You may download these items from the MTAS Knowledgebase:

**After Incident Citizen Satisfaction Survey Program.** Dennis Wolf created this template for a program to measure customer satisfaction with the emergency service provided by the fire department. The program package includes a sample survey form, an Excel spreadsheet to compile the results, directions on entering the survey results into the Excel spreadsheet, and a sample memo to announce the program to fire department personnel. (More)

**Model Carbon Monoxide (CO) Alarm Response Policy.** Dennis Wolf authored this model policy to provide procedures for personnel to follow for the safe investigation and mitigation of reported carbon monoxide (CO) incidents. (More)

**New Financial Disclosure Required for Tax Abatements.** Kay Stegall authored this document, which explains that a tax abatement per GASB may not be the same as the legal definition of a tax abatement in Tennessee law, but GASB’s definition is for external financial reporting purposes. (More)

**Tap Fees in Selected Tennessee Cities.** Seven cities were surveyed to find out about the tap fees they charge for residential water and residential sewer, both inside and outside the city. (More)

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**The Carrot Principle: How the Best Managers Use Recognition to Engage Their People, Retain Talent, and Accelerate Performance by Adrian Gostick and Chester Elton: Reviewed by Dana Deem.** In his review, Dana Deem observes that great organizations and effective managers create what the authors define as a “Carrot Culture” one person at a time by using a variety of inclusive and meaningful recognition experiences. Great management is born when recognition is added to the other characteristics of leadership. (More)

**Evaluating Training Programs: The Four Levels (3rd ed.).** Donald and James Kirkpatrick provide a comprehensive guide to their four-level model, along with detailed case studies that show how the approach is used successfully in a wide
range of programs and institutions. The third edition revises and updates existing material and includes new strategies for managing change effectively. (More)

Investigating Harassment and Discrimination Complaints: A Practical Guide. This text is a hands-on guide for human resource professionals who are called upon to conduct a legally sound investigation into harassment, discrimination, or retaliation complaints. This important manual blends the information investigators need to develop the skills and competencies that are critical to successfully investigating harassment and discrimination complaints with a proven framework for undertaking the investigation itself. (More)

The Necessity of Strangers: the Intriguing Truth about Insight, Innovation and Success. Alan Gregerman offers the provocative idea that engaging with strangers is an opportunity, not a threat, and that engaging with the right strangers is essential to unlocking our real potential. His book shows how strangers can help us develop new markets and stronger customer relationships, leverage the full potential of partnerships, and become more effective leaders. (More)

PPC’s Guide to Preparing Governmental Financial (21st ed). This guide discusses and illustrates governmental accounting standards and can best be described as a governmental GAAP Guide. Both government accounting professionals and auditors will benefit by using the topical format, comprehensive disclosure checklist, and numerous illustrations and practical considerations to quickly resolve perplexing governmental accounting and reporting issues. (More)

Whether a Local Government May Authorize Additional Exemptions to Local Option Amusement Tax. The Attorney General was asked whether a city or county may create additional exemptions to a local option amusement tax created by 1992 Private Acts, Chapter 82. (More)

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Urban Forestry Best Management Practices for Public Works Managers, 2: Staffing. This text describes the staffing recommendations for operating an efficient and effective urban forestry planting and maintenance program within a public works department. (More)
Urban Forestry Best Management Practices for Public Works Managers, 3: Ordinances, Regulations, & Public Policies. This document describes the various types of legislation, regulations, policies, and other tools that can be effective in protecting natural resources because the very nature and location of these resources often cross public and private lines. (More)

Urban Forestry Best Management Practices for Public Works Managers, 4: Urban Forest Management Plan. An urban forest plan, based on recent tree inventory data and analysis of available staff, equipment, and budget resources, is an essential tool. (More)