MEDIA RELEASE

OFFICE OF COUNTY MAYOR GLENN JACOBS

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Mayor Jacobs Says County Convenience Centers Doubling Down on Service

Knoxville, Tennessee—Knox County convenience center operations aren't just up and running – they're doubling down.

Knox County leaders say several issues have created a "perfect storm" causing a larger-than-normal buildup of solid waste during the COVID-19 pandemic. Currently, residents are collecting more and more carry-out trash from restaurants and spending additional time at home spring cleaning. The City of Knoxville also announced the shutdown of several programs and operations connected to solid waste pick up and their Saturday drop-off waste transfer station, which has driven more traffic to county convenience centers.

Jim Snowden, Senior Director of Knox County Engineering and Public Works, said daily garbage and bulk waste items have doubled, according to their operation logs.

"It's like the day after Christmas – every day," Snowden said. "It's absolutely crazy right now, but we want to continue servicing the community as normal. That means, we're all hands-on deck."

In fact, Snowden has redirected several employees from other areas of Engineering to help at the County's seven convenience centers which operate 8 a.m. to 6 p.m. Monday through Friday and 7 a.m. to 3 p.m. on Saturday.

Snowden pointed out that the public could see some interruptions of service near closing time, particularly on Saturdays – the busiest day of the week.

He said the County could adjust operation hours if the centers become too overwhelmed, but that's not something he wants to do.

"I think that would only exacerbate the issue and create more waste," Snowden said.

Knox County Mayor Glenn Jacobs added, "We want residents to know that crews are doing the best they can under adverse circumstances, and we appreciate the public's patience as they deal with these unique and unexpected challenges."

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