

MUNICIPAL E-NEWS

September 2017 | Issue 85

MTAS Training Classes

See what is coming up!

bit.ly/MTASTrainingCalendar

New Information Resources from MTAS

AWWA 2016 Water and
Wastewater Rate Survey

[Request Book](#)

2016 Benchmarking Performance
Indicators for Water and
Wastewater Utilities | [Request Book](#)

Frayed Relationship: Turnaround
Tactics that Restore Public
Confidence | [Request Article](#)

You Ain't Seen Anything Yet:
Emerging Risks for the Public
Risk Manager | [Request Article](#)

*To see a list of ALL new
materials recently added to
the library holdings click [HERE](#)*

Past Newsletter Issues

bit.ly/MTASeNews

**1610 UNIVERSITY AVENUE
KNOXVILLE, TN 37921
PHONE: (865) 974-0411
FAX: (865) 974-0423**

IN THIS ISSUE:

Greetings from MTAS' New Executive
Director Margaret Norris

Tulahoma Earns ISO Rating of 2

MTAS Fire Consultant Re-Designated CEMSO

Collaborative Benchmarking in Tennessee Update

Welcome Paige Edwards, New MTAS Court
Clerk Specialist!

Knoxville's Mayor Rogero Recognizes MMA Graduates

Court Clerk Class, Flood Insurance Training and More

TREEDC New Chairmen and Mayor's Energy Roundtable

Athens Uses MTAS Assessment Center to
Hire PW Director

UT President Visits MTAS and CTAS Customers

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



MTAS offices will be closed on November 23 & 24, 2017 for Thanksgiving

MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

A Letter from the Executive Director



Greetings and salutations. My name is Margaret Norris and I am the executive director for MTAS. I am so honored to be able to say those words. My love for municipal management began when I was a graduate student and I took advantage of an internship in Knoxville at this place called MTAS (M-what? was my first reaction). However, I never considered anything else other than local government after that summer.

I have worked with many of you over my 16-year municipal management consultant career with MTAS and I look forward to working with you in a new capacity. MTAS is an outstanding organization, staffed with professional people who care about what happens in Tennessee cities. Leading this terrific team is a responsibility that I take seriously, and I am motivated to ensure it fulfills its mandates, mission and vision.

So, please join me as I begin my next great adventure. I welcome your comments, suggestions and other feedback. Together we can accomplish even greater feats for the vibrant communities in Tennessee that we call home.

Most sincerely,

Margaret Norris

Margaret Norris

MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Tullahoma Fire Department Improves ISO Classification

Steven Cross, BS, CFO, Fire Management Consultant

The Tullahoma Fire Department, led by Fire Chief Richard Shasteen, has earned an Insurance Service Office (ISO) Public Protection Classification of 2. The department's new ISO classification became effective in September. Chief Shasteen is very proud of the members of the department for their dedication of public service and public safety excellence.

Chief Shasteen is a life-long resident of Tullahoma. He became a member of the fire department in 1986 as a volunteer firefighter. He has served as the fire chief for the past 10 years. He is very proud of and honors the department's history and heritage but is always challenging his staff to identify future needs so they can prepare for the future.



Tullahoma Fire Department earning the ISO 2 Public Protection Classification rating puts the department in a very exclusive group of fire departments across Tennessee and the nation. In Tennessee, there are

only 23 ISO class 2 departments of the over 900 communities rated, and only four departments rated higher with an ISO class 1. In addition, across the United States, there are just over 1,300 ISO class 2 departments of the more than 46,000 communities rated. To read the complete article, please [click here](#).

MTAS' Fire Consultant Wolf Receives Chief Emergency Medical Services Officer Re-Designation

Only 119 people worldwide carry the designation of Chief Emergency Medical Services Officer, and MTAS's Dennis Wolf recently received re-designation to this elite group. Wolf originally achieved the designation in 2008 and has maintained the status since.

The Chief Emergency Medical Services Officer is a certification bestowed by the Center for Public Safety Excellence (CPSE). CPSE provides the only professional designations for fire and emergency service providers.

"The value of personal accreditation is the journey to get there. Receiving the designation is appreciated recognition, but the process to compare your knowledge, skills, abilities, and past performance against a national standard, and have your application reviewed by your peers, is the where real value is," Wolf said "Once one receives the designation, they must maintain their skill level to keep it, which leads to continuing professional development. Having the designation tells my clients that I have the knowledge and expertise to provide them with the best service possible."



MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Collaborative Benchmarking in Tennessee – What’s the Latest?

Laura Ogle-Graham, TMBP Project Coordinator

The Tennessee Municipal Benchmarking Project (TMBP) staff has had a busy summer getting ready for the FY17/18 data cycle. TMBP currently has 14 members for this cycle. The software used for the project, Covalent (now Pentana Performance), has undergone some changes and rebranding and should continue to improve the TMBP user experience. Several data entry training webinars have been provided online, as well as on-site with more offered in the coming months. Members are entering their FY2017 data now and analysis of the data will begin in November.

We are excited as we begin tackling project goals as set out in the new 2017-2022 strategic plan including forming an outreach and marketing plan task force, as well as a task force for streamlining the data-entry process.

In efforts to enhance performance-management services offered, we have implemented a GIS for the TMBP data. We are currently in the test/pilot stage for using the TMBP data to create maps that we can conduct spatial analysis on, using multiple layers of data, both performance data and spatial data. We hope to have online maps for our members in the coming months.



If you would like more information on this MTAS service, please visit the TMBP website at:
<http://mtas.tennessee.edu/web2012.nsf/Web/Benchmarking>

Municipal Court Clerk Specialist Position Announcement

Paige Edwards has been selected as the municipal court clerk specialist for the Municipal Technical Advisory Service. Edwards received her juris doctorate in 1999. Following graduation, she held numerous public service positions including serving as a research analyst for the Judiciary Committee with the Tennessee House of Representatives, a managing attorney for the Bureau of TennCare and as the assistance executive director of the Tennessee District Public Defenders Conference. Edwards began her tenure with MTAS in July and works out of the MTAS office in Nashville.



MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Mayor Rogero Presents Municipal Management Academy Participants with Certificates

Knoxville Mayor Madeline Rogero presented 30 staff members a certificate of completion in the Municipal Management Academy Level 1. Staff members were from various departments such as Parks and Recreation, Fleet Management, Solid Waste, and Engineering. The ceremony was held at the City County building and many department heads who sent staff members to the program were there.

Feedback from the participants was very positive and included comments such as:

"It helps me to understand how to be a better supervisor."

"Instructor's ability to help me connect the dots!"

"Great training, the game was the most fun part."

"Great material that applies to my workplace."

Several participants also commented that they liked the interactive teaching style and real world examples.

Mr. Kent Johnson Training Coordinator, Civil Service Department City of Knoxville worked with MTAS to schedule the program and select staff to participate.

Johnson's comment about the program was:

"We had a tremendous amount of positive feedback from the supervisors that completed the level 1 course. Not only did they think it was valuable, but they are now wanting to attend the level 2 MMA course as well," said Kent Johnson, training coordinator with Knoxville's Civil Service Department. "They were excited to take what they have learned and apply it. The instructors had practical experience and encouraged discussion of real issues that the city deals with and work on problem solving. Our administration was very pleased and very supportive of future partnerships with MTAS."

The Municipal Management Academy is a three level program. The first level includes 32 hours of training delivered by MTAS consultants. Topics include management, planning and organizing, workstyles, workplace harassment, performance management,

Knoxville Mayor Madeline Rogero with MTAS employees and program graduates



MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

2017 Court Clerk Classes

MTAS will be offering classes for court clerks this fall! The Fall Municipal Court Clerk Class covers basic topics and issues faced by municipal court clerks in their regular duties.

Specific topics include court docket preparation and maintenance; collection of litigation tax; submission of court action reports; and record keeping requirements for municipal courts. Participants will learn how to establish a municipal court records process that conforms to state laws and regulations and how to perform the court clerk function efficiently and effectively.

Dates and Locations:

Oct. 5-Smyrna Town Center
Oct. 18-Cookeville Leslie Town Center
Oct. 19-Collegedale City Hall
Oct. 25-Johnson City Carnegie Hotel
Oct. 26-Knoxville MTAS Training Room
Nov. 1-Bartlett Station Municipal Center
Nov. 2-Jackson Energy Authority

For more information or registration requests contact Doug Brown at (865) 974-9140 or doug.brown@tennessee.edu

Flood Insurance Training Made Available to Local Government Officials

The Municipal Technical Advisory Service (MTAS) and the Tennessee Department of Environment and Conservation (TDEC) held a series of six flood insurance training workshops throughout the state in August. These sessions focused on educating citizens and government officials about the National Flood Insurance Program (NFIP). Each four-hour session included a discussion of floodplain management, flood maps and studies, ordinance administration, and elevation certificates.

This training was made possible by funding TDEC. This funding allowed all participants to take the class free of charge. The course was developed and taught by Amy Miller from TDEC, Mike North from North Point Surveying and Bart Crattie from Niles Surveying.

The NFIP training was designed for floodplain administrators, surveyors, planning directors, codes officials and other municipal officials responsible for implementing their floodplain management ordinance.

Andrew Morkert, Building Inspector, Collegedale, said that "I felt the NFIP recent training held at the city of Collegedale was very informative and the in-class hands-on exercises on elevation certificates helped me to better understand what errors or omissions to look for when reviewing elevation certificates," said Andrew Morkert. Other participants echoed Andrew's comment saying "Amy is a great speaker and very knowledgeable," "the course was very informative" and the course had "excellent content and presentation."



MUNICIPAL E-NEWS

UT Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

The University of Tennessee Martin Chancellor Dr. Keith Carver Named New TREEDC Chairman

The Board of Directors of the Tennessee Renewable Energy & Economic Development Council (TREEDC) recently selected UT Martin Chancellor Keith Carver as Honorary Chairman of TREEDC. TREEDC is a statewide network of 102 mayors and 30 colleges and universities whose mission is to promote and connect renewable energy with economic development for Tennessee communities. Carver succeeds UT President Emeritus Joe Johnson who along with the UT Municipal Technical Advisory Service formed TREEDC in 2008.

Carver began his tenure as UT Martin Chancellor in January 2017. Previously, he served as executive assistant to the UT president since January 2011. Prior to that, he held roles at UT campuses in Knoxville, Martin and Memphis, including serving as interim vice chancellor for development and alumni affairs at the UT Health Science Center in Memphis and assistant vice chancellor for development at UT Martin. He held several positions at UT Knoxville, including assistant director and director of development and alumni affairs for the College of Law, program director for the Office of Student Activities and co-director of TeamVOLS. He also worked as director of special projects and coordinator of experiential education at Marietta College in Ohio for two years.

Carver will work with TREEDC President/Dunlap Mayor Dwain Land to promote TREEDC's 10-year anniversary-related events in 2018 and to create more awareness in renewable energy at UT campuses and local governments across the state. Carver will also be joined by West Tennessee TREEDC board members Huntingdon Mayor Dale Kelley, Mike McWherter, Memphis Councilman Dr. Edmund Ford, Jr., and Gibson County Utility Executive Director Pat Riley in promoting and utilizing UT Martin's mobile energy trailer and other related educational outreach activities.



UT Martin Chancellor Keith Carver and TREEDC President/Dunlap Mayor Dwaine Land.

MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

TREEDC, University of Tennessee CIS Host Mayor's Energy Roundtable

Mayors from the cities of Milan, Franklin and Dunlap representing the Tennessee Renewable Energy & Economic Development Council (TREEDC) participated in a clean energy roundtable discussion conducted by the Environmental Defense Fund (EDF) and the Nature Conservancy. Dodd Galbreath, Founder of the Institute for Sustainable Practice at Lipscomb University moderated the discussion which also included attendees from Senator Lamar Alexander's and Nashville Mayor Megan Berry's office.

Key takeaways from the roundtable discussion included the following:

- For mayors, investment in clean energy is not always about the environment and many times an economic decision.
- In Nashville, more people are demanding a top-down approach on climate change while rural cities face little or no demand from constituents to fight climate change.
- Mayors are the face of the community. It will take mayors to step out on these kinds of issues to get the community to change. Education of the public is essential.
- Timing is essential for mayors in determining when to step out on climate change.
- Being a mayor is a balancing act. There are many different grant opportunities that can be accessed through the EPA, Federal Emergency Management Association (FEMA), Department of Energy (DOE) and more.
- FEMA can be a good partner for mayors interested in clean energy. Not everyone buys in to climate change but they do understand emergencies.

Attendees

- Sally Palmer, Director of Science and Policy, The Nature Conservancy
- Dwain Land, Mayor of Dunlap
- BW Beasley, Mayor of Milan
- Warren Nevad, MTAS

- Ken Moore, Mayor of Franklin
- Michael Scalf, Senior Strategic Consultant, TVA
- Lindsay Pace, Tennessee State Director, Moms Clean Air Force
- Heather Toney, Founder, The Resolutions Firm
- Chad Kimes, Energy Systems Engineer, State of Tennessee Office of Energy Programs
- Mark Schwartz, Owner, greenMARK COLLABORATIVE
- Evann Freeman, Field Director for Senator Lamar Alexander
- Keith Ridley, UT CIS
- Martin Penny, Cooley Public Strategies



MUNICIPAL E-NEWS

MTAS Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Athens Uses MTAS Assessment Center to Hire PW Director

Athens began their search for a new public works director in the spring of 2017 with the help of MTAS. City Manager C. Seth Sumner and Human Resource Director Nina Edmonds asked MTAS consultants John Chlarson (public works) and Sharon Rollins (public works/technical consulting program manager), and John Grubbs (human resources) to assist in developing an assessment center for the selection of the new public works director.

An assessment center is a comprehensive evaluation approach that allows candidates an opportunity to demonstrate their skills in a number of different situations. Using the structured interview model integrated with exercises it allows candidates to demonstrate capabilities, simulating the conditions of a managerial level job.

MTAS consultants led stakeholder interviews in June and July to collect information, and to make sure that the process was targeted at serving Athens's specific needs. Six candidates went through the assessment center in August.. Assessors for the center included subject matter experts from the public works and human resources arena. At the conclusion of the center, the panel of assessors recommended a list of candidates to the city of Athens for further consideration for its next public works director.



Assessment panel pictured left to right (front row): George DeCroes (HR Director – Kingsport), Chad Austin (Water-Wastewater Manager – Kingsport), Loretta Hopper (Public Works Director – Signal Mountain), and Bud McKelvey (Public Works Director – Farragut).



Pictured left to right (back row): Nina Edmonds (HR Director – Athens), John Grubbs (HR Consultant – MTAS), Dawn McMillan (Sr. Library Associate – MTAS), Sharon Rollins (Public Works Consultant/Tech. Consulting Program Manager – MTAS), and John Chlarson (Public Works Consultant – MTAS).

MUNICIPAL E-NEWS

UT Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

DiPietro Visits MTAS, CTAS and CIS Customers in Chattanooga Area

In his statewide tour to visit Institute for Public Service customers, UT President Joe DiPietro recently made a stop in the small Bradley County city of Charleston, home to Wacker Polysilicon North American. After beginning operation in 2016, Wacker called on the Center for Industrial Services' Health and Safety program to provide training for its 32-person emergency preparedness team.

Wacker Emergency Preparedness Director Dan King and Assistant Fire Chief Michael Shillings discussed the various programs CIS conducted for their staff over the last two years. The training includes 24-hour industrial firefighter bridge, 40-hour emergency rope rescue, confined space rescue, industrial rope rescue and fire brigade refresher. Wacker Vice President and Site Manager Mary Beth Hudson also gave the group, which also included IPS Vice President Herb Byrd III, a tour of the multi-acre property that produces 20,000 metric tons of polysilicon annually.

The UT group then met with city and county officials from the southeastern area of the state at the Cleveland Regional Jetport. Representing the work MTAS has done for cities were two officials from the city of Athens: City Manager Seth Sumner and Human Resources Director Nina Edmonds. They discussed a candidate evaluation instrument called an assessment center that MTAS crafted and facilitated for director positions in two departments.



MUNICIPAL E-NEWS

 Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

UPCOMING CONFERENCES

Tennessee Association of Municipal Clerks and Records Fall Conference

September 20-22, 2017 | Murfreesboro, TN

Tennessee Stormwater Association

October 17-19, 2017 | Fall Creek Falls, Pikeville, TN

Tennessee City Management Association Fall Conference 2017

September 20-22, 2017 | Gatlinburg, TN

International City County Management Association Annual Conference

October 22-25, 2017 | San Antonio, Texas

Tennessee Government Finance Officers Association Fall Conference

October 11-13, 2017 | TBA

Tennessee Public Risk Management Association Annual Conference

November 1-3, 2017 | Franklin, TN

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.

Welcome 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.