



*As of 1/30/24 there are still 125 total service requests open for December 2023

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – December 2023

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	281	92.5%
Solid Waste	1221	87.5%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	257	43.36%
Civil	9	100.0%
Storm water	56	87.5%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	34	39.2%
Municipal Court	207	57.5%
Codes Enforcement	514	95.3%
Parks & Recreation		
Parks & Recreation Maintenance	7	100.0%
Total Service Requests	2684	82.7%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Trash Bulky Solid Waste	448	2.0
Codes Enforcement: Lot Complaint	379	14.9
Trash Pickup Missed	307	2.2
Municipal Court	207	5.1
Trash Cart Issues	165	6.7

Center for Service Innovation 311/211 Statistics

Statistic Category	
Number of Calls	10,648
Average Answer Time	16 sec
ChatBot Conversations	67