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University expertise for community and workplace needs

CIS Takes Lean Manufacturing Lesson to High Schools

A total of 28 students from Columbia Central and Mount Pleasant high schools attended a Lean Manufacturing training class hosted by the UT Center for Industrial Services (CIS) in partnership with the South Central Tennessee Workforce Alliance.

During the six-hour session, UT CIS Lean consultants John Collier and Misty DePriest led the students through a series of lecture and hands-on simulations designed to show participants the differences between mass production and Lean Manufacturing. The students began the day working at Buzz Electronics, a simulated factory that produces commercial and residential alarm systems. Each student was given a role to play, some of which included material handler, shop floor operator, production scheduler and sales.

In the first round of the simulation, the students were given 15 minutes to assemble, test and ship as many products as they could in a traditional mass production scenario. After the first round, the students discussed the problems they experienced that kept them from making quality products for their customers and profit for Buzz

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LEIC's "Command College" Celebrates 10th Anniversary

College professors and law enforcement executives from across the state completed the Southeastern Command and Leadership Academy (SECLA) with a graduation ceremony on March 4 at the University of Tennessee at Chattanooga University Center.

The graduates also celebrated the 10th anniversary of the University of Tennessee program that began in January 2001.

Tim Carroll, Deputy Chief of the Chattanooga Police Department and SECLA Graduate (Session Three) was the keynote speaker. Other speakers included Dr. Helen Eigenberg, UT Chattanooga chair, department of criminal justice; Dr. Herbert Burhenn, dean of UT Chattanooga's arts and sciences; Mark Kimsey, sergeant for the Hamilton County Sheriff's Office and SECLA class president; and Don Green, executive director of the UT Law Enforcement Innovation Center (LEIC).

Mike Hill, SECLA program manager at (LEIC), described the 10th anniversary and the graduation ceremony as an important occasion for

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LEIC's "Command College" Celebrates 10th Anniversary

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not only the participants, but also for the successful decade-old partnerships created among universities, communities and law enforcement throughout the country.

"This academy, often referred to as LEIC's "Command College," began 10 years ago and has progressed each year to what is now considered a top priority for officers pursuing advancement in their organization. SECLA prepares these officers for increased responsibilities in senior administrative positions," Hill said.

"The University of Tennessee appreciates the willingness of our law enforcement, community leaders and funding agents in making this solid investment in public safety. This program, funded by the state of Tennessee, Office of Criminal Justice Programs, focuses on preparing law enforcement supervisors for the future of their community's quality of life, as well as the future of their profession."

One highlight of the morning was honoring Chief Jackie Moore, who recently retired from the Franklin Police Department after a 47-year career in public service. Chief Moore was President of the Tennessee Association of Chiefs of Police in 1998 and was the driving force behind the creation of SECLA. Hill referred to Chief Moore as the "founding father" of SECLA and he was presented with an engraved gift as a token of appreciation.

Hill said the course was divided into five one-week sessions in the classroom and two additional sessions are presented online. The students included top law enforcement officials from Clinton, Chattanooga, Franklin, Jackson, Johnson City, Knoxville, Loudon, Maryville, Memphis, Nashville, Oliver Springs and Ripley.

The program offers up to 12 undergraduate credit hours or up to six graduate level credit hours through UTC. Training sessions were held on the campus of UT Chattanooga.

"SECLA is an outstanding program for law enforcement and it convinced me that I needed to go back and complete my college education," said Lt. Robert Starnes with the Hamilton County Sheriff's Office, who completed the most recent session.

Areas of study included leadership and management, emerging trends in law enforcement, ethics and integrity, risk management and liability, planning and budgeting, managing diversity and media relations.

With this graduation, the academy now has 274 alumni representing law enforcement agencies in seven states. Preparations are being made for the next session that will begin in July 2011. Applications are now being accepted and registration is open to all law enforcement agencies. Funding for the next class is being provided by the State of Tennessee, Office of Criminal Justice Programs and the University of Tennessee.

The academy is a partnership among the UT Law Enforcement Innovation Center, UTC Continuing Education Division, UTC School of Criminal Justice, the Tennessee Association of Chiefs of Police and the Tennessee Sheriffs Association. ■

CIS Takes Lean Manufacturing Lesson to High Schools

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Electronics. Some of these problems included having to wait for material, poor quality and an imbalance in work flow that allowed materials to stack up and not progress through the system.

The students essentially saw how the eight manufacturing wastes prevent value added flow of product through a facility. Collier then led the students through a discussion about workplace organization, standard work and continuous flow. The students were given an opportunity to make improvements to Buzz Electronics resulting in an increase in productivity and customer shipments resulting in a large profit. The day ended with a panel discussion where the students were able to ask questions about manufacturing.

The goal of the training was to get students interested in manufacturing and to show them the importance of continuing their education after high school. ■

IPS
ANNUAL CONFERENCE
JULY 21-22
EMBASSY SUITES • MURFREESBORO

Gary West, Nathan Lefebvre Leaving IPS

Two long-time employees have left the UT Institute for Public Service (IPS) for other employment opportunities.

Fire Management Consultant Gary West of the UT Municipal Technical Advisory Service (MTAS) left to become the assistant commissioner of fire prevention for the state of Tennessee in the Department of Commerce and Insurance. West joined MTAS in 2005.

"Gary West has been a great consultant for MTAS and for the cities and towns of Tennessee, and I've been very impressed with his hard work, his professionalism and his leadership," said MTAS Executive Director Steve Thompson. "This is an outstanding opportunity for both the state of Tennessee and for Gary, and Gary's selection speaks well for the quality of Governor (Bill) Haslam's admininistration."

Gary West

Program Specialist Nathan Lefebvre with the Law Enforcement Innovation Center (LEIC) left to join Identity Services (IDS), a Georgia company that developed an emerging forensic technology. Lefebvre, who oversaw LEIC's National Forensic Academy™ (NFA™), joined the center in 2002.

"While we certainly hate to see Nathan leave the National Forensic Academy, we also realize that opportunities to advance personally and professionally are always available," said LEIC Executive Director Don Green. "He is excited about this new endeavor, and we are happy for him. We certainly wish him the best and know that he will be an asset to his new employer." ■

Nathan Lefebvre

LEIC Event Looks at Student Discipline, Alternative Education

Lori Lamb, chair of the National Alternative Education Association's board of directors, welcomes participants to the national conference in Nashville.

In collaboration with the Department of Education's Office of General Counsel and the Office of School Safety and Learning Support, the UT Law Enforcement Innovation Center (LEIC) presented the 2011 Student Discipline and Alternative Education (SDAE) Institute in February.

The 2011 Student Discipline and Alternative Education Institute provided a comprehensive overview of legal and procedural issues/practices relative to student discipline. Participants learned not only the basics of due process and disciplinary hearings, but also the latest legal developments in areas such as student searches, special education discipline, bullying and technology-related issues.

This year's event also provided a unique opportunity for educators to participate in the National Alternative Education Association's Annual Conference. The Tennessee Department of Education hosted the national event that highlighted proactive alternatives to suspension and expulsion. In addition, the Association for High School Innovation offered a track of breakouts on dropout prevention and multiple pathways/approaches to obtaining a high school diploma.

More than 500 people attended the collaboration of Tennessee's SDAE and the NAEA institutes. There were three countries and 40 states represented for the national conference in downtown Nashville. ■

CTAS Hosts County Operating Budget Workshops

CTAS consultants Gary Hayes (left) and Ben Rodgers (right) conduct a budget workshop for about 50 county officials in Cookeville.

Throughout February and March, the UT County Technical Assistance Service (CTAS) offered a statewide course series entitled "County Operating Budget Workshop." The four-hour budgeting class discussed the items included in an operating budget and a capital budget; described the different laws under which counties adopt and operate budgets; explained different components of a county budget; and discussed and identified acceptable budget practices.

The classes were taught by CTAS county government consultants and were held in Athens, Jackson, Franklin, Knoxville, Cookeville, Manchester and Johnson City. More than 250 county employees attended the training. ■

MTAS Hosts Blog to Answer Healthcare Reform

To address health care reform, the UT Municipal Technical Advisory Service (MTAS) has a blog called the Health Care Corner.

Visit the blog to find out about training sessions and healthcare reform topics such as new reporting requirements and status of court rulings. MTAS also encourages blog visitors to share their own information at www.mtas.tennessee.edu/public/web.nsf/Web/Health_care?Opendocument#. ■

MTAS to Provide Training on Healthcare Reform

As part of its Municipal Administration Program curriculum, the UT Municipal Technical Advisory Service (MTAS) will be hosting training on understanding healthcare reform throughout May.

Although the training is provided by MTAS, any Institute for Public Service (IPS) customer may register for the training. In March 2010, the president signed sweeping healthcare legislation into law. Healthcare reform affects all Tennessee cities, counties and private employers.

The training will be provided May 3 in Johnson City, May 5 in Knoxville, May 17 in Athens, May 19 in Franklin and May 24 in Jackson.

For more information, visit www.mtas.tennessee.edu/public/web.nsf/Web/Municipal+Administration?OpenDocumnt. ■

Enrollment Coming Up for Sick Leave Bank

If you are not a member of the sick leave bank, you should consider enrolling. The sick leave bank is for employee use only at any University of Tennessee campus or institute for regular employees who are eligible to accrue sick leave. The sick leave bank can provide emergency sick leave to member employees who have suffered disability due to an unplanned personal illness, injury or quarantine and who have exhausted their compensatory time and personal, sick and annual leave balances.

The annual enrollment period is during the months of April, May and June to be effective July 1. You must have a sick leave balance of at least six days in order to join the bank. The initial assessment is three days of sick leave that is deducted from your sick leave balance. This is a one-time initial joining assessment. The bank is required to maintain a balance of one sick day per member before it can assess additional days from the members. In the event that an assessment is needed, all members would be notified in writing at least 30 days prior to the effect date of the assessment. If you do not wish to comply with the assessment, you can notify the bank and cancel your membership. All sick leave days contributed to the bank are non-refundable and non-transferable.

For a member to apply for sick leave days from the bank, the member must have a serious personal illness or injury (this cannot be used for elective surgery or individual's family). All personal accrued leave (sick, annual, personal) must be used before receiving sick leave days from the bank. An application is required and a medical certification is required. A member may request up to 90 days of sick leave from the bank (in increments) in a 12-month period for any one illness, recurring illness or accident. Any time granted to the member, but not used, is returned to the sick leave bank.

For an application to join the sick leave bank, contact Judie Martin at judie.martin@tennessee.edu or your agency human resource administrative assistant. If you

Celebrating 40 years of Public Service

Richard Eddy, CIS Senior Field Engineer

Frank Kirk and Gary Hensley

IPS Launches Public Service Internships for College Students

Local government internships will be available this summer through a partnership between the University of Tennessee (UT) Institute for Public Service (IPS), UT Knoxville, UT Chattanooga, East Tennessee State University, the University of Memphis and Tennessee State University. IPS and its partners currently are seeking prospective community partners and placements for these graduate student interns.

Although the program can easily accommodate any city or county with funding for an intern, it is anticipated that more cities will be interested in hosting interns than there are internships available. This will be a competitive selection process for interns and interested cities and counties. IPS, through the consultants of the Municipal Technical Advisory Service (MTAS) and the County Technical Assistance Service (CTAS), is asking that cities and counties indicate interest in hosting internships by providing a letter of interest that includes: potential work or projects for graduate student interns; specific discipline or field of study (if any); name of a staff member that will work with the MTAS or CTAS consultant for placement and mentoring; any local condition or issue that may be particularly attractive to an intern; and any ability of the city or county to share in the internship expenses.

Interns will be placed based on the total experience or value to the student and to the program. Letters of interest from communities or associations interested in hosting graduate interns will be accepted until the internships are assigned, starting immediately for the upcoming summer semesters. Letters of interest should be mailed to:

Steve Thompson, Executive Director
UT Municipal Technical Advisory Service
120 Conference Center Building
Knoxville, TN 37996-4105
or e-mailed to steve.thompson@tennessee.edu

The application process for the prospective graduate interns requires submittal of a cover letter and resume from the student. Prospective interns will interview with a panel that will include representatives from the campus, an area MTAS/CTAS consultant and from the community providing placement.

The intern experience helps develop the next generation of local government leaders with exposure for the students to service in communities. Internships also provide a venue of support to local governments in Tennessee from the academic and research resources of the universities through these students. ■

Scholarship Applications Being Accepted

Applications are now being accepted for two scholarships benefitting UT Institute for Public Service (IPS) employees and for the first time members of the County Officials Association of Tennessee (COAT). Deadline for applications on both scholarships is May 2.

MARY AND JACK JINKS INSTITUTE FOR PUBLIC SERVICE SCHOLARSHIP

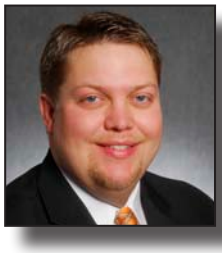
Named for Vice President of Public Service Mary Jinks and her husband, Jack, endowment earnings fund an academic scholarship for a child or grandchild of an IPS employee or retiree. Eligible participants must be enrolled full-time for the fall 2011 semester and attend any UT campus including Chattanooga, Knoxville, Martin, Memphis and Tullahoma.

JIM AND MARIE MURPHY ENDOWED SCHOLARSHIP

The Jim and Marie Murphy Endowed Scholarship will provide scholarships for children and grandchildren of County Officials Association of Tennessee (COAT) members or County Technical Assistance Service (CTAS) employees. Eligible participants may attend any UT campus including Chattanooga, Knoxville, Martin, Memphis, Tullahoma and online. The scholarship recipient for the Murphy scholarship may be attending part-time.

For more information about either scholarship please contact Paul Bowman, development director, Institute for Public Service at paul.bowman@tennessee.edu or (865) 974-6587. IPS employees may download applications from the intranet. ■

Staff Applause



Ben Rodgers

To: CTAS

As a newly-elected commissioner, I try and attend all the classes I can so that I may better serve my county. I am thankful we have CTAS to teach us all these areas we need to know. I have never taken a class from **Ben Rodgers** and CTAS that I have not applied the knowledge I learned within a week or so at a commission meeting. Thank you all and keep up the great work.

Hillis Turner, Cumberland County Commissioner

Jeff Metzger

To: Jeff Metzger, CTAS

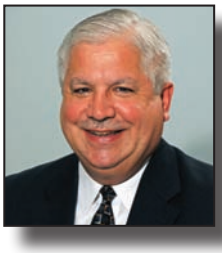
Jeff, many thanks. The information and analysis you provided are precisely what I have been looking for.

Joseph G. Jarret
Knox County Law Director

The IPS 40th anniversary logo appeared on a shirt on page 4 in the last issue of The Exchange.

The winner was Elaine Morrisey from the Municipal Technical Advisory Service.

Can you find the logo this month? E-mail guesses to susan.robertson@tennessee.edu.



Mike Hill

To: Mike Hill, LEIC

I am proud to have made it through Command College with you folks! It was truly an honor to have attended this course with each and everyone of you. I learned more from you folks than I could ever learn in a classroom in a decade. If the character, integrity and ethics you people exemplify are a portent, the future of law enforcement is in good and very capable hands. If there is anything we can do, collectively, to ensure this program you have built is continued, please let us know.

Sgt. Mark Kimsey , Hamilton County Sheriff's Office

Melissa Ashburn

To: Melissa Ashburn, MTAS

I truly appreciate all your emails and phone conversation. Thank you for taking the time to assist me with all my questions. MTAS is such a wonderful resource for cities.

Stacey M. Austin, City of Baxter

Josh Jones

To: Josh Jones, MTAS

Thank you so much for the updated Municipal Handbook. I am e-mailing a copy of this to all our council members, especially new ones. In my almost 25 years with the city, I find this to be one of the most informative and easy to understand publications which MTAS does.

Betty Lamb, City Recorder, City of Shelbyville

IPS April Calendar of Events

♦ CIS

April 4	Lean Certificate Series, Gatlinburg
April 11	40-Hour Site Worker, Bartlett
April 12	OSHA 10-Hour General Industry, Knoxville
April 13	Tennessee Environmental Regulatory Overview, Knoxville
April 18	OTI 501 Trainer Course in OSHA Standards for General Industry, Nashville
April 26	OTI 500 Trainer Course in OSHA Standards for Construction, Nashville

♦ CTAS

April 6	Leadership Styles Workshop – Knoxville
April 7	Planning & Zoning Subdivision Regulation and Infrastructure Workshop (Joint Offering with MTAS), Athens
April 8	Leadership Styles Workshop, Athens
April 11	Leadership Styles Workshop, Johnson City
April 13	Planning & Zoning Subdivision Regulation and Infrastructure Workshop (joint offering with MTAS), Knoxville
April 14-15	County Officials Certification Training Program (COCTP) Regional Renewal Conference, Erwin
April 14	Planning and Zoning Subdivision Regulation and Infrastructure Workshop (joint offering with MTAS), Johnson City
April 18-21	Tennessee Registers Association Conference, Nashville
April 19-20	County Government Day, Nashville
April 20	Planning and Zoning Subdivision Regulation and Infrastructure Workshop (joint offering with MTAS), Franklin
April 21	Planning and Zoning Subdivision Regulation and Infrastructure Workshop (joint offering with MTAS), Jackson
April 27	Leadership Styles Workshop, Franklin
April 29	Leadership Styles Workshop, Jackson

♦ NAIFEH CENTER

April 1	TGMI Orientation, Nashville
April 7-8	LGLP Alumni Event, Murfreesboro

♦ LEIC

April 5-6	Domestic Violence, Charendon, La.
April 11-12	DNA Evidence, Identification, Collection and Preservation for Law Enforcement (Rural) Snowflake Taylor, Ariz.
April 11-15	Crime Scene Management-Field Techniques, Omaha, Neb.
April 11-15	Fundamentals of Cybercrime Investigation, Salem, Ore.
April 13-14	DNA Evidence, Identification, Collection and Preservation for Law Enforcement (Rural) Prescott, Ariz.
April 18-20	Survival Spanish for Law Enforcement, Vernal, Utah

♦ MTAS

April 1	Tennessee Association of Municipal Clerks and Recorders (TAMCAR), Nashville
April 5	Certified Municipal Finance Officer (CMFO) Municipal Budgeting, Columbia
April 5	CMFO Municipal Budgeting, Martin
April 5	CMFO Municipal Budgeting, Morristown
April 6	Municipal Administration Program (MAP) Leadership Styles, Knoxville
April 7	MAP Planning and Zoning, Athens
April 8	MAP Leadership Styles, Athens
April 11	MAP Leadership Styles, Athens
April 13	CMFO Municipal Budgeting, Lebanon
April 13	CMFO Municipal Budgeting, Loudon
April 13	CMFO Municipal Budgeting, Jackson
April 13	Municipal Management Academy o4 (MMA) Performance Management, Germantown
April 13	MAP Planning and Zoning, Knoxville
April 14	MAP Planning and Zoning, Johnson City
April 20	MAP Planning and Zoning, Franklin
April 21	MAP Planning and Zoning, Jackson
April 21	CMFO Municipal Budgeting, Jackson
April 21	CMFO Municipal Budgeting, McMinnville
April 27	MMA 18 Conflict Management, McMinnville
April 27	MAP Leadership Styles, Franklin
April 29	MAP Leadership Styles, Jackson

NEW HIRES

- **CTAS, Martin**
  Michael Galey, County Government Consultant
- **IPS CO, Knoxville**
  Gail White, Chief Business Officer
- **MTAS, Knoxville**
  Summer Johnston, Administrative Specialist

RECRUITMENTS

- **CTAS, Oak Ridge**
  County Government Consultant
- **MTAS, Nashville**
  Administrative Support Assistant

DEPARTURES

- **LEIC, Oak Ridge**
  Nathan Lefebvre
- **MTAS, Knoxville**
  Gary West

STATE SERVICE LONGEVITY

Chuck Beasley, CIS	16 years
Debra Blanchard, CTAS	24 years
Misty DePriest, CIS	7 years
Debra Dupree, CIS	13 years
Don Green, LEIC	3 years
Sid Hemsley, MTAS	29 years
Bonnie Jones, MTAS	4 years
Armintha Loveday, MTAS	33 years
Warren Nevad, MTAS	12 years
Gary Petree, MTAS	4 years
Lynn Reed, CIS	15 years
Don Stone, CIS	15 years
Brett Ward, MTAS	15 years

the EXCHANGE

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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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THE UNIVERSITY of TENNESSEE

MUNICIPAL TECHNICAL ADVISORY SERVICE

Ray Crouch

Fire Management Consultant

After 19 years with the University of Tennessee (UT) Municipal Technical Advisory Service (MTAS) and a total of 38 years with the state of Tennessee, Ray Crouch Sr. is retiring on May 1.

Crouch, a graduate of Austin Peay State University and lifelong resident of Kingston Springs, joined MTAS as a fire management consultant in 1992. He began his career with the state in 1973 as a systems analyst for the Tennessee Department of Transportation where he stayed until 1978. He also worked in the State Fire Marshal's office from 1978 through 1986 and was assistant commissioner of administration for the Tennessee Department of Commerce and Insurance from 1986 through 1992.

Crouch is a former mayor and fire chief of Kingston Springs. Through his career he has served as a member of the Tennessee Fire Chiefs Association and of the Mid-State Mutual Aid Association and has served on the advisory board of the Tennessee State Fire School.

Away from work, Crouch has been dedicated to his church by serving as a Sunday School teacher for many years and to the Boy Scouts of America. He has served as assistant council commissioner for the Boy Scouts' Middle Tennessee Council and as the district commissioner for the Highland Rim District consisting of Cheatham, Dickson, Hickman and Humphries counties.

Crouch joined the Boy Scouts in 1960. While a scout, Crouch advanced to the rank of "Life" scout, and served as a Den Chief. As an adult, he served as assistant scoutmaster and eight years as scoutmaster for Troop 594. Troop 594 is the same scout unit where his father, Marvin W. Crouch had been his scoutmaster and where his son, W. Ray Crouch, Jr. obtained the rank of Eagle Scout. According to Crouch, "scouting just runs in our family."

THE UNIVERSITY of TENNESSEE UT

MUNICIPAL TECHNICAL ADVISORY SERVICE

"We will definitely miss Ray Crouch's knowledge and expertise. He's been such an asset for us, and he is so well-liked by all of us and by his customers. We'll definitely miss him and wish him the best in his retirement."

– Mary Jinks, IPS Central Office

"Ray's dedication to the fire profession was undeniable and his expertise was definitely sought after from the Tennessee Fire Chiefs and beyond the state. I always appreciated Ray's quickness in thanking me for helping him in his job and for his quick wit and humor. He could never come in the Knoxville office without making me laugh. My most favorite thing about Ray is his patriotism and his red, white and blue ties and bowties!!"

– Armintha Loveday, MTAS

"Ray Crouch is one of MTAS' most well-known consultants and one who has had tremendous impact on advancing fire management, fire prevention and education for Tennesseans over his long career. Ray knows the fire business and how to get things done. He used that expertise and know-how for the betterment of MTAS' customers. Also, Ray was great to have around the office. He kept his office mates laughing. We will miss him and wish him well in whatever comes next."

– Sharon Rollins, MTAS

"Although we all will miss his service to the University of Tennessee Municipal Technical Advisory Service and to the cities and towns of Tennessee, Ray Crouch has our congratulations. After nearly 20 years of service with the university and more than 38 in the state of Tennessee, Ray Crouch is retiring from MTAS as Fire Management Consultant as of May 1, 2011. Ray is an extraordinary professional and deserves much more than any of us can ever say or provide. We wish him well with this decision."

– Steve Thompson, MTAS

"Ray Crouch is an individual that has had a significant and lasting impact on local government fire service across the State of Tennessee. As the first Fire Consultant for the Municipal Technical Advisory Service, Ray worked tirelessly in helping cites re-structure their fire departments, establish top of the line training programs for fire fighters, create equipment replacement programs and make the optimum equipment selection, locate or re-locate fire stations for optimum service, establish working inter-local agreements for mutual aid and first response and in writing and securing operational fire grant funding. All of his work, improved the quality of both city and county fire service in Tennessee, saved the taxpayers money and through lower ISO ratings saved many homeowners and businesses substantial sums on their insurance premiums. It can truly be said that Ray Crouch made a strong contribution to the improvement of the quality of life for Tennessee citizens. He will be missed."

– Mike Tallent, IPS Central Office