

## City Spotlight:

Nashville/Davidson County



Used according to provisions of Nashville-Davidson County.

In 1778, James Robertson of the Watauga settlement in what was then North Carolina, scouted the Nashville area with eight men and within 2 years the first civil government in Middle Tennessee was signed by 256 men. They named the settlement Nashborough for General Francis Nash of North Carolina. Nashborough was changed to Nashville in 1784.

**Date of Incorporation:**

1806

**Creation of Metropolitan Government**

1963

**Population:**

545,915

**County:**

Davidson

**Grand Division:**

Middle

**MTAS Municipal  
Management Consultant:**

Ron Darden

[ron.darden@tennessee.edu](mailto:ron.darden@tennessee.edu)

The University of Tennessee  
Municipal Technical Advisory Service  
600 Henley Street, Suite 120  
Knoxville, Tennessee 37996-4105  
Phone 865-974-0411  
Fax 865-974-0423  
<http://www.mtas.tennessee.edu>

## From the MTAS Executive Director...



As we reach the end of 2010, we have a number of continuing projects, programs, and efforts, which will continue into the new year. In this newsletter, I will briefly review selected MTAS efforts and programs to date.

The Certified Municipal Finance Officer Program (CMFO) continues to be a success for a number of cities and employees. In brief,

- ❖ Among Tier 1 cities, those with revenues \$10 million or greater, 72 applicants started the program, representing 54 cities. A total of 52 have completed the program; another 16 are pending and will probably complete all requirements prior to December 31st; and 4 others are additional candidates from a city and will complete the program next year.
- ❖ A total of 35 applicants, representing 30 cities, started the program from Tier 2 cities. A total of 17 have completed the program; another 9 are pending and should complete the program prior to December 31st; and 2 others will complete the program in 2011.
- ❖ There are a total of 18 applicants representing 18 cities that started the program representing Tier 3 cities, with revenues less than \$5 million. Five of these have completed all requirements for certification.

The remaining participants have a deadline of December 31, 2012 to complete all requirements.

We have also received preliminary results from the MTAS service priority survey distributed in October 2010. If your city has not yet responded, an MTAS consultant will be contacting your city soon for follow-up.

In summary, as of November 23, 2010, we have received 176 responses to the survey. Of these respondents, 97.7 percent have used our services within the last two years.

Responses to date, indicate that cities in Tennessee appreciate the quality and mix of MTAS services, would like to see improvements in consultant availability, and support expanded services. Specifically,

- ❖ 95.3 percent of respondents rank our services as good or excellent;
- ❖ The most common reasons given for not using our services was 'not needed'

(Continued on page 2)

## MTAS Staff Highlight



### Dick Phebus, MTAS Finance and Accounting Consultant

Dick Phebus is a MTAS finance and accounting consultant serving assisting approximately 60 cities from the IPS Martin office located on the campus of the University of Tennessee at Martin. Phebus has been with MTAS since 1985. Prior to 1985, he served as a field consultant and assistant director for UT's County Technical Assistance Service (CTAS) from 1973 to 1983. During time away from the university, he served as controller for a precious metals corporation in Fort Collins, Colorado.

Phebus received his education from Vanderbilt University, graduating in 1972 with both a B.S. and M.A. in engineering. He worked for the Tennessee Department of Transportation in its engineering division prior to joining CTAS as a highway consultant. Post graduate education enabled him to sit for and pass the Certified Public Accountant examination. From that point forward, his interests have been in finance and accounting.

Phebus enjoys providing many financial services to cities. Each city has its own needs, challenges and level of sophistication as far as experienced finance personnel. He is currently offering, with other MTAS finance and training consultants, training to city finance personnel enrolled in the Certified Municipal Finance Officer program. MTAS is the lead agency working with the comptroller's office to develop the core curriculum and provide classroom training.

In his spare time, Phebus serves as treasurer and deacon for the Martin Church of Christ, plays some golf, reads books on his new Apple iPad, and checks in on his five grandchildren to make sure their parents are raising them correctly. Phebus lives in Martin with his wife Nita of 44 years and three cats.

Phebus may be contacted at [dick.phebus@tennessee.edu](mailto:dick.phebus@tennessee.edu) or 731-881-7055.

(From the Director continued from page 1)

- or 'have other consulting resources';
- ❖ 89.8 percent of the respondents tell us the amount of communication from MTAS is 'just right';
- ❖ Only 52.3 percent 'strongly agree' that we have an adequate amount of field presence.

Looking at field consultants...

- ❖ Our most used field services in the past two years are our Municipal Management consultants with Legal/Courts and Human Resources rounding out the top three;
- ❖ Municipal Management, Water/Wastewater, and Police had the highest 'excellent' ratings with each 72 percent or higher; and
- ❖ Respondents rated Municipal Management, Codes & Charters, and Human Resources as the top 'strongly agree' categories for MTAS being the primary source of technical assistance beyond what is available through city staff.

In training...

- ❖ EOA was rated a 'very important' program by 72.2 percent of respondents;
- ❖ MMA and MAP were rated 57.4 and 60.2 percent, respectively, as 'very important' programs; and
- ❖ Marketing opportunities exist as 22.8 percent of all respondents were not aware of a least one MTAS training program.

Even though the continuing weak economy has made 2010 a difficult time, we hope that overall this has been a good year for you and your community. From all of us at MTAS and the Institute for Public Service, we hope that you have a great holiday and return refreshed and ready for service to the residents of your community.

Steve Thompson, Executive Director  
[steve.thompson@tennessee.edu](mailto:steve.thompson@tennessee.edu)  
865-974-0411

## Online Courses Available on the MTAS Web Site

You can now view selected prerecorded Municipal Administration Program courses through the MTAS Web site “Online Training” page. These selected courses are offered outside of SolutionPoint, MTAS’ online registration system, so an account is not necessary.

There are no continuing education credits available for this format; however, information is readily available from the MTAS Web site. Just launch the video course and print the handout directly from the “Online Training” page.

The courses currently offered in this category are:

- ❖ HR Update 2010
- ❖ Legal Issues Affecting Tennessee Cities 2010
- ❖ Public Acts 2010

Energy Codes training is also still free (see information below), however, it does require registration through SolutionPoint. You will find other courses available through SolutionPoint, and expanding these offerings will be an ongoing project. Thanks for using the MTAS Web site!

For more information, visit the “Online Training” page of the MTAS Web site at <http://www.mtas.tennessee.edu/public/web.nsf/Web/Online+Training?Opendocument>.

## MTAS Building Codes Requirements Compliance Online Course

As of July 1, 2010, the “Tennessee Clean Energy Future Act of 2009” makes one- and two-family homes subject to inspection by either the state or local government. MTAS is offering this **free** online course, “Energy Codes Training” to assist you in making sure your building codes are in compliance with this new code.

For information go to: <http://www.mtas.tennessee.edu/public/web.nsf/Web/Online+Training?Opendocument>.



## MTAS Offers Basic Accounting Course Beginning January 2011

MTAS will begin offering a Basic Accounting course that will cover the basics of accounting and bookkeeping. The course is not required for the CMFO program but is designed to help those without accounting training to better understand the CMFO accounting classes. A pilot class was conducted in Cookeville on November 18. One class will be offered in each grand division beginning January 2011. Watch the MTAS Web site and your email inbox for more information.

## Value of Investing in Training...

A University of Pennsylvania study of 3,200 US companies found that a 10 percent increase in capital expenditures resulted in a 3.8 percent increase in worker productivity while a 10 percent increase in spending for training resulted in an 8.5 percent increase in productivity.

## Difficult People in the Workplace Environment

Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high?

If you answered “yes” to any of these questions, it is probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you will no longer have to be frustrated or intimidated by difficult people.

Course is 3 hours in length and is \$10 per person.

For more information visit the Online Training page of the MTAS Web site at <http://www.mtas.tennessee.edu/public/web.nsf/Web/Online+Training?Opendocument>.

## Jefferson City One of First Cities in Tennessee to Use “RecycleBank”

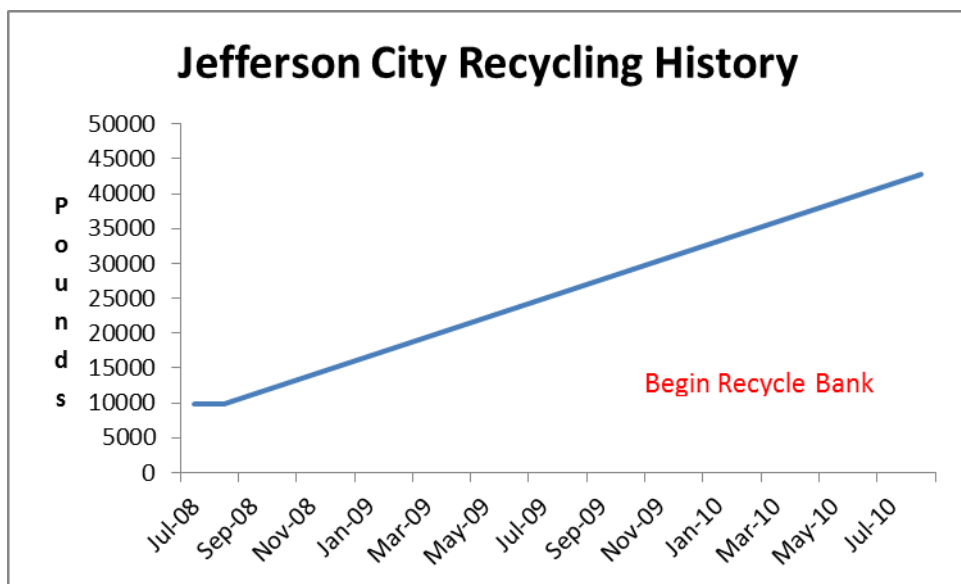
Sharon Rollins, MTAS Consulting Program Manager

Finally—more than a feel good reason to recycle at curbside!

Jefferson City is a community of almost 8,000 located approximately twenty miles northeast of Knoxville. Nestled in the foothills of the Great Smoky Mountains and in the heart of the Lakeway Area, minutes from Cherokee Lake and Douglas Lake, Jefferson City is vitally interested in preserving the natural beauty of its environment. The city has been in the business of curbside recycling for many years—always using contractors to provide the service. The city currently contracts with Waste Connections to provide weekly curbside refuse collection and bi-weekly curbside recycling. Both services are collected on the same day of the week.

In October 2008, the city issued a Request for Proposals (RFP) to solicit bids for curbside collection of mixed paper, mail, magazines, phone books, newsprint, cardboard, metals, plastics (numbers 1-7), plastic bags and glass from about 2,500 residences. Waste Connections was awarded the bid. Waste Connections partners with [RecycleBank](#), a green rewards program that motivates residents to recycle. RecycleBank awards participants points based on the weight of materials recycled. Points earned can be used to shop for rewards at local and national reward partners such as CVS, Bed Bath & Beyond, Target, etc.

Each residence in the city received information via mail explaining the RecycleBank program and instructions on how to set up accounts. Beginning in February 2009, Waste Connections delivered free 65 gallon, high density polyethylene carts to residences. Each of these ‘smart’ carts is equipped with a chip to track recycling weights. Users can activate their account on-line or via telephone. Each pickup is weighed and points accrue to the user.



So how is the program working? Mike Jones, public works director, says “Our recycling program is working great. We have a good working relationship with the contractor and the operation runs smoothly.” How many points do typical users earn? According to Doug McGill of Waste Connections, the typical participating household earns about \$15 per month in points they can use at local restaurants and other businesses. Jones provided information on recycling amounts prior to and after the RecycleBank program. Monthly average for recyclable material prior to March 2009 was 6.1 tons per month. Since the RecycleBank rewards plan has been in place, recycle amounts from city residents has more than quadrupled to 28.5 tons per month.

So what happens to the recycled materials? Comingled recyclables are taken to a processing facility in Knoxville where materials are separated and processed for resale. Jones figures the contract Jefferson City has with Waste Connections on recycling is a win-win. Less trash goes to the county landfill, materials are recovered and reused and residents get rewarded for being good stewards of the environment. What’s not to love?

## Parliamentary Procedure and Your Council Meeting: Roll Call Voting and Voting Order



Margaret Norris, MTAS Municipal  
Management Consultant

Does it matter the order in which a vote is taken? Does the mayor get to vote? Does the mayor always vote last? These are some of the questions that might arise during a meeting of the governing body. According to Robert's Rules of Order, when members of the board, council or commission request a roll call vote, or when the chairman (mayor) orders a roll call vote, the roll call is done alphabetically with the chairman's (mayor's) name being called last. Some cities by charter, policy or practice use the roll call vote on every vote while others rarely use this method.

Charters vary from city to city so be sure to check yours to see what it says about the mayor's ability to vote. For example, in general law mayor-aldermanic chartered cities the mayor "as a member of the board, may make motions and shall have a vote on all matters coming before the board" while in cities with a general law manager-commissions charters, the mayor "shall have a seat, a voice, and a vote, but no veto" and some private act charters provide that the mayor only votes in the case of a tie.

In cases of conflicts between Robert's Rules of Order and a municipality's charter or ordinance, typically the policy that the city has adopted will overrule Robert's. For example, in cities where the roll call vote is used all the time, it is not uncommon to see a rotating roll call order. This contradicts Robert's but makes sense so that the last person in the alphabet doesn't always get to cast a potentially deciding vote. In this scenario, the recorder will start with Alderman A, then B, then C for the first vote. The next vote the recorder will start with Alderman B, and for the third vote, Alderman C gets to start.

## Latest MTAS Publications

Congress Increases Minimum Wage | [Read](#)  
Richard Stokes, MTAS Human Resource Consultant

Hotel-Motel Tax in Tennessee Cities (2010) | [Read](#)  
Ron Darden, MTAS Municipal Management Consultant

IRS Rules for Diesel Fuel and Gasoline Purchases | [Read](#)  
Ron Darden, MTAS Municipal Management Consultant

Municipal Travel Policy (2010) | [Read](#)  
Melissa Ashburn, MTAS Legal Consultant

State Street Aid Fund Revenues and Expenditures on the  
Road to Understanding (2010) | [Read](#)  
Ron Darden, MTAS Municipal Management Consultant

All current MTAS publications are available in the  
Publications Catalog on the MTAS Web site at  
[http://www.mtas.tennessee.edu/public/web.nsf/Web/  
Read+Pubs](http://www.mtas.tennessee.edu/public/web.nsf/Web/Read+Pubs).

## Disposing of Old Computers in Your City or Town?



Justin O'Hara, MTAS IT Consultant

Disposing of old computer hardware by auction or donation is a good way to get rid of older PCs and provide them with a second life. This type of "recycling" is also good for the environment. However, any data that still resides on the PC must be carefully removed. Just deleting the files on the hard drive, reformatting and loading the operating system back on the hard drive, are not sufficient to completely remove the data. A municipality should establish a written procedure outlining the disposal process from start to finish including the preferred methods of removing data from existing PCs.

MTAS will provide more details on how to safely dispose of computer equipment in an upcoming publication. For questions now, please contact Justin O'Hara at [justin.ohara@tennessee.edu](mailto:justin.ohara@tennessee.edu) or 865-974-0628.



## Health Care Corner

### What Should You Be Aware of When Charging a Higher Premium for Tobacco Users?

November 30, 2010 | Special guest blog entry by Lisa Stamm, Esq., VP Consulting Services, Sherrill Morgan.

### What is an HRA and Can you Add an HRA?

November 24, 2010 | Bonnie Jones, MTAS Human Resource Consultant. Courtesy of Keith Patterson Consulting Services, Inc.

### Medical Loss Ratio Provision of the PPACA

November 23, 2010 | Bonnie Jones, MTAS Human Resource Consultant

### A Memo from HHS on Opt-Out Provisions on Self-funded Governmental Plans

November 22, 2010 | Bonnie Jones, MTAS Human Resource Consultant

### GINA Final Regulations Released

November 19, 2010 | Bonnie Jones, MTAS Human Resource Consultant

To read the complete blog entries, go to the “Health Care Corner” of the MTAS Web site at: [http://www.mtas.tennessee.edu/public/web.nsf/Web/Health\\_care?OpenDocument#](http://www.mtas.tennessee.edu/public/web.nsf/Web/Health_care?OpenDocument#).

## Mark Your Calendar



### December 6–9

Tennessee Public Works Institute  
“Introduction to Construction Inspection” (Murfreesboro)

### December 8

Connected Communities: Local Governments as Partners in Citizen Engagement and Community Building. Webinar. Alliance for Innovation. ★

★ Please note that this webinar is FREE to Tennessee cities through the MTAS/Alliance for Innovation Tennessee membership. If you have questions regarding registration for this webinar, please contact Frances Adams-O’Brien at [frances.adams-obrien@tennessee.edu](mailto:frances.adams-obrien@tennessee.edu) or 865-974-9842.

## Not Receiving MTAS E-mails?

If you are not receiving e-mails from MTAS, you may want to check your spam folder or junk mail folder.

All of our e-mail should come from the “tennessee.edu” domain. If you would like to make sure that you receive e-mail from us, please add this domain to your white list. Likewise, if you would like to receive our publications e-mails and electronic newsletters you will need to add our campaign providers network “e2ma.net” to your white list.

If you have any questions on this topic, please contact Justin O’Hara, MTAS IT consultant at [justin.ohara@tennessee.edu](mailto:justin.ohara@tennessee.edu) or 865-974-0628.

# Happy Holidays and a Happy New Year from MTAS!



The “Municipal E-News” is provided by the Municipal Technical Advisory Service of the University of Tennessee Institute for Public Service, in an effort to meet the challenge of providing timely, valuable information and assistance to Tennessee cities to build better communities.

If you have any questions or comments related to this newsletter please contact Frances Adams-O’Brien at [frances.adams-obrien@tennessee.edu](mailto:frances.adams-obrien@tennessee.edu).