



CITY OF KNOXVILLE
MADELINE ROGERO, MAYOR

2015 DEPARTMENT YEAR IN REVIEW

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311 CALL CENTER

- On July 1, 311 staff took over operations of 211, a United Way initiative that connects people in need with services in the East Tennessee Region. The partnership between the City of Knoxville, CAC's Office on Aging, and the United Ways of East Tennessee is the first/only one of its kind in North America.
- Knoxville 311 staff became AIRS (Alliance of Information & Referral Services) certified and will be applying for accreditation in 2016. Call volume has been increased by 20 percent through public awareness campaign, and call times have been reduced by 20 percent while improving quality.
- Led successful completion of inaugural Ambassador Class, front-line employees tasked with looking to innovate and improve City services. The class met with Mayor Madeline Rogero and Deputies to the Mayor Christi Branscom and Bill Lyons to present three projects for the upcoming year:
 - Rework the employee onboarding process;
 - Improve the Intranet; and
 - Manage internal customer surveys.
- Worked with the University of Tennessee MTAS program on the successful installation and implementation a new software system for the Tennessee Municipal Benchmarking Project (TMBP).

BUSINESS SUPPORT

Mobile Food Vendor Pilot Program:

- Managed the pilot program. Since May 2014, 26 mobile food vendors have been permitted, and several more are partially permitted. The Office of Business Support continues to work with the different departments involved in this process (Law, Plans Review and Inspections, Fire, Police and Public Service, as well as the Downtown Coordinator), business owners and the public to coordinate and address matters related to the pilot program. Moving forward toward establishing a codified ordinance.

Business Advisory Council:

- Twelve new members were appointed to the City's Business Advisory Council. The BAC meets every other month for feedback on City programs and policies and to foster good communications with the business community.

Business Assistance:

- Assisted business start-ups with information on training resources, permitting requirements, alternative and new business models, and networking/connection opportunities.
- Helped businesses connect and/or navigate requirements and challenges in different City departments, as well as with outside entities, like KUB and others.

Business Networking:

- Attended business and professional association meetings, Knoxville Chamber and Knoxville Entrepreneur Center events, ribbon cuttings, public meetings and community events.

CIVIL SERVICE

- Civil Service processed 218 requisitions for vacancies in 2015. This resulted in the processing of more than 8,000 applications and the hiring of 86 new permanent employees and 176 new temporary employees, as well as the promotion of 269 existing employees.
- Included in the hiring processes for 2015 was the hiring of a new fire academy class, which resulted in the hiring of 33 firefighter recruits for the August 2015 academy.
- Employee promotions included the promotion of 18 senior firefighters, 26 police officer I, 16 police officer II, 15 police officer III, 12 sergeants, eight lieutenants, and one captain.

- Civil Service conducted hiring processes to replace three long-term employees of the City Recorder's Office, resulting in the hiring of a new City Recorder, Assistant City Recorder and Internal Auditor.
- Civil Service also trained 351 employees in a variety of training courses offered by our staff, including courses on new hire orientation; drug & alcohol; harassment; FLSA; diversity; defensive driving; injury prevention; back injury prevention; self defense, awareness, and safety; tuition reimbursement; ergonomic and safety training; and supervisory boot camp.
- Conducted the annual Salary & Benefits Survey, reporting the results to members of City Council and the Mayor, and made recommended adjustments to the City's classification and compensation plan.

Special projects:

- Conducted an Employee Satisfaction Survey for E-911 at the request of the Knox County Emergency Communications District Board of Directors.
- Continued the process to provide PeopleSoft integrated time clocks and web punch options for all FLSA non-exempt employees to simplify and improve accuracy of payroll, with additional groups going live in 2016.

COMMUNICATIONS

- Produced 250 media releases and 63 media advisories on City of Knoxville projects, programs and events.
- Produced 106 Mayoral proclamations, 251 certificates of recognition or achievement and 26 welcome letters for groups or events.
- Took photographs of dozens of City events for posting on the City website and social media.
- Worked with the Mayor's Office, Special Events, Parks and Recreation and other City departments in planning City events and programs, including the State of the City Address and the Mayor's inauguration ceremony.
- Produced six issues of the bimonthly City Works employee newsletter.
- Worked with Information Systems and website developers on creation and production of a new City of Knoxville website, which launched in May 2015.
- Created a new "City Blog" on the website to report on City events and projects, and put up 164 blog posts from May through December.
- Served as administrative liaison with City of Knoxville lobbyists in tracking and providing feedback on pending legislation in the General Assembly.
- Updated and monitored City of Knoxville and mayoral social media content on Facebook and Twitter.

- Communications staff members served on the steering and planning committees for local events including the Tennessee River Tour river clean-up in April and the Open Streets event in October.

COMMUNITY DEVELOPMENT

- Completed 15 owner-occupied rehabilitation projects, of which four were new-construction replacement homes. Eleven projects are underway. Applications for the program have remained steady during the past year.
- Completed 16 rental rehabilitation units, including 13 permanent supportive housing units for homeless veterans, developed by Helen Ross McNabb Center in a vacant multi-family apartment building on Washington Pike. Several other projects are in process, one of which is a duplex community containing 40 units in North Knoxville.
- The City's Community Housing Development Organizations (CHDOs) developed nine affordable homes for sale. During the year, eight affordable homes (some built in the previous year) were sold to low-income home-buyers with the City providing down-payment assistance. Currently, three homes are being rehabilitated in South and North Knoxville. All three homes are pre-sold.
- Emergency and minor repairs were completed on 206 housing units. This includes the installation of ramps for accessibility on two homes.
- Funding for the addition of five permanent supportive housing units at the Positively Living Center will be completed in 2016. The 12 units of rental housing (above) serve homeless veterans with permanent supportive housing.
- A total of 9,604 unduplicated persons were served through 18 agencies that provide homeless services in Knoxville.
- East Tennessee Community Design Center provided technical assistance to 19 organizations utilizing Community Development Block Grant (CDBG) funds through Community Development. Services include organizational planning, architectural design services, accessibility planning and facility renovation planning for non-profit organizations and community groups. This includes conceptual work on four Commercial Façade Program projects and a design charrette for the Broadway Corridor Task Force.
- In 2015, 13 commercial façade projects were completed. The City investment on these projects was \$790,290, and the owners contributed \$10,821,088. Also, 304 new jobs were created and 59 jobs were retained. There are nine façade projects under construction, and six others that are in the design stage.

- 2015 marked the first round of awards from the Historic Preservation Fund. Five are construction projects, with two of those already completed. There is also an administrative grant which will aid in a new survey of historic properties in Knoxville. The second round of funding of \$500,000 was approved in the budget, and proposals were solicited and submitted on Dec. 21, 2015. Proposals will be evaluated in January.
- Eight Chronic Problem Properties (CPP) were acquired with two contracts executed and pending purchase; two Lonsdale Redevelopment Area parcels were acquired. Eighteen properties were sold with 10 projects completed, and two Homemakers sales contracts are pending. One parcel sold in Lonsdale for a community garden.
- The former South High School building was purchased by the City to be sold for redevelopment. This seriously blighted building had been neglected by the previous owner since he acquired the property. A public meeting was held to obtain a community vision for the building. The building will be listed for sale through a Request for Proposal process in early 2016.
- The City inspected 59 housing units for lead-based paint hazards, and lead mitigation was performed on 39 units.
- During the year, the City spent \$2,788,280.70 in federal funds awarded to 79 Section 3 businesses (74 of which were construction contracts). There were 51 new hires, mostly construction jobs (29 of those new hires were Section 3 residents).

COMMUNITY RELATIONS

- The Director serves as the liaison between community organizations and the city; Community Relations is responsible for administering the City government's equal employment program with the objective of ensuring compliance with applicable laws, as well as overseeing the City's Title VI and Equal Business Opportunity programs.
- The Save Our Sons initiative – aimed at coordinating resources between partner organizations to reduce violence involving young men and boys of color while helping to increase opportunities for their success – continued community engagement. On June 13, the Sons Summit was held, and dozens of the community's sons attended and discussed their individual challenges.
- Represented the City of Knoxville on Dolly Parton's Imagination Library of Knox County Board of Advisors.

- Longtime Director Thomas “Tank” Strickland announced his retirement, effective Jan. 29, 2016; Mayor Rogero promoted Dr. Avice E. Reid as Director. Dr. Reid had served in the department as executive director of the Police Advisory and Review Committee (PARC) since 2007.

Police Advisory and Review Committee (PARC):

- Received, investigated and documented 94 new complaints made by citizens alleging misconduct and/or policy violation by KPD officers; resolved and closed 110 complaints, including outstanding cases from 2013 and 2014.
- Conducted a PARC public meeting each quarter to share the work of the committee with the community and provide the community with a platform to voice concerns/accolades about KPD and community safety.
- Prepared and delivered a training course for KPD officers being promoted to the ranks of sergeant or lieutenant. The interactive course covered the PARC office operations and how KPD supervisors can aid in complaint resolution.
- Proactively promoted community involvement by:
 - Meeting with various community members and community groups outside of the PARC office to discuss concerns and complaints and proactively strengthen the relationship between the KPD and citizens;
 - Serving as a guest lecturer for the University of Tennessee College of Social Work to talk about PARC and its policies, highlighting the importance of engaging and collaborating with others for successful implementation of social/civil programs;
 - Participating in the 2015 UT Law Enforcement Innovation Center (LEIC) board meetings;
 - Participating in monthly meetings of the East Tennessee Civil Rights Working Group;
 - Coordinating with several citizen groups, persons with disabilities, and individuals representing various cultures to provide cultural diversity and awareness training for the KPD recruit class; and
 - Conducting a training session on PARC for the KPD Citizens Police Academy.
- Networked with other cities to promote civilian oversight and share lessons learned by:
 - Attending the 21st annual conference of the National Association for Civilian Oversight of Law Enforcement (NACOLE), where the Executive Director planned and organized two workshops and served as convener; and
 - The Executive Director continues to serve on the Board of Directors of NACOLE and was re-elected to serve as the treasurer of NACOLE during the 21st annual convention held in Riverside, Calif., in October 2015. NACOLE board participation allows Knoxville’s PARC to become more involved in shaping civilian oversight throughout the country and gaining more direct knowledge for Knoxville’s PARC.

50th anniversary commemoration of the Voting Rights Act of 1965:

- The Community Relations Department helped coordinate a series of events in 2015 to mark the 50th anniversary of the passage of the Voting Rights Act of 1965. This legislation outlawed discriminatory voting practices that had been responsible for the widespread disenfranchisement of African-Americans in the United States. Events included:
 - A special screening of the film "Selma" on Jan. 10 at Regal Cinemas' Pinnacle Turkey Creek, with a panel discussion with Knoxville civil-rights leaders;
 - "Let Us March on Ballot Boxes," a March 8 commemorative march through downtown Knoxville in remembrance of "Bloody Sunday";
 - The April 11 Knoxville Area Fair Housing and Equal Opportunity Conference;
 - "A Conversation about the Status of Human Rights in Tennessee Report" at the Beck Cultural Exchange Center on April 16;
 - A May 2 essay celebration of the 50th Anniversary of the Voting Rights Act at the Family Justice Center;
 - "Home of the Brave – The Viola Liuzzo Story" at East Tennessee History Center on July 24;
 - "Let Us March on Ballot Boxes" forum at the Beck Cultural Exchange Center, featuring civil-rights pioneering leader Joanne Bland on Aug. 6; and
 - Eighth of August Jubilee, by the Beck Cultural Exchange Center at First United Presbyterian Church historic cemetery at Knoxville College and at Chilhowee Park and Exposition Center.

EMPLOYEE BENEFITS

- Reported an overall rate increase of 3.3 percent (significantly lower than trend of 9 percent) on medical insurance, which was largely attributable to employees and their families in making My Health a success.
- Successfully completed annual enrollment with nearly 70 percent of employees logging into PeopleSoft; 26 percent took advantage of a special enrollment for life insurance.
- Introduced a new portal for ease of tracking of My Health requirements
- Implemented a program where employees could purchase discounted activity trackers through payroll deductions, which will encourage exercise and make tracking their physical activity affidavit much easier.

- Implemented MD Live with our medical vendor, a tele-medicine offering that is a more cost-effective way for employees and their dependents to get care quickly and more conveniently.
- Added key topics to the City's My Health quarterly education program, such as financial health, relationship health, sleep, and pain management.
- Successfully marketed for Life, Disability and Stop Loss Insurance, all with rate decreases for the City of Knoxville totaling \$89,000.
- Partnered with KAT and the Office of Sustainability to pilot a bus pass program to ultimately be awarded a Best Workplace for Commuters.
- Offered three all-day seminars to City employees contemplating or approaching retirement filled with information and guest speakers on what to expect after retirement.
- With the help of Consolidated Charities, Special Events, and Parks & Recreation, Employee Benefits coordinated a successful Mayor's Employee Appreciation Picnic and Benefits Fair.

ENGINEERING

Civil Engineering Division

- \$22,552,021 – Total construction cost of capital projects managed
- 24 – Capital projects administered
- 14 – In-house design projects
- 50 – Professional engineering design contracts managed
- 9,415 – Linear feet of sidewalk replaced
- 65.04 – Equivalent miles of asphalt street resurfaced
- 878 – Linear feet of new sidewalk installed
- 274 – Curb cuts constructed
- 1,042 – Temporary traffic control permits issued/inspected
- 210 – Survey requests investigated
- \$394,397 – Right-of-way permit fees collected
- \$2,250 – Utility site development permit fees collected
- Capital Improvements Projects Blog monthly updates
(http://knoxvilletn.gov/government/city_departments_offices/engineering/capital_improvements_projects)

Roadway Improvement Design and Construction Projects include:

- Amherst Road slope stabilization
- North Central Street streetscapes
- Citywide alley paving program
- Citywide resurfacing
- Cumberland Avenue streetscapes project – Phase I and Phase II
- Ed Shouse Drive bridge rehabilitation
- Fort Dickerson road realignment
- Gay Street 700 Block improvements
- Grainger Avenue bridge replacement
- Hill Avenue Viaduct repair
- Holbrook Drive bridge replacement
- I-275 Business Park access improvements
- Jackson Avenue ramps
- Jim Sterchi Road improvements
- Merchant Drive at Clinton Highway intersection improvements
- Mineral Springs Bridge replacement
- Old Broadway sidewalks
- Old City streetscapes – Jackson Avenue
- Pleasant Ridge Road – Merchant Drive to City limits
- Sutherland Avenue bridge rehabilitation
- Suttree Landing Park roadway
- Washington Pike from I-640 to Murphy Road
- Wilkerson Road bridge replacement

Stormwater Improvement Design and Construction Projects include:

- Cross Park Drive drainage
- Fountain City Lake repair
- Neighborhood drainage improvements
- Prosser Road drainage improvements
- Stormwater Quality Program
- Westland Drive bridge replacement

Demolition projects include:

- Lakeshore Park Large Building Abatement and Demolition
- Lakeshore Park Small Building Abatement and Demolition
- Lakeshore Park Site Demolition

Multimodal Transportation Design and Construction Projects include:

- South Castle Street sidewalk
- CBID ADA improvements
- Cedar Lane sidewalk
- Citywide Curb Cut Program
- Citywide Sidewalk Replacement Program
- Downtown Knoxville Wayfinding
- Downtown sidewalk repairs
- First Creek Greenway
- Fort Dickerson Gateway Park
- Fort Sanders sidewalk improvements
- 500 Block South Gay Street streetscapes
- Gleason Drive sidewalk
- Golf cart path paving – Knoxville Municipal Golf Course and Whittle Springs Golf Course
- West Jackson Avenue sidewalk and Henley Street improvements
- Jackson Avenue streetscapes
- Kingston Pike multimodal improvements
- Kirkwood KAT Superstop
- Knox/Blount Greenway
- Marble Alley streetscapes
- Magnolia Avenue streetscapes
- Pleasant Ridge Road at Sullivan Road sidewalk improvements
- Pleasant Ridge Road at Wilson Road sidewalk improvements
- Ray Mears Boulevard sidewalk
- Sevier Avenue improvements
- Stone Road at Chapman Highway improvements
- Sutherland Avenue sidewalk improvements
- Suttree Landing Park
- Trail and parking lot resurfacing for Parks and Recreation
- West Young High Pike sidewalk
- Will Skelton Greenway stabilization
- Woodlawn Pike sidewalk

Stormwater Engineering Division

Qualified Local Program:

- The City continues to be a Qualified Local Program by the Tennessee Department of Environment and Conservation, which allows the Engineering Department to issue the state's Construction General Permit. This prevents the

need to submit plans to two different agencies, which helps create a more unified plans review and approval process.

- In 2015, the City reviewed 55 Notice of Intents for coverage, issued coverage for 27 new construction projects, and terminated coverage for eight projects.

Special Projects:

- The Walnut Street Garage is open to the public nights and weekends.
- Dale Avenue streetscapes have been completed.
- The Island Home Avenue rebuild and riverwalk have been permitted and are under construction.

Development Symposium:

- The Stormwater Engineering Department in cooperation with Knox County engineering and the Tennessee Stormwater Association (TNSA) hosted a professional development symposium at the Knoxville Convention Center for engineers, surveyors, and area developers. More than 390 people attended the symposium, which included a range of speakers on various aspects of development and provided engineers and surveyors a chance to get professional development hours. This event also helped raise money for TNSA.

Significant projects permitted:

- Cathedral at Sacred Heart
- Convention Center pedestrian enhancements
- Knoxville Public Works Complex
- Kroger on East Emory Road
- Lakeshore Park accessible playground
- Ijams Nature Center – global erosion and sediment control plan

Streetlight projects:

- Dale Avenue streetscapes
- Pine Grove Subdivision
- Kennon Park Subdivision
- Ford Valley Estates Subdivision
- East Tennessee Children's Hospital expansion

Technical Services:

- Microfilmed and digitized more than 20,000 images.
- Processed more than 220 plats and partial plats and updated applicable layers on KGIS.
- Provided mapping and data management support for internal Engineering projects, as well as private and other municipality support.

- Supported MPC, City Council and the Law Department for closure of approximately 22 public rights-of-way and legal deed preparation for transfer of properties.
- Provided mapping services and support for major projects such as annexations, traffic sign inventory, visual aids for ribbon-cuttings, neighborhood meetings, building inspection zones, etc.

Water Quality and Drainage:

- Ongoing facilitation of the Fountain City Lake improvement project, including planning for construction, operation, maintenance, fish relocation, muck removal, algae eradication and public education.
- Engineering obtained the ability to perform hydrologic determinations through the Tennessee Qualified Hydrologic Professional training course certification program.
- Design, promotion and installation of green infrastructure projects to resolve stormwater flooding, meet permitting requirements and improve runoff quality.
- Private developments:
 - Bojangles Broadway infiltration trench permitted.
 - McDonald's Cedar Bluff pervious pavers permitted.
 - Knox Area Association of Realtors rain garden currently under review for permitting.
 - Pilot on Lonas Drive permeable pavers currently under review for permitting.
- Public projects:
 - Planning for Martin Luther King Jr. Avenue infiltration.
 - Removal of dirt pile from the buffer zone at Inskip Ball Park.
 - Additional improvements to pool discharge infiltration system at Inskip Pool.
 - Design and construction of Banks Avenue stream restoration.
 - Design and bid of Cavalier Avenue stream restoration, start of invasive species removal.
 - Design of Sims Road stream restoration.
 - Knoxville Public Works Complex pervious pavers and bio-retention.
- Inspection of more than 6,200 feet of underground stormwater pipes.
- Management of more than 693 stormwater quantity calls for service and 163 stormwater quality calls for service.
- Inspection of more than 208 detention ponds to insure proper operation, management and flood control.

- Completion of more than 184 outfall inspections to comply with dry-weather screening requirement.
- Completion of approximately 100 Special Pollution Abatement Permit site inspections to insure proper management and water quality control.
- Continuing maintenance of the Priority Inspection Program: an assessment database of vital creek locations consisting of more than 200 ongoing priority inspection locations; each inspected annually.

- Organization and coordination of Knox County Sheriff's Office volunteers to clear trash, debris and vegetation out of creeks and waterways:
 - Saved taxpayers more than \$20,000.
 - In 2015, the program assisted in removal of a total 143 tons of trash/debris.

- Development of major improvements for stormwater management policies, ordinance and NPDES Permit:
 - Completed private stormwater infrastructure maintenance policy.
 - Initialization of a comprehensive catch basin insert policy to eliminate improper usage and maintenance concerns.
 - Working to revise Policy 25A to incorporate ongoing issues regarding online/offline bypass and new testing data.
 - NPDES Permit improvements including runoff reduction, water quality, volume control, stream protection, riparian buffer zones and mitigation banking.

- Ongoing negotiations with Tennessee Department of Environment and Conservation to make progress on new NPDES permit regulations regarding permanent stormwater management rule, i.e. retaining/infiltrating the first 1 inch of runoff.
- Water quality management, maintenance and sampling of City municipal facilities through the NPDES MIF program.
- Operation and maintenance of underground pipe inspection equipment, including crawler, push camera and acquisition of pole camera resulting in more than 130 pipe inspections.
- Training of two more volunteer groups as part of the Adopt-a-Stream program to help improve stream water quality.
- Partnership with Living Lands and Waters, which contributed to the removal of 256,632 pounds of garbage and debris from the Tennessee River and planting of approximately 2,500 trees (in coordination with other City departments).
- Creation and implementation of City of Knoxville Confined Space Entry Program.

- 19 tons of trash, debris and blockages were removed from Second Creek along approximately 1,200 linear feet of creek downstream of Bernard Avenue to alleviate roadway flooding, address water quality issues, restore more natural stream flow characteristics and improve condition of riparian buffer.
- Removal of CSX Railroad Bridge downstream of Bernard Avenue. The bridge has been a pinch point and trash collector, creating blockages and maintenance issues. This location was a priority inspection point, and it has been removed from the priority inspection program because it is no longer a concern.
- Acquisition of property at 2623 Selma Avenue for planned fill removal to alleviate flooding and restore the floodplain for adjacent portion of Williams Creek.
- Stream assessment (walk) completed for Love Creek.
- Emergency response to numerous sinkholes, including several catastrophic failures in the downtown area.
- Wet weather and water quality sampling including a total of 48 routine and 42 bacteria samples taken.
- Collection and publication of rainfall data from nine stations.
- Pre-paving pipe inspections and evaluations in coordination with the planned paving list provided by Civil Engineering Department.
- More than 100 Arcmap stormwater infrastructure map revisions have been investigated, drawn and updated in a comprehensive mapping effort to provide the most reliable drainage maps possible.

Traffic Engineering Division

Traffic Operations

- Continued to refine the work order system that is in use throughout the division.
- Produced more than 700 miles of linear pavement markings with City of Knoxville Traffic Engineering Staff and Equipment.
- Maintained the Safety Project Prioritization Program created last year for helping to program capital improvement projects.
- Maintained a traffic signal index for the City's nearly 390 traffic signals.
- Responded to 1,100 requests for service.
- Performed more than 20 traffic analyses / studies and performed intersection turning movement surveys and related capacity analysis.
- The City of Knoxville was certified by the League of American Bicyclists as a Bronze Level Bicycle Friendly Community in 2015 and hosted a site visit from the league that included a tour of some of Knoxville's bike routes.
- Served as a key coordination agency for the City of Knoxville's first "Open Streets" event held on Central Street on October 25, 2015.
- Designed multiple traffic control plans for Public Service, Civil Engineering and Special Events.

- Reviewed numerous traffic control plans for contracted work that involved road closures in downtown Knoxville.
- Worked with the Mobile Food Vendor Committee to determine best locations for food trucks. Also worked to design and install appropriate signs for the vendor zones.
- Successfully received a competitive grant from TDOT's Multimodal Program for the sidewalk, bus stop improvements / shelter and pedestrian signals on Kingston Pike at Golf Club Road (\$950,000).
- Successfully received a competitive grant from TDOT's Transportation Alternatives Program for the Liberty Street Multimodal Project (\$2,210,000).
- Managed the environmental and design phases of the citywide Advanced Traffic Management System (ATMS) (\$7,000,000), funded by TDOT Surface Transportation Program (STP) funding.
- Successfully received a competitive grant from TDOT's CMAQ Program for traffic system improvements along Chapman Highway (\$2,000,000).
- Managed the 2015 Crosswalk Safety Program; installed 200 crosswalks across the City that either needed to be repainted or new installations (\$175,000).
- Developed the Sevier Avenue "street diet," including bike lanes.

Traffic Systems

- Performed preventative maintenance on:
 - 338 traffic signal control cabinets;
 - 79 traffic signal monitors;
 - 40 traffic signals including overhead and underground wiring;
 - 35 school flasher assemblies;
 - Approximately 600 overhead signs;
 - Approximately 3 miles of fiber optic communications cable;
 - 10 miles of telephone twisted cable communication cable;
 - Approximately 80 spread-spectrum communications radios;
 - 30 warning flashers;
 - 143 school zone flashers; and
 - 5 intersection flashers
- Installed and/or upgraded:
 - 1 push button-activated pedestrian flasher crossings;
 - 1 new pedestrian crosswalk with push buttons, signals, cabling and underground;
 - 120 upgraded pedestrian push buttons;
 - 2 solar-powered stop sign flasher assembly;
 - 1 new 16-phase control cabinets;

- 32 new traffic signal controllers along Clinton Highway, Merchant Drive, Cumberland Avenue and Westland Drive;
 - 43 new Ethernet radios;
 - 14 new Ethernet switches on Broadway and Cumberland Avenue;
 - 13 traffic system communication antenna upgrades;
 - 2 new solar-powered guide sign assemblies;
 - Inspected 2 traffic signal installations installed by others;
 - Inspected 15 detector loop installations;
 - Removed graffiti at 25 locations;
 - Programmed 143 school flasher clocks for the 2014-15 school year; and
 - Programmed 30 school flasher clocks for the 2015 summer school program
- Responded to approximately 9,500 Tennessee One Call requests to locate underground wiring, and approximately 200 Tennessee One Call emergency underground locate requests.
 - Performed approximately 2,500 workday trouble calls and approximately 250 emergency after-hour/holiday trouble calls.
 - In support of Civil Engineering Division projects, provided major signal system modification to Cumberland Avenue.
- Designing 8 new databases for:
 - Parking permits;
 - Traffic crashes;
 - Road closures;
 - Signal intersection inventory;
 - Traffic systems (field facilities) inventory system;
 - Traffic systems (operations facilities) inventory system;
 - Sign and markings (operations facilities) inventory system; and
 - On-street parking systems inventory system (KGIS).
- Designed 3 traffic control plans:
 - Central Avenue underpass signage;
 - Open Streets 2015 festival; and
 - Cumberland Avenue Brick by Brick Pregame on the Strip block party.
- Helped develop policies on:
 - Sign operations invoicing;
 - School Zone;
 - Valet parking; and
 - Parking permits.

- 7 parking designs:
 - 13th Street;
 - Lake Avenue;
 - Cumberland Avenue side street loading zones;
 - Union Avenue;
 - Laurel Avenue;
 - Summer Place; and
 - Central Avenue.

- 12 signal systems, design and analysis:
 - 700 Block of Gay Street conduits / pedestrian control;
 - Washington Pike and Mill Road;
 - Middlebrook Pike;
 - Clinton Highway;
 - Dutch Valley and Bruhin Road;
 - 17th Street emergency vehicle pre-emption plan;
 - Pleasant Ridge Road and Walnoaks Road;
 - Executive Park Drive and Interstate 40 westbound exit;
 - Papermill Road and Hollywood Drive;
 - Fifth Avenue signal analysis;
 - Ijams Nature Center; and
 - Westland Drive.

- 4 signage designs:
 - Alcoa Highway Wayfinding
 - Forest Avenue
 - Hospital Wayfinding
 - Emerald Academy school zone

- 1 marking design – Lake Avenue turn lane.
- 1 flasher design.
- Revised special provision 730K signal specifications.
- Revised and rebid detector loop contract.
- Advanced Traffic Management Study management.
- CMAQ Chapman Highway signal system upgrade management.
- Revitalizing 3 programs related to training, safety and employee job descriptions
- Created banners and signs for special events.

Parking Systems

- Initiated program to modernize parking with replacement of all on-street parking meters. Managed two parking meter vendor demonstration projects.
- Improved financial controls for parking meter collections.

- Collected revenues from 1,300 meters.
- Maintained 2,950 meters in response to 311 calls.
- Maintained another 950 meters in response to other calls for service.
- Refurbished 971 parking stalls – 28,900 feet of parking stall lines.
- Managed 350 requests for meter bagging and permits.
- Managed parking permits for 35 single events.

Sign and Marking

- Developed sign and signal operations inventory database and management systems.
- 1,988 sign operations work orders completed as of 2015.
- 395 pavement marking work orders completed as of late 2015.
- Refreshed parking stalls markings in the Central Business Improvement District.
- Installed 30 crosswalks.
- Performed 88 road closures as requested by the Knoxville's Public Service and Special Events departments.
- Manufactured 2,984 signs as of late 2015.
- Answered and completed emergency sign and traffic-control calls from KPD, 311, internal City departments, etc.
- Coordinated with the City's Horticulture Division for temporary no-parking zones and road closures for tree trimming and removal.
- Coordinated with Public Service Department for closures and parking for various projects.
- Coordinated with the City's ADA Coordinator, Stephanie Cook, to provide accessible parking for city functions.
- Deployed traffic-control signage and assisted KPD with:
 - 7 University of Tennessee home football games;
 - 30 Farmers' Market events;
 - 3 Holiday Market Square events;
 - 6 Movies on Market Square events;
 - 20 block party road closures; and
 - More than 40 other special events.

FIRE

- Worked with the Public Service Department to complete a remodeling project at Lonsdale Fire Station No. 7. The station had a complete interior renovation, restoring the original character of the almost 100-year-old building. An open house and dedication of the station was held on Nov. 9, 2015.
- Worked with Public Service to replace the deteriorating concrete in the apparatus bays at Lonsdale Fire Station No. 7 and Fountain City Fire Station No. 15. The deteriorating concrete aprons at Lonsdale Fire Station No. 7, Sevier Avenue Fire Station No. 10, and Chilhowee/Holston Hills Fire Station No. 16 were also replaced.
- Improved firefighter safety by replacing our existing firefighter air packs with new, updated air packs.
- Graduated 32 recruits from the Training Academy, bringing the Fire Department to full staffing. After reconfiguring and improving the efficiency of our academy, KFD significantly reduced the timeframe from start to completion of recruit training.
- Replaced a 30-year-old fire engine at the Park City/Park Ridge Fire Station No. 4 with a new apparatus with more firefighting capabilities. The pumper was replaced with a Rosenbauer Quint, which has a truck-mounted aerial ladder in addition to a pump.
- With assistance from Information Services and Fleet Services, installed Mobile Data Terminals (MDTs) on all fire apparatus. The MDTs improve information available to firefighters in the field and enhance communication between fire dispatchers and firefighters.
- Held third annual Citizens Fire Academy during April and May. The Academy provided participants with an in-depth look at many of KFD's divisions and included demonstrations and hands-on activities.
- Worked with Marathon Petroleum Co. to enhance our response capabilities to incidents at bulk fuel storage facilities. Marathon provided KFD with specialized training and access to state-of-the-art firefighting equipment.
- New carbon monoxide detectors were placed on every engine company to improve our response to carbon monoxide emergencies and reduce the number of responses required by our specialty units.
- Established an official KFD social media Twitter account to enhance KFD communications with area residents.
- Firefighting Division responded to over 21,000 calls for emergency service, and EMS Division provided medical standby for 215 different special events.
- Worked with the State Fire Marshal's Office and the American Red Cross to conduct a fire alarm blitz in October to install new smoke alarms and replace batteries in existing smoke alarms in residences in the Christenberry area. The cooperative effort resulted in the installation of more than 300 smoke alarms.
- Public Education Division worked with the American Red Cross to teach fire safety education to more than 36,000 students and adults. Also provided fire extinguisher training to 4,254 individuals.

- EMS Division provided CPR training for 3,439 residents through American Heart Association Training Center.
- In March, KFD hosted the Tennessee Valley FireCon conference sponsored by the Department of Homeland Security and featuring Dr. David Griffen, nationally renowned Fire Service speaker.
- Along with the Oak Ridge Fire Department, KFD hosted the International Society of Fire Service Instructors (ISFSI) annual International Instructor Conference in October. The conference was held at Knoxville's downtown Crowne Plaza and the Knoxville Fire Training Academy.

FLEET SERVICES

- Light Shop was recertified as an Automotive Service Excellence (ASE) Blue Seal of Excellence facility. This certification is awarded to facilities where at least 75 percent of the technicians have taken, passed and maintained certification on the Automobile/Light Truck series of tests.
- Light Shop installed 203 Automated Vehicle Locator (AVL) devices. The Fleet Services team continues monitor those devices.
- Heavy Shop became warranty certified for Ferrara Fire Apparatus. The City will be reimbursed for those repairs made during the warranty period.
- Impoundment Facility has continued to develop its team members. A new supervisor replaced a retiring one. Two team members were promoted to Impound Assistant II. Team members are being cross-trained to provide stability and succession capability.
- Impoundment Facility eliminated Saturday Auction preview time, also eliminating overtime required for that morning.
- Impoundment Facility safeguarded more than 3,400 vehicles while the vehicles were impounded. They released 3,000 vehicles back to their owners.
- Impoundment Facility along with the Purchasing Department conducted an auction every other month, selling 587 vehicles during the year.

INFORMATION SYSTEMS

- **Time collection system**
In an effort to more efficiently capture non-exempt employee hours, Information Systems and Civil Service deployed an electronic timekeeping system for Public Service, Fleet, Impound and Engineering. The system is fully integrated with the City's payroll software to ensure work schedules are adhered and overtime work is monitored. Plans for first quarter 2016 include providing the system to all departments.

- **City website and email address (knoxvilletn.gov)**
 The Communications and Information Systems departments spearheaded an effort to redesign the City website using a content management system. The site is now easily maintained and updated by each department and logically organized for public access. The site launched with a new name www.knoxvilletn.gov. The City also adopted the new government standard email address – name@[knoxvilletn.gov](http://www.knoxvilletn.gov).
- **Automated Vehicle Location (AVL) expansion**
 Last year, as part of an effort to increase driver safety and reduce fuel cost, the City embarked on a pilot AVL project comprised of 100 City vehicles. The vehicles selected were from all departments except Police and Fire. This year, the project expanded to over 200 vehicles. The additional vehicles selected were Public Service’s equipment. Because this equipment is shared by employees, each driver is issued an identification device so that drivers could be monitored regardless of the equipment. The project continues to successfully impact driver behavior and reduce fuel usage and will expand to other equipment in 2016.
- **Service request and work order system**
 Many service requests start with a phone call to 311 but can generate work orders for City departments. Currently, the work is tracked in multiple computer systems, making it difficult to view the overall status of City operations. To solve this issue, the Information Systems, Codes Enforcement, Public Service and 311 departments embarked on a joint effort to design and implement a consolidated system. The system is slated to go live the first quarter of 2016.
- **Electronic signatures deployment**
 In a continued effort to go paperless and streamline record keeping, many City software applications deployed now use electronic signatures to approve or authorize tasks. This deployment is especially useful for large employee groups such as the Police and Fire departments.
- **Patrol cars’ migration to tablets/printers for E-Citations**
 Information Systems configured and replaced more than 300 laptops with tablet computers and mounted mobile printers in each Knoxville Police Department patrol car. This effort was in preparation for a new software solution to be used to create electronic citations. While violators still receive a paper ticket printed in the car, the data for the ticket is stored electronically and available for court processing and payment. E-Citations are slated to go into production the first quarter of 2016.

KNOXVILLE AREA TRANSIT (KAT)

Procurements, contracts and plans:

- Led and completed the state's first Joint Bus Procurement with Memphis Area Transit (MATA) awarding a five-year contract for low-floor cutaway buses to National Bus Sales.
- Drafted a comprehensive Transit Asset Management Plan two years before the federal deadline.
- Updated KAT's Substance Abuse Policy.
- Successfully negotiated a new 3-year labor agreement with ATU Local 1164.
- Successfully transitioned to a new Time & Pay payroll system.
- Awarded a contract to ECOLANE for a new paratransit scheduling product.

Awards and reviews:

- KAT brought home numerous awards at Tennessee Public Transit Association (TPTA) state conference and Roadeo, including successfully defending both state bus titles:
 - Mechanic Mike McAmis received state transit award for Urban Support Employee of the Year;
 - Mechanic Chris Click was awarded second place in state Maintenance Roadeo competition;
 - Operator Dean Pruitt, awarded first place in state 35-foot Bus Roadeo;
 - Operator Greg Davis, awarded first place in state 40-foot Bus Roadeo;
 - Operator Wendell Mobley, awarded second place in state Van Roadeo.
- Successfully completed the Federal Transit Administration's Triennial Review with no deficiencies. One of only two transit providers in the state to do so.
- Completed a Homeland Security BASE review.
- In partnership with the Department of Sustainability, applied for and was awarded a technical assistance workshop grant on transit-oriented development and how investment in public transit could multiply the City's economic development successes.

Transit campaigns and additional service:

- Addition of service hours and Sunday routes, resulting in a 53 percent increase in Sunday ridership during first month.
- New bus schedule racks throughout the system area (50 25-slot and 30 4-slot; black powder coated aluminum with logo and KAT contact information).
- In partnership with the Department of Sustainability and City Benefits, KAT implemented the City Employee Bus Pass Program (free 20-ride monthly).
- Cumberland Connect Campaign (Free Fare Zone).

- Rides on the House campaign.
- New Fleet Bicycle (attended Mechanicsville Homecoming parade).
- Trolleys on Tap! listening sessions for trolley system upgrades.
- Held first Transit Bus Operators Appreciation Day.

By the numbers:

- Miles between mechanical failures for buses – up 41 percent for the year.
- Zero preventable accidents during February inclement weather.
- Workman’s compensation claims – reduced by 16 percent.
- KAT ridership – up more than 4 percent for FY15 (highest in state).

Trainings and certifications:

- Negotiated a permanent CDL testing site at Chilhowee Park & Exposition Center.
- Trained and successfully tested 28 new KAT hires.
- Trained and successfully tested three KPD officers.
- Successfully tested four Public Service employees.
- Hosted Tennessee Transit Training Center session on customer service.
- Safety supervisor received certification in transit industrial safety management and fundamentals of bus collision investigation.
- Presented quarterly education classes for City of Knoxville employees (“The Healthy Commute”).
- Farmers’ Market and demo KAT bicycle rack.
- Numerous travel trainings for passengers and groups.
- Road supervisor attended passenger service and safety train-the-trainer course.
- O’Connor Senior Center monthly program contributor (“Let KAT plan your next trip”).
- Collaborated with Lawson McGhee Library and branch libraries on Story Time (city bus/bus stop books and bus activities).

Partnerships and participation in numerous incidents and events (partial listing):

- Participated in the Blount County CSX rail incident evacuation.
- Participated in Sarah Moore Greene School Transportation and Technology Day.
- Benefits picnic.
- Knoxville Under Construction media tour.
- Neighborhood Conference (bus booth; free bus pass home).
- Inaugural Open Streets partnership.
- Regal Cinema Celebration of Lights (origami Christmas tree ornaments made out of bus schedules).
- City People Home Tour partnership (Knoxville Station as main check-in site).
- Special Events, including Brewfest, Asian Festival, Art Fair KMA, East Tennessee History Fair.

Sustainability efforts:

- A recycling campaign has been under way since KAT moved into Knoxville Station. This entails messages to bus operators via electronic signage, signs over all trash cans – “Can that be recycled instead?” – as well as an educational campaign about what is recyclable.
- Installed a new door to reduce the inner/outer air flow, which promises to massively improve efficiency.
- Installed a water bottle refill station in the lobby, thus reducing the plastic bottle waste. So far, we have distributed the equivalent of/saved the equivalent of 3,518 water bottles.
- Reduced paper usage by 18 reams of paper, or 9,000 sheets, annually by putting our driver information on a shared drive.
- Raised the building temperature by 2 degrees in the summer to reduce electricity usage.
- KAT Maintenance Department recycles 38,300 pounds of scrap metal yearly.
- KAT Maintenance Department recycles motor oil and transmission fluid daily.
- KAT Maintenance Department reuses antifreeze daily.
- The Parts Department recycles all cardboard boxes – so much that they have to have someone come out twice a week to empty the containers.
- KAT is using a KAT bike for use on short trips downtown for schedule delivery, outreach and meetings, reducing use of delivery van, etc.
- There are 25 recycling bins at KSTC (one in every office and common area) that are emptied at least once a day per PBA.
- Recycle of all printer ink cartridges at KSTC.
- KAT is working on:
 - Implementation plan to start adding solar lighting at KAT shelter locations;
 - Introducing a pilot program to add recycling bins to the Super Stops, and if successful, KAT will move toward installing recycling bins at all shelter locations.

LAW

- The Law Department has had an active and successful year in affording legal advice and representation to the City of Knoxville. Staff lawyers have provided legal services throughout the year to each of the various departments, offices and divisions. The City's attorneys have worked to staff a large number of City boards and commissions, including but not limited to the Better Building Board, the Downtown Design Review Board, the Solicitations Board, the Animal Control Board, the Board of Environmental Appeals, the Board of Zoning Appeals, the Board of Building Adjustments & Appeals, the Electrical Board, the Historic Zoning Commission and the Police Advisory and Review Committee.

Legislation:

- Members of the Law Department prepared and distributed the City Council agenda every two weeks. They also have prepared or reviewed more than 620 resolutions and ordinances for City Council's consideration.
- Particular legislation of note drafted by the Law Department includes:
 - A new sign ordinance;
 - A proposed new food truck ordinance;
 - Amendments to urban agriculture related ordinances;
 - A demolition delay ordinance;
 - An enabling ordinance for CBID abatement;
 - Updates to form-based codes regarding redevelopment of existing buildings;
 - Proposed state legislation making changes to the hotel/motel tax law; and
 - "Wine in grocery stores" regulations.

Contracts:

- As always, much of the business of the City is accomplished by contracting with third parties for goods and services. Over the course of the past year, Law Department attorneys have prepared and caused to be executed more than 468 contracts and/or amendments to existing contracts. In addition to the large number of contracts, both routine and complex, generated by the City's Engineering Department, some of the more significant agreements that have been drafted this year include the following:
 - A memorandum of understanding for the Knoxville Fire Department to assist the 134th Air Refueling Wing during potential casualty events;
 - A memorandum of understanding for the Knoxville Fire Department with the International Society of Fire Service Instructors to host educational opportunities for firefighters and EMS workers at the Fire Department's Training Center;
 - The City's first tri-party transit procurement pact with the City of Memphis and National Bus Sales;

- The Letter of Intent and various other contract documents for the relocation of the Regal Entertainment Group worldwide headquarters to the South Waterfront; and
 - An agreement with Nourish Knoxville for the use of Market Square for a farmers' market.
- In addition to new contracts or amendments to existing contracts, the attorneys of the Law Department are engaged in a significant amount of transactional legal work. For the Community Development Department alone, the Law Department prepared and assisted in the execution of:
 - 205 deed of trust releases;
 - 12 loan modifications;
 - 24 Owner-Occupied Program projects;
 - 3 Rental Rehabilitation Program projects;
 - 13 Façade Improvement Program projects;
 - 6 loan subordinations;
 - 7 assumption agreements;
 - 9 Downpayment Assistance Program projects;
 - 15 Lead Hazard Control Grant projects;
 - 5 HOME-funded Community Housing Development Organization projects; and
 - 3 Blighted Property Redevelopment Program projects.
- The Law Department assisted Community Development in many individual projects, including guiding 19 properties through the Homemaker Program and conveying them to new ownership, and assisting in the creation, structure and management of the new Historic Preservation Grant Program that has funded the rehabilitation of six historic properties.
- The Law Department also assisted Community Development, KCDC and the IDB in setting up PILOTs for the revitalization of both Walter P. Taylor Homes and the Holston Oaks Apartments communities.
- The Law Department also assisted in the processing of a \$2.9 million loan for development of the Farragut Hotel building.

Litigation:

- The Law Department continues to manage a hefty litigation caseload. Over the past year, members of the City Law Department have resolved more than 198 cases pending in the courts against the City of Knoxville, covering a wide range of topics, including torts, municipal appeals, workers' compensation, civil rights, unlawful sale and distribution of alcohol, land use, and multiple labor and employment matters.
- In some of the more significant litigation, attorneys from the Law Department:
 - Prevailed in a Chancery Court appeal of Northshore Town Center rezoning/use on review;
 - Prevailed in a Chancery Court appeal of crematories as accessory uses to funeral homes;

- Filed a brief on behalf of the Tennessee Municipal Attorneys Association and the International Municipal Lawyers Association regarding the relationship between the Tennessee Public Records Act and open criminal investigative files;
- Resolved 41 workers' compensation cases (9 through litigation) involving City and KAT employees, including a significant decision before the Tennessee Special Workers' Compensation Appeals Panel reversing the decision of the Knox County Chancery Court; and
- Closed all outstanding annexation cases following legislative action mooting those cases.

Other assistance, training and debt collection:

- In 2015, the Law Department developed and provided training on the Open Meetings Act to every City board and committee covered by the act.
- The City's staff attorneys carefully monitor developments in both statutory and case law and work with each of the City's departments on an ongoing basis to ensure that the City and its employees are up to date on and compliant with current state, federal and local law as it relates to departmental activities, including employment practices, thus improving the operational efficiency of those departments. For example, Law worked with the Police Department to revise its Secondary Employment policy and assisted in an investigation and disciplinary action related to violations of the existing policy.
- The Law Department also assists in an ongoing review of KPD policies related to its CALEA certification, and provides legal training, during KPD's annual in-service training as well as for recruit and promotional training.
- The Law Department also works with the Fire Department on training and operational issues and advises on new legislation adopted by the Tennessee General Assembly, and assisted in the review, development and update of the Fire Department's Rules and Regulations, including social media, open burn, overtime staffing, contagious illness and post-accident policies.
- Where appropriate, the Law Department also offers advice to the Legislature and to the courts to aid in developing sound statutory and case law. The Law Department regularly works with legislative counsel Tony Thompson in reviewing and offering advice with respect to proposed legislation.
- In 2015, the Law Department oversaw and issued to various charitable organizations a total of 229 solicitations permits or renewals of existing permits.
- The department also played a significant role in the response to an increasing number of requests for review of public records.
- The Law Department was active in collecting debts owed to the City through unpaid taxes, completing a property tax sale and aggressively pursuing debtors through bankruptcy court. Through persuasion, staff attorneys assisted in the collection of unpaid hotel/motel taxes and worked with the District Attorney's Office on the sale of four parcels obtained through criminal forfeitures.
- The Law Department also worked with the City's Risk Management division to recoup almost \$200,000 owed to the City as compensation for property damage or injuries to City employees.

NEIGHBORHOODS

- **Blighted property:**

The Office of Neighborhoods has stepped up its work with neighborhood groups by switching to monthly meetings of the Neighborhood Working Group, providing opportunities for neighborhood representatives and City staff to discuss individual problem properties, City policies and programs on blight, resources for neighborhoods, and related issues.
- **Broadway Corridor Task Force:**

This group of neighborhood and business representatives, meeting monthly, worked with the East Tennessee Community Design Center to stage a design charrette on a selected section of North Broadway. Many City departments were represented, and results will be unveiled in 2016. CDC's work was performed under an existing contract with the Community Development Department.
- **Capacity building:**

The Office of Neighborhoods conducted workshops and one-on-one meetings aimed at helping neighborhood associations build their capacity to work effectively in their communities.
- **Emergency preparedness:**

The Neighborhoods office continued to promote the Neighborhood Emergency Preparedness Program and began working with KEMA to establish a network of volunteers who can perform and report on assessments in each residential neighborhood following a widespread emergency or disaster.
- **Neighborhood Advisory Council:**

The Office of Neighborhoods staffed the 15-member Neighborhood Advisory Council, which met 11 times over the course of the year to provide feedback and advice on Office of Neighborhoods programs and also to explore a variety of neighborhood-related topics and issues, including the proposed sign ordinance, homelessness, urban agriculture, absentee landlords, street closure policies, open streets, workings of the Metropolitan Planning Commission, Knoxville Area Transit, and blighted property. Mayor Madeline Rogero spoke at the November meeting, fielding questions on a wide variety of topics.
- **Neighborhood Conference:**

With lots of help from City staff and neighborhood leaders, the City of Knoxville's second neighborhood conference was held in March. There were 700 participants including 100 young people, 50-plus volunteers, 32 workshops, 100 speakers, 80 information booths, music, door prizes and the third annual presentation of the Diana Conn Good Neighbor of the Year Award.

- **Neighborhood Small Grants Program:**
After a three-year hiatus, this program was brought back, taking proposals from 13 groups and, with the help of a committee of community leaders, funds were awarded to 12 neighborhoods for a total of \$22,900. Also worked with the East Tennessee Community Design Center, which serves as fiscal sponsor for some groups.
- **Ongoing:**
The Office of Neighborhoods provided consultation services to neighborhood groups on a wide variety of subjects; assisted groups and individuals with a variety of concerns; helped departments communicate with groups; produced 44 issues of the almost-weekly Neighborhood Advisory; maintained the Knoxville Neighborhood Directory; attended regional and national conferences in Bowling Green, Ky., and Houston; helped Great Schools Partnership, Bridge Refugee Services and other groups establish neighborhood connections; and participated in or was the featured speaker at over 50 neighborhood meetings.

PARKS AND RECREATION

- In February 2015, the Tyson Tennis Center was dedicated in honor of former Mayor Kyle C. Testerman.
- In March, the Parks and Recreation Department hosted the 10th annual Teen Step Show at the Knoxville Coliseum. There were 11 teams participating from all over the South, and 1,900 people attended the Teen Step Show.
- Working with a grant through the Tennessee Clean Water Network, Parks and Recreation placed water bottle filling stations at five city parks. These combination water fountain, doggie water fountain and water bottle filling stations can be found at Tyson Park, Harriet Tubman Park, World's Fair Park, Ashley Nicole Playground and Victor Ashe Park.
- In November 2015, the City officially took title of the 70-acre River Bluff property from the Legacy Parks Foundation. This dedicated park space is a wonderful piece of undeveloped woods overlooking the Tennessee River and downtown Knoxville.
- In July, the Parks and Recreation Department opened up six newly constructed pickle ball courts in West Hills Park. These courts were constructed on the site where two abandoned tennis courts once stood.
- The City spent more than \$1 million to reconstruct/resurface the cart paths at both Knoxville Municipal Golf Course and Whittle Springs Golf Course. This work was completed in May.

- The Parks and Recreation Department, working with Information Systems, implemented a new online payment system in November for patrons to register for classes, sports leagues and shelter reservations. The new “RecPro” system allows users for the first time to make credit card payments from the comforts of home.
- Parks and Recreation opened a new playground at the Dr. E.V. Davidson Recreation Center in November. This new facility will serve not only the children who participate in programs at the center, but also the children who live in this East Knoxville community.
- Work began on renovations to the Fountain City Lake. Partnering with the Engineering Department, a preliminary study was completed and is being followed that will help solve the problem of algae growing in the lake. Infrastructure repairs, a new environmental management plan and education of park visitors on dos and don’ts of water fowl husbandry are parts of the solution.
- Google officially made public a new “Google Trekker” site that allows people to go online and see all the trails and greenways in Knoxville. This project, a cooperative effort between the Metropolitan Planning Commission, Parks and Recreation, Legacy Parks and Knox County, involved collecting images of all the City’s greenways and trails, as well as those of Knox County and Farragut.
- In April, the official groundbreaking for Suttree Landing Park was held. Construction on this new riverfront park has begun and will be completed in late 2016.
- A new entrance into Fort Dickerson Park was completed in the summer. This new road aligns with Chapman Highway at Woodlawn Pike and makes easier entry and exit for park users. A new park area adjacent to this entrance road, sponsored by the Aslan Foundation, is also in the plans to be constructed in 2016.
- In October, Parks and Recreation, partnering with several groups and organizations, participated in the first ever Open Streets event. More than a mile of Central Street, from the Old City to Happy Holler, was closed on a Sunday afternoon to motor vehicles, so walkers and bikers could enjoy the freedom of the open streets.
- In the summer, Parks and Recreation registered more than 850 children into the seven-week Summer Playground Program at 10 different sites. The program offered arts and crafts, field trips, sports games and fitness activities.
- The ribbon was cut on Dec. 15, 2015, to officially open up the Knox/Blount Greenway. This almost two-mile section of paved greenway trail is the first phase of a planned trail to the Great Smoky Mountain National Park.
- The fourth annual “Let’s Move!” event was held at Victor Ashe Park on Saturday, May 3. More than 2,000 people attended this free event that featured more than 90 activity stations spread throughout the park. This was a partnership with Knox County Health Department, the University of Tennessee, Knox County Schools and a number of private sector sponsors.

- The first large component associated with the new master plan for Lakeshore Park was officially opened in September. The Hank Rappé Playground, a state-of-the-art all-inclusive play structure, was unveiled. Construction also included an adjacent parking lot and amenities including trees, lighting and picnic tables.
- Parks and Recreation officially received a donation of the property that makes up the Holston-Chilhowee Recreation ballfields on Asheville Highway from the Holston-Chilhowee Recreation Commission. The City had previously been leasing the property for youth athletics.
- Parks and Recreation hosted the 4th annual Outdoor Urban Program in July and August, with 40 disadvantaged children ranging in ages from 9 to 12. Activities included hiking, swimming, climbing, repelling and bouldering.
- At Christmas time, Parks and Recreation staff assisted in the pick-up and delivery of 175 Empty Stocking Fund food baskets to qualifying low-income individuals and families who live in the Knoxville's Community Development Corp.'s high-rise facilities.
- Parks and Recreation continued to offer its After School Program in 11 recreation centers. Average daily attendance is more than 400 children.
- The Knoxville Arts and Fine Craft Center offered 110 classes and activities, including crafts, dance, pottery, painting, cooking and music. Participants range from pre-schoolers to adults. The KAFC also continued a strong partnership and outreach program with the Boy Scouts, Girl Scouts, the Justice Center, local youth groups and home school organizations.
- Parks and Recreation partnered with local agencies to help better serve participants seeking adaptive recreation opportunities. These agencies include Sunshine Industries, Breakthrough Corp., Sertoma Center, Cerebral Palsy Center, the Peer Support Academy and Open Arms Care.
- In 2015, adult sports leagues in basketball, kickball, volleyball, softball and baseball included a total of 388 teams and more than 4,600 participants. This was a 10 percent increase in teams over last year and a 25 percent increase over 2013.
- In 2015, there were 617 teams participating in youth sports, including basketball, football, baseball and softball.
- Recreation center programs were increased to include yoga, Ca-La Fitness, chess (partnering with Urban Town Chess), learn-to-swim classes, and adaptive recreation opportunities.
- The Recreation Program Coordinator became a member of the Mayor's Council on Disability Issues (CODI).

- At the annual Tennessee Recreation and Parks Association Conference held in Kingsport in November, Knoxville received the Four Star Award recognizing excellence in programming, marketing and renovated and new facility. The award recognized the City's marketing campaign for the Tennessee River Tour, the digital marketing for the "Google Trekker – Knoxville Regional Trails & Greenways," and the renovation of the West Hills pickle ball courts.

PLANS REVIEW AND INSPECTIONS

- Issued building permits in 2015 for construction projects valued at \$360 million – a jump up in the value of projects by \$105 million from 2014, or a 41 percent increase. (The \$360 million in the value of projects issued permits was the City's highest in eight years – an indicator of the City's most intense economic activity since the Great Recession started in 2008.)
- Reviewed more than 200 electronic plan submittals.
- Issued 23 percent more permits than in 2014.
- Increased the number of construction inspections performed by 10 percent over 2014.
- Increased the number of zoning inspections by 200 percent over the number performed in 2014.
- Increased revenue by 27 percent over 2014.
- Successfully completed the State Fire Marshal's audit (electrical division).

POLICE

- Patrol Division implemented a new schedule with fixed shifts to become more conducive for healthier lifestyles and to improve officer interactions with the community.
- Answered 248,561 calls for police services.
- Issued 69,003 citations and made 12,367 arrests, which have played a role in ongoing efforts to protect property and lives in the community. Of these 81,370 possibly negative contacts, officers had to respond to resistance with force on only 98 individuals. Officers did not have to use deadly force at all during this year.

- The Liaison Officer Program provided an opportunity for officers to engage the community by attending over 40 neighborhood meetings a month working with 90 different community groups creating working partnerships to address crime and quality-of-life issues in neighborhoods through trusting relationships.
- The Repeat Offender Squad served one Nuisance Injunction on a residence that was a criminal haven in a neighborhood and shut down the operation and brought peace to those living in the area.
- The Neighborhood Bike Officers conducted seven graffiti removal operations targeting 12 different locations to eradicate unsightly blight.
- The Neighborhood Bike Officers partnered with CAC, the Service Department and the Office on Homelessness to address 56 homeless camps that intruded on neighborhoods and businesses.
- Received our 8th accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA) with the Meritorious Advanced Award with Excellence.
- Hired nine new non-sworn employees to vital positions in the department.
- Promoted 12 Sergeants, 8 Lieutenants, and 1 Captain.
- Started construction on new K9 Training Facility.
- Installed new security scanner at the entrance to the Safety Building.
- Completed enhancements to Safety City structures.
- Held first Tennessee Survivors of Homicide Family Roundtable.
- Received grant funding to implement the following programs:
 - First Naloxone law enforcement program in Tennessee;
 - Deployed Naloxone and saved five lives in 2015;
 - Elder Abuse Awareness, Prevention, and Response Program;
 - ICAC Wounded Warrior HERO Program;
 - Tennessee Sexual Assault Victims Roundtable; and
 - Tennessee Crime Control Reduction Program to support the Save Our Sons program.
- Collected 3,720 pounds of unwanted medications
- Installed a new automated target system at the Phil E. Keith Training Facility.
- Developed and Presented new Elder Driving Car Fit Safety Program.
- Deployed new Panasonic tablets to patrol officers.
- Deployed 25 new Dodge Chargers to Patrol.
- Recognized as Agency of the Year by Bair Analytics/Lexus Nexus for Crime Analysis efforts.
- Assisted the Chattanooga Police Department in development and training of a Crime Analysis Unit.
- Received National Recognition Award for KPD Anti-Bullying Program.
- Implemented Select DNA crime prevention effort.
- Property Crime Unit recovered over \$283,000 in stolen property.
- KPD crime clearance rate was 48 percent (well over the state average of 38 percent).

- Partnered with the White House Police Open Data Initiative to enhance trust and transparency with law enforcement and created the Open Data Page on the KPD website.

POLICY

- Prepared the public presentation of final recommendations from the Urban Land Institute and shared the city's initial responses in a public forum with approximately 150 people in attendance.
- Explored options for peripheral uses at World's Fair Park and potential reuse of the Knoxville Convention and Exhibition Center.
- Assisted in providing funding for public art and worked to increase the capacity of the Public Art Committee.
- Continued aggressive support of redevelopment projects in the city core.
- Supported additional infrastructure for downtown, including design for a new restroom facility in the Market Square area (which has been approved by the Downtown Design Review Board) and a sound system for Market Square.
- Completed process with Knox County to hire a new MPC Executive Director.

PUBLIC SERVICE

Administration:

- Completed a significant reorganization of the Public Service Department Operations Division that was started in late 2013. This effort is designed to improve accountability, maximize operational efficiencies and improve customer service. This concluded with the hiring of Sheryl Ely, Public Service Deputy Director, and the hiring of Rachel Butzler, Solid Waste Manager.
- Continued implementation of an Automatic Vehicle Locator (AVL) system and the preliminary steps to implement a new work order management and warehouse and asset management software system. These major technology projects will significantly improve efficiency and accountability. Public Service now has more than 100 vehicles equipped with AVLs; only Horticulture and Construction divisions remain without AVLs.
- Continued work toward the completion of the Public Works Complex. Construction of the new complex is set to be completed in September 2016.
- Hired 27 new employees and promoted 60 employees.

Supply and Logistics Division:

- Restructured Loraine Street Administration and Warehouse Department to create Logistics Administration in order to increase efficiency, accountability and work flow.
- Created “Logistics Operations” (LO) division by combining 740, Animal and vertical litter personnel. LO increased community response times and provided better service through accountability and training.
- Reorganized the warehouse by renovating work spaces, installing storage racks and rearranging inventory, which increased stock availability and accountability.
- Reduced operational cost through better vendor selection and cheaper pricing points, increased procurements with local small businesses, and relationship development.
- Created a community outreach program that incorporates mentoring and community involvement by restructuring the adult and juvenile community service programs into community beautification outreach programs, involving school-aged kids to promote trade and crafts, providing presentations on Public Works, and engaging with the public during special events.
- Reorganized the courtesy box program under the administrative specialist position to manage the scheduling and dumping of boxes as needed throughout the city.
- Upgraded the process, management and reporting of manpower with minimal errors and issues.

Construction Division:

- 700 Block of Gay Street: Installed approximately 380-plus feet of reinforced concrete pipe over the July Fourth weekend. The project began due to a complete storm system failure that consisted of numerous challenges with utilities, traffic and pedestrians as well as getting the correct slope and grade to ensure proper water flow.
- Deane Hill Road failure: Replaced 64 feet of reinforced concrete pipe, which required an emergency shipment of pipe from out of state. The 50-year-old storm system collapsed, causing the road to fail. The project required working around the clock with assistance from KUB to allow the road to open in less than four days.
- Fire Hall No. 12: Completed the pipe installation, concrete and landscaping for this project. Performing these tasks in-house saved the City over \$100,000. This money can now be used to refurbish the interior.
- Chilhowee Park access road: Changed the access road design and location to make it safer and usable for all types of equipment at the park. This road was the site of numerous accidents due to its design and the type of original material.

- Playground at the Muse: Collaborated with many community organizations to complete the joint venture for the playground. Played a major role in the design of the pad and retaining wall. Completion of this playground allows Chilhowee Park another venue for children while visiting the Muse as well as the Knoxville Zoo.
- State Street Garage: Required more than 300 feet of reinforced concrete pipe on a 10 percent slope. The old failing infrastructure caused the road to fall in. This was an unforeseen project in the downtown area; the crews performed flawlessly by keeping the traffic moving and accomplishing the needed repairs.
- Codes crew: Completed more than 3,000 work orders, including mowing, lot cleaning, and boarding of unsecure properties. In addition, they also demolished 66 blighted and abandoned properties.
- Dr. E.V. Davidson Playground: Required three days to grade, haul, level and prep the site to be used for the playground. The asphalt hauled off the site was recycled.
- Melstone Road: Completed the upgrade of the existing culvert structure to allow water flow. This was originally a civil engineering project with a \$250,000 price tag if replaced with a new bridge structure. It crosses an active blue line stream so numerous Tennessee Department of Environment and Conservation (TDEC) requirements had to be met in order to work on this site. It required the set-up of a pump to keep the area and workers dry. The project took approximately 70 days to complete and cost roughly \$72,000. Several residents stopped to thank the crew for fixing a problem that had been getting worse for over 10 years.

Horticulture Division:

- The Horticulture Services Section is responsible for all landscaping and grounds maintenance at city parks, recreation centers, medians, triangles, greenways and other city-owned green spaces. The goal is to provide outstanding services for the community in a safe, responsible and efficient manner with well-trained employees, and to provide emergency weather response as needed.
- Provided grounds maintenance on 1,332 acres; mowing, trimming, litter cleanup, mulching, tree pruning, leaf/brush cleanup, erosion control, stump and invasive species removal.
- Maintained 462,980 square feet of landscape beds and 150 planters in a seasonally correct fashion; planting, watering, mulching, weeding, pruning, trimming and debris removal.
- Maintained 52 miles of city greenway walking trails.
- Managed contracts for 180 acres of mowing and 318,000 square feet of landscaping located at 177 sites.
- Provided tree maintenance; pruning, mulching, removal and cleanup.

- Executed “Requests-For-Service” calls with high-quality work, in a timely and professional manner.
- Provided 24-hour emergency assistance and backup for weather-related emergencies. Assisted in the cleanup of more than 100 tree-related problems within the right-of-way during the winter snow and ice storms.
- Corrected several traffic sight distance problems.
- Grinded or removed more than 1,200 stumps.
- Improved the North Hills Park and medians by removing bamboo and invasive weeds, repairing erosion problems, and improving the turf and tree appearances.
- In partnership with the Knox County Sheriff’s Department, assisted and supported the work crews that cleared an overgrown lot at the Knoxville Heritage House and areas along the James White Parkway, U.S. Highway 129, Interstate 640, the Gay Street Bridge and Richmond Hill.
- Assisted and supported volunteer groups in the cleanup of invasive weeds and overgrowth at Odd Fellows, Hardy Park and Longview cemeteries.
- Prepared sub-base material, graded and installed sod at the new Everly Brothers Park.
- Improved the Cumberland Estates Recreation Center walkway trail and landscaping.
- Improved West Hills Park by repairing eroded hillsides and re-grading the area around the playground.
- Cleaned out a storm water detention pond along the James White Parkway that was filled with invasive trees and plants.
- Cleaned up an overgrown hillside along First Creek to improve the appearance of the greenway entrance at Broadway.
- Cleaned up and assumed maintenance responsibility for the Old Mechanicsville Park.
- Installed a rock wall at the Holston Hills landscaping beds in preparation of the 2016 Dogwood Arts Festival kickoff.
- Coordinated and supported the invasive species and kudzu removal of six acres at Fort Dickerson Park using goats.

Urban Forestry Division:

- Prepped and managed an urban forest of more than 20,000 public trees in maintained areas and thousands of other trees in natural areas and along the City right-of-ways.
- Responded to 118 tree-related emergencies during and after severe weather events, not including the Feb. 16 ice storm; Urban Forestry contributed over 185 hours of overtime clearing trees from public streets.

- Removed 488 trees – 354 were planned “high-risk” tree removals and 134 were downed trees from storms.
- Pruned 1,750 trees and picked up 2,007,620 pounds of brush as the division transitioned to a proactive urban forestry model.
- Planted more than 550 trees during the 2014-2015 planting contract; scheduled to plant approximately 550 additional trees during the 2015-2016 season.
- Watered 5,468 trees during the 2015 growing season.
- Provided outreach and education to over 30 different organizations, neighborhoods groups and institutions.
- Inventoried more than 3,000 trees, planting sites, or stumps located on public property.
- Worked with Parks and Recreation and the Office of Sustainability to develop an interactive arboretum called “If Trees Could Sing” at Morningside Park and Victor Ashe Park.
- Developed tree protection best management practices (BMPs) for contractors working around public trees, and developed an extensive tree protection plan for preserving hundreds of trees at Lakeshore Park during the demolition of several structures and hardscapes throughout the park.
- Finalized a State of the Urban Forest report for the City and presented it to City Council. The report was to incorporate all the goals and objectives in several different prior tree management plans for the City and provide a guideline for moving the urban forestry program forward while still working on the goals of previous management plans.
- The City of Knoxville was recognized as a Tree City USA for the 24th consecutive year.
- Pruned all trees within the Parkridge Neighborhood and Sequoyah Park Neighborhood.
- Removed more than 40 ash trees along the Victor Ashe Greenway that were “high risk,” dead or dying trees as a result of the Emerald Ash Borer.
- Worked with Engineering on redeveloping the planting space along Howard Baker Jr. Avenue and Main Street to increase soil volume and implement new planting pits that will allow for future growth without interrupting the hardscape or overhead utilities.

Facilities Services Division:

- Installed seven new water fountains with the “bottle fill” feature at various Parks and Recreation facilities.
- Installed new basketball scoreboards at seven of the larger recreation centers.
- Painted the entire gyms at Cumberland Estates and Christenberry recreation centers.
- Reconfigured the plumbing for the Krutch Park waterfall – making it run off of the main pump and eliminating one pump in the system.
- Replaced the emergency standby generator at Fire Station No. 10.

- Developed and installed (with assistance from construction) the Market Square ice rink.
- Installed several new play stations and other equipment at Fort Kid Park.
- Conducted several major repairs to the building, including painting the entire complex at Charter Doyle Park.
- Have begun and will continue working throughout the beginning of 2016 on the new building at Beardsley Farm.
- Remodeled the front section and installed windows at the Service Department warehouse.
- Installed new electric service and street lights at the Fourth and Gill Park.

Service Areas:

- Collected more than 27,000 tons of yard waste.
- Swept 19,160 lane miles.
- Managed 10 days of winter weather operations – plowing and spreading salt on roughly 6,990 lane miles, successfully keeping the roadways passable and the public safe.
- Hired two new Area Managers and promoted six employees into a Foreman role.

Service Area 100 (special events and Downtown):

- Restructured night shift personnel and staffing, implementing a true 24/7 operation in Public Service and reducing overtime costs. This allowed Public Service to greatly reduce callback hours, which has been a cost savings due to fewer overtime hours.
- Continued to perfect the department's overtime sign-up system, which allows overtime opportunities to be presented fairly to all staff.
- Hired two new Foremen and added capacity so that Public Service was able to do away with an assistant position. This allowed the department to implement a step increase for all PSW1 employees who meet certain criteria.
- In another personnel change, Public Service added a second Master Equipment Operator. This position is focused mainly on equipment use related to the zones and is working with the Safety Coordinator to develop new methods and new training for a smarter, safer workforce.
- Continued to support more and more special events in Knoxville while still efficiently handling that demand and meeting City customers' needs.
- As Downtown continues to grow and as trash and recycling demands increase, Public Service continued to make necessary adjustments to keep Downtown Knoxville one of the cleanest cities in the South.
- With all of the construction currently going on in Downtown Knoxville, the scope will change over the next year, which will require forward movement to meet those challenges as the city continues to grow.

Service Area 200:

- One of the department's largest accomplishments each year is cleaning and prepping the route for the Dr. Martin Luther King Jr. Day parade, as well as the Austin-East Homecoming parade.
- Supplied ground leaves to the Knoxville Botanical Gardens and the community gardens on Hialeah Drive.
- Provided assistance, including manpower and equipment, to other departments to help them accomplish more difficult tasks. This includes helping Horticulture mow and trim the Will Skelton Greenway and helping Service Area 6 with leaf pickup and removal.
- Maintained normal brush and leaf schedules and have improved Area 200 by resuming our normal sweeping operations with new equipment.
- Implemented a new truck cleaning schedule that keeps equipment looking its best and reflecting positively on the City and the Public Service Department.

Service Area 300:

- Cleaned 22 miles of alleys.
- Cleaned and curbed more than three miles of sidewalks.
- Removed over 22,000 pounds of dirt and debris from seven blocks of sidewalk in the Magnolia Avenue/Asheville Highway area.
- Worked to remove sight distance issues along area right-of-ways.

Service area 400:

- Took the initiative to clean a majority of the concrete medians along Broadway. While this is a state route, it is a main thoroughfare in Knoxville and is also a highly visible street in Service Area 400.
- Shoveled all the dirt and grass that was growing out of cracks, removed cigarette butts out of the curb lines, used brooms and leaf blowers to pile up the debris and haul it away. This was a two-week job; Public Service is proud of the work completed!
- Starting a schedule of cleaning the medians once or twice a year.

Service Area 500:

- Rerouted the leaf collection maps by using knuckle booms to collect leaves from dead ends. This translated into a safer and more efficient leave collection.

- Ensured the collection of all leaves in every neighborhood in service area 500 at least one time by Christmas.

Service Area 600:

- Hired a new Manager in this area and had a smooth transition between managers, made possible by very good cooperation between and help from other Area Managers. A highlight in Area 600 was the great amount of assistance received from veteran team members and other Area Managers.

Solid Waste:

- Recycled and properly disposed of 34 tons of E-waste recycling at the Solid Waste Management Facility.
- Collected and properly disposed of 266 tons of residential hazardous materials at the Household Hazardous Waste Collection Center.
- Collected and properly disposed of 3,542 pounds of unused, unwanted medications at multiple medications collection events.
- Expanded the curbside recycling program to include another 3,000 totes provided to residents who were on the waiting list. This increases the total number of curbside recyclers to 22,500 households.

Solid Waste Transfer Station:

- Served approximately 49,000 customers and generated approximately \$890,000 in revenue.
- Operated the facility without receiving any violations or observations from the Tennessee Department of Environment and Conservation.
- Received a grant from the State of Tennessee to purchase a new oil collection tank, canopy to cover the tank, and a used oil heater that will be used to heat building 6.
- Began work on replacing compactor No. 1, completed work on the canopy covering the compactors, and replaced the paneling on building 5.
- Hired a new Manager and Foreman at the facility and continued to provide the same quality of service despite being short-staffed for much of the year.

Planning and Safety Department:

- Certified Nick Bradshaw as a National Safety Council (NSC) Defensive Driving Instructor, allowing Public Service to conduct a full defensive driving training course to employees.
- Implemented a new accident investigation protocol for major incidents involving a root cause analysis and a program for the remediation of future incidents

- Implemented a new comprehensive annual training program that combines quality across-the-board safety training for all Public Service employees.
- Implemented weekly “toolbox talks” conducted by supervisors or employees in every crew.
- Implemented a Second Chance program, which was designed with the leadership and facilitation of the PSD Equity and Diversity Committee. Its goal is to increase diversity in Public Service and address a need in the greater Knoxville community by providing temporary employment to disadvantaged citizens.
- Implemented employee of the quarter and employee of the year awards as part of Public Service Department’s Employee Recognition Program, which is led and facilitated through the PSD Safety Committee.
- Improved working relationships with Risk Management and Employee Benefits, which has led to greater input and engagement for PSD employees in the area of employee benefits and a vastly improved the process for handling worker’s compensation claims and accommodation decisions.

Neighborhood Codes:

- Tagged and processed 555 abandoned and inoperable vehicle complaints.
- Provided proper notice and remediated 4,214 solid waste/dirty lots complaints.
- Provided proper notice and remediated 9,339 overgrown lot complaints.
- Provided proper notice and continued to work through the processes on 1,047 structure violations.
- Conducted three neighborhood sweeps in the Vestal, Cold Springs and Chilhowee Park communities.
- Attended 13 different neighborhood group meetings or public working group meetings.
- Hired two new Codes Enforcement Officers and established the Administrative Specialist position.

PURCHASING

- Processed 606 requisitions into contracts and purchase orders for a total value of \$33,480,295. This includes virtually all financially-related transactions that flow through Purchasing except grants, P-Card transactions, Quick POs.
- A few noteworthy procurement projects were:
 - Repaving of Knoxville Municipal and Whittle Springs Golf Course cart paths;
 - Engineering design of the Magnolia Avenue 6-block streetscape project;
 - Purchase of 206 Air-Packs, 295 valve assemblies, 350 Kevlar headnets and 350 voice amplifiers for the Fire Department;
 - Construction of the Holbrook Drive bridge replacement project;

- Hundreds of thousands of rounds of both training and duty ammunition for the Police Department;
- 25 police cruisers (Dodge Chargers), as well as “vehicle up-fitting services” for the Police Department;
- Design of the Advanced Traffic Management System (ATMS);
- Purchase and installation of gymnasium seating bleachers for the Cumberland Estates Center;
- Purchase of playground equipment for the E.V. Davidson Community Center;
- Construction of the Fort Sanders sidewalk improvements project; and
- Construction engineering and inspection services for Phase II of the Cumberland Avenue streetscapes project.
- Successfully managed the City’s P-Card program, which consisted of another \$2 million worth of transactions with literally thousands of transactions.

Contract management:

- Closed 283 old purchase orders to de-obligate (free up) a grand total of \$840,763 for use by the various operating departments.
- Processed 280 contract requests, which comprised 194 new contracts and 86 amendments.
- Worked with Information Systems to develop a new Orbit Encumbrance Report, which provides an accurate picture of actual encumbrances to improve the process for de-obligating funds and returning these dollars to the various departments.
- Established the quarterly Purchasing Learn & Go training sessions to help City employees navigate the City’s purchasing regulations and financial system. Conducted the first session, which was focused on Quick POs, Direct Payment and Thresholds, three times in December 2015 for persons who use Oracle for payments and requisitions.
- Began the process of cleaning up the vendor database, in conjunction the IS Department, to remove duplicate vendors and cleanse the data to improve our current database.

Surplus property:

- Sold 597 vehicles/pieces of equipment at live auctions for a total value of \$389,700.
- Completed 487 surplus property sales transactions, via online auctions, for numerous and varied types of equipment and supplies for a total value of \$264,125.

REDEVELOPMENT

Downtown:

- Completed the construction of the Downtown Wayfinding system, including the installation of more than 250 signs (pedestrian, parking and vehicular signs). Removed more than 450 antiquated signs, reducing visual clutter. The \$1.2 million project has been well-received and is meeting the goals of navigation, branding and economic benefit.
- Reviewed, edited and presented final recommendations from the Urban Land Institute for five key sites around downtown and set the stage for future use and development (including the acquisition of the State Supreme Court site).
- Assisted the Public Building Authority (PBA) in providing parking enforcement along Gay Street.
- Worked with downtown owners/residents/providers to better establish broadband Internet service.
- Set the stage for the redevelopment of a number of buildings north of the railroad track along Depot Avenue through public/private partnerships.
- Coordinated with KUB on Century II upgrades.
- Coordinated with PBA on lower level parking in the State Street Garage.
- Began implementation of a new restroom facility in the Market Square area.
- Assisted Public Art Committee on development of park and art on the 200 block of South Gay Street.
- Coordinated design of Promenade roof and refurbishment of the Promenade deck.
- Purchased the former State Supreme Court site; issued RFP for Market Study to help the city determine highest and best use and to produce an RFP for redevelopment of the site.
- Began construction on 700 block of Gay Street, which will include the reconstruction of intersection medallions at Church and Clinch along Gay in addition to enhanced sidewalks and on-street parking.
- Coordinated with the developers of Marble Alley Lofts, 248 downtown residential apartment units, for construction and new streetscape improvements on State Street, Central Street and Commerce Avenue.
- Coordinated with KUB on Century II water and wastewater upgrades downtown.
- Coordinated the Old City streetscape plan to facilitate development.
- Continued coordination of design and implementation of the East Jackson Avenue streetscape plan and the Jackson Avenue ramp project.
- Constructed two new newspaper condos.
- Constructed two new garbage enclosures.
- Coordinated downtown parking needs for new developments, including the Farragut Hotel.

- Applied for and received a license agreement with the Tennessee Department of Transportation for additional green space along South Central Street.
- Coordinated lease with property owner for space at 30 Market Square to provide storage for City events on the Square.
- Coordinated issuance of several new patio use agreements
- Coordinated construction and future use of additional parking areas in the State Street Garage.

South Waterfront:

- Coordinated with the City's IDB to purchase the former Baptist Medical Office Tower from Southeastern Development Associates (SEDA). Regal Entertainment Group will convert the office building for a new corporate headquarters on the South Knoxville Waterfront.
- Demolition on the former Baptist Hospital site is completed. The site is ready for construction to begin for the 300-unit residential apartment complex. Grading and foundation work is underway. Construction anticipated by December 2017.
- Continued coordination with Camden Management Properties (CMP) that is constructing the River's Edge Apartments, a 134-unit luxury-style apartment complex. The project includes the realignment and new streetscape for Island Home Avenue and 800 linear feet of public riverwalk.
- Submitted the South Waterfront Pedestrian Bridge Project for the 2015 U.S. Department of Transportation Tiger Grant VII.
- Continuing environmental documentation as part of TDOT Local Programs Process for construction of Sevier Avenue streetscape Improvements and completion of park roadway network. Environmental approval anticipated in the first quarter of 2016.
- Construction continues on Waterfront Drive as part of the Suttree Landing Park roadway improvements (Phase 1A). Should be completed by fall 2016.
- Construction began on Suttree Landing Park (Phase 1B); anticipated to be complete by fall 2016.
- Administered South Waterfront Form-Based Code process, pending formal approval for property development clearance for:
 - An adaptive reuse (SW-3) district; and
 - A multi-residential development (SW-6) district.
- Continued bi-weekly meetings with South Waterfront Administrative Review Committee to hear potential redevelopment opportunities and to guide developers through the Form-Based Code process.
- In conjunction with the Law Department and Plans Review and Inspections, modified South Waterfront Form-Based Code to address additions, alterations and repairs to existing structures; code changes were adopted in May 2015.
- Completed South Waterfront Form-Based Code process on three existing sites for an adaptive reuse in the Sevier Avenue (SW-3) district; continued to meet

with prospective property owners to guide them through Form-Based Code process.

- Published and distributed the South Waterfront Newsletter.
- Created a new South Waterfront Blog with the City's Communications Department.
- Held public meeting for final designs of the Sevier Avenue streetscapes project.
- Assisted South Knoxville Elementary School on design of school library access to Sevier Avenue; coordinated with East Tennessee Community Design Center.
- Assisted the Metropolitan Planning Commission and Knox County Health Department in partnership with Project for Public Spaces during visit to Knoxville in September through a grant for place making in South Knoxville.

Cumberland Avenue:

- Finalized the bid and budgeting processes through the Transportation Improvement Program (TIP) and City Council for construction of both Phase I and Phase II of the Cumberland Avenue streetscape project.
- Selected Southern Constructors Inc. (SCI) as the primary contractor on the Cumberland streetscape project; in conjunction with Law, Engineering and Purchasing, finalized contract and issued notice to proceed to construction.
- Held construction kick-off meeting in April 2015 in coordination with KUB; approximately 100 people attended.
- Coordinated, in conjunction with Vaughn & Melton, the website launch of www.cumberlandconnect.com and app for smartphone users with push notifications for project information, merchant information, construction updates and traffic changes.
- Managed 6-week partial and two full weekend closures of Cumberland Avenue for construction of stormwater lines.
- Developed a Google map function for Cumberland Connect to log and track all requested road closures in and around Cumberland Avenue and Fort Sanders neighborhood, including City projects, KUB projects, University of Tennessee projects and private development requests.
- In conjunction with the Law Department and Plans Review and Inspections, modified the Cumberland Avenue Form-Based Code to address additions, alterations and repairs to existing structures; code changes were adopted in May 2015.
- In conjunction with the Law Department, Plans Review and Inspections, and the Office of Sustainability, modified the Cumberland Avenue Form-Based Code to address urban agriculture.
- Continued bi-weekly meetings with Cumberland Avenue Administrative Review Committee to hear potential redevelopment opportunities and to guide developers through the Form-Based Code process.

- Continued publication of Cumberland Avenue Connections Blog, publishing more than 20 posts in 2015.
- Continued coordination with Cumberland Avenue Merchants Association (CAMA) and stakeholders. Assisted association with holding officer elections for the first time in more than five years. Provided contact with Knoxville Chamber for association facilitation.
- Facilitated first-ever Brick by Brick Pre-game on the Strip block party for CAMA in conjunction with Vaughn & Melton and Merle FM. The event was considered a success by the merchants with approximately 500 participants, and there is interest in making this an annual event.
- Submitted University Commons development for the National Brownfields Redevelopment and Renewal Awards and is featured on the website <http://www.redevelopmentreuse.com/projects/University-Commons/251>.

Magnolia Avenue streetscapes:

- Hired an engineering design consultant to produce final design plans for a model block section.
- Coordinated review with TDOT on final design of model block section.
- Created Magnolia Avenue Project webpage.
- Partnered with the Office of Sustainability and Knoxville Area Transit for a Smart Growth America workshop on Transit Oriented Development (TOD) that focused its attention on the potential for Magnolia Avenue to be a TOD corridor in Knoxville.

Old City streetscapes:

- Hired consultant to move forward into final design and construction documents for the area between Central Street and Patton Street.
- Continued assisting and meeting with the Old City Association.

Downtown North:

- Completed final design on I-275 Business Park access road project from Baxter Avenue to Fifth Avenue.
- Received from TDOT Notice to Proceed (NTP) with right of way process for I-275 Business Park access road project.
- Proceeded with detailed design of the North Central Street streetscape project from Magnolia Avenue to Woodland Avenue, an approximately 1.1-mile stretch of roadway.

- Presented detailed design for North Central Street to the general public in November 2015 with approximately 50 people in attendance, receiving overall support for the project. Investigating options to improve cyclist safety, exploring costs of decorative lighting and assessing costs to remove overhead utilities. Project is scheduled to move forward for construction in fall 2016.
- Issued Request for Proposals (RFPs) in conjunction with Knoxville's Community Development Corp. for the former Sanitary Laundry and Dry Cleaning facility in August 2015. Received only one response containing several contingencies, one of which was for the City to pay for environmental remediation. Such a contingency was outside the written scope of the RFP. The city has chosen to hold the property and pursue improvements prior to reissuing another RFP.

Brownfield development:

- Requested and received Environmental Protection Agency funding for a Targeted Brownfield Assessment for the former McClung Warehouses parcels. Both a Phase I and Phase II assessment and an Analysis of Brownfield Cleanup Alternatives (ABCA) were completed in August 2015 for the properties at a value of \$96,000.
- Applied for two cleanup grants with EPA – one for the former McClung Warehouses properties at a value of \$150,000 with a \$30,000 local match, the other for the former Sanitary Laundry and Dry Cleaning facility in Downtown North for a value of \$200,000 with a \$40,000 local match. The grant selections are likely to take place in the spring or summer of 2016 and, if successful, the grant period is scheduled for three years.

Miscellaneous:

- The Mayor and Deputy Director of the Office of Redevelopment were invited to attend – and the Mayor was asked to speak – at the Mayors Plenary at the National Brownfield Conference in Chicago (a bi-annual event); the invitations followed the City's successful completion of \$800,000 EPA assessment grants for Downtown North and the South Waterfront. The assessment grants included a final presentation to the public with a final report and speaking engagements in Kingsport, Atlanta, Memphis and Orlando. For more information, visit: www.brownfieldsconference.org.
- Assisting the Engineering Department in discussions with TDOT on Chapman Highway issues.
- Assisting the Engineering Department and Transportation Planning Organization with the update of the 2040 Mobility Plan.
- Staff served on the following boards: Downtown Design Review Board, Knox Greenways Coalition, Great Smoky Mountain Regional Greenway Coalition, Public Property Naming Committee, Public Art Committee, Tree Board, Dow Community Action Committee, East Tennessee Community Design Center, Mobility Advisory Committee and the Great Schools Partnership.

- Continuing coordination with Regulatory Agencies (EPA, TVA, TDEC, ACOE, TDOT, SHPO).
- Continuing partnerships and transparency with area organizations such as Legacy Park, CBID, Market Square Merchants Association, Cumberland Avenue Merchants Association, Aslan Foundation, South Knoxville Alliance, South Knoxville Foundation, North Knoxville Business & Professional Association, Historic Old City Association, EKPBA, East Knoxville Business Alliance, Broadway Corridor Task Force and neighborhood groups, etc.
- Hired new project manager to redevelopment staff; started in January 2016.
- Established new development team to work in conjunction with the City's local economic development agencies and private developers seeking development incentives through PILOTs and TIFs. Such financial assistance has given opportunity to redevelopment buildings, including the former historic Farragut Hotel.

SPECIAL EVENTS

- The City of Knoxville's Office of Special Events strives to make our community the best city in which to live, work and play. This office is responsible for all special events that happen within the City of Knoxville. Special Events staff plans and oversees a wide array of events and publicity efforts designed to promote various programs and initiatives; this includes public speaking engagements, celebrations, ground breakings, ribbon cuttings and festivals.
- More than 1,000 events go through the Special Events office per year.
- For each of these events, Special Events handles the road closures, forms, insurance and banner permits, as well as assists with map layouts.
- A community special events meeting is held on the fourth Thursday of every month at the Civic Coliseum Ballroom. Event planners are invited to come and meet with the City departments (Police, Fire, Public Service, KAT, PBA, Parks and Recreation) that can assist them and answer any questions. Also at these meetings, speakers are often invited to address the planners and discuss different aspects of planning an event – from recycling to food safety.
- In collaboration with the Law Department, Special Events has updated the Special Events Guide and works closely with the Office of Business Support on food trucks.

Sponsorships

- Special Events handles \$135,000 in sponsorships for Festival on the Fourth and Christmas in the City (Regal Celebration of Lights, Holidays on Ice, Xfinity Christmas at Chilhowee, the Christmas Parade and the New Year's on the Square celebration).

Concerts on the Square

- Special Events continued to develop the Concerts on the Square series with an array of different musical acts, including the Knoxville Symphony, country, blues, rock and jazz as well as acoustical performances. Also held a Fall Concert Series on Thursdays throughout the month of October.
- The goal was to create and expand a special amenity to Market Square; attendance for both Tuesday and Thursday performance series continues to grow.

Collaboration with partners

- The Special Events team has cultivated a relationship with the Visit Knoxville staff, with communication through monthly meetings; the City and Visit Knoxville are working together on projects that enhance both the City of Knoxville and the East Tennessee region.
- Other partners include the 100 Block Association, the Market Square Association, City People and the Old City Association; Special Events staff attends their monthly meetings.

Festival on the Fourth

- The Fourth of July celebration brings close to 50,000 people to World's Fair Park for a day filled with family-fun activities. Some of the new activities added in recent years are paddle boats on the "Lazy River," a tug-of-war between the Knoxville Police Department and the Knoxville Fire Department, and train rides through the park on the "Liberty Express."

Christmas in the City

- The Regal Celebration of Lights was held on Nov. 27; the highlight of the evening with the lighting of a new animated 42-foot Christmas tree in the Krutch Park Extension, facing Gay Street. The evening consisted of family-friendly music, food and free activities at the "Christmas Village." In the parking lot on Union Avenue, Home Depot's "Santa's Workshop" allowed children to create a special craft. Market Street was used for many other free activities as well as food vendors, all provided by partnerships with many sponsors.
- The traditional window-decorating contest continued, with an award presented for the best window design; voting was conducted online.
- The Christmas in the City mobile app was fully activated to connect with Apple and Google, and Special Events also maximized use of social media – Twitter, Instagram and Facebook.
- The "Up on the Rooftops" campaign continued, with businesses and building owners throughout the City adding lighted tree decorations to their rooftops.
- The WIVK Christmas Parade logistics are managed through the Special Events Office, in partnership with Cumulus. The 2015 parade was held on Dec. 4.

- Xfinity Christmas at Chilhowee on Dec. 11 brought out many families to meet Santa, enjoy the music of the season, ride on miniature trains, create crafts and roast marshmallows – all free of charge.
- Holidays on Ice celebrated the 10th year of operation by the City of Knoxville, and to celebrate this milestone, the tent was removed from the rink and beautiful lighting overhead was added, as well as new lighted trees. The response to the open-air ice rink was incredibly positive! The days of operation were also extended by an additional 15 days due to popular demand. A total of \$36,500 was raised in sponsorships for the Holidays on Ice rink this year. This event has become a beloved tradition for the City, and each year, Special Events strives to make the experience more enjoyable. The City's team works closely with Robyn Wilson (rink manager) in all aspects of the operations. More than 17,000 skaters and 20,000 spectators came to the Market Square rink between Nov. 27 and Jan. 18, 2016.
- The Tour de Lights bicycle ride has now come under the umbrella of Christmas in the City and was held on Nov. 18 with festively decorated holiday bikes and riders meeting on Market Square. The ninth annual event – a five-mile tour of downtown, Fourth and Gill and Old North Knoxville – has become a favorite holiday tradition.
- New Year's on the Square celebration was held on Market Square, featuring a big screen on the stage showing images of 2015 highlights, a ball drop and fireworks show at midnight. WNOX and Lloyd's Electric were sponsors.

Additional events that Special Events handled:

- Assisted the Office of Redevelopment and the Cumberland Avenue Merchants Association with a first-of-its-kind Cumberland Avenue block party – the Sept. 5 Brick by Brick Pre-Game on the Strip event.
- Assisted with the first-ever Open Streets Knoxville event on Oct. 25. The mile-long three-hour closure of Central Street between Willow Street in the Old City and Oklahoma Avenue in Happy Holler to motorized traffic allowed people to safely walk, bike, dance, play and create art in the street. Open Streets was hosted by Bike Walk Knoxville, with support from the Knoxville Regional Transportation Planning Organization and the City of Knoxville.
- Assisted with the Mardi Growl dog parade on March 7.
- Helped plan and execute a number of festivals, including the Dogwood Arts Festival, the Rossini Festival, the Asian Festival, the Kuumba Festival, the HoLa Festival, and the International Biscuit Festival.
- Helped organize in partnership with the Journal Broadcasting Group the Journal Bunny Trail and the Journal Halloween Trail held at Mary Costa Plaza.
- Assisted Visit Knoxville with the production of Boomsday.
- Assisted with the Knoxville Marathon.
- Helped manage the Veterans Day Parade.

Special Events also assisted with organizing and implementing a number of events through the Mayor’s Office and other City departments:

- Organized and implemented the Mayor’s Inauguration and swearing-in ceremony for City Council members and the City Judge.
- Assisted the Parks and Recreation Department with ribbon-cuttings, groundbreakings and park dedications.
- Assisted Community Development with ribbon-cuttings and groundbreakings for various projects.
- Assisted with public meetings for Policy and Redevelopment staff when needed.
- Organized and implemented the Mayor’s State of the City budget luncheon as well as a City Council budget retreat.
- Assisted with organizing the Employee Benefits Fair.
- Organized and implemented the Living Lands and Waters reception.
- Organized and implemented the 9/11 Memorial Ceremony.

SUSTAINABILITY

- With the Knoxville-Knox County Community Action Committee and Knoxville Utilities Board, secured funding for and launched the Knoxville Extreme Energy Makeover program (KEEM), a \$15 million program funded by TVA to support weatherization of lower- and moderate-income properties. Launched in August 2015, KEEM will provide energy upgrades for over 1,200 Knoxville families by September 2017.
- Led the Smarter Cities Partnership in launching Savings in the House, a new campaign to educate residents about energy efficiency. To date, Savings in the House has helped more than 800 residents learn no- and low-cost ways to take control of utility bills.
- Led efforts to amend City zoning code to remove barriers to local food production and support urban agriculture.
- Continued support of the Knoxville-Knox County Food Policy Council in efforts to increase food access and security while strengthening local food systems.
- Hosted visiting delegation of Japanese researchers interested in learning about the history and work of Food Policy Council.
- Developed a new pilot program to encourage City employees to ride KAT to and from work. This pilot helped the City earn “Best Workplaces for Commuters” designation from the National Center for Transit Research.
- Secured a \$240,000 Clean Energy Technology Grant from the Tennessee Department of Environment and Conservation to support the installation of a geothermal system at the new Public Works Complex

- Hosted Smart Growth America for “Transit Oriented Development 101,” a grant-funded technical assistance workshop to introduce citizens and community leaders to concepts related to transit-oriented development.
- Co-hosted first “City of Knoxville Landlord Summit” with Office on Homelessness and local partners.
- Participated in the Tennessee River Tour river cleanup event.
- Selected as semifinalist in Georgetown University Energy Prize competition, which began in January and continues through the end of 2016;
- City Energy & Sustainability Initiative and Smarter Cities Partnership featured on WUOT’s “Dialogue” program, April 2015;
- Partnered with other municipal sustainability offices in the Southeast on successful application for a \$95,000 grant to support training for sustainability staff on issues of equity and energy.
- Sustainability staff presented at 15 local, regional and national conferences and meetings, including the National Adaptation Forum (St. Louis, Mo.), Southeast Energy Efficiency Alliance (SEEA)/ Association of Energy Services Professionals (AESP) Southeast Annual Conference (Atlanta, Ga.), Southeast Sustainability Directors Network Annual Meeting (Charleston, S.C.), Tennessee Chapter of American Public Works Association Annual Conference (Chattanooga, Tenn.), and PechaKucha (Knoxville).