



## MEMORANDUM

**Date:** January 21, 2021  
**To:** Planning Commission  
**From:** Amy Brooks, AICP, Interim Executive Director  
**Subject:** **Agenda Item 27, File # 1-A-21-OA**

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### Recommendation

Staff recommends approval of an amendment to the City of Knoxville Zoning Code, Article 9.2, Table 9-1: Use Matrix to add social service center as a special use in the General Commercial (C-G), Regional Commercial (C-R), and Downtown Knoxville Edge Subdistrict (DK-E) Zoning Districts.

### Background

At the request of a Planning Commissioner and two members of City Council, staff evaluated the appropriateness of adding social service centers to the DK-E Zoning District as a special use.

Social service centers are currently allowed as a special use in the Highway Commercial Zoning District (C-H) and as a permitted use in the Institutional District (INST).

Assignment of a new special use designation requires review and consideration by the Planning Commission to ensure that the proposed use is compatible with existing development (City of Knoxville Zoning Code [Article 16.2](#)).

### Social Service Center Defined

Social service is an activity that promotes social, health, and financial well-being among a community's residents. Social service centers often include philanthropic resources that provide assistance to individuals who would otherwise not have access.

As defined in City of Knoxville Zoning Code [Article 2.3](#), a social service center is a service establishment that provides assistance to those recovering from drug or alcohol dependency; survivors of abuse seeking support; those transitioning from homelessness or prior incarceration; and, those with health and disability challenges. It does not include in-patient, overnight, or living quarters for recipients of service or for staff. Such service does not include medical examinations or procedures, or medical detoxification, dispensing of drugs or medications, or other treatments normally conducted in a medical office.

### Analysis

The services provided by a social service center have several related, or, companion, uses as identified in City of Knoxville Zoning Code [Article 9.2](#) Use Matrix. (The Use Matrix identifies the principal and temporary uses allowed within each zoning district. See Exhibit 1). Those uses which most closely align with social service center include homeless shelters and residential care facilities. It is logical to add social service centers as a special use to districts that also allow homeless shelters and residential care

facilities due to the compatibility of the uses. Expanding the number of districts that allow social service centers also increases the opportunity for resources to be in closer proximity to community members that may need them most.

Exhibit 1: Proposed amendment to Article 9.2, Table 9-1: Use Matrix

**TABLE 9-1: USE MATRIX**  
P = Permitted Use S = Special Use T = Temporary Use

PRINCIPAL USE	EN	RN-1	RN-2	RN-3	RN-4	RN-5	RN-6	RN-7	C-NG	C-CH	C-CR	DK	O	OP	I-MU	I-RD	I-GH	I-AG	INST	OS	NA	USE STAN-DARD (Section)
Self-Storage Facility: Outdoor									S	S	P				P		P					9.3.AA
Social Service Center									S	S	S	S							P			
Solar Farm					S	S	S	S		S	S			P	P	P	P	S	S			9.3.BB
Storage Yard, Outdoor										P						P	P					9.3.CC
Storage Yard, Outdoor—Secondary Use										P	P				S	P	P					9.3.CC
Vehicle Dealership										P	P											
Vehicle Operation Facility																	P	P				
Vehicle Rental—Indoor									S	P	P	S										
Vehicle Rental—With Outdoor Storage/Display										P	P											
Vehicle Repair/Service									S	P	P				S							9.3.DD
Warehouse and Distribution															P	P	P	P				