



*As of 1/12/23 there are still 79 total service requests open for 2023

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	4539	91.4%
Solid Waste	17057	91.7%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	3277	78.2%
Civil	341	99.7%
Storm water	1255	84.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	604	60.4%
Municipal Court	3037	74.1%
Codes Enforcement	9380	96.9%
Parks & Recreation		
Parks & Recreation Maintenance	311	95.5%
Total Service Requests	41585	90.1%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	7667	12.7
Trash Bulky Solid Waste	6401	1.9
Municipal Court	3037	3.2
Trash Pickup Missed	3036	1.9
Trash Cart Issues	2949	5.5

Center for Service Innovation 311/211 Statistics

Statistic Category	
Number of Calls	138,571
Average Answer Time	19 sec
ChatBot Conversations	918