

TML 2010 initiative approved

Another one of TML's 2010 legislative priorities has been approved by the Tennessee General Assembly, with others still pending.

SB 2933 by Sen. Jack Johnson and HB 2842 by Rep. Charles Sargent prohibits the unauthorized use of government logos and symbols. The legislation passed the Senate unanimously in February. House members approved it this month (April 8) with 83 yes votes, 4 no votes, and 2 abstentions.

When a local government logo or symbol is reproduced in a publication, in a solicitation, in a display, or on a website without permission, it may incorrectly imply official sponsorship or endorsement by the local government. This legislation prohibits the unauthorized use of local government logos and therefore, provides protection against implications typically associated with an official sponsorship or endorsement.

The Tennessee Trade Mark Act of 2000 allows for the registration of trademarks with the Secretary of State and provides protection for officially adopted logos, symbols,



Sen. Jackson



Rep. Sargent

words, brand names, etc. Once registered, only the trademark's owner See **LEGISLATION** on Page 5

Proposed bill affects TML's ability to appoint members to state regulatory boards

BY DENISE PAIGE

TML Governments Relations

Lawmakers, in an attempt to lessen the "special interest" influence on the state's boards and commissions, have proposed to eliminate the nominating authority of stakeholders, including the Tennessee Municipal League, making these board positions political appointments solely determined by the governor.

TML opposes SB 2949 by Sen. Bo Watson and HB2862 by Rep. Susan Lynn, particularly as it pertains to the five state environmental regulatory boards: the Solid Waste Disposal Control Board; the Water Quality Control Board; the Petroleum Underground Storage Tank Board, and the Municipal Solid Waste Advisory Committee; and the Air Pollution Control Board.

Currently, state law stipulates that at least one seat on the environmental regulatory board positions "shall" be chosen by the governor from a list of names submitted by TML, ensuring that the representative on these boards is a qualified person with the technical expertise to provide the local government input on issues that affect the regulated community. The proposal states that the governor simply "may" choose the local government representative from a list of names submitted, provided that the person is engaged in municipal government.

Municipalities fought for and

won the opportunity to make these nominations to ensure that the interest of local governments is considered during the formation of policies that directly affect municipalities and their residents.

Local governments are not special interest groups. Municipalities are political subdivisions of the state, governed by leaders who are elected and accountable to the citizens and taxpayers in their respective communities, and not to shareholders, stockholders, or boards of directors. Further, the relationship between state and local governments has always been a valuable partnership, which has included being able to identify qualified candidates with the technical knowledge to serve on the state's environmental regulatory boards.

TML is not alone in its fight against this harmful legislation. Several organizations and entities have joined together to express their total opposition to legislative efforts that, if enacted, will result in fundamental and unacceptable changes to Tennessee's environmental regulatory boards and their impact on the state of Tennessee.

SB 2949 was heard in the Senate Government Operations Committee Tuesday, April 20th, and was amended to change the current nomination process. The bill passed in the committee and has not been scheduled for the Senate floor to date. TML continues to oppose this legislation and will work to keep the current nomination process in place.

Navigating the Fiscal Crisis Workshops offered at TML Conference

Elected officials have the responsibility to govern their communities wisely and link residents to the governmental process. The current fiscal crisis that is threatening local governments makes these tasks harder but even more important. Citizens look to elected officials to address serious problems, not just hunker down and wait out the storm.

Come learn how local governments are finding opportunity in crisis by attending two workshops at TML's Annual Conference that are being offered through the Alliance for Innovation.

The Alliance for Innovation is a community of practice that promotes innovation in local government. Through their partnership with Arizona State University (ASU) and ICMA, the Alliance looked at the current financial crisis



and reviewed strategies that local governments had used to address the challenges of past economic recessions. The current economy has made it essential that local governments approach all aspects of service in new ways and utilize the crisis as an opportunity to change their organizations.

The Alliance will present two workshops at the Annual Conference that will show elected and appointed city officials how to focus on the most important programs and See **CONFERENCE** on Page 3

Bredesen proposes new plan for addressing \$105 million budget gap

BY CAROLE GRAVES
TML Communications Director

Faced with another month of underperforming revenues and a budget gap of \$105 million, Gov. Phil Bredesen is proposing lifting the sales tax cap on big ticket items. The measure is estimated to raise an additional \$85 million in revenue.

Under current law, the first \$1,600 of the purchase price of any single item is taxed 7 percent by the state and up to 2.75 percent by local governments. In July 2002, the General Assembly enacted a tax package that granted the state the authority to levy an additional 2.75 percent tax on a single article in excess of \$1,600 and up to a maximum state cap of \$3,200.

Under Bredesen's new proposal, the state would remove the tax cap and apply a 2.75 percent state tax rate to the price above \$1,600, except for motor vehicles, boats and manufactured homes. Local governments could only levy a local tax to the first \$1,600 of the purchase price.

"Adding revenue measures to address the budget is a step that

we've all tried to avoid," the Administration said in a released statement. "However, given the severity of the additional cuts that would be needed to address this additional \$105 million shortfall, the decision to protect the sales tax base is the best option."

Bredesen said by lifting the sales tax cap it would avoid a 5 percent salary cut for all state employees. Most state departments have already been required to cut 9 percent from their department budgets.

For 22 consecutive months, sales tax collections have come in less than what was projected. Year-to-date collec-

Current Law
Single Article = \$10,000

State tax 7% x \$10,000 = \$700
Local tax 2.25 x \$1,600 = \$36
State single article 2.75% x \$1,600 = \$44

Total tax = \$780

The entire \$10,000 is subject to the 7 percent. The first \$1,600 of the price is subject to the applicable local tax rate. The second \$1,600 is subject to a state tax single article rate of 2.75 percent. The remaining \$6,800 is not subject to either the local tax rate or a state single article rate.

Proposed Amendment
Single Article = \$10,000

State tax 7% x \$10,000 = \$700
Local tax 2.25 x \$1,600 = \$36
State single article 2.75% x \$8,400 = \$231

Total tax = \$967

The entire \$10,000 is subject to the 7%. The first \$1,600 of the price is subject to the applicable local tax rate. The price above \$1,600 (\$8,400) would be subject to a state tax single article rate of 2.75 percent.

U.S. Senate, House poised to pass mandatory collective bargaining bill

BY NEIL BOMBERG

Nation Cities Weekly

The U.S. Senate and House have moved one step closer to passing a mandatory collective bargaining bill. Senate Majority Leader Harry Reid (D-Nev.) re-introduced the Public Safety Employer-Employee Cooperation Act of 2009 (S.3194) under a Senate rule that would allow S.3194 to come to the floor in as little as 48 hours after introduction and without committee review.

S.3194 is identical to a mandatory collective bargaining bill that Sen. Judd Gregg (R-N.H.) introduced last year (S.1611), and is nearly identical to H.R. 413, the House version of the bill, which North Carolina League of Municipalities Executive Director Ellis Hankins testified against last month. On the House side, Rep.

George Miller (D-Calif.), the chair of the House Education and Labor Committee and one of the bill's leading advocates, said he expects the Public Safety Employer-Employee Cooperation Act of 2009 to pass Congress this month.

Once both chambers have adopted the same version of bill it will be sent to the President for his signature.

NLC and its national partners have and will continue to urge Congress to reject this legislation because it would grant the federal government authority over some of the fundamental employment decisions historically reserved to states and local governments.

In a letter to the Senate, NLC and other organizations wrote: "The Public Safety Employer-Employee Cooperation Act of 2009 would severely damage the historic relationships that exist between state and

local elected officials, their employees, and the constituents they represent. State, county and municipal officials provide workers with excellent salaries, benefits and working conditions that are responsive to the fiscal needs and limitations of state, county and city governments, and reflect the priorities of the communities that elected officials represent."

These bills would, without consideration for state and local laws, grant every police officer, firefighter and emergency medical technician at the state or local level the right to form and join a labor union. These bills would direct local governments to recognize the employees' labor union and require cities and towns to collectively bargain over hours, wages and the terms and conditions of employment other than pensions.

See **UNIONS** on Page 5

"Operation Information Exchange" teams Clarksville and Fort Campbell

BY VICTORIA SOUTH

TML Communications Coordinator

Members of Fort Campbell's 1st Brigade Combat Team charged with building new municipal governments in Afghanistan, deployed to the country recently with some added security, the guaranteed support and mentorship of the city of Clarksville.

Nothing was 'top secret' March 17 when Mayor Johnny Piper and his staff hosted an informative interactive seminar dubbed "Operation Information Exchange," with around 50 Fort Campbell soldiers. The meeting covered the processes and structure of various types of city government.

While the seminar was similar in nature to military training across the country, Piper and his staff differentiated themselves by going the extra mile, according to Lt. Col. J.B. Vowell, the brigade's deputy commander. "They gave us their cell phone numbers, their office numbers, their e-mail addresses—any way for us to get a hold of them—to use while we're in Afghanistan and have questions or need advice on the spot," Vowell said.

According to Piper, that's par for the course for the city that considers the military base part of the community. "We take their duty very seriously," Piper said. "We know they'll be facing hazardous conditions while in Afghanistan.



Photo Courtesy of the City of Clarksville

Clarksville Mayor Johnny Piper instructs members of the 1st Brigade Combat Team on setting up a local government in Afghanistan.

So, whenever they need us, the city's department heads and I are available 24/7. It's the least we can do to support them."

Piper and city administrators made a point to create a dialogue format between themselves and the military officers, discussing such topics as: Determining Goals & Objectives; Budgeting; Adopting By-laws; Electing Officers; Transportation; Land Use; Water and Waste Water; Housing; Economics; Forms of Government, Strong Mayor form versus City Manager form and much more.

The information should be invaluable for officers from the Brigade's 2nd Battalion 327th Infantry Regiment begin working with local Afghanistan governments later this spring.

"It's going to be difficult enough for us as we're there helping to establish municipal governments, sometimes from the ground up, in a hostile environment," said Vowells. "Knowing that we have folks like Mayor Piper and his staff back home ready to help us is comforting and reassuring."

NEWS ACROSS TENNESSEE



BY TML STAFF REPORTS

BARTLETT

The city was recently recognized by the Arbor Day Foundation as a Tree City USA community for its commitment to urban forestry. It is the third year, Bartlett has met the standards to be a tree city community.

BRISTOL

A local businessman plans to establish a new parking, camping and retail center near Bristol Motor Speedway, with plans to add a retail district, a convention hall and hotel and a seasonal race-related theme park. The owner of Cedars Golf Course announced plans to transform the golf course property off Volunteer Parkway into the new Thunder Mountain, a 469-acre venture with nearly 10,000 new race parking spaces and nearly 5,000 full-service camping spaces. The plans are to eventually add a retail district with convention/hotel facilities and a race-related theme park at the site.

CHATTANOOGA

The Benwood Foundation will put nearly \$100,000 into five Hamilton County elementary schools to help combat childhood obesity and expose more low-income students to fruits and vegetables. Brown Academy, Calvin Donaldson, Orchard Knob, Eastside, Hardy, Rivermont and Clifton Hills elementary schools are the first group to receive funding under Gaining Ground, Benwood's new initiative to promote local foods. "All of this is a win-win," said Russell Cliche, coordinator of school health for the Hamilton County Department of Education. "These students are from a lower socioeconomic background, and they aren't exposed to local growers. We need to increase consumption of fruits and vegetables. There is a very low percentage of our population living a healthy lifestyle." School nutrition and diet-related diseases have taken front and center in recent months.

COLLEGEDALE

The city is moving to convince the United States Post Office to rectify confusing mail delivery systems in the area by building a new post office. City Manager Ted Rogers expressed concern about ongoing problems with mail delivery mix-up between the city and unincorporated Ooltewah. Because the Collegedale branch does not deliver mail to home addresses, residents rely on the Ooltewah Post Office to deliver their mail. The city is advocating for a new post office building to be built near the middle of town that would also be open on Saturdays. The existing Collegedale branch is located on the campus of Southern Adventist University and is closed on Saturdays.

EAST RIDGE

The city received a \$500 grant through the East Tennessee State Park Connections to help beautify the two-mile walking trail at Camp Jordan Park by adding trash receptacles and pet waste stations. Sponsored by the Tennessee Parks and Greenways Foundation, this grant program helps fund greenway or trail projects connecting from nearby communities to one of Tennessee's state parks or natural areas. Hamilton County Water Quality Program is partnering with East Ridge in this beautification effort by purchasing the pet waste stations.

GATLINBURG

The Great Smoky Mountain Na-

tional Park has received an additional \$12.2 million in stimulus funds that will be used to improve parking areas at trailheads and resurface two roads. The park has now received \$77.5 million in American Recovery and Reinvestment Act funds. The projects include repaving the Foothills Parkway-East, the Smokemont Campground and the Heintooga Ridge Road. Additionally, the park will create new parking areas at trailheads and repave the roads leading to the popular Little River and Jakes Creek Trails in the Elkmont area.

JOHNSON CITY

The Washington County Economic Development Council has created a new survey to give local residents input on recruiting new retailers to the area. "The survey will demonstrate to retailers and developers the amount of unmet demand in our market - hopefully making a strong argument that their particular retail sector or retail brand should be in Washington County," said Todd Smith, Johnson City's business management analyst. The online survey covers a variety of sectors from clothing and shoes to grocers and restaurants. It also gauges the amount of unmet demand in Johnson City and Washington County that results in residents traveling outside the area to shop and eat. The survey will be available until April 30 at <http://washingtonsurvey.questionpro.com> or via the Economic Summit website at www.economicsummit.org.

KINGSPORT

A \$9 million Sullivan Street redevelopment anchor project will soon get underway as the Press Group LLC received approval from the Board of Mayor and Aldermen this week to purchase a portion of the former Quebecor building. When the project is complete in about 14 months, Mountain Region will consolidate its practice groups in 66,000 square feet, or one entire floor of the three story structure that formerly housed a portion of the Quebecor book plant. In all, 18 physicians and more than 100 total staff will be working at the Press Building. The medical practice is also expected to generate 70,000 office visits a year to the property. As the site develops in the next few years, another 132,000 square feet will be available for additional medical service, retail and possibly even a few residential units.

KNOXVILLE

The Metropolitan Knoxville Airport Authority (McGhee Tyson Airport) and the Arts & Culture Alliance of Greater Knoxville are presenting "Arts in the Airport," a new exhibition featuring selected artwork from 36 artists across Tennessee. "Arts in the Airport" was first developed to allow regional artists to compete and display work in the most visited site in the area. The selected art features contemporary two-dimensional artwork and will be exhibited in the secured area behind McGhee Tyson Airport's security gate checkpoint through - October 21, 2010.

LEBANON

A State Revolving Loan Fund sewer project totaling approximately \$20,000,000 is in the final stages of completion. It involves additions and modifications to the city's Wastewater Treatment Plant and a portion of parallel 30-inch effluent force main which discharges to the Cumberland River. These plant modifications along with the new effluent force main will enhance the treatment process and increase the

plant capacity from the existing 7.5 million gallons a day average flow to an average capacity of 10 million gallons a day with the ability to handle up to 22 million gallons per day hydraulic capacity under peak conditions. The project was required to respond to growth and additional wastewater flows and to reduce impact of additional flows during extreme rainfall events. In addition to the added capacity of the plant, the project also provides for the installation of an autothermal thermophilic digestion process to treat waste sludge. The project is scheduled for completion and to be in service by summer.

NASHVILLE

A Nashville Area Chamber of Commerce study highlights the still-pervasive problem of an under-educated work force, which includes tens of thousands of people who are functionally illiterate. The assessment found that the number of non-English Language Learner adults in Metropolitan Nashville who cannot read or are without a high school diploma remains significant, with an estimated 63,053 adults 25 and older without a high school education; an estimated 52,000 Nashvillians 16 and older unable to read; and an estimated 38,499 residents over the age of five speaking English "less than very well." Mayor Karl Dean announced that he would work to find the "appropriate agency" to coordinate adult-education efforts in the city.

SHELBYVILLE

Tyson Food announced a \$5 million upgrade to its poultry plant in Shelbyville that would add 40 new jobs. With the county's unemployment rate at 13 percent, the announcement was welcome news to area leaders. The improvements are designed to streamline the operations and, most importantly, add jobs. Engineering work has already been underway and the work on the expansion should be finished by the middle of May. The \$5 million upgrade is to be spent on some of the plant's chicken processing, packaging and labeling lines, as well as the installation of new processing equipment.

SOUTH FULTON

The Tennessee Museums Association has indicated The Twin Cities Railroad Museum, which is located in the South Fulton Municipal Building, is "doing well." The museum, which opened in April 2008, has a museum board and is a non-profit venture operated entirely by volunteers. There is no admission charge without cost to the city. In addition to many interesting railroad-themed exhibits and displays, the museum also offers several railroad safety programs for children and adults.

TULLAHOMA

Tullahoma has a new redesigned website www.tullahomatin.gov. The new site was designed as a one-stop resource for residents and visitors, and provides comprehensive information on city government functions, departments and services, educational, recreational and cultural opportunities, and extensive information on doing business in Tullahoma. Among various new features, the site offers residents the ability to pay municipal court citations on-line with a credit or debit card or a pre-paid card. Future plans for the site include the capability to perform additional financial transactions on-line.

UNICOI

An official Grand Opening and ribbon cutting will take place May 14 for the new Welcome Center on I-26 in Unicoi County. Since its "soft" opening in February, visitors have been impressed.

National TV broadcast recaptures the story of Memphis band The Bar-Kays



The Bar-Kays overcame a tragic plane crash to chart numerous hit records during the 60s, 70s, and 80s.

A Memphis video production team helped capture an important chapter in Memphis music history for a national television broadcast chronicling the story of The Bar-Kays, who overcame a tragic plane crash to chart numerous hit records during the '60s, '70s, and '80s.

Joe Incardona, Media Source president, assembled the Memphis crew responsible for the on-location filming for *Unsung*, the signature music biography series which aired nationally April 19 on the TV One network.

The Bar-Kays started their career in 1966 as a studio session musician group, backing major recording artists at Stax Records in Memphis. In 1967, the legendary Otis Redding chose The Bar-Kays to be his backing band on tour.

On Dec. 10, 1967, the plane carrying Otis Redding, his manager, and Bar-Kays' Jimmy King, Ronnie Caldwell, Phalon Jones, and Ben Cauley, crashed into a lake near Madison, Wis. enroute to

a performance there. Only trumpeter Ben Cauley survived that crash. Bassist James Alexander had taken a commercial flight.

Within a few months of the tragedy, Cauley and Alexander rebuilt the group. The reformed Bar-Kays added several new members, including their first vocalist, Larry Dodson. They went on to back dozens of Stax artists on recordings, including Isaac Hayes' *Hot Buttered Soul* and his Academy Award-winning film song, *Theme from Shaft*.

After a hiatus in the late '80s, the band regrouped in 1991 under the direction of James Alexander, and continues to tour and perform today.

"We are so proud to have played a part in the production of this groundbreaking episode of TV One's *Unsung*," said Incardona. "This show clearly helped convey the image of Memphis as one of the coolest, most soulful places in the world."

Renewable Energy Council teams up with Jackson

The Tennessee Renewable Energy and Economic Development Council (TREEDC) and the city of Jackson held a clean energy workshop for community leaders, businesses, and farmers April 13, at the University of Tennessee West Research Center.

Jackson City Councilman Ernest Brooks II and Municipal Technical Advisory Service (MTAS) Management Consultant and TREEDC Executive Director Warren Nevad crafted the curriculum of biofuels and renewable energy power systems for this inaugural workshop sponsored by Jackson Energy Authority and the Jackson Chamber of Commerce. More than 60 attendees from 20 cities, 16 counties and seven states took advantage of educational and networking opportunities that focused on developing new markets for renewable energy development in West Tennessee. Councilman Brooks is also the West Tennessee TREEDC Advisory Board Member.

Highlights of the workshop include:

- Chris Disher, Business Development Manager for Flex Fuel U.S highlighted their firm's successful efforts in converting the city of Chicago, Illinois Public Works Department's older vehicles to flex fuel vehicles while reducing greenhouse gases for its fleet.

- Russell Beals, vice president with Biodiesel Logic discussed the city of Hoover, Alabama's model program in collecting waste vegetable oil and converting it to biodiesel. He announced that Clarksville recently opened a similar process with the assistance of TREEDC.

- Greg Martin with the Boone Pickens Clean Energy Group demonstrated successful approaches

used in Maryland and Virginia to convert garbage trucks into compressed natural gas as the fuel source.

- Dr. Don Tyler of the University of Tennessee reviewed the University's partnership with Genera Energy to grow a new energy crop in Tennessee.

- Steven Maupin, president of Diversified Renewable Energy Systems of McKenzie, urged cities and counties to consider their municipal wood waste to create a decentralized green energy source for public facilities.

- Christopher Charlton of Greenway Renewable Energy informed the audience about the potential of wind energy and shared the successful story about the Wisconsin wind energy toolbox.

- Chad Payne with Solar & Renewable Power Systems of Jackson described the various incentives for solar energy use by small businesses.

- TREEDC President and Pikeville Mayor Greg Johnson was awarded an educational grant from Penny Judd and Paul Phelan of the Tennessee Valley Authority (TVA). This grant will allow TREEDC to develop a website consisting of educational portals for citizens and businesses to discover best practices in renewable energy

Councilman Brooks expressed his appreciation to TREEDC for affording area farmers tools to practice sustainability measures to their land. The Council has held previous workshops in Memphis and Pikeville. The chairman of TREEDC is UT President Emeritus Dr. Joseph Johnson. Plans are underway for a Middle Tennessee forum in Franklin on June 8, 2010. For more information, contact warren.nevad@tennessee.edu.

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PEOPLE

BY TML STAFF REPORTS

Ed Stanton III has been officially designated by President Obama as the next U.S. Attorney for Tennessee's Western District. Stanton, a lawyer for FedEx, had also served as an assistant city attorney for Memphis.



Stanton

Legendary civil-rights leader, **Dr. Benjamin Hooks**, has passed away at the age of 85. Born in Memphis, Hooks was awarded the Presidential Medal of Freedom, the highest civilian honor in the United States. A leader in the civil rights movement, Hooks became the first black appointee to the Federal Communications Commission in 1972. In 1976, he was elected executive director of the National Association for the Advancement of Colored People (NAACP). Hooks was honored in 1996 with the dedication of the Benjamin L. Hooks Institute for Social Change at the University of Memphis.



Hooks

Charles "Glen" Godwin has been appointed as Murfreesboro's Director of Human Resources and will fill the vacancy created with the retirement of Personnel Director Sue Mahon. City Manager Rob Lyons promoted Godwin, who has been the

Assistant Personnel Director since August. Prior to joining the city, Godwin was Human Resources Director for RSC Equipment Rental Company.



Godwin

Germantown Mayor **Sharon Goldsworthy** received Germany's Cross of the Order of Merit April 12 for her efforts in creating a sister city partnership in the former East Germany. Goldsworthy received the award during a special ceremony at Municipal Center. German Consul General Lutz H. Gorgens said the award is the highest honor given by the president of the Federal Republic of Germany.



Goldsworthy

Tennessee State Parks Assistant Commissioner **Mike Carlton** has been awarded this year's Friends of Radnor Lake Environmental Award for his long service and notable contributions in conserving the state's natural resources. He was also recognized for his ongoing efforts to build public/private partnerships, which are vital to preservation and conservation. Carlton served as Season Naturalist at Radnor Lake until 2001.

Dennis Bottorff selected as new TVA chairman

After serving as chairman for a year, Tennessee Valley Authority Board of Directors Chairman Mike Duncan asked the Board on Friday to select a new chairman, citing his new duties as leader of a recently formed national political fund-raising organization. The Board voted unanimously to name Director Dennis Bottorff of Nashville as TVA's new chairman.

Bottorff, who will take over as TVA chairman on May 18, is chairman and partner of Council Ventures, a Nashville venture capital firm. He was chairman of AmSouth Bancorporation in Nashville until his retirement in 2001 and previously was chief executive officer of First American Bank.



Dennis Bottorff

"The energy industry is changing in profound ways that will require major capital investments and different ways of doing business," Bottorff said.

TML Annual Conference slated for June 13 - 15 in Gatlinburg

CONFERENCE from Page 1 services and encourage changes that will make communities stronger in the future.

During the first hour presentation, scheduled from 2:15 to 3:15 p.m. on Monday, June 14, Toni Shope, Alliance for Innovation regional director, will explore the components of *Navigating the Fiscal Crisis* and discuss why innovation matters now more than ever.

Participants are encouraged to read the white paper on their findings prior to the session: www.transformgov.org/FiscalCrisis.aspx?id=2128

In the second session, scheduled from 3:30 to 4:30 p.m., the presentation will focus on specific case study examples that address six strategies that local governments are focusing on to better position themselves to meet the demands of the future.

The session, entitled, *the Resilient Response to the Fiscal Crisis* - will focus on the six strategies:

- Reassessing Community Priorities
- Re-engineer Organization
- Fix Structural Deficits
- Advance Technological Solutions
- Increase Revenues Partnerships
- Management Flexibility and Transparency

Participants will also have an opportunity to share their own success stories.

Other conference sessions will focus on the new health care reform act; creating healthy and sustainable communities for an aging population; media communications in a YouTube world; the basics of local government liability; and effective leadership and communications skills.

City officials will also hear firsthand the views of each gubernatorial

candidate.

Democrat Mike McWherter and three Republican contenders - Bill Haslam, Ron Ramsey, and Zach Wamp - are all on the schedule to provide their views on the "State of the State" and why they are the best candidate for the new job.

Other conference highlights include a welcome reception on Saturday night; vendor presentations, district meetings, the opening general session, and the host city reception on Sunday; dynamic workshops and the TML Risk Management Pool Party on Monday; and an awards breakfast on Tuesday.

To register, go to the League's website: www.TML1.org.s

Schedule At-A-Glance

Saturday, June 12
7 - 9 pm Welcome Reception

Sunday, June 13

9:00 - 5:00 Registration
10:30 - 11 am Feud Game
11-11:45 am Vendor Workshop
12 noon Lunch
12 - 2 pm Ice Cream
1 - 2 pm Vendor Workshop
2:15-2:45 pm Vendor Workshop
3 - 3:45 pm District Meetings
4 - 5:30 pm General Session
6:30 - 8:30 pm Host Reception

Monday, June 14

8 - 8:45 am Breakfast
9 - 10 am General Session
10:15-11:15 am Workshops
11:30 - 12:15 Business Meeting
12:30 - 1:30 pm Lunch
1:30 - 2 pm Door Prizes
2:15 - 3:15 pm Workshops
3:30 - 4:30 pm Workshops
6:30 - 11 pm Pool Party

Tuesday, June 15

8 - 10 Annual Awards Breakfast

Edna Holland to retire from state government after 37 years of service

BY VICTORIA SOUTH
TML Communications Coordinator

Edna Holland will retire June 30 for a trip around the world with her husband, Lee, just like she's always planned. But for her colleagues; it will be the day the hill loses a Tennessee treasure.

Holland grew up in the shadow of the state capitol in the tight-knit community of North Nashville. She remembers a simpler time when friendship and family values reigned and people rarely locked their doors at night. "Everybody worked hard, and looked out for their neighbors," Holland recalls. These are the core values she has carried throughout her 37-year career, innate knowledge in building human relationships. It would take her far.

Gutsy, caring, smart, with an insatiable thirst for knowledge and travel, Holland was an excellent student at North Nashville High School, where she graduated before attending the University of Tennessee-Nashville (UTN).

Her outgoing personality and enthusiasm made her a perfect candidate for state government, where she was invited in 1973 to serve as a temporary staff member. Not surprisingly, she was "hooked" after her first legislative session. By 1975, the same year the new Legislative Plaza was in operation, Edna Holland's future was sealed as a permanent staff member of the Senate leadership.

Working for a string of majority caucus chairmen for more than 20 years, she became the legislative liaison to former Lt. Gov. John Wilder, playing the roles of active participant and silent observer in the face of landmark legislation. She soon grew adept in tracing the history of bills.

Her associates include historically strong leaders in the senate, the likes of the late Sen. Anna Belle Clement O'Brien, who read the weekly legislative recaps Holland wrote religiously, and who Holland remembers as a strong role model and mentor for women. "It was an exciting time," said Holland. "At that time, there were both morning and evening newspapers in Nashville with both liberal and conservative slants. People would read them all, just to stay informed."

By 1995, Holland realized she could parlay her knowledge and love for state government to help municipalities. She came aboard the lobbying teams of TML and then the TML Risk Management Pool, where her husband Lee Holland is president. It's been a match made in heaven.

"Knowing how the legislative process works, really helped me as

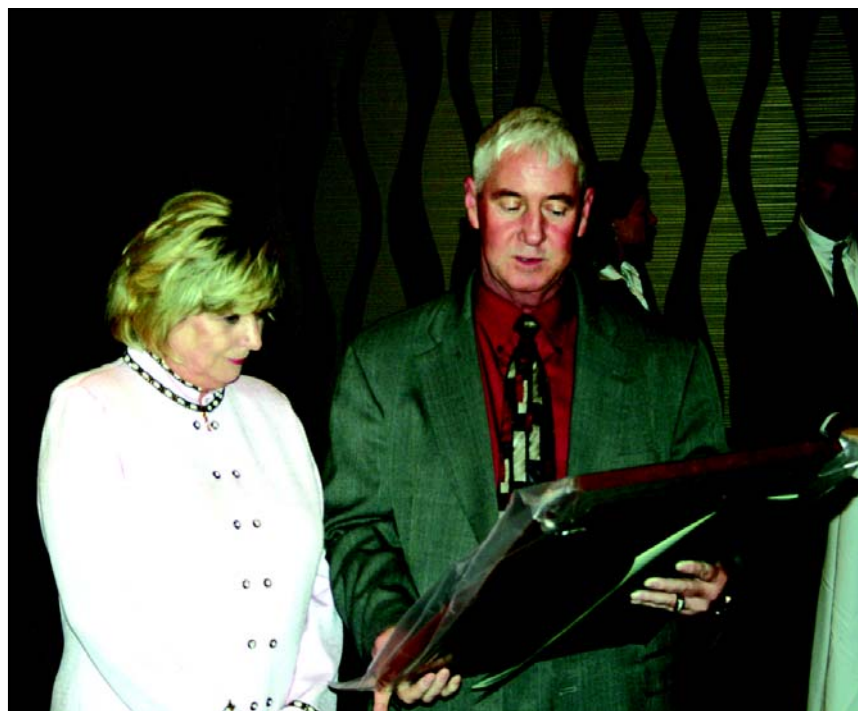
a lobbyist just by knowing the intricacies of the process," she said. "It was something that I brought to TML and the Risk Management Pool that I think was a very positive aspect."

Although she was right in that respect, Holland never anticipated just how much her colleagues would come to value and depend upon her personally.

"After 37 years of public service, they should design the Edna Holland Saint Award," said Dawn Crawford, Risk Management Pool executive vice president and chief financial officer. "She has spent the



Edna Holland



Edna Holland, left, was honored with a House Resolution, presented by Rep. Vince Dean, honoring her 37 years of public service.

last 15 years at the Pool defending and uplifting municipal issues and is an expert in her field. She has done a terrific job and is going to be greatly missed."

"Edna's decision to retire has been bittersweet for me," adds TML Executive Director Margaret Mahery. "She has been a valuable teacher, confidant, and resource for me. Her 37 years of experience working with the General Assembly has been invaluable for the league. Her retirement is "bitter" because I have relied upon her to help me understand the history of why some things are the way they are, and I will certainly miss having her in the office every day. Her retirement is "sweet" because she deserves to enjoy this next phase in her life, and I am so happy for her that she has had this incredible career."

Looking back, Holland marvels at the changing times and demographics in state government today. "The membership of the General Assembly has changed. I see all these young people coming through the

ranks, new, young legislators, the same age as my children," she says.

"I admire anyone that seeks public office. They give up so much personal time with their families and the public expects much more from their legislators today. There are great people in the League and Pool. Their goals have always been to help towns and cities. I will miss this profession. There has been rarely a dull moment. I enjoyed the staff and will miss my friends, but it's time for others to step in."

At her recent retirement reception, Holland's many friends and associates, gathered to bid her farewell. Her three daughters, plus Lee's daughter from a previous marriage, whom she considers as her own, and eight grandchildren are looking forward to spending time with her. And she is fully prepared for retirement, having learned the game of golf to keep up with her grandsons.

Yes, this time Edna Holland is ready to tackle the world. And, for those who believe otherwise, just you watch!

New \$5 million penguin exhibit opens at Ripley's Aquarium of the Smokies

The playful colony of Blackfooted Penguins is now totally acclimated to their home in the new \$5 million, state-of-the-art indoor/outdoor habitat at Ripley's Aquarium of the Smokies.

The unique, naturalistic exhibit is the largest and costliest expansion ever at the aquarium, now celebrating its 10th year in the foothills of the Great Smoky Mountains. More than 12 million have visited the aquarium since its opening in December 2000.

Fast Eddie and the gang now reside in a habitat that closely models their native homes. Naturalistic rockwork surrounded by more than 30,000 gallons of temperature controlled salt-water depict the coastal island rookeries along the coast of South Africa.

Aquarium guests are able to view the penguins from both above and below water level and unique to this exhibit, visitors can crawl through clear underwater acrylic tunnels and pop up on the penguin's private beach to view the birds nose to beak.

As visitors crawl through the tunnels, penguins swimming above and below will have the opportunity to get a good close up of



The penguins reside in a habitat that closely models their native home of coastal island rookeries along the coast of South Africa.

the human species!

The highly interactive habitat has two wave machines and multiple spa jets that create continual water movement which in turn creates an inviting watery playground for the birds.

"Our penguin habitat is a wonderful family experience that showcases these beautiful birds and adds a new dimension and added value to our guest's aquarium visit," said Ryan DeSear, General Manager of Ripley's Aquarium of the Smokies.

"Each penguin has its own little personality and charisma. The habitat is an entertaining and playful environment for both the humans and the penguins. I'm not sure which species is having more fun."

More than 100,000 exotic sea creatures live in its 1.4 million gallons of water. The aquarium is known for its shark exhibit that features 11-foot sharks and one of the longest underwater tunnels in the world.

STATE BRIEFS



BY TML STAFF REPORTS

Tennessee joined a list of just three other states - North Carolina, South Carolina and Kentucky - that have matched or surpassed the share of census forms returned via mail in the 2000 Census. At last count, 69 percent of Tennessee residents have returned their census forms via mail. The exact same share of Tennessee's did the same by this time in 2000. Despite Tennessee's gains, none of Middle Tennessee's core counties have matched or surpassed their 2000 Census participation rates.

Matt Kisber, Tennessee's commissioner of Economic and Community Development, has joined Market Center Management Co. executives several times when they've met with potential tenants for the new \$250 million medical trade center being planned for downtown Nashville. "I see this as very similar to a corporate headquarters," Kisber said. "It brings with it a substantial amount of related activity. Market Center plans to turn the three-story Nashville Convention Center into a 15-story medical mart where hospitals and other health-care companies can comparison shop for beds, technology and other products. Nashville is building a new convention center nearby; it's scheduled to open in 2013.

Tennessee could save billions of dollars and generate thousands of new jobs by enacting aggressive energy efficiency policies, a team of researchers from Georgia Tech and Duke say. Their study, "Energy Efficiency in the South," argues that by reducing the growth of electricity consumption, Tennesseans could save \$1.6 billion a year by 2020, and \$3.1 billion a year by 2030. Those savings, pumped into other industries such as green manufacturing, would in turn generate 15,100 jobs by 2020 and 20,700 jobs by 2030.

Revenue slides continued for the state of Tennessee in March. Total revenues were \$776.5 million, \$11.7 million less than budgeted. Sales tax collections fell \$4 million, or 0.9 percent, compared to March 2009 to \$463.2 million. The state had budgeted for a \$10 million increase. March was the 22nd straight month of sales tax decline. "Sales tax collections seem to reflect a degree of renewed consumer confidence, but revenues continue to lag below projections," Finance and Administration Commissioner Dave Goetz said. "Until we see clear signs that the economy is recovering, we will continue to make budget decisions based on what we're experiencing in Tennessee." March is the eighth month in the state's fiscal year. To date, the state's general fund is \$205 million short and the other funds are short \$39.1 million.

Tennesseans have qualified for \$345.9 million in homebuyer tax credits through the Internal Revenue Service's tax credit program. Through mid-February, almost 48,000 Tennessee homebuyers had filed returns to collect their tax credits. Nearly 1.8 million nationally have done so, collecting \$12.6 billion in credits for homes purchased in 2008 and 2009, according to the

IRS. The program ends April 30. To qualify, homebuyers must have a binding contract by that date and must close on the home by June 30. Homebuyers can receive up to \$8,000 in credit for a new home if it is their first home or first home in three years. Existing home owners can receive up to \$6,500 as long as they have lived in their old home for five consecutive years during an eight-year period ending on the purchase date of the new home.

Amid all the budget cuts, buyouts and belt-tightening to hit universities over the past year, there's more bad news for Tennessee professors and their paychecks. A new report by the American Association of University Professors found 2009 to be the worst year for faculty salaries of the past 50 years. Nationwide, salaries increased 1.2 percent over the year before — less than the rate of inflation — as states slashed higher education funding and universities responded by freezing wages, buying out senior faculty and bringing on more part-time, low-wage teaching staff.

The official 2010 Tennessee Transportation Map is now available. A joint effort between TDOT and the Tennessee Department of Tourist Development, the map is formatted with large, easy readable information and includes a listing of Tennessee's biofuel green island corridors, information about emergency reference markers, attractions throughout the state and other details. The maps are free and available at welcome centers and rest areas across the state. The state map is also available for download from the Tennessee Department of Transportation website at www.tn.gov/tdot/maps.htm.

Enrollment booms at colleges in Tennessee have helped fuel a spike in campus crime rates, but officials say they are battling the trend by beefing up security and teaching students to protect themselves and their property. "When you have more people on a campus, you have more opportunity for crime," said Chuck Cantrell, a spokesman for the University of Tennessee at Chattanooga. In Tennessee, enrollment has increased 10 percent since 2008. More students also mean more theft, drugs, fraud and rape, according to a recent Tennessee Bureau of Investigation report. Campus crime in Tennessee increased a little more than 9 percent from 2008 to 2009. That figure re-

fects the first increase in five years.

According to a letter released by the Tennessee State Funding Board, lottery revenues are not doing as well as state leaders would like. The board predicts revenues from the lottery in 2014 will be up just slightly from this year. Meanwhile, the funding needed to cover lottery scholarships and grants is expected to grow by much more. The Hope Scholarship is funded through lottery revenues and helps thousands of students pay for college. State lawmakers said a complete overhaul is going to be necessary to save the program. The state will have to use \$20 million of reserves to pay all of the lottery scholarships. According to lawmakers, by 2013, there will be a \$118 million hole it won't be able to cover with reserves.

A third straight monthly increase in the Tennessee Valley Authority's monthly fuel rate means residential bills will go up by an average of \$1, starting in May. The utility's fuel cost adjustment for billing periods starting May 1 means residential monthly bills will increase between 50 cents and \$1.50, depending on usage levels. The 1 percent increase follows a 5.9 percent increase in April after a 5.3 percent increase for March. TVA said a fuel cost adjustment credit that customers have received since October continues to be used. About half of TVA's electricity comes from coal, oil and natural gas.

Tennessee's largest public land acquisition since the Great Smoky Mountains will soon be complete, thanks to a \$4.1 million grant from the US Forestry Service. Two-and-a-half years ago, the state secured access to 200 square miles of land in the Cumberland Mountains. A portion came in the form of easements on privately owned land, paid for by the Nature Conservancy. The state agreed to pay the organization back over time. The Nature Conservancy said the federal grant will be used to close out the books on that deal. The land in question adjoins the state's Frozen Head and Sundquist Natural Areas, and is already being managed by state agencies.

State unemployment dipped in March, thanks to what the state Department of Labor and Workforce development said is the largest monthly increase in the labor force since October 2005. Despite the labor force's growth by 9,700 people, unemployment only ticked downward, ending March with an unemployment rate of 10.6 percent, down from the February



Micro-farming has found a niche in East Tennessee as agricultural entrepreneurs grow fresh produce for an increasing number of retail customers seeking natural and organically-grown local fruits and vegetables, eggs, flowers and other farm products.

rate of 10.7 percent. One year ago, unemployment stood at 10.1 percent. The Tennessee rate is still above the national average of 9.7 percent. According to the Department of Labor and Workforce Development, month-over-month job gains occurred in: leisure and hospitality, up 6,600 jobs; mining and construction, up 5,200; trade, transportation and utilities, up 4,800; and administrative, support and waste services, up 4,700. Month-over-month job losses occurred in: financial activities, down 1,000 jobs; information, down 700; and professional, scientific and technical services, down 400 jobs.

Tennessee officials are hiring food stamp recipients as temporary help to deal with a surge in food stamp applications. The state has hired 600 clerks at 98 offices around Tennessee to handle the demand for food stamps. Just last month 11,000 Tennesseans started receiving food stamps. Human Services Commissioner Gina Lodge says the clerk positions are being paid for with federal stimulus money, helping workers to build their resumes so they can get permanent jobs.

Tennessee is employing \$11.7 million in federal stimulus funds to get health providers to espouse electronic health information technology and build an online medical record infrastructure, according to Will Rice, the executive director of the state office of e-health. Less than 20 percent of health providers nationwide keep electronic health records for patients, according to research published in The New England Journal of Medicine. The state's e-health office is probing what the accep-

tance rate is among Tennessee doctors. Electronic prescribing, a system in which doctors send patients' prescriptions to a pharmacy via a computer network, has been gaining ground in Tennessee. About 1.78 million prescriptions in Tennessee were sent through an online network in 2008, about 4 percent of those that could have been sent electronically. That figure is on par with the national average.

Micro-farming has found a niche in East Tennessee as agricultural entrepreneurs without the dollars to invest in larger, wholesale-type operations, grow fresh produce for an increasing number of retail customers seeking natural and organically-grown local fruits and vegetables, eggs, flowers and other farm products. In spite of a bad economy and poor growing weather — Tennessee producers were staggering last year from unseasonably wet conditions and the blights that followed — more small farmers are coming on the scene, and more of them derive their primary income from a few acres cultivated six to eight months of the year. It's a new trend for this area, which has for a number of years hosted farmers markets, primarily populated by producers selling off extra veggies or engaging in a summer-only venture to supplement their primary income. Local producers are increasingly turning to social media to get the word out and help their customers feel connected to the farm. And many are branching into different markets, selling annual memberships or shares as part of Community Supported Agriculture programs while continuing to operate produce stands at local markets. Others are further diversifying into grocery and restaurant sales and prepared foods.

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New tax plan to address \$105 million budget gap

TAX from Page 1

tions for eight months were \$244.1 million less than the budgeted estimate.

"Until we see clear signs that the economy is recovering we will continue to make budget decisions based on what we're experiencing in Tennessee," said Finance and Administration Commissioner Dave Goetz.

In February, when Bredesen unveiled his budget proposal for the FY 2010-11, he proposed a new tax on cable services, cable boxes and business telecommunications services, which is estimated to generate some \$50 million in new revenue. Of that, \$32.1 million will be earmarked for higher education and the rest will be used to avoid about 200 layoffs of district attorneys, public defenders, and probation and parole officers.

His budget also includes a \$2 increase on driver's licenses, raising the fee from \$19.50 for five years to \$46 for eight years. The increase — the first since 1988 — is estimated to generate \$9.5 million annually and would prevent the state from eliminating 85 filled trooper positions and 56 filled positions in the driver's license stations. It will also help fund upgrades to the Tennessee Highway Patrol's radio/communication system.

The \$105 million shortfall is in addition to cuts already planned for the budget year.

The Bredesen Administration has not yet presented the necessary

legislation to lift the sales tax cap, but plans to submit it as an amendment to the technical corrections bill (SB3901/HB 3787).

The Tennessee Republican Party has announced plans to oppose Bredesen's tax package — both the new proposal to lift the tax cap and his previous proposal to tax cable services.

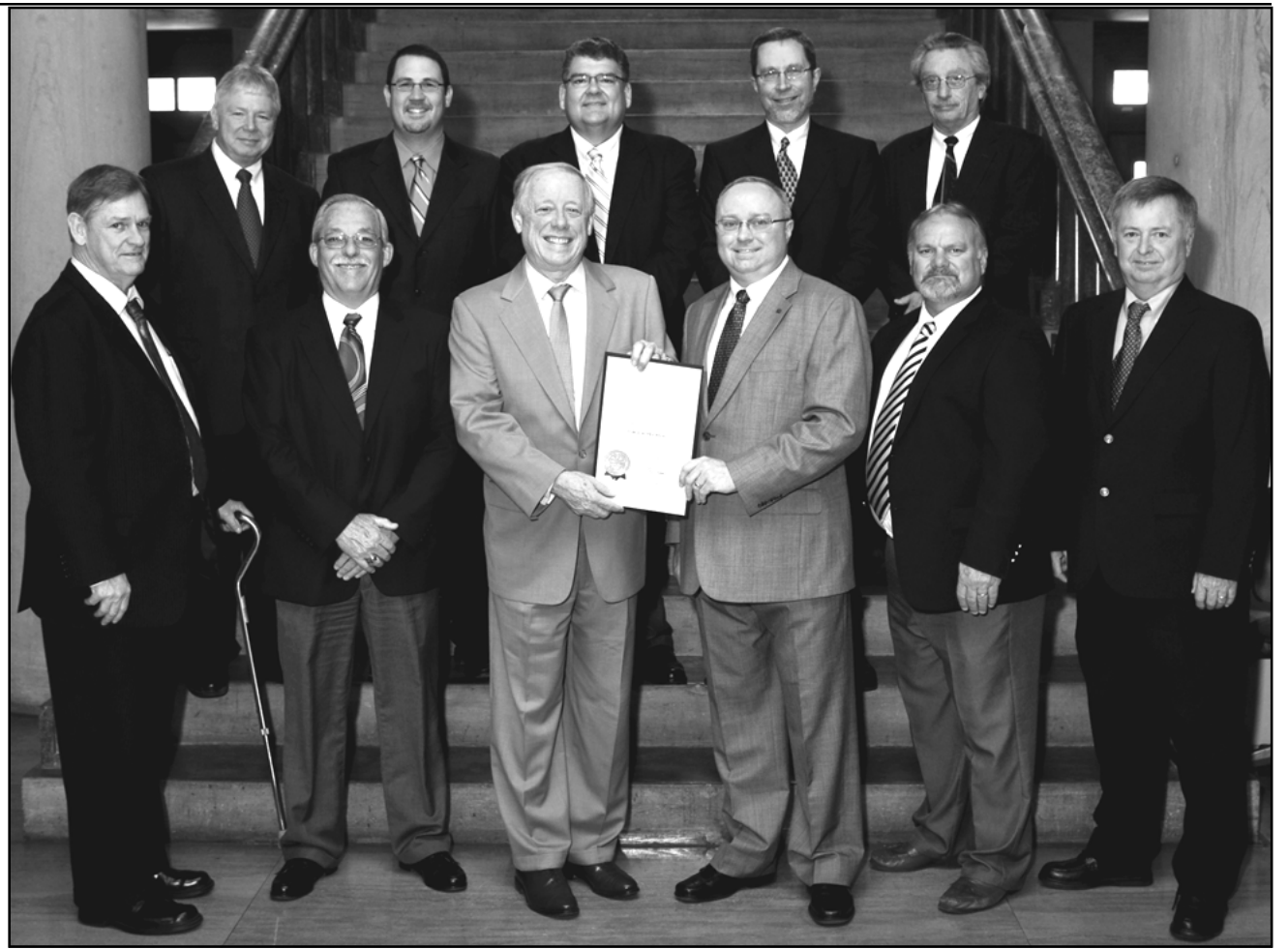
"Increasing the cable bill of Tennessee citizens is not the way to balance our budget," said Lt. Governor Ramsey. "We must reduce spending and encourage job creation to grow our way out of the current economic climate."

Ramsey said the GOP majority in the Senate remains opposed to efforts to tax cable boxes and isn't certain about another measure to increase driver's license fees. He says the total budget gap may be closer to \$150 million.

The House Republican Caucus has also denounced the Governor's plan, and has called upon Gov. Bredesen to stop proposing new tax increases as a way to balance the budget.

"The Governor is showing a blatant disregard for the challenges small business owners and average Tennesseans face," said House Majority Leader Jason Mumpower. "As the economy is struggling mightily, this would do nothing but provide a setback for recession-weary Tennesseans."

The GOP has said they will release their own plan for closing the budget gap in the coming weeks.



Meeting with Gov. Phil Bredesen for the presentation of the Proclamation recognizing National Public Works Week were: front Row (l to r): Billy Lynch, Metro Nashville Public Works; John Calvert, Chapter Administrator; Gov. Bredesen; Calvin Clifton, TCAPWA President; Rodney Keeton, Lower East Branch Director; Ronnie Hammonds, Upper East Branch Director. Second Row (l to r): Bill Shaeffer, Membership Chair; John Anderson; Fleet Services Chair; Michael Flatt, Transportation Chair; Mark Macy, President-Elect; David Himes, Metro Nashville Public Works

National Public Works Week marks 50 years

Throughout Tennessee and around the Nation, May 16-22 will be observed as National Public Works Week. Recently, Tennessee Governor Phil Bredesen signed a Proclamation recognizing this event and acknowledging the dedication and accomplishments of the thousands of public works professionals around the state. Several members and leaders of the Tennessee Chapter were present to receive this Proclamation from the Governor.

In addition to the Governor's Proclamation, the Tennessee Legislature also adopted a Proclamation recognizing 2010 as the 50th Anniversary of National Public Works Week. This Proclamation was signed by Sen. Mike Faulk and Lt. Governor Ron Ramsey. These Proclamations will be sent to APWA National where they will be displaying 2010 gubernatorial proclamations, as well as announcements or posters advertising local events during APWA's National Public Works Week Reception on Capitol Hill in Washington, DC

National Public Works Week (NPWW) is a celebration of the tens of thousands of men and women in North America who provide and maintain the infrastructure and services collectively known as public works.

Instituted as a public education campaign by the American Public Works Association (APWA) in 1960, NPWW calls attention to the importance of public works in community life. The Week seeks to enhance the prestige of the often-unsung heroes of our society—the professionals who serve the public good every day with quiet dedication.

Some special highlights of NPWW include a United States Senate resolution affirming the first National Public Works Week in 1960, letters of acknowledgment from Presidents Dwight Eisenhower and Lyndon Johnson, and a Presidential Proclamation signed by John F. Kennedy in 1962.

From the beginning, the selection of a Top Ten list of exceptional public works professionals has been

a cornerstone of NPWW. The program has identified more than 400 men and women who reflect the highest standards of professional conduct for public works officials. These honorees have been recognized for discharging critical responsibilities in connection to the design, construction, maintenance and/or operation of major public works projects or activities in large and small municipalities throughout North America. Often their accomplishments are particularly noteworthy in relation to the limited manpower and financial resources available to them. Tennessee has been honored to have several individuals chosen as a Top Ten leader.

National Public Works Week is observed each year during the third full week of May. Through NPWW and other efforts, APWA seeks to raise the public's awareness of public works issues and to increase confidence in public works employees who are dedicated to improving the quality of life for present and future generations.

Priorities win approval

LEGISLATION from Page 1

may decide how the mark may be used, published, and distributed.

Many municipal logos and symbols include flags, coats of arms, or other elements that closely resemble, if not replicate, those of other local, state or foreign governments and; therefore, are not protected under the state's trademark laws. As such, there is no clear course of action a municipality may follow when one uses its logo or symbol without permission.

Allowing local governments to prevent the unauthorized use of their logos and symbols will provide protection against implications typically associated with an official sponsorship or endorsement.

Pending Legislation

TML's fuel stabilization bill - SB 2688 sponsored by Sen. Jim Tracy and HB 2766 by Rep. Harry Tindell — has passed the House, but is still moving through Senate committees.

The legislation amends existing law to remove the "sunset" date and provides local governments with clear and permanent authority to

enter into fuel stabilization contracts with a financial institution; provided the term of any single contract does not exceed two years.

TML's cooperative purchasing bill - SB 3194 by Sen. Lowe Finney and HB 3175 by Eric Swafford — passed unanimously in the House on April 5 and is still waiting Senate approval.

The legislation provides municipalities with clear authority to participate in cooperative purchasing alliances, and thus save money through the benefits of volume discounts.

Approved Legislation

And as previously reported, the legislature has also approved SB 2792 by Sen. Diane Black and HB 2870 by Rep. Mike McDonald, the first of TML's 2010 legislative initiatives to gain approval. The new law will allow municipalities to receive property tax payments in installments, provided they first file a plan with the state Comptroller's office that indicates the trustee's office has the technology to receive payment of property taxes on installment.

Collective bargaining bill poised to pass Congress

UNIONS from Page 1

States and municipal governments would be required to establish procedures by which to resolve collective bargaining impasses and the bills would require that state courts enforce the rights established by these mandatory collective bargaining bills. Finally, every state — even if it currently recognizes employee collective bargaining rights — would have to conform to federal

regulations within two years of the bill's effective date without regard to state or local laws.

NLC has made it clear that its opposition to this legislation has nothing to do with its views on collective bargaining. Rather, NLC opposes this legislation because it believes that the decisions affecting the employment relationships between employers and employees are best made at the state and local level by the elected officials who represent the citizens of the states, local governments and school systems in which these individuals work, and not the federal government.

AARP survey ranks model livable community

BY MATTHEW LANE
The Times News

Area AARP members say they are satisfied with their communities and think the Model City is a good place for older people to live. At the same time, these same people are concerned about their health care costs and maintaining their independence as they get older. These answers are just some found in a recent survey of more than 1,300 AARP members in the greater Kingsport area.

Last year AARP selected 15 communities across the nation to be home to pilot programs focusing on the idea of livable communities — communities that allow people to maintain their independence and quality of life as they age and retire.

AARP Tennessee selected Kingsport to serve as one of the state's pilot program locations, with local officials choosing a survey to garner opinions.

During a news conference, officials presented Mayor Dennis Phillips with the AARP Livable Communities Survey.

"Kingsport is our home. It's a great city, and we want to make it greater," said Margot Seay, AARP Tennessee state president and a Kingsport resident. "I don't think the livable communities are a senior issue. I think it's everybody's responsibility to make their community the best it can be. We know people want to live, work and play here for a lifetime, and AARP believes by working together we can make that possible."

The AARP mailed the survey to 3,000 randomly selected members in the greater Kingsport area and received 1,331 replies — a 44 percent rate of return. In addition, the AARP handed out 300 surveys to non-members at other locations and got 108 returned.

"I'm so pleased to see so many findings in the survey about how to improve the neighborhoods, which will help all of us no matter our age,"



Photo Courtesy of U.S. Census Bureau

AARP Tennessee selected Kingsport to serve as one of the state's pilot program model livable communities.

Seay said.

The survey consists of about 40 questions regarding the community and two pages of biographical questions. The questionnaire asks people about their concerns and mobility, the importance of certain features in the community and their neighborhoods, and how satisfied they are with Kingsport.

According to the survey, 32 percent of AARP respondents are extremely satisfied with Kingsport as a place to live, while 50 percent are very satisfied. The top two concerns of those surveyed were affording the cost of health care and being able to remain independent as they get older.

"Folks like Kingsport and want to be a part of making it a better, livable community," said AARP State Director Rebecca Kelly.

Respondents said the biggest gap between what is important and what exists in Kingsport is well-run and located community and recreation centers. Safety and security, well-designed and maintained streets, and adequate street lighting in the neighborhoods were considered the most important features of AARP members, the survey states.

The biggest gap for neighbor-

hoods is well-maintained sidewalks and a service that helps low-income and older persons with home repairs. Kingsport, however, has a program through the Kingsport Housing and Redevelopment Authority that does emergency repairs on homes in need, with most of the homes being owned by senior citizens.

About 30 members of the community including community and business leaders, people in education, the young and the old, crafted the questions for the survey.

After receiving the survey, Phillips said it would not be just another study that sits on a shelf in the Kingsport Public Library. He announced the creation of a Blue Ribbon Committee on Livability to develop an action plan using the results of the AARP survey. The committee will include four former Kingsport mayors (Jeanette Blazier, Ruth Montgomery, Hunter Wright and Garner Hammond) and former Aldermen Boots Duke and Frank Broden.

To examine the complete survey, visit: http://assets.aarp.org/www.aarp.org/cs/misc/kingsport_tn_lc_report_final.pdf Article reprinted with permission from *Timesnews.net*

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BARTLETT. The city is seeking applicants for the position of Finance Director. This position is the city's authority on all aspects of financial management and requires a comprehensive understanding of city government finance. The Finance Director manages the budgeting, accounting, accounts payable, debt service management and information technology functions of government and participates in the cash management, pension, investments, and certain aspects of the payroll process and purchasing. This position requires a bachelor's degree in Accounting, Finance, Public Administration, or closely related field, and seven (7) years of progressive experience with a minimum of five (5) years in a senior management role, preferably in the area of governmental accounting and budgeting. Candidate must have professional certification such as Certified Municipal Finance Officer (CMFO), Certified Governmental Financial Manager (CGFM), Certified Public Finance Officer (CPFO) or Certified Public Accountant (CPA) in Tennessee, in active status with a minimum of five (5) years of primarily governmental experience, with at least three (3) of those years in Tennessee, in order to comply with the provisions of the Municipal Finance Officer Certification and Education Act of 2007. Salary: DOQ; comprehensive benefit package including the City of Bartlett Retirement Plan. Applications will be accepted until position is filled. Submit a letter of interest, current resume with salary history and a list of at least three professional references to: Personnel Director, City of Bartlett, 6400 Stage Road, Bartlett, TN 38134. Email: pvoas@cityofbartlett.org EOE.

PERSONNEL DIRECTOR

COLUMBIA. The city is looking for the skills and experience necessary to step into a director's role in Human Resources Management. Requirements include a Bachelor's Degree in HR, Public Administration or a degree relating to the fields of HR. A Master's Degree is strongly desired. Candidates should have considerable experience in HR Management in Local Government. Some labor relations experience and SPHR desired. The city offers a competitive salary and generous benefits to include defined benefit pension plan, deferred compensation plan, medical insurance, dental, prescription insurance, life insurance, vacation/sick leave, and more. Interested applicants should forward a resume or application with salary history to: The City of Columbia, Personnel Office, 707 North Main Street, Columbia, TN 38401. Fax 931-381-7722. Email kcollier@columbiatn.com. Initial review of resumes May 10, 2010. Additional information and applications can be found on the website www.columbiatn.com. No phone calls please. EOE.

DIRECTOR OF TOURISM & DIRECTOR OF STREET DEPT.

JONESBOROUGH. The Town is accepting applications for the following two positions: Director of Tourism (entry level \$33,065 - Salary depends on experience) and Director of Street Dept (entry level \$42,220 - Salary depends on experience) An application and position description and requirements can be obtained by directly contacting the Administrator's Office at Town Hall, 123 Boone Street, Jonesborough, TN 37659, or from the town's website at www.jonesboroughtn.org.

Davy Crockett's marriage license returned to Jefferson County

He is known as "King of the Wild Frontier" – a frontiersman, soldier and politician who, according to legend, could wade the Mississippi River, leap the Ohio River or ride a streak of lightning.

Yet early in his life, Davy Crockett was also a jilted lover. He obtained a marriage license to wed Margaret Elder, who broke his heart by marrying someone else instead. Although the marriage never happened, the marriage license remained on file at the Jefferson County Courthouse until it was lost decades ago.

Now, thanks to the hard work and persistence of officials in Jefferson County and the Tennessee State Library and Archives in Nashville, the document has been safely returned to the Jefferson County Clerk's vault.

"This important historical document has now been returned to its rightful place in the public domain," said Secretary of State Tre Hargett, who oversees the State Library and Archives. "I am grateful for the role our dedicated staff played in securing this item."

Margaret Smith, a Tampa resident, claimed that her family obtained the document long ago, when Jefferson County court officials were discarding old records. Smith maintained that her uncle had saved the license from certain destruction.

The license was featured on the

Antiques Roadshow television program in 2005, where appraisers estimated its value between \$25,000 and \$50,000.

However valuable the document may be to collectors, Assistant State Archivist Wayne Moore said it remains public property under state law.

Moore said that according to Tennessee Codes Annotated 39-16-504 - the state's "Replevin" law - public records cannot be bought or sold.

"Tennessee has a Replevin law that allows for the restoration of public documents to public control," Moore said. "Lost or stolen public records should not and cannot be owned by private individuals."

Lura Hinchey, Jefferson County's archivist, was unsuccessful in her efforts to convince Smith to turn over the document when Smith visited the county archives in 1999.

Moore said the State Library and Archives staff tries to advise and assist Tennessee counties that encounter problems with lost or stolen records. Moore has become a national authority on the subject of Replevin laws, acting as chairman of a national task force for the Council of State Archivists which is dedicated to stopping the trafficking of government records.

After a lengthy legal battle, Davy Crockett's marriage license



Davy Crockett was a celebrated 19th-century American folk hero, frontiersman, soldier and politician. He grew up in East Tennessee and represented the state in the U.S. House of Representatives.

was returned to Jefferson County after the Circuit Court there ruled the document legally belonged to the county.

"I didn't think it would take thirteen years," Hinchey said of the battle to return the document to its proper home.

Replevin cases in Tennessee do not always involve famous figures in Tennessee history. Moore said the

case of Davy Crockett's marriage license was unusual not only because it involved a famous person. "It is rare for a county to go after its records - it takes a lot of effort and persistence," Moore said. "Jefferson County officials and the county archivists, Mr. and Mrs. (James and Lura) Hinchey, deserve a lot of credit for bringing this piece of Tennessee history home to Dandridge."

Tennessee Reservists' leave of absence law revisited

BY BONNIE JONES
MTAS HR Consultant

Effective July 1, 2007, Public Chapter No. 360 (H.B. 2243/S.B. 2187) amends T.C.A. § 8-33-109 by increasing from 15 to 20 the number of paid days for public employee military reservists. During the 20-day period the employee continues to earn regular pay, service credit, and applicable annual and sick leave accruals. All other rights and benefits to which the employee is otherwise entitled continue.

This Tennessee Military Leave Law is an additional benefit of the job protection granted to all employees engaged in military service. Under federal and state laws, all employees who are members of any reserve component of the armed forces of the United States or of the Tennessee National Guard are entitled to a leave of absence from their duties for all periods of military service during which they are engaged in the performance of duty or training. The duty or training must be in the service of the state or the United States under competent orders as stipulated in 38 U.S.C. §§ 4311-4318, T.C.A. §§ 8-33-101-8-33-109, and T.C.A. § 58-1-106.

An employee or applicant for employment, who performs, applies to perform, or has an obligation to serve in a uniformed service shall not, on that basis, be denied employment or reemployment or be discriminated or retaliated against for such service or application for service in any manner.

"Military Duty" means:

- Training and service performed by an inductee, enlistee, or reservist or any entrant into a temporary component of the armed

forces of the United States;

- Time spent reporting for and returning from such training and service, or if a rejection occurs, from the place of reporting for such training and service; and
- Active duty training as a reservist in the armed forces of the United States or as a member of the National Guard when the call is for training only.

The 2007 state amendment provides that during such leave, the employee shall be paid for 20 working days each calendar year. The military leave cannot be affected by date of employment or length of service and shall have no effect on other leave time to which the employee may be entitled under your city's policies or other laws. After the 20 working days of full compensation have been exhausted, public employers may provide additional compensation to their employees who continue to serve under competent orders.

Frequently Asked Questions

Q: Does this apply to part-time employees?

A: Yes, the law applies to all public employees equally without regard to number of hours worked. However, the employer would only pay the employee for the actual hours the employee would have normally worked had he/she not been deployed. The Tennessee Attorney General stated in Opinion No. 00-093 that the act applies to part-time employees, since that class of employees is not excluded in the statutory language.

Q: We have public safety employees that work different shifts (i.e., 24/48) and generally work more



total hours per year than standard 8-5 positions. How much time do we provide to them under this law?

A: The Tennessee Legislature did not address work schedules in the language and makes no distinctions between different classes or work schedules of employees. It is our opinion that the current Tennessee law provides a benefit of 8-hour days with a maximum of 20 days / 160 hours of military leave under this statute. Any additional paid leave would be at the discretion of the employer and applicable policies, but would not qualify under this statute.

In addition, we can look to a relevant court case for some guidance. In the state of Indiana case *Koppin v. Strode*, 731 N.E.2d 455 (Ind. App. 2002), the court of appeals determined that a law in Indiana must be interpreted as 15 days of 8-hour shifts. The court reasoned that the legislature did not make a distinction between different classes of employees.

Q: Does this apply to members of the Tennessee Army and Air National Guard?

A: Yes. Refer to Attorney General Opinion No. 01-169, which indicates that the act applies to members of the Tennessee Army and Air National Guard, regardless of whether they are mentioned in the statutory language.

Q: Are there any Tennessee cities that are exempt from having to provide this benefit?

A: No. All Tennessee cities and towns must comply with this law.

The full text of the amendment at <http://tennessee.gov/sos/acts/105/pub/pc0360.pdf>. For additional information on the Uniformed Services Employment and Re-employment Rights Act (USERRA) you may refer to the 2009 MTAS Hot Topic "Uniformed Services Employment and Re-employment Rights Act" at www.mtas.tennessee.edu, or contact your MTAS human resource consultant.

Good Risk Management is just Good Management



Municipal parks and playgrounds can contribute to a community's overall quality of life. But they can also pose some safety hazards. Each year, emergency rooms treat more than 200,000 children ages 14 and under for playground-related injuries.

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Trends in Public Administration affect local practice, outcomes

BY BILL BARNES
Nation's Cities Weekly

From new leadership styles to e-democracy to generational change, trends in public administration are affecting city governments, elected officials and communities.

Antoinette ("Toni") Samuel brought a message to the NLC staff at a recent staff seminar, a speaker series with thought leaders and people who are developing new and important ideas.

Samuel is executive director of the American Society for Public Administration (ASPA) and a former member of the NLC staff. Founded in 1939, ASPA has 8,000 members. Its mission is to promote the theory and practice of public administration.

To prepare for the NLC presentation, Samuel asked a prominent ASPA member, James Svava, professor of public administration at Arizona State University and liaison to the Alliance for Innovation, to review the research literature and identify the "top 10 trends." She then solicited comments from other experts about Svava's list.

Here, then, are the resulting "Top Ten Trends in Public Administration," according to Samuel, Svava and their commenters.

New Governance

Public managers are often initiators, activators or coordinators in collaborative arrangements that involve increased use of networks and partnerships across jurisdictions and sectors. This type of governance (a broader term than "government") requires a focus on results to be obtained rather than process directives to be followed.

New Leadership Styles

Facilitation and visioning have emerged as effective styles of leadership across forms of government. These are seen as well-suited to situations where no one is in charge, as in cross-sector or multi-jurisdiction efforts. Top administrators rely less

on formal authority and more on negotiating skills.

Generational Change and Succession Planning

The profession is preparing for waves of retirements that will accelerate over the next decade, producing a "brain-drain" and the challenge of finding the cash to pay for pensions. Concerns include attracting and retaining young professionals and anticipating and preparing for retirements. Though some retirement-eligible employees are postponing their retirements, governments will be re-focusing attention to succession and workforce planning. The upside — young professionals bring great IT skills and strong public service values.

Strategic Management- Performance Measurement

Amidst service-delivery and efficiency demands in the face of budget constraints over several decades, increased emphasis has developed on setting priorities in budgeting and on measuring performance, including statistical monitoring. There's also an awareness of the prestige associated with awards in this field (for example, the Baldrige.)

Citizen Focus

There is increased attention to citizen participation, as well as broad ideas about social equity and citizen engagement in governance. Motivators may include hopes for a more cooperative public and improved outcomes.

Reorganizing Work Structure and Process

The whole question of how work is organized is in transition. Tendencies include flattening the organizational hierarchy, using matrix arrangements within and across departments, flexible schedules and compressed work weeks, and external partnerships and outsourcing.

E-Government and E-Democracy

For many years, administrators have worked at incorporating information technology into internal and external processes.

Online forms of providing information and obtaining input have developed. More recently, there is experimentation with social media. Concerns arise about security and privacy/identity. In some places, there has been a rise in the stature of the Chief Information Officer.

New Thinking about Service Delivery

"Reinventing government" has included selective outsourcing as well as 3-1-1 and other systems for citizen inquiries and complaints. In many places, there's been a reassertion of commitment to service as counterweight to inappropriate outsourcing. Meanwhile, there's a related shift from direct service production to managing service contracts.

Innovation

Beyond new practices associated with other trends, there has been a broad effort to increase capacity for creativity and continuous improvement. Benchmarking and a search for best practices illustrate the trend.

Ethics and Transparency

Increasing numbers of local governments have adopted explicit ethics codes. There has also been more concern to expand access to information, especially through electronic media.

Plus Two

To his Top Ten, Svava added two "Big Current Developments" that are currently impacting research and practice, but can't yet be termed long-term trends. Efforts to improve sustainability and new priorities emerging from the fiscal crisis will be factors to watch.

Details: Samuel's Powerpoint is available on the Emerging Issues page of the NLC website. Go to www.nlc.org and select "Emerging Issues" in the drop-down menu for "About Cities." Bill Barnes is the director for emerging issues at NLC. Comments about his column, and ideas about "emerging issue" topics can be sent to barnes@nlc.org.

NATIONAL BRIEFS

BY TML STAFF REPORTS

Even as prospects for the American economy brighten, consumers are about to face a new financial burden: a sustained period of rising interest rates. That, economists say, is the inevitable outcome of the nation's ballooning debt and the renewed prospect of inflation as the economy recovers from the depths of the recent recession. Pimco, has taken part in a broad sell-off of government debt, which has pushed up interest rates. The impact of higher rates is likely to be felt first in the housing market, which has only recently begun to rebound from a deep slump. The rate for a 30-year fixed rate mortgage has risen half a point since December, hitting 5.31 last week, the highest level since last summer.

The deep declines in tax receipts that have hammered states over

the past year are slowing, but they face budget gaps for at least the next two years—in large part because federal aid is going away, according to a report by the National Conference of State Legislatures. The recession and its aftermath have pummeled state finances, with steep declines in income- and sales-tax collections. But while the historic budget gaps over the past year were largely a function of revenue declines, coming gaps are tied to higher spending on social services and the looming end of state budget assistance through the federal stimulus program. The stimulus program had given \$75.5 billion to state budget relief through the first three months of 2010, according to separate report from the President's Council of Economic Advisers. Funds from the stimulus program will have virtually run out by 2012, the NCSL said. The unemployment rate, which sits at 9.7 percent has

increased demand for many state services.

Fully 44 percent of the nation's 15 million unemployed have been out of work for more than six months. The evidence suggests many of them may never completely rebuild the working lives they lost. Never since the Great Depression has the U.S. labor market seen anything like it. The previous high in long-term unemployment was 26 percent in June 1983, just after the deep downturn of the early '80s. The 44 percent rate this year translates into more than 6.5 million people. In fact, nearly two-thirds of these workers actually have been jobless for a year or longer, new Labor Department reports show. "Long spells of unemployment erode skills and lower the longer-term income and employment prospects of these workers," said Federal Reserve Chairman Ben S. Bernanke.



TENNESSEE FESTIVALS



It's Strawberry Festival time in Tennessee. Take your pick from three fantastic festivals.

May 1-22 : Dayton

Tennessee Strawberry Festival
Strawberry Pageant May 1, Strawberry Parade May 15, Junior Miss program May 22. For more information call the Dayton Chamber of Commerce at 423-775-0361 or chamber@volstate.net

May 2-8: Humboldt

73rd Annual West Tennessee Strawberry Festival
Theme for this year's festival is "We're lovin' it." Parade, art exhibition, music, barbeque cookoff. For a complete schedule of events, visit <http://www.wtsf.org/>.

May 8-15: Portland

69th Annual Portland Strawberry Festival
The biggest festival day is on Saturday. Parade, pageants, Strawberry Ball, golf tournament, carnival, dancing on Main Street. For a complete listing of events, visit www.portlandtn.com.

May 8: Red Bank

The 31st Annual Red Bank Jammin' Jubilee
Held at 10 am at Red Bank City Park. Events will include a parade with Grand Marshall, Stefanie Wittler, Miss Tennessee 2009, and a Mother's Day celebration sponsored by Erlanger North. Other events include a McDonald's/The Red Bank Thrift Shop Kids' Corner, food and craft vendors, and music provided by DJ Gene Lovin. For more information, contact Kerry Smith at 423.870.1809.

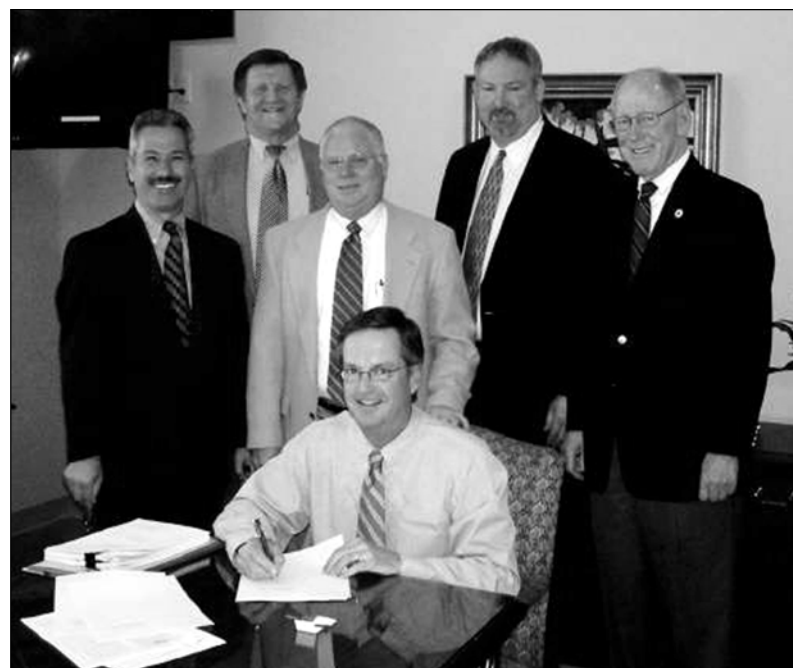
May 8: Tennessee Ridge

Ridgefest: A celebration of 50 years as an incorporated entity. The day will include breakfast, a car show and cruise, a motorcycle run, arts, crafts, food and live music. The Houston County Youth Center will host a pool tournament and a Guitar Hero competition. There is no admission charge and prizes will be given away throughout the event.

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The city of Murfreesboro closes a \$103 million loan, the largest in TMBF history.



The town of Nolensville closes a \$21,000 loan.

Public Libraries: at the core of our communities

BY VICTORIA SOUTH
Communications Coordinator

Patrons at Hendersonville Library spend evenings gazing at the stars and learning about astronomy. Volunteer State Community College students lend their computer skills to tutor anxious job seekers at the Gallatin Library. Small business counseling is just one of the many free services offered at the Nashville Public Library. Free Internet, Wi-fi, books, movies, music, workshops, lectures, concerts, coffee shops, kid's activities; sure, your parents and grandparents may frequent today's public library, but it's certainly not the place they remember.

While quiet rooms and general house rules are still enforced, the last thing patrons will probably hear is "ssh" at today's modern facilities. Today's libraries are alive with sound and activity. "Libraries have become much louder places, just out of necessity, because people in neighborhoods needs a library to be that third place, the place where they can come to find answers to questions they have," said Amy Eshleman, assistant commissioner at the Chicago Public Library in the article *Local Government Managers and Public Libraries: Partners for a Better Community* by the International City/County Management Association (ICMA).

Vibrant architecture and cozy spaces along with free essential ser-



A \$5 million expansion project at the Brentwood library includes this colorful stained glass Tennessee wildlife mural and enchanted forest in the children's section. Photo courtesy of the Brentwood Library

viding essential services that support job growth and community development.

Nashville's class is making a difference; especially for the homeless and senior job seekers, providing necessary research and résumé writing skills and establishing follow-up e-mail addresses. Unfortunately, for most states, one troublesome cloud hovers over the horizon, libraries receive close to zero state financial assistance.

In Tennessee, a joint effort between the Office of Secretary of

Round 1. "ECD and the Secretary of State's office decided to pick out the essential portions of that proposal — the computing centers — and try to fund them," said Charles Sherrill, Tennessee's state librarian and archivist. "USDA came along and assisted us in that effort and many of the provisions of the first proposal, most notably the plan to improve broadband service in rural communities, are still unfunded. But we know these computing centers will have a positive impact in their communities, and are eager to make that happen."

A Sense of Place

"Libraries, like city halls and post offices are key to strong communities," said Ed McMahon, of the Urban Land Institute in the article *Libraries at the Heart of Our Communities*, by Wayne Senville. "Public buildings and spaces create identity and a sense of place."

"It feels so surreal," marvels Hendersonville Library Director Betty Orsland about switching from a 14,000 square foot facility to a brand new 36,000 square foot library. "We are living proof that if you build it they will come."

The library has experienced a sharp increase of patrons, since it's opening Oct. 2009. "New roads were opened and the library is accessible to the areas of the city that are growing," Orsland said. Libraries near retail areas provide a clear economic benefit for cities. Anchored within a new residential/retail development, Indian Lake Village, the new library creates a town center atmosphere, drawing new and existing patrons on their way to the shopping/eating and movie theater area.

Hard woods, modern architecture and a loft space lend warmth to the new building graced with a scenic reading porch and children's outdoor playground. According to Orsland, the library's staff took a voluntary 10 percent pay cut to keep the facility running smoothly.

"We had large pay cuts in last year's budget," she said. "We had to decide between letting some staff members go, cutting the number of operating hours or our pay. It's budget time again and we're all hopeful we can continue."

The new Gallatin library is 5 times as large as the old facility, 37,000 square feet from 7,000. Part of the city's downtown revitaliza-

tion efforts, the stately manor compliments the town square.

"Keeping libraries in the center of town, and having them reflect high standards of design, is a challenge a growing number of communities are successfully meeting," said Senville. Students from Volunteer State Community College help teach computer classes at the Gallatin Library and since its Nov. 2008 opening, the staff has issued more than 6,000 library cards.

"We have help from groups such as the Junior Service League and The Friends of the Library," said Director Judy Baggett, who will be retiring next month after serving 19 years. "We depend heavily on that outside help."

Brentwood library's recently completed \$5 million, 12,000 square ft. expansion and 13,000 square ft. renovation couldn't have been timelier. Last fiscal year, the library checked out more than 567,107 items and logged 379,353 patron visits. Geared to feature the latest technology, the staff is currently busy attaching radio frequency ID tags to 154,000 items in anticipation of six new self-check out stands. "We should have them all done by the end of June," said Missy Dillingham, interim library director.

Attendance at the children's story hour has shot up considerably

in the beautifully renovated children's wing, highlighted by a large stained glass mural of Tennessee wildlife and an enchanted forest complete with plastic trees.

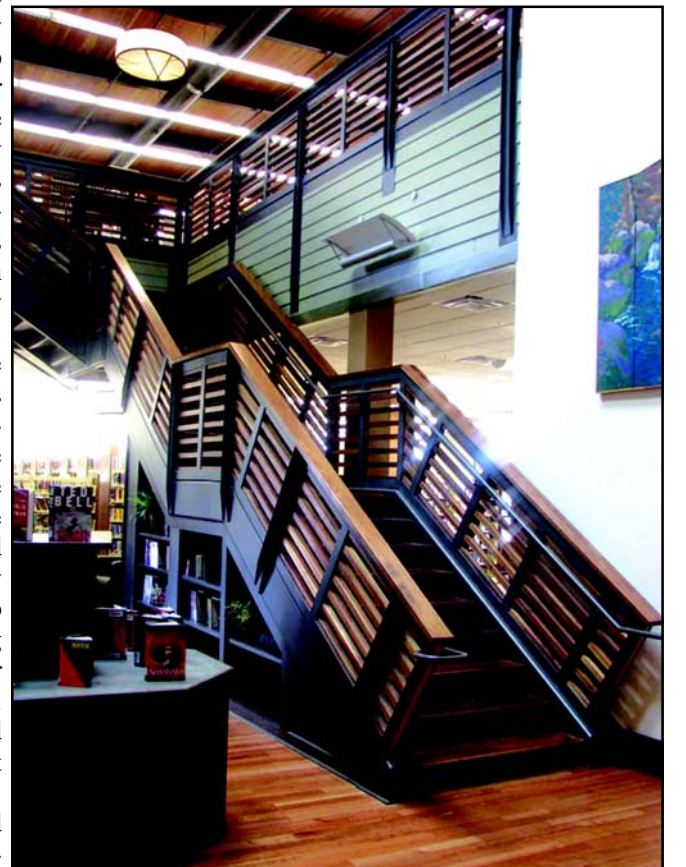
While increased interest is exciting news, services are not cheap. To keep up with the demand, Brentwood's Library Foundation recently presented "An Evening with the Authors" fundraiser at the home of financial guru Dave Ramsey featuring local authors. Other libraries throughout the state are still in the waiting stage for much needed new facilities.

According to ICMA, it is vitally important that library directors and municipal managers, regardless of governance structure, form strategic partnerships to provide continued community support services.

Facilitating an understanding about the importance of this partnership is part of the task of The ICMA Local Government and Public Li-



The stately Gallatin Public Library is part of the city's downtown revitalization efforts.



A combination of wood and modern architecture brings a cozy feel to the new Hendersonville Public Library.



The Nashville Public Library offers numerous free services and activities and is a main draw to downtown Nashville.

vices geared for people of all ages and incomes at a time of economic uncertainty, have transformed libraries from silent halls of study to social, cultural and educational hubs in cities across the nation.

A study by Florida State University's Information Institute reveals that 72.5 percent of libraries are the only provider of free public computer and Internet access in their communities. In Tennessee, that figure is 80 percent in rural areas.

ICMA reports that nearly one-third of the U.S. population over age 14 use free library Internet computers, and those in poverty relied upon these resources even more. "Many, many people do not have computers at home, nor have they used them in their past employment," said a library worker at Nashville's Public Library where the job search resources class is well attended.

As local governments face the challenges of a national recession and growing unemployment in their cities, libraries have become literal ports in the storm for the unemployed and computer illiterate, pro-

State, the Tennessee Department of Economic and Community Development (ECD) and the U.S. Department of Agriculture (USDA) Rural Development will dispel that cloud for 61 of the state's rural counties. Approximately 76 rural libraries across the state will be eligible to apply for grants, ranging from \$13,000 to almost \$20,000, through their county to create or upgrade broad-band-enabled computer labs.

The initiative will increase the capacity of rural libraries to provide workforce training and increase educational opportunities for the communities they serve. "The disproportionate economic hardship rural Tennesseans continue to endure as a result of the recession is no secret," said Bobby Goode, USDA State director. Unfortunately, these same people are less likely to have access to the training and other resources available with high speed Internet at home."

The news is welcome after the state's failed bid for federal stimulus funding last year for rural library broadband programs, titled BTOP

nections, enhance their skills, and apply for jobs, according to Ron Carlee, ICMA director of Domestic Strategic Initiatives.

"The way people do that in today's world is through the Internet," Carlee said. "We are getting to the point where residents without e-mail and Internet access will be disconnected and disenfranchised from much of society. This is where America's public libraries emerge as a core service for local governments."

Statistics indicate that 14 percent of the users in the survey attended computer-related training at the library and 67 percent received one-on-one help from the library staff or volunteers.

One of the most outstanding facts, is that Internet users, in turn, help one another. Sixty-seven percent were family members, yet 54 percent were perfect strangers lending their knowledge of computer skills to come to the aid of other individuals.

Social connection, education, employment, health and

wellness, government and legal research, entrepreneurship, managing finances; these are just a few ways that people utilize the Internet today. And 13.5 million users say they received the help they were looking for after using the library computers. Fifty-one percent needed help using computers; 34 percent needed assistance using a website; 32 percent in printing or saving files; and 22 percent in finding specific websites.

"Until this study, we never had concrete data that illustrated from a patron's perspective the impact library services have on people's lives," said Jill Nishi, deputy director, U.S. Libraries, Bill & Melinda Gates Foundation.

"Ironically, despite the rising demand for library technology services, many public libraries struggle to replace aging computer work stations and to increase the speed of their Internet connections," Nishi continues.

According to the report, up to a third of libraries have critically

inadequate broadband and are unable to provide the access their patrons need, placing low income individuals, who rely heavily upon library technology, at risk.

"It's more important now than ever, that local government leaders and decision makers leverage existing resources and invest in services that support community members on a range of critical needs." High quality broadband service falls into that range

of critical needs, according to Nishi. The case study included 4 libraries; 280 interviews; a web survey of 401 libraries; and 44,881 completed surveys.



A growing number of Internet users, at least 20 percent, are above the age of 75.

Who's using essential services at Public Libraries and Why?

ICMA study sparks eye opening data

A new study by the University of Washington, "Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries," provides the first large-scale investigation of the ways library patrons use Internet service, why they use it, and how it affects their lives. A national telephone survey, nearly 45,000 online surveys at public libraries, and hundreds of interviews reveal the central role libraries play in a digital society.

According to the report, 69 percent of the U.S. population ages 14 and over, that's 169 million, visit public libraries. Of that figure, 77 million of those visitors use the Internet. Young people, ages 14-18 were the highest users, however, nearly 20 percent are over the age of 75.

With at least 22 percent of Americans relying on the public library as their sole source for computer and Internet resources in today's economic downturn, ultimately, the journey to economic recovery will depend upon the ability for people to make con-

To view or to download a PDF of the report, visit <http://icma.confedge.com/ap/eSite/?i=presentation42010>