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Municipal E-News

Municipal Technical Advisory Service (MTAS)

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 **Municipal Technical
Advisory Service**
INSTITUTE FOR
PUBLIC SERVICE

MTAS MUNICIPAL E-NEWS

DECEMBER 2015 • ISSUE 78

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

For a listing of all new materials: [CLICK HERE](#)

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER

[READ](#)

CITY SPOTLIGHT

ALTAMONT

Grundy County

Incorporated 1854

Middle Grand Division

2015 Population: 1,045

Municipal Management Consultant

Honna Rogers

honna.rogers@tennessee.edu

MTAS AND IPS OFFICES RELOCATED OFF-CAMPUS The University of Tennessee System's Knoxville footprint is growing to include the Mechanicsville area with the relocation of the UT Institute for Public Service (IPS). [READ](#)

WINE IN GROCERY STORES [READ](#)

WHAT DOES THE DATA SAY? The City of Athens Utilizes Tennessee Municipal Benchmarking Project Data to Evaluate Service Delivery Effectiveness. [READ](#)

LESS ISN'T MORE FOR THE CITIZENS OF TENNESSEE Recently, I assisted a family member who had been struggling with a unique bone injury. [READ](#)

MTAS' MORE [READ](#)

TREEDC CONTINUES TO BUILD MORE GREEN MOMENTUM IN THE PHILIPPINES The Tennessee Renewable Energy & Economic Development Council (TREEDC), an international grassroots renewable energy organization of 96 mayors formed in 2008 by the University of Tennessee Institute for Public Service, returned to the Philippines from October 24, 2015 to November 8, 2015. [READ](#)

CYBER SECURITY ISSUES ARE ADDRESSED AT MTAS CLASSES STATEWIDE When electronic devices share information it can make our lives easier and less stressful. [READ](#)

MTAS HELPS CITIES TO IMPROVE THEIR PUBLIC MEETINGS In the month of October, MTAS used the expertise of Management Consultant Margaret Norris to conduct three Roberts Rules of Order classes. [READ](#)

MTAS HOLDS TRAINING SESSIONS FOR MUNICIPAL COURT CLERKS The Municipal Technical Advisory Service recently offered a Municipal Court Clerk Class statewide for court clerks, city recorders and other municipal officials and staff. [READ](#)

**MTAS OFFICES ARE CLOSED DECEMBER 21 – 25, 2015.
HAPPY HOLIDAYS TO ALL!**

MTAS and IPS Offices Relocated Off-Campus



1610 University Avenue

THE UNIVERSITY OF TENNESSEE SYSTEM'S Knoxville footprint is growing to include the Mechanicsville area with the relocation of the UT Institute for Public Service (IPS). The institute's offices, and its 65 employees, will move into a building, previously occupied by state of Tennessee employees, at 1610 University Ave. IPS's administration offices - based in the Communications and (Student Services) University Extension Building on the Knoxville campus - as well as regional employees from two of its agencies, the Center for Industrial Services and the County Technical Assistance Service began occupying the building Thanksgiving week. The

Municipal Technical Advisory Service, which currently is housed at the UT Conference Center, will move into the building around the first of December.

All phone numbers for the institute will remain the same, however the mailing address will change to: UT Institute for Public Service, 1610 University Ave., Knoxville, 37921. Visitors to the building must obtain a parking pass upon arrival.

UT purchased two buildings from Knoxville's Community Development Corp. in May 2014. The 1610 University Ave. building is a two-story, 29,000 square foot office building. The UT Foundation will be relocating to the second building at 1525 University Ave. The foundation's new home is 15,800 square feet with two floors. A timeline for the renovation at 1525 is not set. When the Foundation relocates, that will bring the employee total in the two buildings to 120.



Tear down of library area and shelves.

Armintha Loveday is ready to go!



Wine in Grocery Stores



IF WINE SALES in grocery stores were approved by referendum in your city, those sales may commence July 1, 2016.

Prior to receiving a license from the Alcoholic Beverage Commission to sell wine, grocery stores must obtain a certificate signed by the mayor. Although sales cannot occur for several months, many grocery stores are currently applying for certificates from their local governments. This certificate must state that the applicant in charge of the business has not been convicted of a felony within the past 10 years. For corporate applicants, either the officers of the corporation or those in control of the location must not have a felony conviction within the 10-year period of time preceding the application. The certificate must also state that the applicant's business location complies with local zoning laws. Cities do not have the ability to limit the number of grocery stores that receive licenses to sell wine in their jurisdiction. If a city fails to act on an application filed by a grocery store for a certificate, that application is deemed granted after 60 days lapse from the filing of the application. Any denial of a certificate may be challenged in chancery court by the applicant by filing suit within 60 days of the denial.

For more information on this subject, please contact your MTAS municipal management consultant.

What Does the Data Say?

THE TENNESSEE MUNICIPAL BENCHMARKING PROJECT (TMBP) is a performance measurement and benchmarking program that gathers and analyzes data from participating cities across 11 different municipal service areas. A key benefit of the program is that participants have access to a wealth of performance data information across multiple Tennessee cities. Those data can be utilized to help cities better take a “big picture look” at their service delivery process and answer the question “how are we doing?”



A clear example of data in action comes from the city of Athens. Athens fire service personnel wanted to know if fire department resources were working to increase the fire safety and prevention levels experienced by citizens. Specifically, the Athens fire department wanted to know if conducting fire inspections had an effect on the number of reported structure fires. To examine the effect of fire inspections on structure fires, Athens reviewed and analyzed the FY2014 TMBP data looking for trends and insights that could be ascertained from the data. Using a statistical modeling approach known as Pearson’s product-moment correlation coefficient or Pearson’s r , Athens examined the correlation between a fire safety and prevention activity (fire inspections) and the occurrence of structure fires. The

results suggest that, in general, as the number of fire inspections increase the number of reported structure fires decrease. In fact, this relationship can be seen across the board in the TMBP data. This is a promising result suggesting fire inspections are a valuable tool fire department can use to help reduce structure fires. This is an excellent example of how a city can utilize an available data resource to answer tough, but necessary, questions in a continual effort to understand how it is doing in delivering city services and impacting the lives of the people it serves.

If you would like information on the Tennessee Municipal Benchmarking Project, please contact Chris Shults, Project Coordinator at chris.shults@tennessee.edu.

Less Isn’t More for the Citizens of Tennessee

By John Kenney, PE
President of ACEC of Tennessee

Article was reprinted with permission of ACEC of Tennessee. Original article can be found in the October 2015 issue of the ACEC Tennessee newsletter.

RECENTLY, I ASSISTED A FAMILY member who had been struggling with a unique bone injury. Through inquiries to professionals in the field, we found a surgeon in a neighboring state that had authored many papers on treatment of this injury including surgical and non-surgical options. During consultation, he described the details of the injury and provided various examples of former patients with similar conditions, treatment and successes/failures. Through our evaluation he seemed uniquely qualified and we elected to put him in responsible charge of the matter. At that point, we then discussed costs including how we might be able to reduce our travel without impacting the quality of care. The experience was truly a QBS (Qualifications Based Selection) process.

Qualifications
Based
Selection



Less Isn't More... (cont.)

Professionals do not sell a commodity, but rather their knowledge. The likelihood of success for a project is directly related to the knowledge of the professional. The State of Tennessee should be commended for adopting the QBS process (T.C.A § 12-4-106 (a)(2)) for public projects.

The QBS Process, supported by ACEC as well as American Public Works Association (APWA), American Water Works Association (AWWA), the Associated General Contractors of America (AGC), American Bar Association (ABA), and American Institute of Architects (AIA), also includes a negotiated scope of work and corresponding fee. This is the part of the process where the State of Tennessee is lacking. Not all projects are created equal. Projects vary by level of effort and technical expertise required not just based on construction cost.

Some may say as a steward of taxpayer dollars, the government has a responsibility to get the most for the least amount of money.

A system that seeks "least amount of money" for design is bound to produce lower quality projects. The approach for a project must change when fee becomes a major factor. A design firm may need to utilize a means which may reduce quality of service such as:

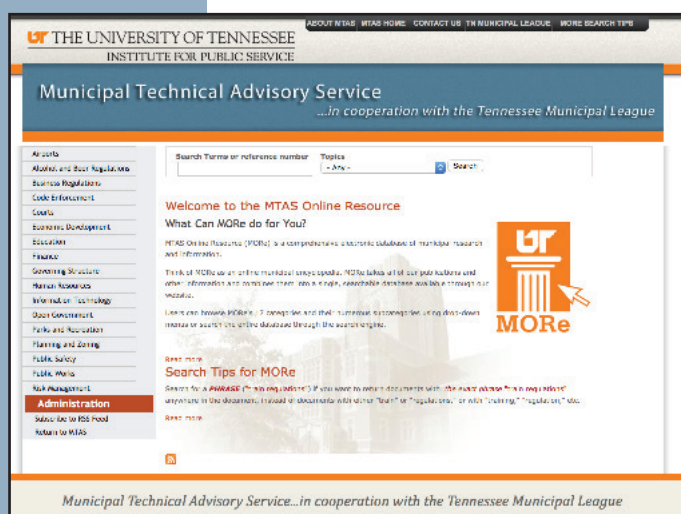
- Evaluating fewer alternatives
- Using less experienced personnel
- Developing less detail for construction documents, thus creating higher contractor contingencies
- Selecting easier systems to design as opposed to those with best life cycle
- Reducing quality assurance efforts
- Reduction of efforts during construction

In a recent meeting (including many design firm representatives) with one of our State agencies, the State was surprised to hear that firms change their service level and/or project approach in relation to fees. This clearly indicates Tennessee's view is that the design process is more of a commodity.

Over the life of a project, a designer accounts for less than one half of one percent (< 0.5%) of project costs, yet they play a very profound role in the remainder of those costs.

Today, design firms are substantially paid less on State of Tennessee projects than for projects for surrounding state agencies. For Tennessee to compete, it must do a better job of considering the life cycle of its roads and buildings. More willingness to consider the rest of the Qualifications Based Selection process, fair negotiation of scope and fees would be a positive change for the health, safety and welfare of our citizens.

MTAS' MORE



LOOKING FOR THE "ENCYCLOPEDIA" OF MUNICIPAL GOVERNMENT IN TENNESSEE?

Take a look at MTAS' MORE!

From Annexation to Zoning, MORE provides basic overview information on most topics of interest to city government. The information is updated on a regular basis. Content from former MTAS publications on topics such as annexation, records management, budget management can be found in MORE.

Check it out today!

<http://mtasresource.mtas.tennessee.edu/>



TREEDC CONTINUES TO BUILD MORE GREEN MOMENTUM IN THE PHILIPPINES

THE TENNESSEE RENEWABLE ENERGY & ECONOMIC DEVELOPMENT COUNCIL (TREEDC), an international grassroots renewable energy organization of 96 mayors formed in 2008 by the University of Tennessee Institute for Public Service, recently return from the Philippines.

In 2012, the Philippines was selected as the pilot country for TREEDC to facilitate renewable energy projects through its International Exchange Program. The TREEDC delegation consisted of TREEDC President/ Dunlap Mayor Dwain Land, UT MTAS Management Consultant/TREEDC Director Warren Nevad, TREEDC International Affairs Director Doug Jackson and Steve Harmon, TREEDC Member/President of Harmon Construction. The TREEDC delegation met with the Board of Directors with the United Nations of the Philippines (UNAP), Congressman Sherwin Gatchalian, and the Bases Conversion and Development Authority (BCDA) President Arnel Paciano D. Casanova.



TREEDC and President/Mayor Land each established five college scholarships for Pasig City University on November 4. In addition, the Richard Nevad, Sr. Memorial Scholarship was established by the Nevad family during an educational forum at Catanduanes State University on October 26. The TREEDC delegation conducted business development meetings for commercial entities and colleges in the Bicol, Visayas and Metro Manila areas in order to continue to cultivate developmental opportunities for TREEDC American technology providers. TREEDC also met

with the BCDA, a Philippine government instrumentality vested with corporate powers to transform former U.S. military bases into alternative productive civilian use. TREEDC is collaborating with the Technological University of the Philippines to provide renewable energy sources to its future campus at the Clark Green City Project. This project will cover 9,450 hectares and is envisioned to be the first smart, disaster-resilient and green city in the Philippines. Located at the heart of Central Luzon and populated by 12 million people, Clark Green City is positioned strategically between highly urbanizing cities of San Fernando, Angeles and Olongapo in Central Luzon as well as the cities of San Carlos, Dagupan and Urdaneta in Northern Luzon.



Catanduanes State University Forum

TREEDC President/Dunlap Mayor Dwain Land and Congressman Gatchalian



Pasig City University scholarship ceremony

TREEDC concluded its visit by confirming its list of Philippine visitors to the 2nd Annual international Renewable Energy Conference set for December 14-15, 2015 at Tennessee Tech University.

TREEDC is a 501(c) 3 non-profit network of cities, universities and private businesses with the mission of providing leadership in promoting renewable energy and economic development for member-organizations. The University of Tennessee President Emeritus Dr. Joe Johnson is the Chairman of TREEDC. For more information, check out www.treedc.us

CONTACTS: Dwain Land ,TREEDC President/Dunlap Mayor mayorland@gmail.com.

Warren Nevad, The University of Tennessee MTAS/TREEDC Director warren.nevad@tennessee.edu

Cyber Security Issues Are Addressed at MTAS Classes Statewide



WHEN ELECTRONIC DEVICES share information it can make our lives easier and less stressful. At the same time, when those devices are connected to the wrong sources it can make our lives more complicated and cause monetary losses and data losses for local governments and citizens.

According to Lisa Shipley (MTAS information technology consultant), cyber security and privacy management are top issues in today's electronic environment. Computer networks are a target of criminals, and it is highly likely that the risk of data breaches will only increase in the future. Local governments are at particular risk as they maintain a large amount of personal data and records as well as confidential government information. With increased knowledge and preparation, our cities and towns can take strong steps to secure their systems and minimize losses. Successful management of privacy and cyber security is a shared responsibility and it relies on every elected official, staff member, and volunteer to be an active participant in the process.

During October, the Municipal Administration Program (MAP) classes included the topic of cyber security issues. Shipley and George Dalton (risk management specialist) of the Tennessee Municipal League's Risk Pool presented extremely useful and timely information on past, present and future issues on computer hacking and cyber-security risks. Included in this presentation the presenters gave attendees tools to protect themselves and their cities from possible cyber-attacks. These tools ranged from security measures each of us can use daily and agency wide tools that can assist cities in protecting their data and financial resources. Attendees found this information very useful and several stated that they would make security changes immediately.

Participant comments included: "Real life application, very easy to understand." "They gave solutions for the gaps my organization has ... Everything was very informative and showed areas I needed to do for my city." "I can use it at work and better serve the city to protect our information and privacy". "This information is constantly changing - my city needs to be updated."

MTAS Helps Cities to Improve Their Public Meetings

IN OCTOBER, MTAS used the expertise of Management Consultant Margaret Norris to conduct three Roberts Rules of Order classes. These classes, held in Nashville, Jackson, Knoxville, were a huge success. Many participants were planning and zoning board members and city recorders. The course's objectives included finding ways to cover basic meeting operations and to give best practices, pursuant to Robert's Rules of Order, on how to make meetings more manageable.

The course's description explained, "If everyone knows and fully understands parliamentary procedures then meetings usually proceed more smoothly and efficiently." Each participant received a copy of the *Robert's Rules of Order, Newly Revised, 11th edition*.

MTAS Holds Training Sessions for Municipal Court Clerks

THE MUNICIPAL TECHNICAL ADVISORY SERVICE recently offered a Municipal Court Clerk Class statewide for court clerks, city recorders and other municipal officials and staff.

This training session covered many topics from clerk rules and court duties to court fines, collection of fees, and records retention. The latest rules and regulations were presented to update all court personnel on legislative changes.

This course was facilitated by MTAS Legal Consultant Melissa Ashburn and MTAS Police Consultant Rex Barton, who are experts in the field of municipal courts. Sessions were held in seven cities across the state: Smyrna, Cookeville, Knoxville, Collegedale, Johnson City, Bartlett and Jackson.

These classes proved to be very helpful to those new in a municipal court clerk position. From the Collegedale class a new clerk said, "I am a new clerk so this class was a great beginning class for me," and from the Jackson class a clerk said, "I'm a new clerk so hearing the things I should be doing but currently not doing were very helpful."



MTAS Police Consultant Rex Barton

Clerks (cont.)

This class was definitely not for newcomers only. As Marian Sandidge of Mount Carmel said "I have taken this class every year except once since 2004 and I always leave learning something new."

The classes were well received by all attendees. This class will be offered again in Fall 2016. For more information visit mtas.tennessee.edu

UPCOMING CONFERENCES

Renewable Energy Conference (TREEDC)

December 14-15 | Cookeville

[More info](#)

Municipal Court Clerk Conference General Sessions Jurisdiction

March 10-11, 2016 | Franklin

Tennessee Municipal League Legislative Conference

March 14-15, 2016 | Nashville

[More info](#)

Municipal Court Clerk Conference

March 17-18, 2016 | Franklin

Tennessee City Management Association Spring Conference

April 13-15, 2016 | Murfreesboro

Tennessee Association of Municipal Clerks and Records Spring Conference

April 20-22, 2016 | Murfreesboro

MTAS Training Opportunities

CMFO Financial and Compliance Updates

12/3/2015	8:30 AM	Jackson	Jackson Energy Authority
12/3/2015	8:30 AM	Knoxville	Univ of Tenn - Conference Center
12/10/2015	8:30 AM	Franklin	Franklin Police Department

CMFO-Purchasing, Risk Management and ERP

12/2/2015	8:30 AM	Nashville	CIS Training Room
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MMA04 Performance Management - Positive Discipline

12/1/2015	8:30 AM	Mt Juliet	Mt. Juliet Community Center
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MMA05 Human Resource Overview

12/15/2015	8:30 AM	Mt Juliet	Mt. Juliet Community Center
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MMA12 Developing Teamwork

12/10/2015	8:30 AM	Greeneville	Greeneville Central Fire Station
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The Dynamics of Leadership

12/8/2015	8:30 AM	Germantown	Germantown Fire Dept. Training Center
12/9/2015	8:30 AM	Jackson	Jackson Energy Authority
12/10/2015	8:30 AM	Nashville	TBI Headquarters
12/11/2015	8:30 AM	Knoxville	Univ of Tenn - Conference Center

CMFO-The Government Environment

1/13/2016	8:30 AM	Nashville	Univ of Tenn - CIS Training Room
1/20/2016	8:30 AM	Knoxville	Univ of Tenn - Conference Center
1/20/2016	8:30 AM	Jackson	Univ of Tenn - West Tenn Research & Education Center

Dealing Tactfully with People and Situations

1/21/2016	8:30 AM	Knoxville	Univ of Tenn - Conference Center
1/26/2016	8:30 AM	Memphis	Memphis Office of Talent Development
1/27/2016	8:30 AM	Jackson	Jackson Energy Authority
1/28/2016	8:30 AM	Nashville	Univ of Tenn - CIS Training Room

MMA01 Municipal Manager Overview

1/12/2016	8:30 AM	Johnson City	Memorial Park Community Center
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MMA02 Understanding Work Styles

1/19/2016	8:30 AM	Johnson City	Memorial Park Community Center
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MMA03 Planning and Organizing for Results

1/26/2016	8:30 AM	Johnson City	Memorial Park Community Center
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MMA06 Workplace Harassment and Workplace Violence

1/5/2016	8:30 AM	Mt Juliet	Mt. Juliet Community Center
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MMA07 Communication Skills

1/19/2016	8:30 AM	Mt Juliet	Mt. Juliet Community Center
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MMA13 Customer Service

1/14/2016	8:30 AM	Morristown	Morristown City Hall
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Check out the [2016 MTAS Training Catalog](#) and plan your training calendar now!



Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

WWW.MTAS.TENNESSEE.EDU