

 **Municipal Technical Advisory Service**
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MUNICIPAL E-NEWS

March 2018 | Issue 87

MTAS Training Classes

See what is coming up!

bit.ly/MTASTrainingCalendar

New Information Resources from MTAS

Tales for Change: Using
Storytelling to Develop People
and Organizations | [Request](#)

Regulating Drones: What
Municipal Lawyers Need to
Know | [Request](#)

Smart Communities: Rethinking
Infrastructure | [Request](#)

How to Address 8 Common
Challenges of Complete
Streets Design | [Request](#)

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Visit the all new
www.mtas.tennessee.edu

MTAS offices will be closed March 30th for Spring Holiday.

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A Letter from the Executive Director



Greetings Tennessee Municipalities,

Welcome to a new year. Spring is literally just around the corner and it is hard not to be optimistic as nature is renewed and all is fresh and green. For those that know me, I typically prefer to look on the sunny side of life so spring is just a happy time of year for me. I hope I can share some of that sunny optimism with you when I tell you about some of the great things happening at MTAS.

We have hired some great talent in the last few months. Just as cities have experienced the silver tsunami, it has also begun to hit the shores at MTAS and we have had a greater number of vacancies than usual due to retirements. This is a trend that I expect to continue as our workforce ages, but remember that MTAS is available to assist you with the recruitment and hiring process in your community. Also, please be assured that we are making the very strongest hiring decisions on your behalf when we fill a vacancy at MTAS.

MTAS is in the early stages of creating a new strategic plan for the agency. The Institute for Public Service (IPS) devised a mission and vision statement for all the agencies last year. Now it is MTAS' time to decide how we will achieve the goals of:

- expanding funding to meet customer needs;
- delivering best-in-class customer-focused education and technical assistance;
- developing a diverse and highly skilled workforce that embodies the values of integrity, accountability, and professionalism; and
- communicating the impact, value and story of IPS.

Additionally, IPS has been working with the Tennessee Center for Performance Excellence (TNCPE) on ways it can become more efficient and effective. MTAS is looking forward to identifying ways to take advantage of its opportunities for improvement and to capitalize on its strengths. We can look to Germantown as a role model – congratulations to the City of Germantown on its attainment of the 2017 Excellence Award from TNCPE.

Finally, every two years MTAS conducts a customer satisfaction survey. The last survey wrapped up at the end of last year, and I am excited to share with you that our results improved in each of the five key categories over 2015. My hope is that the survey in 2019 shows even more improvement. There is that sunny optimism again! I can be optimistic because my optimism is grounded in reality as I know we have the knowledge, skills and abilities to serve you successfully. Please call on us for assistance.

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Johnson City, MTAS Plan for the Future of the Fire Department

At the request of the Johnson City Fire Department, MTAS Fire Management Consultant Steve Cross conducted a study of the department's staffing and apparatus deployment to help it run more effectively.

Cross worked closely with Fire Chief James Stables and other members of the fire department to collect data, determine daily operational issues, and tour the city to identify challenges the fire department has to overcome in order to provide world-class customer service. MTAS recommendations include reorganizing the rank structure of the department to a model that ensures each fire company has a supervisor and that each supervisor has a manageable span-of-control; and an apparatus deployment and response model that should take the department into the future. Cross followed up on the project with a face-to-face meeting with Stables to review each component and recommendation of the report. Finally, an offer of further assistance was provided to address concerns and recommendations with members of the city's management team.

"Thank you for your prompt and professional work on this study. In the next few weeks I will be reviewing and making some recommendations for the future. Additionally, some of your study recommendations are being implemented soon. As you know 'I am not from around here,' and this project has reinforced my interest and relocation to the great state of Tennessee, being able to work with great industry professionals like you in developing thoughtful strategies to meet community needs is important, and I look forward to future collaboration on improving the fire service delivery model for Johnson City."

--Johnson City Fire Chief James Stables



Steve Cross,
MTAS Fire Management Consultant



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MTAS TRAINING



The MTAS training team hopes you all are having a happy and productive 2018 so far! We are excited to begin this year with a full slate of training courses across the state. Municipal Administration Program (MAP) courses, the new Municipal Utility Board Training, and the Certified Municipal Finance Officer (CMFO) program are just a

few areas where we are already hard at work.

As we start a new year, we continue to learn and adapt to the new Institute for Public Service learning management system, K@te. All are encouraged to log on to kate.tennessee.edu/mtas and see what in-person and online opportunities are available. Also, our 2018 MTAS training catalog is easily accessed through our brand new MTAS website found at mtas.tennessee.edu.



Please feel free to contact any member of the MTAS training team should you have questions about our programs, or one you would like to see. We look forward to serving you in 2018.

All the best,
Abb

Abb Oglesby, MTAS Training and Development Manager
abb.oglesby@tennessee.edu

MTAS ON SOCIAL MEDIA

Did you know that MTAS has an active social media presence on Facebook and Twitter?

Throughout 2018, MTAS is undertaking a campaign to raise awareness about our social media presence. Social media is one of the integral tools we have to connect and share information with you, our customers. Facebook and Twitter provide you with a quick way to see what is going on at MTAS and to check out our latest offerings.

So, what can you do to be part of the campaign?

- **Check out the MTAS Facebook and Twitter accounts and ... follow us, like us, retweet. Take action! We want your participation.**
- **Send us items to post. We post jobs, class notices, conference announcements, news of interest, and much more.**
- **Encourage your coworkers to follow us.**

Have you liked MTAS on Facebook and Twitter?

@UTMTAS **@UT_MTAS**

Connect with us today!

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News from the Tennessee Municipal Benchmarking Project

TMBP welcomes Bristol

Our Tri-County representation in TMBP is complete. Beyond the notorious Bristol Motor Speedway, Bristol owns a rich culture and heritage, beautiful parks and caverns, a revitalized downtown, and a strong economy. We are excited to have them on board, and they will bring unique and valuable data to the project.

Annual Meeting to be Held on March 28

In other TMBP news, preparations are underway for the TMBP Annual Meeting to be held March 28 in Murfreesboro at the Patterson Park Community Center. **If you're interested in attending, please contact Laura Ogle-Graham at 865-974-7441, or Frances Adams-O'Brien at 865-974-9842.**

TMBP assists the city of Knoxville with a Blighted Properties Dashboard

To improve the quality of life and well-being of its residents, the city of Knoxville has begun an effort to quantify their blight reduction efforts and reduce the number of blighted properties within the city. Using data from the Neighborhood Codes Enforcement Office, Department of Community Development, and Public Service Department, the city can establish a count of the number of blighted properties, set

goals aimed at reducing the number of blighted structures and the overall appearance of blight, and track the progress toward these goals, with all information being readily available to the public through an online dashboard.



- Number of Blighted Properties
- Number of Chronic Problem Properties Remedied
- Number of Properties Taken to the Public Officer Hearing
- Number of Structure Citations
- Number of Demolitions Completed
- Number of Inspections Performed
- Number of Violation Inquiries
- Number of Violations Found
- Percentage of Violations Corrected
- Percentage of Proactive Enforcement

What are they measuring?

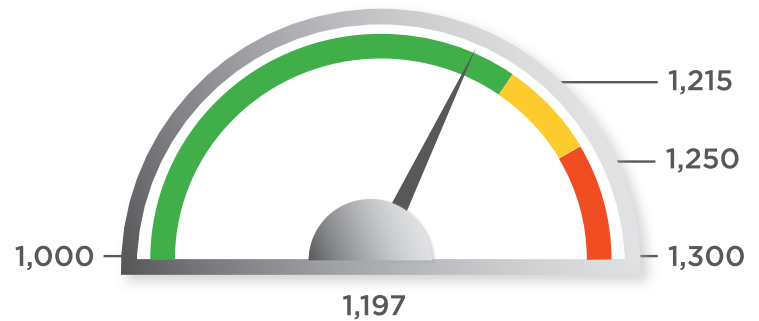
For the city's purposes, they define blighted property as any property in the city in violation of the city's structural codes or designated by the city's Department of Community Development as being a chronic problem property to the neighborhoods.

What is their goal?

Their goal is to reduce the number of blighted properties by 2 percent from the previous year.

How are they measuring?

The data is measured annually at the end of the calendar year.



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TREEDC Mayors Recognize 10 Year Anniversary With Former Governor Phil Bredesen

By Warren Nevad, MTAS Municipal Management Consultant

During 2008, Tennessee had embarked on statewide programs for solar, biofuels and energy efficiency. As a result, four rural Tennessee mayors, former University of Tennessee President Dr. Joe Johnson and the Municipal Technical Advisory Service (MTAS) formed the Tennessee Renewable Energy & Economic Development Council (TREEDC). In February, TREEDC mayors from Southeast Tennessee hosted a brown bag lunch in Chattanooga to recognize TREEDC'S 10TH year anniversary of connecting communities to renewable energy. TREEDC President/Dunlap Mayor Dwain Land thanked former Governor Phil Bredesen for giving TREEDC the impetus to start renewable energy in 2008.

Today, TREEDC has 108 mayors who are working together to create a path to fast track renewable energy in Tennessee. Thanks to lower costs in solar and more sophisticated energy capital, more rural communities are engaging in development of renewable energy facilities. TREEDC plans to hold more events across Tennessee in 2018 to recognize its progress during the past 10 years.



(L-R) Keith Cartwright, Sequatchie County mayor; James Talley, Ducktown mayor; Bill James, Meigs County mayor ; Beth Jones, Southeast Tennessee Development District; Former Governor Phil Bredesen; Dunlap Mayor/TREEDC President Dwain land; Warren Nevad, MTAS; James Cook, Graysville vice mayor and spouse.

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MTAS EXECUTIVE DIRECTOR MARGARET NORRIS LEADS URBAN RENEWABLE ENERGY PANEL

MTAS Executive Director Margaret Norris recently moderated an urban renewable energy mayor's panel at the Tennessee Renewable Energy & Economic Development Council (TREEDC) annual conference at Tennessee Tech University. Chattanooga Mayor Andy Berke, Knoxville Mayor Madeline Rogero and Nashville Director of Sustainability Erin Hafkenschiel shared their success stories in linking urban renewable energy with economic development.

Chattanooga and Nashville have recently implemented Solar Share programs, which allow citizens a new creative way to participate in solar generation with local energy providers in a more affordable manner. Attendees also heard about Knoxville's recent LED lighting program, which has become a national model.

TREEDC President/Dunlap Mayor Dwain Land expressed his appreciation to Norris for supporting the 108 mayors of TREEDC.



(Far Right) Cookeville Mayor Ricky Shelton speaks at the TREEDC Annual Conference.

(Right) From left to right: TREEDC President/Dunlap Mayor Dwain Land, UT MTAS Director Margaret Norris, Knoxville Mayor Madeline Rogero and Chattanooga Mayor Andy Berke



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UPCOMING CONFERENCES

TML Legislative Conference

Nashville | March 26-27, 2018

TCMA Spring Conference 2018

Murfreesboro | April 11-13, 2018

Tennessee Municipal Benchmarking Project Annual Meeting

Murfreesboro | March 28, 2018

TAMCAR Spring Conference 2018

Franklin | April 18, 2018

TCMA Fall Conference 2018

Chattanooga | October 31-November 2, 2018

Who is K@TE? (Hint: Replacement for Solution Point)

MTAS, along with all of the agencies of the UT Institute for Public Service, has launched K@TE (Knowledge and Training Excellence) a new learning management system. K@TE replaces Solution Point, MTAS' previous learning management system.

If you are new to MTAS training, and have never taken a class, you can explore some of our offerings before registering for an account on this website: Kate.tennessee.edu/mtas

If you have not logged in since our transition, you can login at Kate.tennessee.edu/mtas.

We appreciate your patience during this transition while we grow to better serve our customers in Tennessee. If you have any questions about registering for courses during this time, please call us at 865-974-0411.



Weclome to K@TE! kate.tennessee.edu/mtas

For more questions regarding the MTAS Municipal E-News, contact Frances Adams-O'Brien at frances.adams-obrien@tennessee.edu or 865-974-9842.