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VOL. 17 – NO. 7

MTAS Honors Top Staff

LEIC Equips Educators to Better Serve Children

Commissioners Name New Leader

the EXCHANGE

A newsletter of
THE UNIVERSITY *of* TENNESSEE
Institute *for* Public Service

Institute's Employees Praised for "Fantastic" Giving

Employees of the Institute for Public Service (IPS) pledged more than $80,000 to the recently completed IPS Family Campaign for Tennessee, and 74 percent of the institute's staff participated.

"The IPS participation rate is fantastic and reflects the commitment and dedication of the wonderful employees of IPS," said Dr. Joe Johnson, president emeritus and chair of the Family Campaign. "IPS may end up having the highest contributor percentage."

The IPS Central Office had the highest participation rate with 95 percent, followed very closely by the County Technical Assistance Service (CTAS) with 94 percent. The Municipal Technical Advisory Service (MTAS) had 70 percent participation, the Center for Industrial Services (CIS) 60 percent, and the Law Enforcement Innovation Center (LEIC) 50 percent. CTAS, MTAS, CIS, and LEIC are statewide agencies of the institute.

IPS employees attended Family Campaign breakfasts, then generously contributed more than $80,000 to UT.

Two new funds received significant support during the campaign, according to Tom Looney, IPS development director. IPS employees, retirees, and friends pledged more than $33,000 to the Mary and Jack Jinks IPS Endowed Scholarship—a scholarship benefiting children and grandchildren of IPS employees and retirees.

The Paula Muscatello/Bill Rodgers Local Government Internship Endowment received more than $38,000 in pledges from IPS employees, retirees, and friends. The endowment will support an internship for a UT student who will undertake a project affecting both cities and counties.

The Family Campaign preceded the overarching Campaign for Tennessee, which is set to begin in the spring of 2008 and continue through 2011, Looney said. By the conclusion of the campaign, IPS employees may give more than $300,000. The average annual gift pledged by IPS employees was nearly $500.

"The high participation rate of IPS and the dollars committed will go a long way toward helping us influence people outside of the university to give to IPS and to other parts of the university," Johnson said.

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Customers Highly Pleased with IPS Service

UT's Social Science Research Institute has completed its 2007 Customer Service Surveys for UT's Institute for Public Service (IPS), and the results are outstanding.

Intended to measure customers' satisfaction with the services offered by the four IPS agencies, the results show 97 percent of IPS customers (all agencies combined) consider the quality of service they receive "excellent" or "good."

"In this era of global competitiveness and what could be perceived as an environment of declining customer service, IPS employees continue to offer an exceptional level of customer service," said Mary Jinks, associate vice president of IPS.

In fiscal 2006, IPS agencies provided training to more than 15,000 people and answered 26,000 requests for assistance.

"Each agency and every employee should be proud that not only do they provide a high volume of service, they serve in a manner that pleases their customers and brings real solutions to Tennessee," said Jinks.

When asked about the usefulness of the information or service that IPS provides, 70 percent of customers said the "information was a decisive factor." Furthermore, 91 percent of customers surveyed said the IPS personnel who assist them are "very knowledgeable."

Agency representatives helped design the surveys, giving them an opportunity to tailor the questionnaires for their customers. IPS employees may review the individual agency survey results on the IPS Intranet.

Steve Lobertini
Hobday Award

Becky Smeltzer
Trailblazer Award

Kurt Frederick
Trailblazer Award

Gary West
Trailblazer Award

Tess Davis
Customer Service Award

MTAS Honors Top Staff

The Municipal Technical Advisory Service (MTAS) had its annual retreat in Nashville in May, giving employees of the statewide agency some time for training, networking, and a little fun. As is customary for the annual retreat, staff members were recognized for their hard work and accomplishments.

HOBDAY AWARD—*Presented to Steve Lobertini, codification consultant since 1991 Named for Victor Hobday, executive director of MTAS from 1952 until 1980*

Awarded for supervising, coordinating, producing, and updating city codes; for increasing the number of codes produced; for assisting more cities and pursuing service to high-population municipalities; for professionally serving all Tennessee cities by continuously providing quality information, ordinances, and codes; and for being a cornerstone of MTAS.

TRAILBLAZER AWARD—*Presented to Becky Smeltzer, technical services librarian since 2001*

Awarded for outstanding service to MTAS and Tennessee cities; for excellence in maintaining MOLLY (our library indexing and cataloging system) and the essential information it contains; for providing exceptional leadership for internal training initiatives; and for always answering our questions in a responsible and thoughtful manner.

TRAILBLAZER AWARD—*Presented to Kurt Frederick, training consultant since 1999*

Awarded for outstanding service to MTAS and Tennessee cities; for exemplary leadership as executive director of the Tennessee Association of Municipal Clerks and Recorders; for working with so many others to advance the success of the Elected Officials Academy; and for cheerfully accepting additional tasks that enable MTAS to serve the municipalities of Tennessee.

TRAILBLAZER AWARD—*Presented to Gary West, fire management consultant since 2005*

Awarded for outstanding service to MTAS and Tennessee cities; for establishing a high standard for new consultants—literally hitting the ground running and providing top-quality, high-quantity fire consulting service from the very first day on the job.

CUSTOMER SERVICE AWARD—*Presented to Tess Davis, administrative specialist since 2004*

Awarded for outstanding service to MTAS and Tennessee cities; for exemplary service to all her internal customers—the staff of MTAS; and specifically for ensuring that employees receive their pay on time, annual and sick leave records are correct, and travel reimbursements stay on schedule.

Cyber Café Helps Engineers at Conference

The Institute of Industrial Engineers (IIE) held its annual conference in Nashville in May, and UT's Center for Industrial Services (CIS) was a sponsor.

In addition to hosting an exhibit booth, CIS sponsored a Cyber Café.

"The Cyber Café allowed attendees to check e-mails, print boarding passes, or just get on-line," said Jane Basham, CIS IT consultant.

"We got great exposure being in the middle of the hallway leading into the exhibit hall," added John Erdmann, CIS IT consultant.

★ ★ ★

Erdmann and Basham at the CIS Cyber Café

Legislative Wrap Up Advises Leaders of Changes

In early June, the Tennessee County Services Association (TCSA) sponsored the annual post-legislative conference for county mayors, county highway officials, and county commissioners in Gatlinburg.

UT's County Technical Assistance Service (CTAS) staff members helped with registration, facilitation, and training during the conference. David Connor, then CTAS legal consultant, conducted a training session on senior property tax relief.

Guest speakers at the general session included Chuck Head, Tennessee Department of Environment and Conservation; Jeanne Stevens, Tennessee Department of Transportation; Art Alexander, Division of County Audit; and Doug Goddard, then executive director of the County Commissioners Association.

★ ★ ★

UT's LEIC Equips Educators to Better Serve Children

Law Enforcement Innovation Center (LEIC) personnel in Nashville have managed three annual conferences this spring, geared toward equipping and training professionals in primary and secondary education.

The first conference of 2007 was the eighth annual Yes2Kids conference. For details, see April's *The Exchange*.

In March, the 10th annual Student Disciplinary Hearing Authority Conference was held at Fall Creek Falls with 200 attendees. The conference was sponsored by the Tennessee Department of Education's Legal Council, the Office of School Safety and Learning Support, and LEIC.

The workshops at this conference are targeted toward those who may conduct the disciplinary hearings from each system, along with their system administrators. Topics this year included:

- From policy to practice: student discipline
- How to survive a hearing
- Drug testing students
- Student suicide assessments
- Huffing

May brought an entirely different group of folks together with the first-ever 21st Century Afterschool Tri State Conference—a partnership among Tennessee, Kentucky, and West Virginia afterschool programs. Since many program sites are in their second or third year of funding, the focus of this conference was "Planning for Sustainability in Afterschool."

Steel De Boro

Fiddlesticks

Each participating state organized workshops for this conference, showcasing successful programs in both rural and urban areas that have begun to sustain their programs in the communities they serve. Nearly 200 participants attended this year's conference in Nashville. The participating states will rotate hosting responsibilities each year, with the conference moving to Kentucky in 2008.

The highlights of the conference this year were performances by local student musicians. A lunch performance was given by Steel De Boro, a group from Murfreesboro City School's 21st Century Learning Center. This steel drum band is composed entirely of afterschool students who practice daily to perform at local events around Murfreesboro. The group is directed by music teacher Amy Smith.

An evening performance showcased another style of Nashville music, delivered by Fiddlesticks, a group from the Hermitage–Mt. Juliet area. This group of third- and fourth-grade students from various afterschool programs was led by music teacher Kim Barnes, an adjunct professor at Belmont University.

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Year-end to-do item: NOMINATE AN IPS COLLEAGUE FOR A 2007 AWARD

The 2007 Institute for Public Service (IPS) Annual Conference is rapidly approaching, and now is the time for staff to nominate fellow IPS employees for their good work during the past fiscal year. Employees are eligible for many awards:

• HORIZON AWARD—Presented to a regular full-time or part-time non-exempt employee with less than three years of service with an IPS agency. The recipient must demonstrate a positive attitude, show initiative, be a team player, and exemplify excellence in performance.

• TOM AND DIANE BALLARD AWARD OF EXCELLENCE—Presented to a full-time, non-exempt employee who has demonstrated sustained high-quality job performance, initiative, good communication skills, flexibility, and commitment to the institute.

• PUBLIC SERVICE ACHIEVEMENT AWARD—Presented to a full-time or permanent part-time exempt public service staff member with less than three years of service with IPS. Selection is based on exceptional performance and productivity, scope of duties, degree of responsibility, and extraordinary impact of work for a customer group.

• ROBERT S. HUTCHISON OUTSTANDING PUBLIC SERVICE PROFESSIONAL AWARD—Presented to a full-time exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute, and the university.

• PROJECT OF THE YEAR—To be considered, a team of employees must be working on an ongoing project or have completed a project that supports the IPS five-year plan. Teams may consist of staff of one agency, staff of multiple agencies, or IPS staff and outside partners. Team selection is based on contributions promoting advancements in service quality, relationship development, entrepreneurial use of technology, approaches that advance the efficiency of customer operations or IPS internal operations, leadership development, exemplary use of face-to-face contacts or development of new methodologies for advancing face-to-face delivery of services, or advancement in the use of environmentally-friendly technologies.

• FACULTY EXCELLENCE AWARD—Awarded to faculty members who have demonstrated commitment to public service, the mission of IPS and its agencies, and excellence in teaching or consulting. Additionally, the faculty member shall be working with IPS currently, or shall have worked with IPS or its agencies within the past year.

• CUSTOMER SERVICE MVP AWARD—Recognizes an employee who demonstrates exceptional responsiveness to customer needs by tailoring products or services to a customer, following up with customers, developing and sustaining quality working relationships, and delivering services in a timely manner.

• CUSTOMER TEAM MVP AWARD—Recognizes an individual who provides behind-the-scenes support to IPS customers. This employee delivers services or products that exceed customer expectations and has an extraordinary willingness to work closely with the customer to achieve results.

After considering the award categories and reflecting on a year of accomplishments and successful projects, take a few minutes to nominate a colleague for well-deserved recognition at the Annual Conference. To nominate an employee, go to http://intranet.ips.tennessee.edu. **The deadline for nominations is Friday, August 3, 2007, at the close of business.**

If you have a question about the awards, contact Judie Martin at 865-974-1535 or judie.martin@tennessee.edu.

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GET TO KNOW...

Matt Weaver
CIS

Matt Weaver

Matt Weaver joined the Center for Industrial Services (CIS) in January 2003. His primary responsibilities include working on budgets, accounts receivables, and managing the day-to-day financial functions of CIS.

Weaver grew up in Johnson City but spent several summers with family in upstate New York. In 2002, Weaver graduated from the University of Tennessee, Knoxville, with a degree in economics. He is entering the master's of business administration program at Tennessee Technological University this fall.

Weaver is a huge sports fanatic and follows the Vols, Titans, and Chicago Cubs. He enjoys playing golf and baseball and participating in water sports.

★ ★ ★

Sabrina Rhodes
LEIC

Sabrina Rhodes

Sabrina Rhodes began working as a coordinator with the Center for Cybercrime Investigation Training at the Law Enforcement Innovation Center (LEIC) in June 2007. She has been a University of Tennessee employee since 2004, previously with the Office of Equity and Diversity and the Social Work Office of Research and Public Service.

Rhodes received her bachelor of arts degree in sociology, English, and French from Drury University in Springfield, Mo., and her master of arts in public policy from the Johns Hopkins University in Baltimore, Md.

Rhodes grew up in St. Louis, Mo., and has lived in Knoxville for almost four years. She visits family in Missouri as often as possible, including her Italian mother who is a retired librarian; two brothers; sisters-in-law; and her 9-month-old nephew Kaden.

In her free time, Rhodes likes to travel, read, hike, enjoy nature, and spend time with friends. She enjoys writing poetry and reading at open-mic events, and she also enjoys painting and creating homemade jewelry and journals.

★ ★ ★

Doug Bodary
CTAS

Doug Bodary

Doug Bodary, finance and budget consultant, joined the County Technical Assistance Service (CTAS) in September 2006. He works with counties in southern Middle Tennessee (region 6). Bodary graduated from Tennessee Technological University in 2001 with a bachelor's degree in business administration, majoring in accounting. He is a member of the Tennessee Society of Certified Public Accountants and is a licensed CPA. Prior to joining CTAS, Bodary worked in the county audit division of the State Comptroller's Office for more than three and a half years, and in public accounting for a year and a half.

Bodary is married and is busy raising two little girls, ages 5 and 2. He jokingly says that the little ones do an effective job "encumbering" his "general fund." Lately he has been busy fixing up his new home in Cannon County. In his free time, Bodary enjoys turkey and rabbit hunting.

Bodary enjoys working for CTAS because he believes he makes a difference in the quality of local government. He considers himself privileged to be able to work with the officials in the counties that he serves—which in his opinion are the best counties in Tennessee.

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Dwaine Raper Is New CIS Field Consultant

Dwaine Raper joins the Center for Industrial Services (CIS) staff as a field consultant in Johnson City on July 1, 2007.

He is a native of the Tri-Cities area and holds both bachelor's and master's degrees from East Tennessee State University. However, he insists that he "bleeds orange" and attends all UT home games.

Raper comes to the center with a wealth of industrial experience. He has a strong existing network of industry and business contacts in the region and is president of the local Association for Operations Management.

★ ★ ★

Staff Applause

Terri Kinloch

To: Terri Kinloch, CTAS
From: April Jones, Deputy Register
Weakley County

I want to tell you how much I enjoyed the last three days at COCTP. I think you and Bob (Schettler), along with Ollie (Manino) did a fantastic job. This is definitely very rewarding and beneficial. Keep up the great work. I am very proud to say I have attended this program.

★ ★ ★

Patricia Burke

To: Patricia Burke, CTAS
From: Lance Beshires,
Chester County Trustee

I want to thank you and the other CTAS staff members for all of your hard work. I cannot imagine the time and work that goes into the COCTP. We are extremely fortunate to have this program, and I am a huge supporter.

★ ★ ★

To: Patricia Burke, CTAS
From: Kathy Pickett, Franklin County

I would like to express my personal opinion on the COCTP Capstone Event. I felt the whole experience was eye opening, reflective, and humorous–all at the same time. I appreciate all the hard work all of you (CTAS staff) put into this activity for us. Job well done!

★ ★ ★

Macel Ely

To: Macel Ely, IPS CO (formerly LEIC)
From: Tiffany Richards, Associate Director
National Law Center
for Children and Families

Thank you for your support of the NLC Protects training in Pigeon Forge and for providing information that will benefit attendees in the future. LEIC has our support whenever you need it! I hope we can work together again soon!

★ ★ ★

David Connor

Doug Goddard

Commissioners Name New Leader

The Tennessee County Commissioners Association (TCCA) has announced that longtime Executive Director Doug Goddard has retired and has been succeeded by attorney David Connor, effective July 1, 2007.

Goddard became the first full-time executive director of TCCA in 1987. Prior to TCCA, he served two terms as county executive for Jefferson County. During his tenure at TCCA, Goddard served on the Basic Education Program Review Committee, as chair of the State Municipal Solid Waste Advisory Committee, as co-chair of the Governor's Solid Waste Roundtable, as chair of the East Tennessee Development District, as president of the Tennessee County Executives Association, and as president of the Areawide Development Corporation.

Connor has served as a legal consultant with UT's County Technical Assistance Service (CTAS) since January 1996 and has worked closely with county officials and the various associations representing county government. He has helped develop and review legislative proposals affecting county governments, written and edited several publications for CTAS, and developed and presented numerous training courses for county officials.

In 2005, Connor worked extensively with the Administrative Office of the Courts and the Department of Revenue to comprehensively revise the collection and administration of court costs and litigation taxes in trial courts. During his career at CTAS, he has received several awards and recognitions from associations of county officials and from UT's Institute for Public Service (IPS), including the esteemed Robert S. Hutchison Outstanding Public Service Professional Award in 2003.

Prior to CTAS, Connor worked as an elections attorney in the Coordinator of Elections Office for the Secretary of State of Tennessee. He graduated from Rhodes College in Memphis with a degree in political science and from Vanderbilt University School of Law.

CTAS extends its best wishes for good luck to Connor and looks forward to working with him in his new position. He will be missed—and Connor surely will miss the IPS Annual Conference: Connor has led the CTAS "Jeopardy!" team to victory in past years with his vast knowledge of state trivia. If CTAS hopes to retain the Jeopardy trophy, CTAS Executive Director Mike Garland will have to find a good replacement for Connor on the team!

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Training Serves Investigators, Prosecutors Who Enforce Laws Against Exploitation

UT's Law Enforcement Innovation Center (LEIC) participated in the National Law Center's three-day "NLC Protects" training seminar in Pigeon Forge in late May. The event offered training for investigators and prosecutors on topics pertaining to child exploitation, pornography, and obscenity laws.

While the scope and mission of the two centers differ, both LEIC and NLC serve law enforcement officials who are responsible for enforcing child exploitation and pornography laws.

LEIC's participation provided an opportunity for Program Manager John Freeze to meet participants and introduce LEIC's programs and services to the East Tennessee law enforcement community. In addition to marketing the seminar to law enforcement officials in East and Middle Tennessee, LEIC staff helped the NLC prepare for the event by arranging for UT's Video and Photography Services Department to videotape the training sessions. The recording can be duplicated and delivered to interested personnel who were unable to attend the seminars.

LEIC is an agency of UT's Institute for Public Service (IPS) and is funded partially by a grant from the U.S. Department of Justice, Bureau of Justice Assistance. Through its Center for Cybercrime Investigation Training (CCIT), LEIC provides training for law enforcement personnel who investigate crimes involving digital media and evidence, far beyond the realm of child exploitation on the Internet. For more information on CCIT, visit www.leic.tennessee.edu/cybercrime.html or e-mail cybercrime@tennessee.edu.

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What do they do?

Here's another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the systemwide Institute for Public Service, which is separate from the Knoxville academic campus.

Publications Assistant Judy Wilhite literally produces hundreds of publications for IPS and its agencies every year—including *The Exchange* that you are reading right now.

Judy Wilhite among her many publications

From business cards and stationery to the *County Government Handbook* and *Solutions* catalog, Wilhite makes sure all marketing, training, and collateral publications are produced and printed for IPS in a timely, professional, cost-effective manner.

Wilhite works daily with the UT Knoxville Creative Services department of graphic designers and copy editors to ensure IPS publications meet the graphic and editorial standards of the university. She also coordinates all printing projects with UT's Graphic Arts Services to keep publications on schedule and on budget.

In addition, she tracks printing projects for annual reporting to the Tennessee Higher Education Commission, completes the monthly billings for publications, and reconciles the billing statements for postal charges and UPS freight.

Wilhite also serves on the Web Content Management committee, and she posts information to the IPS intranet and internet to ensure public information is current and relevant. She has been with the university for 29 years, and this year she is helping to plan the 2007 IPS Annual Conference—an event that gives her the opportunity to see her IPS customers in a fun environment, outside of a publications project.

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Mark your calendar!

2007 IPS ANNUAL CONFERENCE

October 17-18 at the Park Vista Hotel in Gatlinburg

Remember to make your lodging arrangements with your agency representative before July 25.

July 2007 Calendar of Events

CTAS

July 10	Capital Budget Class, Greeneville
July 13-16	NACo Annual Conference, Richmond, VA
July 17	Bankruptcy Laws for County Trustees, Franklin
July 30	Joint Assessor/Trustee Seminar, Knoxville

IPS

July 18	Tennessee Executive Leadership Academy, Jackson
July 29-Aug. 3	Tennessee Government Management Institute, Paris Landing

LEIC

July 9-11	Advanced Online Investigations, Oak Ridge
July 9-13	Gang Investigator School w/Knox County Sheriffs, Knoxville
July 16-20	SECLA Session VII, Chattanooga
July 19-20	Alternative Educator's Conference, Murfreesboro
July 23-25	Survival Spanish for Law Enforcement, Murfreesboro
July 30-Aug. 3	Advanced Latent Fingerprint Development, Boone County, KY

MTAS

July 10	Human Resource Overview, Collierville
July 10	Workplace Harassment and Workplace Violence, Millington
July 17	Employee Performance Evaluations, Millington
July 19	New State Laws Affecting Cities 2007, Franklin
July 24	Human Resource Overview, Millington
July 27	New State Laws Affecting Cities 2007, Jackson
July 31	Motivating Your Workforce, Millington

July Service Anniversaries

Jarrett Hallcox, LEIC.....8 years
Jennifer Hicks, MTAS .....6 years
Tom Looney, IPS CO.....12 years
Chris Payne, CTAS.....8 years
Chuck Shoopman, IPS CO .....16 years
Izetta Slade, MTAS.....8 years
Al Tieche, CIS.....15 years
Judy Wilhite, IPS CO.....29 years

Recruitments

IPS CO
Information Specialist, Knoxville
Administrator IV, Knoxville

CIS
Accounting Specialist, Nashville
Lean Manufacturing Consultant, Nashville
Program Manager, Nashville or Knoxville

CTAS
Jail Management Consultant, Nashville
Budget & Finance Consultant, Nashville
Legal Consultant, Nashville

LEIC
Business Manager, Oak Ridge
Accounting Assistant, Oak Ridge
Coordinator, Oak Ridge

MTAS
Program Resource Specialist, Nashville

New Hires

CIS, Johnson City
Dwaine Raper

MTAS, Knoxville
Sarah Holley

MTAS, Nashville
James Gustafson

Staff Departures

MTAS, Knoxville
Shara Galloway

the EXCHANGE

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THE UNIVERSITY *of* TENNESSEE
Institute *for* Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528

www.ips.tennessee.edu

DR. JOHN PETERSEN
President
HANK DYE
Vice President for Public and Government Relations
DR. MARY H. JINKS
Associate Vice President
Institute for Public Service
★ ★ ★

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The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

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