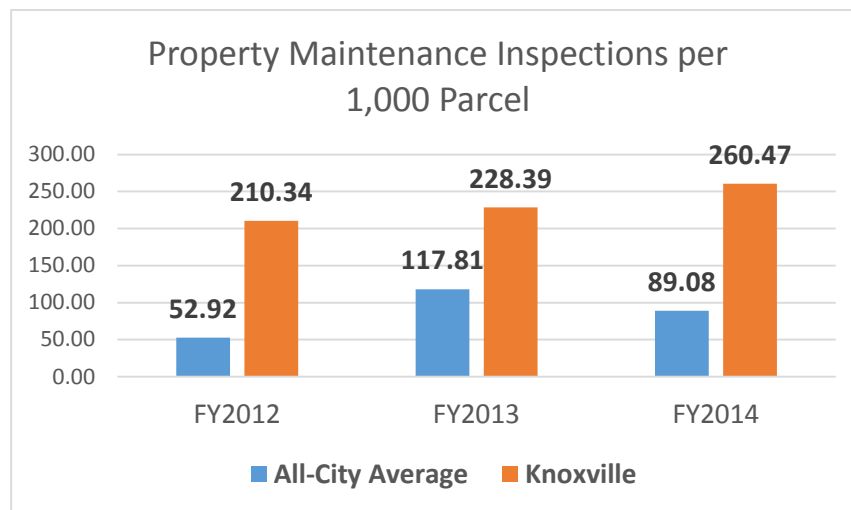


Knoxville Innovations in Property Maintenance Inspection Lead to Greater Efficiency

Chris Shults, MTAS TMBP Project Coordinator

The Tennessee Municipal Benchmarking Project (TMBP) is a service of MTAS to cities in Tennessee. TMBP serves to assist members in collecting and analyzing performance data and best practices information. A clear example of high performance and information sharing comes from the city of Knoxville, a current member of the TMBP.



The graph above shows the number of property maintenance inspections per 1,000 parcels. The graph indicates Knoxville performed about 260 property maintenance inspections per 1,000 parcels in FY2014. This number of inspections is well above the group average and indicates high performance levels.

When asked about Knoxville's level of property maintenance inspections, Robert Moyer, neighborhood codes enforcement manager, shared that Knoxville takes a proactive approach to property maintenance inspections and actively looks for property maintenance code violations. The property maintenance inspectors have assigned areas. They are required to be on every street in their area, at least once every two weeks, looking for code violations and talking to people. The personal interaction goes a long way. It helps inspectors find violations before they are reported, as well as builds rapport and strengthens the relationship between city government employees and the people they serve.

For more information on Knoxville's successes, please contact Russ Jensen, 311 Director at rjensen@knoxvilletn.gov.

If you would like information on the Tennessee Municipal Benchmarking Project, please contact Chris Shults, Project Coordinator at chris.shults@tennessee.edu.