

CITY SPOTLIGHT:

YORKVILLE

Gibson County

Incorporated 1848

2013 Population: 286

Municipal Management Consultant

Dana Deem

dana.deem@tennessee.edu

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

MTAS's Research and Information Center is always adding new materials to its collection. See what's new for this month. [READ](#)

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER

[READ](#)

FROM THE EXECUTIVE DIRECTOR...

Many of you reading this may have had an opportunity in the past to serve as an intern in what eventually became your chosen career. [READ](#)

MUNICIPAL FINANCIAL REPORTING

We have come to the close of another fiscal year. Many of your cities will soon begin the time-consuming and exhausting process of preparing and issuing municipal financial statements and a report. [READ](#)

HR CORNER JULY 2014

The city of Seattle voted unanimously to raise the minimum wage to \$15 per hour. It is currently \$9.32 per hour, which is still higher than Tennessee and many other states. [READ](#)

KNOXVILLE IS AN OFFICIAL INNOVATION ACADEMY GRADUATE

A group of city of Knoxville employees are members of the first graduating class of the Innovation Academy. [READ](#)

MUNICIPAL OFFICIALS COMPLETE LEVEL 2 OF THE MUNICIPAL MANAGEMENT ACADEMY

Eleven municipal officials representing eight Tennessee cities (Berry Hill, White House, Spring Hill, Dickson, Thompson Station, Shelbyville, Oak Hill, and Portland), attended the Municipal Technical Advisory Service Municipal Management Academy (MMA) session on April 23, completing the last of the eight required courses in the second level of the Municipal Management Academy. [READ](#)

BUILDING YOUR BLUEPRINT FOR CUSTOMER SERVICE

You've had great customer service and you've had terrible customer service, right? Does your organization have a blueprint for delivering the highest level of customer service? If not, where do you start? [READ](#)

THE TENNESSEE PUBLIC FIRE EDUCATOR'S ASSOCIATION STATE CONFERENCE

The Tennessee Public Fire Educator's Association State Conference will be held July 27-29, in Murfreesboro. [READ](#)

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MTAS Online

3 new certificate programs

Administrative Professional Online Certificate
Human Resources Essentials Online Certificate
Managerial Essentials Online Certificate



From the Executive Director...

Building the Next Generation of Local Government Stewards

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

MANY OF YOU READING THIS may have had an opportunity in the past to serve as an intern in what eventually became your chosen career. That internship gave you an opportunity to test drive the work environment you had an interest in at the time. Google's online dictionary defines intern as a student or trainee who works, sometimes without pay, at a trade or occupation in order to gain work experience. The UT Institute for Public Service, of which MTAS is a part, sponsors a Public Service Internship program where college students, both graduate and undergraduate, of seven different universities across the state, work in city and county governments as interns. These interns bring exceptional knowledge and skills with them when they come to work.



Jim Thomas

In the past year, 38 students have worked an academic semester (10-12 weeks) in a local government on projects needing the focused work an intern can provide. Twenty-four of those interns have worked through MTAS with various cities. The projects they work on are real, "boots on the ground" projects, that when completed, provide great benefit to the local government for which the intern works. During academic sessions when the interns are also taking courses for their degree, the maximum time they can work is 20 hours per week. If coursework is not an issue, the intern can work up to 40 hours per week. MTAS collaborates with the sponsoring local government in paying the intern a wage of \$10 per hour.

Students interested in an internship go through a process where an MTAS mentor and the host city interview the candidate before offering the intern experience. That MTAS mentor stays in touch with the intern throughout the internship period and frequently communicates with the host city to monitor the work of the intern.

MTAS appreciates its responsibility to be your partner in dealing with issues you face each day as a municipal official. But we also have a responsibility to help grow the next generation of bright, hardworking and effective leaders for when today's officials turn over the keys to city hall. You can benefit from this program by hiring an intern, and you can also partner with us in providing an opportunity to a student with an interest in public service to see what things are really like in city hall. If this partnership is one that interests you and you want to know more, call me at (615) 972-9219. I'll be glad to talk about it with you, and will be happy to give you the names of some city officials who are frequent supporters of the MTAS Public Service Internship program.

Here are some of the hard-working MTAS Public Service Interns:



Michael Borders is working on the Erwin budget and a standard operating procedures manual for the fire department.



Aaron Gold is working in Oak Ridge on a regression analysis for the city.



Michael Housewright is working in the Johnson City MTAS office on a series of Personnel Policies, and researching economic development boards.



Ronni Madden is working in the Clarksville Parks and Recreation department.

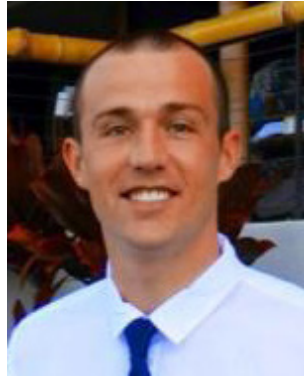


Sydney McGhee is working with Neighborhood Improvements within the Division of Public Works Memphis.

Building the Next Generation of Local Government Stewards(cont.)



Courtney McNeal is working with Memphis Traffic Engineering



Brad Osborne is working on a variety of ordinances and planning-related projects for the First Tennessee Development District.



Will Righter is working on a variety of projects in the Development Division of the city of Johnson City.

Alina Suarez is working on a long-range land use development plan for Jonesborough.



Municipal Financial Reporting

By Sharee Brewer
MTAS Finance and Accounting Consultant

WE HAVE COME TO THE CLOSE of another fiscal year. Many of your cities will soon begin the time-consuming and exhausting process of preparing and issuing municipal financial statements and a report. These financial statements will include information about how your city performed during the past year and what financial position your city holds at the end of the period. Preparing and issuing municipal financial statements is the responsibility of management. It is an important duty that is rooted in the belief that management is to be held publicly accountable to the citizens. The public has a right to know about how the resources made available were managed.

The four main items that will be prepared and issued in the process of municipal financial reporting are:

- a set of financial statements for each fund of the municipality - that will largely focus on how well the municipality operated its day-to-day operations in comparison to the budget the city council adopted for the year presented.
- a set of government-wide financial statements that will largely focus on providing operational accountability for the municipality as a whole.
- a set of notes to the financial statements that will include as much additional information as believed to be relevant to interpreting and understanding the financial information.
- a Management's Discussion and Analysis (MD&A) - the MD&A is management's opportunity to provide the reader of the report an overview and analysis of the information in management's own words. The MD&A may also give currently known facts that may affect the city's financial condition in the future.

If you have a financial topic you would like to see addressed in our newsletter, please feel free to send an email to **Sharee.Brewer@tennessee.edu**.

HR CORNER July 2014

Interesting Recent Legal Developments

THE CITY OF SEATTLE voted unanimously to raise the minimum wage to \$15 per hour. It is currently \$9.32 per hour, which is still higher than Tennessee and many other states. In this historic move, there is already discussion about this change spreading to other cities in Washington, such as Bellevue, Olympia, Bellingham, and Spokane. In addition to increasing minimum wage, Seattle officials are looking at potential rent control and changes to the foreclosure process to assist workers who make low wages. The increase to \$15 will be staggered over the next few years.

http://seattletimes.com/html/localnews/2023753163_wagevotexml.html

On April 22, 2014, the 6th Circuit Court of Appeals opined (Ford vs. EEOC) that telecommuting (telework) may be required as an accommodation for disabled employees

HR CORNER

July 2014

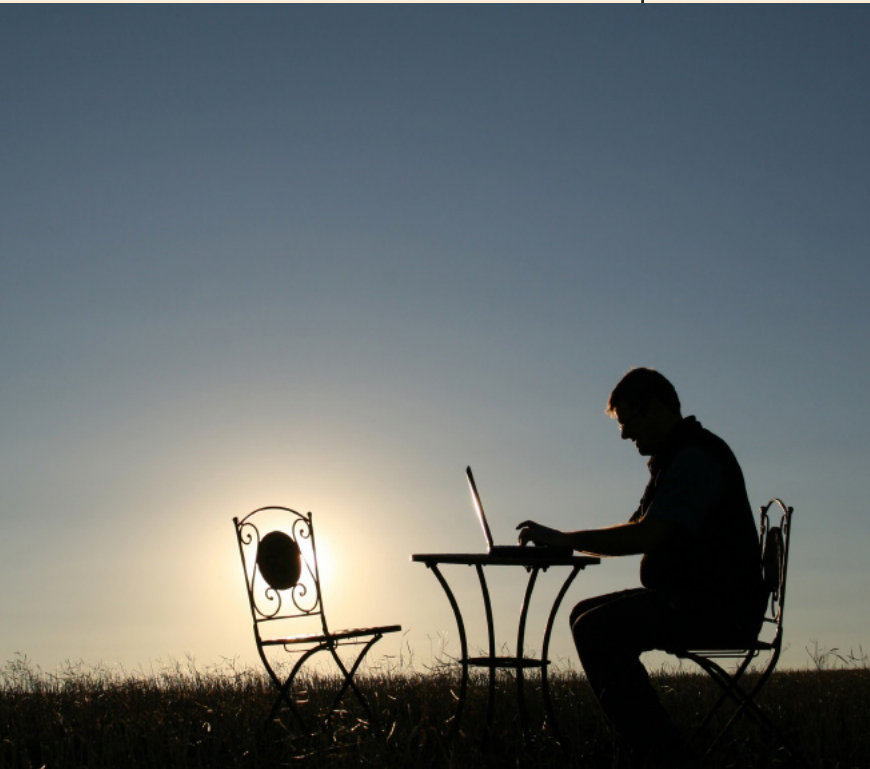
(cont.)

under ADA. For many years this was a murky area, particularly when “teamwork and physical presence” was said to be part of the job. Modern technology has brought us to a place where many jobs can be fully performed via telecommuting. The courts determined that Ford failed to show that the employee’s physical presence was a requirement of the job, and further determined that technological advancements now allow more positions to be performed remotely. The court also noted that Ford allowed other employees to telecommute. In addition, attendance problems relating to the disability were not allowed to be used as a basis to deny the employee’s reasonable accommodation, because those absences were related to a disability. The court also determined that moving a work station and other accommodations that the employer agreed to make were not reasonable.

Some good takeaways for Tennessee cities on telecommuting and ADA:

1. The courts have made it clear that their interest is making sure employers provide “reasonable accommodations.”
2. The job description and a fact-finding investigation are critical to determine if a position requires physical presence. The burden of proof is on the employer.
3. The city can require that the employee telecommute during “normal business hours, as opposed to a flexible work schedule. (Note: flex work schedules may also be considered reasonable under ADA)
4. The city is not required to grant the employee’s request to telecommute. However, if the request is reasonable, the company cannot force the employee to accept one of its alternatives.

And finally some good advice from Zackin: “In any event, employers should be careful, especially in light of the EEOC’s interest in the issue, not to reject out-of-hand accommodation requests involving telecommuting. As with any request by a disabled employee for an accommodation, the employer must engage the employee in the ‘interactive process’ to attempt to arrive at an accommodation that is satisfactory to all parties.”



Knoxville is an Official Innovation Academy Graduate

A GROUP OF CITY OF KNOXVILLE EMPLOYEES are members of the first graduating class of the Innovation Academy.

Over the past seven years, the Alliance for Innovation and Arizona State University have kept track of lessons learned and how best to promote innovation in local government. In 2013, they created and piloted a unique curriculum with six teams of participants from local governments across North America. This tested framework provides support for developing innovative projects in communities and encouraging participants to recommend ways to strengthen the culture of innovation in their organization. The focus of the academy is for participants to conceptualize an innovative project from first imaginings through implementation. The academy provided monthly webinars and on-call mentors to help participants develop their programs and to learn how to create a culture of innovation in their cities.

The Knoxville Innovation Team included Russ Jensen, 311 director; Erin Gill, Mayor’s Office of Sustainability; Chip Barry, Operations Project Manager; Patricia Robledo, Small Business Liaison; Ryan Hood, 3-1-1 Intern from the University of Tennessee; Joshalyn Hundley, Title VI Coordinator; Traci McDonell, webmaster/photographer; Stephanie Brewer-Cook, ADA Coordinator; and Christine



Knoxville is an Official Innovation Academy Graduate (cont.)

Members of the Innovation Team: (left to right): Back row: Chip Barry, Joshalynd Hundley, Christine Fitzgerald, Russ Jensen. Front row: Traci McDonnell, Patricia Robledo, Frances Adams-O'Brien. (Not pictured: Erin Gill, Ryan Hood, and Stephanie Brewer-Cook)

Fitzgerald, Benefits Manager; and Frances Adams-O'Brien, University of Tennessee Municipal Technical Advisory Service.

Other city and county participants in the academy were Glenview, Ill.; Gainesville, Fla.; Palo Alto, Calif.; Sparks, Nev.; Austin, Texas; Goodyear, Ariz.; and Nevada County, Calif..

The Knoxville Innovation Team collaborated on two internal projects:

- 1) The City Ambassador Program is an organization engagement program that will strengthen the culture of customer service and cultural competency among city employees by increasing knowledge, motivation and customer service skills.
- 2) 3-1-1 Touch will educate the senior population on accessing city services using smart technology.

If interested in learning more about the Innovation Academy, Contact Toni Shope, Strategic Initiatives director, at **(704) 453-7080** or **tshope@transformgov.org**. If interested in learning more about the Knoxville projects discussed here, contact Russ Jensen, Knoxville 311 director, at **rjensen@cityofknoxville.org**.

Remember: All cities in Tennessee are members of the Alliance for Innovation through a statewide membership sponsored by MTAS. Set up a free account on the Alliance website and you are ready to take advantage of free webinars, the resources of the Knowledge Network, and more.



Municipal Officials Complete Level 2 of the Municipal Management Academy

Pictured left to right are: Front row: Thomas McCormick, April Goad, Vickie Haskins and David Cole. Back Row: Shelley Taylor, Brandi Smith, Chris Brooks, Amanda Brewton, Wendy Deats, Joe Baker and Kevin Helms.

ELEVEN MUNICIPAL OFFICIALS representing eight Tennessee cities (Berry Hill, White House, Spring Hill, Dickson, Thompson Station, Shelbyville, Oak Hill, and Portland), attended the Municipal Technical Advisory Service Municipal Management Academy (MMA) session on April 23, completing the last of the eight required courses in the second level of the Municipal Management Academy. The goal of the Municipal Management Academy (MMA) is to provide effective training and educational opportunities for managers and supervisors in municipal environments throughout Tennessee. The MMA is designed to help both the new and the experienced manager/supervisor develop the knowledge, skills, and abilities required for successful management.



Participants completed 32 hours of training during eight, four-hour classes held at the Williamson County Agricultural Exposition Center. Topics covered in this level 2 of MMA included: communicating, coaching, and counseling; delegation skills; making effective decisions; developing teamwork; employee performance evaluations; motivating your workforce; managing change; and managing a diverse workforce.

Building Your Blueprint for Customer Service

Join us for a Webinar on July 23

Title: BUILDING YOUR BLUEPRINT FOR CUSTOMER SERVICE

Date: Wednesday, July 23, 2014

Time: 1:00 PM - 2:30 PM EDT

<https://www2.gotomeeting.com/register/508308162>



You've had great customer service and you've had terrible customer service, right? Does your organization have a blueprint for delivering the highest level of customer service? If not, where do you start? And if you currently have a blueprint, how do you improve? Join us on July 23 to learn how customers develop expectations and how you can create the customer-focused environment it takes to meet those expectations for both internal and external customers. We'll discuss asking the right questions of your customers so you can design systems with the customer in mind. And you'll hear

from a panel of your colleagues discussing how they are actively improving customer service in their organizations.

About the Presenter: Maryellen Ferring brings more than 25 years in the hospitality industry, including 18 years as a general manager at Four Star/Four Diamond properties, such as Bel Age in Los Angeles (now called the London West Hollywood) and The Dunhill in Charlotte. She also managed properties in Aspen, Colo.; Maui, Hawaii; San Luis Obispo, Calif.; and Traverse City, Mich.. Before forming UpSell Training, Maryellen was one of the original trainers for Signature Worldwide and served the company for more than 10 years. Her business cards carried a number of titles, including vice president and international trainer. She holds a master's degree in consumer affairs and is both a Certified Hospitality Administrator and Certified Hospitality Educator.

Reserve your Webinar seat now at: <https://www2.gotomeeting.com/register/508308162>

After registering you will receive a confirmation email containing information about joining the Webinar.

SYSTEM REQUIREMENTS

PC-based attendees | Required: Windows® 8, 7, Vista, XP or 2003 Server

Mac®-based attendees | Required: Mac OS® X 10.6 or newer

Mobile attendees | Required: iPhone®, iPad®, Android™ phone or Android tablet

The Tennessee Public Fire Educator's Association State Conference



THE TENNESSEE PUBLIC FIRE EDUCATOR'S ASSOCIATION STATE CONFERENCE will be held July 27-29, in Murfreesboro. Classes will include: What's New with the ISO; Educational Messaging by Kelly Ransdell with NFPA; Burn Awareness class by the Shriner's Burn Hospital; and the two-day Juvenile Firesetters Intervention class by the Tennessee Fire Academy.

For more information, contact TPFEA Secretary, Mike Cooper at (865) 660-6453 or cooper813@comcast.net.
<http://tpfea.org/>

MTAS Training Opportunities

CONFERENCES

INTERNATIONAL CITY/COUNTY MANAGEMENT ASSOCIATION

9/13 - 9/17/2014

Charlotte, NC

TENNESSEE ASSOCIATION OF MUNICIPAL CLERKS AND RECORDERS

Fall 2014 Conference

Murfreesboro

INTERNATIONAL PERSONNEL MANAGEMENT ASSOCIATION

9/20 - 9/24/2014

Philadelphia, PA

TENNESSEE GOVERNMENT FINANCE OFFICERS ASSOCIATION

10/16/2014

Murfreesboro

TENNESSEE CITY MANAGEMENT ASSOCIATION

10/29 - 10/31/2014

Gatlinburg

TENNESSEE PUBLIC RISK MANAGEMENT ASSOCIATION

November 20-22, 2014

Nashville

MARK YOUR CALENDAR for the Tennessee Renewable Energy & Economic Development Council International Conference Oct. 12-14, 2014.

For more information contact Warren Nevad at warren.nevad@tennessee.edu

For a listing of all 2014 MTAS Training Opportunities, click [here](#) for the 2014 Training Catalog.

2014 Municipal Legislative Update

7/22/2014

8:30 AM

Jackson

West Tennessee Research & Education Center

7/23/2014

8:30 AM

Nashville

TBI Headquarters

7/29/2014

8:30 AM

Kingsport

Kingsport Center for Higher Education

7/31/2014

8:30 AM

Knoxville

UT Conference Center

CMFO-Financial Reporting II

7/23/2014

8:30 AM

Jackson

West Tenn Research & Education Center

7/23/2014

8:30 AM

Knoxville

UT Conference Center

7/28/2014

8:30 AM

Nashville

UT CIS Training Room

7/28/2014

8:30 AM

Chattanooga

East Ridge City Hall

7/28/2014

8:30 AM

Kingsport

Kingsport Center for Higher Education

Bridging the Generational Gap in the Workplace

8/7/2014

8:30 AM

Kingsport

Kingsport Center for Higher Education

8/8/2014

1:00 PM

Knoxville

UT Conference Center

8/12/2014

8:30 AM

Germantown

Germantown Fire Dept. Training Center

8/13/2014

1:00 PM

Jackson

West Tennessee Research & Education Center

8/14/2014

1:00 PM

Nashville

TBI Headquarters

8/15/2014

8:30 AM

Chattanooga

UT Chattanooga

CMFO-Cash Management

8/27/2014

8:30 AM

Jackson

West Tennessee Research & Education Center

8/27/2014

8:30 AM

Knoxville

City of Alcoa

Municipal Court Clerk Classes

September – November 2014

9/3/2014

Johnson City

Carnegie Hotel

10/10/2014

Franklin

Franklin Police Department

10/15/2014

Bartlett

Bartlett Station Municipal Center

10/16/2014

Jackson

West Tennessee Research

11/5/2014

Cookeville

Leslie Town Center

11/7/2014

Knoxville

UT Conference Center Building