



MISSION STATEMENT

MPC promotes quality growth through comprehensive planning and land use management.

We will also provide competent, objective advice to elected and appointed officials, involve the public in the planning process, and serve as an information source for citizens and the business community.

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Our Guiding Principles

1. Customer Service

MPC is committed to providing services that are valued by our customers. Our customers are the citizens, elected officials, and businesses of Knoxville and Knox County. We want our customers to feel that they are treated with courtesy and respect, and that our services exceed their expectations.

2. Professional Ethics and Responsibility

We will be objective and impartial in our recommendations and follow the Codes of Ethics of the American Planning Association and the American Institute of Certified Planners.

3. Professional Development

We will meet high standards of technical proficiency. MPC's Management Team is responsible for making learning and training opportunities available to all staff members. All staff members are responsible for learning new skills necessary to continuously improve their performance.

4. Communication

We will produce plans and reports that are understandable to their target audience. We will continually look for more effective ways to involve the public in planning.

5. Excellence

Our plans, recommendations, and services will be excellent in both form and substance. They will be delivered on time and under budget. We will make each project better than the last.

6. Continuous Improvement

MPC constantly strives to make big and small improvements in the quality, timeliness, cost effectiveness, and relevance of our work.