CTAS Orients Record Number of Elected Officials

AN ESTIMATED 1,000-PLUS were in attendance at the County Officials Orientation Program (COOP) organized by the County Technical Assistance Service (CTAS) the last week of August. The program is offered to county officials every four years following the county general election, just prior to county officials being sworn in and taking office September 1.

That attendance figure sets a new record for COOP events throughout CTAS’s 42-year history. Some 724 attended in 2006, the previous high point, and 708 attended in 2010. Training for county mayors, highway officials and commissioners on Tuesday and Wednesday of the meeting is estimated at 750 this year, outpacing the 2006 record.

“It was great! The CTAS staff did a great job putting on the orientation program,” said Robin Roberts, CTAS executive director. “Many hours were devoted to the preparation and delivery of COOP. CTAS has received many positive comments from both customers and stakeholders.”

Attendees heard from an array of speakers, including UT President Dr. Joe DiPietro on Tuesday, as well as CTAS

(continued on Page 3)
MTAS, CIS Team to Assist Memphis with Utility Cut Management

IN JUNE OF 2014 THE UT MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) received a call for assistance from the city of Memphis Division of Public Works to help develop a system to track and repair potholes and utility cuts in Memphis city streets.

MTAS Public Works Consultant John Chlarson contacted Keith Groves from sister agency the UT Center for Industrial Services (CIS) because of CIS’ experience in process improvement. At an initial meeting with the city all parties agreed that this was an ideal opportunity for applying Kaizen principles to develop new operating procedures for Memphis Public Works street repair crews. Kaizen is a Japanese term that means good change, and in business it refers to the philosophy to continually improve all areas of an organization.

The UT team of Chlarson, Groves, Michael Codega (CIS) and Ronnie Neill (MTAS) spent two weeks prior to the Kaizen event conducting field research and interviews in Memphis to collect data and gain an understanding of what was actually taking place with the street repairs process.

The UT team along with seven people from Memphis Public Works then spent four days in the improvement process, which included verifying the findings, mapping the current process, identifying opportunities and gaps, and developing a new procedure.

Heading into the August county general election, it was anticipated that about 30 percent of those serving on a county legislative body were not going to seek election, according to CTAS election data. That is a higher rate than normal, given that there was 36-percent total turnover in county commissioners four years ago. This year the turnover is closer to 40 percent statewide, with one county (Fentress) hitting the 90-percent mark on turnover. Put another way, 30 counties had at least 50 percent turnover in their legislative bodies.

County mayors/executives saw a lower turnover rate than tradition holds, with 34 new county CEOs taking office September 1. Ten mayors, with more than 103 years of service between them, decided to retire this year.

Meanwhile, 14 highway superintendents did not pick up ballots to run again this fall. The years of service totals more than 200 years for those long-term highway officials, including two with at least 30 years each in office. For commissioners - 1,640 of them statewide - the roughly 40 percent being newly elected translates into about 650 new to their positions.
Local Officials Attend Generational Gap Training

A JOINT TRAINING INITIATIVE hosted by the UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS) was conducted across the state for local officials in the month of August. The interactive course was entitled, Bridging the Generational Gap in the Workplace, and was facilitated by MTAS Training Program Manager Macel Ely.

Sessions were held in the cities of Collegedale, Germantown, Jackson, Kingsport, Knoxville, and Metro-Nashville. Local government participants were provided resources and tools to improve communication skills when working with diverse generations in the workplace.

Attendees were also challenged to share best practices within their respective cities and counties to enhance better government and hopefully engage employees with their respective customers, both internally and externally.

The team developed 10 recommendations and procedures that should result in an improved process for repairing potholes and utility cuts in Memphis streets.
THE 2014 CLASS OF THE INSTITUTE FOR PUBLIC SERVICE LEADERSHIP ACADEMY completed its two-year program in August with a graduation ceremony honoring its achievement.

In their two years, class participants visited each of the UT campuses and institutes, studied various leadership topics and completed a project developing a new employer of choice model for the institute.

Participants in the class were: Stephanie Allen (MTAS), Doug Bodary (CTAS), Rhonda Campbell (IPS CO), John Chlarson (MTAS), Misty DePriest (CIS), Keith Groves (CIS), Justin O’Hara (MTAS), Warren Nevad (MTAS), Beth Phillips (CIS), Kim Raia (CTAS) and P.J. Snodgrass (MTAS).

The third session of the Leadership Academy began Sept. 29.
The luncheon speaker was Joan Cronan who spoke about her leadership philosophy.

Kim Raia and Doug Bodary with their mentor, Steve Thompson.

Graduate John Clarson and Judie Martin.

P.J. Snodgrass shakes the hand of the Interim Vice President, Herb Byrd.

Warren Nevad with his mentor, Paul Jennings.
CIS Coaches
Environmental Waste Company
on Government Contract Process

WHEN A WOMEN-OWNED, Pulaski-based company looked to expand its business, it sought the assistance of the UT Center for Industrial Services' Procurement Technical Assistance Center (PTAC).

Parr Industries, founded by Shannon Downs and Maria Parr, provides environmental waste services to numerous industries across the contiguous states. Shortly after launching the company, the pair sought out the services provided by PTAC in order to grow the amount and breadth of their contracts. Parr also found that the amount of paperwork and attention to detail was a big deterrent to successful submission of requirements for certifications. PTAC assists businesses in competing successfully in federal, state and local government contracting.

The CIS consultants helped the company become registered and listed in the PTAC system. The relationship has led to even greater emphasis on a variety of certifications that were available to Parr. Applications have been made to the Small Business Association and to various state certifications. These certifications have been very helpful in achieving greater penetration into companies that desire to increase their minority participation.

The largest single component is a recent win of a five-year contract valued at well over $1 million, and in a short amount of time the PTAC program has been instrumental in more than doubling the revenues of the company and significantly increasing the number of employees. This has been a key element in government contracts now accounting for over 10 percent of annual revenues and minority certifications contributing an additional 25 percent of annual revenues.

Sheriffs Honor Garland

THE TENNESSEE SHERIFFS ASSOCIATION held its Annual Training Conference the week of September 18-22, in Sevierville. TSA Executive Director Terry Ashe recognized former CTAS Executive Director Mike Garland for his many years of support for elected sheriffs, and county elected officials across the state, and for his leadership at CTAS. TSA President Tim Filler, sheriff Franklin County presented Garland with a plaque recognizing his past accomplishments.
WHAT DO YOU GET WHEN YOU SHARE THE OFFICE WITH A FIRE MANAGEMENT CONSULTANT? In the case of employees in the Institute for Public Service’s Memphis office, you get a fire hydrant! Not to be outdone by the MTAS Knoxville office, which also has a fire hydrant, MTAS Fire Management Consultant Dennis Wolf received this hydrant as a donation from city of Germantown Public Works Director Bo Mills.


The hydrant was in service in Germantown at the southeast corner of Neshoba Road and Holly Hill Drive from 1970 until 2011. Since I joined the Germantown Fire Department in 1977, it is highly likely that I operated this fire hydrant at some point during my first four years with the fire department during the semi-annual fire hydrant inspection and testing program since there were just 12 paid personnel on the fire department during this period and this particular hydrant was in the district covered by the fire station I was assigned to.”

After picking up the hydrant from Germantown’s public works office, Wolf refinished and painted it before bringing it to the Memphis office.

AUBREY GRANGER, who completed the second session of the National Forensic Academy’s Collegiate program, has been hired as a police officer for the Jackson Police Department. She received her bachelor’s degree in criminal justice with high honors from UT Martin in May, and as a member of Alpha Phi Sigma National Honor Society.

NFA Collegiate Graduate Aubrey Granger.

To: Sharon Rollins, MTAS
The town of Livingston has had its gas prices under review. With the help of MTAS Consultant, Steve Wyatt, we have learned to better price our gas and bill our customers.

Mr. Wyatt has shown his expertise and experience in the field of natural gas. We have truly learned from his tutoring. I believe he is a true asset to MTAS.

William Curtis Hayes, Jr.
Mayor, Livingston

To: Richard Stokes, MTAS
Thank you so much for presenting on Monday and Tuesday. I understand that your class on Tuesday was large and very participatory. I have heard great comments and I know it isn’t an easy subject to teach. Your expertise always impresses me and I am very grateful that you are willing to share your vast knowledge.

Belva Hale, Director of Administration
Bristol

To: Rex Barton, MTAS
For myself and on behalf of the Tennessee District Attorneys General Conference, I want to thank you for the time and effort you put into the presentations you and Terry Hazard (CTAS) did at the Third Annual Judicial District Drug Task Force Seminar in Franklin.

I thought each of the presentations (“Managing the Drug Fund” and “Employment Law”) was excellent. This type of information is vital for the attendees to receive, and I believe they learned a great deal. Again, thank you so much for your help. I look forward to working with you in the future.

P.S. And thanks for your help at the Wednesday morning session for New Directors and Special Issues.

Burney T. Durham, Tennessee District Attorneys General Conference
The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in its educational programs and activities or in the employment of faculty and staff. This policy extends to both employment by and admission to the University.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125. 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. The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in its educational programs and activities or in the employment of faculty and staff. This policy extends to both employment by and admission to the University.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125. 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. The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in its educational programs and activities or in the employment of faculty and staff. This policy extends to both employment by and admission to the University.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125. 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.