



*As of 9/25/23 there are still 120 total service requests open for the month of August

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – August 2023		
Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	670	92.4%
Solid Waste	1813	95.0%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	389	86.2%
Civil	44	100.0%
Storm water	140	95.7%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	41	56.1%
Municipal Court	320	65.3%
Codes Enforcement	1518	98.4%
Parks & Recreation		
Parks & Recreation Maintenance	36	100.0%
Total Service Requests	5213	92.5%*
Top 5 Service Requests Received		
Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1287	12.7
Trash Bulky Solid Waste	577	1.8
Trash Pickup Missed	341	1.8
Trash Cart Issues	328	2.0
Municipal Court	285	3.4
Center for Service Innovation 311/211 Statistics		
Statistic Category		
Number of Calls	14,507	
Average Answer Time	24 sec	
ChatBot Conversations	83	