

LEIC WELCOMES PARTNERS,
ALUMNI TO OPEN HOUSE
SCHOLARSHIP APPLICATIONS
NOW AVAILABLE
DEMAND IS INCREASING
FOR TRANSIT TRAINING
NATIONWIDE

2007

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the EXCHANGE

Funding and Research Make a Difference

The poplar is hardy and quick-growing. These traits make the tree an ideal farm crop for reforestation and the expanding biofuel industry.

Phenotype Screening Corp. of Seymour, Tennessee, run by Dan McDonald and Ron Michaels, both University of Tennessee alumni, is studying which varieties of these trees root the quickest and grow the fastest.

McDonald, an electrical engineer, and Michaels, who has a doctorate in engineering services, set out to fill a void by inventing a system that could accurately measure plant root systems without destroying the plants. Using Styrofoam-like containers and low-density polymeric foam for soil, the company has developed a low-energy digital X-ray machine. This machine is connected to computers that allow an operator to manipulate the plant and container, snap pictures, and then put the pictures together like a puzzle. Traditional X-rays and 3-D X-rays are then possible.

The company's X-ray system doesn't damage the plant, so researchers can X-ray the same plant many times as it matures to study its root development and monitor how

different nutrients, water, and growing conditions affect its growth. "There is a lot of interest in using poplar and willow trees as energy crops because of their fast growth, large carbon content, and high energy-in, energy-out ratio," said McDonald. "Fast-growing hybrid poplars also are grown on plantations in many areas for pulpwood and used for the manufacture of paper. It is also sold as inexpensive hardwood timber, used for pallets and plywood."



Bill Wiley



Jim Slizewski

With the help of four UT professors and Bill Wiley and Jim Slizewski of UT's Center for Industrial Services (CIS), the company began an eight-month project funded by an \$80,000 grant from the U.S. Forest Service. "With the financial assistance we could provide, we quadrupled the amount of work they were going to be able to do," said Wiley. CIS was also able

to provide some matching funds for the company and eliminate some overhead expenses associated with working with the professors.

"Those four scientists are each world-class researchers, and we were able to buy a slice of their time," McDonald said. "Their expertise was critical for our work."

(Continued on page 3)

A newsletter of
THE UNIVERSITY of TENNESSEE
Institute for Public Service

TML Enjoys UT Welcome

The annual Tennessee Municipal League (TML) conference was held in Knoxville June 10-12. Municipal officials from across the state attended this event, gathering for district meetings, to hear speakers on various subjects of interest, to visit exhibits, and to have the opportunity to network and renew friendships.

UT's Municipal Technical Advisory Service (MTAS) worked with TML and provided an elected officials training program the day before the conference. MTAS also provides any needed assistance to TML throughout the conference.

With Knoxville hosting the conference this year, UT played a major role in the events. Speakers included UT President Dr. John Petersen and Matt Murray, associate director of UT Knoxville's Center for Business and Economic Research and graduate director of economics.



Mary Jinks, Bruce Pearl, and Tom Looney at TML

A highlight of the conference was the Tuesday morning breakfast during which Bruce Pearl, UT men's basketball coach, spoke. Pearl was enthusiastic, positive, and personable in the motivational speech he delivered to the delighted city officials in attendance. He received a well-deserved standing ovation and took a little time out for pictures and autographs before heading back to basketball camp.

Public Service Agencies



CIS helps owners and managers of Tennessee industrial firms increase their competitiveness by helping them solve problems, boost productivity and quality, introduce new technology, and improve training of their employees.



CTAS promotes better county government through the provisions of direct assistance to county officials in developing and implementing ideas and methods for improving service to citizens.



LEIC provides innovative and technology-based training and services to law enforcement agencies and the communities they serve.



MTAS meets the challenge of providing timely, valuable information and assistance to Tennessee cities to build better communities.

LEIC Welcomes Partners, Alumni to Open House



LEIC Executive Director Dan Baker (left) talks with UT Knoxville Police Chief August Washington.



NFA alumni Kris Sanders and other guests visit the exhibit area at open house.



LEIC employees gather at their new facility in Oak Ridge.

On June 22, the Law Enforcement Innovation Center (LEIC) officially marked its move to Oak Ridge by hosting an open house for customers, partners, and guests. The event marked a new era in the 10-year history of the agency. More than 120 guests attended the open house, which was set up as an exhibit hall where guests could browse program displays and explore the many

types of training offered by LEIC.

By moving to new and larger facilities nearer to research centers and outdoor training facilities in Oak Ridge, LEIC stands to increase its training opportunities for both in-state and out-of-state public safety personnel. “The spectrum of courses and technical assistance rendered by LEIC seeks to achieve simple but important outcomes for communities—increased safety

and effectiveness in fighting crime, along with community and school-related issues,” said Daniel Baker, executive director of LEIC.

With most of the programs now operating from the new Oak Ridge facility, the open house was a great opportunity for LEIC to welcome its partners, alumni, and special guests to see the new space and learn more about the agency.



Jinks Scholarship Applications Available

The first Mary and Jack Jinks Institute for Public Service Scholarship will be awarded for the spring semester of 2008 to a UT student who is a child or grandchild of an IPS employee or retiree. An organization committee representing all IPS agencies and the central office met in July to determine application procedures and selection criteria, and to establish a selection committee.

“Thanks to the commitment by Mary and Jack, and the overwhelming support by staff during the Family Campaign, we’re going to be able to realize the benefits of the scholarship endowment sooner than expected,” said Tom Looney, IPS development director.

The selection committee will have a representative from each agency, the central office, and a retiree. The first award will be for \$625 and may increase over time as the endowment grows. If there are no children or grandchildren eligible, then IPS employees and relatives of employees may be eligible. Application information is available by contacting Charlotte Brooks at charlotte.brooks@tennessee.edu.



Demand Increases for Transit Training Nationwide

The Center for Homeland Security Training (CHST) at UT’s Law Enforcement Innovation Center (LEIC) continues to field calls for training from transit infrastructures around the country.

In addition to coordinating trainings in California, Texas, and New York, CHST staff recently attended the Department of Homeland Security Consortium’s annual national conference hosted by Louisiana State University.

This year’s theme for the conference was “Strengthening America Through Collaboration,” and CHST’s primary goal was to promote the Transit Terrorist Tools & Tactics (T4) course to the attending states’ training points of contact.

“Addressing threats from nature, mishaps, and terrorists continues to require better communication

and networking. Training of transit first preventers is strengthened through collaboration, and T4 has proven to be a great vehicle for that,” said Deidra Phillips, CHST T4 coordinator.

The conference helped generate interest in the already popular course. As a result, the initial 24 funded deliveries of the T4 course are nearly booked.



Orange County
Graduating Class



Los Angeles
Graduating Class

Funding and Research

(Continued from page 1)

A variety of environmental pressures are fueling interest in plant studies, and Phenotype Screening Corp.’s root X-ray system is likely to play a key role in research. “A growing world population, climate change, and the increasing scarcity of water are among the factors that will change the way we grow plants, as well as types of plants we grow,” McDonald said. “Food, fuel, housing, pest control, environmental preservation—they all rely on our ability to grow plants better, faster, and more efficiently.”

To learn more about how UT’s Center for Industrial Services assists with research and funding, contact Wiley at 865-974-8464.



Staff Applause



Dan Baker

To: Dan Baker, LEIC
 From: James H. Burch, II, Deputy Director
 Bureau of Justice Assistance
 U.S. Department of Justice

I received the PowerPoint presentation ... thank you for sending. I have to say it is the best I've seen and does a Class A job of describing the services and benefits of the National Forensic Academy. I really appreciate how you have woven the success stories. Great job to all. If I can find a way to post it on our Web site, I will. It really helps sell the NFA.

★ ★ ★



Deidra Phillips

To: Deidra Phillips, LEIC
 From: Lt. James Rudy
 Orange County Sheriff's Department
 California

It was a pleasure to meet you last week ... my apologies for not being able to attend the T-4 course. Just want to provide you with some feedback from the Orange County Transit Authority employees. They thought the class was outstanding and a real eye opener. Thank you and your staff for conducting such a great course. Let me know if it will be possible to schedule another class in September or October. It is greatly appreciated by me and Transit Police Services.

★ ★ ★



Ray Crouch

To: Ray Crouch, Gary West, MTAS
 Kevin Lauer, CTAS
 From: Roger Hawks, Executive Director
 TN Fire and Codes Academy
 Bell Buckle

On behalf of the Greene County Association of Volunteer Fire Departments and myself, I would like to thank you for allowing us the opportunity to host the assistant to the commissioner class this weekend. We had 21 people in attendance both days. We have had several chiefs over the years state, "We're volunteers; we don't have to do that." I feel this class was a real eye opener for them. The instructors were very knowledgeable and presented a great program. I feel that all fire chiefs in the state should be required to take this class and not just the newly elected chiefs. Again thanks for a wonderful class and for your support of the fire service in Tennessee.

★ ★ ★



Kevin Lauer



John Freeze

To: John Freeze, LEIC
 From: Tiffany Richards
 Associate Program Director
 National Law Center

Thank you for your support of the NLC (National Law Center) Protects training in Pigeon Forge and for providing information that will benefit attendees in the future. LEIC has our support whenever you need it! I hope we can work together again soon.

★ ★ ★



Steve Austin

To: Steve Austin, CTAS
 From: Cole Bradford, CPA
 Director
 Lincoln County Finance Department

Thank you for your prompt and thorough response to my letter dated June 13, 2007. CTAS has been an invaluable resource for me during my short career in county government thus far. Lastly, I look forward to working with you and other CTAS staff again in the future.

★ ★ ★



Bob Schwartz

To: Bob Schwartz, MTAS
 From: Larry W. Frevert, P.E.
 President Elect
 American Public Works Association

On behalf of the American Public Works Association (APWA) Board of Directors, I want to thank you for your support of Sharon Rollins in serving APWA through a volunteer leadership position as a member of the Education Committee for the term September 2007-September 2009. Thank you again for your support.

★ ★ ★



Sharon Rollins

To: Bob Schwartz, MTAS
 From: Timothy L. Elliott
 Building, Codes, and Safety Officer
 Colgedale

Thanks for the info in the letter you sent. I have been to many MTAS sponsored events in the short time I have been with the city. I just completed MMA-1 and will be attending MMA-2 when it is offered. I have also attended the NIMS class and the Zoning class put on by MTAS. I have also met and spoke with Mike Tallent on a few occasions. I did want to send you this email to thank you for the programs, and to let you know I will keep using this invaluable resource.

★ ★ ★

GET TO KNOW...

Kristy Brown CTAS

Kristy Godsey Brown joined the County Technical Assistance Service (CTAS) in February 2007 as a legal consultant. She is the primary attorney for the county registers of deeds, economic and industrial development, cable TV and telecommunications, land use (planning and zoning), and business and sales tax. Prior to coming to work at CTAS, Brown was in private practice at a large Nashville law firm. She graduated from the University of Tennessee with a degree in political science in 1999, and she received her law degree from Vanderbilt University Law School in 2003.

The past year has been a whirlwind of activity for Brown. Not only did she start working at CTAS, but she also got married in October 2006 and moved into a new house in April 2007. Her husband, Andy, is a certified public accountant in Nashville. The couple dated for 14 years before marrying. Their family includes two dogs, a Papillon named Reily and a Shih Tzu named Jack.

Since April, Brown has been busy unpacking boxes and buying furniture for the new house, and she says she has become slightly obsessed with the shows on HGTV. Despite this new interest, she says her all-time favorite hobby is shoe shopping.



Kristy Brown

Hannah Kraemer MTAS

Hannah Kraemer is one of the newest members of the Municipal Technical Advisory Service (MTAS) Knoxville office. She began as a temporary employee at the front desk in October 2006 and quickly advanced to a full-time position as a word processor for the MTAS codes team in November 2006. In addition to word processing, Kraemer sends completed codes and updates out via mail, makes copies, and assists with other tasks as needed. Her co-workers say she has a great attitude, and Kraemer says she loves the people she works with.

Kraemer graduated from Halls High School in May 2006, although she actually finished school early, in December 2005. She and her family are originally from Maynardville, and she has one sister. She married Steven Kraemer in May, and she has a stepson, Ashton, who is 16 months old. The Kraemer family now lives in West Knoxville.

In her spare time, Kraemer likes going to the lake, loves to go to hockey games in the winter, and enjoys UT football, although she never has attended a game in person. Hopefully, this year she will get the chance. Her plans for the future include continuing her education at the University of Tennessee.



Hannah Kraemer

Elaine Morrissey Achieves Certification

Elaine Morrissey, administrative support assistant for the Municipal Technical Advisory Service (MTAS) training team, recently learned from the International Association of Administrative Professionals (IAAP) that she had passed the Certified Professional Secretary (CPS) exam.

Morrissey has strived to upgrade her professional status by taking UT-sponsored training classes, and her hard work has paid off. Congratulations on this impressive accomplishment!



Elaine Morrissey

Petersen Tours State

The University of Tennessee has just begun a new fiscal year with a budget that reflects an important endorsement by the Tennessee General Assembly of the value of higher education to the state. To sustain the momentum gained by this critical support, UT President Dr. John Petersen is making a series of visits to employees, public officials, and economic development partners statewide the week of July 30.



Dr. John Petersen

The president is visiting Memphis, Jackson, Martin, Nashville, Chattanooga, Tullahoma, Knoxville, and Kingsport to discuss the university's priorities for continuing to add value to Tennessee. Regional consultants of the Municipal Technical Advisory Service and the County Technical Assistance Service are attending the events in their regions. Their presence is a reminder of UT's daily outreach across the state through the system-wide Institute for Public Service (IPS).

Petersen has a special appointment in Nashville with a small group of IPS employees, who are scattered across Tennessee and are separate from the academic campuses.

Members of the IPS Employee Relations Council—along with a traveling consultant and an office-based staff member of each IPS agency—are having breakfast with Petersen August 1.

"I am appreciative that Dr. Petersen has set aside time specifically for IPS employees and is taking the opportunity to talk with us individually, to discuss concerns, and to share ideas openly," said Dr. Mary Jinks, associate vice president of IPS.



CIS Reduces Spam

Customers hate spam, and trashing hundreds of e-mails each day is aggravating. UT's Center for Industrial Services (CIS) has found a way to get the word out—without being a nuisance.

"We have changed how we contact clients electronically," said Bob Dowd, CIS marketing manager. "Short, sweet, and to the point—with a Web page link if the reader wants to learn more." CIS also has combined its course offering e-mails into one weekly blast.

The customer satisfaction shows in the numbers. CIS recently posted its *Solutions* course catalog on the Web. "We sent out 4,500 e-mails with a link to the catalog and got 5,600 hits just 24 hours later," reported John Erdmann, CIS information technology manager.

"Keeping it short allows the reader to internalize the fact that UT is not going to waste any of their time," added Bill Nusbaum, CIS field staff manager.

The subscription rate is up, the cancellation rate is down, and CIS clients have complimented the new method.



CTAS Training Corner

The hot, hazy days of July did not pass without the County Technical Assistance Service (CTAS) offering some exciting training opportunities.



Ron Woody

Ron Woody and Rick Hall, CTAS county government consultants, taught the Capital Budget class in Greeneville. The instructors reviewed the importance of putting together a budget for capital improvement projects and what should be included in the budget. Cash Handling, taught in Franklin, reviewed customer service, cash handler accountability, safety for cash handlers, and the importance of standardized cash handling procedures. Bankruptcy Laws for County Trustees also was taught in July. The course discussed federal bankruptcy laws and how to protect county interests.



Rick Hall

Doug Bodary, CTAS finance and budget consultant, taught the GASB Statement 34 Implementation Workshop in Knoxville at the end of the month. The goal of this new workshop is to help counties comply with the new GASB accounting standards, which revise the current model for government-wide financial statements. Counties not in compliance by June 30, 2008, may receive a financial penalty. The workshop will be offered again in August. (See Calendar of Events, page 8.)



Doug Bodary

CTAS Conference Room Gets "Extreme Makeover"

The County Technical Assistance Service (CTAS) decided to take on a challenge and redecorate their conference room. The conference room had not been updated for several years and was starting to show signs of aging. The chairs posed a safety risk to all who sat in them because most of their arms were no longer intact and their bases were not very stable! Aesthetically, the paint and carpet were in desperate need of a decorator's attention.

A group of CTAS employees—with impeccable taste—were chosen to take on the decorating challenge. New chairs and carpet were ordered, paint colors were selected, and a new chair rail went up. The conference room also was equipped with a projector and ceiling-mounted screen. The work is now nearing completion, and CTAS is very proud of their newly decorated conference room.



What do they do?

Here's another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the systemwide Institute for Public Service, which is separate from the Knoxville academic campus.

Queena Jones is an information specialist for the Institute for Public Service (IPS). She promotes the institute's outreach and outcomes through publications, media relations, and other communications opportunities.

It's her job to raise awareness of IPS to customers, stakeholders, and the public. Day-to-day, she could be answering a media inquiry, editing an agency publication, or preparing a display and collateral materials for a special event such as "UT Day on the Hill."

Jones works with designated communications contacts in each agency to ensure IPS publications meet UT's graphic and editorial guidelines, which are established by UT Knoxville Creative Services. Jones also helps IPS agencies identify newsworthy information and proper media channels for their messages; then she coordinates IPS media releases through UT Knoxville Media Relations. While she works closely with these UTK departments, Jones is 100 percent IPS.

Jones interacts with other UT communicators to ensure IPS communications are consistent with the university's objectives and to represent IPS's interests. As this liaison, she may collect IPS information for UT's annual report or for fact sheets for trustees. Likewise, she is responsible for bringing university information to IPS employees, such as the 2006 FUTURE branding campaign or the August 2007 employee visits with UT President Dr. John Petersen.

"Everything I do supports the goal of better communicating IPS accomplishments to the university, IPS stakeholders, and Tennesseans," Jones said. "By working with IPS staff to improve our communications efforts, I hope IPS employees become engaged and encouraged to communicate individually and collectively about the good things happening at IPS."



Jones visits the agencies periodically to see "what's new," as in this 2006 Blackhawk excursion with the Tennessee Government Executive Institute.

Sid Hemsley Reaches 25-Year Mark with the University of Tennessee

Congratulations to Sid Hemsley, who recently reached 25 years of service as a legal consultant with UT's Municipal Technical Advisory Service (MTAS). Through his years at MTAS, Hemsley has become one of the most knowledgeable and popular consultants with Tennessee city officials across the state, as well as with his co-workers.

His unlimited resource of knowledge is enormously beneficial to all who call upon him. His workload is phenomenal, yet he continues to strive to provide the best service possible. Through his years of service, Hemsley has won recognition by receiving awards such as the Robert S. Hutchison Outstanding Public Service Professional Award presented by the Institute for Public Service (IPS) and the Hobday Award presented by MTAS.

Not only is Hemsley great at his job, he is great at his role as father and friend. Hemsley has nine children—and he is loving and caring to each one and takes care of any needs they may have to the best of his ability.

"Sid is one of the most caring people I know," said Armintha Loveday, MTAS administrative assistant. "If you have a problem with anything, Sid is the first one to give you a hand. He is a wonderful person and friend, and I am so thankful to be able to work with him every day."



Sid Hemsley



Hold these dates for

2007 IPS ANNUAL CONFERENCE

October 17-18 • Park Vista Hotel • Gatlinburg

Make plans now to enter the Muscatello/Rodgers Benefit Golf/Putt-Putt Tournaments, October 16, as a pre-conference activity.

For details, contact Tom Looney at tom.looney@tennessee.edu or (865) 974-6587.

A portion of your entry fee will support the Paula Muscatello, Bill Rodgers Local Government Internship Endowment.

August 2007 Calendar of Events

- CIS**
- Aug. 7 8-Hour Site Worker Refresher, Bartlett
 - Aug. 7 East TN Veterans Business Conf., Oak Ridge
 - Aug. 8 8-Hour Emergency Response Refresher, Bartlett
 - Aug. 8 Lincoln Davis Procurement Conference, Manchester
 - Aug. 14 OSHA 30-Hour General Industry, Nashville
 - Aug. 15 Lean Manufacturing Overview, Memphis
 - Aug. 20 Lean Certificate Program, Gatlinburg
 - Aug. 21 SBIR Budget/Accounting Workshop, Oak Ridge
 - Aug. 22 TN Environmental Regulatory Overview, Knoxville
 - Aug. 22 SBIR Budget/Accounting Workshop, Nashville
 - Aug. 27 8-Hour Site Worker Refresher, Nashville
 - Aug. 28 8-Hour DOT Refresher, Nashville
 - Aug. 29 16-Hour DOT, Nashville
- CTAS**
- Aug. 1 GASB Statement 34 Implementation Workshop, Cookeville
 - Aug. 3 Joint Assessor/Trustee Seminar, Nashville
 - Aug. 7 GASB Statement 34 Implementation Workshop, Henry Horton State Park
 - Aug. 8 GASB Statement 34 Implementation Workshop, Jackson
 - Aug. 13 Joint Assessor/Trustee Seminar, Jackson
 - Aug. 28 TCCA Regional Meeting, Paris Landing State Park
 - Aug. 30 TCCA Regional Meeting, Jackson
- IPS**
- Aug. 8 TELA, Knoxville
 - Aug. 12-17 TGEI, Knoxville
 - Aug. 26-31 TGMI, Knoxville
- LEIC**
- Aug. 6-9 Crime Prevention through Environmental Design, Charleston, SC
 - Aug. 7 UT Police Department Specialized Training, Knoxville
 - Aug. 13-17 SECLA Session VII, Week 2, Chattanooga
 - Aug. 14 UT Police Department Specialized Training, Knoxville

- Aug. 14-16 Transit Terrorist Tools & Tactics, Tampa, FL
- Aug. 21 UT Police Department Specialized Training, Knoxville
- Aug. 21-23 Transit Terrorist Tools & Tactics, Ft. Wright, KY
- Aug. 27-31 CSI in Correctional Institutions, Tullahoma
- Aug. 27-29 Transit Terrorist Tools & Tactics, Dallas, TX
- Aug. 28 UT Police Department Specialized Training, Knoxville

MTAS

- Aug. 1 Urban Forestry, Johnson City
- Aug. 2 Risk Management & Safe Workplace Environment, Chattanooga
- Aug. 2 Urban Forestry, Knoxville
- Aug. 3 Summary of Public Acts, Knoxville
- Aug. 7 Motivating Your Workplace, Millington
- Aug. 14 Risk Management & Safe Workplace Environment, Millington
- Aug. 14 Risk Management & Safe Workplace Environment, Collierville
- Aug. 17 Urban Forestry, Collegedale
- Aug. 21 Interviewing, Selecting, and Retaining Employees, Elizabethton/Jonesborough
- Aug. 23 Urban Forestry, Franklin
- Aug. 24 Urban Forestry, Cookeville
- Aug. 28 Urban Forestry, Bartlett
- Aug. 29 Urban Forestry, Jackson
- Aug. 29 Communicating, Coaching, and Counseling, Kingsport

Staff Departure

- CTAS**
- David Connor, Nashville

Service Anniversaries

- Al Cash, CIS.....17 years
- Bob Dowd, CIS.....4 years
- Macel Ely, IPS CO.....4 years
- Gina Guinn, LEIC.....5 years
- Gary Hayes, CTAS.....27 years
- Lynn Heer, CIS.....21 years
- Brett Howell, CTAS.....12 years
- Don Johnson, CTAS.....18 years
- Ron Loewen, IPS CO.....19 years
- Romeo Morrissey, LEIC.....4 years
- Brenda Moss, IPS Jackson.....33 years
- Ben Rodgers, CTAS.....2 years
- Matt Weaver, CIS.....3 years
- Amy Welch, LEIC.....5 years
- Gary West, MTAS.....2 years

Recruitments

- IPS CO**
- Administrator IV, Knoxville
- CIS**
- Accounting Specialist, Nashville
 - Program Manager, Nashville or Knoxville
- CTAS**
- Jail Management Consultant, Nashville
 - Budget & Finance Consultant, Nashville
- LEIC**
- Business Manager, Oak Ridge
 - Accounting Assistant, Oak Ridge
 - Coordinator, Oak Ridge
- MTAS**
- Program Resource Specialist, Nashville

New Hires

- CTAS**
- Jeffrey Metzger, Nashville
- CIS**
- John Collier, Nashville



The EXCHANGE is a newsletter of THE UNIVERSITY of TENNESSEE

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