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The Exchange Newsletter

Institute for Public Service (IPS)

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Institute for Public Service

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(left to right) Sherri Brown, Jill Marling and Jane Davis completed the Star Achievers program.

IPS CO Employees Reach Star Status

Three employees in the UT Institute for Public Service (IPS) central office have been recognized as Star Achievers. Sherri Brown, Jill Marling and Jane Davis completed a program that encourages success in both the working world and in personal life.

The Star Achievement philosophy says that becoming a star achiever takes a combination of learning or enhancing new business skills, maintaining a positive attitude, building a team within an organization and strategically developing goals. The segments build on each other and fit together in the end.

Eighteen people completed the 32-hour course over a five-month period. Joan Burge of Office Dynamics is the founder of the program. ■

Customers, UT Interim President to Address IPS Annual Conference

Employees of the UT Institute for Public Service (IPS) will learn more about each agency's work when customers share success stories at this year's annual conference.

Customers from the [Center for Industrial Services \(CIS\)](#), [County Technical Assistance Service \(CTAS\)](#), [Law Enforcement Innovation Center \(LEIC\)](#) and [Municipal Technical Advisory Service \(MTAS\)](#) will tell conference attendees about some of their successful projects during the past year.

The 2009 conference will begin with a welcome from Vice President of Public Service Dr. Mary Jinks and customer presentations, then employee award presentations and buffet-style lunches.

At the Knoxville-area conference at the Museum of Appalachia, UT Interim President Dr. Jan Simek will speak to employees after lunch and awards. Simek will not attend the Nashville-area conference at the Loveless Barn, but will have breakfast with invited Nashville-area IPS employees from 7:30 to 9 a.m. as part of his campus tours. Between the president's breakfast and annual conference, IPS employees will have time to visit the shops and attractions at the Loveless Barn.

The afternoon session of Annual Conference is a program with Gia Interlandi, president of the Leadership Conservatory. Interlandi will conduct a Citizen Café exercise for IPS employees. The Leadership Conservatory teaches principles and skills of leadership to both large and small organizations in the U.S. and Europe, to firefighters and police officers in Chicago and undergraduates at Northwestern University. Interlandi co-founded the Leadership Conservatory, a civil society and leadership education organization, in 2006.

Knoxville, Johnson City and Chattanooga employees will meet Sept. 9 at the Museum of Appalachia (www.museumofappalachia.com) from 10:30 a.m. to 3 p.m. (EST). Staff based in Nashville, Cookeville, Jackson, Martin and Memphis will meet at the Loveless Barn (www.lovelessbarn.com) from 10:30 a.m. to 3 p.m. (CST) Sept. 10. Dress is business casual. Employees with special dietary restrictions must notify Judie Martin via e-mail at judie.martin@tennessee.edu or phone (865) 974-1535 by Sept. 1. ■

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Customers Report Favorably on Satisfaction with IPS Services

CTAS, CIS Conduct OSHA Training for County Highway Officials

2009 IPS ANNUAL CONFERENCE
September 9 at the Museum of Appalachia
September 10 at the Loveless Barn
10:30 a.m. to 3 p.m.

Customers Report Favorably on Satisfaction with IPS Services

Customers of the UT Institute for Public Service (IPS) continue to consider IPS services excellent, according to the 2009 IPS Customer Satisfaction Survey.

For the first time, IPS conducted the survey electronically. Surveys contained five general questions, and each agency developed questions for its customers. Each agency emailed the survey link to its customers, more than 4,000 overall. Nearly 1,100 customers returned the survey.

"With the economy struggling over the past few years, organizations have needed our services more than ever, and it's great to see that our agencies have stepped up to fulfill those needs," said Dr. Mary Jinks, vice president of public service. "We're pleased with the results of the customer satisfaction survey, which show an overwhelming number of our customers to be happy with the quality of our services."

The survey measures customers' satisfaction with the services of the four IPS agencies. The results show 97 percent of IPS customers (all agencies combined) consider the quality of service they receive excellent or good. Eighty-one percent of customers rate the information or service provided by IPS as very useful, saying it is a decisive factor for them.

In fiscal year 2009, IPS agencies provided training to more than 20,000 individuals and answered nearly 24,000 requests for assistance.

A summary of the survey results is available on the IPS employee intranet (<http://intranet.ips.tennessee.edu/>) under Downloads. ■

QUALITY 3.7 OF 4	%
Excellent (4)	69.5
Good (3)	27.6
Fair (2)	2.1
Poor (1)	0.8

CTAS, CIS Conduct OSHA Training for County Highway Officials



The UT [County Technical Assistance Service](#) (CTAS) and the UT [Center for Industrial Services](#) (CIS) joined forces in August to conduct a pilot training program on Occupational Safety and Health Association (OSHA) regulations and safety procedures for county highway officials.

The 10-hour workshop in Franklin County included an introduction to OSHA; OSHA/General Duty Clause; inspections, citations, and penalties; walking and working surfaces; means of egress and fire protection; and electrical safety.

CIS Safety Consultant Bryan Lane led the class, which included more than 15 participants from about 10 different counties. Attendees included highway department office managers, road superintendents, mechanics and shop foremen. In addition to providing classroom training, Lane took the attendees through the highway shop area and pointed out possible safety hazards and safety improvements. Participants who are enrolled in the County Officials Certificate Training Program (COCTP) received 10 hours of COCTP category A or recertification credit for their attendance.

CTAS Training Manager Bob Schettler and County Government Consultant Gary Hayes helped coordinate the pilot program. CIS is working with CTAS field consultants in other areas to continue the program across the state. Similar workshops are scheduled this fall for McNairy, Greene, Williamson and Obion counties. ■

Bryan Lane is conducting pilot training programs on OSHA regulations and safety procedures for county highway officials across the state.

In Memoriam A.C. Lock

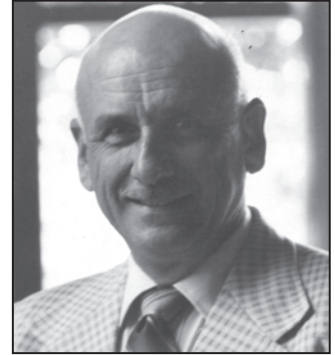
January 10, 1925 — August 14, 2009

Aaron Charles (A.C.) Lock Jr., a retired engineering and public works consultant for the University of Tennessee Municipal Technical Advisory Service (UT MTAS), passed away in Claremore, Okla., August 14.

Lock began his MTAS career in Memphis on Sept. 1, 1965, as an urban growth consultant. He retired on Aug. 31, 1990. Lock won several awards from both the UT Institute for Public Service and the American Public Works Association.

He was born in Oklahoma, and he graduated from Oklahoma State University with a degree in civil engineering. He served as an engineer paratrooper with the 101st Airborne Division during World War II and fought in several battles, including the Battle of the Bulge.

Lock is survived by his wife, Jessie Lee, one daughter and grandchildren. A memorial service was held in Claremore on Aug. 22. Memorials may be made to Sequoyah Baptist Church, 14502 S. 4170 Road, Claremore, OK, 74017. ■



A.C. Lock

FACETIME

Have news you want to share? Give your news to the agency representative for The Exchange – MTAS, Frances Adams-O'Brien; CTAS, Claire Marsalis; LEIC, Janet Hails; CIS, Wendy Eddy; and IPS CO, Susan Robertson.

After nearly three years with the UT Law Enforcement Innovation Center (LEIC), **Becky Kelso** has left the agency to pursue a graduate assistantship teaching anatomy at UT Knoxville.



Becky Kelso

Kelso began working with LEIC and its National Forensic Academy (NFA) in September 2006. She assisted with the day-to-day functions and logistics of the NFA and supported the general work of LEIC. The NFA partners with the UT Knoxville Department of Anthropology to fund graduate assistantships.

Kelso is pursuing a doctorate in anthropology. ■

Sharon Rollins, consulting program manager for the UT Municipal Technical Advisory Service (MTAS), is now working out of Knoxville instead of Johnson City. As consulting program manager, Rollins provides leadership and supervision for management, legal, finance, technical and codes work teams. As public works and engineering consultant for the eastern half of the state, she provides professional advice and technical assistance for elected and appointed municipal officials on public works matters.



Sharon Rollins

Rollins and her husband Ray bought a home in Kodak, allowing her to more effectively carry out her supervisory and consultant roles at MTAS.

Customers can now reach her at the MTAS Knoxville office at (865) 974-0411. ■

IPS September Calendar of Events

◆ CIS

- Sept. 1-2 16-Hour DOT, Knoxville
- Sept. 1-2 16-Hour Manhole Operations and Safety Training, Nashville
- Sept. 3 8-Hour Site Worker Refresher, Knoxville
- Sept. 3 Eureka Winning Ways Profit 101, Nashville
- Sept. 9-10 OSHA 10-Hour General Industry, Nashville
- Sept. 15 Confined Space Overview, Nashville
- Sept. 16 8-Hour Excavation Competent Person, Nashville
- Sept. 17 8-Hour Emergency Response Refresher, Nashville
- Sept. 22 Lean Office Event, Chattanooga
- Sept. 22-25 OTI510 Occupational Safety and Health Standards for Construction, Knoxville
- Sept. 23 Eureka Winning Ways Profit 101, Jackson
- Sept. 24 Tennessee Environmental Regulatory Overview, Nashville

◆ CTAS

- Sept. 9 Family Medical Leave Act/Fair Labor Standards Act Training, Franklin
- Sept. 17 Five Essentials of Leadership Workshop, Jackson
- Sept. 17-18 COCTP Regional Renewal Conference, Blountville
- Sept. 22 Five Essentials of Leadership Workshop, Knoxville
- Sept. 23 Five Essentials of Leadership Workshop, Johnson City
- Sept. 29 Five Essentials of Leadership Workshop, Franklin

◆ LEIC

- Sept. 1-3 Transit Terrorist Tools and Tactics (T4), Urbana, Ill.
- Sept. 14– National Forensic Academy (NFA),
Nov. 20 Session 25, Oak Ridge
- Sept. 15-17 T4, Nassau County, N.Y.
- Sept. 22-24 T4, Tempe, Ariz.
- Sept. 28–
- Oct. 2 Bloodstain Analysis, Salt Lake City, Utah
- Sept. 30–
- Oct. 2 Regional Community Policing Institute, Supervision and First Line Management for Law Enforcement, Winchester

◆ MTAS

- Sept. 1 Fire Departments: What Everyone Should Know, Jackson
- Sept. 1 Financial Reporting I, Spring Hill
- Sept. 2 Fire Departments: What Everyone Should Know, Lakeland
- Sept. 3 Fire Departments: What Everyone Should Know, Franklin
- Sept. 8 Fire Departments: What Everyone Should Know, Johnson City
- Sept. 9 Fire Departments: What Everyone Should Know, Knoxville
- Sept. 9 Financial Reporting I, McMinnville
- Sept. 9 Financial Reporting I, Athens
- Sept. 9 Financial Reporting I, Jackson
- Sept. 10 Fire Departments: What Everyone Should Know, Collegedale
- Sept. 16 Financial Reporting I, White House
- Sept. 16 Financial Reporting I, Morristown
- Sept. 16 Financial Reporting I, Jackson
- Sept. 22 Elected Officials Academy Level III (Public Works and Council at Work), Livingston

RECRUITMENTS

◆ CIS

PTAC Consultant, Nashville

◆ CTAS

Legal Consultant, Nashville

◆ MTAS

2 Training Consultants, Knoxville/Nashville
Municipal Management Consultant, Knoxville
Legal Consultant, Knoxville

NEW HIRES

◆ CIS

Paul Jennings, Executive Director, Nashville

◆ IPS CO

Paul Bowman, Development Director, Knoxville


TRANSFER

◆ IPS CO

David Hall from CIS to IPS CO

STATE SERVICE LONGEVITY

Steve Austin, CTAS	9 years
Jennifer Benson, LEIC	3 years
Beverly Erwin, CIS.	28 years
Mike Garland, CTAS	34 years
Dennis Huffer, MTAS	20 years
Gary Jaeckel, MTAS	10 years
Mary Jinks, IPS CO	26 years
Nathan Lefebvre, LEIC	11 years
Mike Meyers, CTAS	10 years
Dick Phebus, MTAS	36 years
Bobby Phillips, CTAS	22 years
Kim Raia, CTAS	9 years
Brian Spears, CTAS	14 years
Chris Wright, CIS.	12 years
Steve Wyatt, MTAS	11 years




The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service
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- Sept. 2 UT Health Science Center
- Sept. 9 East Tennessee IPS employees, Museum of Appalachia
- Sept. 10 Middle Tennessee IPS employees, Loveless Barn, 7:30 a.m. breakfast
- Sept. 14 UT Chattanooga
- Sept. 15 UT Institute of Agriculture
- Sept. 29 UT Martin
- Oct. 6 UT Knoxville



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