





LOOKING BACK + FORGING AHEAD

Growth and impact continued to be front and center at the Institute for Public Service in fiscal year 2025. We continue to grow in our employee numbers, now totaling just over 200, and by adding a seventh agency to assist communities with planning, development and zoning.

We make an impact each year with the projects our employees work on with cities, counties and industries around the state—and the training we provide for our customers. In fiscal year 2025, we increased our impact figures with 113,704 requests for assistance, contact with more than 1.1 million customers across the state, 43,066 training participants and a customer-reported economic impact of \$2,765,723,432.

I'm excited to share with you that our Substance Misuse and Addiction Resource of Tennessee (SMART) secured funding this year in a partnership with the state Opioid Abatement Council, which allowed them to add five new employees. We also hired the first executive director for our Center for Local Planning, and he will add another dozen employees across the state, thanks to recurring funding from our General Assembly. You can find updates on both in this report.

The Center for Industrial Services (CIS) is making an impact on the workforce space in Tennessee and demonstrated that by hosting professionals for the first Workforce Development Academy. The academy offered workforce strategies and practices to address key state and regional goals. CIS also has a continuous impact on the safety of manufacturers through the training provided by its health, safety and emergency preparedness consultants. The latest are training courses on dealing with lithium batteries. We're pleased to highlight both initiatives in the annual report.

While we continue to see growth and make significant impact for our customers, we know we couldn't do that without the support of the state of Tennessee, the UT System, local governments, federal grants and our customers. We appreciate the faith and trust you place in our employees and our services!

A handwritten signature in black ink, appearing to read "Dr. Herb Byrd III".

Dr. Herb Byrd III
Vice President, IPS

FY2025 IMPACT FIGURES

TRAINING PARTICIPANTS

43,066

CONTACTS

1,141,144

REQUESTS FOR ASSISTANCE

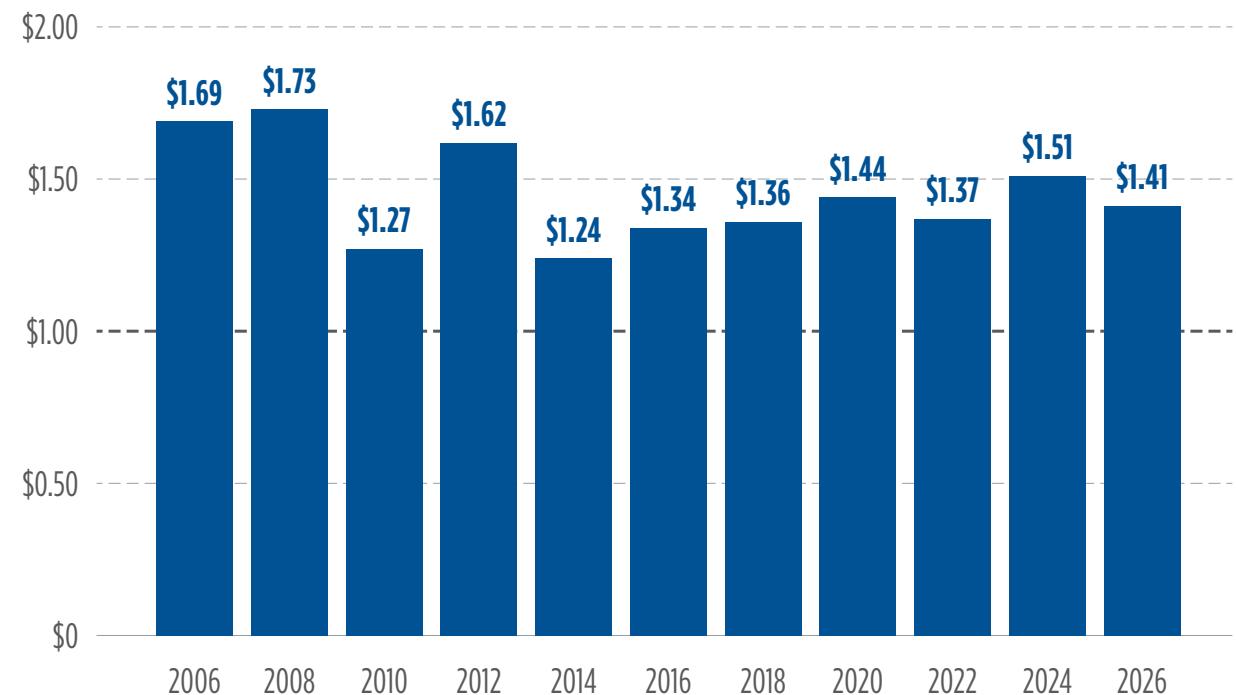
113,710

ECONOMIC IMPACT

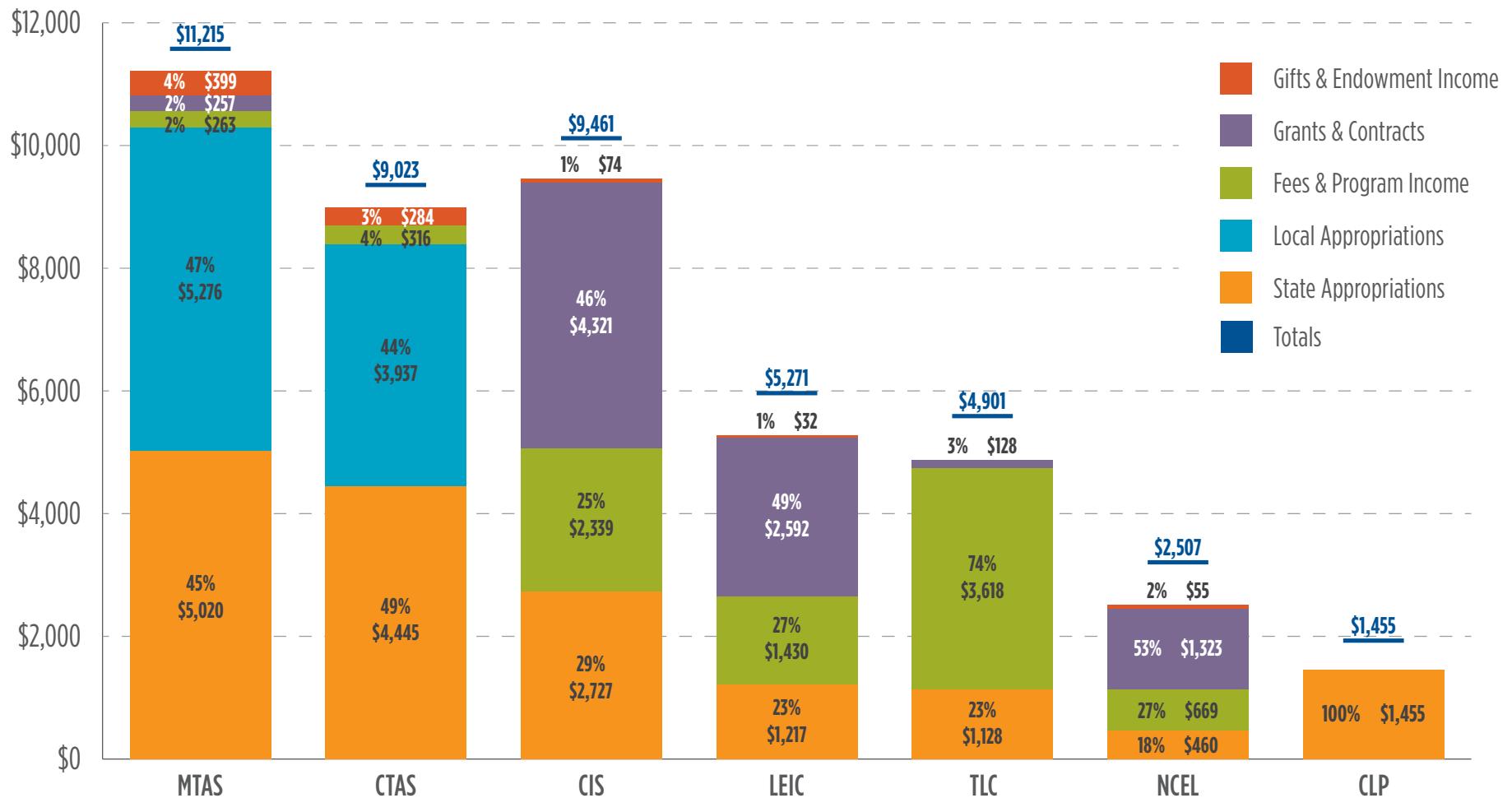
\$2,765,723,432

IPS LEVERAGE RATIO

*External Funds Generated
Per \$1 State Appropriation*



FUNDING SOURCE BY IPS AGENCY



FY2026 PROPOSED BUDGET

REVENUES

\$49,308,433

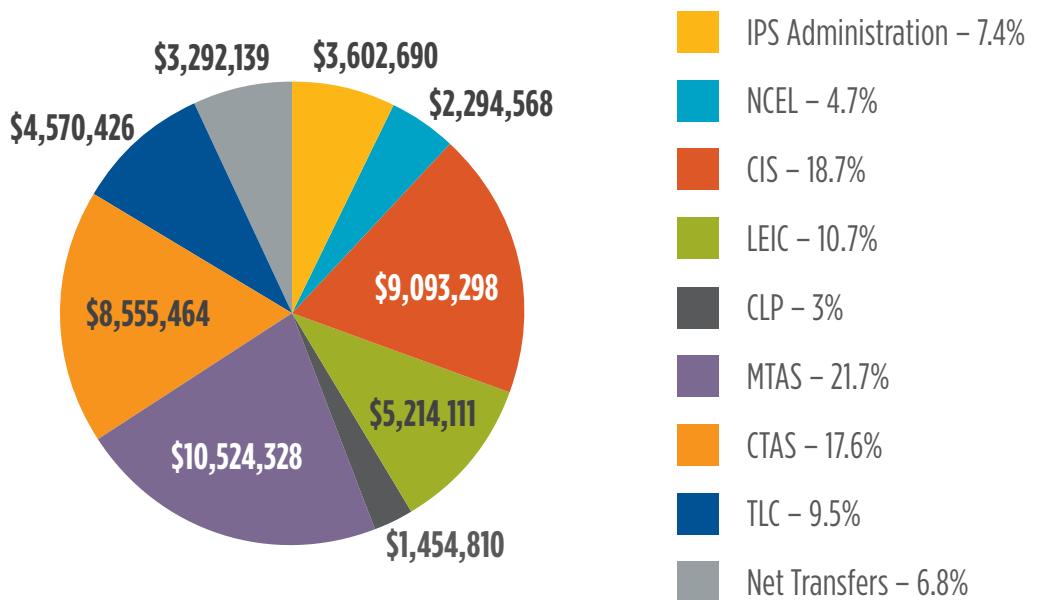
EXPENSES

\$48,601,834

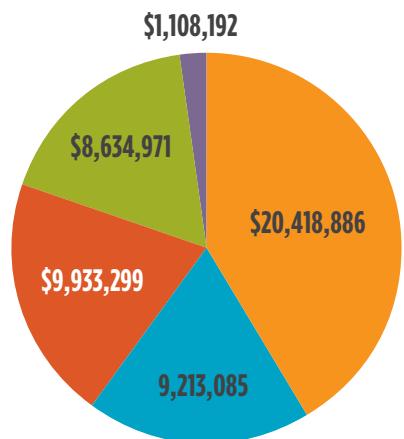
SURPLUS

\$706,599

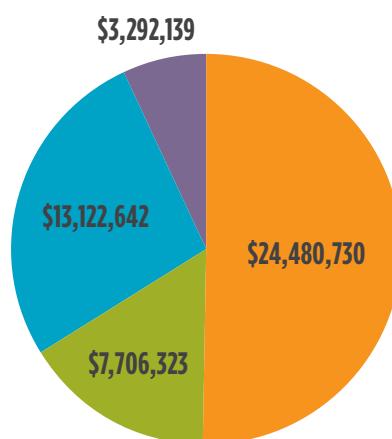
EXPENSE BY IPS AGENCY



REVENUES

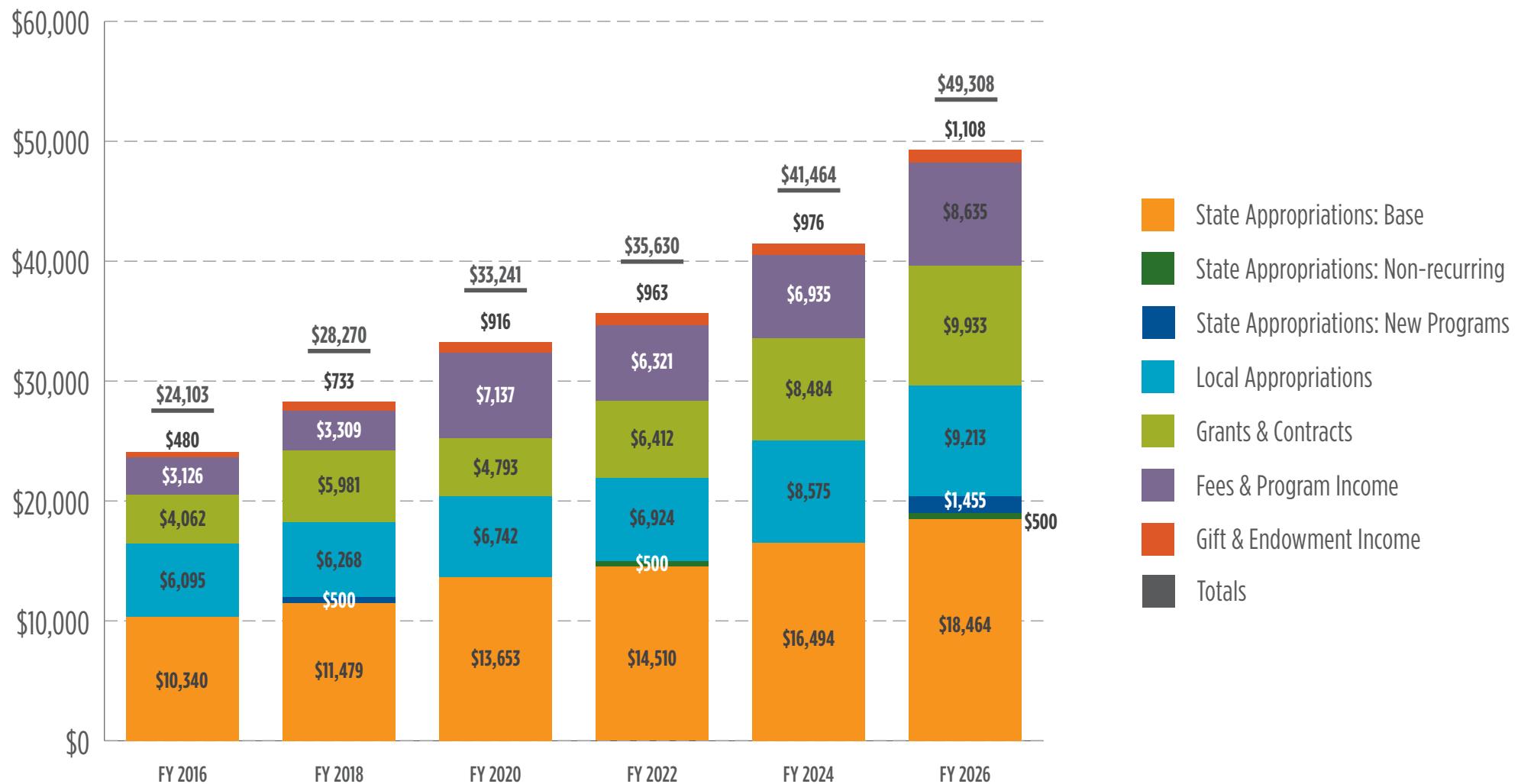


EXPENSES



CHANGE IN IPS FUNDING SOURCES

OVER 10 YEARS



DEVELOPMENT REPORT

Current data suggests that neurodiverse individuals, including those on the autism spectrum, are underrepresented in public service careers. A contributing factor is the limited availability of work-study programs that provide practical experience in these fields. According to the U.S. Department of Labor and organizations like the Autism Society, adults with autism face higher rates of unemployment and underemployment than individuals with other disabilities.

In response, Dr. Macel and Jamie Ely established the Ely Public Service Experience Fund. This endowment is designed to support students on the autism spectrum by providing access to immersive internship opportunities with the University of Tennessee's Institute for Public Service (IPS). IPS offers a dynamic environment to cultivate future public service leaders, ensuring access to both serve and be served in our communities.



Jamie and Macel Ely and family.

FUNDRAISING PROGRESS & GOALS

IPS and the Ely family are grateful for the incredible response, interest and support the fund has received within its first year. As of June 30, 2025, the Ely Public Service Experience Endowment is the #1 fund supported by total dollars raised and the #4 fund supported by total donor count, over all IPS gift and endowed funds.

Securing a minimum of \$125,000 or greater in gifts for the endowment would support one full-time (40-hour) or two part-time (20-hour), 10-week, public service career experience opportunities per year.

FUNDS
RAISED

\$30,073

25 TOTAL DONORS

\$125,000
ENDOWMENT FUNDRAISING GOAL



Make a gift today by visiting
giving.tennessee.edu/ely



ADMINISTRATIVE PROFESSIONALS ACADEMY PROGRAM EXPANDS TO EAST TENNESSEE

The Administrative Professionals Academy (APA), a leadership development program of the Naifeh Center for Effective Leadership, was created to empower administrative staff to grow both personally and professionally.

APA began in 2019 specifically as a professional development opportunity for Institute for Public Service and University of Tennessee administrative professionals. The program consists of six full-day sessions over six months. The sessions offer participants targeted leadership development, an increased understanding of personal leadership styles and strengths, and professional networking opportunities. Participants also complete project-based learning outside the classroom.

As the program grew to include professionals from state and local government offices, the courses moved to the institute's Nashville offices. Beginning in 2026, APA will add an East Tennessee cohort in Oak Ridge. It will begin in January and end in June.

For more information about the program, contact Naifeh Center Training Specialist Adela Bonta at adela.bonta@tennessee.edu.



JANUARY

Visit leadership.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 New Year's Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19 Martin Luther King Jr. Day	20	21	22	23	24
25	26	27	28	29	30	31



WORKFORCE DEVELOPMENT ACADEMY

The Center for Industrial Services hosted the first Tennessee Workforce Development Academy in early 2025. The academy attracted professionals from the Tennessee Department of Labor and Workforce Development, Tennessee Economic and Community Development, the Tennessee Board of Regents, Career and Technical Education programs, local workforce development boards and local government officials.

Over two-and-a-half days, participants learned from presentations and engaged in panel discussions with 19 leading experts in economic and workforce development. The course offered invaluable insights into workforce strategies and promising practices to address key state and regional goals, covering crucial topics such as skills gaps, workforce challenges and emerging trends. The 2026 Workforce Development Academy will be March 2-5 in Cookeville.



LISTEN TO OUR PODCAST TO LEARN
MORE ABOUT THIS STORY.



FEBRUARY

Visit cis.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14 Valentine's Day
15	16 President's Day	17	18 Ramadan	19	20	21
22	23	24	25	26	27	28

AGENCIES AID COMMUNITIES AFFECTED BY HURRICANE HELENE

When heavy rains from Hurricane Helene caused monumental flooding in East Tennessee, several Institute for Public Service agencies immediately acted to help their customers and communities.

"It's true that when folks are in difficult circumstances, it might be some of the hardest work we do, but it is also some of the most impactful and meaningful," said IPS Vice President Dr Herb Byrd III. "I'm especially grateful to all of the employees who were involved in helping the cities and counties impacted by the hurricane and subsequent flood."

At the outset of the flooding, field staff with the County Technical Assistance Service (CTAS) helped local first responders evacuate downtown Newport. CTAS helped continually monitor flood conditions and provided drone footage for damage assessment in Cocke and Unicoi counties. The Center for Industrial Services (CIS) health, safety and emergency preparedness team provided guidance as well as personal protective equipment. Municipal management staff with the Municipal Technical Advisory Service (MTAS) provided direct support to Elizabethton, Erwin, Greeneville, Newport and Sevierville. The MTAS legal team helped cities, including Erwin and Newport, with emergency purchases and with FEMA compliance contracting. Fire and police management consultants assisted cities in their recovery work.

Newport, Cocke County



Unicoi County



IT'S TRUE THAT WHEN FOLKS ARE IN DIFFICULT CIRCUMSTANCES, IT MIGHT BE SOME OF THE HARDEST WORK WE DO, BUT IT IS ALSO SOME OF THE MOST IMPACTFUL AND MEANINGFUL.

- IPS VICE PRESIDENT DR. HERB BYRD III

MARCH

Visit ips.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
Daylight Saving Time Starts						
15	16	17 St. Patrick's Day	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
Palm Sunday						



STATE FUNDS LOCAL PLANNING AGENCY AT UT INSTITUTE FOR PUBLIC SERVICE

The University of Tennessee Institute for Public Service (IPS) launched its seventh agency in 2025, with \$2 million recurring from the state. The funding established a dedicated local planning function, assisting Tennessee's cities and counties with economic development, zoning and infrastructure planning.

The Center for Local Planning joined the institute's existing six agencies and one initiative that provide training and consulting to state and local governments, manufacturers and law enforcement. The funding will also allow UT Extension, a branch of the UT Institute of Agriculture, to offer a statewide landowner education program.

Josh Suddath was named the first executive director for the center and assumed the position on October 13, 2025.

"We continued to hear from our cities and counties that planning, development and zoning are areas where they needed assistance," said IPS Vice President Dr. Herb Byrd III. "We are grateful to Governor (Bill) Lee and the General Assembly for also recognizing this and providing the funding to us to provide this service to our communities."



DID YOU KNOW?

From 1997 to 2017, 1.1 million acres across Tennessee was converted out of ag and forestry.

APRIL

Visit ips.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Passover Starts	2	3	4
5 Easter Sunday	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22 Administrative Professionals Day	23	24	25
26	27	28	29	30		

LEIC, UNIVERSITY OF NORTH TEXAS PARTNER TO ENHANCE SKILLS OF TRIBAL LAW ENFORCEMENT AGENCIES

Members of the UT Law Enforcement Innovation Center (LEIC) completed a U.S. Department of Justice Community Oriented Policing Services (COPS) Office project focused on building the capacity of tribal law enforcement agencies to more effectively investigate their unresolved Missing or Murdered Indigenous Persons (MMIP) cases.

Training Consultant Tim Schade, Training Specialist Jason Jones and Program Manager Jeff Lindsey partnered with colleagues from the Center for Human Identification at the University of North Texas Health Science Center at Fort Worth to form the Unresolved MMIP Case Project Team.

Native American and Alaska Native tribes suffer from a disproportionate number of unresolved MMIP cases. A significant percentage of these investigations have gone unsolved for many years.

That so many cases remain unresolved only adds to the already significant adverse impact these MMIP events have on survivors, family members and tribal communities. The delays in case resolutions have added to the level of distrust some tribal community members have for law enforcement agencies.

Over the past several years, a grassroots MMIP movement has emerged in the United States and Canada. One purpose of the MMIP movement is to amplify the need for more attention and effort to be focused on bringing resolution to these unresolved cases.



Cheyenne and Arapaho Tribes Governor Reggie Wassana; Melody Delmar, Director of the Office of Liaison for Missing and Murdered Indigenous Relatives, Colorado Division of Criminal Justice; LaRenda Morgan, Oklahoma MMIP advocate.



Cheyenne and Arapaho Tribes Governor Wassana, Western District of Oklahoma U.S. Attorney Robert Troester and Cheyenne and Arapaho Tribes Lt. Governor Hershel Gorham.



LISTEN TO OUR PODCAST TO
LEARN MORE ABOUT THIS STORY.

MAY

Visit leic.tennessee.edu for more information.

SUNDAY

MONDAY

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WEDNESDAY

THURSDAY

FRIDAY

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Cinco de Mayo

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Mother's Day

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Memorial Day

WEBSITE UPDATES

In the recently completed IPS strategic plan, the IPS communications team set a goal to re-design all institute websites and have all of the sites use the same content management system.

The goal of making these changes was to simplify the design of the sites, remove unneeded text and adopt a unified appearance across all agency sites.

One of the things we frequently hear from customers is that they are not familiar with all seven IPS agencies. We hope with the re-design of the websites, it will be easier to navigate among agency websites and to understand the mission of each agency.

University of Tennessee Institute for Public Service

Give To IPS Search IPS

Our Agencies Our Services About Staff News & Events

One institute. Seven agencies. Statewide service.

WELCOME

UT Institute for Public Service

We serve business and government to improve the lives of Tennesseans!

The UT Institute for Public Service provides outreach and assistance to all of Tennessee. Through our agencies and initiatives, we offer technical assistance, training and consulting on a wide variety of services, including:

- Government operations
- Language services
- Law enforcement excellence
- Leadership training
- Municipal government excellence
- Opioid abatement
- And much more

EXPLORE OUR SERVICES

AT WORK

Making Tennessee Great

Mission

We serve business and government to improve the lives of Tennesseans.

Vision

We envision Tennessee as a global leader with thriving business and industry, efficient and effective government, and vibrant communities.

Values

We value people, diversity, relationships, integrity, and excellence.

STAY CONNECTED

Latest News at IPS

LEAD

LEADERSHIP EXCELSIOR, ACADEMY & DISCOURSE

INSTITUTE FOR PUBLIC SERVICE (IPS): Is Our Organization Aligned and Entrepreneurial?

LEAD

LEADERSHIP EXCELSIOR, ACADEMY & DISCOURSE

MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS): Leading on the Line: Thriving in the Heart of Change

CIS

CENTER FOR INDUSTRIAL SERVICE (CIS)

Tennessee Chamber and UT Center for Industrial Services Forge Training Partnership

EXPLORE ALL NEWS

CONTACT

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Knoxville, TN 37901
Phone: (865) 974-8620
Fax: (865) 974-8228

CONTACT Us
Staff Listing
Training Facilities
Events Calendar
Work for IPS
Employee Intranet

QUICK LINKS

Disclaimer | Indicia | EEO/AA Statement/Non-Discrimination Statement | Privacy

IPS AGENCIES

Center for Industrial Services (CIS)
County Technical Assistance Service (CTAS)
Law Enforcement Innovation Center (LEIC)
Municipal Technical Advisory Service (MTAS)
Mobile Crisis Unit (MCU)
Tennessee Language Center (TLC)
Substance Misuse and Addiction Resource for Tennessee (SMART) Initiative

University of Tennessee Institute for Public Service

Give To IPS Search

Forensics & Investigative Communication Leadership Specialized Training About

UNIVERSITY OF TENNESSEE Law Enforcement Innovation Center

Innovative training for law enforcement professionals and the communities they serve.

UT LEIC

Enhancing Law Enforcement

The Law Enforcement Innovation Center (LEIC) enhances law enforcement personnel's skills with cutting-edge training programs that enhance policing standards.

Using expert instructors and consultants, we design and deliver course materials for clients across North America.

Join over 35,000 law enforcement officers, criminal justice professionals, and community members, public sector leaders and community members who have completed our training and educational programs.

Explore Training

Explore training opportunities and find the right course for your team.

- Executive Training
- Investigative Training
- Communication
- Leadership Skills
- Substance Misuse/Abuse
- Security Awareness
- And more

DO THE EXTRA MILE

Academies & Institutes

In addition to our regular training courses, we offer long-term, in-depth learning opportunities. Enroll in one of our prestigious academies to further your skills and abilities.

National Forensic Academy

National Forensic Academy: Collegiate

Southeastern Leadership Academy

CHOOSE EXCELLENCE

Conferences & Symposia

Gather with peers to learn from leading industry experts.

Crisis Communications Symposium

Effective Policing: Autism Response

Need assistance finding the right training? We can help.

CONTACT US

CONTACT

UT Law Enforcement Innovation Center
1601 Oak Ridge Turnpike, Suite 101
Oak Ridge, TN 37830
Phone: (865) 482-5390
Fax: (865) 482-5390

UT Law Enforcement Innovation Center
1601 Oak Ridge Turnpike, Suite 101
Oak Ridge, TN 37830
Phone: (865) 482-5390
Fax: (865) 482-5390

QUICK LINKS

Center for Industrial Services (CIS)
County Technical Assistance Service (CTAS)
Law Enforcement Innovation Center (LEIC)
Municipal Technical Advisory Service (MTAS)
Mobile Crisis Unit (MCU)
Tennessee Language Center (TLC)
Substance Misuse and Addiction Resource for Tennessee (SMART) Initiative

IPS AGENCIES

Center for Industrial Services (CIS)
County Technical Assistance Service (CTAS)
Law Enforcement Innovation Center (LEIC)
Mobile Crisis Unit (MCU)
Tennessee Language Center (TLC)
Substance Misuse and Addiction Resource for Tennessee (SMART) Initiative

JUNE

Visit ips.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
Flag Day					Juneteenth	
21	22	23	24	25	26	27
Father's Day						
28	29	30				



CIS Health and Safety Consultant Aaron Gillespie teaches the Lithium Battery Safety Course in Pigeon Forge, wrapping up with a lithium battery fire demonstration.

STAY SAFE WITH LITHIUM BATTERY SAFETY TRAINING

Are you aware of the potential hazards associated with lithium batteries? The Center for Industrial Services (CIS) Lithium Battery Safety course is designed to educate workers and community members on these risks. This two-hour session provides an overview of safe handling practices and emergency response procedures. Participants learn how lithium batteries can be damaged and the serious consequences that may result.

CIS also offers a Response to Lithium Battery Incidents course and an Advanced Response to Lithium Battery Incidents course. Visit cis.tennessee.edu for more information on these courses.



LISTEN TO OUR PODCAST TO LEARN
MORE ABOUT THIS STORY.



JULY

Visit cis.tennessee.edu for more information.

SUNDAY

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WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

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Independence Day

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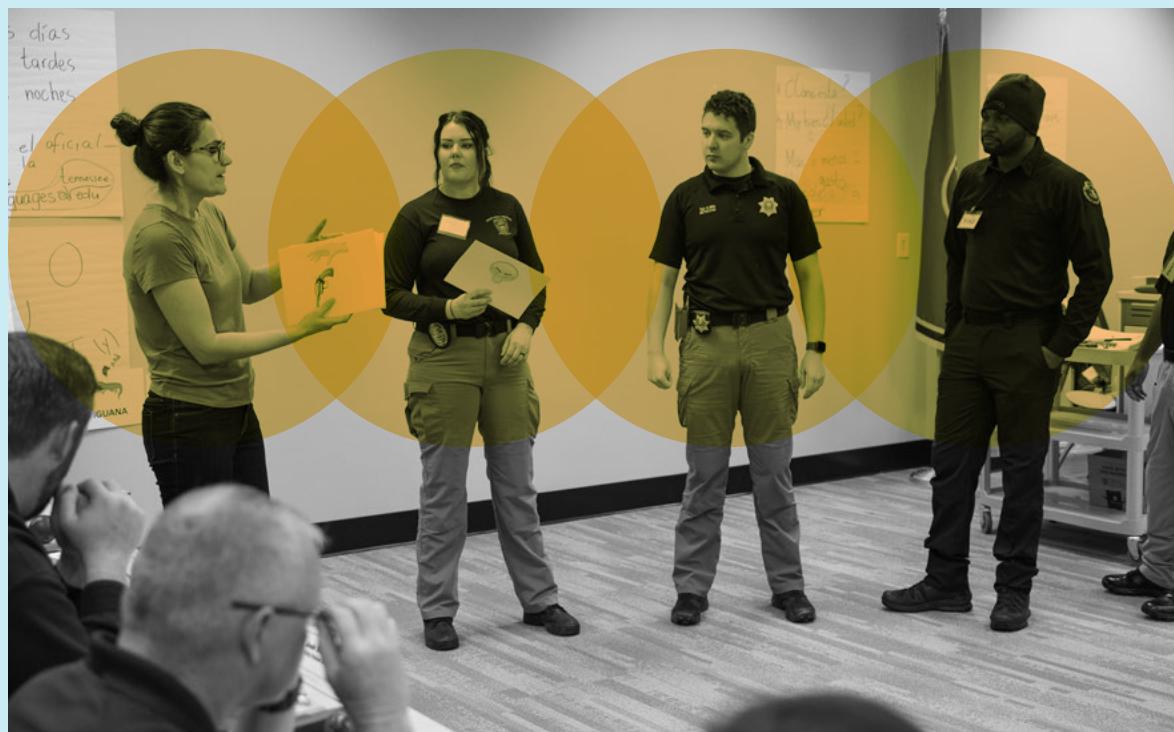
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SPANISH FOR LAW ENFORCEMENT IS BRIDGING LANGUAGE GAPS

Communication is key in law enforcement, and the Tennessee Language Center (TLC) is contributing to efforts to bridge the language gap. TLC hosted the second Spanish for Law Enforcement class at the Gallatin Police Department in partnership with sister agency, the Law Enforcement Innovation Center (LEIC), thanks to funding from the Tennessee Office of Criminal Justice Programs.

This intensive three-day course provided officers with essential Spanish-language skills for real-world situations, including traffic stops, arrests, domestic violence incidents and medical emergencies. Through hands-on activities and group collaboration, participants gained practical tools to improve communication and build trust within Spanish-speaking communities. By equipping law enforcement with language skills, we're enhancing safety, fostering community connections and ensuring better outcomes in critical situations.

Officers from agencies across Middle Tennessee took part, including the Clarksville Police Department, Sumner County Sheriff's Office, Germantown Police Department, Lebanon Police Department, Tennessee State Parks, Metro Nashville Airport Authority, Shelbyville Police Department, Metro Nashville Police Department and hosts at Gallatin Police Department.



LISTEN TO OUR PODCAST TO LEARN MORE ABOUT THIS STORY.



AUGUST

Visit tlc.tennessee.edu for more information.

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30	31					

SMART INITIATIVE CONTINUES TO GROW

The University of Tennessee's Institute for Public Service continues to make an impact across the state through its Substance Misuse and Addiction Resource for Tennessee (SMART) Initiative. In a major milestone, SMART has been named the official partner of the Tennessee Opioid Abatement Council (OAC)—the body responsible for allocating and overseeing the majority of opioid settlement funds flowing into Tennessee.

Created by state law in 2021, the OAC is tasked with ensuring that these funds are used effectively to support recovery, prevention, harm reduction and treatment efforts. But translating dollars into meaningful, measurable change takes time and expertise, which is where the SMART Initiative has stepped up to help.

Since April 2025, SMART has grown its team by 50%, adding specialists in data analysis, program implementation, and research and evaluation. These new team members are already supporting counties in designing evidence-based strategies, launching innovative local programs, and tracking the long-term impact of the many new program strategies being rolled out across the state.

With this partnership, UT is showing that it continues to be a leader in effective, evidence-based solutions to the opioid crisis and is laying the groundwork for a healthier, happier Tennessee.



Left to right: SMART employees Karen Pershing, Clint Brasher, Channie Cavitt, Ellen Oakes, Jennifer Tourville, Jeremy Kourvelas, Sarah McCall, Trevor Henderson and Kayley McMahan.



DID YOU KNOW?

The SMART Initiative has its own podcast, the SMART Policy Podcast, which features substance misuse experts, law enforcement, health professionals, individuals with lived experience and more.

SEPTEMBER

Visit smart.tennessee.edu for more information.

SUNDAY

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Labor Day

Rosh Hashanah Begins

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Yom Kippur Begins

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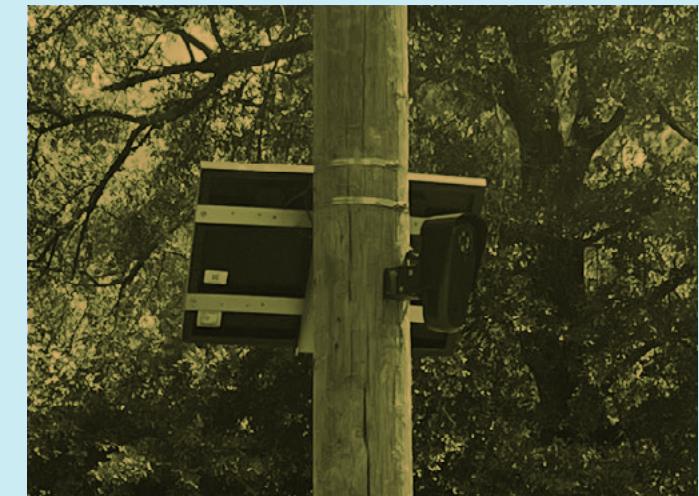
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JOINT RESEARCH PROJECT TRACKS USE OF AUTOMATED LICENSE PLATE READERS

The use of automated license plate readers (LPR) is growing in Tennessee, however, results from a joint research project show that data from the devices has not been well tracked and their effectiveness reducing crimes is not known.

The Municipal Technical Advisory Service (MTAS), an agency of the UT Institute for Public Service (IPS) and the Howard Baker School of Public Policy and Public Affairs conducted the study. MTAS presented a list of possible research topics to Xuhong Su, associate professor and director of graduate studies at the Baker School, who took on this study of LPR. MTAS West Tennessee Management Consultant Dana Deem suggested the topic. Project Manager Angie Carrier, Police Management Consultants David Moore and Jeff Stiles, and Librarian Frances Adams-O'Brien also assisted in the project.

The research found that the function of the readers has moved beyond the original purpose of detecting and recovering stolen vehicles or helping to investigate vehicle-related crimes. They have also been deployed to assist in investigations of crimes against people or property, gang-related crimes and homeland security issues. License plate readers uses have been tracked to varying degrees depending on their functions. Tracking daily deployment has been limited, whereas tracking the deployment for specific crime investigations has been high. About one-third of departments collect performance measures on the numbers of cars stolen, recovered, or people arrested or helped.



Photos courtesy of the Jackson Police Department.



DID YOU KNOW?

In 1976, the Police Scientific Development Branch invented LPR to combat terrorism, honing the technology into working prototypes by 1979.

OCTOBER

Visit mtas.tennessee.edu for more information.

SUNDAY

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Columbus Day

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Halloween

PAVING A DIGITAL PATH: HELPING COUNTY HIGHWAY DEPARTMENTS BUILD THEIR WEB PRESENCE

In many Tennessee counties, highway departments play a critical yet often behind-the-scenes role—maintaining local roads, managing infrastructure and serving residents day in and day out. But despite their importance, many of these departments lack a clear online presence, tucked away as secondary pages within larger county websites. Recognizing this gap in accessibility and communication, the County Technical Assistance Service (CTAS) stepped in to provide targeted technical assistance.

Over the past year, CTAS Marketing Director Liz Gossett worked closely with the highway departments in Morgan, Smith, Fentress and Bradley Counties to help them build and launch their own standalone websites. These sites give residents direct access to essential information—like road lists, forms, holiday closures and service announcements—all in one easily navigable space. Just as importantly, they empower staff to manage content themselves, ensuring that urgent updates no longer get delayed waiting for approval or edits from another office. It's a small digital shift with a big impact on how these departments connect with the communities they serve.



DID YOU KNOW?

Tennessee has over 96,000 miles of public roads, nearly all of which are owned by state and local governments and supported by a mix of federal, state and local dollars. Local governments own about 85% of all public roadways.

Morgan County Highway Department

PUBLIC ENGAGEMENT SURVEY

We proudly maintain over 450 miles of road within the 522 sq. miles that is Morgan County.

Important Forms

- Road Specifications
- Petition for Road Acceptance
- Petition to Lower Speed Limit
- Petition for Road Removal
- Official County Road List

About Joe Miller

Morgan County Highway Superintendent Joe Henry Miller is a native of Morgan County. He grew up in the Deer Lodge community and graduated high school at Sunbright in 1981. Although Joe has worked many different jobs in several states he landed in Crossville for a while. He worked at the City of Crossville for 18 ½ years and served as the Street Department Superintendent for 12 years. Joe and his wife moved back to Deer Lodge in 2013-2014 where he was raised. He ran for and won the office of Highway Superintendent in 2014, where he continues to serve the residents of Morgan County.

ABOUT THE DEPARTMENT

NOVEMBER

Visit ctas.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
Daylight Saving Time Ends						
8	9	10	11	12	13	14
			Veteran's Day			
15	16	17	18	19	20	21
22	23	24	25	26	27	28
				Thanksgiving		
29	30					



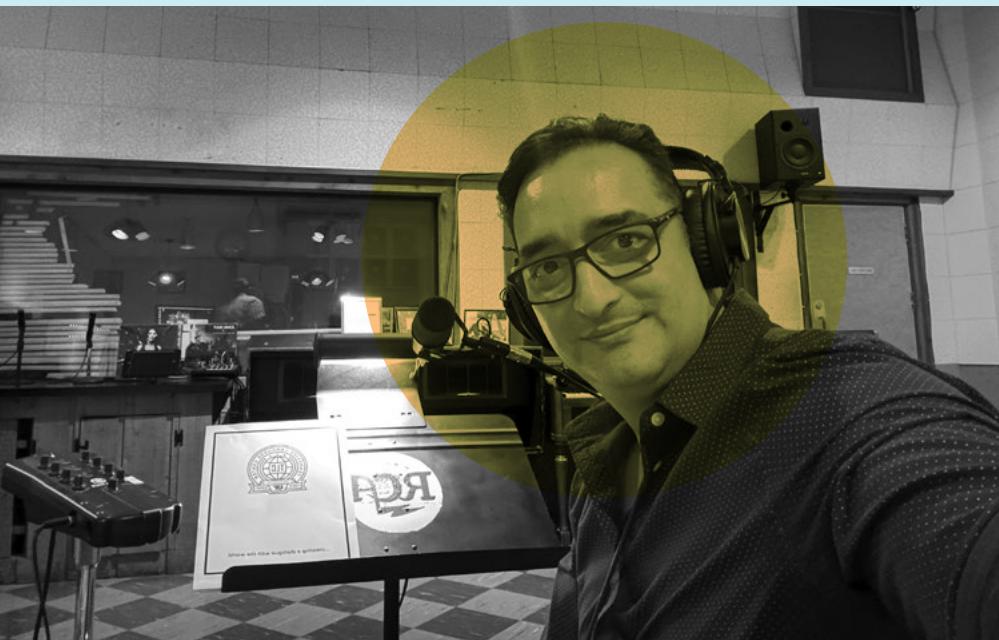
TLC ENHANCES THE COUNTRY MUSIC HALL OF FAME AND MUSEUM EXPERIENCE FOR VISITORS

Often called the Smithsonian of Country Music, the Country Music Hall of Fame and Museum in Nashville is the world's largest repository of country music artifacts. The museum hosts 1.5 million visitors annually, many of whom are not native English speakers.

At the core of the museum is its central, permanent exhibition, *Sing Me Back Home: A Journey Through Country Music*. The exhibition features artifacts, photographs, archival videos and interactive touchscreens to immerse visitors in the history and sounds of country music. The accompanying audio tour features 50 different stops as it walks visitors through a chronology of country music history.

"The Country Music Hall of Fame and Museum welcomed nearly 1.5 million visitors last year, including many local, national and international guests who speak multiple languages," said Lisa Purcell, the museum's executive vice president, external affairs. This is why the museum decided to offer the audio tour of *Sing Me Back Home* in multiple languages.

The Tennessee Language Center (TLC), an agency of the University of Tennessee Institute for Public Service, translated and recorded the audio tour into French, Italian, German, Spanish, Portuguese and Chinese.



Did You Know?

The Tennessee Language Center offers translation and interpretation services, world language classes and more.

DECEMBER

Visit tlc.tennessee.edu for more information.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	Christmas Day	Kwanzaa Begins



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