



\*As of 11/30/2022 there are 89 open SR's for October

■ Above Standard
 ■ Average
 ■ Needs Improvement

<b>City of Knoxville 311 Service Requests –October 2022</b>		
Category	Total Cases	% On Time
<b>Daily Service &amp; Repairs</b>		
Public Service	342	95.0%
Solid Waste	1358	91.8%
<b>Infrastructure: Engineering</b>	<b>Street Light Main 89</b>	<b>98.9%</b>
Traffic	201	92.5%
Civil	22	100%
Storm water	65	87.7%
<b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b>		
Building Inspections/Zoning	62	74.6%
Municipal Court	232	99.6
Codes Enforcement	541	97.8%
<b>Parks &amp; Recreation</b>		
Parks & Recreation Maintenance	31	100.0%
<b>Total Service Requests</b>	<b>3125</b>	<b>94.0%*</b>
<b>Top 5 Service Requests Received</b>		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	439	13.0
Trash Pick-up Missed	394	1.8
Trash/Bulky Solid Waste	391	1.8
City court referral	249	1.8
Trash Cart Issues	205	6.2
<b>311 Center for Service Innovation Statistics</b>		
Statistic Category		
Number of Calls	10,034	
Average Answer Time	13 secs	
Avg. Length of call	121 secs	
ChatBot Contacts	64	

