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MTAS

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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. COMPLETE LISTING

- Selected data on Public Works and Utilities MTAS Survey.
- Sample job descriptions of stormwater positions: Coordinator; Technician; more technician examples
- Vehicle Tracking Usage MTAS Survey.

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER

READ

CITY SPOTLIGHT:

LINDEN

Perry County
Incorporated 1850
2014 Population: 908
Municipal Management Consultant
David Angerer
david.angerer@tennessee.edu

CITY OF LEBANON GETS GREENER

Tennessee Renewable Energy & Economic Development Council (TREEDC) members PHG Energy and Mayor Philip Craighead have signed a deal to install a gasification plant at the Lebanon wastewater treatment plant. READ

SPRING 2015 TAMCAR CONFERENCE

Municipal governments are under constant pressure to deliver services more efficiently. READ

MTAS LOOKS AT TRAFFIC PROBLEMS IN SIGNAL MOUNTAIN

In an effort to assist the town of Signal Mountain with a traffic problem near two schools, the UT Municipal Technical Advisory Service (MTAS) and UT Center for Transportation Research partnered to recommend some options. READ

KNOXVILLE’S 311 CALL CENTER GETS HIGH MARKS FOR CUSTOMER SATISFACTION

The city of Knoxville’s 311 Call Center staff in 2014 responded to 181,694 calls for help or information. READ

COLUMBIA IS TENNESSEE’S ONLY CLASS 1 ISO-RATED CITY

Congratulations to the city of Columbia and City Manager Tony Massey for becoming the first city in the state of Tennessee to receive an Insurance Services Office (ISO) rating of Class 1. READ

SPRING 2015 MUNICIPAL COURT CLERKS CONFERENCES

This year, the two Municipal Court Clerks Conferences will be held in Franklin at the Embassy Suites Hotel, 820 Crescent Centre Drive. READ

MTAS Online

- Administrative Professional Online Certificate
- Human Resources Essentials Online Certificate
- Managerial Essentials Online Certificate
Municipal governments are under constant pressure to deliver services more efficiently. As a municipal government professional you must continually evaluate your performance in terms of productivity and effectiveness to keep pace with today’s demands as well as to prepare for tomorrow’s challenges. You must keep up with new trends, sharpen old techniques and acquire new skills. Your participation in this training program will help prepare you for the challenges of public service. By participating in this course, you are joining an outstanding group of municipal professionals who realize that education is a life-long process.

These hours will apply toward your state certification and your International Institute of Municipal Clerks certification if you are a member of IIMC. These hours will also apply as elective hours toward Municipal Administrative Program Certificates. Many of these hours may also satisfy the continuing education requirements that are mandatory to maintain your certifications including the Certified Municipal Finance Officer (CMFO).

The Spring conference will be held April 15–17, in Murfreesboro, at the Embassy Suites Conference Center. There will be a four-hour Drug Fund class on Tuesday April 14 as a pre-conference event. This class will be taught by Rex Barton, MTAS police consultant, and will count for CMFO financial continuing education credit. Save these dates for this important conference. Additional details will be available soon.
MTAS Looks at Traffic Problems in Signal Mountain

IN AN EFFORT to assist the town of Signal Mountain with a traffic problem near two schools, the UT Municipal Technical Advisory Service (MTAS) and UT Center for Transportation Research partnered to recommend some options.

MTAS Technical Consulting Program Manager Sharon Rollins and Matt Cate, a research leader with the Center for Transportation Research, delivered a traffic calming presentation to the town council and interested residents at a recent workshop. Rollins and Cate suggested various options available to help with the problems of increased traffic and safety issues near Signal Mountain Middle/High School and Nolan Elementary School.

The options included: educating the public to make drivers aware that they are going too fast; increasing police patrols and running radar checks near the schools; and making physical changes to the roads, which could only happen after an engineering study that could range anywhere from $5,000 to $30,000. The town opted to conduct further research and discuss the options with the town attorney before making any decisions.

Knoxville’s 311 Call Center Gets High Marks For Customer Satisfaction

IN 2014, THE CITY OF KNOXVILLE’S 311 Call Center staff responded to 181,694 calls for help or information.

Of those, 46,205 calls led to service requests—a report of a code violation to be investigated, for example, or maybe a request for a pothole patch or a sidewalk needing a repair.

“Today (March 11, or 3-11) is National 311 Day, so it’s a natural time to reflect on the Knoxville Call Center’s history and culture of service as it nears its 10-year anniversary,” said 311 Director Russ Jensen.

Since its launch on May 5, 2005, the 311 Center has handled 2.1 million calls. But it’s not the volume that makes Jensen, the man who’s directed the call center since its inception, most proud. It’s the percentages of satisfied Knoxvillians that he regards as the critical numbers.

For example, based on a survey of about 1,000 people a year:

99 percent of callers making a service request said the call center representative was courteous and responsive.

98 percent said their questions were answered appropriately.

Following up, 85 percent said their service request was handled in a timely manner.

“As an early adapter, we’ve been positioned to lead and to innovate customer services, both at home and across the nation,” Jensen said. “Our high marks in customer feedback surveys have been steady for more than five years.”

The city’s 311 Call Center was recognized with the 2014 national CS Week 311 Synergy Group Award of Excellence. The award recognizes one center that has consistently demonstrated a customer-focused approach to improving local government service.

The Knoxville call center follows through on phoned-in service requests—making sure the requests are acted on and closed, measuring whether the callers are happy with the response, and tracking the response time. The measures help guarantee that calls do not fall between the cracks.

“We have expectations internally of how long it should take to complete a requested city service,” Jensen said. “And the public’s perception matches ours. That tells us that our internal standards are meeting customer expectations and, because this is recurring year after year, it’s not a fluke.”

“As I’ve said before: We are a reflection of our leadership. Mayor Madeline Rogero is very service-driven and reminds us regularly that we are fortunate enough to serve the people of our community. At the 311 Call Center, we’re proud to be Knoxville’s phone number and the voice of city government. Helping people is something we enjoy doing and a responsibility we take seriously.”
CONGRATULATIONS TO THE CITY of Columbia and City Manager Tony Massey for becoming the first city in the state of Tennessee to receive an Insurance Services Office (ISO) rating of Class 1. Columbia’s “Public Protection Classification” rating is being upgraded from a Class 3 to Class 1. Columbia becomes one of only 97 communities in the nation, representing less than 1 percent of all fire departments in the USA, to receive a Class 1 ISO rating.

Columbia is Tennessee’s Only Class 1 ISO-rated City

Spring 2015 Municipal Court Clerks Conferences

THIS YEAR, THE TWO MUNICIPAL COURT CLERKS CONFERENCES will be held in Franklin at the Embassy Suites Hotel, 820 Crescent Centre Drive. And, new this year, you will register for the conference and for the hotel in two SEPARATE steps.

1) REGISTER FOR CONFERENCE. Go to MTAS’s website, click on “Training Calendar” in the orange band at the top, then click on Solution Point to sign up for the appropriate conference (either for General Sessions on May 14-15 or for the regular Municipal Court Clerks Conference May 21-22). If you have never done this before, a video is available to help you through the process.

2) REGISTER FOR HOTEL. On the MTAS website, go to the MTAS Courts page. Under the MTAS Resources heading, there will be two clickable entries, one for each conference. Click the appropriate conference and it will take you to the Embassy Suites’ microsite that was set up for our conference.

Click here to register for the hotel registration for the spring 2015 Municipal Court Clerks Conference (Block of rooms available until April 21, 2015 or until sold out)

Click here to register for the hotel registration for the spring 2015 Municipal Court Clerks with General Sessions Jurisdiction Conference (Block of rooms available until April 14, 2015 or until sold out)

Note: You will be asked for a credit card, but the card will not be charged unless you 1) fail to cancel before the cancellation date or 2) use the minibar, room service or make other charges to the room while you are at the hotel.

The AOC will pay for one room for each city. Other rooms can be booked but those credit cards on file will be charged.

If you prefer to contact the hotel directly, please dial (615) 515-5151 and be sure to let them know you are with the conference, using the code below.

May 14- General Sessions Clerks Group Code: MCG
May 21- Municipal Court Clerks Group Code: MCC

For conference information contact: Karen Blake, Municipal Court Specialist, at karen.blake@tennessee.edu or (615) 532-7108

If you need any special accommodations or dietary restrictions, please contact Doug Brown at doug.brown@tennessee.edu no later than April 29th.

We are really looking forward to a great conference that begins with lunch on the first day at noon and concludes the second day around 12:30 p.m. Hope to see you there!
Check out the 2015 MTAS Training Catalog and plan your training calendar now!

MTAS Training Opportunities

Certified Municipal Finance Officer Program (CMFO)

Government Accounting I
- 4/20/2015 8:30 AM  Collegedale  Collegedale City Hall
- 4/20/2015 8:30 AM  Memphis  Memphis City Hall
- 4/29/2015 8:30 AM  Nashville  CIS Training Room

Elected Officials Academy (EOA)
- 4/17 - 4/18/2015  Etowah  Etowah Community Center
- 4/17 - 4/18/2015  Centerville  Centerville City Hall

Municipal Administration Program (MAP)

Drug Fund Workshop – Special Pre-Conference at the TAMCAR Spring 2015 Conference
- 4/14/2015 1:00 PM  Murfreesboro  Embassy Suites

Drug Fund Workshop
- 4/8/2015 8:30 AM  Cookeville  Leslie Town Center
- 4/9/2015 8:30 AM  Murfreesboro  Doubletree Hotel
- 4/23/2015 1:00 PM  Henry County  Paris Convention Center
- 4/28/2015 8:30 AM  Johnson City  Carnegie Hotel
- 4/29/2015 8:30 AM  Clinton  Junior Achievement, East TN

Employee Engagement
- 4/7/2015 8:30 AM  Knoxville  UT Conference Center
- 4/8/2015 8:30 AM  Collegedale  Collegedale City Hall
- 4/14/2015 8:30 AM  Kingsport  Kingsport Center for Higher Education
- 4/21/2015 8:30 AM  Jackson  Jackson Energy Authority
- 4/22/2015 8:30 AM  Franklin  Franklin Police Department

Layman’s Approach to Regulations of Potable Water Systems Part I
- 4/9/2015 8:30 AM  Jackson  Jackson Energy Authority
- 4/16/2015 8:30 AM  Oak Ridge  Law Enforcement Innovation Center
- 4/23/2015 8:30 AM  Franklin  Franklin Police Department

Purchasing Updates
- 4/21/2015 8:30 AM  Bartlett  Bartlett Station Municipal Center
- 4/22/2015 8:30 AM  Jackson  Jackson Energy Authority

Municipal Management Academy (MMA)

Understanding Work Styles (MMA02)
- 4/9/2015 8:00 AM  Harriman  Harriman Police Department

Communication Skills (MMA07)
- 4/8/2015 8:30 AM  Collierville  Collierville Fire Dept

Motivating Your Workforce (MMA08)
- 4/9/2015 8:30 AM  Greeneville  Greeneville Central Fire Station