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EXCHANGE

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MTAS, CTAS Hold ISO Public Protection Classification Grading Class

THE INSURANCE SERVICES OFFICE, The Tennessee Fire and Code Enforcement Academy, The State Fire Marshal's Office, the Municipal Technical Advisory Service (MTAS), and County Technical Assistance Service (CTAS) announce two offerings of an 8-hour ISO Public Protection Classification (PPC) Grading overview class to be held on February 14 & 15 in Middle Tennessee. The class is being offered on a Friday and Saturday schedule to accommodate career and volunteer community stakeholders, and attendees only need to take the Friday or the Saturday class, not both.

This interactive class will provide an overview of the newly revised ISO Fire Suppression Rating Schedule, which took effect in Tennessee on July 1, 2013. The class will provide local community stakeholders in fire protection with practical methods to understand and improve their current communications capabilities, fire department capabilities, and water supply capabilities to meet the newly revised rating schedule.

The class will cover all sections of the Fire Suppression Rating Schedule in detail

including emergency communications, operations consideration, water supplies, and community risk reduction.

The target audience for the class includes:

- Key city staff members
- Elected officials
- Communication/dispatch center directors/administrators
- Fire chiefs and key fire department officials
- Water department directors/administrators

ISO assigns a Public Protection Classification, more commonly called the ISO Rating, to every community in the country. Insurance companies use this rating as one of the factors considered when developing property insurance premiums. A lower ISO Rating means lower insurance premiums for property owners, so it is important that fire department officials and community leaders understand the various components that ISO evaluates when assigning the ISO Rating to the community.

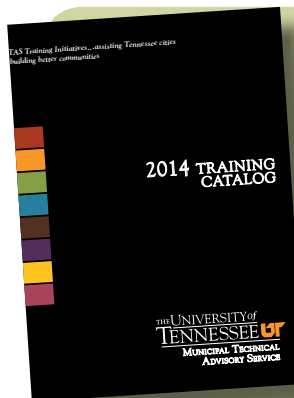
This class will be taught by Brad Bain, ISO Field Analyst, and will cover the ISO Fire Suppression Rating Schedule.

Course Number F0212 - February 14, 2014
(Friday), 8 a.m. to 4 p.m., Embassy Suites, 1200
Conference Center Blvd, Murfreesboro, Class #: 7661

Course Number F0212 - February 15, 2014,
(Saturday), 8:30 a.m. to 4:30 p.m., TFACA Campus
Classroom 1, Class #: 7662

Pre-registration is required. Register for
the class online at [http://www.tn.gov/fire/
tfaca/documents/Registration.pdf](http://www.tn.gov/fire/tfaca/documents/Registration.pdf)

These are the only two ISO classes
scheduled for the state right now. ✕



MTAS Publishes Training Catalog for 2014

Jim Thomas,
executive director
of the Municipal

Technical Advisory Service (MTAS),
recently announced the agency's training
catalog and calendar for 2014.

The publication was distributed to municipal
governments and their employees across
Tennessee to equip them with pertinent
information regarding training and
professional development opportunities for
the new calendar year. The catalog can be
found by visiting the MTAS website. ✕

[http://mtas.tennessee.edu/Training/
Catalog/2014-MTAS-TrainingCatalog.pdf](http://mtas.tennessee.edu/Training/Catalog/2014-MTAS-TrainingCatalog.pdf)



CIS Solutions Consultant John Collier Retires

AFTER SEVEN YEARS with the UT Center for Industrial Services (CIS), John Collier is retiring. Collier joined CIS in 2007 as a consultant to assist Middle Tennessee manufacturers.

The graduate of Tennessee Tech previously worked for the Robert Bosch Corporation in Gallatin in a variety of roles including manager of operations and engineering. He also was a manufacturing manager for Aladdin Industries in Nashville.

Well Wishes.....

"Although John was only with us for seven years, he made all of them count. His background in manufacturing was a true asset to CIS. I know CIS and John's customers are going to miss him."

VICE PRESIDENT MARY H. JINKS

"John has played an important role for CIS in delivering lean solutions to Tennessee manufacturers and developing significant customer relationships in Middle Tennessee. He brought valuable manufacturing experience and insight to the job, as well as a passion for helping companies improve performance. We greatly appreciate his contributions to our customers, university, and state."

CIS EXECUTIVE DIRECTOR PAUL JENNINGS

"I have really enjoyed working with John over the last few years. John shared my passion for helping manufacturers, and his strengths complemented my weaknesses in the work environment. John is a genuine guy who truly cares for people and a true gentleman. I will miss working with him."

SOLUTIONS CONSULTANT MISTY DEPRIEST

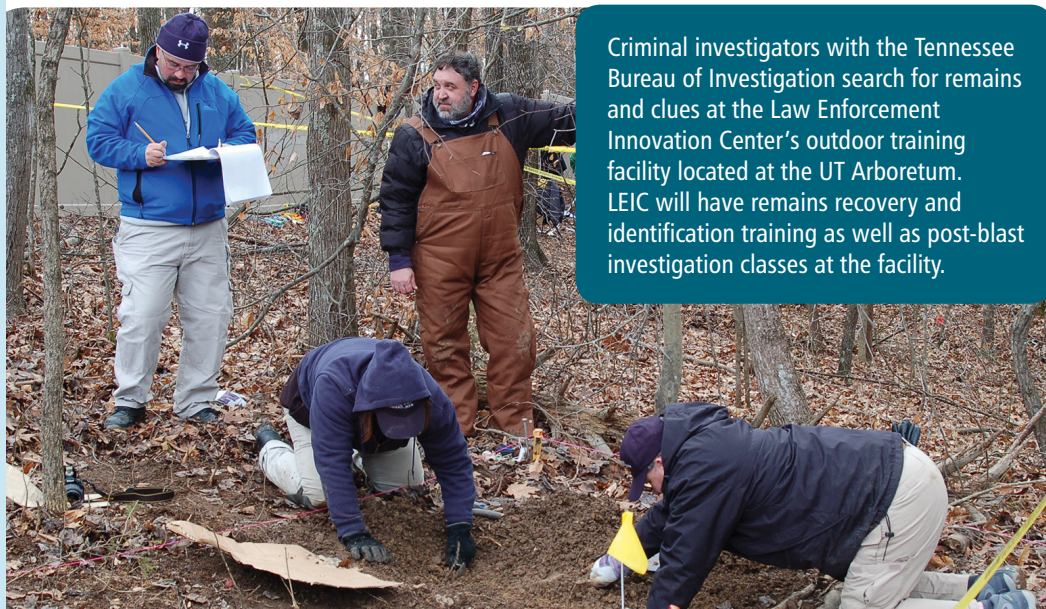
IPS Ranks Positively on Diversity in Employee Engagement Survey

ON THE EMPLOYEE engagement survey completed in May 2013, one of the areas that provided great results was in regard to the questions on diversity and dealing with discrimination. There were a total of five questions on the survey and Institute for Public Service employees rated from 69 to 75 on all of them, which according to the scale, is in the very good to exceptional category. In regard to the negative ratings, employees rated less than 10 in four of the questions and 11 on one question that put responses again in the great to exceptional category.

IPS has made progress in this category. In 2007, the institute began a series of diversity training programs for all employees. The first course helped employees define diversity as any dimension that differentiates people and groups from one another. Bridging the Generations was another training session. The diversity survey showed that employees wanted to know more about different cultures and how to work with different groups.

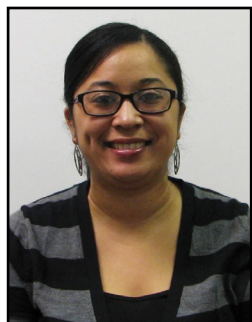
Below are the questions that appeared on the employee engagement survey, and employees' responses to them. **x**

	Positive Response	Negative Response
41. At this institute, people are supportive of their colleagues regardless of their heritage or background.	75	3
46. This institute places sufficient emphasis on having diverse administration and staff.	69	11
49. This institute has clear and effective procedures for dealing with discrimination.	73	8
61. This institute has taken steps to enhance the climate for racial/ethnic minority administrators and administrative staff.	70	7
62. I would rate my institute as a very good place for individuals from an underrepresented (non-majority) identity group.	70	7



Criminal investigators with the Tennessee Bureau of Investigation search for remains and clues at the Law Enforcement Innovation Center's outdoor training facility located at the UT Arboretum. LEIC will have remains recovery and identification training as well as post-blast investigation classes at the facility.

Meet the New Administrative Assistant in Jackson



CHRISTINE ANDERSON is a graduate of the University of Tennessee at Martin, with a bachelor of science degree in business administration, with a

concentration in office information systems. She is a member of the Alpha Kappa Psi Professional Business Fraternity.

She previously worked for nine years in the legal profession with progressive responsibilities, most lately filling the role of a paralegal and office manager with a local law firm.

Prior to working in the legal field, after graduating from UT, she worked in human resources and in accounting in an industrial setting.

Her unique skill set and experience combine to make her well qualified for her current role as the Jackson IPS office administrative assistant. ✕

IPS Employees Get by Giving during the Holidays

EMPLOYEES IN THE UT Institute for Public Service Central Office donated money and toys to fulfill the wish lists of four children, ranging in age from six months to 14 years old, as part of the Helen Ross McNabb Center's Dear Santa project. The Helen Ross McNabb Center receives the lists from area service organizations.

UT County Technical Assistance Service employees donated more than \$1,100 worth of toys to the Toys for Tots campaign. Employees also donated money to be able to help three Nashville organizations – Room in the Inn, Second Harvest Food Bank and the Nashville Rescue Mission.

To: Dr. Macel Ely, MTAS

Thank you so much for agreeing to participate on *The Match Game that Really Counts: Person/Organizational Fit through Training* panel at the Tennessee Chapter of the American Society of Public Administration (TN-ASPA) Annual Fall Symposium. Our panel – and symposium – was a great success and the information you shared on the training provided by the Municipal Technical Advisory Service (MTAS), and the exposure you gave attendees to the response card technology greatly helped make it so.

Nneka Norman-Gordon, TN-ASPA Council Member

Higher Education Resource Officer, Tennessee Comptroller of the Treasury

Online Training Specialist Joins MTAS



CYNDY EDMONDS is no stranger to the Institute for Public Service (IPS). Having been an employee at the University of Tennessee for more than 23 years, she started her career as a production assistant in the Center for Telecommunications and Video (CTV) at IPS.

During this season of her career, she took the opportunity to learn graphics and computer programming when CTV was branching out into the area of developing interactive CD-ROMs

for agencies and other customers. Over the past 13 years, she has been at UT's Office of Information of Technology (OIT) helping faculty members use technology on campus for the enhancement of classroom instruction. In addition to this, she developed some excellent online courses and training for adult learners. As a trainer, she has taught

faculty software applications such as Adobe Captivate, Audacity and Apple iMovie.

"With Cyndy's hiring, an important component in strengthening our online training capabilities is now available to us," said MTAS Executive Director Jim Thomas.

As the online training specialist, Edmonds will work with MTAS Training Program Manager Macel Ely to determine how online learning might benefit the educational experience and professional development of Tennessee municipalities and their employees. Outside of work you can usually find her on the lake in her favorite kayak or at Market Square Farmer's market selling her beautiful pottery. ✕





Orange Star Program Recognizes IPS Employees for Outstanding Service

THE ORANGE STAR recognition is a way to quickly thank and reward an employee that exemplifies outstanding service. Any employee can be recognized at any time and there is no limit to the number of times a person can be recognized. The nominations can be within your own agency or across agency lines. The peer-to-peer recognition form is available in all the IPS offices or can be found online at <http://intranet.ips.tennessee.edu/EmployeeRecognition.asp>.

To recognize an employee, complete the form (paper or electronically) and send to the agency director of the employee you are recognizing. **X**

announcements

RECRUITMENTS

CIS Consultant III
(Solutions),
West TN

LEIC Coordinator II,
Nashville
(Limited Duration)

NEW HIRES

Karen Blake, MTAS as an
IPS Specialist, Training
(Municipal Court Program),
Nashville

ANNIVERSARIES

Thaddeus Grace 27 years
Sandy Selvage 27 years
Bryan Lane 16 years
John Erdmann 15 years
Lori Ungurait 14 years
Margaret Norris 13 years
Kevin Lauer 11 years
Rick Whitehead 10 years
Kristy Godsey Brown 7 years

calendar

CIS

Feb. 5 EPCRA Tier II, Knoxville
Feb. 6 EPCRA Tier II, Chattanooga
Feb. 7 EPCRA Tier II (Simulcast), Kingsport
Feb. 7 EPCRA Tier II (Broadcast), Nashville
Feb. 7 EPCRA Tier II (Simulcast), Martin
Feb. 11 Toyota Kata: A Management System for
Sustaining Lean/Continuous
Improvement, Cookeville
Feb. 12 Tennessee Environmental Regulator
Overview, Knoxville
Feb. 17 8-Hour Site Worker Refresher
(HAZWOPER), Nashville
Feb. 18 16-Hour DOT, Nashville
Feb. 19 EPCRA Tier II, Cookeville
Feb. 19 OSHA 502 Update for Construction
Industry Outreach Trainers, Knoxville
Feb. 20 Innovation 101, Kingsport
Feb. 20 8-Hour DOT Refresher, Nashville
Feb. 20 EPCRA Tier II, Spring Hill
Feb. 20 Tennessee Economic Development
Finance Course, Knoxville

Feb. 21 EPCRA Tier II, Lewisburg
Feb. 25 Training Within Industry Overview,
Kingsport
Feb. 25 Advanced Business Decision Seminar for
Entering Nuclear or Energy Industries as
a Supplier, Oak Ridge
Feb. 25 Government Contracting Basics & Nuclear
Customers, Oak Ridge
Feb. 25 16-Hour DOT, Knoxville
Feb. 26 Handling UNCL, ITAR/Export
Requirements & GPM for Nuclear
Industry Suppliers, Oak Ridge

CTAS

Feb. 11 Writing Quality Job Descriptions, Jackson
Feb. 18 County Financial Issues, Johnson City
Feb. 19 County Financial Issues, Knoxville
Feb. 20 County Financial Issues, Athens
Feb. 25 County Financial Issues, Murfreesboro
Feb. 27 County Financial Issues, Jackson

LEIC

Feb. 10/11 Active Shooter, Lawrenceburg
Feb. 10/11 2-day Leadership & Supervision,
Springfield

MTAS

Feb. 5 Planning and Organizing, Collegedale
Feb. 12 Motivating your Workforce, Sevierville
Feb. 12 Making Effective Decisions, Cleveland
Feb. 14 Customer Service, Morristown
Feb. 19 Municipal Budgeting, Memphis
Feb. 19 Municipal Budgeting, Jackson
Feb. 19 Municipal Budgeting, Martin
Feb. 19 Municipal Budgeting, Nashville
Feb. 19 Conflict Management, Franklin
Feb. 19 Performance Management
and Positive Discipline, Collegedale
Feb. 19 Municipal Budgeting, Kingsport
Feb. 19 Municipal Budgeting, Knoxville
Feb. 19 Municipal Budgeting, Chattanooga
Feb. 26 Developing Teamwork, Cleveland

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DR. MARY H. JINKS
Vice President of Public Service

CHARLES E. SHOOPMAN
Assistant Vice President

STEVEN T. THOMPSON
Assistant Vice President



10% Total Recovered Fiber
All Post-Consumer Fiber



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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.