



*As of 1/31/2023 there are 31 open SR's for December

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests –December 2022

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	286	83.3%
Solid Waste	1094	92.0%
Infrastructure: Engineering	Street Light Main 86	70.9%
Traffic	160	77.6%
Civil	8	100%
Storm water	81	90.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	24	79.2%
Municipal Court	139	93.5
Codes Enforcement	426	96.2%
Parks & Recreation		
Parks & Recreation Maintenance	14	92.9%
Total Service Requests	2468	90.2%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement- Lot Complaint	340	14.6
Trash/Bulky Solid Waste	325	2.1
Trash Pick-up Missed	249	2.0
Trash Cart Issues	233	2.1
City court referral	139	2.3

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	9,667
Average Answer Time	27 secs
Avg. Length of call	121 secs
ChatBot Contacts	67

