

# CITY WORKS

NEWSLETTER OF THE EMPLOYEES OF THE CITY OF KNOXVILLE

**APRIL 2009  
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[www.cityofknoxville.org/cityworks](http://www.cityofknoxville.org/cityworks)

If you have something you would like to contribute to the next City Works please contact:

**Cathy Chesney**  
Policy and Communications  
865-215-2831  
[cchesney@cityofknoxville.org](mailto:cchesney@cityofknoxville.org)



**KNOXVILLE'S  
PHONE NUMBER**

### 311 QUARTERLY STATS

Total Calls	57,987
Avg. Answer Time	25 seconds
Avg. Talk Time	87 seconds
Service Requests	6,286

### 311 QUARTERLY TOP TEN SERVICE REQUESTS

Court Request	1,952
Lot Complaint	898
KUB Referral	282
Dead Animal Pick-up	271
Signs / Street Marking / Parking	217
Mow Overgrown Lot	212
Structure Complaint	208
Inspections	198
Dumpster Request	145
Abandoned Vehicle	131
Pothole	102

### MAYOR'S MESSAGE

The economy seems to be the headline subject of every newscast and newspaper these days. Although you might be weary of the topic I think it's important to address how we are being impacted by this downturn.

The City of Knoxville is experiencing the economic pressure that is affecting the rest of the country. We have avoided layoffs and the reduction of services as the result of conservative budgeting and



MAYOR BILL HASLAM

keeping our costs down. Every department has played a role by improving efficiency and by watchful spending. Because of this we are in much better shape than many municipalities.

However, we anticipate bringing in \$3 million less in revenue by the end of this fiscal year on June 30. This requires taking additional steps to reduce spending in order to balance the budget. As you have probably heard we will eliminate \$750,000 allocated for employee bonuses this year. That is the hard news. The good news is that we remain committed to the three-year \$9.3 million plan to bring the salaries and benefits of employees to the level of those at comparable government organizations. We are approaching the second year of this initiative and those raises will be funded.

Finances are tight; the economy is wobbly. Things may seem bleak, but it is our job to respond to tough times by continuing to be good stewards of the taxpayers' money. It is our job to maintain a balanced budget. It is our job to offer a high level of services and continue to invest in our city.

We face a lot of challenges in the upcoming fiscal year but together we can continue to make Knoxville a city to be proud of. I appreciate you.

*Bill*

## EMPLOYEE SERVICE MILESTONES

### 10 YEARS

George D. Aubuchon  
 Melissa Elaine Berry  
 Donna L. Best  
 Stephen W. Burchfield  
 James Delbert Burrell  
 Kenneth B. Bush  
 Dana M. Crocker  
 Darrow M. Davenport  
 Jeffrey W. Day  
 James B. Evans  
 Joanne Christine Fuller  
 John M. Homa  
 Chris A. Johnson  
 Mark Douglas Johnson  
 Christopher W. Jones  
 John R. Kiely  
 Todd Ronald Lay  
 Brian D. Leatherwood  
 Albert C. Long  
 Gina D. Pierce  
 Cathy E. Pitts  
 Lee Morris Ragsdale, III  
 Travis E. Shuler  
 Alan W. Spears  
 Wally E. Spitzer  
 Clifford D. Thomas  
 Raymon L. Todd, Jr.  
 Trisha S. Ward  
 Gregory A. Womac  
 Janice Thrift Woodard

### 15 YEARS

Christopher Stewart Baldwin  
 Bernhard Curt Braeuner  
 Rick Lee Bunch  
 Donald Ray Davis  
 Gerald Thomas George, II  
 John Edward Huff  
 Daniel Joel Huffaker  
 Aaron John Loeffler  
 Bobby Joe Maxwell  
 Denny Ralph Norris  
 Jeffrey Stephens Pappas  
 Kathy L. Pappas  
 James Edward Quick, Jr.  
 James Randall Robinson  
 James Jeffrey Settlemyer  
 Samuel Paul Shaffer  
 Marvin Lee Shaw  
 Lincoln Bayless Steele, III  
 Stephen Allen Tokay  
 Tommy Eugene Walker

### 20 YEARS

Gary Scott Compton  
 William Mason Elmore  
 Hobart Michael Harriss  
 Cheryl F. Morris  
 Sandra Kelly Schade  
 James Delbert Trentham  
 Freddie Lee Wallace

### 30 YEARS

Thomas P. Armstrong  
 Bryan Jay Bates  
 Jeffrey D. Caldwell  
 Gary W. Campbell  
 James C. Claiborne  
 Ricky Floyd Ferguson  
 Thomas A. Fox  
 Ollie M. Messer  
 Deborah C. Moore  
 William C. Roehl  
 Gregory Alan Taylor  
 Mark A. Waggoner  
 Richard T. Woodby

### 35 YEARS

Michael P. Armstrong  
 David S. Ballard  
 Karen J. Conrad

