

Spring 2017

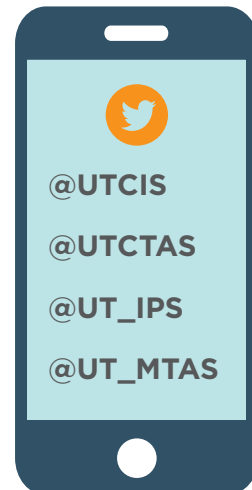
A Publication of The University of Tennessee Institute for Public Service

# IPS CONNECT





# UT INSTITUTE FOR PUBLIC SERVICE ON SOCIAL MEDIA



**LEIC** Law Enforcement Innovation Center shared National Forensic Academy's photo.  
22 hrs · 🌐

Recent NFA 43 grad. Officer Doug Luckel working the scene of yesterday's congressional shooting. Thank you Doug for your hard work and thank you to all first responder's who saved lives that day.



👍 Like    💬 Comment    ➦ Share

**MTAS** Municipal Technical Advisory Service  
June 14 at 3:05pm · 🌐

Business briefs: changes coming to Tennessee's wind and nuclear business  
<http://www.timesfreepress.com/.../14/business-briefs/433202/>



**Business briefs: changes coming to Tennessee's wind and nuclear business**

Crossville wind mills suspended by state

TIMESFREEPRESS.COM

👍 Like    💬 Comment    ➦ Share

**MTAS** @UT\_MTAS · Mar 9  
Knoxville police officers, citizens honored by chief and mayor



**Knoxville police officers, citizens honored by chief and mayor**  
Knoxville Mayor Madeline Rogero and Knoxville Police Chief David Rausch honored several officers Wednesday.  
[wate.com](http://wate.com)

💬    ↺    ❤️    ✉️

**UT IPS** @UT\_IPS · Apr 27  
Summer County Mayor Anthony Holt and Montgomery County Mayor Jim Durrett meet @UTPresidentJoe and @hbrydiii



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CIS Meet Your Match



IPS Community Block Party



# A WORD FROM DR. BYRD

The wide eyes, riveted attention, bursts of giggling and laughter, and exclamations of “No!” or “really?” were claiming the attention of several bystanders. The sideways glances and funny looks were a not-so-subtle hint that I could possibly be related in some way to the topic of discussion.

Let me interrupt this story for an unsolicited word of advice. Guys, if you ever see your wife, oldest granddaughter and her friends in such a gathering just walk away. Save yourself the discomfort and embarrassment of blindly walking into the (embellished, I’m sure) storytelling session about your college dating ventures. Being 36-38 years removed, the stories have evolved somehow beyond what I remember...

Dr. Herb Byrd, Representative Rick Staples, and UT Foundation President Rickey McCurry enjoy the IPS Community Block Party





The point is that we all love to hear (and tell) stories. As children, we loved to hear, see, or experience stories of all kinds. As adults, if we're honest, we connect best to stories on many fronts – professional, educational, social, relational and more. It's part of our DNA that we learn and connect best through stories told and stories heard. An article shared among our IPS leadership team in the last few days quoted a Native American proverb that put it this way: "Those who tell the stories rule the world." The article claimed that by 2020, one of the skills in greatest demand in business and industry would be adeptness in storytelling.



Perhaps that's why we believe it is important to share the stories of our partners and our work with you in IPS Connect. I'm always awed and inspired by the stories of accomplishment, perseverance, and pride they demonstrate. They help me to feel more of a part of the great work being done in Tennessee and beyond. In a small way, I too, can share in a sense of accomplishment and pride as a part of the IPS team as we work to improve the lives of Tennesseans.

Recently, we spent a day with Andy Goodman, author of an online blog Free Range Thinking and director of The Goodman Center. He spends his time these days helping organizations and businesses think about, and tell effective stories. We also heard from Michael Anastasi, VP of News and Editor of most of our largest newspapers in Tennessee, about the changes in print media industries and how stories get told publicly today. He shared with us the importance in changing industries of "being responsible for what you know."

With that in mind, we're going to be more proactive in telling our stories, and yours! Stories of good government, successes in local law enforcement, and accomplishments of business and industry in Tennessee. We'll tell tales of partnerships, relationships and how working together we have been able to overcome obstacles or reach new heights. Maybe we'll be able to laugh together around the table of some unexpected destinations we found along the way. In public service, there is no shortage of ways we can serve – through stories.

So, for this issue of IPS Connect, that's my story and I'm sticking to it! I can't wait for an opportunity to hear yours...

**Herb**



Dennis Wolf and his wife lead a trivia game at the IPS 2016 Annual Conference



## Employee Profile | Dennis Wolf

Dennis Wolf is a fire management consultant with the UT Municipal Technical Advisory Service (MTAS). His services provide cities and fire departments with individualized solutions to problems related to funding, staffing, aging apparatus and equipment, and training needs.

“Being able to help cities and fire departments improve services to their community is what I like best. Another thing I like is the variety that comes with the job: every day is different, with different requests from my clients for services and assistance,” said Wolf, who works out of the UT Institute for Public Service’s (IPS) Memphis office.

Wolf has been with MTAS for almost six years. In total, he has been in or affiliated with fire service for 43 years. The majority of his career was spent with the Germantown Fire Department. He served as Germantown’s fire chief in his last 15 years with the city. He received his bachelor’s degree in fire administration from the University of Memphis, and a master’s degree in fire service leadership from Grand Canyon University. He is also a charter graduate of the Executive Fire Officer program at the National Fire Academy in Emmitsburg, Md.

One of his favorite projects is ongoing and involves changes to the Insurance Services Office (ISO) Fire Protection Rating Schedule. ISO rates community fire protection and assigns an ISO Rating which is factored in to setting property insurance rates by insurance companies. The lower the ISO Rating, the less the property owner pays for insurance.

When he’s not problem solving for cities and fire departments, Wolf spends time on his 10-acre mini-farm horseback riding with his wife, and taking Viking River Cruises. He is a certified Chief Range Safety Officer and State of Tennessee Certified Handgun instructor who enjoys teaching others how to shoot safely.



# IN MEMORIAM | SID HEMSLEY

Perhaps Dennis Huffer, retired MTAS legal consultant, said it best about our friend and co-worker, Sidney D. Hemsley, who passed away on Jan. 31.

“Dear TMAA Members,

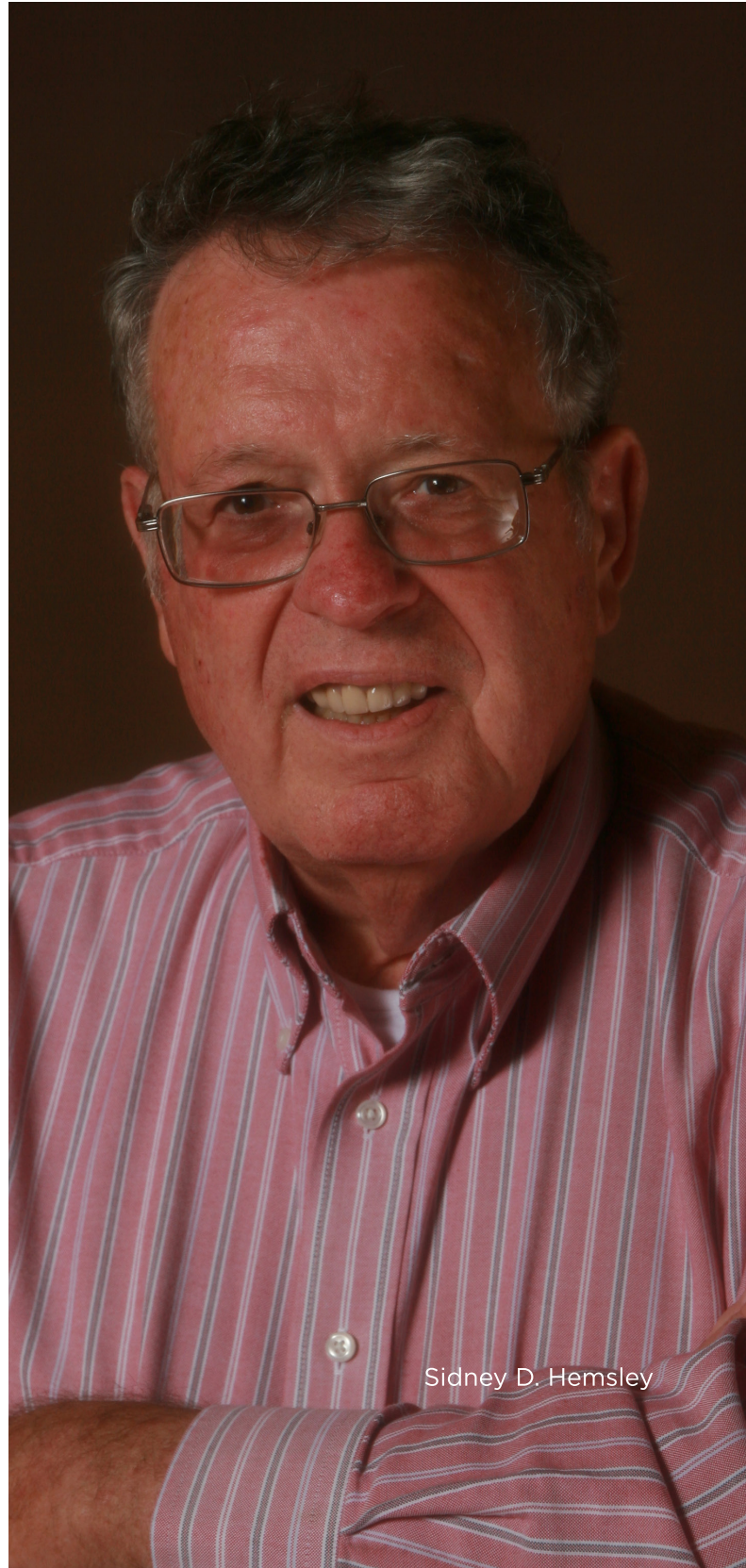
A bright light of municipal law in Tennessee has been extinguished. Sid Hemsley died last night after a massive heart attack. He had been having health issues for some time.

Sid had a varied career, even serving as a police officer at one time. His career reached its zenith at MTAS as he became the state’s premier authority on municipal law. Serving with Sid was quite an adventure. Always outspoken with his mainly conservative views that I almost always disagreed with, he nevertheless always remained the consummate gentleman and scholar and kindly tolerated my heresies. He had a sort of running battle with his computers, which did not receive the same tolerance he reserved for humans. The words that reverberated from his office in denouncing the machine’s latest betrayal can’t be repeated here. Even with these mechanized betrayals, though, he was able to produce a massive amount of municipal scholarship that still serves as the basis of much of the MTAS knowledgebase.

Sid was very popular with city officials and city attorneys not only because his vast knowledge was valuable to them but because of his kind and respectful nature. He received so many calls that MTAS at one point had to limit access to him and other lawyers so they could actually do their work. City officials also knew that when they called him they would get an honest and frank answer. He was a man of the utmost integrity, even providing opinions that did not work to his own personal benefit.

He was my friend. I admired him as a person and a lawyer. I will miss him.”

We will all miss Sid Hemsley. We have many, many fond memories of our colleague and mentor that will keep Sid alive on our hearts and in the world of local government in Tennessee.



Sidney D. Hemsley






# MEET *your* MATCH TENNESSEE

**CIS AMONG MATCHMAKERS FOR  
AUTOMOTIVE SUPPLIERS, BUYERS**





Southern automotive manufacturers and suppliers are forgoing the latest apps and going back to good old matchmaking when it comes to doing business.

In a collaboration between the Center for Industrial Services (CIS), the Tennessee Automotive Manufacturers Association (TAMA) and the Tennessee Department of Economic and Community Development (TNECD), the organizations created the Meet your Match Tennessee program. It's a speed dating approach of sorts where automotive parts manufacturers meet one-on-one with original equipment manufacturers (OEMs) and tier-one suppliers in 15- to 20-minute rounds.

The most recent matchmaking session took place in Nashville, and put second- and third-tier parts and materials companies in front of prospective buyers from tier-one suppliers and the purchasing departments of Nissan North America in Nashville and the Volkswagen Group of America in Chattanooga.

"We had about 60 suppliers and eight buyers at this event resulting in more than 100 face-to-face meetings between buyers and suppliers," said CIS Executive Director Paul Jennings. "We do extensive work with automotive suppliers and survey them frequently to identify their needs. This positions us to provide assistance on projects and training that prepare them for future growth and success.

Meetings between suppliers and purchasing departments are not always easy to schedule, making the Meet your Match program a convenient concept for both.

"Since I've come on, we've launched several new projects including a series of forward-thinking events, such as this one to meet the needs of our members," said Ashley Frye, executive director of TAMA. "Many of our supplier members have mentioned that they would benefit from warm introductions to major OEMs. We created this matchmaker as a forum for those introductions. Hopefully it will generate new relationships, business and improved communications for our automotive manufacturing base in Tennessee."



## MORRISTOWN, GREENEVILLE STAFF COMPLETE MUNICIPAL MANAGEMENT ACADEMY LEVEL III

The city of Morristown and the town of Greeneville collaborated on delivering professional development to their staff for several years. In February, city employees completed the top level of the Municipal Management Academy (MMA) by presenting team projects. The third level of the MMA program consists of three courses followed by working together on teams to complete a project as approved by the city administrator. The group had approximately 12 weeks to complete the project and prepare a presentation. Each city had three teams.

### ***Team Salty Snow Dogs*** | Mitchell Young, Paul Brown

Morristown's Team Salty Snow Dogs did a cost benefit analysis of purchasing new snow removal and salt trucks for the city. The city will save money on salt and be able to more quickly and more efficiently clear the city streets when winter weather hits. They made good use of GIS technology to map routes and know which streets that have been treated in real time.

### ***Team Risky Business*** (Risk Assessment for City Events) | From top: Mike Winstead, Tim Greene, Ron Wright, Todd King, Gary Blizzard, Jennifer Gentry, Frankie Cox, and Edith Sherles.

Morristown hosts many outdoor and indoor events through the year so Team Risky Business produced a comprehensive guide to lead city staff and those hosting events. It provides a wealth of information about what is necessary for an event to make sure everyone is safe. Morristown now has documents to use so all the departments know who is doing what and why, as before much of it was known but not documented. There are also checklists for citizens who host events as to what their responsibilities are for safety.

### ***Small Business Guidelines*** | Debbie Stamey, Logan Engle, Michele Parvin

Morristown's third group project consisted of a new customer service manual for small businesses. The comprehensive guide will benefit folks who come to the city to start a small business. It will also improve internal work flow and provide better information for all the departments involved in starting a new business in Morristown.

### ***The ADA Planning Team*** | From top: Marty Shelton, Alan Shipley, Tim Ward, Brad Peters, Bert Seay, Patsy Fuller

The ADA planning team worked on updating the city's ADA policies and on a transition plan that must be in place this year. Their project also included naming an ADA coordinator for the city. New forms for citizens to file ADA or accessibility complaints were created and will be posted on the city's website.

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PICTURED RIGHT: (top left) Team Salty Snow Dogs, Team Risky Business, Small Business Guidelines, The ADA Planning Team, Greeneville Dog Park and Disc Golf Team, Little Tri Tikes Team, (far right) Group Photo





***Greeneville Dog Park and Disc Golf Team*** | Amy Rose, Michael Buchanan, Butch Patterson

This group created a comprehensive plan to install a dog park (the first for Greeneville) this summer. The plans also include an 18-hole disc golf course! The land is currently not in use and is a perfect location for outdoor activities. The dog park will have areas to accommodate both small and large dogs.



***Little Tri Tikes Team*** | Lisa Scott-Fisher, John Darnell, Brooke Davis, Carol Susong

This group decided to offer a new, fun activity to an age group that is under-served in the parks and recreation department. In June, this team will host a Little Tri Tikes event at Greeneville Middle School. The event will be for ages 2 – 5. They came up with very inventive and fun ways to get these kids to be active and learn more about the offerings of the department.





## MUNICIPAL EMPLOYEES EARN THE 2016 TENNESSEE MUNICIPAL ADMINISTRATION CERTIFICATE

Twenty five individuals earned the Tennessee Municipal Administration Certificate in 2016: Jason Barnes (White House), Karen Bell (Jackson), Loretta Bell (Moscow), Kevin Carter (Arlington), Todd Christian (Dickson), Nora Clifton (Memphis), Connie Cox (Jackson), Debra Craig (South Fulton), Rhonda Fink (Lakeland), Stan Foust (LaFollette), Gary Graves (Millington), Tina Green (Whitwell), Donny Groves (Mount Pleasant), Michael Hay (Mount Pleasant), Angela Hayes (Bedford County), Christopher Hooper (Dickson), Jimmy Jeffries (LaFollette), Laura Johnson (Franklin), DeAnn Kraft (Franklin), Angie Marshall (Kingsport), Debie Marshall (Mount Pleasant), Billy Ray Morris (Oakland), Kelly Rider (Ridge Top), Travis Taylor (Mount Juliet), and Bonnie Wright Woodward (Chattanooga).

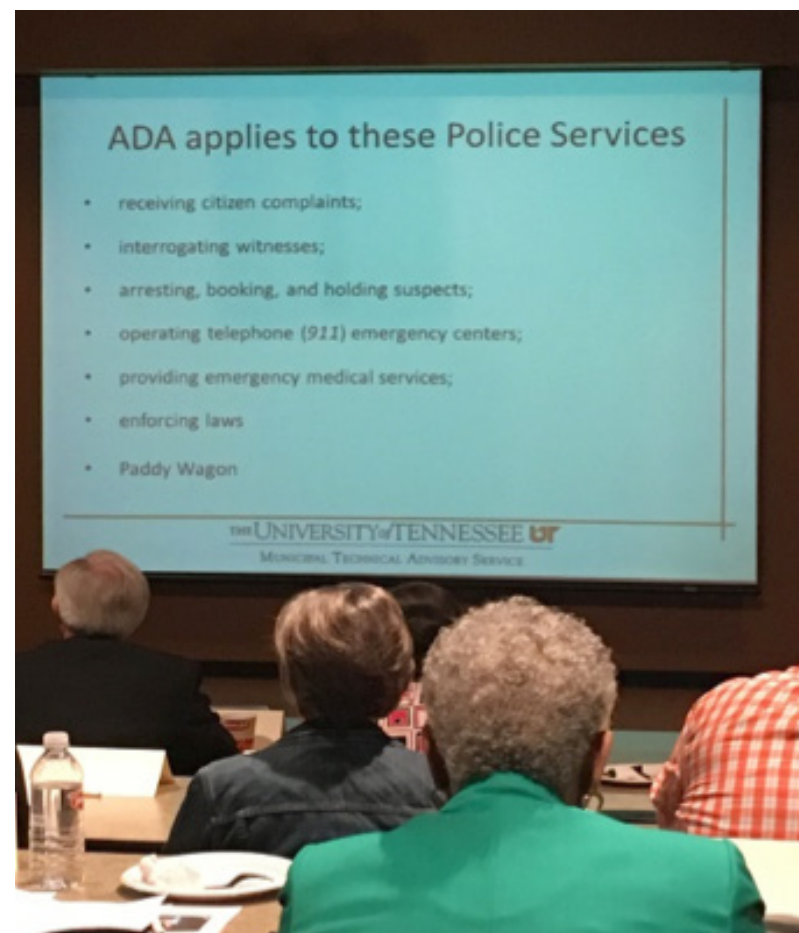
The 2016 Tennessee Municipal Administration Certificate (TMAC) began January 1, 2016 and ended December 31, 2016. Thirty-two hours are required for TMAC: 16 hours under the Leadership and Management Track, and 16 hours under the Public Administration Track.

According to Chris Hooper (Dickson Special Project Coordinator), "The MTAS Tennessee Municipal Administration Certificate program is a great way to get job-specific training."

Karen Bell (Jackson Finance Director) said, "The TMAC program was a great opportunity for me as a city finance director to interact with other cities that participated in the classes and get insightful information about new ideas and ways of doing things. The relationships that I built with my peers across the state will be especially helpful as I approach problems and seek to implement new programs in our city. I am very thankful for this program and the opportunity that it allowed me to grow professionally in my position."

Travis Taylor (City of Mt. Juliet Information Technology Director) said, "I found the MTAS TMAC program to be educational and pertinent to my position as a department manager and a city employee. I believe the things learned in this program will benefit me, my employees, and my co-workers. The classes are fun and the instructors are personable. The ideas shared amongst fellow municipal employees at these events is invaluable too. I would recommend the TMAC program to any municipal or government employee."

To enroll, or to find out more information about this calendar year's (2017) certificate program, visit the MTAS website at: [www.mtas.tennessee.edu](http://www.mtas.tennessee.edu). Once there, click on the MAP tab under 'programs and resources' or contact Kurt Frederick @ 615-253-6385 or [kurt.frederick@tennessee.edu](mailto:kurt.frederick@tennessee.edu).





## CIS CONSULTANT HELPS KIDS BUILD COMMUNICATION SKILLS

One of our top challenges in Tennessee, and indeed the nation, is availability of a qualified workforce. There are many different agencies and educational institutions working to bridge this gap through developing and implementing programs for both technical and behavioral training for high school and post high school students.

An intriguing program conducted at Fayette County LaGrange-Moscow Elementary School is called The Shake. The program helps 4th and 5th graders develop their ability to interface with adults.

The students begin to think about their career objectives and develop their communication skills. The program uses the acronym S.P.E.C.I.A.L. They are taught how to shake hands, correct posture, how to make eye contact, how to express charm, how to introduce themselves, and to lean in and listen. The school system believes that you can't start too early.

CIS Solutions Consultant Michael Codega participated as one of the judges for the final exam.



## TERRY HAZARD, CTAS CRIMINAL JUSTICE CONSULTANT, RETIRES



Hazard joined CTAS in 2000 after serving as a program manager with the Tennessee Department of Finance and Administration, Office of Criminal Justice Programs. He had a 22-year career with the Sullivan County Sheriff's Office where he rose to the rank of chief deputy.

Hazard earned his associate's degree in law enforcement from Middle Tennessee State University and his bachelor's degree in criminal justice administration from East Tennessee State University.

While assisting sheriffs and jail administrators across the state during his nearly 40-year career in criminal justice, he notably worked on several projects including:

- Developing and implementing a Newly Elected Sheriff's School, an orientation program for newly elected sheriffs in Tennessee.
- Publishing Tennessee Sheriff's Handbook, Tennessee Jail Management Handbook, and the Guide on Tennessee Evidence Based Policy and Practice.
- Training sheriffs and their staffs on Drug Fund, Disposing of Evidence, Disposing of Seized Drugs, and Asset Forfeitures of Vehicles and Money.

After retiring, Hazard will begin a new phase in his life: Grandpa! His first grandchild Nolan was born a few months ago. He will also spend more time with his wife Bambi, son Parker, and daughter-in-law Nicole.



# UT PRESIDENT DROPS IN ON IPS AGENCY CUSTOMERS



Robert Knecht, Director of the Memphis Public Works Department, discusses the Memphis street repair process.





From a cut-leaf tobacco facility in West Tennessee to the new Sumner County emergency communications center, UT President Dr. Joe DiPietro visited a handful of customers to see first-hand the impact Institute for Public Service agencies have across the state.

DiPietro was joined by IPS Vice President Herb Byrd III, Senior Vice President David Millhorn and Executive Assistant to the President David Golden on visits to Memphis, Hendersonville and Gallatin.

The group visited American Snuff Company in Memphis, a customer of the Center for Industrial Services (CIS), and took a tour of the ultra-modern facility that received the Tennessee Department of Environment and Conservation GreenStar Partnership award. CIS has worked with the company on delivering Occupational Safety and Health Administration (OSHA) training and other projects. The West Tennessee stop wrapped up with a presentation by Memphis Public Works, whose director discussed the help his department received from CIS and the Municipal Technical Advisory Service (MTAS), on documenting street repairs.

ITW Dynatec in Hendersonville was the first stop on the second day of the trip. Another CIS customer, ITW Dynatec is a global supplier of adhesive application solutions and hot melt machines for various industries. The visitors toured the plant and heard how CIS provided various training courses for the organization's employees. The group also toured the new, \$4.8 million Sumner County consolidated E-911 center. Both MTAS and the County Technical Assistance Service (CTAS) played key roles in the initial planning stages of the project.

"I go out on these trips frequently, and they reaffirm the great work that UT, in this case the Institute for Public Service, does across the state," DiPietro said.



(First appeared as a Knoxville News Sentinel guest column by LEIC Executive Director Don Green)

**T**he rash of overdoses related to opioid use is skyrocketing. Not only are individuals caught in the grips of addiction at risk, but innocent victims who may come into contact with these substances can be impacted. Most recently, an Ohio police officer was inadvertently exposed to fentanyl during a traffic stop, and nearly lost his life.

The University of Tennessee in collaboration with Blue Cross Blue Shield of Tennessee Health Foundation has taken a positive step in responding to this problem. Through grant funds, BCBS, is able to provide law enforcement agencies and their officers with the product NARCAN, which can counter the overdose capability of opioids. UT's Law Enforcement Innovation Center, and agency of the Institute for Public Service, is providing the information to law enforcement officers on the risks of exposure, training on responding to an overdose situation, and the use of NARCAN. This statewide outreach is having an impact in overdose deaths, and in many cases can aid with the addiction issue.

While some may question law enforcement's responding as a medical first responder, it is certainly not outside their mission. Historically, officers have responded to incidents of attempted suicide brought on by depression, other mental issues or life stresses. At traffic accident scenes, crimes involving personal injury, or even accidental injuries police are trained to provide basic first aid to those victims. This response is no different.

It is also not uncommon to hear skeptics who say why go to the effort to try to respond to overdose issues, it may only lead to continued use. According to statistics from the Knoxville Police Department, that is usually not the case. It is the rare exception that repeat uses of NARCAN are documented by the department for the same individual. And again, law enforcement efforts have always been focused on saving lives, regardless of the situation they encounter.

What is different in these situations is the cause of the addiction that law enforcement is facing. Early in my own career, overdose issues were originating from what began as recreational use of an opioid. Today,



**DRUG EXPOSURE POSES A  
RISK FOR FIRST RESPONDERS**



the addiction is most likely occurring from prescription use that has escalated. What began as a prescribed pharmaceutical used to combat pain, has now become an addiction that exceeds the individual's legitimate ability to secure their drug. In order to address both the psychological and physical consequences of non-use, they must find other means. And, when driven to cheaper, alternate substances, the level of opioid cannot be determined. That use may result in an overdose.

As mentioned earlier, law enforcement officers may inadvertently be exposed to these substances. It is not solely their own lives at risk. Children, family members, and co-workers may also come into contact, and the levels may only need to be minimal to cause an overdose. First responders who have the training, knowledge and ability to aid are essential in preserving all life.

Addiction is a serious issue and is a community problem. I don't have an answer but do know that it has escalated to taking a toll on our first responder community. And to truly realize the problem is to watch an advertisement on television that deals with

providing a medical remedy to a symptom of continued opioid use. When we acknowledge that we need a solution to a problem without addressing the problem seems we have surrendered on the issue.

Don Green is a former deputy chief of police with the Knoxville Police Department and current director of the Law Enforcement Innovation Center, and agency of the The University of Tennessee Institute for Public Service.





## U.S. CAPITOL POLICE INVESTIGATORS AMONG NFA GRADUATES

For the first time since its formation in 2001, the Law Enforcement Innovation Center's (LEIC) National Forensic Academy (NFA) included two officers from the U.S. Capitol Police in its most recent graduating class.

Douglas Luckel and Pete Geyer were two of the 28 members who completed Session XLIII (43) of the NFA. During the academy, crime scene investigators from around the country spend 10 weeks at the LEIC headquarters in Oak Ridge to learn through classroom instruction, lab activities, and field practicums in hands-on, specialized courses.

Luckel has worked with the Capitol Police for 16 years on the patrol unit and recently moved to the crime scene unit. Geyer is in his 15th year with the Capitol Police and recently moved to the crime scene unit. “(The NFA) gave me a better understanding of what the mission is with forensics; all the different types of applications that can be used to process a crime scene and keep the integrity of it. I have a very, very good grasp now,” Luckel said.



## NFA SESSION XLIII GRADUATES:

**Joseph Arenz**, North Dakota BCI

**Robert Callaway**, Texas Rangers

**Gregory Faulkner**, Boone County (Ky.) Sheriff's Office

**Shane Finley**, Kansas Bureau of Investigation

**Kayla Fulton**, Metro Nashville Police Department

**Robert Gallagher**, Wellesley (Mass.) Police Department

**Peter D. Geyer**, U.S. Capitol Police

**James Gibson**, Georgia Bureau of Investigation

**Cody GoForth**, Kansas Bureau of Investigation

**Jeremy Hansen**, Broward (Fla) Sheriff's Office

**Steven Jones**, Metro Nashville Police Department

**Laura Kensington**, North Carolina SBI

**Steven Kohler**, Rutherford County Sheriff's Office

**Douglas L. Luckel**, U.S. Capitol Police

**Matthew Manns**, Army CID

**Melissa Melnick**, Texas DPS Crime Lab

**A. Marvell Moore**, Oak Ridge Police Department

**Eric Motta**, Army CID

**Beau Nance**, Jackson County (Ill.) Sheriff's Office

**Jeramie Quam**, North Dakota BCI

**Jose Maria Sanchez**, Texas Rangers

**Rachel Sandlin**, Knox County Sheriff's Office

**Danielle Sandor**,

Knoxville Police Department

**Christopher Smith**,

Batesville (Ind.) Police department

**Danielle Stuart**,

Brevard County (Fla) Sheriff's Office

**Daniella Stuart**,

Georgia Bureau of Investigation

**Vincent Werner**,

Webster (Texas) Police Department

**Amanda Young**,

Kansas Bureau of Investigation



## PUBLIC ADMINISTRATION MASTER'S PROGRAM RECOGNIZES MTAS INSTRUCTORS

Several Municipal Technical Advisory Service (MTAS) consultants recently received honors from the UT Knoxville master's of public policy and administration (MPPA) faculty.

UT MPPA faculty created a new honor to recognize and publicize the contributions of professionals to the advanced education and training of MPPA students. The title UT MPPA Fellow in Professional Practice is conferred by vote of the MPPA faculty, and signifies their appreciation for and the enduring value of the contributions made by a distinguished professional to the educational mission of the MPPA program.

MTAS Finance and Accounting Consultants Ralph Cross, Brad Harris and Al Major, and Municipal Management Consultant Margaret Norris were bestowed the honor at the MPPA hooding and awards ceremony in May.

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***“The UT MPPA faculty appreciate Ralph, Brad, Al and Margaret as highly skilled communicators and accomplished professionals whose careers exhibit the highest standards of performance excellence and ethical conduct.”***  
***-- Faculty Commendation***

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In honoring each, the faculty acknowledged:

“The UT MPPA faculty appreciate Ralph, Brad, Al and Margaret as highly skilled communicators and accomplished professionals whose careers exhibit the highest standards of performance excellence and ethical conduct. For many years, they have graciously and generously shared their expertise, insight, and wisdom with our students in multiple evening seminars after clocking a full day of work and travel in the state. They are outstanding professional role models for our students. The MPPA faculty want you to know that we are very grateful for all they have done and continue to do to help train and develop the next generation of public servants.”



Dr. David Folz, professor and director of the MPPA program is pictured with (top to bottom) Ralph Cross, Brad Harris, Al Major, and Margaret Norris.









## SECOND ANNUAL IPS COMMUNITY BLOCK PARTY

For the second year, the Institute for Public Service and UT Foundation hosted a block party for their Mechanicsville neighbors. More than 200 residents attended the party that featured music, food, face painting and many activities for children.



## CIS LEADS COURSE ON BASIC ECONOMIC DEVELOPMENT

Economic development officials from around Tennessee and several from out-of-state gathered in Nashville to attend the four-day Tennessee Basic Economic Development Course hosted by the Center for Industrial Services (CIS) and accredited by the International Economic Development Council (IEDC).

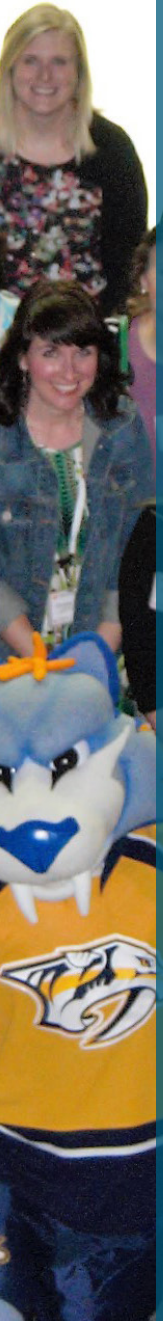
This was the 11th year for the course that focuses on the fundamental concepts, tools and practices needed to be successful in today's complex economic environment. Participants learn best practices in economic and community development; explore new methods and programs to promote job growth and investment; discuss emerging trends and factors that shape local and regional economies; and develop a valuable network of fellow economic development professionals and resources.





## THE 2017 TBEDC GRADUATES:

**Leah Bane**, Economic Development Planner, Upper Cumberland Development District  
**Kristie Bennett**, Regional Director, Tennessee Department of Labor and Workforce Development  
**Jennifer Brown**, Executive Assistant, Cocke County Partnership  
**Jake Bynum**, Mayor, Weakley County  
**Gary Carver**, Planning Director, City of Newport  
**Brandon Chadwick**, Owner, Chadwick Advisors  
**Mandy Christenson**, Executive Director, White House Chamber of Commerce  
**Blanca Davila**, Business Development & Research Analyst, Greater Brownsville (Texas) Incentives Corporation  
**Chad Davis**, Owner, Davis Wealth Services  
**Shannon Drown**, Manager – Industrial Development, CSX Transportation (Lexington, Ky.)  
**Eric Druen**, Economic Development Real Estate and Research Coordinator, Bowling Green (Ky.) Chamber of Commerce  
**Christie Elkins**, Executive Director, Campbell County Chamber of Commerce  
**Charlotte Darlene Ely**, Tennessee Department of Labor and Workforce Development  
**Maleia Evans**, Executive Director, Covington-Tipton County Chamber of Commerce  
**Dawn Michelle Foster**, Redevelopment Director, City of Knoxville  
**Steve Hilton**, President & CEO, Brownsville/Haywood County Chamber of Commerce  
**Virginia Housley**, Regional Director, Tennessee Department of Labor and Workforce Services  
**Julian Jacquin**, Economic Development Manager, City of Wildwood (Mo.)  
**Darrell James**, President, James & Associates  
**Tammy Kilgore**, Housing & Community Development Coordinator, Clarksville  
**Phyllis Kraft Hendrick**, Accounting Technician, Collier County (Fla.)  
**Mitch Loomis**, Community Development Manager, East Tennessee Development District  
**Amanda Martin**, Special Projects Director, Tennessee Department of Economic and Community Development  
**Sherri Mays**, Tennessee Department of Economic and Community Development  
**Selina Moore**, Regional Director of Workforce Services, Tennessee Department of Labor and Workforce Development  
**Michael Needel**, Director of Business Services, Tennessee Department of Labor & Workforce Development  
**Jack Qualls**, Executive Director, Loudon County Economic Development Agency  
**William Rawls**, Mayor, City of Brownsville  
**Gordon Reed**, Solutions Consultant, Center for Industrial Services  
**Angela Regitko**, Business Development Consultant, Tennessee Department of Economic and Community Development  
**Bob Rial**, Mayor, Dickson County  
**Olivia Robbins**, Business Development Consultant  
**Katherine Scott**, Statistical Research Specialist, Tennessee Department of Economic and Community Development  
**Ann Siegrist**, Executive Assistant – Special Projects, State of Tennessee  
**Justin Snow**, Director of Economic Development, The Roane Alliance  
**Lauren Tanner**, Membership Director, Obion County Chamber of Commerce  
**Frank Tate**, Executive Director, McKenzie Industrial Development  
**Katherine Utsinger**, Economic Development Specialist, City of Ashland (Ky.)  
**Allyson Wadley**, Director of Economic and Community Development, Milan  
**Lisa Walker**, Administrative Support, City of Clarksville  
**Dana Wilds**, Business Development Specialist, Greene County Partnership  
**Sam Wills**, Regional Director, Tennessee Department of Economic and Community Development  
**Alex Wilson**, Economic Development Coordinator, Chattanooga Area Chamber of Commerce  
**Tim Witt**, Regional Director, Tennessee Department of Labor & Workforce Development  
**Frank Xue**, Associate, Baker Donelson  
**Rick Yakubic**, Deputy Director, East Tennessee Development District  
**Frank Yandle**, Vice President, High Point (N.C.) Economic Development Corporation





## JIM THOMAS RETIRES AS EXECUTIVE DIRECTOR

After almost six years with the Municipal Technical Advisory Service (MTAS), Executive Director Jim Thomas will be stepping away from his public service career at the end of June.

Thomas came to MTAS in 2011 as assistant director and took over as director in July 2012, this after an 18-year career with the city of Goodlettsville. He served as city manager of the city from 2004 to 2011 and held other roles with the city including assistant city manager and city commissioner.

A Chattanooga native, Thomas graduated from the University of Tennessee, Knoxville with both his bachelor's and master's degree. He's an active member of the UT National Alumni Association, most recently serving on the public affairs committee. He was president of the alumni association in 1991.

In his final month on the job, Thomas answered a few questions about his life after MTAS.

### ***What do you plan to do after you retire?***

For a short while, I'm planning on not planning anything...just letting each day unfold on its own and enjoying what that brings. That is some unsolicited advice I've gotten from several friends who seem to have retired successfully.

Sissy and I have some definite travel adventures we intend to make and we're starting to put a timeline on them. In the near term, I'm looking forward to helping the Tennessee City Managers Association (TCMA) prepare for its hosting role for the 2019 International City/County Management Association conference in Nashville.

When I joined MTAS, I had to call timeout on some of my church's community service activities in the Goodlettsville area due to my travel schedule. I'm looking forward to picking those back up again and contributing more time in that regard. Gulf Shores and Orange Beach will be getting more frequent and longer

visits. You won't be surprised that a few more rounds of golf will get played than what has over the past several years. And, very importantly, I look forward to continuing to advocate for my university and enjoy doing so in a more open way that this new freedom allows.

### ***What will you miss most about working with MTAS?***

The people. Without question, the people.

Over the past four-plus decades, I've been blessed by having fellow workers positively impact both my professional and personal lives. To have had the opportunity of finishing my career working for my university and with the people it has put in my path... well, words can't adequately express my appreciation and gratitude. The staffs I worked for at IPS and MTAS are incredible. Smart. Perceptive. Inquisitive. Understanding. Caring. Committed. Pick any qualifier you want. Simply put, they're just good folks and I'll be forever grateful for my relationship with them.

### ***What was your proudest accomplishment during your tenure with MTAS?***

Relationships are important to any success MTAS enjoys...and they will always be. We've established some new ones. We've fixed some broken ones. We've made some really good ones a little stronger.

### ***What piece of advice do you have for the next executive director?***

Keep a high level of interest in what each MTASer is doing and stay out of their way.

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Jim received recognition for outstanding public service at the Tennessee Municipal League annual conference. Jim received commendation from Athens City Manager Seth Sumner who said:





Jim grew up in Chattanooga, graduating from Notre Dame High School in 1969. After receiving a master's of science (animal) degree at UT, Knoxville in 1975, he and his wife, Sissy, moved to Columbia and then Goodlettsville in middle Tennessee. He and Sissy have three children: a daughter, Jamie and two fur-babies named Pete and Lily. Jim's hobbies include volunteer service, golf, spectator sports, and lawn and garden work. Jim joined MTAS in November 2011 as the Assistant Director and was quickly promoted to Executive Director the following July. Prior to MTAS, Jim served on the Goodlettsville Board of Commissioners, the TML Board of Directors and as the Goodlettsville City Manager.

Under Jim's calm, steady leadership as the Executive Director of MTAS,

- Improved relationships with external partners
- The Training Program has grown by leaps and bounds helping city staff with professional development
- Hired a first Municipal Court Specialist
- Hired a second fire consultant
- Opened offices in Memphis, Chattanooga, and moved the Knoxville headquarters into a new facility
- Verification of the success and value of the CMFO program
- Better customer response, Better training opportunities, and a stronger Municipal Technical Advisory Service

Jim is a dear friend to many, if not all of us here today, and although he will be retiring from MTAS at the end of this month, I know that his friendship and service will still be only a call, or golf course away.

Thank you for your service Mr. Thomas. You have made a positive difference.





## REMEMBERING STEVE WALKER

We sadly said goodbye to another member of the IPS family on May 19 with the passing of County Technical Assistance Service (CTAS) Consultant Steve Walker. Steve, who previously worked with CTAS in the '90s before returning several years ago, was 63.

He is survived by his wife, Lorie Musser Walker; daughters, Elizabeth "Lizzie" Anne Walker and Victoria "Torie" Louise Walker; sister, Gloria Walker Hunter; niece, Dawn (Gary) Hunter Binkley; nephew, Scott (P.J.) Hunter; great-nieces, Lauren and Grace Binkley; and great-nephew, Silas Hunter.

## CIS WORKING WITH COMPANIES TO PROMOTE EXPORT STRATEGY

*By Michael Codega, CIS*

The Center for Industrial Services (CIS) has been coordinating an export acceleration event called ExporTech in the Tri-Cities area of Tennessee this year. Sessions are one day per month and conducted during April, May, and June. Six regional companies have signed up for the program.

The ExporTech program sponsored by the National Manufacturing Extension Partnership, CIS, the U.S. Commercial Service, and FedEx helps companies develop a structured export strategy that accelerates growth. The program combines workshops, peer learning, and individual coaching to assist companies in developing a solid plan vetted by a panel of expert exporters to enable them to go to market quickly. Companies get individual attention from dedicated coaches and are provided with college interns to assist in the market research.

The program connects companies with regional resources needed to develop a successful export strategy and plan including the U.S. Export Assistance Center, Small Business Administration, Small Business Development Center, Import Export Bank, legal counsel, accounting firms, regional financing institutions, web site developers, and others as needed.

A panel of expert experienced exporters serve to provide insight and guidance and then to judge the final plans.

Companies completing the program are encouraged to get their feet on the ground in the countries they have chosen with the products they have chosen and start exporting right away. The program helps to shorten the lead time for exporting from 12-18 months to 6-9 months. On average companies participating in the ExporTech program generate \$500,000 of new export sales.





# TENNESSEE MUNICIPAL BENCHMARKING PROJECT MEMBERS BECOME YELLOW BELTS

(Pictured Below) Guest Six Sigma Black Belt and Management Consultant Bruce Berger Leads city members of the Benchmarking Project through the creation of a histogram, a tool in the Lean Six Sigma toolbox.

The Tennessee Municipal Benchmarking Project held its 2017 Annual Members meeting at the Patterson Park Community Center in Murfreesboro in the spring. New at the meeting this year, attendees completed the requirements for a Yellow Belt certification in the methods of Lean Six Sigma performance analytics and were presented with certificates.

MTAS consultants and city staff also led the attendees through a process where they review performance data talking about anomalies and any potential best practices. Also new at this year's meeting, members were presented with a methodology based on the TMBP benchmarks for setting meaningful performance targets.

TMBP is a service of the Municipal Technical Advisory Service to the cities of Tennessee. TMBP has been in existence since 2002 and today it has 16 member cities.



For more information on the TMBP, please visit the MTAS TMBP website: <http://bit.ly/mtasbenchmarking>.

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Vice President for Public Service Dr. Herb Byrd with county officials at TBEDC in May.

