

**KNOXVILLE TREE BOARD  
MEETING MINUTES  
JUNE 2, 2022**

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The meeting was called to order by Dan Steinhoff at 8:32 am. Other board members present were Kelsey Jones, Charles Kwit, Bob Graves, and Charles Batey.

Ex-Officio members present were Kasey Krouse, Diane Warwick, Tim Hester, Ben Nanny, and David McGinley.

Visitors this week were Dale Madden from Trees Knoxville, Russ Jensen from 311, and Sailor White.

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**Action Items for June**

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- No quorum to approve May minutes—move to July meeting.

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**Russ Jensen with 311**

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- Russ Jensen is the director for 311 and 211.
- 311 was built in the end of 2004 going in to 2005 and went live on 05/05/2005.
  - Knoxville was one of the first 10 cities that went live with 311 and is specific to the City of Knoxville.
  - 211 was brought live around 6 years ago to provide more direct information about available social services, providing access to over 1500 agencies.
  - The 311 call center fields around 800 calls a day with 7 people.
  - A mobile 311 app went live last year and they have already received and serviced over 1200 requests with around 7000 people having accessed the app.
  - The app also helps people to locate places to eat and park within the city and any events going on.
  - Currently the app has 12 different service request types that are slowly expanded as needed.
  - The call center is open M-F 7 am – 5 pm and the live chat bot is also available during this time.
  - The chat bot will be expanded in the Fall Semester with students from the School of Social Work taking over the chat box (primarily for 211 questions).
  - The #1 request 311 fields is for solid waste followed by codes enforcement.
- The highest number of calls 311 has received was a little over a quarter million.
  - 311 has had good market penetration with the app reducing the number of calls due to the increased mobility of service requests with the app.
- 211 has resources for housing assistance especially with covid-19.
  - They work with the county, in addition to a Treasury Grant to help with mortgage/rent assistance.

- The County manages this, 311 helps walkthrough the process.
  - They have helped over 4000 households.
- People can also email services requests/questions to [311@knoxvilletn.gov](mailto:311@knoxvilletn.gov).
- The Myknoxville app is available on Google play or the Apple store- make an account in order to send in a service request (requests can be made anonymously even with the account for the app).

### **City Update with Kasey Krouse**

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- Urban Forestry is in peak volume with growing season now.
  - They are on track to have their busiest year (this increases each year).
- The requested \$40k funding in the City's budget was approved for the master plan to start moving forward.
  - Now waiting to hear back from the state on how much they will supplement through a grant.
  - After which, the final logistics to get bids will start—likely late summer/early fall.
  - The RFP may need to be amended based on what the state comes back with.
- Urban Forestry is working with Trees Knoxville and Keep Knoxville Beautiful through the TAPE grant for a community driven tree planting.
- Kasey wanted to let the Tree Board know that TVA has reached out to Kasey about removing some oaks on Summit Hill by their headquarters near Market square.
  - They've asked a handful of times over the past 5-6 years.
  - Kasey stated the City does not own those trees and advised them to do a tree risk assessment.
  - Kasey suggested the Tree Board could send a letter of support for keeping the oaks to TVA (Dan Steinhoff offered to put one together).

### **Trees Knoxville Update with Dale Madden**

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- The Volunteer Forester class week 3 concluded June 1<sup>st</sup> with around 25 attendees as they walked around UT Gardens with Dr. Paul Rice discussing pruning.
- Trees Knoxville is submitting for the TAPE grant with the City of Knoxville and Keep Knoxville Beautiful. The deadline of which is tomorrow, June 3<sup>rd</sup> for around \$8-9k which would amount to around 60-80 trees.
- Trees Knoxville is also working with the Parks and Recreation department for their challenge grant which is due mid-June, for enhancing a public park or recreation center.
- Trees Knoxville has had a lot of interest in the canopy study from the TUFC to use as a model for Memphis and Nashville.
- There will be a TN river quality event next weekend, June 11<sup>th</sup>, at Suttree's Landing.

### **Education Update with Charles Batey**

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- There was nothing that Charles Batey wished to report this month.

## Ex-Officio Reports

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- Tim Hester
  - Challenge grant apps are due June 24<sup>th</sup> and can be found on the City of Knoxville website.
  - Essentially for any projects on public access property that enhance parks or recreation centers.
  - This is a matching grant program and 311 can provide more information if anyone has questions.
- David McGinley
  - Stormwater has many projects going on at the moment—particularly streetscape fill-ins.
- Ben Nanny
  - Ijams opened the Grayson Subaru Playscape last month.
  - This 14-acre parcel was cleared of invasive species and filled with native plant life.
  - This wild space is good for early childhood development.
  - The playscape can be accessed from Meads Quarry Park.

The meeting was adjourned at 9:38 am.

## Upcoming Events

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- On June 11<sup>th</sup>, TN river quality event at Suttree Landing Park.
- On June 24<sup>th</sup>, Parks and Recreation Challenge grants are due.
- On July 7<sup>th</sup>, Tree Board meeting at 8:30 am at the Public Works Service Center at 3131 Morris Avenue.