

**A**

| <b><u>DEPARTMENT NAME</u></b>                     | <b><u>PHONE #</u></b> | <b><u>FAX #</u></b> |
|---|-----------------------|---------------------|
| <b><u>Accounting</u></b> <i>See Finance Dept.</i> | 215-2080              |                     |
| <b><u>Administrative Offices</u></b>              |                       |                     |
| Americans With Disabilities Act/ADA Coordinator   | 215-2104              | 215-2085            |
| Community Relations                               | 215-2048              |                     |
| Office of the Mayor <i>See Mayor's Office</i>     | 215-2040              |                     |
| Public Affairs                                    | 215-2065              |                     |
| Telecommunications for the Deaf/TTY               | 215-4581              |                     |
| Special Events                                    | 215-4248              |                     |
| <b><u>Alcohol Inspections</u></b>                 |                       |                     |
| Solicitations Permits                             | 215-2050              |                     |

**B**

| <b><u>DEPARTMENT NAME</u></b>                |                                 | <b><u>PHONE #</u></b> | <b><u>FAX #</u></b> |
|--|---------------------------------|-----------------------|---------------------|
| <b><u>Beer Board/Inspections/Permits</u></b> | <i>See Police Dept.</i>         |                       |                     |
| Beer Board/Inspections                       |                                 | 215-7379              |                     |
| Beer Permits                                 |                                 | 215-2179              |                     |
| <b><u>Building Inspections</u></b>           | <i>See Development Services</i> | 215-2999              | 215-2627            |
| <b><u>Business Tax</u></b>                   | <i>See Finance Dept.</i>        | 215-2083              |                     |

## C

| <u>DEPARTMENT NAME</u>                          | <u>PHONE #</u> | <u>FAX #</u> |
|---|----------------|--------------|
| <u>Chilhowee Park</u>                           | 215-1450       |              |
| <u>City Council Office</u>                      | 215-2075       | 215-4268     |
| <u>City Court</u>                               | 215-7500       | 215-7440     |
| <u>City Hall At The Mall - Knoxville Center</u> | 215-1234       |              |
| <u>Civic Auditorium</u>                         |                |              |
| Ticket Office                                   | 544-5388       | 544-5386     |
| Manager's Office                                | 544-5399       |              |
| <u>Civil Defense</u>                            |                |              |
| Office of Emergency Management                  | 215-2297       |              |
| <u>Civil Service Merit Board</u>                |                |              |
| Administration                                  | 215-2106       | 215-4270     |
| Job Line  | 215-2562       |              |
| TDD   | 595-2900       |              |
| <u>Claims Office</u>                            | 215-2111       |              |
| <i>See Risk Mgmt.</i>                           |                |              |
| <u>Convention Exhibition Center</u>             | 544-5371       |              |
| <u>Community Relations</u>                      | 215-3966       |              |
| Citizens Advocate                               | 215-2536       |              |
| Police Advisory Review Committee Director       | 215-3869       |              |
| Title VI & Coordinator                          | 215-3867       |              |
| <u>Computer Center</u>                          |                |              |
| <i>See Information Systems</i>                  |                |              |
| Administration                                  | 215-2524, 2525 | 215-2983     |
| Computer Help Desk                              | 215-3030       |              |
| <u>Credit Unions</u>                            |                |              |
| Fire Department                                 | 688-0498       |              |
| Police Department                               | 522-3900       | 637-4897     |
| Non-Uniform, City Employees                     | 824-7200       |              |
| <u>Crime Prevention Unit</u>                    | 215-7299       |              |
| <i>See Police Dept.</i>                         |                |              |

## D

| <u>DEPARTMENT NAME</u>                         | <u>PHONE #</u> | <u>FAX #</u> |
|--|----------------|--------------|
| <b><u>Development Services</u></b>             |                |              |
| Administration                                 | 215-4545       | 215-2627     |
| Codes Enforcement & Dirty Lot Cleanup          | 215-2118       |              |
| Community Development                          | 215-2120       |              |
| Downtown Development                           | 215-4545       |              |
| Economic Dept.                                 | 215-2180       |              |
| Fair Housing                                   | 215-2120       |              |
| Fire Prevention                                | 215-2850       |              |
| Housing Rehabilitation                         | 215-2120       |              |
| Inner City Development                         | 215-2120       |              |
| Variance Agendas                               | 215-4244       |              |
| <b><u>Development Services/Inspections</u></b> |                |              |
| Building Inspections                           | 215-2999       | 215-2627     |
| Chief Building Official                        | 215-2999       |              |
| Construction Permits/Information               | 215-2999       |              |
| Electrical Inspections                         | 215-2999       |              |
| Gas Inspections                                | 215-2999       |              |
| Mechanical Inspections                         | 215-2999       |              |
| Plans Review                                   | 215-2999       |              |
| Plumbing Inspections                           | 215-2999       |              |
| Sign Inspections                               | 215-2999       |              |
| Zoning   | 215-2999       |              |

# E

| <u>DEPARTMENT NAME</u>        | <u>PHONE #</u> | <u>FAX #</u> |
|-------------------------------|----------------|--------------|
| <b><u>Engineering</u></b>     |                |              |
| Administration                | 215-2148       | 215-2631     |
| Civil Engineering             | 215-6100       | 215-6109     |
| Construction Management       | 215-6100       |              |
| Computer Room                 | 215-6117       |              |
| Design                        | 215-6100       |              |
| Parking Meter Shop            | 215-6726       |              |
| Planning & Technical Services | 215-2148       |              |
| Records & Mapping             | 215-2103       |              |
| Shop Area                     | 215-6741       |              |
| Sign Bay                      | 215-6723       |              |
| Sign Shop                     | 544-5354       | 215-6722     |
| Signal Shop - Main Department | 215-6730       | 215-6733     |
| Signal Shop                   | 215-6741       |              |
| Stormwater Management         | 215-2148       | 215-6730     |
| Traffic Engineering           | 215-6100       |              |

# F

| <u>DEPARTMENT NAME</u>                   | <u>PHONE #</u>                      | <u>FAX #</u> |
|--|-------------------------------------|--------------|
| <b><u>Finance Department</u></b>         |                                     |              |
| Accounting                               | 215-2080                            |              |
| Administration                           | 215-2086                            |              |
| Business Tax                             | 215-2083                            |              |
| City Hall At The Mall - Knoxville Center | 215-1234                            |              |
| Mail Room                                | 215-2974                            |              |
| Management & Budget                      | 215-2272                            |              |
| Payroll                                  | 215-2102                            |              |
| Print Shop                               | 215-2161                            |              |
| Property Tax                             | 215-2084                            |              |
| Purchasing                               | 215-2070                            | 215-2277     |
| Revenue Enforcement                      | 215-2937                            |              |
| Treasury/Payroll                         | 215-2099                            |              |
| <b><u>Fire Department</u></b>            |                                     |              |
| To Report A Fire                         | 911                                 |              |
| Administration                           | 595-4480                            |              |
| Chaplain                                 | 215-7485                            |              |
| Deputy Chief Headquarters                | 525-8771                            | 595-4482     |
| Emergency Medical Services               | 595-4671                            |              |
| Fire Chief                               | 595-4468                            | 595-4482     |
| Fire Prevention Bureau                   | 215-2283                            | 215-4249     |
| Maintenance Shop                         | 524-3735                            |              |
| Pre-Fire Survey                          | 215-6236                            | 215-6237     |
| Public Fire Education                    | 215-7333                            |              |
| Regency Business Park                    | 595-4480                            |              |
| Smoke Detector Program                   | 595-4672                            |              |
| Training Campus                          | 215-6226                            |              |
| Training Division                        | 546-0490                            | 595-4485     |
| <b><u>Fleet Services</u></b>             |                                     |              |
| Administration                           | 215-5259                            | 215-2514     |
| Break Area                               | 215-6223                            |              |
| Break Room                               | 215-6205                            |              |
| Customer Phone                           | 215-6224                            | 215-6225     |
| Employee Phone                           | 215-6204                            |              |
| Impound Office                           | 521-1241                            |              |
| Loraine Street Guard Shack               | 544-5322                            |              |
| Loraine Street Shop                      | 544-5320                            | 544-4058     |
| Main Line                                | 215-6215                            |              |
| Office Phones                            | 215-6218, 6219, 6220,<br>6221, 6222 |              |
| Parts Phone                              | 215-6206                            | 215-6212     |
| Prosser Avenue Car Pound                 | 521-1241                            |              |
| Prosser Avenue Shop                      | 521-1242                            | 544-4076     |

**G**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**No listings**

# H

| <u>DEPARTMENT NAME</u>                          | <u>PHONE #</u> | <u>FAX #</u> |
|---|----------------|--------------|
| <u>Health Benefits</u><br>Administration        | 215-2111       | 215-2280     |
| <u>Help Desk – Computer Center</u>              | 215-3030       |              |
| <u>Horticulturist</u> <i>See Public Service</i> | 215-6008       | 215-6060     |

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| <u>DEPARTMENT NAME</u>                       | <u>PHONE #</u> | <u>FAX #</u> |
|--|----------------|--------------|
| <u>Information - General</u>                 | 215-2000       |              |
| <u>Information Systems – Computer Center</u> |                |              |
| Administration                               | 215-2524, 2525 | 215-2983     |
| Computer Room                                | 215-2943       |              |
| Data Control                                 | 215-3205       |              |
| Help Desk                                    | 215-3030       |              |
| Records Management                           | 215-2566       |              |
| Word Processing                              | 215-2227       |              |

J

DEPARTMENT NAME

PHONE #

FAX #

No listings

**K**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Knoxville/Knox County, Office Of**  
Emergency Mgmt. Civil Defense

215-2297

L

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Law Department**

Administration  
Claims/Risk Management Division  
Employees Health Center – Medical Services

215-2050  
215-2111  
215-6150

215-2643

**M**

| <b><u>DEPARTMENT NAME</u></b>                       | <b><u>PHONE #</u></b> | <b><u>FAX #</u></b> |
|---|-----------------------|---------------------|
| <b><u>Maintenance</u></b> <i>See Public Service</i> | 215-6025              | 215-6032            |
| <b><u>Mayor's Office</u></b>                        |                       |                     |
| Bill Haslam   | 215-2040              |                     |
| Deputy to the Mayor                                 | 215-3711              |                     |
| Scheduler   | 215-2046              |                     |
| <b><u>Metropolitan Planning Commission</u></b>      |                       |                     |
| Administration                                      | 215-2500              |                     |
| Addressing Department                               | 546-3306              |                     |
| Microfilm   | 215-2566              |                     |

N

DEPARTMENT NAME

PHONE #

FAX #

No listings

O

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Office of Public Affairs**

Administration

215-2065

215-4299

**Office of Special Events**

Administration

215-4248

215-4298

**P**  
**Page 1 of 4**

| <b><u>DEPARTMENT NAME</u></b>                         | <b><u>PHONE #</u></b>     | <b><u>FAX #</u></b> |
|---|---------------------------|---------------------|
| <b><u>Parks and Recreation</u></b>                    |                           |                     |
| Administration  | 215-2090                  | 215-2408            |
| Athletics Coordinator                                 | 215-1404, 1407, 1408      |                     |
| Athletic Office                                       | 215-1410                  |                     |
| Building Maintenance                                  | <i>See Public Service</i> | 215-6032            |
| Central Supply  | 215-1400                  |                     |
| Greenway Coordinator                                  | 215-2807                  |                     |
| Information   | 215-2946                  |                     |
| Knoxville Arts & Fine Crafts Center/ Candy Factory    | 523-1401                  |                     |
| Knoxville Zoological Park                             | 637-5331                  |                     |
| Park Reservations                                     | 215-1413                  |                     |
| Recreation Superintendent                             | 215-1400, 1401            |                     |
| Senior Aides Program Director                         | 525-4913                  | 546-6348            |
| Waterfront Development                                | 215-2120                  |                     |
| World's Fair Park & Festival Center                   | 546-5707                  |                     |
| Art Center Information                                | 546-5707                  |                     |
| <b><u>Parks and Recreation/Golf</u></b>               |                           |                     |
| Knoxville Golf Course                                 |                           |                     |
| Whittle Springs Golf Course                           | 525-1022                  |                     |
| <b><u>Parks and Recreation/Pool</u></b>               |                           |                     |
| Ed Cothran Pool                                       | 546-8796                  |                     |
| Inskip Pool   | 687-9919                  |                     |
| South Knoxville Community Pool                        | 577-7591                  |                     |
| <b><u>Parks and Recreation/Recreation Centers</u></b> |                           |                     |
| Adair Park  | 688-1864                  |                     |
| Adaptive  | 525-9080                  |                     |
| Austin Homes  | 594-8666, 522-6830        |                     |
| Badgett Field   | 584-9556                  |                     |
| Bill Meyer Stadium                                    | 637-9494                  |                     |
| Cagle Terrace   | 594-8648, 450-9450        |                     |
| Cal Johnson   | 522-3177                  |                     |
| Cecil B. Webb   | 577-0651                  |                     |
| Christenberry   | 637-5991                  |                     |
| Circle Towers   | 594-8694                  |                     |
| Claude Walker Ballfield                               | 524-9493                  |                     |
| Cumberland Estates                                    | 588-3442                  |                     |
| Deane Hill  | 690-0781                  |                     |
| Evans Collins Field                                   | 522-3353                  |                     |
| Fairgarden Weight Room                                | 594-1161                  |                     |
| Fairview  | 521-6053                  |                     |
| Fountain City   | 687-0510                  |                     |
| Fountain City Ballfield                               | 688-1961                  |                     |
| Fourth & Gill   | 523-6270                  |                     |

| <u>DEPARTMENT NAME</u>                       | <u>PHONE #</u>     | <u>FAX #</u> |
|--|--------------------|--------------|
| <b><u>- Recreation Centers Continued</u></b> |                    |              |
| Golden Gloves                                | 522-5885           |              |
| Guy B. Love                                  | 594-8631, 522-8226 |              |
| Happy Homes                                  | 584-5295           |              |
| Ijams Nature Park                            | 577-4717           |              |
| Inskip-Norwood                               | 687-6321           |              |
| Inskip Ballfield                             | 688-1550           |              |
| Isabella Tower                               | 594-8694           |              |
| J.T. O'Connor Senior Center                  | 523-1135           |              |
| Lonsdale Homes Center                        | 594-8639           |              |
| Lonsdale Homes Recreation Center             | 522-3719           |              |
| Lonsdale Recreation Center                   | 546-0696           |              |
| Love Towers Senior Citizens Center           | 594-8631           |              |
| Lyons View Community Center                  | 558-8471           |              |
| Maynard Glenn Ballfield                      | 573-7824           |              |
| Milton E. Roberts Recreation Center          | 546-4536           |              |
| New Hope                                     | 523-9003           |              |
| North Knoxville Senior Center                | 546-1700           |              |
| Northgate Senior Citizens Center             | 281-8527           |              |
| Oakland Recreation Center                    | 688-7949           |              |
| Richard Leake Recreation Center              | 525-2031           |              |
| Rock City Concession Stand                   | 579-0554           |              |
| South Knoxville Community Center             | 573-3575           |              |
| South Knoxville Optimist Club                | 577-3429           |              |
| Tyson Family Tennis Center                   | 522-3303           |              |
| West Haven                                   | 546-1315           |              |
| Winona Ballfield                             | 637-2480           |              |
| <b><u>Payroll Clerks</u></b>                 |                    |              |
| Auditorium                                   | 544-5399           |              |
| Central Supervision                          | 215-2102           |              |
| Development                                  | 215-3148           |              |
| Engineering                                  | 215-6100           |              |
| Finance                                      | 215-2079           |              |
| Fire Uniformed & Civilian                    | 595-4477           |              |
| Fleet Mgmt.                                  | 215-2684           |              |
| Information Systems                          | 215-2837           |              |
| Law  | 215-2634           |              |
| Loraine Street Garage                        | 215-6019           |              |
| Parks & Recreations                          | 215-2808           |              |
| Police Uniformed & Civilian                  | 215-7221           |              |
| Public Service                               | 215-2060           |              |
| <b><u>Payroll Knoxville/Knox County</u></b>  |                    |              |
| Office of Emergency Mgmt, - Civil Defense    | 215-2297           |              |
| <b><u>Pension Board Office</u></b>           |                    |              |
| Administration                               | 215-1444           | 215-1440     |

| <u>DEPARTMENT NAME</u>                         | <u>PHONE #</u>       | <u>FAX #</u> |
|--|----------------------|--------------|
| <b><u>Police Department</u></b>                |                      |              |
| Absolute Emergencies                           | 911                  |              |
| Non-Emergency Police Assistance                | 215-7450             |              |
| General Information                            | 215-7000             |              |
| Telephone Reporting                            | 215-7268             |              |
| Animal Control Office                          | 215-7373, 7457       |              |
| Beer Board/Inspections                         | 215-7379             |              |
| Beer Permits                                   | 215-2179             |              |
| Bicycle Room                                   | 215-7558             |              |
| Chaplain's Corp                                | 215-7485             |              |
| Chief of Police                                | 215-7228             | 215-7412     |
| City Car Pound                                 | 521-1241, 1213, 1242 |              |
| City Court Clerk                               | 215-7500             | 215-7440     |
| Confiscations Office                           | 215-7219             |              |
| Crime Prevention Unit                          | 215-7299             |              |
| Criminalistics                                 | 215-7306             |              |
| <b><u>Criminal Investigations Division</u></b> | 215-7298             | 215-7205     |
| Auto Theft Detail                              | 215-7324             |              |
| Crimes Against Persons                         | 215-7317             |              |
| Crimes Against Property Burglary Larceny       | 215-7324             |              |
| Deputy Chief of Police                         | 215-7229             |              |
| Domestic Violence                              | 215-7306             |              |
| Drug/Crime Hotline                             | 215-7212             |              |
| Forgery-Fraud                                  | 215-7324             |              |
| Hit and Run Investigations                     | 215-7370             |              |
| Intelligence Unit                              | 215-7100             |              |
| Internal Affairs                               | 215-7237             |              |
| Juvenile CID                                   | 215-7006             |              |
| KPD Code-A-Phone                               | 215-7238             |              |
| Maintenance                                    | 215-7369             |              |
| Narcotics Unit                                 | 215-7236             |              |
| Operations Captain                             | 215-7223             |              |
| Organized Crime                                | 215-7236             | 215-7203     |
| Parking Ticket Office                          | 215-7500             |              |
| Pawnshop Detail                                | 215-7324             |              |
| <b><u>Patrol Division</u></b>                  | 215-7223, 7314       |              |
| Central District                               | 215-7283             |              |
| East District                                  | 215-1210             |              |
| West District                                  | 215-7277             |              |
| Payroll/Budget                                 | 215-7221             |              |
| Personnel                                      | 215-7374, 7313       |              |
| Photo Lab                                      | 215-7383             |              |
| Planning                                       | 215-7339             |              |
| Public Information                             | 215-7210             |              |
| Records Section                                | 215-7231             | 215-7344     |

| <u>DEPARTMENT NAME</u>                    | <u>PHONE #</u>       | <u>FAX #</u> |
|---|----------------------|--------------|
| <b><u>- Patrol Division Continued</u></b> |                      |              |
| Safety Education Unit                     | 215-7299             |              |
| Taxi Cab Inspection                       | 215-7379             |              |
| Training Academy                          | 215-1308, 1309, 1310 | 215-1313     |
| Warrants Detail                           | 215-7318             |              |
| Wrecker Inspections                       | 215-7379             |              |
| Youth Section                             | 215-7220             |              |
| <b><u>Property Tax</u></b>                | 215-2084             |              |
| <b><u>Public Service Department</u></b>   |                      |              |
| Administration – Operations Center        | 215-6014             |              |
| Administration                            | 215-2060             | 215-4688     |
| Brush/Leaf Pick-Up                        | 215-6000             |              |
| Building Maintenance                      | 215-6025             | 215-6032     |
| Commercial Refuse Billing                 | 215-2053             |              |
| Dead Animal Pick-Up                       | 215-6000             |              |
| Extra Trash Pick-Up                       | 215-6000             |              |
| Horticulture/Grounds                      | 215-6008             | 215-6060     |
| Payroll                                   | 215-6019             |              |
| Street Cleaning                           | 215-6000             |              |
| Service Request Line                      | 215-6000             |              |
| <b><u>Solid Waste</u></b>                 | 215-2921             | 215-4688     |
| Administration                            | 215-2921             | 215-4688     |
| Commercial Refuse Billing                 | 215-2053             |              |
| Dumping and Recycling                     | 523-5282             |              |
| Household Hazardous Waste                 | 523-9463             |              |
| Recycling                                 | 215-2872             |              |
| Report Illegal Dumping                    | 215-2496             |              |
| Residential Refuse                        | 522-0078             |              |
| Solid Waste Complaint Line                | 215-2496             |              |
| Solid Waste Inspectors                    | 524-6197             |              |
| Solid Waste Management Facility           | 215-6711             |              |
| <b><u>Purchasing</u></b>                  | 215-2070             | 215-2277     |

**Q**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**No listings**

R

DEPARTMENT NAME

PHONE #

FAX #

Recorder's Office  
Risk Management – Health Benefits

215-2075  
215-2111, 2280

215-4269

**S**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Service Department**    *See Public Service*

215-6000

**I**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Traffic Engineering**     *See Engineering*  
**Transfer Station**

215-6100

215-6700

U

DEPARTMENT NAME

PHONE #

FAX #

No listings

V

DEPARTMENT NAME

PHONE #

FAX #

No listings

**W**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**Water Quality 24 Hour Hotline**

Report Illegal Dumping Into Ditches, Creeks or Catch Basins

215-4147

**X-Y-Z**

**DEPARTMENT NAME**

**PHONE #**

**FAX #**

**No listings**