



MUNICIPAL E-NEWS

March 2021 | Quarter 1 | Issue 99

NEW RESOURCES

Citybytes: What Cities Need to Know On the Go!

- Municipal Natural Gas Utility Revenue Going to Chamber of Commerce | [View](#)
- Records destruction and retention of public records requests | [View](#)

New **Knowledgebase** materials can be found here: [View](#)

New **MRLn** (MTAS Research Library Online) materials can be found here: [View](#)

New **MORe** (MTAS Online Resource) materials can be found here: [View](#)

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UPCOMING TRAINING CLASSES

<https://www.mtas.tennessee.edu/training-calendar-0>

Municipal Technical Advisory Service Institute for Public Service

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Charting a Course for 2021: A Message from the MTAS Executive Director

Greetings MTAS customers,

This is the time of year when MTAS begins its annual performance reviews for its employees. We assess our accomplishment toward our goals set last year and look ahead to what we want to get done in the year ahead. I hope that your organization takes the time to measure its performance too because that which gets measured, gets better.

I would like to share with you some of the measures that we use at MTAS.

- The first is what we call market hours, or time spent directly working for the customers. In calendar year 2020, we recorded 62,029 hours. This is 9,506 more hours than the previous calendar year.
- We spent our time working on projects and activities during that time and we recorded 11,362 of them for the 345 municipalities in the state.
- Those projects and activities resulted in \$6,774,172 of either enhanced revenues or decreased costs for Tennessee municipalities.
- In addition, we had 64,706 contacts with you, our customers, and we provided training to 5,010 participants.
- The MTAS website was visited 246,247 times in calendar year 2020, an increase of about 40 percent from the year before. This was our most drastic positive change in statistics from year to year.
- The biggest decrease from 2019 to 2020 was the number of in-person visits to the cities and towns of the state (down almost 50 percent). This is understandable given the Coronavirus pandemic.

So, what do all these numbers mean, and why should you care? We strive to make sure that your needs are met, that we are the technical and consulting resource you have come to depend upon, and that we have the supplies and people to meet your needs. We keep track of how we're doing and what we're doing to provide you a better service. If we ever fall short of your measuring stick, I want to know. Of course, I also wouldn't mind knowing when we exceed your expectations too.

I hope that you are tracking your progress for your community too, and if you haven't done it before, we can help you get started. If you don't know where you're going, then you'll never get there. Let's chart a path together and accomplish great things!

Margaret Norris



MTAS Executive Director



New MTAS Municipal Management Consultant at Your Service in Middle Tennessee!

Chuck Downham joins MTAS on March 1 as a municipal management consultant in the middle Tennessee area. Most recently Chuck served as the assistant city administrator in Spring Hill in addition to city administrator in Tullahoma and other Tennessee cities. Chuck also bring consulting and management experience in the private sector. Please help us welcome Chuck to the MTAS team!



Institute for Public Service Celebrates 50 Years Susan Robertson, IPS Information Specialist

MTAS's parent organization - The University of Tennessee Institute for Public Service - is celebrating its 50th anniversary this year.

Dr. Edward J. Boling, president of UT, had a vision to create an institute to take university expertise to governments and industries across Tennessee, much like the UT Institute of Agriculture assisted farmers in the state. His idea was to bring technical assistance, applied research, consulting services, information and training to Tennesseans. As a result of his vision and recommendation, the UT Board of Trustees formed the Institute for Public Service at a special called meeting on Aug. 18, 1971.



To celebrate its 50th anniversary, IPS plans several events and social media campaigns throughout the year. Beginning March 1 and lasting until March 15, IPS agencies will be collecting canned food items to donate to local food banks across the state. During its annual conference in August, IPS will celebrate employees, past and present, in a salute to 50 years. To conclude the year, the institute will hold an "Impacting Tennessee Summit" at a location to be determined. The summit will feature panels of experts in the topic areas of opioid prescriptions, voter registration and turnout, broadband access, homelessness and the urban-rural employment gap. These experts will discuss how these issues affect IPS agency customers - local governments, the state government, manufacturers and law enforcement. Stay tuned for more on the summit!



Build Your Expertise at the MTAS Municipal Court Clerks Conference May 20-21, 2021

Expertise. It's a word that is easily said but hard to obtain. We develop it through years of patience, learning, and unfortunately, sometimes mistakes. Expertise in municipal courts is certainly no exception. City courts may be the only judicial involvement most people have with any court system so it's important to make sure you have the right training and knowledge to complete your tasks properly to protect both the citizens and your city.

That is why it's important for city court clerks to attend our upcoming Municipal Court Clerks Conference in Franklin May 20-21. We will discuss all kinds of issues for new clerks and experienced clerks and have representatives from various state agencies to answer your questions. Plus, you can meet and network with other court clerks from across the state and build relationships and trade stories of trial by fire moments that shape all of us and inadvertently builds our expertise.

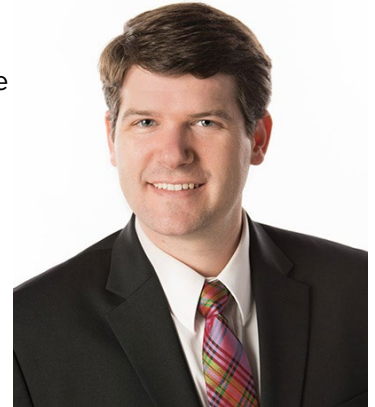
There have been quite a few legal changes and updates that have occurred in the past year that may affect the operations of your courts. Please join us in May!



MTAS Produces the 2020 TCAPWA/SWANA Virtual Conference Abb Oglesby, MTAS Training and Development Program Manager

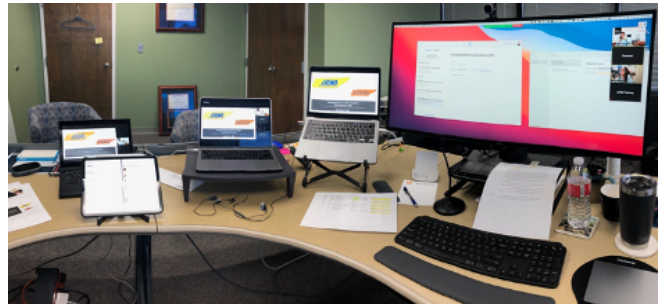
If 2020 taught us anything- it was to be prepared! Redundancy matters when you are working in a virtual environment. We took this to heart in producing the 2020 Tennessee Chapter of the American Public Works Association (TCAPWA) Solid Waste Association of North America (SWANA) Virtual Conference. Multiple computers, multiple internet connections, and multiple producers, were all used to ensure the conference went off without a hitch.

After being approached to assist in early fall, the MTAS training and development team began attending weekly Zoom preparation meetings and taking on the responsibility of providing virtual solutions to common in-person event logistics. From operating the virtual platform with multiple speakers, PowerPoint presentations, and breakout rooms, to editing sponsorship videos, and creating the organizational flow for the virtual event, MTAS was involved in many aspects of this conference.



The December conference was attended by an estimated 100-plus participants over the two-day period, with participants and speakers from all over the United States. It was a great success! The latest edition of the *Tennessee Public Works* magazine closed its conference article with, "And a BIG thank you to Abb Oglesby, Yolanda Dillard and Cyndy Edmonds of MTAS, who multi-tasked, problem-solved and "virtually" came up with multiple solutions that worked to make it all happen!"

It was a great experience to help create solutions to the unique challenges brought on by 2020. Please reach out to the MTAS training and development team if there is any way we can be of service to you in the future.



UPCOMING CONFERENCES

[Tennessee Municipal League Legislative Conference](#)

March 15, 2021 | Online

[Tennessee Fire Chiefs Association Spring 2021 Conference](#)

April 6-8, 2021 | Gatlinburg

[Tennessee City Management Association Spring 2021 Conference](#)

April 7-9, 2021 | Murfreesboro

[Tennessee Municipal League Annual Conference](#)

July 31-August 3, 2021 | Chattanooga



Tennessee Association of Municipal Clerks and Records June 2-4, 2021 | Murfreesboro

The TAMCAR spring conference has been rescheduled to June 2-4, 2021 at the Murfreesboro Embassy Suites. TAMCAR is a professional organization dedicated to the advancement of the Municipal Clerk. TAMCAR encourages clerks to continue their professional growth and development through continuing educational opportunities. Join us in June to reconnect with your fellow clerks from across the state. Registration begins in March 2021.

<https://tamcar.wildapricot.org/>

Do you have an interest in the MTAS CMFO Program?

The Certified Municipal Finance Officer (CMFO) is a 10-course fee-based program that includes an exam at the end of each course.

Courses are offered every month except for June and December. This program can be completed in one calendar year.

If you would like additional information about the program, please complete this [interest form](#).

[2021 Schedule for the CMFO Program](#)

For more information, contact [Emily Godwin, Municipal Finance Training Specialist](#).

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