

the EXCHANGE
WWW.IPS.TENNESSEE.EDU

May 2009 A newsletter of The University of Tennessee Institute for Public Service Vol. 4 No. 5
University expertise for community and workplace needs

State Honors UT Municipal Technical Advisory Service

Tennessee Gov. Phil Bredesen and the General Assembly have honored the University of Tennessee (UT) Municipal Technical Advisory Service (MTAS) for its 60 years of service to the state's 347 cities.

The governor signed a resolution honoring MTAS on March 31, and the agency had its official 60th anniversary date on April 15. The resolution honoring MTAS was sponsored by state Sens. Tim Burchett, Roy Herron and Ken Yager and Rep. Josh Evans.

"It is fitting that this General Assembly should pause to specially recognize those public entities which have served the citizens of the state with the utmost in professionalism and a keen interest in improving the lives of all Tennesseans," the resolution stated. "The Municipal Technical Advisory Service is one such estimable organization."

Senate Bill 607, signed on April 15, 1949, established MTAS at the University of Tennessee "for studies and research in municipal government, publications, educational conferences and attendance thereat and in furnishing technical, consultative and field services to municipalities in problems relating to fiscal

(continued on page 3)



Emergency room personnel evaluate the condition of one of the victims. *(Photo courtesy of Halls High)*

IPS Agencies Share Emergency Service Expertise

Law enforcement personnel, fire and emergency medical service first responders and city, county and university administrators met in April at the University of Tennessee (UT), Knoxville, for a homeland security exercise involving a simulated shooting and bombing on campus.

While more than 150 people went through a scenario's timeline and discussed probable response tactics, area hospitals and medical responders simulated the treatment of more than 250 student victims in a functional emergency exercise. UT Medical Center received the largest influx of "victims," who were health science students and their teachers from area high schools.

The exercises were designed to assess the level of preparedness of Knoxville-area emergency responders by testing plans, protocols and response in dealing with mass injuries and casualties.

The drill was coordinated by Tennessee Homeland Security District 2, the UT Municipal Technical Advisory Service (MTAS) and the Federal Bureau of Investigation (FBI) Knoxville Field Office.

Gary West, MTAS' fire management consultant, was the lead facilitator for the tabletop discussions that included groups of police, fire and emergency medical service first responders, UT administrators and communications staff, 911 dispatchers, city and county officials, local hospitals, and state and federal agencies such as the FBI.

Mike Hill and Deidra Phillips of the UT Law Enforcement Innovation Center (LEIC) facilitated the discussions among the law enforcement group. MTAS' Rex Barton, Kevin Lauer of the UT County Technical Assistance Service (CTAS) and

(continued on page 3)

IN THIS ISSUE

Youth, Police Finish Video for Regional Community Policing Institute

Distance Learning Provides Opportunity for UT Employees to Earn Degrees

UT PTAC Boosts Veteran's Efforts to Green Homes, Businesses

Meyers Joins Group of 80 Certified GIS Professionals in the State

Youth, Police Finish Video for Regional Community Policing Institute

The University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) partnered with the Knoxville Police Department (KPD) and four Knoxville area high schools to bring together police officers and youth for the Regional Community Policing Institute's (RCPI) *Creating Successful Partnerships Among Youth and Police* training initiative.

The three-day session was held at Sevier Heights Baptist Church, and students from Austin East High School, Hardin Valley Academy, Farragut High School and Fulton High School participated. The session was recorded and edited by the UT Knoxville Video and Photography Center, and the RCPI National Network will use the resulting video to showcase and market the initiative to communities nationwide.



Police officers and youth came together for the Regional CommunityPolicing Institute's (RCPI) Creating Successful Partnerships Among Youth and Police training initiative.

"We owe a special thanks to Chief Sterling Owen and the Knoxville Police Department for their continued commitment to RCPI initiatives," said Mike Hill, LEIC program manager. "KPD's support was key to these interactive sessions on youth and police partnerships, and this would not have been such a success without KPD's involvement."

The program is a locally-accessed, nationally-recognized, facilitated, educational process that enhances communication, partnerships and trust among youth and police. Practical tabletop exercises, scenarios and videos help participants think critically about the issues at hand and builds skills in open communication, problem solving, decision making and conflict resolution.

The goal of *Creating Successful Partnerships Among Youth and Police* is to build collaboration among youth and police and to identify the core problems affecting trust among police and the youth they serve, resulting in safer schools and communities.

For more information, visit the RCPI National Network at http://rcpinetwork.uis.edu. Or, contact Hill at (865) 946-3222 or mike.hill@tennessee.edu. ■

Distance Learning Provides Opportunity for UT Employees to Earn Degrees

Obtaining a degree is as easy as the click of a mouse for University of Tennessee (UT) Institute for Public Service (IPS) employees.

The university has launched a new Web site dedicated to promoting online educational offerings and encourages all employees to review the distance education programs available to them.

"Currently, we offer more than 40 degree completion programs and certificates for students interested in computer-based learning," said Bonnie Yegedis, vice president for academic affairs and student success. "Demand for this type of education is increasing, and we're creating a plan to strengthen and grow the program in order to educate more Tennesseans and beyond in light of funding challenges and limited resources."

The five UT campuses enroll close to 1,200 students through distance learning in degree completion and certificate programs. Areas of study through e-learning include engineering, nursing, education, dental hygiene and agriculture.

The Web site, www.tennessee.edu/system/ut_online, serves as a guide for current and prospective students to access program descriptions, requirements and contact information. ■

State Honors UT Municipal Technical Advisory Service

(continued from page 1)
administration, accounting, tax assessment and collection, law enforcement, improvements and public works, and in any and all matters relating to municipal government."

Today, MTAS is one of four agencies of the statewide UT Institute for Public Service. In fiscal year 2008, MTAS answered more than 9,100 requests for assistance and provided more than 41,000 training hours to nearly 11,000 participants. Furthermore, the agency helped municipalities reduce costs or increase revenues and bring more than $17.7 million in favorable economic impact to Tennessee communities.

Former Tennessee Municipal League Executive Director Joseph Sweat once said, "MTAS hits perfect balance. On one side, it's located at the university, so it is protected from having raw politics override professional technical assistance. On the other side, it's still close to the street, so it is forced to give practical advice that works in the often grubby world of government — perfect balance."

In the past 60 years, MTAS has maintained this balancing act as the number of municipalities in Tennessee has grown from 230 in 1950 to now 347. In its first year of service, MTAS' five-person staff assisted 67 cities. MTAS now employs more than 50 personnel, and the agency serves a state of just over 6 million people, almost double the state's 1950 population.

With five offices across Tennessee, MTAS extends the university's outreach beyond its academic campuses and metropolitan areas. Nine municipal management consultants, all with prior experience in municipal leadership, serve cities in 10 regions of the state. Additional MTAS personnel are specialists in law, police management, public works, library services, finance and accounting, training, fire services, human resources, utilities and information technology.

Day-to-day, MTAS helps cities write ordinances, draft annual budgets, address cash flow problems, find suitable locations for fire stations, lower fire insurance ratings, analyze water and sewer rates and evaluate police operations.

For more information on MTAS, its history and its 60th anniversary, visit www.mtas.tennessee.edu. ■

IPS Agencies Share Emergency Service Expertise

(continued from page 1)
Walter Idol of the UT Center for Industrial Services (CIS) were among the observers and evaluators for the exercises. Idol primarily assessed the activities at UT Medical Center.

Via live Web cast, emergency officials around the state took part in the exercise.

Additional participants included: Tennessee Department of Health; Knox County Mayor's Office; Knox County Health Department; Knox County Sheriff's Office; Knoxville-Knox County Emergency Management Agency; Knoxville Mayor's Office; Knoxville Police Department; Knoxville Fire Department; Rural/Metro Knox County; UT Police Department; Fort Sanders Regional Medical Center; East Tennessee Children's Hospital; Parkwest Medical Center; St. Mary's Medical Center North; St. Mary's Medical Center; Baptist Hospital West; Blount Memorial Hospital; Fort Sanders Hospital — Loudon; Methodist Medical Center of Oak Ridge; Lakeshore Mental Health Institute; and Peninsula Hospital. ■

Heating and Cooling:
Save energy and be comfortable

- Set thermostat controls at reasonable temperatures. Suggested temperatures are 75 degrees in the summer and 70 degrees in the winter.



- Have programmable thermostats installed in your office areas and use the night time settings.
- Avoid the use of space heaters. They are energy hogs and potentially dangerous.
- Use window blinds to adjust the amount of light and heat that can enter the room.
- Don't block air vents with paper or cardboard or accidentally block vents with bookcases, large plants or other items.

UT PTAC Boosts Veteran's Efforts to Green Homes, Businesses and Government Structures

Less than a year ago, U.S. Marine Corps Veteran Clayton Poff headed building maintenance for his employer. When the facility had indoor environmental issues and poor energy efficiency, he sought Mark Cardona's expertise. Out of that call for help and a quick resolution of those problems, a business venture was born.

Today, instead of asking for assistance, Poff is the one helping homeowners, corporations and federal agencies and showing them how to tackle environment and energy issues.

In July 2008, Poff and Cardona combined their years of experience in building maintenance and their desire to make homes and companies more energy efficient and formed Energy Cost Reducers, LLC. They quickly realized their customer base could include not only homeowners who needed power quality conditioners and indoor environmental quality conditioners for whole-building energy management improvements, but industries, military bases, retail stores and government infrastructure installations as well.



Veterans Jerry Bechel, Clayton Poff and Andrew Galloway are among the new small business owners who benefit from the mentoring and guidance concentrated at the Memphis Renaissance Business Center. Administered by the city of Memphis, the center houses several resources, including SBA, PTAC and the Tennessee Small Business Development Center.

The two began to explore grant processes, developed a business plan and started networking with the U.S. Small Business Administration (SBA) and its counselors.

From that networking came an introduction to Russell Toone and Debbie Barber at the Procurement Technical Assistance Center (PTAC) at the University of Tennessee (UT) Center for Industrial Services (CIS). "Toone guided me through the first steps of business registration and helped me realize the vast network and help available for veterans who are willing to put forth the effort in starting a business," said Poff.

Poff had the reassurance of knowing he could call the PTAC counselors for daily advice, and they became his go-to people when making business decisions. Through the PTAC, Poff also met U.S. Army Veteran Jerry Bechel, a successful new business owner who readily agreed to meet with and mentor Poff through the "government procurement jungle."

With mentors and counselors encouraging their success, Poff and Cardona attended their first General Services Administration (GSA) conference in November 2008 and set a goal to get on the GSA Schedule by 2010.

"I was so humbled by the greatness of this country, by others' desire to honor those who have served in our armed forces and at the realization that there are special rewards available to those who would simply ask," said Poff.

Energy Cost Reducers modernizes buildings and installs power quality conditioners (PQC), indoor environmental quality conditioners and gas control fuel economizer systems that increase the efficiency of equipment and purify indoor environments. By reducing the operating temperatures of equipment, the different systems also extend the life and performance of electrical appliances and electronic equipment and reduce equipment malfunctions, maintenance and downtime. The gas control fuel economizer systems decrease fuel demand on hot water boilers.

In just six months, Energy Cost Reducers has evolved from a small business with local interests to a company positioned to help government agencies improve indoor air quality and manage their energy use. Already the company has secured a contract to install indoor quality conditioners at Little Rock Air Force Base.

"Mark and I realize our company has gone in a direction we could have never imagined. The people who have come into our lives through SBA, PTAC and other programs have opened doors of opportunity that never would have opened without their help and guidance," said Poff.

For more information on Energy Cost Reducers LLC, visit energycostreducers.net. ■



Mike Meyers

Meyers Joins Group of 80 Certified GIS Professionals in the State

Mike Meyers, a geographic information systems consultant for the University of Tennessee (UT) County Technical Assistance Service (CTAS), was recently certified as a Geographic Information Systems Professional (GISP) by the Geographic Information Systems Certification Institute (GISCI).

To receive the GISP title, an applicant must demonstrate several years of ongoing work in the GIS field. Education, achievements and contributions to the profession must be documented as well. There are approximately 80 certified GISPs in the state of Tennessee currently.

Meyers has been with CTAS since August 1998, having previously worked in GIS for the federal government and in the private sector. He has a master's degree in geography from the University of Tennessee. ■

Employees Can Look Outside the Classroom for HR128 Credit

University of Tennessee (UT) Institute for Public Service (IPS) employees who are working toward their 32 hours of professional development for 2009 have several ways to obtain training hours.

In the Knoxville area, the Office of Employment and Organizational Development (EOD) puts out a schedule of classes several months in advance. Spring classes (through May) are available in communications, supervisory skills, organizational development, personal and professional development and employee and team development. EOD also offers computer classes and IRIS classes.

All of these classes are taught in Knoxville at the UT Conference Center. In addition, EOD offers one-hour brown bag classes on various topics during lunch time. Most classes are free. See the EOD Web site at http://humanresources.tennessee.edu/eod.

Another way to get HR128 credit is through the more than 800 computer-based training (CBT) courses. The Office of Information Technology (OIT) offers classes in technology, management and supervision. Technology courses cover the basics of Microsoft Office (Word, Excel, Outlook, etc.), while management and supervisory courses cover topics such as business skills, human resources, workplace compliance, communication, diversity, leadership and team building. The CBT classes are convenient and flexible because you take them when you want. You can stop the course, bookmark it, then restart later. To view these course offerings, go to http://oit.utk.edu. You will need your Net ID and password to access the programs, and you must submit an additional training credit form for the course.

A third way to take courses for credit toward HR128 is to take Microsoft e-learning courses that are available to UT employees through a licensing agreement. For detailed instructions to gain access to these courses, contact Judie Martin at judie.martin@tennessee.edu. You must submit an additional training credit form for these courses as well.

Download the additional training credit form at http://humanresources.tennessee.edu/eod/forms.html, then send the completed form to Martin at 105 Student Services Building, Knoxville.

IPS' Human Resources Strategic Planning Committee is working with the IPS agencies to offer IPS employees access to the programs each agency provides for its customers. The committee also is seeking IPS employees who have subject matter expertise and are willing to teach such topics to IPS employees. If you currently teach a course that you think would be appropriate for employees, or if you have other ideas for ways to obtain HR128 credits, e-mail Martin with your suggestions. ■

MTAS Launches Electronic Newsletter



The inaugural issue of the University of Tennessee (UT) Municipal Technical Advisory Service (MTAS) electronic newsletter, Municipal E-News, hit virtual newsstands on March 31.

MTAS Executive Director Mike Tallent described the newsletter this way to cities:

"Each newsletter will bring you information on items of immediate interest and will highlight the latest MTAS publications. In addition, the first edition focuses on MTAS' 60th anniversary and is one of the many activities we have planned as a celebration of MTAS' 60 years of service to Tennessee cities. Also, each newsletter will feature a city that will appear in chronological order from oldest to youngest. Each newsletter will highlight an individual MTAS staff member and will be a means of introducing you to new employees and saying goodbye to departing employees. Finally the newsletter will contain a three-month rolling calendar of upcoming events and upcoming MTAS training programs."

MTAS officials say the response from cities about the newsletter has been positive and encouraging.

To view the Municipal E-News, visit www.mtas.tennessee.edu. ■



Joe Flynn

CIS' Flynn Elected to Leadership Post with National Procurement Group

Joe Flynn, program manager for the University of Tennessee (UT) Center for Industrial Services (CIS) Procurement Technical Assistance Center (PTAC), was recently elected president of the Association of Procurement Technical Assistance Centers (APTAC).

APTAC is a membership organization comprised of PTACs and the professionals who work for them. APTAC's mission is to support the PTACs in their efforts to provide the very highest levels of government contracting assistance, increasing and improving the supplier base that serves armed forces and the government. APTAC provides a national forum to conduct training and facilitate the exchange of information and ideas among procurement professionals.

"PTACs are a trusted resource and a wellspring of referrals of superior products and dependable laborers. Serving as a solid liaison between governments and businesses, PTACs offer a perfect economic development solution to government agencies, business entrepreneurs, and citizens who depend on government procurement opportunities to sustain and grow their communities," Flynn said.

In 2008, Tennessee PTAC clients reported receipt of 397 awards valued at more than $780 million. Those awards meant the creation or retention of 15,605 jobs in Tennessee. In any economy, 15,000 jobs are significant and vital to the well-being of families and communities. ■

2009 EAST TENNESSEE VETERANS BUSINESS CONFERENCE

The purpose of the conference is to increase business opportunities for service-disabled veteran and veteran-owned small businesses.

TUESDAY, AUGUST 4

7:30 a.m. to 5 p.m.

New Hope Center • 602 Scarboro Road • Oak Ridge

There is no charge to attend the conference but registration is required.

www.cis.tennessee.edu/training/ptac/veteran.shtml



THE UNIVERSITY of TENNESSEE
CENTER for INDUSTRIAL SERVICES

B&W Y-12

Staff Applause


Ray Crouch


Don Darden


Gary West


Kevin Lauer


Ron Woody

TO: RAY CROUCH, MTAS
I would like to start out by thanking you for the great class you put on a couple of weeks ago. The knowledge I gained in that class will be a valuable tool in the future for my department and community. I highly recommend it to anyone. It gave me a very good understanding of ISO which was once a very cloudy subject for myself and others in my community.

Justin Bailey, Training Officer
Oliver Springs Fire Department

♦♦♦

TO: DON DARDEN, MTAS
You and MTAS are always so helpful to us. We appreciate everything you do for the cities. You help us more than you will ever know.

Joy Sturtevant, City Recorder
Monteagle

♦♦♦

TO: GARY WEST, MTAS
RAY CROUCH, MTAS
KEVIN LAUER, CTAS
Thank you for the time each of you committed to make this year's Insurance Services Office (ISO) class the most successful class to date. The feedback from students highlights the positive impact that is made with quality preparation and instruction.

Your willingness to provide education to our students is an important element to the success of the Tennessee Fire and Codes Academy (TFACA) and the Tennessee Fire and Emergency Service members. I appreciate your willingness and the cooperation of your employer to allow our students to benefit from your knowledge and experience.

Roger Hawks, Executive Director
Tennessee Fire and Codes Academy

♦♦♦

TO: MIKE GARLAND, CTAS
On behalf of the Tennessee Association of School Personnel Administrators (TASPA), thank you for allowing Ron Woody to present at our spring session. He did a great job covering the topics of record retention, employee benefits and flexible spending accounts. He was entertaining and provided great information for us to take back to our school systems. We hope there may be an opportunity in the future for him to present again.

Paula Barnes, Secretary/Treasurer
Tennessee Association
of School Personnel Administrators

♦♦♦

Get to know ...


Chris Payne

Chris Payne, a geographic information systems (GIS) consultant with the University of Tennessee (UT) County Technical Assistance Service (CTAS), has been with the agency since July 1999. He installs highway database software for various counties and provides training in the use of the software.

Using the state's election maps, Payne also works with the Comptroller's Office of Local Government on the design, implementation and installation of free GIS systems for each county's administrator of elections. This effort will help the state with reapportionment in 2011.

Prior to joining CTAS, Payne worked with county and local governments in GIS computer software support for Camber Corporation in Huntsville, Ala. He has a bachelor's degree in geography from the University of Alabama and received GIS experience while employed at Intergraph Corporation in Huntsville.

Payne served as chairperson for the IPS Employee Relations Committee (ERC) in 2008. He enjoyed being on the ERC because he met people in other IPS agencies who he would not have met otherwise.

Payne recently achieved his Geographic Information Systems Professional (GISP) certification and is very proud to hand out new business cards that say Christopher R. Payne, GISP.

Two years ago, Payne moved to a small apartment with a great view in downtown Nashville, and he enjoys being able to walk to work in five minutes every day. ■

IPS May Calendar of Events

♦ CIS

May 5	8-Hour Site Worker Refresher, Nashville
May 5-6	OSHA 10-Hour General Industry, Jackson
May 5	Tennessee Environmental Regulatory Overview (TERO), Knoxville
May 6	8-Hour DOT Refresher, Nashville
May 11-15	40-Hour Site Worker, Nashville
May 11-15	Six Sigma Black Belt, Knoxville
May 12	Bloodborne Pathogens Workshop and Healthcare Update, Jackson
May 19-20	OSHA 10-Hour General Industry, Nashville
May 21	Quick Changeover/Setup Event, Nashville
May 21	Total Productive Maintenance Event, Nashville
May 26	Bloodborne Pathogens Workshop and Healthcare Update, Nashville
May 26-28	OTI502 Update for Construction Industry Outreach Trainers, Knoxville
May 27	Introduction to Industrial Wastewater Treatment, Nashville
May 28	Detailed Training in Activated Sludge, Nashville
May 28	8-Hour Site Worker Refresher, Bartlett

♦ CTAS

May 12-15	County Clerks Spring Conference, Franklin
May 13-15	County Officials Certificate Training Program (COCTP) Capstone, Montgomery Bell State Park
May 13-15	State Court Clerks Education Seminars, Nashville
May 19	County Officials Association of Tennessee (COAT) Board Meeting, Nashville
May 19-21	Trustees Spring Meeting, Chattanooga

♦ LEIC

May 4 - July 10	National Forensic Academy Session XXIV, Knoxville
May 12-14	Transit Terrorist Tools and Tactics (T4), Seattle, Washington
May 19-21	T4, Nassau County, New York

♦ MTAS

May 1	Municipal Administration Program (MAP) Retail Economic Development, Knoxville
May 4	Municipal Administration Program (MAP) Retail Economic Development, Johnson City
May 5	Municipal Administration Program (MAP) Retail Economic Development, Collegedale
May 6-8	TAMCAR Institute and Academy, Franklin
May 7	Elected Officials Academy, Level II, Cleveland
May 12	Municipal Administration Program (MAP) Retail Economic Development, Bartlett
May 13	Municipal Administration Program (MAP) Retail Economic Development, Jackson
May 13	Certified Municipal Finance Officer Program, Governmental Account II, McMinnville
May 13	Certified Municipal Finance Officer Program, Governmental Account II, Athens
May 14	MAP Retail Economic Development, Smyrna
May 14	Elected Officials Academy, Level II, Cleveland
May 14	Certified Municipal Finance Officer Program, Governmental Account I, Jackson
May 20	Certified Municipal Finance Officer Program, Governmental Account II, Morristown

RECRUITMENTS

♦ **CIS**
Executive Director, Nashville
Business Manager, Nashville

DEPARTURE

♦ **CIS**
Lynn Heer, Nashville

SERVICE ANNIVERSARIES

Elizabeth Adams, CTAS	4 years
Richard Buggeln, CIS	14 years
Ralph Cross, MTAS	10 years
Pat Frost, IPS CO	31 years
Sarah Holley, MTAS	3 years
Harry Kitchens, CIS	3 years
Tom Kohntopp, IPS CO	2 years
Elaine Morrisey, MTAS	4 years
Ronnie Neill, MTAS	16 years
Bill Nusbaum, CIS	6 years
Lisa Shipley, MTAS	14 years
Mike Stooksberry, CTAS	17 years

the EXCHANGE

The EXCHANGE is a newsletter
of The University of Tennessee
Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528

JAN SIMEK
Acting President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

WWW.IPS.TENNESSEE.EDU

10% Total Recovered Fiber
All Post-Consumer Fiber

PRINTED WITH SOY INK

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.
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.

IPS0751 235 E13-0110-000-016-09