



*As of 8/27/2021 there are 152 open SR's for June

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –July 2021		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	453	91.4%
Solid Waste	1165	84.1%
Infrastructure: Engineering	Street Light Maint. 67	94.0%
Traffic	106	91.5%
Civil	29	100%
Storm water	87	86.2%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	52	73.1%
Municipal Court	214	93.5%
Codes Enforcement	670	97.0%
Parks & Recreation		
Parks & Recreation Maintenance	23	100.0%
Total Service Requests	2969	89.7%*
Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	537	13.2
Trash Bulky	356	2.0
Trash Cart Issues	276	1.9
Trash Pick Up Missed	211	2.3
Municipal Court	204	1.6
311 Center for Service Innovation Statistics		
Statistic Category		
Number of Calls	10,831	
Average Answer Time	33 secs	
Avg. Length of call	131 secs	
ChatBot contacts	207	

