

The people of Knoxville, and all over the world, tackled unprecedented challenges in 2020. However, in the face of uncertainty and adversity, one thing will never change: our City's mission to serve the people.

Each day – whether we're improving infrastructure, providing high-quality police, fire, and public services, or launching new programs to respond to emerging needs – the City of Knoxville is working for you.

These highlights are only a snapshot of our City from this past year, but collectively they represent a continued investment of time, resources and funding to improve the quality of life for all Knoxvilleans.

Our City thrives when our people thrive.



WORKING FOR YOU!

By the Numbers: City Highlights from 2020



HEALTHY & CONNECTED NEIGHBORHOODS

Housing & Neighborhood Development

- **\$7.5 million** – Funds appropriated in 2020 to support affordable housing
- **255** – Number of affordable-housing apartment units completed in 2020 with assistance through the City's Affordable Rental Development Fund

Public Service

- **62.8 million** – Pounds of brush and leaves collected curbside by City crews in all neighborhoods – that equates to 31,433 tons!

Office of Neighborhood Empowerment

- **More than 100** – Number of meetings with more than 45 neighborhood organizations; Neighborhood Empowerment staff helped residents to organize and connect with City departments

Office of Neighborhood Empowerment/Engineering

- **6** – Neighborhood traffic-calming projects

Engineering

- **\$7.4 million** – Investment made in repaving 37.5 miles of streets
- **18,017** – Linear feet of new or replaced sidewalks

Parks & Recreation

- **\$1.1 million** – Upgrades and improvements to 2 recreation centers, 3 playgrounds

A CLEAN AND RESILIENT FUTURE

Sustainability

- **\$2.2 million** – Net savings in 2020 for lighting streetlights following the citywide conversion to LED technology
- **4 million** – Square feet of City facilities whose energy use was benchmarked by the Office of Sustainability; staff monitored utility cost performance across more than 400 utility meters
- **15** – Number of additional City-owned facilities for which on-site energy savings assessments were conducted
- **12** – Number of City recreation centers where energy conservation measures were put in place to reduce utility costs as programming was reduced during the pandemic

Knoxville Area Transit (KAT)

- **12** – Number of all-electric vehicles currently being manufactured for KAT's fleet
- **More than 2 million** – Number of passenger trips provided; despite the uncertainty of a pandemic, KAT never stopped safely and effectively operating transit service, getting essential workers to jobs and connecting people to health care, groceries and other essential services



THRIVING BUSINESSES AND GOOD JOBS

Human Resources

- **34** – Number of years since the City last had a Human Resources Department; in June, HR was re-established to assure that employees and managers get the training, career development, recruitment assistance and workplace support they need

Finance

- **34** – Number of consecutive years being recognized by the Government Finance Officers Association (GFOA) for Excellence in Financial Reporting
- **31 years** – Consecutive years, GFOA Distinguished Budget Presentation Award

Purchasing

- **\$735,000** – Online sales of surplus equipment and vehicles via www.GovDeals.com; live auctions were cancelled in 2020 as a pandemic safety practice
- **\$4.8 million** – Value of City contracts with minority-owned businesses in FY 2020 - an all-time high, up by more than \$2.1 million from the previous year

Development Services

- **9,541** – Permits issued in 2020 (almost one-fourth of those were building permits)

Economic & Community Development

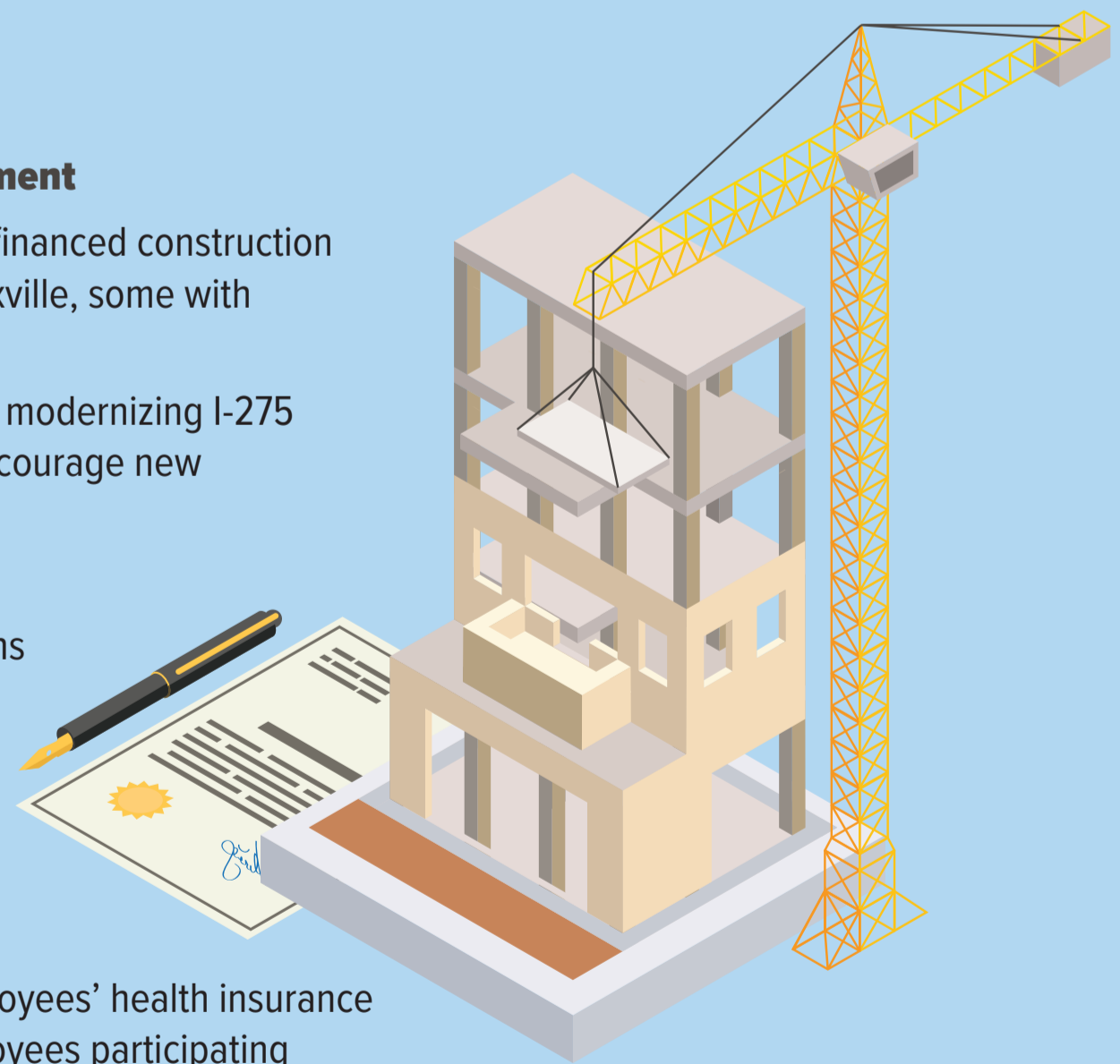
- **\$180 million** – Value of privately-financed construction projects underway in downtown Knoxville, some with City support, summer 2020
- **\$5.5 million** – City's investment in modernizing I-275 business corridor infrastructure to encourage new investment and create jobs

Civil Service

- **2,555** – Job candidate applications processed, including 612 for police officer recruit position
- **298** – Employees hired (133) and promoted (165)

Employee Benefits

- **7** – Number of years that City employees' health insurance rates have stayed the same for employees participating in wellness programs



RESPONSE TO COVID-19

Communications

- **1,460** – Approximate number of media releases, infographics, website updates, videos, interviews and social media posts providing information on pandemic resources or public health recommendations

Special Events

- **17** – Number of neighborhoods that decorated and illuminated their homes and yards for the Neighborhood Holiday Trails, a rolling Christmas in the City celebration organized after the pandemic forced the cancellation of several large public holiday gatherings

Information Systems

- **37,000** – Hours logged by City staff working remotely or meeting remotely; IS helped equip and transition the City's employees to best-practices COVID-19 safety protocols

\$5.7 million – City's investment since March to support Knoxvilleans as they navigated the health, economic and social challenges of the pandemic

Parks & Recreation

- **120,878** – Healthy meals served to schoolkids, in partnership with CAC for Grab & Go meals

Knoxville Convention Center

- **98** – Percentage of rebookings of contracted events at the Knoxville Convention Center that were canceled due to the pandemic



PUBLIC SAFETY

Fire

- **23,000** – Number of emergency calls to which KFD responded in 2020
- **67** – Percentage of emergency calls to medical or rescue-related incidents
- **23** – Percentage of calls to hazardous material or fire-related incidents
- **25** – Number of firefighter recruits in 2020 graduating class

Fleet Services

- **10,154** – City vehicle repair orders completed
- **178** – Number of vehicles and pieces of equipment replaced with new fleet assets

City Court

- **950** – Number of people assisted in getting their driver's licenses reinstated; Knoxville City Court was the first in the state to implement a payment plan for those owing court costs to obtain a driver's license while making payments

Police Advisory and Review Committee (PARC)

- **30** – Number of cases reviewed that came from residents
- **19** – Number of cases reviewed that came from KPD's Internal Affairs Unit

Police

- **65** – Percentage of homicide cases solved by the Knoxville Police Department's Violent Crimes Unit – a higher percentage than the national average
- **38** – Number of police recruits hired and trained in two 2020 Police Academy classes

Engineering/Disability Services Office

- **190** – Curb cuts constructed to improve accessibility

311 Center for Service Innovation

- **200,000** – Approximate number of customer contacts in 2020

Community Empowerment

- **750** – Approximate number of conversations, as part of the Empower Knox initiative, with community organizations to address opportunity gaps in education, jobs, health care and resources for at-risk youth and underserved and marginalized communities

Zoo Knoxville

- **750** – Number of animals cared for throughout the year

