MTAS, CIS Team to Assist Memphis with Utility Cut Management

Second Session of Leadership Cohorts Graduates

CIS Coaches Environmental Waste Company on Government Contract Process

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CTAS Orients *Record Number of Elected Officials*

AN ESTIMATED 1,000-PLUS were in attendance at the County Officials Orientation Program (COOP) organized by the County Technical Assistance Service (CTAS) the last week of August. The program is offered to county officials every four years following the county general election, just prior to county officials being sworn in and taking office September 1.

That attendance figure sets a new record for COOP events throughout CTAS's 42-year history. Some 724 attended in 2006, the previous high point, and 708 attended in 2010. Training for county mayors, highway officials and commissioners on Tuesday and Wednesday of the meeting is estimated at 750 this year, outpacing the 2006 record.



Newly elected county officials set a COOP attendance record.

"It was great! The CTAS staff did a great job putting on the orientation program," said Robin Roberts, CTAS executive director. "Many hours were devoted to the preparation and delivery of COOP. CTAS has received many positive comments from both customers and stakeholders."

Attendees heard from an array of speakers, including UT President Dr. Joe DiPietro on Tuesday, as well as CTAS

(continued on Page 3)

(**COOP** *continued from cover)*

field staffers and legal consultants. County association directors and state department heads and staff members were a major part of the agendas, which spanned three days the last week of August.

Heading into the August county general election, it was anticipated that about 30 percent of those serving on a county legislative body were not going to seek election, according to CTAS election data. That is a higher rate than normal, given that there was 36-percent total turnover in county commissioners four years ago. This year the turnover is closer to 40 percent statewide, with one county (Fentress) hitting the 90-percent mark on turnover. Put another way, 30 counties had at least 50 percent turnover in their legislative bodies.

County Government Consultant Wesley Robertson talks with a county official during the County Officials Orientation Program.



County mayors/executives saw a lower turnover rate than tradition holds, with 34 new county CEOs taking office September 1. Ten mayors, with more than 103 years of service between them, decided to retire this year.

Meanwhile, 14 highway superintendents did not pick up ballots to run again this fall. The years of service totals more than 200 years for those long-term highway officials, including two with at least 30 years each in office. For commissioners - 1,640 of them statewide - the roughly 40 percent being newly elected translates into about 650 new to their positions. *x*

MTAS, CIS Team to Assist Memphis with Utility Cut Management

IN JUNE OF 2014 THE UT MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) received a call for assistance from the city of Memphis Division of Public Works to help develop a system to track and repair potholes and utility cuts in Memphis city streets.



MTAS Public Works Consultant John Chlarson contacted Keith Groves from sister agency the UT Center for Industrial Services (CIS) because of CIS' experience in process improvement. At an initial meeting with the city all parties agreed that this was an ideal opportunity for applying Kaizen principles to develop new operating procedures for Memphis Public Works street repair crews. Kaizen is a Japanese term that means good change, and in business it refers to the philosophy to continually improve all areas of an organization.

The UT team of Chlarson, Groves, Michael Codega (CIS) and Ronnie Neill (MTAS) spent two weeks prior to the Kaizen event conducting field research and interviews in Memphis to collect data and gain an understanding of what was actually taking place with the street repairs process.

The UT team along with seven people from Memphis Public Works then spent four days in the improvement process, which included verifying the findings, mapping the current process, identifying opportunities and gaps, and developing a new procedure.

Local Officials Attend Generational Gap Training

A JOINT TRAINING INITIATIVE hosted by the UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS) was conducted across the state for local officials in the month of August. The interactive course was entitled, Bridging the Generational Gap in the Workplace, and was facilitated by MTAS Training Program Manager Macel Ely.

Sessions were held in the cities of Collegedale, Germantown, Jackson, Kingsport, Knoxville, and Metro-Nashville. Local government participants were provided resources and tools to improve communication skills when working with diverse generations in the workplace. Attendees were also challenged to share best practices within their respective cities and counties to enhance better government and hopefully engage employees with their respective customers, both internally and externally. x



Top: MTAS Training Program Manager, Dr. Macel Ely, in Collegedale assists local government officials during a tabletop exercise. Participants were challenged to determine various best practices when working with different generations in the workplace.

Bottom: One of the many visual aids displayed during the recent Bridging the Generational Gap in the Workplace classes.

The team developed 10 recommendations and procedures that should result in an improved process for repairing potholes and utility cuts in Memphis streets. x



Front Row: John Chlarson, MTAS, Michael Codega, CIS

Back Row: Jeff Jackson, IT consultant; David Howell, drain maintenance; Edward Bond, street maintenance; James Greenlee, environmental maintenance; Mike Leonard, environmental maintenance; Carolyn Benson, drain maintenance; Jimmie Hynes, environmental maintenance; and Keith Groves, CIS

Second Session of Leadership Cohorts Graduates

The University of Tennessee
Institute for Public Service

LEADERSHIP
ACADEMY



THE 2014 CLASS OF THE INSTITUTE FOR PUBLIC SERVICE LEADERSHIP ACADEMY completed its two-year program in August with a graduation ceremony honoring its achievement.

In their two years, class participants visited each of the UT campuses and institutes, studied various leadership topics and completed a project developing a new employer of choice model for the institute.

Participants in the class were: **Stephanie Allen (MTAS), Doug Bodary (CTAS), Rhonda Campbell (IPS CO), John Chlarson (MTAS), Misty DePriest (CIS), Keith Groves (CIS), Justin O'Hara (MTAS), Warren Nevad (MTAS), Beth Phillips (CIS), Kim Raia (CTAS) and P.J. Snodgrass (MTAS).**

The third session of the Leadership Academy began Sept. 29. *x*







P.J. Snodgrass shakes the hand of the Interim Vice President, Herb Byrd.

The luncheon speaker was Joan Cronan who spoke about her leadership philosophy.



Kim Raia and Doug Bodary with their mentor, Steve Thompson.



Graduate John Chlarson and Judie Martin.



Warren Nevad with his mentor, Paul Jennings.

CIS Coaches Environmental Waste Company on Government Contract Process



WHEN A WOMEN-OWNED, Pulaski-based company looked to expand its business, it sought the assistance of the UT Center for Industrial Services' Procurement Technical Assistance Center (PTAC).

Parr Industries, founded by Shannon Downs and Maria Parr, provides environmental waste services to numerous industries across the contiguous states. Shortly after launching the company, the pair sought out the services provided by PTAC in order to grow the amount and breadth of their contracts. Parr also found that the amount of paperwork and attention to detail was a big deterrent to successful submission of requirements for certifications. PTAC assists businesses in competing successfully in federal, state and local government contracting.

The CIS consultants helped the company become registered and listed in the PTAC system. The relationship has led to even greater emphasis on a variety of certifications that were available to Parr. Applications have been made to the Small Business Association and to various state certifications. These certifications have been very helpful in achieving greater penetration into companies that desire to increase their minority participation.

The largest single component is a recent win of a five-year contract valued at well over $1 million, and in a short amount of time the PTAC program has been instrumental in more than doubling the revenues of the company and significantly increasing the number of employees. This has been a key element in government contracts now accounting for over 10 percent of annual revenues and minority certifications contributing an additional 25 percent of annual revenues. x

Sheriffs Honor Garland

THE TENNESSEE SHERIFFS ASSOCIATION held its Annual Training Conference the week of September 18-22, in Sevierville. TSA Executive Director Terry Ashe recognized former CTAS Executive Director Mike



Former CTAS Executive Director Mike Garland.

Garland for his many years of support for elected sheriffs, and county elected officials across the state, and for his leadership at CTAS. TSA President Tim Filler, sheriff Franklin County presented Garland with a plaque recognizing his past accomplishments. x

kudos

To: Sharon Rollins, MTAS

The town of Livingston has had its gas prices under review. With the help of MTAS Consultant, Steve Wyatt, we have learned to better price our gas and bill our customers.

Mr. Wyatt has shown his expertise and experience in the field of natural gas. We have truly learned from his tutoring. I believe he is a true asset to MTAS.

William Curtis Hayes, Jr.
Mayor, Livingston

To: Richard Stokes, MTAS

Thank you so much for presenting on Monday and Tuesday. I understand that your class on Tuesday was large and very participatory. I have heard great comments and I know it isn't an easy subject to teach. Your expertise always impresses me and I am very grateful that you are willing to share your vast knowledge.

Belva Hale, Director of Administration
Bristol

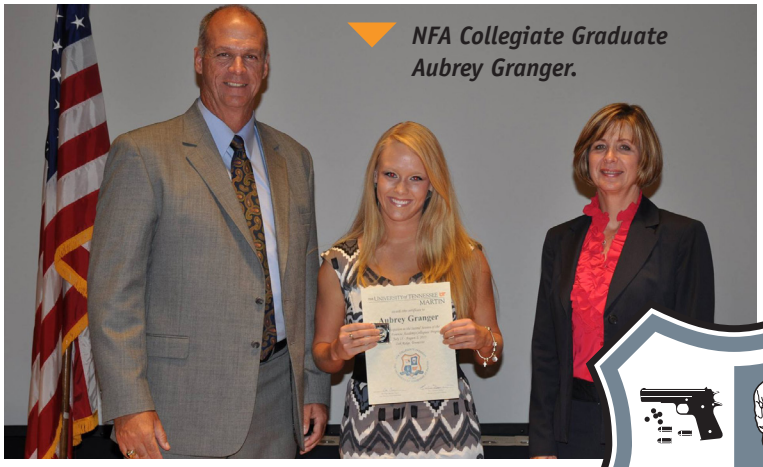
To: Rex Barton, MTAS

For myself and on behalf of the Tennessee District Attorneys General Conference, I want to thank you for the time and effort you put into the presentations you and Terry Hazard (CTAS) did at the Third Annual Judicial District Drug Task Force Seminar in Franklin.

I thought each of the presentations ("Managing the Drug Fund" and "Employment Law") was excellent. This type of information is vital for the attendees to receive, and I believe they learned a great deal. Again, thank you so much for your help. I look forward to working with you in the future.

P.S. And thanks for your help at the Wednesday morning session for New Directors and Special Issues.

Burney T. Durham, Tennessee District Attorneys General Conference



NFA Collegiate Graduate Aubrey Granger.

AUBREY GRANGER, who completed the second session of the National Forensic Academy's Collegiate program, has been hired as a police officer for the Jackson Police Department. She received her bachelor's degree in criminal justice with high honors from UT Martin in May, and as a member of Alpha Phi Sigma National Honor Society. x

Computers – Check; Printers – Check; Fire Hydrant?

WHAT DO YOU GET WHEN YOU SHARE THE OFFICE WITH A FIRE MANAGEMENT CONSULTANT? In the case of employees in the Institute for Public Service's Memphis office, you get a fire hydrant! Not to be outdone by the MTAS Knoxville office, which also has a fire hydrant, MTAS Fire Management Consultant Dennis Wolf received this hydrant as a donation from city of Germantown Public Works Director Bo Mills.

"The hydrant is a Mueller Standard Traffic model, dry barrel, made in Chattanooga in 1969 with a 5¼ barrel," Wolf said. "The Mueller Standard Traffic model hydrant was manufactured from 1934 through 1980. It has a single 4-inch pumper outlet with Memphis threads (as opposed to National Standard threads) and two, 2½ hose outlets with National Standard threads.



The hydrant was in service in Germantown at the southeast corner of Neshoba Road and Holly Hill Drive from 1970 until 2011. Since I joined the Germantown Fire Department in 1977, it is highly likely that I operated this fire hydrant at some point during my first four years with the fire department during the semi-annual fire hydrant inspection and testing program since there were just 12 paid personnel on the fire department during this period and this particular hydrant was in the district covered by the fire station I was assigned to."

After picking up the hydrant from Germantown's public works office, Wolf refinished and painted it before bringing it to the Memphis office. x

announcements

RECRUITMENTS

Central Office	Accounting Specialist I
MTAS	Administrative Specialist I, Knoxville
	Consultant II, HR, Knoxville

NEW HIRES

MTAS	Chris Shults, Coordinator I, Benchmarking

IPS SERVICE LONGEVITY

Macel Ely	11 years
Don Green	6 years
Gary Hayes	27 years
Brett Howell	19 years
Donna Kelley	4 years
Justin O'Hara	10 years
Ben Rodgers	9 Years
Becky Smeltzer	13 years
Jessie Stooksbury	1 year
Dennis Wolf	3 years

calendar

CIS

Oct. 7	OSHA 10-Hour General Industry Course Knoxville
Oct. 7	ISO50001 Energy Management System Nashville
Oct. 8	Hazardous & Special Waste/Industrial Air Regulations, Chattanooga
Oct. 9	Hazardous & Special Waste/Industrial Air Regulations, Knoxville
Oct. 9	8-Hour Site Worker Refresher (HAZWOPER) Knoxville
Oct. 10	Hazardous & Special Waste/Industrial Air Regulations, Nashville
Oct. 14	Greenhouse Gas Management, Nashville
Oct. 15	Energy Saving Fundamentals, Memphis
Oct. 17	Preparing for an Inspection, Memphis
Oct. 20	Lean Certificate Series, Nashville
Oct. 21	16-Hour DOT, Knoxville
Oct. 22	Hazardous & Special Waste/Industrial Air Regulations, Cookeville
Oct. 22	Preparing for an Inspection, Chattanooga
Oct. 23	8-Hour DOT Refresher, Knoxville
Oct. 23	Preparing for an Inspection, Knoxville
Oct. 27	OSHA500 Trainer Course in OSHA Standards for Construction, Knoxville
Oct. 28	Energy Saving Fundamentals, Nashville
Oct. 28	Toyota Kata: A Management System for Sustaining Lean/Continuous Improvement Dyersburg

CTAS

Oct. 1	Customer Service for Front Line Employees Franklin
Oct. 14	Social Media and Employment Law, Jackson
Oct. 15	Social Media and Employment Law Nashville
Oct. 21	Social Media and Employment Law Kingsport
Oct. 23	Social Media and Employment Law Knoxville
Oct. 28 - 30	Tennessee County Services Association (TCSA) Fall Conference, Pigeon Forge

LEIC

Oct. 6 - 7	Tactical Response to an Active Shooter Cookeville
Oct. 6 - 10	Basic SRO Training, Maryville

MTAS

Oct. 1	Records Management, Knoxville
Oct. 1	Debt Management, Nashville
Oct. 1	Debt Management, East Ridge
Oct. 1	Customer Service for Front Line Employees Franklin
Oct. 1	Motivating your Workforce, Chattanooga
Oct. 1	Debt Management, Kingsport
Oct. 2	Records Management, Johnson City
Oct. 8	Planning and Zoning: Annexation Issues and Smart Growth, Johnson City
Oct. 9	Understanding Work Styles, Greeneville
Oct. 9	Planning and Zoning: Annexation Issues and Smart Growth, Knoxville
Oct. 9	Municipal Court Clerk Class, Collegedale
Oct. 10	Municipal Court Clerk Class, Franklin
Oct. 10	Collections for Municipal Court, Franklin
Oct. 14	Social Media & Employment Law, Jackson
Oct. 15	Municipal Manager Overview, Chattanooga
Oct. 15	Planning and Zoning: Annexation Issues and Smart Growth, Colledgedale
Oct. 15	Social Media & Employment Law, Nashville
Oct. 15	Municipal Court Clerk Class, Bartlett
Oct. 16	Planning and Zoning: Annexation Issues & Smart Growth, Nashville
Oct. 16	Municipal Court Clerk Class, Jackson
Oct. 16	Collections for Municipal Court, Jackson
Oct. 21	Social Media & Employment Law, Kingsport
Oct. 22	Planning and Zoning: Annexation Issues & Smart Growth, Jackson
Oct. 22	Understanding Work Styles, Chattanooga
Oct. 23	Planning and Zoning: Annexation Issues & Smart Growth, Bartlett
Oct. 23	Social Media & Employment Law, Knoxville
Oct. 29	Payroll, Benefits & Pensions, Jackson
Oct. 29	Payroll, Benefits & Pensions, Knoxville
Oct. 29	Planning and Organizing, Chattanooga

NAIFEH CENTER

Oct. 27 - 31	TGEI Week Two, Knoxville

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The University of Tennessee
Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974.6621 • Fax: (865) 974.1528

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