

**CITY SPOTLIGHT:**

**PARIS**

**Henry County**

**Incorporated 1849**

2013 Population: 10,156

Municipal Management Consultant

Dana Deem

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**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**

MTAS's Research and Information Center is always adding new materials to its collection. See what's new for this month. [READ](#)

**PAST ISSUES OF THE  
 MUNICIPAL E-NEWSLETTER**

[READ](#)

**MTAS AND CIS WORK TO ASSIST MEMPHIS, IMPROVE POTHOLE AND UTILITY CUT MANAGEMENT**

In June of 2014 the Municipal Technical Advisory Service 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. [READ](#)

**FEMA OFFERS RESPIRATORY PROTECTION COURSE**

One of the most frequently found violations by TOSHA inspectors when visiting fire departments is a lack of, or an inadequate in some regard, respiratory protection program. [READ](#)

**MTAS UPDATES MUNICIPALITIES ON LEGISLATIVE ISSUES**

In July, The University of Tennessee Municipal Technical Advisory Service (MTAS) in cooperation with the Tennessee Municipal League (TML) facilitated training on the 2014 Tennessee State Legislature's session. [READ](#)

**2014 FALL TAMCAR CONFERENCE**

You've had great customer service and you've had terrible customer service, right? Does your organization have a blueprint for delivering the highest level of customer service? If not, where do you start? [READ](#)

**2014 TREEDC STATE, NATIONAL AND INTERNATIONAL RENEWABLE ENERGY SUMMIT**

This conference will feature a wide selection of renewable energy approaches and dialogue for networking and fellowship among our supporters in Tennessee and the rest of the world. [READ](#)



**MTAS Online**

3 new certificate programs

- Administrative Professional Online Certificate
- Human Resources Essentials Online Certificate
- Managerial Essentials Online Certificate



# MTAS and CIS Work to Assist Memphis, Improve Pothole and Utility Cut Management

**IN JUNE OF 2014 THE MUNICIPAL TECHNICAL ADVISORY SERVICE** 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 the Center for Industrial Services 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.

The UT team of John Chlarson, Michael Codega, Keith Groves and Ronnie Neill 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.

The team developed 10 recommendations and procedures that should result in an improved process for repairing potholes and utility cuts in Memphis streets.



▲ *Front Row: John Chlarson, MTAS, Michael Codega, CIS*

*Back Row: Jeff Jackson , IT Consultant, David Howell, Drain Maintenance, Edward Bond, Street Maintenance, James Greenlee, Environmental Maintenance, Mike Leonard, Environmental Maintenance, Carolyn Benson, Drain Maintenance, Jimmie Hynes, Environmental Maintenance, Keith Groves, CIS*

## FEMA Offers Respiratory Protection Course



**ONE OF THE MOST FREQUENTLY FOUND VIOLATIONS BY TOSHA INSPECTORS** when visiting fire departments is a lack of, or an inadequate in some regard, respiratory protection program. A respiratory protection program is required by OSHA under 29 CFR 1910.134.

The information below is for a three-day on-campus course at the Center for Domestic Preparedness in Anniston, Ala. Click on the links for more information.

Respiratory Protection: Program Development and Administration RP / PER-263

Respiratory Protection: Program Development and Administration is a three-day course which provides the necessary information to develop, implement, administer, and properly sustain a respiratory protection program. Along with other Federal regulations, all aspects of Respiratory Protection, 29 Code of Federal Regulations (C.F.R.) § 1910.134 is discussed. Students can use the information provided during the course to build a respiratory protection program that complies with the laws and regulations regarding specific emergency response actions.

To be eligible to attend RP, candidates must be an employer-designated respiratory protection program administrator with requisite knowledge of the subject and purpose of the course content.

Course dates: October 14-18, 2014, click on this link:

<https://cdp.dhs.gov/training/program/m>

Link to more information: <https://cdp.dhs.gov/training/courses/rp>

## MTAS Updates Municipalities on Legislative Issues

IN JULY, THE UNIVERSITY OF TENNESSEE MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) in cooperation with the Tennessee Municipal League (TML) facilitated training on the 2014 Tennessee State Legislature's session. With over 160 participants, serving as elected and appointed municipal officials and attorneys, these sessions were conducted in Kingsport, Knoxville, Franklin and Jackson.

These interactive sessions covered 26 areas and 124 individual legislative acts. Areas of interest included: alcoholic beverages, animals, authorities, boards, commissions, codes enforcement, contracts, crime and criminal procedure, economic development, education, elections, environment, finance, fire, firearms, general government, land use, planning and zoning, landlords and tenants, law enforcement, motor vehicles and traffic, personnel, records, state government, taxation, tort liability, transportation, and utilities.

The intended purpose of these sessions was to educate municipal officials regarding changes in law impacting Tennessee cities.



▲ *Captured above is a photo of the 2014 Municipal Legislative Updates course that was held in Franklin in July.*

## 2014 Fall TAMCAR Conference



**MUNICIPAL GOVERNMENTS ARE** under constant pressure to deliver services more efficiently. As a municipal government professional you must continually evaluate your performance in terms of productivity and effectiveness to keep pace with today's demands as well as to prepare for tomorrow's challenges. You must keep up with new trends, sharpen old techniques and acquire new skills. Your participation in this conference and its training programs will help prepare you for the challenges of public service. By participating in this conference, you are joining an outstanding group of municipal professionals who realize that education is a life-long process.

These training hours will apply toward your state certification and your International Institute of Municipal Clerks certification if you are a member of IIMC. These hours will also apply as elective hours toward Municipal Administrative Program Certificates. Many of these hours may also satisfy the continuing education requirements that are mandatory to maintain your certifications including the Certified Municipal Finance Officer (CMFO).

The fall conference will be held September 17 – 19 in Murfreesboro at the Embassy Suites Conference Center. Save these dates for this important conference.

## 2014 TREEDC State, National and International Renewable Energy Summit

*Hosted By Tennessee Tech University*

*October 12, 13 & 14*

**THE 2014 RENEWABLE ENERGY SUMMIT** will feature a wide selection of renewable energy approaches and dialogue for networking and fellowship among our supporters in Tennessee and the rest of the world. Our International Renewable Energy Conference will showcase Tennessee and Philippine renewable energy technologies, leaders and local governments and university best practices to our state, national and international members.



### Registration Options:

- Individual Registration | \$89
- Friend Registration | \$500
- Partner Registration | \$1000
- Principal Registration | \$1500
- Premier Registration | \$2000

### Additional Events - Scholarship Fundraisers:

- Golf Outing | \$25
  - Sunday, October 12th
  - 9 Holes of Golf—Prizes Awarded
- Guided Westside Walk | \$10
  - Monday, October 13th, 6PM

### Register Online:

[https://epay.tntech.edu/C20205\\_ustores/web/product\\_detail.jsp?PRODUCTID=610&SINGLESTORE=true](https://epay.tntech.edu/C20205_ustores/web/product_detail.jsp?PRODUCTID=610&SINGLESTORE=true)

The 2014 TREEDC International Conference has gone mobile! Schedule, maps, Twitter, alerts, more on your iPhone/Android, free! Get Guidebook at <http://guidebook.com/guide/21671>

# MTAS Training Opportunities

## CONFERENCES

### INTERNATIONAL CITY/COUNTY MANAGEMENT ASSOCIATION

September 13-17, 2014  
Charlotte, NC

### TENNESSEE ASSOCIATION OF MUNICIPAL CLERKS AND RECORDERS

September 17-19, 2014  
Murfreesboro

### INTERNATIONAL PERSONNEL MANAGEMENT ASSOCIATION

September 20-24, 2014  
Philadelphia, PA

### TENNESSEE GOVERNMENT FINANCE OFFICERS ASSOCIATION

October 16-17, 2014  
Murfreesboro

### TENNESSEE CITY MANAGEMENT ASSOCIATION

October 29-31, 2014  
Gatlinburg

### TENNESSEE PUBLIC RISK MANAGEMENT ASSOCIATION

November 20-22, 2014  
Nashville

### Tennessee Renewable Energy and Economic Development Council International Conference

October 12-14, 2014  
Tennessee Tech University, Cookeville

For more information contact  
Warren Nevad at  
warren.nevad@tennessee.edu

For a listing of all 2014 MTAS Training Opportunities, click [here](#) for the 2014 Training Catalog.

#### CMFO-Debt Management

9/25	8:30 AM	Knoxville	UT Conference Center
9/25	8:30 AM	Jackson	West Tennessee Research & Education Center
10/1	8:30 AM	Nashville	UT CIS Training Room
10/1	8:30 AM	East Ridge	East Ridge City Hall

#### CMFO-Payroll, Benefits & Pensions

10/29	8:30 AM	Jackson	West Tennessee Research & Education Center
10/29	8:30 AM	Knoxville	UT Conference Center

#### Customer Service For Front Line Employees

9/24	8:30 AM	Kingsport	Kingsport Center for Higher Education
9/25	8:30 AM	Knoxville	UT Conference Center
9/30	8:30 AM	Jackson	West Tennessee Research & Education Center
10/1	8:30 AM	Franklin	Williamson County Ag Expo Park

#### MAP- Planning and Zoning: Annexation Issues & Smart Growth

10/8	8:30 AM	Johnson City	Johnson City Public Library
10/9	8:30 AM	Knoxville	UT Conference Center
10/15	8:30 AM	Chattanooga	UT Chattanooga
10/16	8:30 AM	Nashville	TBI Headquarters
10/22	8:30 AM	Jackson	West Tennessee Research & Education Center
10/23	8:30 AM	Bartlett	Bartlett Station Municipal Center

#### MMA01 Municipal Manager Overview

10/15	8:30 AM	Chattanooga	Chattanooga Citywide Services Bldg
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#### MMA02 Understanding Work Styles

10/22	8:30 AM	Chattanooga	Chattanooga Citywide Services Bldg
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#### MMA03 Planning and Organizing

10/2	8:30 AM	Chattanooga	Chattanooga Citywide Services Bldg
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#### MMA04 Performance Management and Positive Discipline

9/3	8:30 AM	Chattanooga	Moccasin Bend Waste Resources Training Room
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#### MMA05 Human Resource Overview

9/10	8:30 AM	Chattanooga	Moccasin Bend Waste Resources Training Room
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#### MMA06 Workplace Harassment and Workplace Violence

9/17	8:30 AM	Chattanooga	Moccasin Bend Waste Resources Training Room
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#### MMA07 Communication Skills

9/24	8:30 AM	Chattanooga	Moccasin Bend Waste Resources Training Room
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#### MMA08 Motivating Your Workforce

10/1	8:30 AM	Chattanooga	Moccasin Bend Waste Resources Training Room
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#### Municipal Court Clerk Class-2014

10/9	8:30 AM	Collegedale	Collegedale City Hall
10/10	8:30 AM	Franklin	Franklin Police Department
10/15	8:30 AM	Bartlett	Bartlett Station Municipal Center
10/16	8:30 AM	Jackson	West Tennessee Research & Education Center

#### Records Management

9/23	8:30 AM	Bartlett	Bartlett Station Municipal Center
9/24	8:30 AM	Jackson	West Tennessee Research & Education Center
9/25	8:30 AM	Franklin	Franklin Police Department
9/30	8:30 AM	Collegedale	Collegedale City Hall
10/1	8:30 AM	Knoxville	UT Conference Center
10/2	8:30 AM	Johnson City	Memorial Park Community Center

#### Social Media & Employment Law

10/14	8:30 AM	Jackson	West Tennessee Research & Education Center
10/15	8:30 AM	Nashville	TBI Headquarters
10/21	8:30 AM	Kingsport	Kingsport Center for Higher Education
10/23	8:30 AM	Knoxville	UT Conference Center

THE UNIVERSITY of TENNESSEE   
MUNICIPAL TECHNICAL ADVISORY SERVICE

WWW.MTAS.TENNESSEE.EDU