

CITY WORKS



NEWSLETTER FOR THE EMPLOYEES OF THE CITY OF KNOXVILLE

Community Development: Many Programs Under One Roof

Home is where the heart is.

Home is also where — in ideal circumstances — we eat, sleep and spend time with our families. A place we invest with our memories and our money. But when a family's home isn't safe or is too costly to repair, assistance can be available from the City's Community Development Department.

Community Development staff members manage a handful of programs that help low- to moderate-income residents repair or replace inadequate homes for safe, dry and energy-efficient ones.

Janna Cecil has worked in Community Development for 25 years, save the short time she was "on sabbatical in codes." Her weekdays involve determining the best way for housing program participants to finance their loans as part of the Owner-Occupied Rehabilitation and Rental Rehabilitation programs. She and Jenny Stuart do what a bank would do, she explains: calculating loans at a low interest rate that homeowners can afford to pay back over time. Her colleagues Kortni Cook, Todd Kennedy, Doug Sherrod and Jon Colbough manage the rehab and construction process.

After an applicant has qualified to participate, a rehab specialist audits the home. And, as they say, there's an app for that. A rehab specialist armed with Rehab Pro on a tablet computer can make a checklist that documents the aspects of the house that don't meet code. It takes into account all the systems: electrical, plumbing, heating and air. Ceiling stains can be a sign of roof leakage. HVAC systems within five years of their expiration will be upgraded. Uneven carpet or flooring may be safety hazards that need repair.

Cecil receives the final list and crunches the numbers to determine whether the house should be rehabbed or torn down and replaced with a new home; about 15 percent of the homes are built new.

Khadeja Al-Khelaifi participated in the Owner-Occupied Rehabilitation Program after her former mother-in-law told her about the program. Her home, located off Sutherland Avenue, had several issues causing her and her two children to live in the same bedroom.

Rehab specialists deemed the house too costly to rehab, so they rebuilt it.



Before and after photos of Khadeja Al-Khelaifi's home



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www.knoxvilletn.gov

EMPLOYEE ANNIVERSARIES

10 YEARS

Steve Webster
Enzo Montenotte
Todd Kennedy
Britt Newman
Christopher Vandergriff
William Bell
Timothy Cordell

15 YEARS

Tracey Berry
Keith Booker
Randall Bowman
Stephen Davis
Freddie Franklin

Mayor's Message



Mayor Madeline Rogero

Happy springtime! Every year at this time as I work with department heads across the City to prepare my proposed budget for the next fiscal year, I am reminded how much important work all of you do, day in and day out, to serve all of those who live, work and play in our great city. I am proud to work with such a talented, dedicated team of City employees.

In this edition of City Works, there is a timely profile of our Community Development Department, which will celebrate its annual Community Development Week this month. Their programs provide vital services to some of the most vulnerable people in our community. You can also learn a little about Steve Richards, a Fleet Services employee who was recently honored by the Knoxville Police Department for his quick action in a tense situation. And you'll meet the longest-serving employees to be honored at this year's Employee Recognition Luncheon. (Six of them have logged a collective 245 years of service!)

And don't forget to check out the schedule for this year's Concerts on the Square series – including an appearance by KPD's own Blue Line Blues!

Follow the Mayor:

 [Facebook.com/MayorRogero](https://www.facebook.com/MayorRogero)

 [Twitter.com/MayorRogero](https://twitter.com/MayorRogero)

EMPLOYEE ANNIVERSARIES

15 YEARS

Peter-John Hayes
Robert Medders
Pete Osborne
Rodney Phipps
Ryan Reagan
Brent Roth
Curtis Scott
Benjamin Buckner
Lori Banks
Todd Childress
James Cox
Michael Earlywine
Brian Headrick
Steven Kaufman
Nevin Long
Michael Rupe
David Sanders
Rodney Townsend
James Fox
Phyllis Tonkin
Todd Strickenberger
James Sisk
John Sutton
Shane Watson
Richard Coaker
James Rogers
Tandara Resto-Smith

20 YEARS

Christopher Howley
Ronald Mills
Linda Nations
Edward Warren
Charles Sands

25 YEARS

Donald Emmett
Karen Ellis
Carl Green
Bryan Davis
Keith Lyon
Travis Porter
Robert Taylor
Bradley Anders
Christopher Line
Kenneth Miller
Phillip Major

Department News & Notes

Police

Congratulations to the Knoxville Police Department's Explorer, Co-Employee and Co-Officer of the Year honorees, recognized at an April 3 awards luncheon at The Foundry.

A new leadership award was created this year, named after veteran Investigator Mike Waggoner, the first recipient of the award. Investigator Waggoner has demonstrated leadership by example, mentored others, and fostered teamwork and a culture of respect during his three decades of service.

Other honorees, with links to summaries detailing their performance that led to the top awards:

-- Explorer Connor Timms, who set a great example with his hard work and 400 service hours last year.

[Read more here.](#)

-- Co-Employees of the Year Donna Patty and Suzanne Mantooh, who read and check more than 30,000 crime reports a year, a key step in KPD maintaining its certification.

[Read more here.](#)



Mike Waggoner was the first recipient of the new KPD Leadership Award named in his honor.

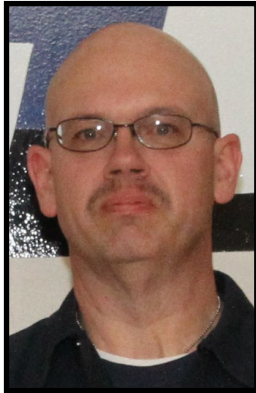
-- Co-Officer of the Year Phil Jinks, whose diligent, tireless efforts helped shut down pipelines for delivery of heroine and pills.
[Read more here.](#)

-- Co-Officer of the Year Phyllis Tonkin, a front-line protector of women and children who also has taken on those who profit in human trafficking.
[Read more here.](#)

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10 Questions with Steve Richards

Steve Richards, a South Knoxville resident, has worked in Fleet Services at the Light Shop since 1997. He primarily services Police Department vehicles, and he's developed close friendships with KPD officers, as well as with the other mechanics at the Light Shop.



Steve Richards
Fleet Services

So it was kind of fitting that, on Sept. 20, 2016, he happened to be in the right place at the right time to render a whole new level of assistance to a couple of KPD officers in need.

Richards' quick action helped KPD apprehend a dangerous fleeing suspect and possibly protected the officers, an 11-year-old boy and his 74-year-old grandmother from harm during a foiled carjacking.

Last month, KPD awarded Richards and another Good Samaritan civilian, Adel Agounine, with Citation of Excellence Awards, recognizing their bravery and volunteerism.

To read KPD's account of the incident, click [HERE](#).

1. Tell us about that carjacking incident near Chapman Highway. What did you do? What made you jump in to help the officers and carjacking victims?

I heard a police officer yelling to a suspect to quit fighting and resisting. I felt it was the right thing to do so no one would get hurt.

2. Wasn't it scary?

No, I didn't even think about it.

3. Having worked on police cruisers as a mechanic for about 20 years, you've gotten to know a lot of police officers. Many of them are good friends. Tell us why you enjoy working with the officers so much.

They are a great bunch of people. I was told a long time ago, even though we don't have a badge, we are a part of them.

4. Fleet Services keeps the City's 1,400 vehicles rolling. Do Police, Fire and Public Service vehicles have unique performance

needs because they have to be ready to respond in emergencies? Is working on a police cruiser any different than servicing a family sedan?

No, there is really no difference at all.

5. You must like this type of work. Is that why you've made a career working with the City rather than working at some private garages?

The guys I work with are great. We are like a family.

6. What do you do for fun when you're not under the hood of a police car? Tell us about your hobbies and what you enjoy doing on weekends.

I like spending time with the family fishing at different lakes and just being outside. We also like riding and working with horses.

7. Do you have a favorite place to fish?

No. I like to fish anywhere!

8. Brag about your kids just a little. Your 15-year-old son plays an unusual position on his high school football team. How exactly did he get designated as South-Doyle's long snapper?

Coach saw my son Cody's potential and was very impressed with him.

My 22-year-old daughter Lyndsey has been working with elderly people the last year and a half. She is a 2013 graduate of South-Doyle High School.

9. Getting back to being a mechanic. You guys aren't always depicted kindly in movies and on TV shows! Is there a particular stereotype that irritates you – or a TV show that got it so wrong, it made you laugh?

No, not really.

10. If money weren't a consideration, what would your family's dream vacation be?

Iceland or Montana. Those would be very nice places to visit.

FITNESS CLASSES - CITY COUNTY BUILDING

MONDAYS

12:00 PM Body Strengthening w/Kent - FREE
1:00 PM Line Dancing
Aerobics w/Kathy
\$10 month/\$3 class
3:00 PM Open Group Class
DVD - FREE
4:40 PM Group Class
21 Day Fix
DVD - FREE

TUESDAYS

11:30 AM Open Group Class
DVD - FREE
12:30 PM Vinyasa Flow Yoga
w/Leslie - \$8
4:00 PM Vinyasa Flow Yoga
w/Leslie - \$8

WEDNESDAYS

11:30 AM Open Group Class
DVD - FREE
12:30 PM One-on-One Thai
Yoga w/Leslie
\$20 per 40 min.
Session
4:30 PM Cardio Power
w/Kent - FREE

THURSDAYS

11:30 AM Open Group Class
DVD - FREE
12:30 PM One-on-One Thai
Yoga w/Leslie
\$20 per 40 min.
Session
1:30 PM One-on-One Thai
Yoga w/Leslie
\$20 per 40 min.
Session
3:00 PM Open Group Class
DVD - FREE
4:40 PM Group Class
21 Day Fix
DVD - FREE

FRIDAYS

11:00 AM One-on-One Thai
Yoga w/ Leslie
\$20 per 40 min.
Session
12:00 PM Vinyasa Flow Yoga
w/Tiny - FREE
3:00 PM Open Group Class
DVD - FREE

All classes are at City County Building in Rm L217. Classes are subject to change, please call 215-2111 to verify schedule.

Milestones, Decades of Experience Celebrated at Employee Appreciation Luncheon

City employees and recent retirees celebrated milestones together at the Employee Appreciation Luncheon on March 7 at Calhoun's on the River.



40-year veterans Cheri Gaddis, Gerry Kirk, Brenda Conn, Lisa Wilson and Martha York with Mayor Madeline Rogero.

In her welcoming remarks, Mayor Rogero acknowledged the five 40-year veterans, who are all women: Cheri Gaddis and Gerry Kirk from Finance; Brenda Conn from Law; Lisa Wilson from Parks and Recreation; and Martha York from the Knoxville Fire Department.



45-year veteran James Lynch with Mayor Madeline Rogero and Public Service Director Chad Weth.

James Lynch was honored as both a 2016 retiree and for having served the City of Knoxville for 45 years.

Vicki Hatfield served as master of ceremonies, introducing honorees by department and presenting certificates. Each current or former employee was photographed with his or her department head and Mayor Rogero.

Congrats to all the [honorees!](#)

Mark Your Calendar: Memorial Service Set for May 18

The Peace Officer Memorial Service will be held at 10 a.m. on Thursday, May 18, 2017, at the Knoxville Civic Coliseum.

The service will honor the officers who have died during the past year who had served with the Knoxville Police Department, Knox County Sheriff's Office, Tennessee Highway Patrol, FBI, TBI, University of Tennessee Medical Center Police and University of Tennessee Police.

The Knoxville Police Department will honor six officers and one K-9 who have passed in the last year. The public is invited to attend the service.

To commemorate National Peace Officers Week, the decorative lights on the deck of the Henley Bridge will be turned blue from May 15-18.



FITNESS CLASSES - PUBLIC WORKS SERVICE CENTER

TUESDAYS

1:00 PM Line Dancing
w / Kathy,
\$10 month/\$3 class

WEDNESDAYS

5:15 PM Get Fit
w / Shelby - FREE

Classes at Morris Ave. are held in Zone 1 Rm. or Community Rm. Classes are subject to change, please call 215-2111 to verify schedule.

UPCOMING HEALTH EDUCATION CLASSES

4/20/2017 1 PM, Superfoods 2: The Story Continues at Public Works Service Center Community Rm., 3131 Morris Ave.

5/2/2017 7:30 AM, Relaxation and Stress Relief at Public Works Service Center Community Rm., 3131 Morris Ave.

5/4/2017 1 PM, Relaxation and Stress Relief at Safety Bldg. Training Rm., 800 Howard Baker Jr. Ave.

5/9/2017 1 PM, Superfoods 2: The Story Continues at City County Bldg. Rm.549, 400 Main St.

5/11/2017 2 PM, How Can Condition Management Benefit You? at Safety City, 165 S. Concord St.

5/16/2017 10 AM, Superfoods 2: The Story Continues at Lakeshore Conf. Rm.

5/18/2017 1 PM, How Can Condition Management Benefit You? at City County Bldg. Rm. 549, 400 Main St.

To sign up for classes please visit www.knoxvilletn.gov/employees and click on "Class Signup" or call The Center at 215-6150.

Community Development, from Page 1

"My neighbors were really happy for me and excited to see the progress," Al-Khelaifi said. "We got to pick the small details: cabinets, flooring, paint colors." Her family moved into the house in November 2016.

"It's a safe place for me and my kids to lay our heads at night," she said. "It's warm in the winter and cool in the summer. And it's beautiful. I like that it's built on a good foundation."

Rehabbed and rebuilt homes must meet the City's code and accessibility standards. Rehabbed homes will have improved energy efficiency and abatement of lead paint, which most homes built before 1978 have in some amount. New homes must have a no-step entrance (for maximum accessibility) and are Energy Star certified. Lowering a household's energy costs makes a home even more affordable in the short and long run.

"A lot of folks who come to us are on Social Security," Cecil says. People on fixed, limited incomes are unable to finance major repairs.

Community Development finances these programs and projects with a combination of funds and grants, including federal HOME and Community Development Block Grant (CDBG) funds. Renovating and retrofitting a resident's home to meet the City's neighborhood standards, codes and "visitable house" accessibility guidelines can be the kind of funding puzzle that these City employees love to solve.

The time from a resident applying for a housing program to the beginning of construction averages from 6 to 9 months, Cecil says, followed by approximately 90 days of construction. In that time, program participants don't have to live in the construction zones: The program provides temporary housing for the family, in an effort to keep their lives as stable as possible during the process.

Fighting blight

In extreme cases, deferred maintenance can lead to homes becoming uninhabitable, abandoned, foreclosed upon, blighted and a nuisance to the entire neighborhood. Community Development's Homemaker Programs helps turn vacant lots and those with substandard housing into livable homes.

"What we want to see happen to these properties is to have them rejuvenated and benefit the neighborhood," says Kathy Ellis, who has been dubbed "Queen of Blight" by a colleague. Formerly a KCDC employee, she administers blighted property programs including acquisition and re-sale through the Homemaker Program.

Persistent neighborhood nuisance properties may be purchased by the City and resold for rehab or rebuild by the purchaser under the City's Homemaker Program guidelines. Approximately 30 lots (vacant and a few with substandard housing) are owned by the City or KCDC and are available to purchase through the Homemaker Program.



Beautifully rehabbed home on Forest Hills Blvd.

"It's really a health and welfare issue," says DJ Corcoran of the Knoxville Fire Department. "Homes that are left vacant are invitations for homeless people, who may start fires in them." He also mentions the infestations of rats and mosquitoes that may develop in abandoned properties and spread to the inhabited homes nearby. Blighted houses drive down the value of nearby properties, he adds.

"We encourage neighbors to keep an eye out," Corcoran says. It benefits the neighborhood for residents to observe properties like vacant homes and rental units between renters. Neighbors should report blighted properties and apparent code violations by calling 311. Common violations of the International Property Maintenance Code include, but are not limited to:

- Broken or damaged windows
- Damaged gutters and/or roofing
- Peeling paint
- Missing or damaged siding
- Electrical or plumbing deficiencies

Your chance to congratulate Community Development staff and learn more about their programs and projects comes during Community Development Week (April 17-21), including an open house in the department from 8-10 a.m. on Friday, April 21st. Stay tuned for additional details.

- Paige Travis

SPRING SAFETY TIPS FROM RISK MANAGEMENT

- Protect your hearing when operating machinery, including lawn mowers. If you have to raise your voice to talk to someone who is an arm's length away, the noise can be potentially harmful to your hearing.
- Spring showers bring May flowers — and wet driving conditions. Slow down on slick roads and allow more time to arrive safely.
- Check all your smoke and carbon monoxide detectors for low batteries. They are no good if they can't go off!
- The National Safety Council (NSC) recommends every family have an emergency plan in place in the event of a natural disaster or other catastrophic event. Spring is a great time to review that plan with family members to make sure they know what to do in case of an emergency.
- NSC recommends you take unwanted or expired medicines to a prescription drop box or take-back event near you.
- Update your First Aid kit!
- Make sure gasoline and cleaning fluids are well-marked and stored in a cool, dry place away from the house and out of the reach of children and pets. Use only approved containers for gasoline storage.
- Check your barbecue grill for leaks and cracks and be sure to store any propane tanks away from your house and garage.
- Winter's inactive muscles can take only so much strain. Don't overdo it — build up slowly to help avoid strains that can put you out of commission for some time.

Remember: Everyone is a risk manager!

Department News, from Page 2**Redevelopment, Engineering, and Parks and Recreation**

Suttree Landing Park, the City's first new park to open in more than a decade, is starting to rack up awards. The 8¼-acre linear park within Knoxville's Urban Wilderness boasts festival lawns, a children's playground, a put-in for kayakers, accessible river overlooks with picnic tables, and a public riverwalk. It opened last November.

Last month, Suttree Landing was recognized with two awards - an Orchid Award from Keep Knoxville Beautiful and an Honor Award from the American Council of Engineering Companies (ACEC).

KKB selected the park as the winner in its Open Spaces category. ACEC's award - accepted by Dawn Michelle Foster, the City's Director of Redevelopment, and Jeff Beckett with Cannon and Cannon Inc. - was in the Studies, Research and Consulting category.



Some members of the City team that managed the Suttree Landing Park Project are (starting at bottom left and going clockwise): Dawn Michelle Foster, Redevelopment Director; Shawn Fitzpatrick, Engineering; Aaron Browning, Parks & Recreation Deputy Director; Tim Hester, City Greenways Coordinator; Joe Walsh, Parks & Recreation Director; and Martin Bradley, Engineering.

Public Service

If you're driving into downtown and noticing how nice and tidy the main entrances are, be sure and thank the Public Service crews.

Gone is the unsightly mass of kudzu dangling from the retaining walls above the Interstate

275 South ramp to westbound Interstate 40, near the United Way offices.

The invasive plants and dense underbrush choking out native species off the I-40 entrances into and exits out of downtown Knoxville? Also gone.

There's a new look at the Augusta Avenue entrance to Fort Dickerson, thanks to brush-clearing operations there. Same with two key Magnolia Avenue intersections.

Over several weeks, Public Service coordinated efforts to beautify some high-visibility public tracts downtown, in South Knoxville and in East Knoxville. The City has partnered with the Knox County Sheriff's Office and Sheriff J.J. "Jimmy"



Nice cleanup of high-visibility tract along westbound I-40 Exit 388.

Jones to use county work crews to remove undesirable weeds, brush and invasive vegetation. In other areas, City workers have been doing the labor-intensive horticultural maintenance.

"If you compare 'before' and 'after' photos, the improvement is dramatic," says Chad Weth, Public Service Director.

Sustainability

The Knoxville Extreme Energy Makeover (KEEM) program was honored with a 2017 Southface Fulcrum Award at the 19th annual Greenprints Conference held in Atlanta, March 7-8.

KEEM launched in August 2015 as a project of the Smarter Cities Partnership, a

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Department News, from Page 6

group of 20-plus community groups committed to finding long-term solutions for low-income residents burdened with high utility bills due to aging housing.



Members of the Knoxville Extreme Energy Makeover (KEEM) program received the 2017 Southface Fulcrum Award. Pictured left to right are: Liz Hannah, KUB; Abby Borst, City of Knoxville Sustainability Office; Jason Estes, CAC; Erin Gill, City of Knoxville Sustainability Director; Jennifer Alldredge, Alliance to Save Energy; and Jo Madding, CAC.

“Each year, our community spends millions of dollars to provide financial assistance to families struggling to pay their utility bills,” says Erin Gill, director of the Office of Sustainability. “KEEM helps families make those bills more affordable long-term by improving the energy efficiency of the home.”

Piggybacking on the Knoxville-Knox County Community Action Committee’s existing Weatherization Assistance Program, KEEM provides no-cost, whole-home, direct-install energy efficiency retrofit services for income-eligible residents. KEEM has helped more than 900 families and expects that total to increase to more than 1,270 by the time the program ends in September 2017.

Concerts on the Square

Springtime is the right time to enjoy live music on Market Square. Dust off your trusty camp chair and get ready to park it in front of some great acts.

The City’s Concerts on the Square live music series kicks off its sixth season on Tuesday, May 2, with a performance by the Knoxville Jazz Orchestra.

Jazz Tuesdays continue through August 29 with Marble City 5. Sets are 8-10 p.m.

Variety Thursdays live up to their name this season, beginning with the Knoxville Symphony Orchestra on May 4, followed by Joe Lasher Jr. on May 11; Swing Time Ensemble Band on May 18; Jonathan Sexton on May 25; and KPD’s own Blue Line Blues on June 1. Variety Thursday performances begin at 7:30 p.m.



Visit KnoxvilleTN.gov/concerts for a full schedule.

NEWSLETTER CONTACT INFO

If you have a story idea or an employee you would like to see interviewed for 10 Questions please contact:

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