



*As of 10/22/2021 there are 122 open SR's for September

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –September 2021

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	327	93.6%
Solid Waste	1094	89.6
Infrastructure: Engineering	Street Light Maint 108	98.1%
Traffic	110	86.4
Civil	16	100%
Storm water	78	94.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	31	87.1%
Municipal Court	200	99.5%
Codes Enforcement	668	98.2%
Parks & Recreation		
Parks & Recreation Maintenance	26	100.0%
Total Service Requests	2736	93.5%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	533	12.7
Recycling Pickup Missed	262	1.8
Trash Cart Issues	224	2.3
Trash PickUp Missed	216	2.1
Municipal Court	186	1.1

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,132
Average Answer Time	31 secs
Avg. Length of call	138 secs
ChatBot contacts	81

