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University expertise for community and workplace needs

Goodlettsville Enters Tennessee Municipal Benchmarking Program

by John Crawford, MTAS

The Tennessee Municipal Benchmarking Program is in full swing again this year in preparation for the 2012 report.

UT Municipal Technical Advisory Service (MTAS) program representatives Frances Adams-O'Brien, Sarah Young and John Crawford, along with MTAS Municipal Management Consultant Gary Jaeckel, met recently with Goodlettsville leadership to present the program and discuss the city's potential participation in this year's project.

Historic Mansker's Station and a dual arch stone bridge that crosses Mansker's Creek in Goodlettsville.

City Manager Tim Ellis, Public Information Officer Mary Laine Crawford and

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The Seattle Digital Photography class with LEIC instructors Kerri McClary on first row, left end; John Williams on first row, right end. LEIC Program Manager Mike Hill is in the third row, right end.

LEIC Delivers Digital Photography Course in Seattle

The UT Law Enforcement Innovation Center (LEIC) recently delivered a 40-hour course of instruction, Digital Photography for Law Enforcement, hosted by the Seattle Police Department. The course covered the basic and advanced photographic techniques required to document crime scenes and accident scenes for court presentation. Topics included: functions and controls of digital single-lens-reflex (DSLR) cameras, depth of field and motion control, close-up photography, functions and controls of detachable flash units and solving lighting problems using fill-flash.

The course was attended by 24 officers representing police departments from Seattle, Mercer Island, Medina, and Lakewood, Wash. The instructors were members of the National Forensic Academy™ faculty, John Williams and Kerri McClary. Mike Hill, LEIC program manager, accompanied the instructors and provided logistical support for the training. The course is one of several LEIC course offerings supported and fully-funded by a grant from the National Institute of Justice (NIJ). ■

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Effective Leadership Is Affecting Leadership

by Michael Robinson

Michael Robinson, left, with Jimmy Naifeh.

On the eve of his ousting from the Speakership, Jimmy Naifeh, as the clear and undisputed leader of the Tennessee House Democratic Party, was asked what Democrats would do, having lost the majority in the House of Representatives. "We're going to do what we have always done," he said without hesitation. "We're still going to govern."

This is a great lesson for anyone to learn. It is not only a lesson in humility, but a lesson of perseverance. A true leader, indeed, does not worry about limitations beset against him — he worries about what he can accomplish regardless of those limitations.

Five months ago, I was lucky enough to be selected to serve Speaker Emeritus Jimmy Naifeh during the 107th General Assembly. As the legislative intern for the Naifeh Center for Effective Leadership, I was able to witness a true statesman at work. I was able to help him, that much is true; but mainly he helped me. He helped me learn what it means to serve the public; what it means to give 40 years of one's life to public service (two years in the Army and 38 years in the House of Representatives). He showed me what it means to care about the less fortunate — every downtrodden citizen, every teacher in the poorest of facilities, every soldier crippled from war, every child turned away from medicine. Every one of them had the honest heart and mind of Speaker Naifeh.

Finding myself in proximity to the likes of such leadership as consistently displayed by Speaker Emeritus Naifeh has brought to my attention one major lesson: that effective leadership is affecting leadership. I was given the opportunity to witness and be positively influenced by a once-in-a-generation mind, an honest to goodness great leader. Because of that, I am better apt and more inclined to serve my university and my state.

And so is the goal of the UT Institute for Public Service and its fantastic staff — not only to promote leadership, but affect leadership; to inspire the next generation of leaders; to cultivate the next rare Jimmy Naifeh and effective leaders like him.

Let it be clear that UT and the state of Tennessee are both entering a stage of uncertainty. Programs established and managed by the Institute for Public Service should have the full backing of every Tennessean, in the hopes that we will be able to solve the key issues of our time with the same amount of stature and effectiveness as leaders such as Jimmy Naifeh have done for their generation.

During the hour that followed Jimmy Naifeh's official announcement of retirement from the House of Representatives, after nearly four decades of service, well wishes were coming in from United States senators, former governors and former vice presidents — and Jimmy Naifeh was asked what his greatest accomplishment was during his tenure. As I stood behind the line of newsroom cameras and reporters, I was somewhat surprised to hear him assert his greatest accomplishment — founding a community college campus in his hometown of Covington.

This should not have been a surprise.

My boss, Jimmy Naifeh, wants every child to be given the same opportunities he had. No matter the financial situation, no matter the social status, he simply wants children to be successful and thrive in the Tennessee of tomorrow.

So is my hope for the future of programs established by the Institute for Public Service. My hope is that the programs will continue to be supported and funded so that more members of the next generation can experience the great impact an effective leader can have. ■

(Michael is a senior in political science and American studies at UT Knoxville.)

MTAS Consultant Participates on Stormwater Panel

John Chlarson, a public works consultant with the UT Municipal Technical Advisory Service (MTAS), recently attended the 24th annual Tennessee Association of Physical Plant Administrators (TNAPPA) conference in Nashville on the campus of Tennessee State University.

The conference theme was "Sustaining the Legacy in Nashville," and many educational sessions focused on sustainability, as well as maintenance, custodial services and stormwater initiatives. Chlarson participated in a stormwater panel at the event. ■

John Chlarson, second from left, leads a panel on stormwater.

Goodlettsville Enters Tennessee Municipal Benchmarking Program

(continued from page 1)

representatives from all of the city's service areas were in attendance. In addition to a thorough review of the process of data collection and service area measurables, the group discussed the value-added benefits of sharing best practices and lessons learned with other comparable Tennessee cities. The ability to make apples to apples comparisons to cities in Tennessee was a key factor in driving the city's interest in the project.

"After reviewing the program and determining all of the benefits it could provide to the city of Goodlettsville, it became very clear that it would be advantageous for us to take part in the TMBP," Ellis said.

The TMBP is a municipal benchmarking consortium of Tennessee cities interested in tying performance measurement to performance management and is facilitated by MTAS. With 10 years of history under its belt, the program is currently reaching out to potential participants through a dedicated marketing campaign to further assist cities in improving the effectiveness and efficiency of services to their citizens. ■

The Tennessee County Trustees Association recognized Steve Austin, an attorney with the UT County Technical Assistance Service, for his service, leadership and professionalism in dealing with Tennessee's 95 counties. Austin received the award from Scott County Trustee Jimmy Byrd.

MTAS Advisory Board Member Named Mayor of the Year

Bartlett Mayor and member of the UT Municipal Technical Advisory Service's (MTAS) advisory board Keith McDonald was recognized as the Tennessee Municipal League's Mayor of the Year at its recent conference.

Bristol City Manager Jeff Broughton was recognized by the Tennessee City Management Association as City Manager of the Year. ■

Tournaments Raise Money for Internship Endowment

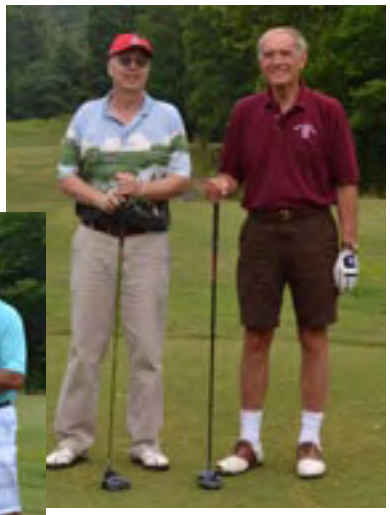
Golfers listen to instructions before teeing off in the Muscatello/ Rodgers Sevierville tournament.

This year, the Paula Muscatello/Bill Rodgers Benefit Golf Tournament will be used to support interns across the state as a collaborative effort between cities and counties. The Muscatello/Rodgers Local Government Internship Endowment at the University of Tennessee supports students, studying in public administration, finance, communication, engineering or other related fields, who are interested in pursuing a career in local government. The UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS) work together to place the interns.

This year, two tournaments were held to raise money for the endowment. In conjunction with the Tennessee Counties Services Association conference held in Pigeon Forge, the golf tournament was held at the Sevierville Golf Course. The winners of the tournament were Chad Owenby, Mitchell Whaley, Trey Carter and Matt Penland. Second place winners were Adam Robertson, Wesley Robertson, Jack Jinks and Terry Smith. The closest-to-the-hole winner was Matt Penland.

The second tournament was held in conjunction with the Tennessee Municipal League's annual conference in Knoxville at the Knoxville Municipal Golf Course. The winners of the tournament were Mayor Jerry Gist of Jackson and Kevin Lash with nCourt. Second place went to Gary Hayes, Ben Rodgers, Lizzie Walker and Steve Walker. Hayes won the longest drive to the hole, and Jim Thomas won the closest to the hole.

IPS thanks all of the players, hole sponsors and major sponsors for contributing to both tournaments and helping to make this year's benefit golf tournament a success. ■



(Right) First place in the Knoxville tournament were Jerry Gist and Kevin Lash.

(Above) Second place was awarded to Gary Hayes, Ben Rodgers, Lizzie Walker and Steve Walker.

(Above) First place in the Sevierville tournament went to Chad Owenby, Mitchell Whaley, Trey Carter and Matt Penland.

(Left) Second place went to Adam Robertson, Wesley Robertson, Jack Jinks and Terry Smith.

2012

Paula Muscatello/Billy Rodgers Benefit Golf Tournament

CIS Consultant Mike Simmons Retiring

Mike Simmons

Mike Simmons, who has served as a solutions consultant for the UT Center for Industrial Services (CIS) since 2004, is retiring. Before coming to CIS, Simmons was dean of continuing education and corporate services at Jackson State Community College. He also has significant experience in the private sector, having held management positions with several firms in human resources and training.

Simmons served in the U.S. Army from 1980-93. He has a bachelor's degree from Middle Tennessee State University in Aerospace Technology and a master's in business administration from Baldwin Wallace College.

"We want to congratulate Mike on his retirement and thank him for his service to our customers and the university," said CIS Executive Director Paul Jennings. "Mike was instrumental in developing important customer relationships in Tennessee and working to ensure that they received needed services that have helped West Tennessee manufacturers grow and create jobs."

CIS Plans to Launch New Comprehensive Reporting System

Norma Wilcox

John Erdmann

Sherri Duru

Jim Slizewski

Bryan Lane

John Collier

Scott Gordy

The UT Center for Industrial Services (UT) has embarked on a project to replace three existing systems — a time management system (TiMS), a customer and project management system (MEIS) and a billing system — with a single system designed to improve these functions within the organization, but more importantly, provide improved service to CIS customers.

Solution To Advance Relationships or STAR is the name of the project, and the new system will carry on the STAR name, indicating the desire of CIS to develop relationships which are beneficial to both CIS and its customers. The STAR team includes Norma Wilcox, John Erdmann, Sherri Duru, Jim Slizewski, Bryan Lane, John Collier and IPS Central Office employee Scott Gordy.

"I expect that STAR will significantly improve CIS business operations, customer relationships and marketing," said Paul Jennings, CIS executive director. "With regard to business operations, STAR will help us integrate several systems into one system. This will reduce redundant data entry, make information more accessible and increase reporting flexibility. A major purpose of STAR is to make it easier for staff to monitor customer communication and activities and consistently create reports that help us assess customer and stakeholder relationships. This, of course, is an essential part of a strong marketing and outreach program."

The vendor, Digital AV from Knoxville, has started development on the new STAR system and expects to have most of the programming complete later this calendar year. ■

Staff Applause

John Chlarson

To: John Chlarson, MTAS

I would like to take this opportunity to thank you for helping to make the Tennessee Association of Physical Plant Administrators educational session a success. Please feel free to call on me if you ever need my assistance.

Anjetta Craig Williams, Assistant to the AVP, Tennessee State University

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To: Lynne Holliday, CTAS

Lynne Holliday

Yesterday as I had opportunity, I asked the other finance department staff that attended the Grants Training for their comments on the training. I noted on the front end that I was just curious if they thought the training was worth the loss of a complete workday as well as any other comments they had. I also noted there was no right or wrong answer, I just wanted an honest appraisal of the training.

All 10 of the staff members said the training was definitely worth the day's time. With different phrasing, all stated that getting a good overview of the entire grants process and having a better understanding of the issues others had to deal with was both informative and would help in our contact with them and being more appreciative of the issues they have to deal with. Several noted they were not aware of the extensive compliance issues that affected everyone dealing with grants. Everyone was complimentary of Scott Erwin's presentation style and the ability to keep their interest about a subject that had the potential to be very boring. Several noted some very specific issues that were of direct interest in their job or points where we needed to review what we are doing or should be doing. Several noted they also had a chance to meet other employees with whom they previously had only telephone or e-mail contact.

Raymond P. Pipkin, Administrator-Finance, Shelby County

Andre Temple

To: Andre Temple, CIS

I had a great time at the Tennessee Basic Economic Development Course in Nashville. I enjoyed all that you did for us — great job. Please e-mail me with the dates for the next classes, and I will try to set up time to attend. You're a master at what you do — keep it up.

Randall A. Garrison, Manager, Environmental Services and Relations, McMinnville Electric System

IPS July Calendar of Events

♦ CIS

July 18	Tennessee Environmental Regulatory Overview, Nashville
July 30	Lean Certificate Series, Nashville

♦ CTAS

July 10	Sexual Harassment, Knoxville
July 10	Workplace Discrimination, Knoxville
July 19	Sexual Harassment, Franklin
July 19	Workplace Discrimination, Franklin
July 26	Sexual Harassment, Jackson
July 26	Workplace Discrimination, Jackson

♦ LEIC

July 9-27	National Forensic Academy Collegiate Training Program, Oak Ridge
July 30	Crime Scene Mapping, Greenville, Texas

♦ MTAS

July 13	Purchasing and Risk Management, Memphis
July 24	Payroll, Benefits and Pensions, Columbia
July 24	Payroll, Benefits and Pensions, Jackson
July 24	Payroll, Benefits and Pensions, Morristown

RECRUITMENT

♦ **CIS**
Safety Consultant, Nashville

STATE SERVICE LONGEVITY

John Collier, CIS	5 years
Wendy Eddy, CIS	3 years
Janet Hails, LEIC	7 years
Jeff Metzger, CTAS	5 years
Christopher Payne, CTAS	13 years
Dwaine Raper, CIS	5 years
Amber Sanderson, MTAS	1 years
Kay Stegall, MTAS	9 years
Steve Thompson, MTAS	2 years
Judy Wilhite, IPS CO	34 years

CORRECTION:

In last month's story about CIS assisting a customer in becoming ISO registered, ISO was incorrectly named. ISO does not mean "Insurance Services Organization"

ISO quality is part of a set of standards sponsored by a group in Geneva, Switzerland called the International Organization of Standards. While some think ISO means International Standards Organization, it's really just the ancient Latin prefix that means "equal". ■

IPS Annual Conference
August 8-10
Chattanooga

the EXCHANGE

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