of 12/31/23 there are still 194 total service requests open for the month of November

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – November 2023

| Category | Total Cases | % On Time |
|--|-------------|---------------|
| Daily Service & Repairs | | |
| Public Service | 261 | 93.1% |
| Solid Waste | 1336 | 94.3% |
| Infrastructure: Engineering | | |
| Traffic* (Includes Street Lights) | 389 | 47.6% |
| Civil | 18 | 100.0% |
| Storm water | 64 | 89.1% |
| Property Maintenance, Zoning, Permitting, & Enforcement | | |
| Building Inspections/Zoning | 41 | 61.2% |
| Municipal Court | 227 | 66.5% |
| Codes Enforcement | 509 | 97.2% |
| Parks & Recreation | | |
| Parks & Recreation Maintenance | 20 | 100.0% |
| Total Service Requests | 2899 | 87.3%* |

Top 5 Service Requests Received

| Service Request Category | Total Number | Average Days Open |
|----------------------------------|--------------|-------------------|
| Codes Enforcement: Lot Complaint | 392 | 12.2 |
| Trash Bulky Solid Waste | 480 | 1.8 |
| Trash Pickup Missed | 275 | 1.8 |
| Municipal Court | 227 | 3.5 |
| Trash Cart Issues | 199 | 1.9 |

Center for Service Innovation 311/211 Statistics

| Statistic Category | |
|-----------------------|--------|
| Number of Calls | 11,709 |
| Average Answer Time | 16 sec |
| ChatBot Conversations | 92 |