

APPENDIX C: DATA USAGE—GROUP INTERVIEWS

Data usage was drawn from 1) group interviews of representatives of different types of KGIS users, 2) follow-up questions submitted to some interviewees, and 3) analysis of documented KGIS work flows and processes given to the consulting team. The focus of the information gathering was on determining the KGIS data that was of the most importance to the users; consequently, the results are not meant to be a comprehensive assessment of every user's utilization of every possible KGIS data type. (Thus, if a user did not mention data type "x," it may be reasonably inferred that data type "x" was not particularly important to that user; but it would not necessarily be correct to conclude that the user did not use data type "x" at all.)

The following groups of users were identified among the various entities within the City of Knoxville, Knox County, and Knoxville Utilities Board which utilize KGIS data.

Entity
City of Knoxville
Knox County
Knox County (Real Property)
Knox County Emergency Communications District
Knox County Health Department
Knox County Schools
Knoxville Utilities Board
Metropolitan Planning Commission
Other

The following data categories were identified as a result of the interview process.

Data Type	Data Type
Address	Parcel and Subdivision Detail
Administrative Boundary	Planimetric
Aerial Photography	Planning and Zoning
Building	Political Boundary
Cultural	Public Safety
Demographic	Storm Water
Environmental	Survey
Historical Aerial Photography	Topography
Hydrology	Transportation
Ownership Information	Utility

For each of the entities, focus groups were identified and resultant information collected in a group setting for the departments or individuals.

Entity	Focus	Dept
City of Knoxville	Parks	City Parks and Recreation
City of Knoxville	Planning and Development	Community Development

Entity	Focus	Dept
City of Knoxville	Planning and Development	Plans Review and Inspections
City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability
City of Knoxville	Public Administration	City Information Services
City of Knoxville	Public Administration	Finance
City of Knoxville	Public Administration	Law
City of Knoxville	Public Protection	Fire
City of Knoxville	Public Protection	Police
City of Knoxville	Public Works	Engineering
City of Knoxville	Public Works	Public Service
Knox County	Law & Justice	District Attorney
Knox County	Law & Justice	Public Defender
Knox County	Parks	County Parks and Recreation
Knox County	Planning and Development	Engineering and Public Works
Knox County	Public Administration	County Information Services
Knox County	Public Protection	Rural/Metro Fire Department
Knox County	Public Protection	Sheriff's Office
Knox County	Public Works	Engineering and Public Works
Knox County (Real Property)	Real Property	Property Assessor
Knox County (Real Property)	Real Property	Register of Deeds
Knox County (Real Property)	Real Property	Trustee
Knox County Emergency Communications District	Public Protection	E-911 Technical Services
Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency
Knox County Health Department	Health	Environmental Health
Knox County Health Department	Public Protection	Epidemiology
Knox County Schools	Schools	Knox County Schools
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering
Knoxville Utilities Board	Knoxville Utilities Board - Lidar	KUB Lidar
Knoxville Utilities Board	Knoxville Utilities Board - Mapping/GIS	KUB Mapping/GIS
Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing
Metropolitan Planning Commission	Planning and Development	Addressing
Metropolitan Planning Commission	Planning and Development	Comprehensive Planning
Metropolitan Planning Commission	Planning and Development	Development Services
Metropolitan Planning Commission	Planning and Development	TPO
Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)
Other	Metropolitan Knoxville Airport Authority	Metropolitan Knoxville Airport Authority
Other	Other Utilities	Utility
Other	Town of Farragut	Town of Farragut
Other	University of Tennessee	University of Tennessee

Importance of a particular data item was identified during discussions with the group of users, inferred from the discussions, and/or inferred from business workflows. The following charts summarize the importance of data to the users. (In all charts 5, shaded red, is most important.)

Chart 1) Data Type by Entity

Entity	Address	Administrative Boundary	Aerial Photography	Building	Cultural	Demographic	Environmental	Historical Aerial Photography	Hydrology	Ownership Information	Parcel and Subdivision Detail	Planimetric	Planning and Zoning	Political Boundary	Public Safety	Storm Water	Survey	Topography	Transportation	Utility
City of Knoxville	5	5	5	5	4	3	5	5	5	5	5	4	5	4	5	5	5	5	4	4
Knox County	5	4	4	5	3		4	4	4	5	5	5	4	4	5	4		4	5	4
Knox County (Real Property)	5		5	4			4		4	5	5	4	4					4	5	4
Knox County Emergency Communications District	5	5	4		4		4				3		3	4	5			4	5	
Knox County Health Department	5	3	5	4			5	3	4	4	4	4						5		4
Knox County Schools	5	5	5							5	5					4			5	
Knoxville Utilities Board	5	4	5	4	4		5	4	5	5	5	4		4	4			5	4	5
Metropolitan Planning Commission	5	4	4		4	4	4	3	4	4	5	4	5	3	4			4	5	
Other	4		4						4	4	4	4	3					4	4	

Chart 3) Data Type by Entity/Focus

Entity	Focus	Data Type																			
		Address	Administrative Boundary	Aerial Photography	Building	Cultural	Demographic	Environmental	Historical Aerial Photography	Hydrology	Ownership Information	Parcel and Subdivision Detail	Planimetric	Planning and Zoning	Political Boundary	Public Safety	Storm Water	Survey	Topography	Transportation	Utility
City of Knoxville	Parks			4		3		4		4		4	3						4	4	4
	Planning and Development	4	3	4	4			4	4	4	4	5	4	4	3				4	4	
	Public Administration	4	4	4	4			4	4		4	4		4	4			4	4	4	
	Public Protection	5	4	4	4	4	3	4	3		4	5	4	3	4	5			3	4	4
	Public Works	5	5	5	5			5	5	5	5	5	4	5	4		5	5	5	4	4
Knox County	Law & Justice	5		4						5	5				5						
	Parks			4		3		4		4		4							4	4	3
	Planning and Development		4	4				4	3	4	3	4	4	4	3	4			4		
	Public Administration	4								3	4				3						
	Public Protection	5	4	4	3			3			4	4		3	4	5			3	5	
Public Works	5		4	5			4	4	4	4	4	5	4			4		4	5	4	
Knox County (Real Property)	Real Property	5		5	4			4		4	5	5	4	4				4	5	4	
Knox County Emergency Communications District	Public Protection	5	5	4		4		4			3		3	4	5			4	5		
Knox County Health Department	Health	5		5	3			5	3	4	4	4	4					5		4	
	Public Protection		3	3	4			4		4			3								
Knox County Schools	Schools	5	5	5						5	5					4				5	
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	4		4	4			4		4	4	4		4					4	4	
	Knoxville Utilities Board - Engineering	5	4	5	4	4		5		5	4	5	4			4			5	4	5
	Knoxville Utilities Board - Lidar			5															5		
	Knoxville Utilities Board - Properties and Addressing	5		4	4					3	5	5			4				4	4	4
Metropolitan Planning Commission	Planning and Development	5	4	4		4	4	4	3	4	4	5	4	5	3	4			4	5	
Other	Knoxville Area Transit (KAT)			4							4	4		3							4
	Metropolitan Knoxville Airport Authority			3							4	4							4		
	Other Utilities	4		4						4		4	4						4	4	
	Town of Farragut	3		4						4		3							4	3	
	University of Tennessee	4		4							3	3							4	4	

Chart 4) Details of Data by Entity/Focus for Orthos, Planimetrics, and Topography

Entity	Focus	Aerial Photography		Planimetric													Topography													
		Thermography	Building Additions Building Deletions Building Height Structures/Building Footprints	Bridge	Dam	Driveway	Fences	Hydro Area	Hydro Connectors	Hydro Line	Pavement/Road Edges	Planimetrics	Retaining Walls	Sidewalk	Spot Elevation	Swales	Swimming Pools	Transportation Lines	Treelines/Canopy	Utility Point	Utility Line	Water Body	Contours	Contours (Closed)	Contours (Historical)	DEM	Depression Contours	DTM	Hillshade	Lidar
City of Knoxville	Parks	4							3				3									4						3		2
	Planning and Development	4			4			4		3												4						4	2	4
	Public Administration	4			4																	4								
	Public Protection	4			4																	4								3
	Public Works	5	2	4	4	4	5	4	3	4	3	4	3	4	3	4	3	3	3			4	5	5	4	5	5	4	3	4
Knox County	Law & Justice	4																												
	Parks	4																										3		2
	Planning and Development	4								4		4												4						4
	Public Protection	4					3															3								
	Public Works	4					5							5									4				4	3		4
Knox County (Real Property)	Real Property	5			4								4				2		3			4								
Knox County Emergency Communications District	Public Protection	4																				4								
Knox County Health Department	Health	5							3									4		3		5		4						
	Public Protection	3																												
Knox County Schools	Schools	5																												
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	4																				4								
	Knoxville Utilities Board - Engineering	5									2			4	4							5			4					4
	Knoxville Utilities Board - Lidar	5																								5		5		
	Knoxville Utilities Board - Properties and Addressing	4																				4								
Metropolitan Planning Commission	Planning and Development	4																				4			4					4
Other	Knoxville Area Transit (KAT)	4																												
	Metropolitan Knoxville Airport Authority	3																												4
	Other Utilities	4																												3
	Town of Farragut	4																												
	University of Tennessee	4																												4

Chart 6) Data Type by Entity/Department

Entity	Dept	Address	Administrative Boundary	Aerial Photography	Building	Cultural	Demographic	Environmental	Historical Aerial Photography	Hydrology	Ownership Information	Parcel and Subdivision Detail	Planimetric	Planning and Zoning	Political Boundary	Public Safety	Storm Water	Survey	Topography	Transportation	Utility	
City of Knoxville	City Information Services	4	4	4	4			4			4		4	4				4		4		
	City Parks and Recreation			4		3		4		4		4	3						4	4	4	
	Community Development	4	3	4	4			3	3		4	5							3			
	Engineering		5	5	4			5	5	5	5	5	4	4	3		5	5	5	3	4	
	Finance	4		4					4		4	4		4	4							
	Fire	5	4	4	4	4	3	3			4	5	4	3	4	4				3	4	4
	Law			4	3				4			4	4			3				4		
	Plans Review and Inspections	4		4	4				4	4		5			4	3				3	3	
	Police	4	4	4	3				4	3		4	4	3		4	5			3	4	
	Policy/Redevelopment/Sustainability	4		4							4	4	4	4	4					4	4	
	Public Service	5		5	5				4	4		5	5	4	5	4				5	4	
Knox County	County Information Services	4									3	4			3							
	County Parks and Recreation			4		3		4		4		4							4	4	3	
	District Attorney	5		4							5	5				5						
	Engineering and Public Works	5	4	4	5			4	4	4	4	4	5	4	3	4	4		4	5	4	
	Public Defender	5		4							5	5					5					
	Rural/Metro Fire Department	5	4	4	3			3			3	3		3	4	5			3	5		
Sheriff's Office	5		4							4	4				5				4			
Knox County (Real Property)	Property Assessor	5		4	4			4			5	5	3	4					4	5	4	
	Register of Deeds	5		5						4	5	5	4							4		
	Trustee	5		5							5	5										
Knox County Emergency Communications District	E-911 Technical Services	5	5									3				5				5		
	Knoxville/Knox County Emergency Management Agency			4		4		4				3		3	4				4	5		
Knox County Health Department	Environmental Health	5		5	3			5	3	4	4	4	4						5		4	
	Epidemiology			3	3	4		4		4			3									
Knox County Schools	Knox County Schools	5	5	5							5	5				4				5		
Knoxville Utilities Board	KUB Construction Planning	4		4	4				4		4	4	4		4					4	4	
	KUB Engineering	5	4	5	4	4		5		5	4	5	4			4			5	4	5	
	KUB Lidar			5															5			
	KUB Properties and Addressing	5		4	4					3	5	5			4				4	4	4	
Metropolitan Planning Commission	Addressing	5	4	4							4	5	4	5							5	
	Comprehensive Planning		4	4		4	4	4			3	4	3	4	3	4			4	3		
	Development Services		4	4			4	4	3	4	3	4	4	4	3	4			4			
	TPO			3			4					3	3	4						3		
Other	Knoxville Area Transit (KAT)			4							4	4		3							4	
	Metropolitan Knoxville Airport Authority			3							4	4							4			
	Town of Farragut	3		4						4		3							4	3		
	University of Tennessee	4		4							3	3							4	4		
	Utility	4		4						4		4	4						4	4		

DATA ISSUES

The following is a list of data issues/suggested improvements that were mentioned in the interviews.

Entity	Focus	Issue
City of Knoxville	Planning and Development	Ward maps don't match up with KGIS parcels
City of Knoxville	Public Protection	Buffer zones are different than KGIS zones
City of Knoxville	Public Works	Do not use KGIS contours - create own contours from DTM
City of Knoxville	Public Works	Street segments do not match with KGIS (no link)
City of Knoxville	Public Works	No field technology
Knox County	Law & Justice	Accuracy of measurements, need to make as accurate as possible
Knox County	Law & Justice	Accuracy of measurements, need to make as accurate as possible
Knox County	Public Protection	Courthouse Retrieval Systems Property data is out of date
Knox County	Public Protection	KGIS data does not line up with CAD data
Knox County	Public Protection	Use of same street name list in all County systems - discrepancies with some addresses
Knox County (Real Property)	Real Property	Cannot easily ID history of owner and property from KGIS site
Knox County Emergency Communications District	Public Protection	KGIS data does not line up with CAD data
Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	Address/street match up in surround area
Metropolitan Planning Commission	Planning and Development	MPC/Assessor zoning is different from KGIS zoning
Metropolitan Planning Commission	Planning and Development	No official county boundary
Other	Other Utilities	Parcels, roads - offset with MPC data

DATA NEEDS

The following is a list of data needs mentioned in the interviews that users were unaware that KGIS can currently satisfy.

Type	Entity	Focus	Dept	Data
Accuracy/Currency/Frequency	City of Knoxville	Parks	City Parks and Recreation	Updated FEMA maps
Accuracy/Currency/Frequency	Knox County	Parks	County Parks and Recreation	Updated FEMA maps
Accuracy/Currency/Frequency	Knox County	Public Works	Engineering and Public Works	Updated FEMA maps
Data	City of Knoxville	Parks	City Parks and Recreation	City-owned property
Data	City of Knoxville	Planning and Development	Community Development	Assessts of neighborhood
Data	City of Knoxville	Planning and Development	Community Development	Traffic count data
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	County-owned property
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Points of interest
Data	City of Knoxville	Public Administration	Finance	City-owned property
Data	City of Knoxville	Public Works	Engineering	Historical property boundaries
Data	City of Knoxville	Public Works	Engineering	Railway owners
Data	Knox County	Law & Justice	District Attorney	Cell towers
Data	Knox County	Public Protection	Rural/Metro Fire Department	Planimetric (curb, outbuildings, bldg)
Data	Knox County	Public Protection	Sheriff's Office	Cell towers
Data	Knox County (Real Property)	Real Property	Property Assessor	Historical property lines
Data	Knox County (Real Property)	Real Property	Trustee	City/County-owned parcels
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Planimetric (curb, outbuildings, bldg)
Data	Knox County Health Department	Health	Environmental Health	Buildings (added/deleted)
Data	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Soils
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Access to Ward map
Data	Metropolitan Planning Commission	Planning and Development	Development Services	Changed areas on aerials
Data	Metropolitan Planning Commission	Planning and Development	Development Services	Poles
Data	Other	Other Utilities	Utility	Power poles
Integration	Knox County (Real Property)	Real Property	Trustee	MXD/Excel linkage
Integration	Metropolitan Planning Commission	Planning and Development	TPO	Overlay new aerials in TransCAD

Type	Entity	Focus	Dept	Data
Other	City of Knoxville	Public Protection	Police	What data does KGIS have available?
Web site	City of Knoxville	Planning and Development	Community Development	Place name search
Web site	City of Knoxville	Planning and Development	Community Development	Query owner property to show all owners
Web site	City of Knoxville	Planning and Development	Plans Review and Inspections	Access to KGIS Advanced Map
Web site	City of Knoxville	Planning and Development	Plans Review and Inspections	Remove building shadow on KGIS web site
Web site	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Place name search
Web site	Knox County	Law & Justice	District Attorney	Access to KGIS Advanced Map
Web site	Knox County	Public Protection	Sheriff's Office	Access to KGIS Advanced Map
Web site	Knox County	Public Works	Engineering and Public Works	Access to KGIS Advanced Map
Web site	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Access to KGIS Advanced Map
Web site	Knox County Health Department	Public Protection	Epidemiology	Access to KGSI Advanced Map
Web site	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	How to do a fuzzy address search
Web site	Metropolitan Planning Commission	Planning and Development	Development Services	Zoning label to be shown different on KGIS map
Web site	Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	Access to KGIS Advanced Map

The following is a list of items mentioned in the interviews that were identified as a need of the user, an item that would be good to have, or a future item.

Type	Entity	Focus	Dept	Data	Need	Want	Future
Accuracy/Currency/Frequency	City of Knoxville	Parks	City Parks and Recreation	2' contours	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Contours at 2'	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Current aerials	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Current buildings	YES		
Accuracy/Currency/Frequency	City of Knoxville	Parks	City Parks and Recreation	Updated FEMA maps	YES		
Accuracy/Currency/Frequency	City of Knoxville	Planning and Development	Community Development	Current aerials	YES		
Accuracy/Currency/Frequency	City of Knoxville	Planning and Development	Community Development	Current buildings	YES		
Accuracy/Currency/Frequency	City of Knoxville	Planning and Development	Community Development	Current planimetrics	YES		
Accuracy/Currency/Frequency	City of Knoxville	Planning and	Plans Review and Inspections	Ward map updated timely	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
		Development					
Accuracy/Currency/Frequency	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Aerials up to date - 2 year cycle	YES		
Accuracy/Currency/Frequency	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Current addresses	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Administration	Law	Annual flyovers		YES	
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	2' contours	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Aerials at 6 inch	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Aerials updated yearly	YES	YES	
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Aerials updated yearly		YES	
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Engineering	Current Aerials	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Public Service	Accurate aerials	YES		
Accuracy/Currency/Frequency	City of Knoxville	Public Works	Public Service	Up-to-date aerials	YES		
Accuracy/Currency/Frequency	Knox County	Law & Justice	District Attorney	Current business (daycare)	YES		
Accuracy/Currency/Frequency	Knox County	Law & Justice	District Attorney	Current data (locations, zones)	YES		
Accuracy/Currency/Frequency	Knox County	Law & Justice	Public Defender	Current business (daycare)	YES		
Accuracy/Currency/Frequency	Knox County	Law & Justice	Public Defender	Current data (locations, zones)	YES		
Accuracy/Currency/Frequency	Knox County	Parks	County Parks and Recreation	Updated FEMA maps	YES		
Accuracy/Currency/Frequency	Knox County	Public Protection	Rural/Metro Fire Department	Current locations (daycare)	YES		
Accuracy/Currency/Frequency	Knox County	Public Protection	Rural/Metro Fire Department	Current owners	YES		
Accuracy/Currency/Frequency	Knox County	Public Protection	Rural/Metro Fire Department	Real-time data (address, parcel)	YES		
Accuracy/Currency/Frequency	Knox County	Public Works	Engineering and Public Works	Accuracy for measurements is important			
Accuracy/Currency/Frequency	Knox County	Public Works	Engineering and Public Works	Current aerials/planimetrics	YES		
Accuracy/Currency/Frequency	Knox County	Public Works	Engineering and Public Works	Updated FEMA maps	YES		
Accuracy/Currency/Frequency	Knox County (Real Property)	Real Property	Property Assessor	Ability to see all structures on Aerials	YES		
Accuracy/Currency/Frequency	Knox County (Real Property)	Real Property	Register of Deeds	Aerials at leaf off	YES		
Accuracy/Currency/Frequency	Knox County Health Department	Health	Environmental Health	Current data (aerials, buildings, planimetric)	YES		
Accuracy/Currency/Frequency	Knox County Schools	Schools	Knox County Schools	Current aerials	YES		
Accuracy/Currency/Frequency	Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	Up to date addresses	YES		
Accuracy/Currency/Frequency	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Accurate/current data	YES		
Accuracy/Currency/Frequency	Knoxville Utilities Board	Knoxville Utilities	KUB Properties and Addressing	Up to date aerials at 6"; more frequent	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
		Board - Properties and Addressing		update			
Accuracy/Currency/Frequency	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Update of buildings	YES		
Accuracy/Currency/Frequency	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Updated plats	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Addressing	Current aerials	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Addressing	Have live, current address on public site	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Development Services	Up-to-date and approved addresses	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Accurate planimetrics	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Current aerials/planimetrics	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Updated sidewalks	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	TPO	Accuracy of aerials - updated	YES		
Accuracy/Currency/Frequency	Metropolitan Planning Commission	Planning and Development	TPO	Updated sidewalks	YES		
Accuracy/Currency/Frequency	Other	Other	Other Utilities	Current planimetrics	YES		
Accuracy/Currency/Frequency	Other	Other	Other Utilities	Current topography	YES		
Accuracy/Currency/Frequency	Other	Other	Other Utilities	Live data feeds for address, parcel, street	YES		
Accuracy/Currency/Frequency	Other	Other	Other Utilities	Up to date aerials	YES		
Accuracy/Currency/Frequency	Other	Other Utilities	Utility	More up-to-date addresses	YES		
Data	City of Knoxville	Parks	City Parks and Recreation	Amenities	YES		
Data	City of Knoxville	Parks	City Parks and Recreation	City-owned property	YES		
Data	City of Knoxville	Parks	City Parks and Recreation	Know who owns easements (city, county, KUB)		YES	
Data	City of Knoxville	Parks	City Parks and Recreation	KUB easements	YES		
Data	City of Knoxville	Parks	City Parks and Recreation	Pedestrian routing		YES	
Data	City of Knoxville	Planning and Development	Community Development	Assesses of neighborhood	YES		
Data	City of Knoxville	Planning and Development	Community Development	Blighted properties	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	City of Knoxville	Planning and Development	Community Development	Building demolitions linked to permits	YES		
Data	City of Knoxville	Planning and Development	Community Development	Building status (condem, demolish, vacant)	YES		
Data	City of Knoxville	Planning and Development	Community Development	Combine multiple pieces of info to get current picture of property; Track buildings, market trends	YES		
Data	City of Knoxville	Planning and Development	Community Development	Demolished buildings (slated, authorized)	YES		
Data	City of Knoxville	Planning and Development	Community Development	Hot spot areas (housing, crime, service calls, blighted, property, census)	YES		
Data	City of Knoxville	Planning and Development	Community Development	Neighborhood watch group boundary	YES		
Data	City of Knoxville	Planning and Development	Community Development	Noise buffers	YES		
Data	City of Knoxville	Planning and Development	Community Development	Owner occupied rehabs	YES		
Data	City of Knoxville	Planning and Development	Community Development	Problem properties	YES		
Data	City of Knoxville	Planning and Development	Community Development	Tie photos to features		YES	
Data	City of Knoxville	Planning and Development	Community Development	Traffic calming			YES
Data	City of Knoxville	Planning and Development	Community Development	Traffic count data	YES		
Data	City of Knoxville	Planning and Development	Community Development	Vacant lots	YES		
Data	City of Knoxville	Planning and Development	Plans Review and Inspections	History of property tied to permits	YES		
Data	City of Knoxville	Planning and Development	Plans Review and Inspections	Zoning/rezoning	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	County-owned property	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	ID parcels acquiring	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Parking lot types (free, pay)	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Parking meters	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Parking stall numbered	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Points of interest	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Street signs	YES		
Data	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Utilities	YES		
Data	City of Knoxville	Public Administration	City Information Services	USGS bluelines	YES		
Data	City of Knoxville	Public Administration	Finance	City-owned property	YES		
Data	City of Knoxville	Public Administration	Finance	Previous owner	YES		
Data	City of Knoxville	Public Administration	Finance	Up-to-date owner cards	YES		
Data	City of Knoxville	Public Administration	Law	KUB easements	YES		
Data	City of Knoxville	Public Administration	Law	KUB utility	YES		
Data	City of Knoxville	Public Protection	Police	Bus stops	YES		
Data	City of Knoxville	Public Protection	Police	KGIS points of interest	YES		
Data	City of Knoxville	Public Protection	Police	Landuse (residential, business)	YES		
Data	City of Knoxville	Public Protection	Police	Neighborhood, subdivision, condo, apartment	YES		
Data	City of Knoxville	Public Protection	Police	Parking lots	YES		
Data	City of Knoxville	Public Protection	Police	Railroad locations, crossings	YES		
Data	City of Knoxville	Public Protection	Police	Street direction (one way, ID)	YES		
Data	City of Knoxville	Public Protection	Police	Vacant, blighted property	YES		
Data	City of Knoxville	Public Works	Engineering	Access to accident/crash reports	YES		
Data	City of Knoxville	Public Works	Engineering	Access to archived Lidar contours	YES		
Data	City of Knoxville	Public Works	Engineering	BMP			YES
Data	City of Knoxville	Public Works	Engineering	Color Infra red		YES	YES
Data	City of Knoxville	Public Works	Engineering	Endangered species details (more info)	YES		
Data	City of Knoxville	Public Works	Engineering	Historical property boundaries	YES		
Data	City of Knoxville	Public Works	Engineering	Impervious surface	YES		
Data	City of Knoxville	Public Works	Engineering	KUB easements	YES		
Data	City of Knoxville	Public Works	Engineering	Land cover/land use			YES
Data	City of Knoxville	Public Works	Engineering	Link with State bridge #		YES	
Data	City of Knoxville	Public Works	Engineering	Plot accidents by location	YES		
Data	City of Knoxville	Public Works	Engineering	Railway owners	YES		
Data	City of Knoxville	Public Works	Engineering	ROW maintenance agency	YES		
Data	City of Knoxville	Public Works	Engineering	Sidewalk width	YES		
Data	City of Knoxville	Public Works	Engineering	Subdivision/lot numbers			YES
Data	City of Knoxville	Public Works	Engineering	Total Max Daily Load			YES

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	City of Knoxville	Public Works	Engineering	Tree canopy	YES		
Data	City of Knoxville	Public Works	Engineering	Utility data	YES		
Data	City of Knoxville	Public Works	Engineering	Vector stream data	YES		
Data	City of Knoxville	Public Works	Public Service	Abandoned properties	YES		
Data	City of Knoxville	Public Works	Public Service	Entire history of property	YES		
Data	City of Knoxville	Public Works	Public Service	Inspection history (tied to photo)		YES	
Data	City of Knoxville	Public Works	Public Service	ROW (public vs. private)	YES		
Data	City of Knoxville	Public Works	Public Service	ROW improvements/use	YES		
Data	City of Knoxville	Public Works	Public Service	Shapefile for trees to track canopy loss		YES	
Data	City of Knoxville	Public Works	Public Service	Storm water locations	YES		
Data	City of Knoxville	Public Works	Public Service	Tree inventory in KGIS			YES
Data	Knox County	Law & Justice	District Attorney	Business location (bank)	YES		
Data	Knox County	Law & Justice	District Attorney	Cell towers	YES		
Data	Knox County	Law & Justice	District Attorney	KUB customers	YES		
Data	Knox County	Law & Justice	District Attorney	Mobile home locations (owners of units)	YES		
Data	Knox County	Law & Justice	District Attorney	Renter info	YES		
Data	Knox County	Law & Justice	District Attorney	XY pins on map	YES		
Data	Knox County	Law & Justice	Public Defender	Business location (bank)	YES		
Data	Knox County	Law & Justice	Public Defender	KUB customers	YES		
Data	Knox County	Parks	County Parks and Recreation	Color infra red		YES	
Data	Knox County	Parks	County Parks and Recreation	KUB easements	YES		
Data	Knox County	Planning and Development	Engineering and Public Works	Poles	YES		
Data	Knox County	Planning and Development	Engineering and Public Works	Utility Data	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	AED locations (defibulation)		YES	
Data	Knox County	Public Protection	Rural/Metro Fire Department	Buisness location	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Business license categories	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Cell tower locations, owner	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Hydrant flow with overlay (outages, routes)	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	KUB commercial customers	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Mile markers	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Mobile home locations (owners of units)	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	No gaps in boundaries	YES		
Data	Knox County	Public Protection	Rural/Metro Fire Department	Planimetric (curb, outbuildings, bldg)	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	Knox County	Public Protection	Rural/Metro Fire Department	Road surface condition/grade		YES	
Data	Knox County	Public Protection	Rural/Metro Fire Department	Staging areas	YES		
Data	Knox County	Public Protection	Sheriff's Office	Cell towers	YES		
Data	Knox County	Public Protection	Sheriff's Office	Current owners	YES		
Data	Knox County	Public Protection	Sheriff's Office	Dangerous offenders	YES		
Data	Knox County	Public Protection	Sheriff's Office	Flagged addresses	YES		
Data	Knox County	Public Protection	Sheriff's Office	Hazardous materials site	YES		
Data	Knox County	Public Works	Engineering and Public Works	Digital and georeferenced plans	YES		
Data	Knox County	Public Works	Engineering and Public Works	Hydrologically correct DEM	YES		
Data	Knox County	Public Works	Engineering and Public Works	Impervious surface	YES		
Data	Knox County	Public Works	Engineering and Public Works	KUB data	YES		
Data	Knox County	Public Works	Engineering and Public Works	Storm water infrastructure			YES
Data	Knox County	Public Works	Engineering and Public Works	Street signs			YES
Data	Knox County (Real Property)	Real Property	Property Assessor	Historical property lines	YES		
Data	Knox County (Real Property)	Real Property	Property Assessor	Neighborhoods			YES
Data	Knox County (Real Property)	Real Property	Register of Deeds	Alternate street name table	YES		
Data	Knox County (Real Property)	Real Property	Register of Deeds	Need to know parcel/owner changes	YES		
Data	Knox County (Real Property)	Real Property	Register of Deeds	Parcel/owner history	YES		
Data	Knox County (Real Property)	Real Property	Register of Deeds	Street name change table (alternate table needed)	YES		
Data	Knox County (Real Property)	Real Property	Trustee	Business history	YES		
Data	Knox County (Real Property)	Real Property	Trustee	City/County-owned parcels	YES		
Data	Knox County (Real Property)	Real Property	Trustee	ID dangerous/hazardous properties	YES		
Data	Knox County (Real Property)	Real Property	Trustee	Link old and new parcel numbers	YES		
Data	Knox County (Real Property)	Real Property	Trustee	Parcel history	YES		
Data	Knox County Emergency Communications District	Public Protection	E-911 Technical Services	Mile markers	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	Knox County Emergency Communications District	Public Protection	E-911 Technical Services	Turn locations		YES	
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Access State Department of Health database of licensed nursing homes		YES	
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Day care	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Hazardous materials site	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Mile markers	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Planimetric (curb, outbuildings, bldg)	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Road surface condition/grade		YES	
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Staging areas	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Telephone switches	YES		
Data	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Tier 2 chemical inventory		YES	
Data	Knox County Health Department	Health	Environmental Health	Buildings (added/deleted)	YES		
Data	Knox County Health Department	Health	Environmental Health	Residential/commercial buildings	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Data	Knox County Health Department	Public Protection	Epidemiology	Sewer gauges	YES		
Data	Knox County Schools	Schools	Knox County Schools	Adjacent county aerials	YES		
Data	Knox County Schools	Schools	Knox County Schools	KUB customers		YES	
Data	Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	Road ownership	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Historical information	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	More detail and up-to-date in surrounding county	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Names of streams	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Soils	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Access to Ward map	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Easement (mapped with parcel)	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Historical plat info	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	MPC deed and plat records	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	MPC digital plats	YES		
Data	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Surrounding utilities service areas	YES		
Data	Metropolitan Planning Commission	Planning and Development	Addressing	Meter locations	YES		
Data	Metropolitan Planning Commission	Planning and Development	Development Services	Changed areas on aerials	YES		
Data	Metropolitan Planning Commission	Planning and Development	Development Services	Data for buffer around Knox County	YES		
Data	Metropolitan Planning Commission	Planning and Development	Development Services	Poles	YES		
Data	Metropolitan Planning	Planning and	Development Services	Utility data	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
	Commission	Development					
Data	Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Crime data	YES		
Data	Other	Metropolitan Knoxville Airport Authority	Metropolitan Knoxville Airport Authority	Areas of development	YES		
Data	Other	Metropolitan Knoxville Airport Authority	Metropolitan Knoxville Airport Authority	Lidar			YES
Data	Other	Metropolitan Knoxville Airport Authority	Metropolitan Knoxville Airport Authority	Property and info for encroachment/buffering airport	YES		
Data	Other	Other	Other Utilities	Easements	YES		
Data	Other	Other	Other Utilities	FEMA floodzones	YES		
Data	Other	Other	Other Utilities	Full address field	YES		
Data	Other	Other	Other Utilities	Historical data	YES		
Data	Other	Other	Other Utilities	Poles (regional)	YES		
Data	Other	Other	Other Utilities	Utility data	YES		
Data	Other	Other Utilities	Utility	Catch basin	YES		
Data	Other	Other Utilities	Utility	Guardrails	YES		
Data	Other	Other Utilities	Utility	Lidar			YES
Data	Other	Other Utilities	Utility	Power poles	YES		
Data	Other	Other Utilities	Utility	Service poles	YES		
Data	Other	Other Utilities	Utility	Sewer manhole		YES	
Data	Other	Other Utilities	Utility	Telephone poles	YES		
Data	Other	Other Utilities	Utility	Utility poles/lines	YES		
Data	Other	Other Utilities	Utility	Water meters		YES	
Data	Other	Other Utilities	Utility	Water valve		YES	
Data	Other	Town of Farragut	Town of Farragut	Utility data (fire hydrant number)	YES		
Integration	City of Knoxville	Planning and Development	Community Development	Query Permits Plus data	YES		
Integration	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Link property assessment info	YES		
Integration	City of Knoxville	Public Administration	City Information Services	Button to zoom to KGIS Public Map Layer from Permits Plus		YES	
Integration	City of Knoxville	Public Administration	City Information Services	Integration with Permits Plus		YES	
Integration	City of Knoxville	Public Works	Public Service	AVL			YES
Integration	Knox County	Public Protection	Rural/Metro Fire Department	Field access to data	YES		
Integration	Knox County	Public Works	Engineering and Public Works	AVL			YES
Integration	Knox County	Public Works	Engineering and Public Works	Field edit of data	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Integration	Knox County	Public Works	Engineering and Public Works	Link building permits to KGIS Maps		YES	
Integration	Knox County (Real Property)	Real Property	Property Assessor	Pictometry			YES
Integration	Knox County (Real Property)	Real Property	Trustee	MXD/Excel linkage	YES		
Integration	Knox County Emergency Communications District	Public Protection	E-911 Technical Services	Integration with Integraph			YES
Integration	Metropolitan Planning Commission	Planning and Development	TPO	Overlay new aerials in TransCAD	YES		
Integration	Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	AVL			YES
Integration	Other	Other	Other Utilities	Sharing of data		YES	
Other	City of Knoxville	Public Protection	Police	What data does KGIS have available?	YES		
Other	Knox County	Public Works	Engineering and Public Works	Outfall edits in KGIS for volunteers			YES
Other	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Know when a street name changes from plat	YES		
Other	Metropolitan Planning Commission	Planning and Development	Development Services	COGO digital submission		YES	
Technology	Knox County	Public Works	Engineering and Public Works	Use tables in the field			
Technology	Knox County (Real Property)	Real Property	Property Assessor	Will be getting tablets			
Technology	Knox County Health Department	Health	Environmental Health	Feature construction window placement	YES		
Web site	City of Knoxville	Planning and Development	Community Development	FEMA panel cover number on KGIS site	YES		
Web site	City of Knoxville	Planning and Development	Community Development	Place name search	YES		
Web site	City of Knoxville	Planning and Development	Community Development	Query owner property to show all owners	YES		
Web site	City of Knoxville	Planning and Development	Plans Review and Inspections	Access to KGIS Advanced Map	YES		
Web site	City of Knoxville	Planning and Development	Plans Review and Inspections	Overlay data in KGIS Maps	YES		
Web site	City of Knoxville	Planning and Development	Plans Review and Inspections	Remove building shadow on KGIS web site	YES		
Web site	City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Place name search	YES		
Web site	City of Knoxville	Public Administration	Finance	Overlay aerials and other data	YES		

Type	Entity	Focus	Dept	Data	Need	Want	Future
Web site	City of Knoxville	Public Protection	Police	Secure site to show data in KGIS	YES		
Web site	City of Knoxville	Public Protection	Police	Simple view of information	YES		
Web site	City of Knoxville	Public Works	Engineering	Transparent layers in map viewer	YES		
Web site	City of Knoxville	Public Works	Public Service	KGIS show Public Service Zones	YES		
Web site	City of Knoxville	Public Works	Public Service	Overlay data in KGIS Maps	YES		
Web site	Knox County	Law & Justice	District Attorney	Access to KGIS Advanced Map	YES		
Web site	Knox County	Law & Justice	District Attorney	Overlay data in KGIS Maps	YES		
Web site	Knox County	Parks	County Parks and Recreation	Overlay data in KGIS Maps	YES		
Web site	Knox County	Public Protection	Sheriff's Office	Access to KGIS Advanced Map	YES		
Web site	Knox County	Public Protection	Sheriff's Office	Overlay of data	YES		
Web site	Knox County	Public Protection	Sheriff's Office	Sharing of crime data inside of KGIS		YES	
Web site	Knox County	Public Works	Engineering and Public Works	Ability to turn on/off layers in KGIS Public map service	YES		
Web site	Knox County	Public Works	Engineering and Public Works	Ability to view KGIS site on tablet (parts are cut off)	YES		
Web site	Knox County	Public Works	Engineering and Public Works	Access to KGIS Advanced Map	YES		
Web site	Knox County	Public Works	Engineering and Public Works	Overlay with historical data	YES		
Web site	Knox County (Real Property)	Real Property	Trustee	Search by old parcel number	YES		
Web site	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Access to KGIS Advanced Map	YES		
Web site	Knox County Emergency Communications District	Public Protection	Knoxville/Knox County Emergency Management Agency	Overlay data in KGIS Maps	YES		
Web site	Knox County Health Department	Public Protection	Epidemiology	Access to KGSI Advanced Map	YES		
Web site	Knox County Health Department	Public Protection	Epidemiology	Overlay data in KGIS Maps	YES		
Web site	Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	How to do a fuzzy address search	YES		
Web site	Metropolitan Planning Commission	Planning and Development	Development Services	Zoning label to be shown different on KGIS map	YES		
Web site	Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	Access to KGIS Advanced Map	YES		

SOFTWARE

The following is a list of software identified during the interviews.

Entity	Focus	Dept	Software
City of Knoxville	Planning and Development	Community Development	Permits Plus
City of Knoxville	Planning and Development	Plans Review and Inspections	Permits Plus
City of Knoxville	Public Administration	City Information Services	ESRI ArcIMS
City of Knoxville	Public Administration	City Information Services	Google KMZ
City of Knoxville	Public Administration	City Information Services	Motorola 311
City of Knoxville	Public Administration	City Information Services	Permits Plus
City of Knoxville	Public Administration	City Information Services	RFS
City of Knoxville	Public Protection	Police	ESRI ArcExplorer
City of Knoxville	Public Protection	Police	Google KMZ
City of Knoxville	Public Protection	Police	LRMS
City of Knoxville	Public Protection	Police	RAIDSONline
City of Knoxville	Public Works	Engineering	Civil Design Software
City of Knoxville	Public Works	Engineering	KnoxDox/ProjectDocs
City of Knoxville	Public Works	Engineering	Microstation
City of Knoxville	Public Works	Engineering	Permits Plus
City of Knoxville	Public Works	Engineering	Storm Water Management Model (SWMM)
City of Knoxville	Public Works	Public Service	Permits Plus
Knox County	Public Protection	Rural/Metro Fire Department	GAEC
Knox County	Public Protection	Rural/Metro Fire Department	Planimetrics from Courthouse Retrieval
Knox County	Public Protection	Sheriff's Office	BatchGEO
Knox County	Public Protection	Sheriff's Office	RAIDSONline
Knox County	Public Protection	Sheriff's Office	TITAN
Knox County	Public Works	Engineering and Public Works	CityWorks
Knox County	Public Works	Engineering and Public Works	Custom software code
Knox County	Public Works	Engineering and Public Works	GIS Cloud apps
Knox County	Public Works	Engineering and Public Works	IDS
Knox County (Real Property)	Real Property	Property Assessor	eGov

Entity	Focus	Dept	Software
Knox County (Real Property)	Real Property	Property Assessor	GeoAnalyst
Knox County (Real Property)	Real Property	Property Assessor	Manatron
Knox County (Real Property)	Real Property	Property Assessor	Pictometry
Knox County (Real Property)	Real Property	Property Assessor	ProVal
Knox County (Real Property)	Real Property	Property Assessor	Sidwell
Knox County (Real Property)	Real Property	Trustee	PTS
Knox County Emergency Communications District	Public Protection	E-911 Technical Services	Integrgraph CAD
Knox County Emergency Communications District	Public Protection	E-911 Technical Services	Motorola CAD
Knox County Health Department	Health	Environmental Health	Citrix
Knox County Schools	Schools	Knox County Schools	Davis Demographics
Knox County Schools	Schools	Knox County Schools	Education Logistics (EDULOG)
Knox County Schools	Schools	Knox County Schools	Trapeze
Knoxville Utilities Board	Knoxville Utilities Board	Knoxville Utilities Board	CIS
Knoxville Utilities Board	Knoxville Utilities Board	Knoxville Utilities Board	Maximo Asset Management
Knoxville Utilities Board	Knoxville Utilities Board	Knoxville Utilities Board	Microstation
Knoxville Utilities Board	Knoxville Utilities Board	Knoxville Utilities Board	OMS
Metropolitan Planning Commission	Planning and Development	TPO	TransCAD
Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	Trapeze
Other	Other Utilities	Utility	ESRI ArcReader
Other	Other Utilities	Utility	Microstation
Other	Town of Farragut	Town of Farragut	ESRI ArcGIS Online
Other	Town of Farragut	Town of Farragut	ESRI ArcReader

KGIS TOOLS

The following is a list of the KGIS Web site and desktop tools that users indicated they utilize.

Entity	Focus	Dept	Web Tool	Comment
City of Knoxville	Planning and Development	Community Development	Address Search	
City of Knoxville	Planning and Development	Community Development	Mailing List	
City of Knoxville	Planning and Development	Community Development	Owner Card	
City of Knoxville	Planning and Development	Plans Review and Inspections	Address Search	
City of Knoxville	Planning and Development	Plans Review and Inspections	Bing Birds Eye	
City of Knoxville	Planning and Development	Plans Review and Inspections	Google Street View	
City of Knoxville	Planning and Development	Plans Review and Inspections	Measure	
City of Knoxville	Planning and Development	Plans Review and Inspections	MPC Case Search	
City of Knoxville	Planning and Development	Plans Review and Inspections	Owner Card	
City of Knoxville	Planning and Development	Plans Review and Inspections	Property Details Report	
City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Address Search	Draw polygons to get address list
City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Google Street View	
City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Measure	
City of Knoxville	Planning and Development	Policy/Redevelopment/Sustainability	Owner Card	
City of Knoxville	Public Administration	Finance	Address Search	
City of Knoxville	Public Administration	Finance	Mailing List	
City of Knoxville	Public Administration	Finance	Measure	
City of Knoxville	Public Administration	Finance	Owner Card	
City of Knoxville	Public Administration	Finance	Property Details Report	
City of Knoxville	Public Administration	Law	Google Street View	
City of Knoxville	Public Administration	Law	Owner Card	
City of Knoxville	Public Administration	Law	Print	
City of Knoxville	Public Administration	Law	Property Details Report	
City of Knoxville	Public Protection	Fire	Address Search	

Entity	Focus	Dept	Web Tool	Comment
City of Knoxville	Public Protection	Fire	Owner Card	
City of Knoxville	Public Protection	Police	Google KMZ map	
City of Knoxville	Public Protection	Police	Owner Card	
City of Knoxville	Public Works	Engineering	Owner Card	
City of Knoxville	Public Works	Engineering	Print	
City of Knoxville	Public Works	Public Service	Calculation of Area	
City of Knoxville	Public Works	Public Service	Google Street View	
City of Knoxville	Public Works	Public Service	Mailing List	
City of Knoxville	Public Works	Public Service	Measure	
City of Knoxville	Public Works	Public Service	Owner Card	
Knox County	Law & Justice	District Attorney	Measure	Accuracy needed
Knox County	Law & Justice	District Attorney	Owner Card	
Knox County	Law & Justice	Public Defender	Measure	Accuracy needed
Knox County	Law & Justice	Public Defender	Owner Card	
Knox County	Public Protection	Rural/Metro Fire Department	Address Search	
Knox County	Public Protection	Rural/Metro Fire Department	Measure	Street width
Knox County	Public Protection	Rural/Metro Fire Department	Owner Card	
Knox County	Public Protection	Sheriff's Office	Address Search	
Knox County	Public Protection	Sheriff's Office	Google Street View	
Knox County	Public Protection	Sheriff's Office	Owner Card	
Knox County	Public Works	Engineering and Public Works	Address Search	KGIS Public Web Site
Knox County	Public Works	Engineering and Public Works	Calculation of Area	
Knox County	Public Works	Engineering and Public Works	Google Street View	
Knox County	Public Works	Engineering and Public Works	Measure	
Knox County	Public Works	Engineering and Public Works	Measure	Setbacks; KGIS Public Web Site
Knox County	Public Works	Engineering and Public Works	MPC Case Search	
Knox County (Real Property)	Real Property	Property Assessor	Calculation of Area	ArcMap
Knox County (Real Property)	Real Property	Property Assessor	Measure	ArcMap
Knox County (Real Property)	Real Property	Register of Deeds	Print	
Knox County (Real Property)	Real Property	Register of Deeds	Print	Tax maps
Knox County (Real Property)	Real Property	Trustee	Address Search	
Knox County (Real Property)	Real Property	Trustee	Print	Field work

Entity	Focus	Dept	Web Tool	Comment
Knox County Health Department	Health	Environmental Health	Measure	ArcMap
Knox County Health Department	Health	Environmental Health	Owner Card	
Knox County Health Department	Health	Environmental Health	Print	
Knox County Schools	Schools	Knox County Schools	Address Search	
Knox County Schools	Schools	Knox County Schools	Google Street View	
Knox County Schools	Schools	Knox County Schools	Owner Card	
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	Address Search	
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	Bing Birds Eye	
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	Google Street View	
Knoxville Utilities Board	Knoxville Utilities Board - Construction Planning	KUB Construction Planning	KGIS Search tools	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Bing Birds Eye	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Google Street View	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Measure	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Owner Card	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Point in poly	
Knoxville Utilities Board	Knoxville Utilities Board - Engineering	KUB Engineering	Redline	
Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Bing Birds Eye	
Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Google Street View	
Knoxville Utilities Board	Knoxville Utilities Board - Properties and Addressing	KUB Properties and Addressing	Owner Card	
Metropolitan Planning Commission	Planning and Development	Addressing	Bing Birds Eye	
Metropolitan Planning Commission	Planning and Development	Addressing	Custom Application	Addressing; Fills in boundary info
Metropolitan Planning Commission	Planning and Development	Addressing	Google Street View	
Metropolitan Planning Commission	Planning and Development	Addressing	Mailing List	ArcMap

Entity	Focus	Dept	Web Tool	Comment
Metropolitan Planning Commission	Planning and Development	Addressing	Owner Card	
Metropolitan Planning Commission	Planning and Development	Development Services	Mailing List	
Metropolitan Planning Commission	Planning and Development	Development Services	MPC Case Search	
Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Bing Birds Eye	
Metropolitan Planning Commission	Planning and Development	Knoxville/Knox County Metropolitan Planning Commission	Google Street View	
Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	Measure	
Other	Knoxville Area Transit (KAT)	Knoxville Area Transit (KAT)	Owner Card	
Other	Metropolitan Knoxville Airport Authority	Metropolitan Knoxville Airport Authority	Owner Card	
Other	Other	Other Utilities	Address Search	
Other	Other	Other Utilities	Bing Birds Eye	
Other	Other	Other Utilities	Google Street View	
Other	Other	Other Utilities	Measure	Aerial
Other	Other Utilities	Utility	Address Search	
Other	University of Tennessee	University of Tennessee	Bing Birds Eye	
Other	University of Tennessee	University of Tennessee	Google Street View	