OFFICE OF BUSINESS SUPPORT
BUSINESS RESOURCE GUIDE

Patricia Robledo, Business Liaison
City of Knoxville Office of Business Support
City County Building
400 Main St. – Room 654D
Knoxville, TN 37902
Phone: 865-215-3155
Email: probledo@knoxvilletn.gov

CITY OF KNOXVILLE
MADELINE ROGERO, MAYOR

Dear Friends,

It is with great anticipation that I present the Business Resource Guide from the Office of Business Support. The successful recruitment, retention and expansion of businesses are priorities for my administration, and this guide will help business owners follow procedures the City of Knoxville has adopted.

Upon my inauguration, I created the Office of Business Support to help the business community navigate city regulations, policies and departments - in essence providing an avenue to make it easier to do business in Knoxville. In addition, I named Patricia Robledo as Business Liaison to head the office.

This business guide is intended to provide you with general information and an overview of the range of processes you may have to go through in establishing or expanding your business. It is not intended to be all-inclusive, but it can be a valuable resource to answer questions.

If you have suggestions that would be helpful to include in future editions of the guide, I encourage you to contact the Office of Business Support at the information below. In the meantime, I wish you much success in all of your endeavors.

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400 Main St. – Room 654D
Knoxville, TN 37902
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Sincerely,

Madeline Rogero

Madeline Rogero
Mayor, City of Knoxville

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BUSINESS BASICS

LEGAL BUSINESS STRUCTURE

For legal and financial purposes, you must have a formal structure for your business: Sole Proprietorship, Partnership, C Corporation, S Corporation (also called Subchapter S Corporation), or Limited Liability Company or Limited Liability Partnership. Choosing the right legal structure for your business will require that you to contact an attorney, CPA or a business counselor.

SCORE and the Tennessee Small Business Development Center (TSBDC) provide free business counseling services and can help you decide the appropriate legal structure for your business.

SCORE: http://www.scoreknox.org

TSBDC: http://www.tsbdc.org

State of Tennessee Smart Start Up Guide: *Starting on page 11*
http://www.tn.gov/assets/entities/ecd/attachments/TNSmartStartupGuide.pdf

State of Tennessee Department of Community and Economic Development - How to Start a Business:
http://www.tn.gov/ecd/topic/how-to-start-a-business

Small Business Administration:
http://www.sba.gov/category/navigation-structure/starting-managing-business/starting-business/choose-your-business-stru

IRS: http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Business-Structures

BUSINESS NAME AVAILABILITY

Search the Business Entities database to determine if the name you want for your business is available for use in the State of Tennessee: http://tnbear.tn.gov/ECommerce/NameAvailability.aspx

STATE SALES TAX NUMBER

One of the first steps you should take as a new business is registering for various taxes your business must pay the state. Typically, most businesses must pay business tax and sales tax. All business types, except sole-proprietors and general partnerships, must also register for the payment of franchise and excise taxes.
https://apps.tn.gov/bizreg

The Tennessee Department of Revenue sponsors free tax workshops for new businesses/business owners. These sessions normally include information about business tax, sales and use tax, and tax enforcement: http://www.tn.gov/revenue/article/tax-workshops

Contact info:
Tennessee Department of Revenue Office
7175 Strawberry Plains Pike, Suite 209
Knoxville, TN 37914
Phone: 865-594-6100

INTERNAL REVENUE SERVICE

For information about basic federal tax information for people who are starting a business, as well as information to assist in making basic business decisions: What New Business Owners Need to Know About Federal Taxes: http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Starting-a-Business

Contact info for Local IRS Office:
John Duncan Federal Building
710 Locust St. Knoxville, TN 37902
Phone: 865-545-4794
Toll free: 1-800-829-1040

CITY OF KNOXVILLE BUSINESS TAX LICENSE/TAX OFFICE

State law requires that all businesses (with exceptions for certain professions, manufacturers, and certain disabled persons) inside the city of Knoxville have both city and county business licenses. Please be advised that the purchase of a City of Knoxville or Knox County business license does not authorize you to violate the zoning requirements or relieve you of permit requirements by the Inspections Bureau. Please read the sections in this guide which include information related to zoning, building, fire and other codes and inspections.

Other permits found in the Business Tax License/Tax Office website are: Add Business Partner Affidavit, Amusement Tax Report, Beer Permit, Garage Sale Permit, Going Out of Business Sale Permit, Hotel Occupancy Privilege Tax Form, Out of State Contractor Forms, Vendor License Permit, Wholesale Alcohol Beverage Dealers Monthly Report and Dog in Patios Permit.

Your business license will need to be renewed annually with the Tennessee Department of Revenue and the date is determined by your business classification. You will need to pay city taxes based on gross income receipts.

City of Knoxville Business License Tax Office:
http://www.knoxvilletn.gov/government/city_departments_offices/Finance/business_license_tax_office

City of Knoxville Business Tax License Application:
http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/Finance/form_biztaxlicapp.pdf

Contact info:
City of Knoxville Business License/Tax Office
Department of Finance and Accountability, Business Tax Section
City County Building
400 Main St. - Suite 450
Knoxville, TN 37902
Phone: 865-215-2083

KNOX COUNTY BUSINESS LICENSE

Most businesses within Knox County must obtain a business license. Those businesses located within the municipal boundaries of the City of Knoxville must also register with the city.

Knox County Business Tax License Office:
http://www.knoxcounty.org/clerk/businesstax.php

Knox County Business Tax License Application:
http://www.knoxcounty.org/clerk/pdfs/business_tax/application.pdf

For questions regarding tax law, filing or paying business taxes, call the Tennessee Department of Revenue at 1-800-342-1003.

For questions regarding Knox County Business Tax Licenses, please call 865-215-2392.

Contact info:
Knox County Clerk
Old Courthouse
300 Main St.
Knoxville, TN 37902
Phone: 865-215-2385

YOUR BUSINESS PHYSICAL LOCATION

Not sure which location is the right one for your business?

THE **KNOXVILLE CHAMBER** is the economic development arm of City. Their professionals work with businesses to locate here in the area and work with existing businesses to grow and expand. They also have access to industrial and business property inventories and can help businesses navigate the permitting and building process.

Knoxville Chamber New Business Recruitment: http://www.knoxvillechamber.com/new-business-recruitment

The **TENNESSEE SMALL BUSINESS DEVELOPMENT CENTER (TSBDC)**, housed inside the Knoxville Chamber, and the **KNOX COUNTY PUBLIC LIBRARY** have databases that provide business and residential directory information, including business profiles and personnel, customer mailing lists, market research and other information that will be helpful in deciding whether the location you are contemplating is the right one for your type of business.

TSBDC: http://www.tsbdc.org

Knox County Public Library: http://www.knoxlib.org/biz

KGIS

Information on KGIS website is derived from various governmental departments within the City of Knoxville, Knox County and the Knoxville Utilities Board (K.U.B.), who together have created a centralized geographic information system. It allows the user to query against the GIS database for certain map-related data, such as an address, or property, or a property owner. Addresses within city limits will be inside the yellow area.

KGIS: http://www.kgis.org

ZONING AND OTHER REGULATIONS

METROPOLITAN PLANNING COMMISSION (MPC)

Why should you be concerned with city zoning policies? If you open a commercial business in a residential zone or locate your business in a commercial space not intended for that use, your business could be shut down regardless of how much you have invested on renovations or the fact you signed a lease. The business site should be reviewed with the Metropolitan Planning Commission (MPC) to ensure the business activity proposed is appropriate for the location. The Metropolitan Planning Commission (MPC) was established by Knoxville and Knox County as the agency responsible for comprehensive county-wide planning and administration of zoning and land subdivision regulation.
http://www.knoxmpc.org

Zoning Regulations:
https://www.municode.com/library/tn/knoxville/codes/code_of_ordinances?nodeId=APXBZORE

Contact info:
Knoxville/Knox County Metropolitan Planning Commission
City County Building
400 Main St. - Suite 403
Knoxville, TN 37902
Phone: 865-215-2500

CITY OF KNOXVILLE ZONING ORDINANCE

The City of Knoxville's zoning ordinance helps protect property values by preventing the location of incompatible uses in close proximity to one another. Zoning regulations also help maintain the character of established neighborhoods and prevent inappropriate activities, such as auto repair businesses in residential areas. The ordinance regulates the location, height, bulk, number of stories, percentage of lot coverage, setbacks, open spaces, population density and the uses of all buildings, structures and land within the city limits.

Contact info:
Melvin Wright, Plans Review & Inspections, 865-215-2995
James Tente, Plans Review & Inspections, 865-215-3096

Zoning Ordinance, Complaints & Inspections:
http://www.knoxvilletn.gov/government/city_departments_offices/plans_review_inspections/zoning_ordinance_complaint_inspections

City of Knoxville Zoning Ordinance:
http://www.municode.com/library/tn/knoxville/codes/code_of_ordinances?nodeId=APXBZORE

HISTORIC ZONING COMMISSION (HZC)

Exterior changes to a building within a designated historic district may require approval by the Historic Zoning Commission (HZC), which meets regularly on the third Thursday of each month at 8:30 a.m. in the Small Assembly room on the main level of the City County Building, 400 Main Street. For more information contact Kaye Graybeal, Historic Preservation Planner for the Knoxville-Knox County Metropolitan Planning Commission at 865-215-2500 or visit http://www.knoxmpc.org/historic.

Minor changes may be approved by the Historic Preservation Planner and HZC review may be bypassed. More significant changes will be considered and voted on by the HZC in a public hearing format at their regular monthly meeting. Approved changes result in the issuance of a Certificate of Appropriateness which is required before a building permit will be considered for the project.

Each historic district or neighborhood has developed Design Guidelines that apply to buildings in the district. These guidelines are the basis for HZC decisions on proposed changes. It is a good idea to arrange to attend your historic district's neighborhood board meetings and present any proposed changes before appearing in front of the HZC.

For a list of the city's historic districts and their design guidelines please visit http://www.knoxmpc.org/historic/areas/hisareas.htm.

DOWNTOWN DESIGN REVIEW BOARD

The Downtown Design Review Board's responsibilities are to review and approve public projects, private development plans, and to advise the Mayor, City Council, the Metropolitan Planning Commission and the Historic Zoning Commission on means, incentives and programs to improve downtown design and foster beautification, safety and related public purposes downtown. The Downtown Design Review Board meets on the third Wednesday of the month at 4:00 p.m. in the Small Assembly Room. This is a public meeting.
http://www.knoxvilletn.gov/government/boards_commissions/downtown_design_review_board

CITY OF KNOXVILLE OFFICE OF NEIGHBORHOODS

Businesses looking to set up shop in a particular neighborhood and especially businesses needing a zoning change, use-on-review or other regulatory approvals to be able to develop property in or near a residential neighborhood are encouraged to contact the impacted neighborhood, business and professional organizations to establish communication and a good relationship from the start.
http://www.knoxvilletn.gov/neighborhoods

The Office of Neighborhoods works with established neighborhood groups and with new or emerging organizations to help strengthen and improve Knoxville's neighborhoods. It produces a Knoxville Neighborhood Directory, which provides public contact information for each registered neighborhood organization in the city. You can view the current directory at http://www.knoxvilletn.gov/neighborhooddirectory.

If it is not clear which organization represents the neighborhood you are concerned about, or if you wish to be sure that you are contacting all the resident groups that might claim impact from your project, please contact:
David D. Massey
City of Knoxville Neighborhood Coordinator
Phone: 865-215-3232
Email: dmassey@knoxvilletn.gov

MPC NEIGHBORHOOD INFORMATION

Tips from the **Metropolitan Planning Commission** for neighborhoods and for developers on working together for community growth:
http://archive.knoxmpc.org/zoning/quickfact/worktogt.pdf

Considering a home occupation/business?
A Home Occupation is a gainful occupation conducted in a dwelling unit or residence. Home Occupations in the City must be approved by MPC through the Use On Review process.
http://www.knoxmpc.org/zoning/quickfct/homeocc.htm
http://www.knoxmpc.org/zoning/quickfct/qfuor.htm

DOES YOUR BUSINESS HAVE TO COMPLY WITH THE AMERICANS WITH DISABILITIES ACT (ADA)?

Businesses that provide goods or services to the public are called "public accommodations" in the ADA. The ADA establishes requirements for 12 categories of public accommodations, which include stores, restaurants, bars, service establishments, theaters, hotels, recreational facilities, private museums and schools, doctors' and dentists' offices, shopping malls, and other businesses. Nearly all types of businesses that serve the public are included in the 12 categories, regardless of the size of the business or the age of their buildings. Businesses covered by the ADA are required to modify their business policies and procedures when necessary to serve customers with disabilities and take steps to communicate effectively with customers with disabilities.

ADA & Businesses Info: http://www.ada.gov/business.htm

A primer for small businesses: http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm

To receive technical assistance call the Department of Justice's ADA Information Line at 1-800-514-0301.

City Coordinator Contact info:
Stephanie Brewer Cook
ADA Coordinator
City County Building
400 Main St. – Room 524
Knoxville, TN 37902
Phone: 865-215-2034
Fax: 865-215-2962

TTY: 865-215-4581
Email: scook@knoxvilletn.gov

City's Disability Services Office: http://www.knoxvilletn.gov/ada

HIRING A CONTRACTOR

In order to obtain a permit, contractors must be licensed in the City of Knoxville for their particular specialty (for example, electrical, gas or plumbing.) Should you have any questions, call the Board office at 865-215-2988, or the Inspection Bureau's main number at 865-215-2999. The State Contractor's Licensing Board number is 1-800-544-7693 or 615-741-8307.

Here you will find information that is useful in your search for reliable services and professionals. This information will help provide consumer confidence when making choices to hire or purchase a good or service: http://www.tn.gov/commerce/article/cont-tips-for-hiring-a-contractor .

UTILITIES

Knoxville Utilities Board (KUB) provides electric, gas, water and wastewater services to more than 400,000 customers in Knoxville and parts of seven surrounding counties. Depending on where your business is located, you may be serviced by other utility companies.

Visit this page for more information on electric, trash, telephone, water and sewage services: http://www.knoxvilletn.gov/residents/utilities

PERMITS AND INSPECTIONS

CITY OF KNOXVILLE PLANS REVIEW, BUILDING PERMITS & INSPECTIONS

This office is responsible for the review, permitting, licensing and inspection of all construction projects within the City of Knoxville and consists of Plans Review, Building Inspections, Electrical Inspections, Signs and Zoning Inspections, Mechanical/Gas Inspections and Plumbing Inspections.
http://www.knoxvilletn.gov/plansreview

To access the Plans Review & Inspections Division Fast Facts Sheets to find quick answers about when a permit is needed, the requirements for submitting plans for Plans Review, frequently asked questions and much more please visit
http://www.knoxvilletn.gov/government/city_departments_offices/plans_review_inspections/fast_fact_sheets

Contact info:
Peter Ahrens, Plans Review and Inspections Director
City of Knoxville
City County Building
400 Main St. - Suite 512
Knoxville, TN 37902
Phone: 865-215-3669
Email: pahrens@knoxvilletn.gov

Building Use Permit:

What is a Building Use Permit?
A Building Use Permit allows a new tenant or property owner to occupy an existing building or tenant space. The Use Permit provides an opportunity for City officials to review the zoning compliance and perform a safety inspection. This process assures legal occupancy by an owner/tenant.

Who needs it?
Any new tenant or owner is required to obtain a Building Use Permit before occupying an existing building.

A Building Use Permit is not required when a Plans Review Application and a Building Permit have been issued for a new building owner or tenant or when the new tenant use is classified as a Group R-2 or Group R-3 Occupancy.

How do I apply for it?
The new tenant or owner must complete a Building Use Permit Application for review, and then schedule a site inspection by the Fire Marshal & the Building Inspections office.

- If the review and site inspection results indicate that there are no code violations, no additional construction or building modifications to be permitted, and no change of use, then the City will issue a Certificate of Completion and Building Use Permit.

- If the review or site inspection results indicate code violations, additional construction or building modifications, or a change of use, then the City will advise the applicant of the necessary requirements for obtaining a Building Permit. Additional building or sign permits may be required.

How Much Does It Cost?
The non-refundable fee for this permit is $50.00.

How Long Does It Take?
It depends on the results of the application review, the site inspection, and the complexity of your project. If the proposed work will not require additional building or sign permits, then the process will typically take 1 to 2 days.

Building Use Permit Application:
http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/PlansReviewsInspections/BuildingUsePermitApplication.pdf

Expedited Permits:

What is an Expedited Permit?
An expedited permit is available to facilitate less complicated projects. Applicants and design professionals can meet with staff from Plans Review & Inspections and the Fire Marshal's Office to review submitted plans and receive permits on the spot at no additional cost.

Does my project qualify?
The expedited permit process is limited in scope to qualifying structures and occupancy classes, such as:

- Alterations to commercial buildings
- Business, Mercantile, Storage, Factory and Utility occupancy classes (No restaurant or grocery/food handling uses)
- Exterior work where no overlay district review is required (Historic Zoning, Downtown Design, etc.)

- Plans must be prepared and stamped by a design professional registered in the State of Tennessee.
- Changes in occupancy do not qualify for expedited reviews.

How do I start?
1. Submit the plans review application for your project including all associated construction drawings by 12:00 pm on any Tuesday. The project will be evaluated to ensure the scope is appropriate for the expedited process and that it complies with all zoning regulations. The application with construction drawings may be submitted in person or emailed to: bldginspections@knoxvilletn.gov .

2. If the project meets the zoning and scope requirements, you will be contacted to schedule a meeting for the following Thursday. Plans Examiners (including the Fire Marshal's Office) will meet with you and your design professional to review your plans. The design professional can modify the plans during the meeting if needed depending on plan review comments. Once approved, the building permit may be issued.

3. If the project does not meet the requirements, you will be notified and the project must follow the standard plans review process. Construction drawings sent via e-mail will not be accepted, requiring electronic submittal (KnoxPlans – http://www.knoxplans.org) or submittal of two full sized sets of plans in order to proceed.

What do I need to participate in the Thursday meeting?

- Two (2) full sized sets of stamped plans / construction drawings
- The project design professional

On the day of the meeting?
Meet in room 511 (City County Building) for your expedited permit review. Representatives from Building Inspections and the Fire Marshal's Office will attend to evaluate the project plans, identify any deficiencies or required revisions, and once corrected, the plans can be approved, and permits can be issued the same day.

Pre-Submittal Conferences:

Do you have a complex redevelopment project? Will you encounter zoning issues?
Need a variance? Any TDOT considerations? In a historical district?
Do you have all the permits and waivers you will need?

The City of Knoxville now offers Pre-Submittal Conferences for complex construction or renovation projects where preliminary review information is provided prior to a formal Plans Review---all at no cost to you.
City Staff members will review a copy of your plans, offer comments, provide answers to specific questions and offer possible solutions to difficult design challenges. This will help to ensure a successful project when it is submitted later for the official Plans Review

Pre-Submittal Conference Schedule:
http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/PlansReviewsInspections/PreConfFlyer2016.pdf

Sign Permits:

A sign permit is required prior to erecting or installing a sign. Electrical work associated with a sign requires a separate electrical permit. All electrical work must be done by a City of Knoxville licensed electrician. The sign inspector must inspect all signs. Ground signs require footing and final inspections. The footing inspection is required prior to pouring concrete and after the hole is dug and steel reinforcement, if required, installed. The final inspection is required after the sign is installed. Wall signs require a final inspection.

On July 21, 2015, City Council adopted a comprehensive sign ordinance with hundreds of components. All new signs must comply with the requirements and standards set in the new sign ordinance, based on your zoning district and the classification of the road where the sign will be located.

Sign Ordinance Information: http://www.knoxvilletn.gov/signordinance

To obtain an application for a sign permit visit http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/PlansReviewsInspections/permit_sign.pdf or call 865-215-2999 or pick up application at the City County Building in room 505.

Downloadable forms for Plans Review and Building Inspections: http://www.knoxvilletn.gov/government/city_departments_offices/plans_review_inspections/forms_permits_licenses_applications

CITY OF KNOXVILLE ENGINEERING

City of Knoxville Engineering Department: http://www.knoxvilletn.gov/engineering

Contact info:
James R. Hagerman, P.E.
Engineering Director
City County Building
400 Main St. - Suite 480
Knoxville, TN 37902
Phone: 865-215-2027
Email: jhagerman@knoxvilletn.gov

Stormwater Engineering:

This office is responsible for the review, permitting, and inspection of all site development projects; review, and approval of all administrative and final plats; maintaining the ward map and records; Street lighting, Investigating water quality and quantity requests; and administering the NPDES permit within the City of Knoxville.
http://www.knoxvilletn.gov/government/city_departments_offices/engineering/stormwater_engineering_division

Additionally, this office consists of Plans Review, Development Inspections, Water Quality/Quantity, and Technical Services. This office issues Site Development Permits, Special Pollution Abatement Permits, and ROW Permits. Access the Stormwater Division web page to find links to the Best Management Practices Manual, Land Development Manual, Stormwater and Street Ordinance, Flood Damage and Protection Ordinance, plan details, and other development related information.

Contact info:
Christopher S. Howley, P.E.
Engineering Planning Chief
City County Building
400 Main St. - Suite 480
Knoxville, TN 37902
Phone: 865-215-2148
Email: chowley@knoxvilletn.gov

Civil Engineering:

The Civil Engineering Division provides professional civil engineering and surveying services to the public and other City departments. This Division is responsible for the design and construction management of all street, bridge, sidewalk, greenway and drainage capital projects through the combination of in-house expertise and professional engineering service contracts. In order to maintain accurate updates and to improve property information within the Geographic Information System (GIS), this section is currently maintaining a citywide geodetic control system. In order to protect the health, safety and welfare of the public, this section reviews, issues and inspects permits for right-of-way, temporary traffic control and utility site development.
http://www.knoxvilletn.gov/government/city_departments_offices/engineering/civil_engineering_division

Contact info:
Tom Clabo, P.E.
Chief Civil Engineer
3131 Morris Avenue
Knoxville TN 37909
Phone: 865-215-6100
Email: tclabo@knoxvilletn.gov

Traffic Engineering:

The Traffic Engineering Section of the Engineering Department installs, maintains and operates all traffic control devices (signs, signals and markings) on Knoxville's 1,000 miles of non-interstate roadways. It provides special event traffic control and, in some cases, decorations and banners for over 200 events annually. It conducts traffic studies, makes recommendations and coordinates with other sections, divisions and departments, as well as outside organizations and agencies, on transportation issues.
http://www.knoxvilletn.gov/government/city_departments_offices/engineering/traffic_engineering_division

Contact info:
Jeffery W. Branham, P.E.
Chief Traffic Engineer
3131 Morris Avenue
Knoxville TN 37909
Phone: 865- 215-6109
Email: jbranham@knoxvilletn.gov

FIRE PREVENTION BUREAU – FIRE CODES & INSPECTIONS

What Buildings Are Affected by the Fire Code? The code applies to all commercial and industrial buildings, and all residential buildings. All building plans are reviewed for compliance with the National Fire Protection Association and all construction must be inspected and approved. The mission of the Fire Prevention Bureau (Fire Codes & Inspections) is to make the City of Knoxville a safe place to live, work or visit by providing a reasonable degree of safety to life and property from fire and hazards through enforcement of the City's adopted fire codes and standards. This is accomplished by conducting life safety inspections of existing structures and new building construction.

Under the direction of the Fire Marshal, the Fire Prevention Bureau performs the following services:

- Review and inspect all new construction and remodeling of commercial buildings in conjunction with the City's Building Permits Department
- Review all sprinkler and fire alarm drawings for compliance
- Permit and inspect all flammable and combustible storage tanks (Class I, II, or III) greater than 60 gallons - Including aboveground storage tanks, underground storage tanks, and liquefied petroleum gas tanks
- Permit and monitor blasting operations
- Permit and monitor pyrotechnic displays
- Enforce all state and local codes involving fire safety and prevention
- Inspect and monitor special events for cooking, tents and large public gatherings
- Provide an on-call fire inspector for emergency situations
- Inspect one- and two-family dwellings upon request

Fire Prevention Bureau:
http://www.knoxvilletn.gov/government/city_departments_offices/fire_department/fire_prevention_bureau

Information about specific permits:
http://www.knoxvilletn.gov/government/city_departments_offices/fire_department/fire_prevention_bureau/activities_requiring_fire_code_inspections

Contact info:
Capt. Donald M. Partin Jr., CFPS
Deputy Fire Marshal
City of Knoxville Fire Dept. Fire Marshal's Office
City County Building
400 Main St. - Suite 403
Phone: 865-215-2283
Email: spartin@knoxvilletn.gov

KUB WASTEWATER & GREASE TRAP PROGRAMS

Be aware that all food service facilities are required to conduct their operations in such a manner that grease is captured on the user's premises and disposed of properly. Grease cannot be discharged to the sanitary system, since it can cause blockages and result in sanitary sewer overflows or building backups. This link to KUB's Grease Control Program has more information on the regulations and requirements related to the size, location, and

type of grease control equipment that all food service facilities need.
http://www.kub.org

Call KUB at 865-524-2911 for more information.

KUB CROSS CONNECTION CONTROL PROGRAM

The Safe Drinking Water Act and the State of Tennessee regulations governing the safe operation of public water systems require all customers with business-related hazards, fire suppression systems, irrigation systems, or other potentials for risk to install, test, and maintain a backflow prevention device. Water providers must ensure compliance with these regulations to protect the water supply and customers. This link to KUB's Cross Connection Control Program has more information regarding the installation or type of backflow device that may be required.
http://www.kub.org

Call KUB at 865-524-2911 for more information.

HEALTH DEPARTMENT FOOD SERVICE LICENSING

The Tennessee Division of General Environmental Health reviews plans required of new food establishments and those planning remodeling to ensure the establishment will meet the minimum construction and installation requirements prior to construction. Prior approval of plans protects applicants from expensive changes after construction and installation.

In short, any facility that is going to be serving food to the general public is required to have: a three compartment sink or commercial grade dish machine, hand sinks every 20' in the food preparation areas, a mop sink on each floor of the establishment, self-closing doors leading to the outside, restrooms for each sex with seating over 16, and smooth and easily cleanable surfaces in the food preparation areas. Please see list for additional requirements.

Food Law Changes: http://tn.gov/health/article/eh-foodlaw

Food Service Establishments: http://tn.gov/health/article/eh-foodservice

Bed and Breakfast: http://tn.gov/health/article/eh-bed-and-breakfast

Others: http://tn.gov/health/topic/eh-programs

KNOX COUNTY HEALTH DEPARTMENT-ENVIRONMENTAL DIVISION

Every establishment where food and beverages are prepared and served is inspected at least twice a year or more often as deemed necessary to ensure compliance. Current food permits and the most recent inspection report must be displayed in a prominent location for the public to view. Knox County Health Department's

Environmental Health conducts the inspections of all food service establishments, including restaurants and snack bars, to protect the public from the threat of food borne illnesses. For additional information please call: 865-215-5200

In Knox County, the Knox County Health Department also regulates and permits grocery stores, convenient marts/gas stations that vend food, caterers, and any other type of food operation.

Knox County Health Dept. Environmental Div.: http://www.knoxcounty.org/health/nav_enviromental.php

Ronnie Nease
Department Manager Environmental Health Division
Knox County Health Department
140 Dameron Ave.
Knoxville, TN 37917
Phone: 865-215-5200
Email: Ronnie.Nease@knoxcounty.org

MOBILE FOOD UNITS

For guidance and policies about Mobile Food Units (Food Trucks) please visit
http://www.knoxvilletn.gov/mobilefood
http://www.knoxcounty.org/health/pdfs/PlansReviewApplication-FoodTrucks.pdf

TIPS AND SUGGESTIONS FROM INSPECTORS

Selecting the Site for Your Business:

- Before signing a lease or buying a building, check zoning ordinances to make sure the location is zoned for your type of business. If it is not, keep in mind the cost of the rezoning process and the fact that your rezoning request may be denied.

  For certain licenses (like beer and liquor licenses), there are requirements that business locations be located a certain distance from schools, hospitals, funeral homes, parks and churches. Call the Metropolitan Planning Commission (MPC) at 865-215-2500 for more information.

- If your business needs a zoning change, use-on-review or other regulatory approvals to be able to develop property in or near a residential neighborhood, you are encouraged to contact the impacted neighborhood, as well as business and professional organizations, to establish a good relationship from the start.

- Leasing or buying space where a business was already in existence does not ensure that space meets current fire and building code. A change of occupancy can trigger the need to bring the space up to current code. For example, do not assume that because a place of business was a previously a restaurant, that it will pass inspection as a new restaurant.

Plans Review, Codes, Inspections:

- Request a pre- plans review meeting with staff from Engineering, Engineering, Plans Reviews and Inspections, Fire Inspections, utility company, etc.), so you can share the vision for your business. This meeting could provide you with information about potential challenges based on the building or location. Get your questions answered: Will I have to add more parking? Will I need a building permit for my remodel? Will the fire code require more exits, sprinklers or safety equipment? Will I need a grease trap?

- New businesses that will be KUB customers should always contact KUB and ask for information regarding regulatory requirements early on in the startup process. A KUB representative can discuss any special requirements that may apply or perform a site inspection if necessary.

- Allow enough time for the appeals/review processes (Board of Zoning Appeals, Building Board of Adjustments & Appeals, Use on Review, Plat/MPC Approvals, etc.)

- Pay attention to zoning and licensing requirements. They exist to make your business safer. Don't try to cut corners. Invariably, the easy way out ends up costing more time and money.

- Hire a licensed contractor/subcontractor for any general repairs, alterations, demolition or new construction. Contact the City Plans Review & Inspections office at 865-215-2999 to verify subcontractor licenses. Contact State Licensing Board at 1-800-544-7693 to verify General Contractor licenses.

- Maintenance/Inspection of Erosion Protection and Sediment Controls at construction site are a daily activity.

- Don't design/build to the limits of the regulations... have a little wiggle room for variation in construction.

- All building and plumbing modifications typically require a city or county permit and final inspection. Businesses should use a licensed plumber and be sure their plumber obtains the necessary permits and inspections needed for the work. Licensed plumbers, the City of Knoxville Plumbing Inspectors Office and KUB work together to ensure all plumbing requirements are met.

- Food services facilities that are new <u>or</u> are expanding should always contact KUB and request information regarding our Grease Control Program, even if they are moving into a location that already has grease control equipment.

- KUB wastewater customers should always contact KUB before connecting any drains that have the potential to collect stormwater or groundwater to their sewer lateral or the wastewater system. This

includes open drains near dumpster pads, roof drains, parking garage drains or sump pumps.

- If your business offers food service, make sure you provide the plans to the Health Department for review. Do not assume the City of Knoxville Plans Review and Inspections Department will forward the plans to the Health Department.
- You cannot call the Health Department and request an inspection of your new establishment, unless you have previously sent your building plans to them to be reviewed.
- If you have a mobile food service unit, don't just "show up" at the Health Department to request an inspection and a license. You need to submit plans for your unit ahead of time.
- After your plans are reviewed by the Health Department, you may receive a request for additional information in writing. Please be sure to comply promptly.
- After your plans are reviewed and approved, any changes to the plans will require you to resubmit the changes for approval. Changes as small as moving a sink or a door by a few inches may cause you to not pass the inspection.
- Do not start construction until a building permit is issued, otherwise you may have costly re-dos.
- Request a pre-construction meeting to clarify anything.
- Call when there is a problem or question with the plans or site conditions. It is more economical and quicker in the long run to resolve issues with line on paper than removing concrete from the ground.
- Pay attention to ADA (American with Disabilities Act) requirements.
- If your food service facility has over 16 seats, the Health Department will require that it has two public restrooms (one for each sex.)
- Do not start operating your business until you have obtained the certificate of occupancy, even if you did not make any changes to the structure or undertake any construction projects.

After Receiving Certificate of Occupancy/Completion:

- Retain copy of Certificate of Occupancy/Completion for your records.

MOST COMMON PLANS REVIEW DISAPPROVALS

Parking Spaces, Zoning, Building & Arborist:

1. No land plan provided.
2. No site plan provided.

3. No fire rated assembly details provided.
4. No parking calculations provided.
5. No handicap restroom details provided.
6. Individual toilet room doors swinging in.
7. No manufacturer's, dealers or installer's license provided for multi-sectional homes.
8. No rated wall provided behind exterior exit stairs.
9. No building access (ramp) details provided.
10. Stair construction not in accordance with the building code.
11. Incomplete information on cover sheets
12. Improper use (may require use on review)
13. Remoteness of exits.
14. Occupancy separation.
15. Tenant separation.
16. Improper use of glass in fire rated assemblies.
17. Improper accessible route due to: curb cuts, ramps, sidewalks, door thresholds, and floor clearances at pull side doors (both entrance and interior doors).
18. Failure to identify clearances at required toilet fixtures and improper turn around area. - BLDG
19. Improper identification of Accessible Elements on plans
20. Inclusion of a maintenance and replacement agreement into the landscape plan for required trees.
21. No handicap floor clearances.
22. No handicap ramp and curb cuts.
23. No rated exterior wall rating in the 1st fire district.
24. No protected opening in exterior walls.

25. No letter from pre-engineered metal building manufacturer stating required seismic date per sect. 1607.1.2 of the 1999 Southern Building Code.

26. No penetration of shaft enclosures.

27. No ceiling assemblies for rated shafts.

28. No occupant separations/fire rated separations.

29. No handicap van accessible spaces.

30. Insufficient number of required spaces.

31. No recorded plat to determine setbacks.

32. No Use on Review.

33. Requirement of One Lot Subdivision.

34. Lack of Removal Bond for Cell Towers.

35. No Certificate of Appropriateness from HZC.

36. Building exterior alterations not compliant with 2006 IECC.

37. Dining seating not handicap accessible.

38. Egress easements required mostly downtown.

39. Renovation of a non-conforming use.

Engineering:

1. A one-lot subdivision is required to eliminate interior lot lines and/or dedicate storm water easements as shown on the approved site plans.

2. A performance bond (and indemnity agreement) is required to insure the completion of the proposed site work.

3. A Covenant for Permanent Maintenance of Storm water Facilities is required to be signed and recorded by the property owner.

4. Where sidewalks exist, a concrete driveway apron, per TDOT's standard detail, is required at access points.

5. All required off-street parking areas shall be constructed with a sealed surface.

6. Submit detention pond calculations showing compliance with the Storm water and Street Ordinance.

7. Retaining walls retaining 4 feet or more of fill require engineered, stamped details along with safety factor calculations per Policy 10 of the City's Land Development Manual. Refer to http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/Engineering/LDManual/LD-EP10.pdf

8. Retaining walls retaining 4 feet or more of fill are prohibited within a standard utility and drainage easement along property lines.

9. Parking areas of 20,000 sq. ft. or more are required to have a 10-foot landscaped setback from the right-of-way line, interior parkways every 200 feet, and 5-foot landscaped terminal islands at the ends of parking rows.

10. Restaurants, and other high storm water pollution uses, are required to obtain a Special Pollution Abatement Permit (SPAP) to address how pollution resulting from the daily operation of the business will be controlled.
Refer to http://www.knoxvilletn.gov/UserFiles/Servers/Server_109478/File/Engineering/LDManual/LD-FormM2.pdf

Fire Inspections:

1. Show location of nearest fire hydrant.

2. Show Fire department access to building (including code compliant turnaround).

3. Know the current adopted codes of the City of Knoxville.

4. Indicate on drawings the occupancy classification per NFPA 101 and NFPA 1.

5. Hourly rating of tenant separation walls.

6. Residential stove usage only allowed in certain Business Occupancy with proper protection.

7. Show entire floor plan (including all exits) on tenant finish drawings.

8. Show common paths of travel, such as dead ends with included travel distance.

9. Complete all questions on plans review application.

10. For new sprinkled construction, include sprinkler intent drawings from a Tennessee Licensed Engineer with Fire Alarm protection.

Plumbing:

1. Need complete plumbing drawing.

2. Need isometric drain, waste & vent drawing.

3. Waste piping incorrectly sized.
4. Number of bathroom fixtures does not comply with International Code Congress (ICC).
5. Grease interceptor required for three-compartment sink.
6. Size grease interceptor to City of Knoxville specifications and KUB.
7. Floor drains and hub drains not allowed in plenum area.
8. Mop sink required for all commercial spaces.
9. Sand and oil interceptors required for garage areas.
10. Storm drain system undersized
11. Overflow storm drain undersized.
12. Architect or Engineer seal required on building or tenant over 5,000 sq. ft.
13. Handicap bathrooms not in right location.

Mechanical & Gas:

1. Gas piping not shown – size, total BTU
2. Duct work not shown.
3. Fire damper not shown for rated walls or ceiling.
4. Smoke damper not shown for roof top unit.
5. Correct locations of roof top unit not shown.
6. Appliances not shown on drawing.
7. Details of kitchen hood not shown.
8. Air balance for hood not shown.
9. Dryer vents exceed maximum length.
10. Combustible material not allowed in plenum area.
11. Architect or Engineer seal required on building or tenant space over 5,000-sq. ft.

Electrical:

1. No electrical plan submitted.
2. Show location of service equipment and complete riser diagram.
3. No wiring method shown.
4. No calculated load for service or for special equipment.
5. Exit lights and emergency lighting now shown.
6. Show general lay out of lights and plugs on existing building.
7. Show service drop location or underground service lateral on site plan.
8. Show main disconnect location for service
9. Show shunt-trips location for main shut off.
10. Engineers stamp required on building over 5,000-sq. ft. or more than 800-amp service.
11. Incorrect feeder size for sub-panels.
12. Does not show pool alarm requirements per Tennessee State Law for all pools.
13. Grounding of receptacles and fixed electrical equipment in Health Care Facilities 517.13 NEC.
14. Show arc-fault circuit-interrupter protection.
15. Entrance to and egress from electrical equipment rooms comply with 110.26C NEC.

MOST COMMON INSPECTION REJECTIONS

Building:

1. Penetration of stair, elevator and rated shafts by structural elements and other items.
2. Lack of detail on drawings on how components are to be built and not being able to build them the way the plans show.
3. Incorrect handicap accessibility (grab-bars, turn around, door clearances, ramp handrails, signage and parking).

4. Work not ready when inspection is called in for not having sub-work installed on rough in and not having subs final or fire final before calling for building final. No sub permits.

5. Rated assemblies not built to U/L design. No U/L on plans.

6. After inspection has been rejected contractor continues to work.

7. Framing not as detailed. Load transfer.

8. Tenant separation incorrect.

9. Stair treads and risers incorrect.

10. Approved drawings not on site.

11. Post permit with address.

Electrical:

1. Improper grounding of service.

2. Grounding electrode conductor connected.

3. Ground rod sawed off.

4. Ground rod clamp not approved for direct burial.

5. Improper bonding of service.

6. Neutral not bonded at service disconnect.

7. Neutral not isolated beyond service disconnect.

8. Bonding jumper too small. (Not sized per 250.66)

9. All bedroom outlets, including receptacles, light fixtures, and smoke detector circuits not AFCI protected.

10. Receptacles not GFCI protected as required by 210.8.

11. Penetrations in fire-rated assemblies not properly sealed with fire caulking.

12. Work not completed or ready when inspection was scheduled.

13. Wiring methods not properly secured or supported per appropriate article.

14. Panels not labeled. Meter packs not marked with addressees.

15. Temp poles not braced per KUB specifications.
16. Nail plates required for protection of cables run less than 1 ¼: of stud face.
17. Incorrect over current devices.
18. Breakers not UL listed for circuit panel.
19. Open breaker spaces and knock-outs too close.
20. New work covered up without inspection.
21. No access. Doors locked.

Mechanical & Gas:

1. No plans on site.
2. No review notes on site.
3. Starting job without permit.
4. Not installed per drawings.
5. No outside air per International Mechanical Code.
6. Not vented correctly.
7. Dryer vents to long. Too many 90 degree turns.
8. Not calling for inspections for (work covered).
9. Required exhaust systems missing.
10. Call for final on day to occupy building.
11. Work not ready.
12. No tenant separation.
13. Ductwork not hung correctly.
14. No roof access ladder.

Plumbing:

1. No approved drawings or review notes not on project.
2. Finishing tenant space on shell permits.
3. Calling in for final on the day tenant is moving in.
4. Calling for final after tenant has moved in
5. Trying to make all toilet rooms unisex.
6. No hot water at time of finals.
7. Door signs for toilets not installed at time of plumbing final.
8. Calling for finals when grading when not completed.
9. Mop/laundry sink required on all commercial building spaces.
10. No nail plates on stud guards or rough-in.
11. No test on either waster or water or rough-in.
12. Need right strapping or support for waste and water.
13. Water heater relief valve not piped.
14. Water heater pan not piped out foundation.
15. Sewer cleanouts not cut to grade.
16. Water closet bolts not cut off and capped.
17. Required handicap public restrooms cannot be behind locked doors.
18. Restrooms shall not be used for storage.
19. Ice bin drain shall not be connected to any other drain.

OTHER LICENSES

ALCOHOLIC BEVERAGE SALES LICENSING

If alcoholic beverages will be sold or served in your business, certain state law and city code restrictions will apply. For information on either a beer permit or a liquor license, call the Business Tax Office at 865-215-2083. Beer permit applications are available from the Business Tax Office which handles the administrative process. The beer permit applicant must appear before the Beer Board for consideration of their request for a beer permit. Members of City Council sit as the Beer Board, which meets before the second City Council meeting of each month.

For liquor licensing, contact the State Alcoholic Beverage Commission 865-594-6342; you are also required to obtain a City of Knoxville liquor license after State approval.

Beer Permit:
http://www.knoxvilletn.gov/government/city_departments_offices/Finance/business_license_tax_office/beer_permit_info

Liquor License:
http://www.knoxvilletn.gov/government/city_departments_offices/Finance/business_license_tax_office/liquor_license_info

Contact info:
City of Knoxville Business License/Tax Office
Department of Finance and Accountability, Business Tax Section
City County Building
400 Main St. - Suite 450
Knoxville, TN 37902
Phone: 865-215-2083

TENNESSEE DEPARTMENT OF COMMERCE & INSURANCE

This division licenses and regulates several hundred thousand Tennesseans in their professions and businesses, such as: Accountancy, Architectural and Engineering Examiners, Auctioneer, Barber Examiners, Cosmetology, Health Clubs, Home Inspectors, Land Surveyors, Real Estate Appraisers and others.
http://www.tn.gov/commerce/section/regulatory-boards

Contact info:
Department of Commerce and Insurance
Julie Mix McPeak
500 James Robertson Pkwy
Nashville, TN 37243-0565
Phone: 615-741-2241
Email: Ask.TDCI@TN.Gov

TENNESEEE DEPARTMENT OF HEALTH

The Division of Health Related Boards provides administrative support to the boards, committees, councils and one registry that are charged with the licensure and regulation of their respective health care professionals, such as Athletic Trainers , Acupuncture, Dietitians/Nutritionist, Massage, Electrolysis, Alcohol and Drug Abuse Counselors, Chiropractic Examiners, Reflexology and others.
http://www.tn.gov/health/section/health-professional-boards

Contact info:
Department of Health
John J. Dreyzehner
710 James Robertson Parkway
Nashville, TN 37243
Phone: 615-741-3111
Email: tn.health@tn.gov

TENNESSEE DEPARTMENT OF HUMAN SERVICES

The Department of Human Services has the legal responsibility for licensing homes and centers for child care. Access information about the requirements child care providers must meet in order to be licensed.
http://www.tn.gov/humanservices/article/child-care-rules-and-regulations

Types of regulated care include: Child Care Centers, Family Child Care, Homes Group Child Care and Homes Drop-In Centers
http://www.tn.gov/humanservices/article/child-care-types-of-regulated-care

Contact info:
Department of Human Services
Dr. Raquel Hatter
400 Deaderick Street
Nashville, TN 37243-1403
Phone: 615-313-4700
Email: Human-Services.Webmaster@tn.gov

GENERAL BUSINESS RESOURCES

CITY OF KNOXVILLE OFFICE OF BUSINESS SUPPORT

The successful recruitment, retention and expansion of businesses are priorities for Mayor Rogero and her administration. The Mayor created the Office of Business Support to help the business community navigate city regulations, policies and departments, making it easier to do business in Knoxville. The Business Liaison heads this office. The Business Liaison is the point person in the City for the business community and helps businesses navigate the city departments and comply with regulations and policies related to matters such as permitting, inspections and licensing.
http://www.knoxvilletn.gov/businesssupport

Contact info:
Patricia Robledo
Business Liaison
City of Knoxville Office of Business Support
City County Building
400 Main St. - Room 654D
Knoxville, TN 37902
Phone: 865-215-3155
Email: probledo@knoxvilletn.gov

CITY OF KNOXVILLE 311 – 865-215-4311

311 is Knoxville's phone number. Residents and visitors can dial 3-1-1 or 215-4311 or send an email to 311office@knoxvilletn.gov to access information about services provided by the City or request services. The 311 Call Center is open Monday-Friday 7 a.m. to 5 p.m. except for holidays.
http://www.knoxvilletn.gov/311

A customer service representative will enter the service request into the City's advanced tracking system and submit it to the appropriate City department immediately. All requests for service will have a tracking number so customers can check the status and get updates on their request. Knoxville's 311 can also provide City managers with detailed reports that includes such information as response times, action taken, maps and other data to assist them in better deploying resources and to make the delivery of City services more efficient.

Submit a service request online:
http://www.knoxvilletn.gov/government/city_departments_offices/311/submit_online_request

KNOX COUNTY PUBLIC LIBRARY BUSINESS DATABASES

The Knox County Public Library has a vast collection of business reference materials including ReferenceUSA, Hoover's, Demographics Now, Business Insights, and a Small Business Resource Center.

Knox County Public Library Business Services: http://www.knoxlib.org/biz

Contact info:
Van Walker
Business Services Manager
Reference Department
Knox County Public Library
500 W. Church Ave.
Knoxville, TN 37902
Phone: 865-215-8753
Email: reference@knoxlib.org

TENNESSEE SMALL BUSINESS DEVELOPMENT CENTER (TSBDC)

The strength of Tennessee's economic growth is based in part on the small business community and its ability to get products to market. If you are a small business owner, entrepreneur or you are thinking about starting a new business, the Tennessee Small Business Development Center (TSBDC) is here to help you every step of the way.
http://tsbdc.org

Knoxville Center TSBDC: http://www.tsbdc.org/pscc

Contact info:
Jane Shelton
Phone: 865-246-2663
Email: JShelton@tsbdc.org

SCORE

SCORE is a nonprofit, all-volunteer association dedicated to entrepreneurial education and the formation, growth, and success of small businesses nationwide. A resource partner with the US Small Business Administration, SCORE has 389 chapters and 10,500 volunteers nationwide.
www.scoreknox.org

U.S. SMALL BUSINESS ADMINISTRATION

The SBA offers a variety of programs and support services to help you navigate the issues you face with your initial applications, and resources to help after you open for business.
http://www.sba.gov

SBA 8(A) BUSINESS DEVELOPMENT PROGRAM

The 8(a) Business Development Program is an important resource for small businesses seeking business-development assistance. It helps small and disadvantaged businesses compete in the marketplace by gaining access to federal and private procurement markets. The focus of the program is to provide business development support including: mentoring, procurement assistance, business counseling, training, financial assistance, surety bonding, and other management and technical assistance.
http://www.sba.gov/content/8a-business-development

KNOXVILLE CHAMBER - PROPEL YOUR SMALL BUSINESS

We know the challenges involved in starting your own business: balancing the books, retaining employees, and getting plugged into the community. When you're ready to take the leap, we're here to help you navigate your way through all of those challenges.
http://www.knoxvillechamber.com/propel-your-small-business

Designed for woman-, veteran-, and minority-owned small businesses, the Propel program provides you with one-on-one assistance to help you get your business off the ground. Propel has a track record of success in the community and is available in tandem with the Chamber's dynamic mentor/protégé program.

Contact info:
Doug Minter
Business Development Manager
Knoxville Chamber
Office: 865-617-4550
Cell: 865-389-3710
Email: dminter@knoxvillechamber.com

KNOXVILLE ENTREPRENEUR CENTER

Knoxville Entrepreneur Center is a business accelerator located in Market Square that serves as the front door for entrepreneurs in our region, and a resource for anyone looking to start or grow a business here. By nurturing and supporting a culture of entrepreneurship, we are fostering innovation, creativity and job growth within our community. KEC is a place for networking, education and teaching others what we've learned.
http://www.knoxec.com

LAUNCH TENNESSEE (LAUNCHTN)

LAUNCHTN is a public-private partnership focused on supporting the development of high-growth companies in Tennessee. Our ultimate goal is to make Tennessee the No. 1 place in the Southeast to start and grow a business
http://www.launchtn.org/about

Contact:
Jill Van Beke
Email: jill@launchtn.org

THE UNIVERSITY OF TENNESSEE CENTER FOR INDUSTRIAL SERVICES (CIS)

The Center for Industrial Services (CIS) is an agency of the University of Tennessee's Institute of Public Service. CIS helps Tennessee's manufacturers become more productive, more profitable and more competitive with new production techniques or business practices, expanding markets, complying with regulations, or a host of other issues. The CIS Procurement Technical Assistance Center provides assistance with doing business with the federal government. CIS also maintains a SBIR/STTR Assistance Program and a Manufacturing Extension Program to help provide quality, affordable consulting to Tennessee manufacturers.
https://cis.tennessee.edu/about/Pages/default.aspx

INTERNAL REVENUE SERVICE STARTING A BUSINESS

Access links to basic federal tax information for people who are starting a business, as well as information to assist in making business decisions.
http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/A-Z-Index-for-Business

BUSINESS USA

Access information on how to start a business, grow your business, access to financing, help with exporting, and much more.
http://business.usa.gov

U.S. DEPARTMENT OF COMMERCE EXPORT ASSISTANCE CENTER

The U.S. Department of Commerce's Export Assistance Center gives guidance to East Tennessee businesses looking to reach international markets. The Export Assistance Center offers East Tennessee businesses international market research, assistance in locating international suppliers and distributors, and assistance in marketing East Tennessee products worldwide. The Export Assistance Center also aids East Tennessee businesses every step of the way through the export process as they work to sell East Tennessee produced goods all over the planet.
http://export.gov/tennessee/knoxville/index.asp

Robert Leach, Director
Knoxville U.S. Export Assistance Center
17 Market Square, #201
Knoxville, TN 37902-1405
Phone: 865-545-4637
Email: Robert.Leach@trade.gov

FINANCING, LOAN PROGRAMS, BUSINESS INCENTIVES AND INFORMATION

CENTRAL BUSINESS IMPROVEMENT DISTRICT (DBID)

The Central Business Improvement District (CBID) was created in 1993 to undertake programs and services that government is unable to provide. Its core mission is to bring more people to Downtown Knoxville to work, live, shop, and play. The CBID ensures the downtown area is constantly renewed and improved, so that it continues to be an asset to future generations.
http://www.downtownknoxville.org/about

Contact info:
Michele Hummel
Phone: 865-637-4550
Email: mhummel@downtownknoxville.org

CITY OF KNOXVILLE COMMUNITY DEVELOPMENT

Community Development administers a variety of programs geared toward the revitalization of Knoxville's low-to-moderate income neighborhoods. In order for resources to have the greatest impact, the Community Development Department targets its programs to strategy areas that are selected periodically. Programs available to businesses include the Façade Improvement Program. This incentive program is to improve the façades of certain types of buildings within targeted redevelopment areas. By bettering the appearance of building façades, the program serves to improve the economic viability of these areas. Better aesthetics increase property values, improve the marketability of space within the buildings and draw business and residents to the area.
http://www.knoxvilletn.gov/development

Façade Improvement Program:
http://www.knoxvilletn.gov/government/city_departments_offices/community_development/facade_improvement_program

Contact info:
Becky Wade, Director
City County Building
400 Main St. - Room 532
Knoxville, TN 37902
Phone: 865-215-2865
Email: bwade@knoxvilletn.gov

CITY OF KNOXVILLE REDEVELOPMENT

The City of Knoxville, working in conjunction with local economic development agencies including The Industrial Development Board of the City of Knoxville and Knoxville's Community Development Corporation, considers incentives for certain development projects. These incentives can include Payment in Lieu of Taxes (PILOT), Tax Increment Financing (TIF), and infrastructure improvements such as street, sidewalk, and landscaping, among others. These incentives are considered for projects determined to have economic development benefits to areas of the city that have been targeted, through the requisite public processes, for redevelopment and/or for industrial development.
http://www.knoxvilletn.gov/redevelopment

SBA LOANS

Part of starting your own business involves figuring out your financials. SBA has developed a number of financial programs for small businesses. While SBA doesn't directly offer loans to small businesses, they do provide you with a number of different resources and opportunities for finding small business funding.
http://www.sba.gov/loanprograms

You can also contact TSBDC at http://www.tsbdc.org

KNOXVILLE AREA URBAN LEAGUE (KAUL)

The Urban League Micro-Lending Program is an economic development program established to provide loans in an amount up to $20,000 to qualified business owners. The program is a joint initiative between Tennessee Valley Authority (TVA) and the Knoxville Area Urban League to create and expand business opportunities for socially and economically disadvantaged persons in Knoxville and the surrounding area. The Empowerment Zone Small Business Loan Program (EZ Loan Program) is managed by the Knoxville Area Urban League to provide loans in an amount up to $50,000 to new and existing businesses in the HUD-designated empowerment zone of the city. The Empowerment Zone is a 16-square-mile area that includes downtown and surrounding areas such as Mechanicsville, Old North Knoxville, 4th & Gill, Five Points, Morningside, Old Sevier, Vestal and Fort Sanders.
http://www.thekaul.org/what-we-do/opportunity-to-prosper-entrepreneurship

Contact info:
Terrence Carter
Director of Economic & Business Development
1514 E. Fifth Ave
Knoxville, TN 37917
Phone: 865-524-5511
Email: tcarter@thekaul.org

WORKSHOPS & TRAINING OPPORTUNITIES

TENNESSEE SMALL BUSINESS DEVELOPMENT CENTER (TSBDC)

TSBDC Centers offer a broad range of training services at low or no cost. These training seminars take place in a variety of formats including: lecture, hands-on, and even online. Some of the workshops include: Preparing Financial Statements, Pursuing Government Contracts, Social Media Marketing, Starting and Managing a Business, Website Development, and Business Plan Writing.
https://www.tsbdc.org/training

Contact info:
Jane Shelton
TSBDC Pellissippi State Community College at Knoxville Chamber
17 Market Square #201
Knoxville, TN 37902-1402
Phone: 865-246-2663
Email: JShelton@mail.tsbdc.org

TSBDC ON DEMAND / ONLINE TRAINING

Small Business Survival Training: It consists of fourteen chapters which address common business topics. Each chapter features PDF documents with written content, voice-narrated PowerPoint presentations, and video segments from professionals, educators, and entrepreneurs from all over Tennessee. And it is completely FREE!
www.tsbdctraining.org

SCORE WORKSHOPS

SCORE offers many local workshops and online workshops including topics of business startup, developing business and marketing plans, product pricing, hiring tips, technology usage and more.
https://greaterknoxville.score.org/onlineworkshops/tab-a

Contact info:
412 North Cedar Bluff Road, Suite 450
Knoxville, TN 37923
Phone: 865-692-0716
Email: downtown@scoreknox.org

KNOXVILLE AREA URBAN LEAGUE (KAUL) CO-STARTERS

Drawing from the experience of successful entrepreneurs and start-up veterans from around the globe, CO.STARTERS walks creative small-business owners through lean, effective business modeling methods in a simple and intuitive way, and with the help of a supportive community.
http://www.thekaul.org/what-we-do/kaul-co-starters

Contact info:
Terrence Carter
Director of Economic & Business Development
1514 E. Fifth Ave
Knoxville, TN 37917
Phone: 865-524-5511
Email: tcarter@thekaul.org

KNOX COUNTY HEALTH DEPARTMENT FOOD HANDLERS TRAINING COURSE

The Knox County Health Department Environmental Health staff provides educational classes in restaurants, schools and hospitals. We also host a class at our main location, 140 Dameron Avenue, on the third Thursday of every month at 1 p.m. The class is free and open to the public.
http://www.knoxcounty.org/health/food_protection.php

Contact info:
Knox County Health Department Environmental Health Division
140 Dameron Ave.
Knoxville, TN 37917
Phone: 865-215-5200

TENNESSEE DEPARTMENT OF REVENUE TAX WORKSHOPS

Free tax workshops for new businesses/business owners. These sessions normally include business tax, sales and use tax, and issues regarding tax enforcement from the Department of Revenue, as well as a presentation from the Department of Labor and Workforce Development on state unemployment tax. These workshops are recommended primarily for new business owners, but may be beneficial to established owners as well.
http://www.tn.gov/revenue/article/tax-workshops

Contact info:
Cathy Russell
7175 Strawberry Plains Pike, Suite 209
Knoxville, TN 37914
Phone: 865-594-6100
Email: Cathy.Russell@tn.gov

IRS VIDEO PORTAL

The Virtual Small Business Tax Workshop IS to help you, a new business owner, understand and meet your federal tax obligations. This workshop is constructed so that the first three lessons: What You Need to Know about Federal Taxes and Your New Business, What You Need to Know about Schedule C and Other Small Business Taxes and Tax Forms, and How to File and Pay Your Taxes Electronically, are for everyone, no matter what kind of business you have or whether you have employees. Then, in What You Need to Know When You Run Your Business Out of Your Home and How to Set Up a Retirement Plan for You and Your Employees, we'll discuss some information that may become relevant once your business has become established. The final four lessons: What You Need to Know about Federal Taxes when Hiring Employees or Independent Contractors, How to Manage Payroll so You Withhold the Correct Amount from Employees, How to Make Tax Deposits and File a Return to Report Your Payroll Taxes and Hiring People Who Live in the U.S. but Who Aren't U.S. Citizens, are for those employers who already have, or who are thinking about hiring, employees.
http://www.irsvideos.gov/Business

Virtual Small Business Tax Workshop: http://www.irsvideos.gov/Business/virtualworkshop

Starting a Business: http://www.irsvideos.gov/SmallBusinessTaxpayer/StartingaBusiness

UNIVERSITY OF TENNESSEE INSTITUTE OF AGRICULTURE

UT Extension provides a gateway to the University of Tennessee as the outreach unit of the Institute of Agriculture. It is a statewide educational organization, funded by federal, state and local governments, that brings research-based information about agriculture, family and consumer sciences, and resource development to the people of Tennessee where they live and work. Business Development includes the planning, creation and operation of businesses at the local level. Extension programs in this area focus on providing educational training that better prepares business owners to successfully operate a business that will create and maintain desirable jobs within communities.
https://extension.tennessee.edu/Pages/ANR-CED-Agri-business%20Economics%20and%20Entrepreneurship.aspx

CHAMBERS OF COMMERCE AND BUSINESS/PROFESSIONAL ORGANIZATIONS

100 BLOCK ASSOCIATION

The 100 Block Association's mission is to implement and sustain a plan for the 100 Block of Gay Street, manage and promote the 100 Block; and balance the needs of residents, businesses, property owners, government and the community through ongoing communication and collaboration.
http://www.100block.org

ASSOCIATION FOR TALENT DEVELOPMENT-SMOKY MOUNTAIN CHAPTER

Our mission is to equip individuals to improve business results through talent development. We have many opportunities for members, students, and guests to hear about emerging trends in the industry, engage in learning activities and discussions, and network with peers throughout the year.
http://atdsmokymountain.org

CENTRAL BUSINESS IMPROVEMENT DISTRICT (CBID)

CBID was created in 1993 to undertake programs and services that government is unable to provide. Its core mission is to enhance downtown's existing assets and bring more people to Downtown Knoxville to work, shop, live and play.
http://www.downtownknoxville.org

CUMBERLAND AVENUE MERCHANTS ASSOCIATION (CAMA)

CAMA is an association of the various businesses lining Cumberland Avenue in Knoxville, TN. As an association, CAMA promotes the interests of its member businesses, acts as liaison to the city and community, and keeps the citizens of Knoxville updated on events and promotions happening along Cumberland Avenue.
http://www.cumberlandconnect.com

DOWNTOWN DISTRICT ASSOCIATION

Our vision is for Knoxville's Market Square to become one of the South's finest historic districts in which to shop, dine, work, live, and enjoy the unique.
http://www.downtownknoxville.org

EAST KNOXVILLE BUSINESS AND PROFESSIONAL ASSOCIATION (EKBPA)

EKBPA's mission is to foster a connection between businesses and organizations for the mutual advancement, growth and development of East Knoxville.
http://www.eastknox.org

EAST TENNESSEE ECONOMIC COUNCIL (ETEC)

We are an independent, regional, non-profit membership organization dedicated to supporting the federal government's missions in Oak Ridge as well as encouraging new opportunities to fully utilize the highly-skilled talent, cutting-edge technologies and unique facilities that make up the federal reservation, the University of Tennessee complex, and the TVA region.
http://www.eteconline.org

EAST TOWNE BUSINESS ALLIANCE

To advance the positive image and improve customer traffic thru partnerships, advertising, media, & government relations. Meets first Wednesdays of the month at 8:00 a.m. at New Harvest Park. Contact etabpa2013@gmail.com for more information.
www.facebook.com/easttownebusinessalliance

ENTREPRENEURS OF KNOXVILLE (EOK)

EOK is a collection of Entrepreneurs/Inventors/Investors/Business Owners who meet regularly to share ideas and provide support to each other. If you go from one idea or concept to the next at the speed of light;if people stare at you blankly when you're explaining your new idea or gadget and say, "that'll never work" or "someone else is probably working on that right now"; if you feel alone and frustrated because you know the answers but no one will listen; then this is the place for you. We welcome you and your ideas. We can help you turn your idea into a business. We have small group meetings, larger social times, speaker series, fund raising events, etc.
http://www.eokhq.com

FARRAGUT BUSINESS ALLIANCE (FBA)

FBA's mission is to promote the well-being and success of the business community in the Town of Farragut, enhance the quality of life of the Town's citizens, and assist with the fiscal success of the Town through marketing promotions, community events, review of existing codes and ordinances and recruiting of new businesses.
http://www.farragutbusiness.com

FARRAGUT-WEST KNOXVILLE CHAMBER OF COMMERCE

The Farragut -West Knox Chamber of Commerce has served as a proactive voice for business and the community it serves. Current membership includes approximately 700 area businesses. These businesses join the Chamber to work as one in an effort to serve the community where they live and do business.
http://www.farragutchamber.com

FOUNTAIN CITY BUSINESS AND PROFESSIONAL ASSOCIATION (FCBPA)

FCBPA is represented by over 100 local businesses including retail, service, construction, health, finance, transportation, community service and more.
http://www.fountaincitybusiness.com

GREATER KARNS BUSINESS ASSOCIATION (GKBA)

GKBA has served the Karns, Hardin Valley, Solway, and Ball Camp communities since 2001. The Association would like to invite the communities to come together to support our local businesses.
http://www.aboutus.com/karnsbusiness.com

HALLS BUSINESS AND PROFESSIONAL ASSOCIATION (HBPA)

HBPA consists of business owners, community leaders, and other professionals that regularly demonstrate their dedication to the growth, development, and success of the Halls Crossroads community. HBPA promotes a healthy environment to network, learn, support, and nurture our businesses in the Halls community.
http://www.hallsbusiness.com

HISPANIC CHAMBER OF COMMERCE OF EAST TENNESSEE

The Hispanic Chamber of Commerce of East Tennessee promotes the start and growth of Hispanic businesses through networking and technical assistance and also serves as a unique link between these businesses and mainstream businesses in this region.
http://www.hccet.org

KNOXVILLE BREWERS GUILD

Knoxville Area Brewers Association exists to promote and develop the greater Knoxville craft beer culture. Our members accomplish this by: Brewing and serving high quality craft beer; providing craft beer education to the community and industry; acting as advocates on political and economic issues that impact our

industry; actively participating in the community through charity work, economic revitalization, and supporting local business. For more information contact Adam Palmer, President, adam.palmer@sawworksbrewing.com
http://www.knoxvillebrewers.com

KNOXVILLE CHAMBER

Recognized as the 2011 National Chamber of the Year by the American Chamber of Commerce Executives, the Knoxville Chamber is the leading voice for business in Knoxville and beyond. We represent over 2,000 member businesses, providing them with cutting edge products and services designed to help make Knoxville America's Best Business Address®. Contrary to what many think, our membership is made up of businesses of all sizes. Over 80% of our membership base is small business (75 employees or fewer) and nearly 50% employs 1-10 employees. 865-637-4550
http://www.knoxvillechamber.com

KNOXVILLE ENTREPRENEUR CENTER

Knoxville Entrepreneur Center is a business accelerator located in Market Square that serves as the front door for entrepreneurs in our region, and a resource for anyone looking to start or grow a business here. By nurturing and supporting a culture of entrepreneurship, we are fostering innovation, creativity and job growth within our community. KEC is a place for networking, education and teaching others what we've learned. We are a mentor-driven business accelerator, a shared workspace and a source of mediocre coffee.
http://knoxec.com

LEADERSHIP KNOXVILLE - INTRODUCTION KNOXVILLE

Explore. Discover. Connect. It's your community. Whether you are new to Knoxville or have lived here all of your life, Introduction Knoxville will connect you with your community in dynamic ways you can't even imagine. Join a diverse group of civic-minded people and experience this six-week, eye-opening discovery of the people, places, leadership and opportunities that make living and working in Knoxville rich and rewarding.
http://www.leadershipknoxville.com

NORTH KNOXVILLE BUSINESS AND PROFESSIONAL ASSOCIATION (NKBPA)

NKBPA is non-profit group of business and community leaders dedicated specifically to North Knoxville.
http://www.northknoxvillebpa.com

NUCLEUS KNOXVILLE

The Nucleus Group provides a forum for some of the young professionals and executives in the Knoxville area to meet each other. The feeling is that if enough of this type of people got together, it could become a "nucleus" for business, civic and social interactions.
http://nucleusknoxville.com

POWELL BUSINESS AND PROFESSIONAL ASSOCIATION (PBPA)

PBPA is an association of business and professional men and women either, living in, owning or operating a business or service in the Powell Community
http://www.powellbusiness.com

SEYMOUR - SOUTH KNOXVILLE CHAMBER OF COMMERCE

Promotes commerce in the Seymour/South Knoxville area by advertising member businesses to the more than 55,000 area residents. Stimulates the small business environment and attract new businesses in areas where they are needed. It provides a forum for ideas that will stimulate the development of consumer friendly commerce.
http://www.seymourtn.org

SOUTH KNOXVILLE ALLIANCE OF BUSINESS AND PROFESSIONALS (SKA)

The South Knoxville Alliance is composed of businesses and organizations within the 37920 zip code - South Knoxville, South of the River. We have joined as active business and civic leaders to strengthen the area by promoting our many assets to fellow Knoxvillians, visitors and guests. Located just across the Tennessee River from downtown, South Knoxville is one of Knoxville's most unique districts - with various and sundry boutiques, a plethora of locally owned and operated eateries, and home of the nationally acclaimed Urban Wilderness.
http://southknoxvillealliance.org

TENNESSEE VETERANS BUSINESS ASSOCIATION (TVBA)

TVBA provides education and support opportunities to veterans in the business world. Across this great nation that we once defended, the TVBA is the only group of Veteran Owned Businesses and Champion Partners that embraces our mission of business development, growing the entrepreneurial spirit, government advocacy, education and training, and career support to the veteran job seeker.
http://www.jointvba.org

YOUNG PROFESSIONALS OF KNOXVILLE (YPK)

Since 2007, YPK has worked to provide leadership and professional development opportunities, foster a sense of community among the area's young professionals, strengthen awareness of the talented, young leaders in our area, and enhance Knoxville's image as an exciting, compelling city in which young professionals can thrive.
http://www.ypknox.com

PROFESSIONAL SERVICES

KNOXVILLE BAR ASSOCIATION

The Knoxville Bar Association is a private, non-profit professional organization which strives to provide the public with access to basic legal resources and services.
http://www.knoxbar.org

TENNESSEE SMALL BUSINESS DEVELOPMENT CENTER BUSINESS COUNSELORS

Business counseling for entrepreneurs and existing businesses is free and confidential.
https://www.tsbdc.org/advising

Contact info:
TSBDC Market Square
Jane Shelton
Phone: 865-246-2663
Email: JShelton@mail.tsbdc.org

TENNESSEE SOCIETY OF CERTIFIED PUBLIC ACCOUNTANTS

TSCPA offers a free service to connect you with a certified public accountant (CPA) that can best meet your financial and business needs.
http://www.tscpa.com

WORKFORCE

COMMUNITY ACTION COMMITTEE WORKFORCE CONNECTIONS

Workforce Connections, a division of the Knoxville-Knox County Community Action Committee (CAC) serves as the fiscal agent and administrative entity for Local Workforce Investment. Workforce Connections is responsible for the development and operation of a variety of programs focused on employment assistance and related training and support services.
http://www.knoxcac.org/newweb/programs-services/workforce-connections

Contact info:
Knoxville-Knox County Community Action Committee (CAC)
L.T. Ross Building
2247 Western Ave.
Knoxville, TN 37950
Phone: 865-546-3500

KNOXVILLE CHAMBER WORKFORCE & EDUCATION

Our mission is to create, attract and sustain a world-class workforce in order to meet the needs of the region's existing and target industries. We hope to achieve this through working with the education community, local workforce partners, and area businesses. A skilled workforce with 21st century skills is critical to our area's well-being and business success, and therefore the quality of our education system is of the utmost importance.
http://www.knoxvillechamber.com/workforce-education

For more information or to express comments/concerns, please contact:
Sharon Shanks
Workforce Development Manager
Phone: 865-246-2661
Email: sshanks@knoxvillechamber.com

TENNESSEE AMERICAN JOB CENTER AT KNOXVILLE

Are you searching for qualified workers? Are you looking for the latest wage and labor information? Are you expanding your current operation or starting a new venture? The Career Centers are structured with valuable input from businesses and private industry statewide. The goal is to provide maximum workforce results from one convenient location. Access data concerning - Education, Employers, The Census, Inc./Wages, Industry, Labor Force, Occupations, Area Profiles, Economic Indicators and more.
http://www.tennessee.gov/workforce/section/employers

http://www.tn.gov/workforce/section/jobs-and-education

Business Solutions: https://www.jobs4tn.gov
Phone: 844-224-5818

Tennessee American Job Center – Knoxville
2700 Middlebrook Pike, 1st Floor
Knoxville, TN 37921
Phone: 865-594-5500

RELOCATION / ECONOMIC DEVELOPMENT

CITY OF KNOXVILLE INFORMATION FOR NEWCOMERS

The metropolitan Knoxville area was recently ranked the "best place to live in the United States and Canada" among cities with a population of fewer than 1 million. The ranking came from the Millennium edition of Places Rated Almanac. The results confirmed what most in this area have known for a long time - Knoxville is one of the best cities in the country!

City of Knoxville Newcomers: http://knoxvilletn.gov/residents/newcomer_information

KNOXVILLE CHAMBER ECONOMIC DEVELOPMENT

The Knoxville region is nationally recognized as a prime place to locate and grow a business by many national publications. The Chamber's economic development professionals work with businesses to locate in the area and with existing businesses to grow and expand. They also have access to industrial and business property inventories and can help businesses navigate the permitting and building process.
http://www.knoxvillechamber.com/economic-development

Contact info:
Doug Lawyer
Vice President of Economic Development
17 Market Square #201
Knoxville, TN 37901
Phone: 865-246-2645
Email: dlawyer@knoxvillechamber.com

INNOVATION VALLEY

Innovation Valley is the regional economic development partnership managed by the Knoxville Chamber.
http://www.knoxvilleoakridge.com/data

KNOXVILLE CHAMBER RELOCATION INFORMATION

While Knoxville is well grounded, it is also strongly positioned for the future and the technology-based world of business. One of the country's five national labs sits in Knoxville's backyard in Oak Ridge. The main campus of the University of Tennessee is home to nationally acclaimed schools of engineering, business and law. Seventeen additional colleges and training programs in the region produce a ready supply of trained workers. All these organizations feed the strong entrepreneurial spirit found in Knoxville.
http://www.knoxvillechamber.com/relocation

EAST TENNESSEE ECONOMIC DEVELOPMENT AGENCY (ETEDA)

ETEDA is a private/public partnership that has promoted and marketed the business location advantages of the 15-county Knoxville region of East Tennessee to national/international corporate decision-makers involved in relocation and expansion for the over twenty years.
http://www.eteda.org/about_us/eteda.aspx

Contact info:
10215 Technology Dr., Suite 202
Knoxville, TN 37932
Phone: 865-777-3833

THE DEVELOPMENT CORPORATION OF KNOX COUNTY (TDC)

TDC, in partnership with the Knoxville Chamber, provides economic development services on behalf of the City of Knoxville. TDC's mission is to promote and stimulate economic and community development within Knox County, Tennessee. A principal role of TDC has been to ensure the availability of suitable sites within Knox County for the recruitment of new companies and the retention of existing companies that will result in direct and measurable increases in quality jobs. TDC is involved in the acquisition, development and management of property for business park use.
http://www.knoxdevelopment.org/TDCHome/AboutTDC.aspx

Contact info:
Todd Napier
Executive Vice President
17 Market Square #201
Knoxville, TN 37901
Phone: 865-546-5887
Email: tanapier@knoxdevelopment.org

DOING BUSINESS WITH GOVERNMENT

CITY OF KNOXVILLE PURCHASING

It is the policy of the City of Knoxville's Purchasing Division to achieve the highest degree of open, free market competition when soliciting pricing and/or proposals. All quotes, bids and/or proposals shall receive equal, fair and non-preferential treatment throughout the entire procurement process.
http://www.knoxvilletn.gov/purchasing

Vendor Registration:
The Purchasing Division requires that vendors register with the City. To become a registered vendor, create a Vendor Self-Service Account by going to http://knoxvilletn.gov/government/city_departments_offices/purchasing/vendor_accounts . If you are already a registered vendor with the City, you must still create a Self-Service Account to receive timely email notifications about current invitations to bid and other solicitations.

Procurement Thresholds:
The City solicits sealed bids for purchases of $25,000 or more. It solicits quotes by email or fax for purchases between the amounts of $5,000 and $25,000. Each department is allowed to purchase without a formal competitive process for purchases below $5,000.

Vendor Notification of Solicitations:
Although the City makes every effort to notify vendors about posted solicitations, it is the vendor's responsibility to check the City's website for such notifications, as well as to check for any addenda resulting from changes to the original solicitation.

Business Contacts:
The City of Knoxville values the relationship we have with our vendors: open and fair competition works in everyone's best interest.

Contact info:
City of Knoxville Purchasing
City County Building
400 Main St. - Room 667
Knoxville, TN 37902
Phone: 865-215-2070
Fax: 865-215-2277
Email: purchasing@knoxvilletn.gov

Small Business & Diversity Outreach:
The City's Small Business Specialist is also available to assist small, minority, and women-owned businesses through the procurement process.

City of Knoxville Small Business & Diversity Outreach: http://www.knoxvilletn.gov/smallbusiness

Contact info:
Sherry Bennett, Small Business Specialist
City County Building
400 Main St. - Room 667
Knoxville, TN 37902
Phone: 865-215-2293
Purchasing Phone Line: 865-215-2070
Email: sbennett@knoxvilletn.gov

KNOX COUNTY PURCHASING

The Knox County Purchasing Division is responsible for maintaining centralized procurement, supply management, and the supervision of all central storerooms operated by Knox County. All supplies, equipment, and services for Knox County are acquired under the authority of this division. It is the goal of the Knox County Purchasing Division to buy quality equipment, supplies, and services at the lowest possible cost.
http://knoxcounty.org/purchasing

Contact info:
Hugh Holt, Purchasing Director
Knox Central Building
1000 N. Central Street, Suite 100
Knoxville, TN 37917
Phone: 865-215-5778

KNOXVILLE COMMUNITY DEVELOPMENT CORPORATION (KCDC)

KCDC, is the housing and redevelopment agency for Knoxville. It provides many services and manages a variety of projects to enhance the quality of life for citizens of Knoxville. In an effort to reach out to widest possible vendor pool, KCDC uses its webpage to post solicitations and addenda for any interested vendor to review. Vendors interested in providing supplies and services to KCDC are encouraged to complete a simple and brief vendor registration process.
http://www.kcdc.org/procurement

Contact info:
Terry McKee, Purchasing Manager
901 NE Broadway
Knoxville, TN 37917
Phone: 865-403-1107
Email: purchasing@kcdc.org

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

Doing business at the airport:
http://flyknoxville.com/tys/work-with-the-airport/mcghee-tyson-airport-documents

Contact info:
Alan Jones
Email: Alan.Jones@tys.org

PUBLIC BUILDING AUTHORITY

The Public Building Authority of the County of Knox and the City of Knoxville (PBA) performs three distinct functions for both the City and County: management of construction projects; management of facilities and grounds; and, management of telephone systems. In the case of telephone system management, PBA also manages the phone system for the Knox County School District
http://ktnpba.org

Vendor application: http://ktnpba.org/images/rfp_and_bids/vendor_app_2012.pdf

Contact:
David Griffin
Contracts & Procurement Manager
Public Building Authority
Phone: 865-215-8415

KNOXVILLE UTILITIES BOARD (KUB)

KUB's Procurement Department is responsible for procuring all materials, supplies, services, construction, and maintenance work necessary for its utility operations, including electric, gas, water, and wastewater operations. KUB's Procurement Department has developed a Contractor Prequalification Program that will include all construction contractors (electric, gas, water, and wastewater).
http://www.kub.org

Doing Business with KUB: https://www.kub.org/about/procurement/doing-business-with-kub-1

Prequalificaiton Program: https://www.kub.org/about/procurement/contractor-prequalification

Contact:
Dennis Upton
Vice President of Procurement
Email: dennis.upton@kub.org
Phone: 865-558-2531

PROCUREMENT TECHNICAL ASSISTANCE CENTER (PTAC) PROGRAM

The Procurement Technical Assistance Center assists businesses to compete successfully in federal, state and local government contracting. The University of Tennessee Center for Industrial Services has provided these services since 1986. PTAC is funded, in part, by the U.S. Department of Defense and is administered through a cooperative agreement with the Defense Logistics Agency. UT PTAC services are delivered to you at no charge.
https://cis.tennessee.edu/connecting/ptac/Pages/default.aspx

BASICS OF GOVERNMENT CONTRACTING COURSE

In this course, you will learn how to do business with the federal government. You also will hear overviews of the U.S. Small Business Administration's 8(a) Business Development Program, Small Disadvantaged Business Program, and Historically Underutilized Business Zone (HUBZone) Initiative. All attendees receive resource material with all the information necessary to become a successful government contractor. The course is taught by Mr. Paul Middlebrooks, Marketing Consultant University of Tennessee Procurement Technical Assistance Center (PTAC) paul.middlebrooks@tennessee.edu.
https://cis.tennessee.edu/connecting/ptac/Pages/PTATraining.aspx

Contact info:
TSBDC
Jane Shelton
Phone: 865-246-2663
Email: JShelton@mail.tsbdc.org

GUIDE TO CITY DEPARTMENTS

The following is not an all-inclusive list of city departments, but they may be the ones that businesses would need to contact more often.

OFFICE OF BUSINESS SUPPORT

The successful recruitment, retention and expansion of businesses are priorities for Mayor Rogero and her administration. The Mayor created the Office of Business Support to help the business community navigate city regulations, policies and departments, making it easier to do business in Knoxville.
http://www.knoxvilletn.gov/businesssupport

Contact info:
Patricia Robledo, Business Liaison
City of Knoxville Office of Business Support
City County Building
400 Main St. - Room 660B
Knoxville, TN 37902
Phone: 865-215-3155
Email: probledo@knoxvilletn.gov

BUSINESS TAX LICENSE/TAX OFFICE

State law requires that all businesses (with exceptions for certain professions, manufacturers, and certain disabled persons) inside the city of Knoxville have both city and county business licenses. Please be advised that the purchase of a City of Knoxville or Knox County business license does not authorize you to violate the zoning requirements or relieve you of permit requirements by the Office of Inspections. Other permits found in the Business Tax License/Tax Office website are: Add Business Partner Affidavit, Amusement Tax Report, Beer Permit, Garage Sale Permit, Going Out of Business Sale Permit, Hotel Occupancy Privilege Tax Form, Out of State Contractor Forms, Vendor License Permit, Wholesale Alcohol Beverage Dealers Monthly Report and Dog in Patios Permit.
http://www.knoxvilletn.gov/finance

Contact info:
City of Knoxville Business License/Tax Office
Department of Finance and Accountability, Business Tax Section
City County Building
400 Main St. - Suite 450
Knoxville, TN 37902
Phone: 865-215-2083

PLANS REVIEW / PERMITTING / INSPECTIONS

This office is responsible for the review, permitting, licensing and inspection of all construction projects within the City of Knoxville and consists of Plans Review, Building Inspections, Electrical Inspections, Signs and Zoning Inspections, Mechanical/Gas Inspections and Plumbing Inspections.
http://www.knoxvilletn.gov/plansreview

Contact info:
Peter Ahrens, Director
City County Building
Suite 512
Phone: 865-215-3669
Fax: 865-215-2627
Email: pahrens@knoxvilletn.gov

FIRE PREVENTION BUREAU (FIRE CODES & INSPECTIONS)

All building plans are reviewed for compliance with the National Fire Protection Association and all construction must be inspected and approved. Headed by the City's Fire Marshal, this office performs all of the following services: Enforces all state and local codes involving fire safety and prevention, reviews all plans, performs inspections for all new construction and remodeling of buildings, monitors special vents for cooking, tents and large public gatherings and much more.
http://www.knoxvilletn.gov/kfd

Contact info:
Capt. Donald M. Partin Jr., CFPS
Deputy Fire Marshal
City of Knoxville Fire Dept. Fire Marshal's Office
City County Building
400 Main St. - Suite 403
Knoxville, TN 37902
Phone: 865-215-2283

STORMWATER ENGINEERING

This office is responsible for the review, permitting, and inspection of all site development projects; review, and approval of all administrative and final plats; maintaining the ward map and records; Street lighting, Investigating water quality and quantity requests; and administering the NPDES permit within the City of Knoxville. Additionally, this office consists of Plans Review, Development Inspections, Water Quality/Quantity, and Technical Services. This office issues Site Development Permits, Special Pollution Abatement Permits, and ROW Permits. Access the Stormwater Division web page to find links to the Best Management Practices Manual, Land Development Manual, Stormwater and Street Ordinance, Flood Damage and Protection Ordinance, plan details, and other development related information.

http://www.knoxvilletn.gov/engineering

Contact info:
Christopher S. Howley, P.E.
Engineering Planning Chief
Phone: 865-215-2148
Email: chowley@knoxvilletn.gov

POLICY & REDEVELOPMENT

The Department of Policy & Redevelopment's mission is to enhance the climate for quality growth through the strategic development of incentives and the involvement of appropriate organizations, individuals, and the public in the policymaking process. The Department aggressively pursues creative methods to leverage city economic resources to help realize this commitment to quality growth.

City of Knoxville Policy: http://www.knoxvilletn.gov/policy

City of Knoxville Redevelopment: http://www.knoxvilletn.gov/redevelopment

City of Knoxville Sustainability: http://www.knoxvilletn.gov/sustainability

Contact info:
City County Building
400 Main St. - Room 655
Knoxville, TN 37902

Dawn Michelle Foster, Director of Redevelopment
Phone: 865-215-2607
Email: dmfoster@knoxvilletn.gov

Anne Wallace, Deputy Director of Redevelopment
Phone: 865-215-2644
Email: awallace@knoxvilletn.gov

Bryan Berry, Project Manager
Phone: 865-215-2543
Email: bberry@knoxvilletn.gov

Rick Emmett, Downtown Coordinator
Phone: 865-215-3837
Email: remmett@knoxvilletn.gov

Erin Gill, Sustainability Director
Phone: 865-215-4430
Email: egill@knoxvilletn.gov

COMMUNITY DEVELOPMENT

Community Development administers a variety of programs geared toward the revitalization of Knoxville's low-to-moderate income neighborhoods. In order for resources to have the greatest impact, the Department targets its programs to strategy areas that are selected periodically. Programs available to businesses include the Facade Improvement Program and the Empowerment Zone Business Expansion Loan Program (BELP).
http://www.knoxvilletn.gov/development

Becky Wade, Director
City County Building
400 Main St. - Room 532
Knoxville, TN 37902
Phone: 865-215-2865
Email: bwade@knoxvilletn.gov

OFFICE OF NEIGHBORHOODS

Businesses looking to set up shop in a particular neighborhood and especially businesses needing a zoning change, use-on-review or other regulatory approvals to be able to develop property in or near a residential neighborhood are encouraged to contact the impacted neighborhood, business and professional organizations to establish communication and a good relationship from the start. If it is not clear which organization represents the neighborhood you are concerned about, or if you wish to be sure that you are contacting all the resident groups that might claim impact from your project, please contact dmassey@knoxvilletn.gov .
http://www.knoxvilletn.gov/neighborhoods

Contact info:
David D. Massey, Neighborhood Coordinator
Phone: 865-215-3232
Email: dmassey@knoxvilletn.gov

DISABILITY RESOURCES

Understand that, when a business is built or renovated, it must comply with the 2010 ADA Standards. To view a guide that will assist small business owners in understanding how this new regulation applies to them please visit www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.pdf .
http://www.knoxvilletn.gov/ada

Contact info:
Stephanie Brewer Cook
Disability Services Coordinator
Room 515, City County Building
Phone: 865-215-2120
TTY: 865-215-4581
Email: scook@knoxvilletn.gov

311 CENTER

311 is Knoxville's phone number. Knoxville's 311 receives approximately 250,000 calls per year and is one of the most cost efficient centers in the country while consistently receiving high marks for customer service. Dial 3-1-1 to access information about services provided by the City.
http://www.knoxvilletn.gov/311

Contact info:
Russ Jensen, Director 311 Call Center
Phone: 865-215-4311
Email: rjensen@knoxvilletn.gov

PURCHASING

The policy of the Purchasing Division is to achieve the highest degree of open, free market competition when soliciting pricing and/or proposals. All quotes, bids and/or proposals shall receive equal, fair and non-preferential treatment throughout the entire procurement process.
http://www.knoxvilletn.gov/purchasing

Contact info:
City of Knoxville Purchasing
City County Building
400 Main St. - Room 667
Knoxville, TN 37902
Phone: 865-215-2070
Email: purchasing@knoxvilletn.gov

The City's Small Business Specialist is also available to assist small, minority, and women-owned businesses through the procurement process.
http://www.knoxvilletn.gov/smallbusiness

Contact info:
Sherry Bennett, Small Business Specialist
Phone: 865-215-2293
Email: sbennett@knoxvilletn.gov

City of Knoxville
Organizational Chart

EXECUTIVE BRANCH

Effective
September 6, 2016

Mayor Madeline Rogero

Chief Policy Officer
Deputy to the Mayor
Bill Lyons

- Communications & Gov't Relations — Jesse Fox Mayshark
  - Community Development — Becky Wade
  - Redevelopment — Dawn Michelle Foster
  - Downtown — Rick Emmett
  - Office of Business Support — Patricia Robledo
  - Office of Neighborhoods — David Massey
  - Special Events — Judith Foltz
  - Sustainability — Erin Gill
- Community Relations — Avice Reid
  - Police Advisory Review Committee — Clarence Vaughn III
  - Save Our Sons Initiative
  - Title VI Office
- Law — Charles Swanson
  - Risk Management — Gary Eastes
- Fire — Stan Sharp
  - Administration — Mark Morris
  - Operations — Gary Compton
- Police — David Rausch
  - Criminal Investigation — Kenny Miller
  - Management — Cindy Gass
  - Patrol — Monty Houk
  - Support Services — Gary Holliday
- Public Works — David Brace
  - Building Permits, Inspections, & Codes Enforcement — Peter Ahrens
  - Engineering — Jim Hagerman
  - Fleet — Keith Shields
  - Parks & Recreation — Joe Walsh
  - Public Service — Chad Weth
- Finance — Jim York
  - Employee Relations — Christine Fitzgerald
  - 311 — Russ Jensen
  - Info Systems — Janet Wright
  - Knoxville Area Transit — Dawn Distler
  - Knoxville Convention Center, Knoxville Civic Auditorium & Coliseum, Chilhowee Park — Mary Bogert / SMG
  - Purchasing — Boyce Evans
  - Real Estate — Chris Ruberg

Chief Operating Officer
Deputy to the Mayor
Christi Branscom

- City of Knoxville Pension Board *
- Civil Service *
- E-911 *
- Industrial Development Board of Knoxville *
- Knoxville Knox Co. Emergency Management Agency
- Zoo Knoxville *
- Knoxville's Community Development Corporation *
- Metropolitan Knoxville Airport Authority *
- Metropolitan Planning Commission *
- Public Building Authority *
- Visit Knoxville *

** Governing Boards*