**Thriving Businesses and Good Jobs**

**By the Numbers: City Highlights from 2020**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount/Details</th>
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</thead>
<tbody>
<tr>
<td>Thriving Businesses</td>
<td>Led by City staff working remotely or meeting remotely:</td>
</tr>
<tr>
<td>Economic &amp; Community Development</td>
<td>- $180 million – Value of primarily-financed construction projects underway in downtown Knoxville, some with City support, current year 2020</td>
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<tr>
<td>Financial System</td>
<td>- $5.5 million – City’s investment in modernizing its 127 business corridor infrastructure to encourage new investment and create jobs</td>
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<td>Public Safety</td>
<td>- $10.9 million in COVID-19 safety and health investments in 2020, 2021 and 2022</td>
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<tr>
<td>Special Events</td>
<td>- $1.5 million in existing LID projects underway in downtown Knoxville, some with City support, current year 2020</td>
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<td>Police</td>
<td>- 25 – Number of female recruits in 2020 graduating police academy classes</td>
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<tr>
<td>Fire</td>
<td>- 33,000 – Number of emergency calls to which KFD responded in 2020</td>
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<tr>
<td></td>
<td>- 67 – Percentage of emergency calls to medical or rescue-related incidents</td>
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<tr>
<td></td>
<td>- 23 – Percentage of calls to hazardous material or fire-related incidents</td>
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<tr>
<td></td>
<td>- 25 – Number of convictions for retail theft in 2020</td>
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<tr>
<td></td>
<td>- 10,154 – City vehicle repair orders completed</td>
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<tr>
<td></td>
<td>- 117,000 – Number of vehicles and pieces of equipment replaced with new fleet assets</td>
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<td>- 950 – Number of people assisted in getting their driver’s licenses renewed. 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</td>
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<td>- 30 – Number of cases reviewed that came from walk-in traffic</td>
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**Knoxville Convention Center**

- $5.7 million – City’s investment since support Knoxvillians as they navigated the health, economic, and social challenges of the pandemic

**By the Numbers:**

- **7,500 –** Hours logged by City staff working remotely or meeting remotely
- **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 female recruits in 2020 graduating police academy classes
- **10,154 –** City vehicle repair orders completed
- **117,000 –** Number of vehicles and pieces of equipment replaced with new fleet assets
- **950 –** Number of people assisted in getting their driver’s licenses renewed
- **30 –** Number of cases reviewed that came from walk-in traffic
- **10 –** Number of cases reviewed that came from KFD’s Internal Affairs Unit

**Housing & Neighborhood Development**

- $17 million – Funds appropriated in 2020 to support affordable housing
- 205 – 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 equals to 34,431 tons!

**Office of Neighborhood Empowerment**

- More than 100 – Number of meetings with more than 40 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**

- $14 million – Investment made in improving 375 miles of streets
- 18,017 – Linear feet of new or replaced sidewalks

**Public Safety**

- 45 neighborhood organizations; Neighborhood Empowerment staff helped residents organize and connect with City departments

**Knoxville Convention Center**

- 98 – Number of relocations that City staff assisted in getting their licenses renewed

**Public Service**

- 200,000 – Number of customer contacts in 2020

**Community Empowerment**

- 34 – Number of cases reviewed that came from walk-in traffic
- 950 – Number of people assisted in getting their driver’s licenses renewed
- 98 – Number of relocations that City staff assisted in getting their licenses renewed

**Zoo Knoxville**

- 700 – Number of animals cared for throughout the year

**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 accounts
- 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 electric vehicles currently being manufactured for KAT’s fleet

**Human Resources**

- 184 – 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

**Financial System**

- 15 years – Consecutive years, GFOA-Distinguished Budget Presentation Award

**Personnel**

- $48.8 million – Value of City contracts with minority-owned businesses in FY 2020, at all city levels, up by more than $2 million from the previous year

**Development Services**

- 5,484 – Projects underway in 2020 (almost one-fourth of those were building permits)

**COMMUNICATIONS**

- 4,650 – Approximate number of media releases, infographics, website updates, videos, articles, and media posts providing information on pandemic resources or public health recommendations

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