



*As of 2/20/24 there are still 107 total service requests open for January 2024

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – January 2024

| Category | Total Cases | % On Time |
|--------------------------------------------------------------------|-------------|---------------|
| Daily Service & Repairs | | |
| Public Service | 258 | 91.5% |
| Solid Waste | 1481 | 89.6% |
| Infrastructure: Engineering | | |
| Traffic* (Includes Street Lights) | 239 | 70.3% |
| Civil | 16 | 100.0% |
| Storm water | 81 | 96.3% |
| Property Maintenance, Zoning, Permitting, & Enforcement | | |
| Building Inspections/Zoning | 34 | 44.1% |
| Municipal Court | 262 | 24.8% |
| Codes Enforcement | 396 | 96.5% |
| Parks & Recreation | | |
| Parks & Recreation Maintenance | 4 | 100.0% |
| Total Service Requests | 2945 | 82.2%* |

Top 5 Service Requests Received

| Service Request Category | Total Number | Average Days Open |
|----------------------------------|--------------|-------------------|
| Trash Pickup Missed | 637 | 2.4 |
| Trash Bulky Solid Waste | 395 | 2.5 |
| Codes Enforcement: Lot Complaint | 276 | 15.3 |
| Municipal Court | 262 | 8.5 |
| Trash Cart Issues | 150 | 1.9 |

Center for Service Innovation 311/211 Statistics

| | |
|-----------------------|--------|
| Statistic Category | |
| Number of Calls | 17,982 |
| Average Answer Time | 31 sec |
| ChatBot Conversations | 109 |