



University of Tennessee, Knoxville  
**TRACE: Tennessee Research and Creative  
Exchange**

---

The Exchange Newsletter

Institute for Public Service (IPS)

---

6-2010

## Exchange June 2010

Institute for Public Service

Follow this and additional works at: [https://trace.tennessee.edu/utk\\_exchange](https://trace.tennessee.edu/utk_exchange)

---

### Recommended Citation

Institute for Public Service, "Exchange June 2010" (2010). *The Exchange Newsletter*.  
[https://trace.tennessee.edu/utk\\_exchange/49](https://trace.tennessee.edu/utk_exchange/49)

This Newsletter is brought to you for free and open access by the Institute for Public Service (IPS) at TRACE: Tennessee Research and Creative Exchange. It has been accepted for inclusion in The Exchange Newsletter by an authorized administrator of TRACE: Tennessee Research and Creative Exchange. For more information, please contact [trace@utk.edu](mailto:trace@utk.edu).



# the EXCHANGE

WWW.IPS.TENNESSEE.EDU

June 2010 A newsletter of The University of Tennessee Institute for Public Service Vol. 5 No. 6

*University expertise for community and workplace needs*

## IPS Agencies Added to Tennessee Code

The **UT Institute for Public Service (IPS)** received some big news in mid-May.

As of May 10, 2010, the **Municipal Technical Advisory Service (MTAS)**, the **Law Enforcement Innovation Center (LEIC)** and the **Naifeh Center for Effective Leadership** are officially recognized in the Tennessee Code as part of the Institute for Public Service.

In Senate Bill 3680, sponsored by Sen. Randy McNally (R-Oak Ridge), all three agencies are recognized to provide studies, research, training and educational conferences using professionals in their respective fields. The bill was supported in the House by Rep. Craig Fitzhugh (D-Lauderdale, Crockett and Dyer Counties).

Although MTAS has been recognized in TCA for some 60 years, the agency has never been a part of the IPS code.

Anthony Haynes and Lou Hanneman, who work in the Nashville office of UT Government Relations, spent a number of hours getting this language included in Tennessee Code. ■



*LP Field, home of the Titans*

## Nashville Flooding Affects IPS Staff

Some Institute for Public Service (IPS) employees are still dealing with the after effects of Nashville's devastating floods.

The **Center for Industrial Services'(CIS)** Albert Tieche and his family lost their home in the flood. Ann Mitchell and Mike Simmons, also of CIS, both suffered property damage. The home of Josh and Bonnie Jones from the **UT Municipal Technical Advisory Service (MTAS)** and the home of Jon Walden from the **UT County Technical Assistance Service (CTAS)** also suffered flood damage. IPS and its agencies are collecting money and gift cards (Target, Publix and MapCo) for the Tieche family.

Other IPS employees had a role in the recovery effort. Kevin Lauer, CTAS fire management consultant, and Gary West, MTAS fire management consultant, have worked with the Tennessee Emergency Management Agency for several years on the Tennessee Fire Chiefs Mutual Aid Plan. On the morning of Sunday, May 2, they were called on to put the plan into action.

"I received a phone call from TEMA at 1:45 a.m. Sunday requesting that the Tennessee Fire Chiefs Mutual Aid plan be activated and that three Swift Water Rescue Teams from East Tennessee be deployed to Nashville," Lauer said. "I contacted the district coordinators, and they filled it with the Knoxville Rescue Squad, Bradley County Fire Rescue and Hamilton County Rescue. These crews worked in Nashville, Williamson County and Cheatham County rescuing hundreds of people in just the first 12 hours, working several deployments over the next several days." An incidence response team (IMT) was called upon to work the flooding situation in Cheatham County.

"Over the course of six days, 17 members of the regional IMT provided assistance in all areas of incident management," Lauer said. "I spent Wednesday meeting with the team and the mayor. He was very pleased with the assistance we provided to them during the crisis. In addition to the IMT members, we also sent fire tankers to Ashland City from Fairview and Lasscasses (Rutherford County) to provide water for fire fighting, since their water system was practically wiped out." ■

### IN THIS ISSUE

**Flood Forces TBEDC to Relocate**

**IPS Leadership Academy Launched**

**IPS Employees Named to Statewide Committees**

**MTAS Intern Named Assistant City Manager in Columbia**

# My First 60 Days as IPS Assistant Vice President

an Editorial by Mike Tallent

I have been asked to share with you my impressions and reflections on my first 60 days as an assistant vice president for the UT Institute for Public Service (IPS). Let me begin by thanking Dr. Mary Jinks for the opportunity to serve as assistant vice president for the Institute for Public Service and to the leadership and staff of the Center for Industrial Services (CIS), the Law Enforcement Innovation Center (LEIC), the Naifeh Center and the IPS Central Office for the warm welcome I have received and for their assistance in helping me acclimate to my new environment.



Mike Tallent

I especially want to thank Don Green, Paul Jennings and Tom Kohntopp for their assistance and cooperation. They have made this transition smooth and productive for me.

This opportunity was created by the untimely death of our former AVP Karen Holt, and while I am working with a different set of agencies, I hope my work and efforts reflect positively on the standards she established.

Although, I have been a part of IPS for 30 years, that time was with the Municipal Technical Advisory Service (MTAS), and my familiarity with CIS, LEIC and the Naifeh Center has been limited at best.

There is an old saying regarding a fast learning curve, that it is like "drinking from a fire hose." That is a good way to describe my first 60 days, because I arrived in the middle of budget preparation for three agencies, including budget hearings for all agencies, strategic planning for the Naifeh Center and four other inter-agency strategic planning teams and numerous existing and potential grant pursuits.

At the end of my first 60 days, I am pleased to say that the budget process is close to being completed, and I am far more conversant on the agency budgets of CIS, LEIC, the Naifeh Center and IPS than I was. Does that mean I have the answer to any financial worries looming on the horizon? No, but I am in a much better position to have a positive impact on generating a solution to those concerns.

At the end of 60 days, we have completed the strategic plans for the Naifeh Center, the Environmental/Energy Strategic Planning Team and hopefully the Public Safety/Worker Safety Strategic Planning Team.

We are still working on the strategic plans for the Leadership/Executive Development Strategic Planning Team and the Resource Generation Strategic Planning Team.

These completed plans cover a five-year span, and in each case are aggressive in the goals and objectives they have established.

Each of these teams is comprised of staff from multiple agencies, and I want to thank and applaud these staff members for their vision and efforts and their commitment for improving their respective subject area for IPS and for the customers of their respective agencies and the institute.

Overall, these plans represent what I hope to achieve as AVP, and that is creating a work environment in which agencies and staff want and see the benefit of working together on issues and projects and thereby utilizing the multiple skills, ideas, innovations within the institute to deliver the best and most innovative solutions and services to their respective customers efficiently and effectively.

For me it is critically important that we be good stewards of the taxpayer's dollar and that the services and advice that we provide make a difference in the performance and success of our customers.

In closing, I again want to thank Dr. Jinks for the opportunity, and I look forward to the challenges and fun this new position will provide. ■

*Don't forget!*  
**UT IPS**  
**ANNUAL CONFERENCE**  
**July 29-30**  
*Embassy Suites, Murfreesboro*



# Flooding Forces TBEDC to Relocate

Flood waters and a subsequent power outage forced the Tennessee Basic Economic Development Course (TBEDC) to change locations, but course organizers, instructors and participants persevered and completed the session at the end of the week with a graduation session.

"This year's course certainly brought its challenges — including completely relocating course participants, instructors and materials from the AT&T Building to the Courtyard by Marriott at 6:30 a.m. Tuesday — and starting on schedule at 8 a.m.," said Beth Phillips,

CIS economic development specialist. "All 26 of our instructors gave their presentations during the week, and we graduated 32 course participants. It truly was a team effort, and we appreciate everyone's support."

The course was held the first week of May in Nashville. Participants included economic and community development practitioners and government leaders from Tennessee, Alabama, Florida, Georgia, Louisiana, Missouri, Texas and one from British Columbia, Canada.

The speakers shared their expertise on economic and community development, addressing topics such as trends in economic development, workforce development, entrepreneurial and small business development and incubating technology-based businesses.

"It was such an enjoyable week at TBEDC. I learned so much and will definitely recommend it to all of my communities," said Amy New, regional economic development specialist with the Tennessee Department of Economic and Community Development. ■



The UT Institute for Public Service (IPS) announced the launch of the IPS Leadership Academy, a two-year leadership training program for employees committed to the public service mission.

The academy gives IPS employees the chance to receive top-notch leadership training and to learn the ins and outs of the UT system, the institute and its agencies.

Any full-time IPS employee, who is committed to staying with IPS at least five additional years, is eligible to be nominated for the program. Employees may be nominated by their supervisors, agency directors, peers or they may nominate themselves.

The inaugural class of the IPS leadership class will be made up of 15 to 18 participants, who will meet for a week beginning in September. Following that initial session, participants will meet quarterly for up to two days at UT campuses and institutes across the state.

E-mail your applications before June 11 to Judie Martin at [judie.martin@tennessee.edu](mailto:judie.martin@tennessee.edu).

The inaugural class will be announced on June 25.





## Class of 2010 TGMI

The first week of the **TENNESSEE GOVERNMENT MANAGEMENT INSTITUTE** was held May 2-7 in Knoxville. Participants included mid-level managers within state government who have program or organizational responsibility. The program serves to develop and promote the leadership abilities of middle managers to better serve their employees and, in turn, the citizens of Tennessee. While focusing on developing leadership abilities in classroom sessions, the participants also learned how to ensure the success of projects outside the classroom. Week 2 will be June 20-25 at Montgomery Bell State Park.



# CTAS Highway Department Training Draws Large Attendance

In April, the UT County Technical Assistance Service (CTAS) coordinated a training seminar for county highway personnel on the basics of asphalt — from the plant to the finished product.

More than 90 highway employees from across the state attended the session at the Marriott Hotel in Franklin. Chad Collier with Collier Engineering conducted the asphalt class, which included training on the types of mix, the proper procedure for laying mix down, rolling patterns and paving techniques and proper temperatures. The session was so well received and attended that CTAS hopes to be able to provide similar training for highway departments in the future. ■

# IPS Employees Named to Statewide Committees

Several UT Institute for Public Service (IPS) employees will be representing the institute on statewide and university-wide committees. They are:

**Dr. Mary Jinks** has been appointed to serve on the Compensation Advisory Board. This board is made up of representatives from all campuses and institutes, faculty, staff and administration. The purpose of this group will be to revise/update UT's compensation philosophy, policies and practices, to analyze and determine market position and internal equity and to recommend compensation strategies such as pay for performance, incentive compensation plans, retention plans and bonus programs. This committee is chaired by Dr. Joe DiPietro, vice president of the Institute of Agriculture.

**Bonnie Jones**, IPS personnel consultant with the Municipal Technical Advisory Service (MTAS) has been appointed to represent IPS on the Human Resources Policy Advisory Group. This committee will serve in an advisory role and review policies for clarity and understanding, make suggestions for information on materials that can be made available to employees and departments, bring policy issues to human resources and develop a method of communicating the rollout of new and revised policies for each campus. This group will work



*Dr. Mary Jinks*



*Bonnie Jones*



*Mandy Johnson*



*Robin Roberts*

with the human resource officers for the system.

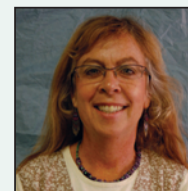
**Mandy Johnson**, training specialist with the Law Enforcement Innovation Center (LEIC) has been appointed to serve on the Healthy Campus Initiative. This program is linked to the American Cancer program. Brian Roe of the UT Office of Employment and Organizational Development is chairing this committee, which will be focusing on five programs including diet, physical fitness, tobacco use elimination, health screenings and quality treatment. Each campus and institute will be developing initiatives to help make their employees healthier, decrease the use of sick leave and lower the cost of insurance by promoting better health.

In addition, the Human Resource Office has put out a bid for an Applicant Tracking System. This system will serve as the way that new jobs/positions will be posted and for people to apply for them online. The bids have been returned, and in the latter part of May, a committee will be participating in demonstrations by the top companies that met the specifications. **Robin Roberts**, program manager with the County Technical Assistance Service (CTAS), will be viewing these demonstrations. This Applicant Tracking System will be used system-wide by all the UT campuses and institutes for hiring. ■

## IPS Central Office Employee Completes Communication Certificate

Marie Vesser, administrative support assistant with the UT Institute for Public Service (IPS) central office, completed all the requirements for the communication certification program offered by the Office of Employment and Organizational Development.

This program involves taking 32 hours of course work in areas related to communication in the workplace. The communication certification assists employees in improving their communication skills and demonstrates commitment to continuing education and job enrichment. ■



*Marie Vesser*



# "Graduation" and a Legacy to Public Service



by Paul Bowman,  
Development Director

Spring is in the air at the University of Tennessee, and for many students, thoughts of graduation and what that means in an economy still recovering from a recession is just about as front and center as their final exams and final few weeks of school. In spite of job prospects and their outlook, still they must plan for graduation. And what about you? Are you planning for a different kind of "graduation?"

A common excuse for not looking at estate plans for most individuals is this — "I am not planning on dying (or as we call it in the planned giving world, graduating)." No one really is, are we? We plan for summer vacations, plan for the upcoming football season and even plan for retirement. But do we plan for that one day we will all face when we "graduate" and leave all we have accumulated behind?

A recent survey by the Chronicle of Philanthropy reports that 60 to 70 percent of Americans do not have a will. (In reality we all have one — if you have not drafted a will, the state of Tennessee has made your will.) An event that all of us can count on occurring in our lives — graduating — will be occurring at one time or another, and yet the majority of individuals do not take the time to make preparations for this event. And invariably not planning for graduation, regardless of the individual's net worth, results in hardship and stress upon loved ones as they make decisions for the decedent. All of this could be avoided with a will that works for you. Confidential assistance in developing a will that works may be found at this office, the University of Tennessee Office of Planned Giving or an attorney who specializes in estate planning and elder law.

For those who wish to leave a legacy of their work in public service or to honor others who they know who have invested themselves in public service, membership in the newly formed Public Service Legacy Society is an option. Members are individuals who, regardless of the amount, designate a percentage, a portion or a residual amount of their estate to the Institute of Public Service or one of the institute's agencies. The society exists to celebrate these special friends — individuals who

understand the need to continue the mission of public service in a fashion that is visionary, since they will not themselves see the results of their support.

As you plan for "graduation," remember you have available resources through this office. If you choose to include us in those graduation plans, we appreciate your thoughtfulness. Please allow us to celebrate you before you flip that tassel one more time. ■

## MTAS Intern Named Assistant City Manager

by Stephanie Harrison, IPS Intern

Jennifer Ward, UT Municipal Technical Advisory Service (MTAS) management intern, recently accepted a job as assistant city manager of Columbia.

She credits MTAS for giving her valuable hands-on experience that will help her in her new career path. "I cannot say enough great things about how beneficial this program has been for me personally and professionally," Ward said.

Ward participated in a two-year internship in which she traveled to Murfreesboro, Brentwood, White House and Columbia, rotating from each city every three months. At each location she interacted with city managers and city councils and learned about what it takes to be successful as a city manager. Ward says that being able to see how each office worked was one of the most important aspects of the internship.

"Working directly with city managers, we covered every major area — public safety, waste management and budget. Instead of only seeing how one city managed these issues, I was able to get mentored by the best practices from several people. I feel very blessed. It was a very realistic look at how different and challenging everyday can be," Ward said.

Ward said she wishes MTAS would offer more internships in the future. She believes MTAS is providing important real world experience that cannot be learned in a classroom. She pointed out that most city employees are close to retirement age, which offers an opportunity in the field for young professionals. ■

# Staff Applause



*Bob Schettler*

**TO: BOB SCHETTLER AND TRAINING STAFF, CTAS**

I learn something at every COCTP class that I can take back to work and use. Thank you!

Tom Wall, Dickson County Sheriff



*Nathan Lefebvre*

**TO: NATHAN LEFEBVRE, LEIC**

Since our return from the National Forensic Academy, we have had a bank robbery and two homicides that resulted in arrest. This is not including the residential and business burglary's that were solved. The training we received at the academy really came in handy on all of these cases. We approached each scene differently now that we have had this training.

Jeff L. Steele, Crime Scene Investigator, Lancaster County Sheriff's Office, South Carolina



*William Haston*

**TO: DICK PHEBUS, MTAS**

I wanted to take a minute and let you know how impressed we were with **William Haston**. I asked him to attend our annual commissioner's retreat on April 17 to discuss budget procedures with our board of commissioners. He did an excellent job! He was very professional and very informative. The board was very impressed and grateful for his knowledge and his ability to get the information across in a manner that was easy to understand. Haston is certainly an asset to your organization, and we appreciated the service he gave us.

Debbie K. Finch, CMC, Assistant City Manager/Recorder, Town of Kingston Springs



*Macel Ely*

## IPS Employee Receives Award for Graduate Research

IPS employee Macel Ely was recently honored with the David L. Clark National Graduate Student Research Award at the American Educational Research Association's annual conference in Denver on April 28-29.

Nominated by the University of Tennessee's College of Educational Leadership and Policy Studies faculty and staff, Ely's nomination was eventually selected among only 40 doctoral students across the nation to win the award.

The award criterion included doctoral students whose current graduate research may significantly impact the scholarly knowledge and literature existing in educational leadership. Ely's dissertation topic was entitled, "Roles and Responsibilities of Principals and School Resource Officers: Who Is in Charge When There Is No Memorandum of Understanding?"

The award and two-day event was sponsored by the University Council for Educational Administration (UCEA), various divisions of the American Educational Research Association (AERA) and SAGE Publications. This internationally recognized event brings emerging educational researchers and scholars together to discuss current research trends and scholarly works in the educational field. Sponsors of the event tout that many past award winners have included world-renown faculty members at major research universities. ■



# IPS June Calendar of Events

## ◆ CIS

June 1 Bloodborne Pathogens, Knoxville  
 June 2 Eight-Hour Emergency Response, Bartlett  
 June 3 Eight-Hour Site Worker Refresher, Bartlett  
 June 4 Eight-Hour DOT Refresher, Bartlett  
 June 14 40-Hour Site Worker, Gatlinburg  
 June 15 Accident Investigation Basics, Nashville  
 June 16 Tennessee Environmental Regulations, Memphis

## ◆ CTAS

June 8-9 Tennessee County Services Association (TCSA) Summer Legislative Conference, Gatlinburg  
 June 8-10 Tennessee County Clerks Association Summer Meeting, Murfreesboro  
 June 23-25 Tennessee Clerks of Court Summer Conference, Cool Springs

## ◆ LEIC

June 2-3 Safe Schools Institute, Nashville  
 June 8-10 Survival Spanish for Law Enforcement, McClellan, Calif.  
 June 14-15 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Vicksburg, Miss.  
 June 15-16 Reducing Domestic Violence, Oak Ridge  
 June 17-18 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Alexandria, La.  
 June 28 Crime Scene Management in Correctional Institutions, West Jordan, Utah

## ◆ MTAS

June 1 Cash Administration (Certified Financial Manager Program), Athens  
 June 2 Cash Administration, Jackson  
 June 2 Communication Skills and Behavioral Skills (Municipal Administration Program), Goodlettsville  
 June 2 Cash Administration, McMinnville  
 June 3 Communication Skills and Behavioral Skills, Mt. Juliet  
 June 8 Cash Administration, Morristown  
 June 9 Cash Administration, Jackson  
 June 9 Cash Administration, White House

June 10 Communication Skills and Behavioral Skills, Lakeland  
 June 11 Communication Skills and Behavioral Skills, Jackson  
 June 22 Planning and Organizing, Collegedale  
 June 23 Planning and Organizing, Knoxville  
 June 24 Planning and Organizing, Johnson City

## ◆ NAIFEH CENTER

June 20-25 TGMI, Week 2, Montgomery Bell State Park

## RECRUITMENTS

### ◆ LEIC

Program Manager, Oak Ridge  
 Coordinator I, Oak Ridge

## RETIRES

### ◆ CIS

Dr. Richard Buggeln  
 Environmental Program Manager  
 Knoxville

### ◆ MTAS

Don Darden  
 Municipal Management Consultant  
 Nashville

## DEPARTURES

### ◆ MTAS

Jennifer Ward, Intern, Nashville

### ◆ NAIFEH CENTER

Zachary Kelley, Intern, Nashville

## STATE SERVICE LONGEVITY

Donna Bridges, CIS . . . . . 7 years  
 John Chlarson, MTAS . . . . . 12 years  
 Andi Damewood, IPS CO. . . . . 11 years  
 Mike Garland, CTAS . . . . . 33 years  
 Nancy Gibson, MTAS. . . . . 14 years  
 Paul Jennings, CIS . . . . . 26 years  
 Libby McCroskey, CTAS . . . . . 19 years  
 Emily Miller, LEIC . . . . . 2 years  
 Deidra Phillips, LEIC . . . . . 4 years  
 Sharon Rollins, MTAS . . . . . 25 years  
 Becky Smeltzer, MTAS . . . . . 12 years  
 Brian Spears, CTAS . . . . . 13 years  
 Bill Stetar, CIS . . . . . 11 years  
 Norma Wilcox, CIS . . . . . 19 years

The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service  
 105 Student Services Building  
 Knoxville, Tennessee 37996-0213  
 Phone: (865) 974-6621 • Fax: (865) 974-1528

JAN SIMEK  
 Interim President

DR. MARY H. JINKS  
 Vice President of Public Service

WWW.IPS.TENNESSEE.EDU

10% Total Recovered Fiber  
 All Post-Consumer Fiber

PRINTED WITH SOY INK™

# 1-888-444-UTHR

From 865 area code, call 946-8847

Available 8 a.m. – 5 p.m. ET

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university. 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.

## Donald J. Darden

Municipal Management Consultant

After 12 years with the UT Municipal Technical Advisory Service (MTAS) and a total of 41 in the field of public service, Don Darden is retiring at the end of June.



Darden joined MTAS in October of 1998 after a lengthy career in city management and economic development. He has served as a city manager/administrator in Jefferson City and LaFollette, the Coffee County executive, executive director of the South Central Tennessee Development District and as executive director of the Tullahoma Industrial Board. He also serves as a member of the UT Institute for Public Service (IPS) Economic Development Council and has conducted extensive research on economic development issues and problems in Tennessee cities. Darden teaches economic development, structures of city government, charters, codes, open meetings and open records in the MTAS Elected Officials Academy, and he has developed and delivered training on reducing health insurance costs in the MTAS Municipal Management Academy.

Darden began his lengthy career in public service after receiving his bachelor's degree in political science from Middle Tennessee State University (MTSU). He received his master's degree in public administration from the University of Tennessee. He also is a graduate of the Economic Development Institute at the University of Oklahoma.

During his tenure at MTAS, Darden served as a municipal management consultant advising cities on issues and problems including charter revisions, personnel policies and procedures, police policies and procedures, utilities, safety, budgets and purchasing.

Darden was honored in 2008 with the Robert S. Hutchison Outstanding Public Service Professional Award at the IPS Annual Conference, and he has received a number of other awards and commendations during his career.

In his retirement, Darden said he plans to do more trout fishing and traveling, and he's already doubled the size of his garden.

Darden and his wife Dianna reside in Tullahoma and have five grown children. Greg, a graduate of the University of Tennessee, is an Army officer currently stationed at Ft. Bliss, Texas; Jack is a computer programmer in Franklin; Emily is employed by Tennessee Retina Associates; David, a graduate of MTSU, is stationed with the 160th Special Operations Regiment at Ft. Campbell, Ky.; and Steven, a professional singer, is a graduate of Belmont University where he majored in vocal commercial music.



“Don’s contributions to MTAS have been immense, especially in the area of economic development. He worked to enhance the skills and knowledge he brought to MTAS and did an excellent job of transferring that knowledge to MTAS’s customers. He has been a cornerstone of the IPS Economic Development Council. The cities he served over the years are going to miss him and so will I. It has been my honor to work with Don and call him a colleague. I wish him the best of everything in retirement.”

*Mike Tallent – IPS Assistant Vice President and Former MTAS Executive Director*

“Don has made numerous contributions to IPS and MTAS during his time here. He shared a wealth of knowledge, specifically in the area of economic development, with cities throughout Middle Tennessee. I’d like to thank Don for his years of service at MTAS and wish him nothing but the best in his retirement.”

*Dr. Mary Jinks – Vice President of Public Service*

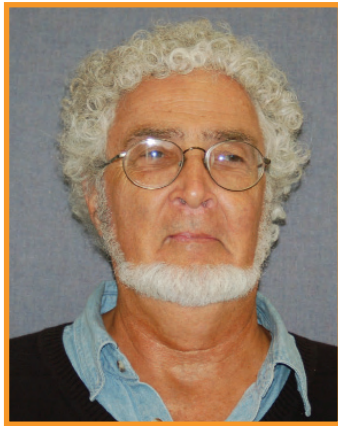
“Hopefully, when someone hears the term “MTAS consultant”, he/she thinks – knowledgeable, experienced, professional, team-player, dependable, goes above the call of duty . Don Darden exemplifies all these traits. He goes about his work with little fanfare, but makes a big impact on his customers and colleagues. When Don retires at the end of June, 2010, MTAS will lose a valuable consultant. We will miss him!”

*Sharon Rollins – Consulting Program Manager, MTAS*

## Dr. Richard Buggeln

Manager, Environmental Programs

At the end of June, one of the more memorable employees for the UT Center for Industrial Services (CIS) will begin a new chapter in his life. For 15 years, Dr. Richard Buggeln's office in the Institute for Public Service's Central Office has served as home to various experiments and mounds and mounds of environmental research. The plants and flowers on the landing outside the door of his office have benefited from Dr. Buggeln's, as he is more commonly known, tender loving care and nurturing.



Co-workers in the UT Institute for Public Service central office have been treated to his funny stories, contagious laugh and the morning aroma of his exotic breakfasts.

On June 30, Buggeln will be retiring from CIS and moving to a small town in Nova Scotia where he owns a home.

As anyone who knows Buggeln will tell you, he has very few words to say about himself. After he was asked to send a bio to help craft this piece, Buggeln responded with these wise words:

"It was an early morning yesterday, I was up before the dawn ..." boring, BORING ... reading my resume (417 pages, single spaces, 8 point type) and noticed that I did a little of this ...storms ... gigantic curves (was I fleeing or chasing?) Phewfff! Answers aren't important because what do I KNOW for sure? ... and the trains came by; jump on ... "red, red wine ..." (CHEAP red wine – CRW — nudge ... wink!) ... hold on, them curves don't announce — but the breeze is nice when it ain't rainin' ... can't see the driver; does it matter now?

And so to conclude, working at the University of Tennessee Center for Industrial Services for the past 15 years has been a cut above the job I resigned in order to take the position at UT, i.e., cashier at Home Depot, East Town Mall (now Center Mall), Knoxville."





But his co-workers were not at a loss when it came to singing his praises:

*“Working with Buggs was certainly an entertaining and lively mix of scientific nuances and martial arts. It almost felt like being around Mark Twain, only with an Amish beard in place of the mustache. I’m sure the Thai restaurants and automobile repair shops scattered across Tennessee will miss him as will we.”*

*Don Stone, Environmental Consultant, CIS*

*“When it comes to composting and recycling, there is no other person I rely on more than Buggs. When we would have discussions about composting, afterwards you could not help but be excited.”*

*John Erdmann, IT Consultant, CIS*

*“Dr. Buggeln is a unique blend of smarts, passion for his work, personality, sense of humor and creativity that made working with him quite enjoyable. I will miss seeing the collection of boxes that he used to carry around with his business papers (when everyone else would use a briefcase, maybe) and the flannel shirts and sweaters that are signature Buggs. I also will miss his musical ability (I mean who else could possibly play the spoons like he did) and his crafty ability to “create” words during our conversations and his always appropriate “words of wisdom” no matter what the situation. I wish him all the best!*

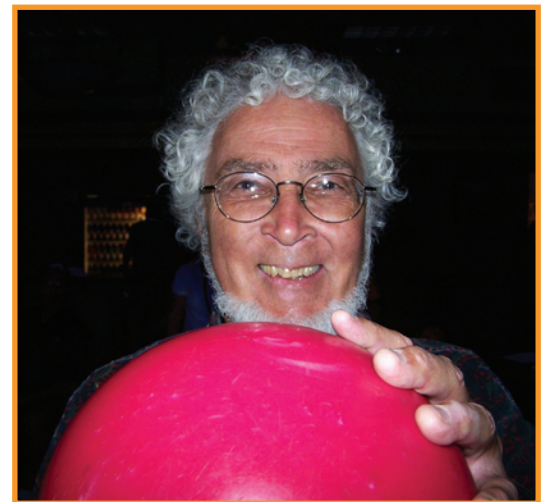
*Debra Dupree, Waste Reduction Consultant, CIS*

*“I congratulate Dr. Buggeln on a productive career and wish him a wonderful retirement. Dr. Buggs is a true public servant and effective advocate for progressive and sensible environmental practices. I’ve enjoyed listening to his stories, both serious and not so serious, and in the process, learning a great deal. Even as Dr. Buggs approached retirement, he continued to successfully seek funding for the environmental initiatives that are dear to his heart. Thank you, Buggs for helping make Tennessee a better place to live!”*

*Paul Jennings, Executive Director, CIS*

*“We certainly will miss Dr. Buggs’ personality around the IPS office. But in addition to that, he has been a valuable and very knowledgeable employee for CIS over the past 15 years, sharing his environmental and ecological wisdom with businesses across the state of Tennessee. I wish him the best in his retirement.”*

*Dr. Mary Jinks, Vice President, IPS*



THE UNIVERSITY of TENNESSEE 

CENTER for INDUSTRIAL SERVICES