

MTAS MUNICIPAL E-NEWS

OCTOBER 2015 • ISSUE 76

CLASS LISTINGS & INTERACTIVE TRAINING CALENDAR

Mark your calendar! MTAS training events and conferences are listed here along with information on how to register for upcoming training events on your Solution Point account. [READ](#)

RESEARCH/INFORMATION CENTER NEW MATERIALS

- Evaluating an RFP/RFQ for Consulting Services by Dennis Wolf [Download](#)
- Drone gives Cumberland EMC a cost-effective eye in the sky [TVPPA News, Vol. 66, No. 4 (July/August 2015), 15-17.] [Request this item](#)
- Drones and Public Sector Liability [Public Risk, Vol. 31, No. 8 (September 2015), 6-9.] [Request this item](#)

For a listing of all new materials: [CLICK HERE](#)

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER

[READ](#)

CITY SPOTLIGHT: CENTERVILLE Hickman County

<http://centervilletn.info/>
Incorporated 1852

2015 Population: 3,644

Municipal Management Consultant

Jeff Broughton

jeff.broughton@tennessee.edu

Call Patrick Mills to register - (865) 974-0413 or register online: www.mtas.tennessee.edu



Keynote Speaker:
Dr. Debbye Turner Bell



Comedian:
Leanne Morgan

FROM THE EXECUTIVE DIRECTOR... We take time out each year to recognize the special efforts made by the employees of the Institute for Public Service (the UT institute MTAS resides in) for the affect their work had on their fellow employees and our customers. [READ](#)

UNIVERSITY OF TENNESSEE INSTITUTE FOR PUBLIC SERVICE EMPLOYEE AWARDS [READ](#)

TREEDC CONTINUES TO OPEN MORE DOORS IN RENEWABLE ENERGY IN THE PHILIPPINES The Tennessee Renewable Energy & Economic Development Council (TREEDC), a statewide grassroots renewable energy organization of 96 Tennessee mayors formed by the University of Tennessee Institute for Public Service in 2008, conducted another successful trade visit during the summer with its Philippine stakeholders across the Luzon, Visayas and Mindanao regions. [READ](#)

MEMPHIS POLICE AND FIRE DEPARTMENTS COMPLETE MTAS TEAM BUILDING TRAINING Over thirty employees from the Memphis Police Department and Memphis Fire Department recently completed a MTAS Team Building training class during the month of August. [READ](#)

INNOVATIONS IN PROPERTY MAINTENANCE INSPECTION PROCESS LEAD TO GREATER LEVELS OF SERVICE DELIVERY EFFICIENCY The Tennessee Municipal Benchmarking Project (TMBP) is a service of MTAS to cities in Tennessee. [READ](#)

HARRIMAN AND ATHENS HOLD MUNICIPAL MANAGEMENT ACADEMIES Since March 2015 the city of Harriman has been working with the MTAS training team to complete a Municipal Management Academy (MMA) Level 1 training program. [READ](#)

From the Executive Director...

Jim Thomas, Executive Director
jim.thomas@tennessee.edu

DEAR MTAS CUSTOMERS,

WE TAKE TIME OUT EACH YEAR to recognize the special efforts made by the employees of the Institute for Public Service (the UT institute MTAS resides in) for the affect their work had on their fellow employees and our customers. At the annual IPS conference, MTAS employees were recognized in many ways with several awards. Employees are nominated by other employees and the nominations are reviewed and decided on by an employee committee. So, winning an award that your fellow employees think you're worthy of makes it just that much more meaningful.

A list and description of the awards and their MTAS winners is below. Thanks for letting us share this bit of good news with you.

Jim Thomas, MTAS Executive Director

SERVICE RECOGNITION

Rex Barton, MTAS Police Consultant – 20 years

Lisa Shipley, MTAS IT Consultant – 20 years

Sharon Rollins, MTAS Technical Consulting Program Manager – 30 years

Linda Winstead, MTAS Administrative Specialist – 30 years

HORIZON RECOGNITION AWARD

Patrick Mills, Administrative Specialist I, Training Team

The **Horizon Recognition Award** is for non-exempt and exempt staff and is presented to a regular full-time or part-time 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.



BEACON AWARD

Cyndy Edmonds, Online Training Specialist

The **Beacon Award** recognizes an individual who has demonstrated a continued capacity for providing top-notch services behind the scenes, usually by having first-hand knowledge of projects and by helping support agency outcomes. In other words, as an employee who comes to work day after day supporting the outcomes of their agency, but in a manner which is largely unknown to many customers or even other members of the agency. This award is for work that is done within the agency.



TOM & DIANE BALLARD AWARD OF EXCELLENCE

Sherri Brown, Administrative Specialist II, Business Office

The **Tom & Diane Ballard Award of Excellence** is presented to a non-exempt employee who has demonstrated sustained high-quality job performance, initiative, and good communication skills, flexibility and commitment to the institute.



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ROBERT S. HUTCHISON OUTSTANDING PUBLIC SERVICE PROFESSIONAL AWARD

Dr. Macel Ely, Training Program Manager

The **Robert S. Hutchison Outstanding Public Service Professional Award** is presented to an exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute and the university.



PROJECT OF THE YEAR

Gallatin Online Training

To be considered as **Project of the Year**, a team of employees must be working on an ongoing project or have completed a project that supports the IPS five year strategic plan. 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 delivery of services, or advancement in the use of environmentally.

In late 2014, a city of Gallatin contacted the MTAS training department in need of help in providing training for their workforce in regards to issues of respect and employee relations. There was also a need to provide supervisors with training in the area of employment law. After meeting with the city, it was decided that MTAS would provide trainings online for employees of the city on fostering respect in the workplace. The other part was to develop and provide a supervisor's toolkit to help supervisor's better understand both federal and state laws in regard to employment law and areas of employee discrimination. Materials were placed in one location for quick access by supervisors.

While there were many that assisted the MTAS Training staff to put these materials together for the City of Gallatin, from MTAS we would like to specifically recognize Macel Ely, Cyndy Edmonds, Doug Brown, Dale Wolfe, Patrick Mills, Frances Adams-O'Brien, Rick Whitehead, Justin O'Hara, PJ Snodgrass, Brett Ward, Melissa Ashburn, Michelle Buckner, and from IPS Scott Gordy and Mary Ann Moon.

COLLABORATION OF THE YEAR AWARD

Memphis Street Cut Project

The **Collaboration of the Year Award** recognizes a project resulting in or from the purposeful collaboration of a cross-agency team, association and agency team, or a group of varying customers and an agency. The project needs to benefit multiple customer groups that are represented by the agencies within IPS or use the expertise within an agency (or agencies) to benefit the customers of another agency.

In 2014, the city of Memphis requested assistance from MTAS in improving processes related to open street repairs. John Chlarson and Ronnie Neill of MTAS, along with Keith Groves and Michael Codega of the UT Center for Industrial Services implemented Kaizen rapid improvement principles to develop new operating procedures for the street repair crews. The team developed 10 recommendations and procedures, which the city embraced and used to improve its process for repairing potholes and utility cuts in the City of Memphis.

CONGRATULATIONS TO ALL OF THE AWARD WINNERS! Your service and the service of all IPS employees to local government and the manufacturing community is making an impact each and every day.

TREEDC Continues to Open More Doors in Renewable Energy in the Philippines

THE TENNESSEE RENEWABLE ENERGY & ECONOMIC DEVELOPMENT COUNCIL (TREEDC), a statewide grassroots renewable energy organization of 96 Tennessee mayors formed by the University of Tennessee Institute for Public Service in 2008, conducted another successful trade visit during the summer with its Philippine stakeholders across the Luzon, Visayas and Mindanao regions.

TREEDC started its International Exchange program in the Philippines with the Renewable Energy Association of the Philippines in 2012. During this recent visit, TREEDC entered into memorandums of agreements of technical assistance and educational capacity building with Catanduanes State University, San Beda College and Central Mindanao during the Philippine Association of Program Implementers Association (PAEPI) Annual Conference in Manila. TREEDC and the UT Municipal Technical Advisory Service (MTAS) also shared best practices in municipal governance with a host of cities across the Philippines.

TREEDC was joined by Hannah Solar, Farmer Morgan, Tennessee Tech University professor Dr. Tania Datta and new TREEDC President/Dunlap Mayor Dwain Land. The delegation conducted numerous business development meetings for public and private entities in

the Bicol region, Visayas, and Metro Manila areas. During the trade mission, TREEDC met with the American Chamber of Commerce, U.S. Department of Commerce, Philippine Congressman Sherwin Gatchalian, Congressman Al Bichara along with Naga City Mayor John Bongat, Prieto Diaz Mayor Benito Doma and Legazpi City Mayor Noel Rosal to discuss strategies of creating more local jobs and training opportunities for renewable energy through partnerships with TREEDC's technology providers. TREEDC also met with university presidents representing Bicol University, University of Valenzuela, Technological University of the Philippines, Maritime Academy of Asia and the Pacific and Central Bicol State University. TREEDC also provided renewable energy scholarships to students representing Pamantasan ng Lungsod ng Pasig-University of Pasig City and Catanduanes State University. TREEDC and its U.S technology providers will return to the Philippines before the end of 2015.

TREEDC is a 501(c) 3 non-profit network of cities, universities and private businesses with the mission of providing leadership in promoting renewable energy and economic development for member-organizations. The University of Tennessee President Emeritus Dr. Joe Johnson is the Chairman of TREEDC. For more information, check out **www.treedc.us**.

Contacts: TREEDC President/
Dunlap Mayor Dwain Land, **mayorland@gmail.com**

Warren Nevad, The University of Tennessee MTAS/
TREEDC Director, **warren.nevad@tennessee.edu**

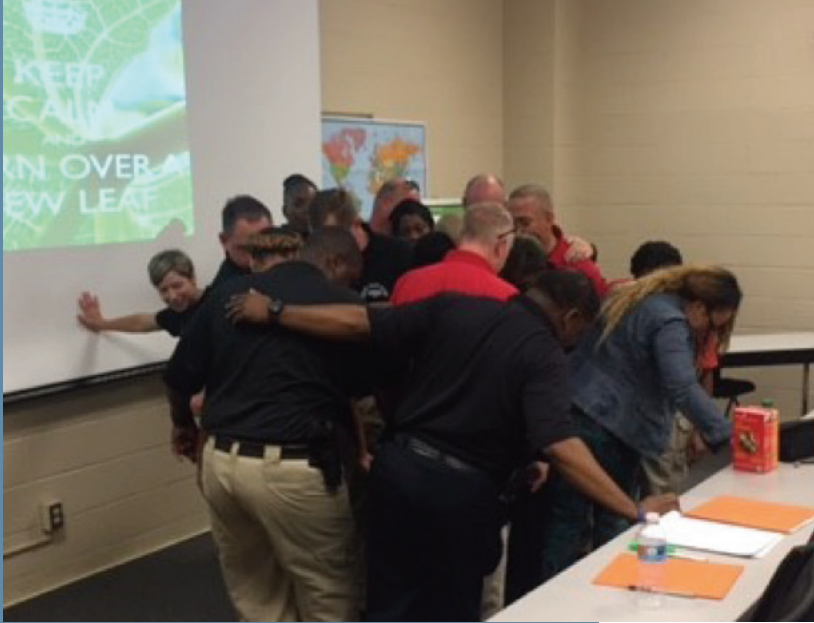


San Beda College Signing Ceremony: 1st row from left – The University of Tennessee MTAS Consultant Warren Nevad; TREEDC President/Dunlap Mayor Dwain Land; San Beda College President Fr. Aloysius Ma. A. Maranan; Ducktown City Manager/TREEDC President Emeritus James Talley; Pasig City University President Dr. April Alcazar. Back row – Paul Cruz Laguna State University; TREEDC International Affairs Director Douglas Jackson; Tohoku University- Japan Professor Dr. Peter John Wanner and San Beda College Professor James Piscos



◀ *MTAS Promotes Local Governance for the Philippine cities: from left Congressman Sherwin Gatchalian; Valenzuela Councilman Mariano Villalobos; Cabatuan Mayor Ronilo Caspe; The University of Tennessee MTAS Consultant Warren Nevad; Pasig City University President Dr. April Alcazar; University of Valenzuela President Dr. Nedena Torralba and Valenzuela Councilman Ramon Encarnacion*

Memphis Police and Fire Departments Complete MTAS Team Building Training



OVER THIRTY EMPLOYEES from the Memphis Police Department and Memphis Fire Department recently completed a Municipal Technical Advisory Service's (MTAS) Team Building Training during the month of August. The participants ranged from new employees to very experienced members of both departments.

According to MTAS Training Manager Macel Ely,

"The intended purpose for these trainings was three-fold: 1) Learning effective ways employees might successfully accomplish tasks when challenged with obstacles and barriers; 2) Identifying both potential problems and solutions when accomplishing goals as a team; and 3) Describing and implementing best practices for maintaining an effective team. The participants at both sessions successfully attained each of these goals, and we were delighted that the City of Memphis called upon us to assist them."

These two separate team-building classes were designed to allow Memphis employees the opportunity to come together as a single unit, despite ranking. Held at the Memphis Police Services Training academy, challenges were both physically and mentally challenging for city employees.

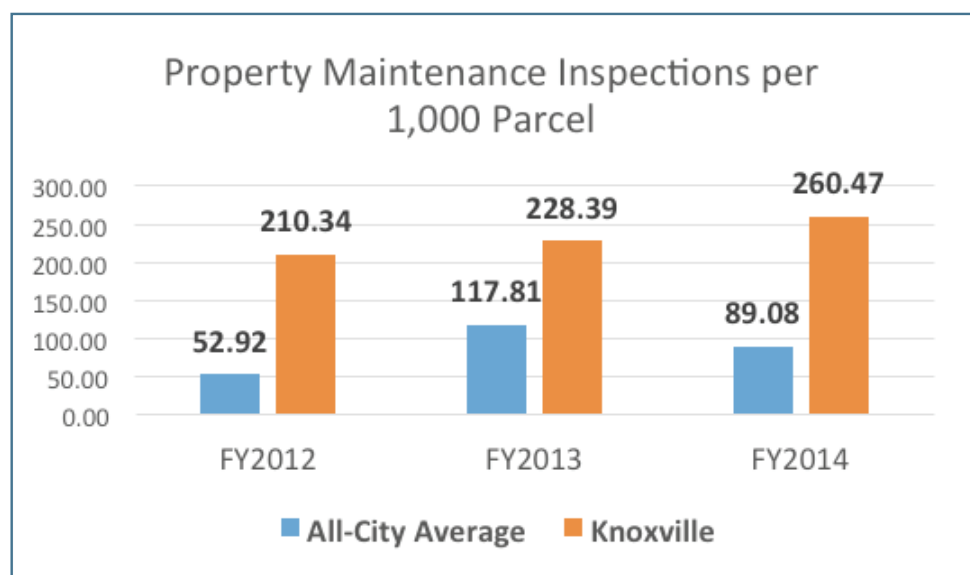
Felecia Boyd, Learning Coordinator for the City of Memphis Human Resources Division, stated:

"The teambuilding sessions were engaging, interactive and fun. The learning and the activities encouraged collaboration across functional groups and fostered a sense of community. It was quite refreshing to observe participants out of their normal environment and enjoying learning! Thank you MTAS for the positive learning impact you have made on Memphis City Government."

Innovations in Property Maintenance Inspection Process Lead to Greater Levels of Service Delivery Efficiency

Chris Shults
MTAS TMBP Project Coordinator

THE TENNESSEE MUNICIPAL BENCHMARKING PROJECT (TMBP) is a service of MTAS to cities in Tennessee. TMBP serves to assist members in collecting and analyzing performance data and best practices information. A clear example of high performance and information sharing comes from the city of Knoxville, a current member of the TMBP.



The graph above shows the number of property maintenance inspections per 1,000 parcels. The graph indicates Knoxville performed about 260 property maintenance inspections per 1,000 parcels in FY2014. This number of inspections is well above the group average and indicates high performance levels. When asked about Knoxville's level of property maintenance inspections, Robert Moyer, neighborhood codes enforcement manager, shared that Knoxville takes a proactive approach to property maintenance inspections and actively looks for property maintenance code violations. The property maintenance inspectors have

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assigned areas. They are required to be on every street in their area, at least once every two weeks, looking for code violations and talking to people. The personal interaction goes a long way. It helps inspectors find violations before they are reported, as well as builds rapport and strengthens the relationship between city government employees and the people they serve.

For more information on Knoxville's successes, please contact Russ Jensen, 311 Director at rjensen@knoxvilletn.gov.

Harriman and Athens Hold Municipal Management Academies

SINCE MARCH 2015 the city of Harriman has been working with the Municipal Technical Advisory Service (MTAS) training team to complete a Municipal Management Academy (MMA) Level 1 training program. Harriman City Manager Kevin Helms arranged to have the series of monthly trainings at the Harriman Police Department. Participants include staff from the Harriman Police Department, Fire Department, Parks and Recreation, Finance, Human Resources as well as participants from the Harriman Utility Board. Employees from Farragut and Oak Ridge also have actively participated. Classes will continue through October.

"As a prior graduate of MMA I & II, I know firsthand the quality of training available through this program," Helms said. "Not only does this training offer excellent leadership training, it is offered at a cost that is manageable for almost any training budget. These are just some of the reasons why the city decided last year to set a goal of having all department heads and assistant department heads graduate from the program within five years."

MTAS consultants teach in the program and provide expert knowledge of the subject matter. John Grubbs is the newest human resource consultant with MTAS and taught the classes

that were human resource related. Dr. P.J. Snodgrass, MTAS training consultant, taught the management overview and understanding your workstyles classes. The workstyles class includes the DiSC instrument, which identifies employees work styles. The knowledge from this enables staff to know more about their work style and also how to read others' style and adapt to others more successfully. In September, Dr. Macel Ely, training program manager, spoke on the importance of leveraging good communication skills. Kurt Frederick, MTAS training consultant will teach motivating your employees in October. The Harriman MMA will conclude on October 8th.

The city of Athens also launched an MMA for 12 of its employees. This group began training

in August and has a class each Friday for eight consecutive weeks. Rita Brown, human resources director for Athens, provided the training room and recruited the participants for the academy.

"Changes in employees, laws and management styles are happening so rapidly, I am grateful we have a resource like the MMA program to provide up-to-date and cutting edge information to prepare and guide our department heads and supervisors through these changes," Brown said.

The first level of the MMA was comprised of Athens staff from the police department, fire department, parks and recreation and sanitation. The wide range of work backgrounds provided for an excellent exchange of ideas in the class.

This group has also been enjoying the expertise of MTAS consultants who provide instruction for the entire series of eight classes. This group will conclude on October 16 with a class on motivating your workforce.

If you are interested in forming a group for either MMA Level I or Level II please contact Dr. P.J. Snodgrass at 865.974.9858 or pj@utk.edu in East Tennessee or Kurt Frederick for a Middle or West Tennessee group at 615.253.6385 or kurt.frederick@tennessee.edu.



Municipal Employees from Farragut, Harriman and Oak Ridge participate in a tabletop exercise pertaining to Communication Skills in a recent MTAS MMA Training Program hosted in the City of Harriman.

UPCOMING CONFERENCES

Tennessee Urban Forestry Council Conference

October 1-2 | Memphis

[More info](#)

Tennessee City Management Association

October 21-23 | Chattanooga

[More info](#)

Tennessee Stormwater Association Annual Conference

October 20-23

Fall Creek Falls State Park

[More info](#)

Tennessee Government Finance Officer Association

October 22-23 | Murfreesboro

[More info](#)

International Association of Police Chiefs Annual Conference

October 24-27 | Chicago, IL

[More info](#)

Renewable Energy Conference (TREEDC)

December 14-15 | Cookeville

[More info](#)

Check out the [2015 MTAS Training Catalog](#) and plan your training calendar now!

MTAS Training Opportunities

CMFO-Payroll, Benefits & Pensions

10/12/2015	8:30 AM	Memphis	Memphis City Hall
10/21/2015	8:30 AM	Collegedale	Collegedale City Hall
10/28/2015	8:30 AM	Nashville	CIS Training Room

CMFO-Purchasing, Risk Management & ERP

11/18/2015	8:30 AM	Memphis	Memphis City Hall
11/18/2015	8:30 AM	Collegedale	Collegedale City Hall

Cyber Security

10/7/2015	8:30 AM	Collegedale	Collegedale City Hall
10/8/2015	8:30 AM	Knoxville	Univ of Tenn - Conference Center
10/13/2015	8:30 AM	Nashville	TBI Headquarters
10/14/2015	8:30 AM	Jackson	Jackson Energy Authority

IT Security Warrior

10/28/2015	8:30 AM	Collegedale	Collegedale City Hall
10/29/2015	8:30 AM	Knoxville	Univ of Tenn - Conference Center
11/12/2015	8:30 AM	Jackson	Jackson Energy Authority
11/13/2015	8:30 AM	Nashville	TBI Headquarters

MMA02 Understanding Work Styles

10/1/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center
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MMA04 Performance Management & Positive Discipline

10/15/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center
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MMA05 Human Resource Overview

10/8/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center
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MMA06 Workplace Harassment & Workplace Violence

10/2/2015	8:30 AM	Athens	Athens City Hall
10/9/2015	8:30 AM	Athens	Athens City Hall
10/22/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center

MMA07 Communication Skills

10/2/2015	8:30 AM	Athens	Athens City Hall
10/9/2015	8:30 AM	Athens	Athens City Hall
10/29/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center

MMA08 Motivating Your Workforce

10/8/2015	8:30 AM		Harriman Police Department
10/16/2015	8:30 AM	Athens	Athens City Hall
11/5/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center

MMA10 Delegation Skills

10/8/2015	8:30 AM	Greeneville	Greeneville Central Fire Station
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MMA11 Making Effective Decisions

11/12/2015	8:30 AM	Morristown	Morristown City Hall
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Municipal Court Clerk Class 2015

10/15/2015	8:30 AM	Collegedale	Collegedale City Hall
10/16/2015	8:30 AM	Cookeville	Leslie Town Center
10/21/2015	8:30 AM	Johnson City	Carnegie Hotel
10/22/2015	8:30 AM	Knoxville	Univ of Tenn - Conference Center
11/4/2015	8:30 AM	Bartlett	Bartlett Station Municipal Center
11/5/2015	8:30 AM	Jackson	Jackson Civic Center

Roberts Rules of Order: Maximizing Your Meetings

10/13/2015	10:00 AM	Jackson	Jackson Energy Authority
10/14/2015	10:00 AM	Nashville	TBI Headquarters
10/15/2015	10:00 AM	Knoxville	Univ of Tenn - Conference Center

Women in Public Service Symposium 2015

11/19/2015	9:00 AM	Murfreesboro	Doubletree Hotel - Murfreesboro
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Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

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