

NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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April 2018

Captain David Graves, Police Sketch Artist and Advocate for Kindness

The first in a series of stories featuring City of Maryville employees

Captain David Graves' Grandmother, Louisa Hatcher, had a plan. She could see clearly the kind of man she wanted her grandson to be and she knew it would be a battle. Armed with her finest arsenal; love, patience and support, she was committed to winning this war. David credits her for changing his life through her guidance and fierce love for him. Louisa, a mail carrier from Louisville, found that the only way to keep four year old David quiet in church was to give him the bulletin and the short little pencil from the pew. He would sit quietly and draw during the service not knowing he was developing a talent that he would still be using all these years later.

By the time he was 13, the restless, rebellious teen phase had him firmly in its grip. At that point Louisa decided it was time to bring him into her home full time so she would have the advantage of time on her side.

It didn't take long for Louisa to gain ground in her battle for David. Within 2 years of moving in with her, he had gone from troubled teen to a grandson who wanted nothing more than to please the woman who taught him he was worth fighting for and loved beyond measure.

David also had a cousin who was a police officer in Georgia who always looked impressive in his uniform. When he told David about a thing called Forensic Art, the idea of combining law enforcement and art got his attention.

At 15 he found high school was actually enjoyable, mostly because at Heritage High, he took every art class he could. He also had landed a part-time job as an electrician's helper after school and on Saturdays, and he had set his sights on a degree in Criminal Justice at East Tennessee State.

After earning his college degree, he returned to Blount County and took a job at Hill's Department Store while he waited for a law enforcement position at MPD to open. At Hill's he met a young lady named Jill who would eventually become his wife. After seven years of dating, David finally

popped the question and he and Jill were married. At that point Louisa was certain she had won the war and she confidently passed the baton to Jill. She died shortly after they were married knowing that her beloved grandson would be taken care of and loved his whole life.

Captain David Graves has been an



David's drawing of two friends.

employee of the City of Maryville Police Department for 33 years now. He began his law enforcement career buying drugs and stolen property as an Undercover Agent for two years. Following that assignment, he moved to the Patrol Division for five years before he joined the 5th Judicial Drug Task Force. He spent 12 years as a Criminal Investigator where he earned the rank of Lieutenant. Graves returned to the road after that and became the Captain over the Patrol Division and Special Events. He has held this position for the last eleven years.

The City recognized David's talent for drawing and in 1990 he began training to become a Forensic Artist. He began his studies with Advanced Composite Art at the IPTM, University of North Florida.

"When walking on eggshells, don't hop!"

~David Graves' favorite quote

He has also had the opportunity to study under Horace Hefner (Considered the Father of Forensic Art) at the FBI's Artist Composite Class. Finally he honed his skills under the direction of Karen Taylor (Considered the Mother of Forensic Art) with Comprehensive and Advanced Art at Northwestern University in Chicago. In recent years, he has studied under the



Comparison of booking photo with David's sketch of a criminal as described by the victim..

Inside the Nut

People are the Key... Life Event News
Ben Walker Earns the TVA Scholarship
Fridays in the Truck (Field)
Business is Booming
Change Makers & Kind Words
Portal Login Reminder

Continued, see Capt. Graves on page 3

People are the Key

April Birthdays

- 1 Eric Holder, Water & Sewer
Maria Nelson, Dev. Services
- 3 Greg Cooke, MPD
- 4 Mike Myers, Water & Sewer
- 9 Eric Russell, MFD
Mark Taylor, MPD
Steve Martin, Electric
- 10 Chris Pereda, MFD
- 11 Chad Simpson, MPD
- 14 Alan Holmes, MFD
- 16 Ralph Goodson, Finance
Josh Daniels, Electric
- 22 Paul Gilley, Water & Sewer
- 23 James Parrott, E&PW
- 27 Randy Cupp, Finance



April Anniversaries

- Mike Large, Electric 39 years
- David Boring, Water & Sewer 39 years
- Barry Webb, Electric 33 years
- Sharon Moore, MPD 28 years
- Chris Tuck, MPD 25 years
- Henry Bergen E&PW 23 years
- Darrel Pharris, E&PW 20 years
- Randy Moore, MFD 18 years
- Jamie Hipps, E&PW 16 years
- Clay Cope, E&PW 15 years
- Jane Groff, Admin. 12 years
- Shaina Kirkland, MPD 5 years
- Caleb Compton, E&PW 5 years
- Jeremy Snyder, E&PW 5 years
- Chris Hamrick, Water & Sewer 4 years
- Cody Burchfield, Water & Sewer 4 years
- Jerry Barnes, Finance 2 years
- Matt Tallent, Water & Sewer 2 years
- Austin Green, MPD 2 years
- Stephanie, Perkins MPD 1 year
- Chris Morgan, MPD 1 year
- Mike Swift, Finance 1 year

Accolades and Applause



New Employee
Shane Myers
Eng. & Public Works
Grounds Maintenance
Worker



Promotion
Chad Simpson
MPD
Police Lieutenant

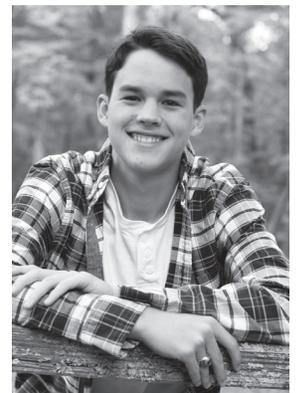
Benjamin Walker Awarded the TVA Scholarship

Ben Walker has been awarded a \$4,000 scholarship through a special program made possible by TVA, City of Maryville Electric and other local power companies across TVA's seven-state service area.

Ben, the son of Kim (Finance) and Todd Walker, is among 30 recipients of this year's Power Play Scholarship, provided by the Power Play Scholarship

Association to recognize outstanding academic performance and a commitment to community service among high school seniors whose parents are employed by local power companies.

After graduating from Maryville High School, Ben will be pursuing a degree in Biochemistry at Maryville College. Since they were established in 1995, 578 Power Play scholarships have been awarded through contributions and fund-raising efforts by the Power Play Scholarship Association and its members. In 2018, 143 applications were received from across the Tennessee Valley. Congratulations Ben!



Business is Booming

Spotlight on Economic & Community Development with Angie Luckie

Prestige Cleaners of Knoxville opened their 11th location at 616 Condry Lane (near Blount Discount Pharmacy West) on March 20, 2018. Services offered at this location will include: dry cleaning, laundry, alterations, and shoe repair, as well as tuxedo rentals for proms, weddings and special occasions. They also offer pick up and delivery service routes, wedding gown preservation and restoration, and specialty and vintage clothing care.

-Angie

Capt. Graves - Continued from Page 1



Indian Chief by Capt. David Graves

direction of Carrie and Rick Parks of Stuart Parks Forensic Associates, an award winning Composite and Forensic Art Institute.

Captain Graves has drawn for over 30 different law enforcement agencies across the state of Tennessee, with numerous drawing identifications leading to the arrest of multiple criminals. He has also had a composite drawing published in Karen Taylor's book, *Forensic Art and Illustration*. Captain Graves has also won

numerous artistic awards at various art shows and contests for his pencil drawings outside of the criminal justice field.

David's Grandmother taught him to have a servant's heart. She was a caregiver, and if you know Captain Graves, you know that he followed her lead in that department. He volunteers at the Welcome Table at New Providence Church every Tuesday evening serving dinner to less fortunate and elderly folks in the community. He is the Chairman of the Board of Directors for Mane Support, an Equine Assisted Grief Counseling non-profit here in Blount County. He also cleans horse stalls every Saturday and Sunday morning there. He

was awarded the Good Neighbors Award in 2014. When Captain Graves takes time for himself, he golfs. He and Jill travel to Cancun, Mexico at least once a year to scuba dive and he restores vintage Chevy Camaros. He owns three models, a 1971, a '72, and a '73! If he won the lottery, he would buy a 1962 Corvette and give a large amount of his winnings to the non-profits he loves. He and Jill have one daughter, Gabby and a grandson, Devon who is 18 and lucky enough to drive the 1972 Camaro to school.



Graves is an adrenaline junkie. He's willing to try anything once, including Limburger Cheese, but that's one thing he won't do again! He loves the spring of the year, and how the smallest acts of kindness have the potential to change a person's life. He was once stopped in a grocery store by a woman who recognized him as the officer who helped her get out of an abusive situation as a child. They cried together in Kroger as she thanked him for his help. He would require all people to be kind to one another if he could. If he had a warning label it would say, "It's all good, until he runs his hands through his hair," that's a clear sign that he's not happy!

Captain Graves' grandmother changed the course of his life by simply loving him and to this day he pays it forward every chance he gets. He found a way to combine his artistic talents, his sense of compassion and a cool uniform to make positive changes for others in both his work and in his personal life, just like Ms. Louisa Hatcher did.

Fridays in the Field ...with Debbie Yarnell

Debbie Yarnell, Codes Compliance Officer, is responsible for the administration and enforcement of regulations set forth by the City Council. Her job is to ensure that Maryville remains a safe and appealing place to live.

A personal code of conduct for Debbie is to treat others with respect and dignity. By choosing to approach her job with kindness she is often able to convince people to comply with the city of Maryville's ordinances without further action. However, she won't hesitate to write a summons if necessary. A City summons is \$50.00, and after added court costs and litigation fees, a violation can cost almost \$100.00. The Administrative Hearing Court is another tool used to abate violations. This court is a step above city court where the Hearing Officer can issue a onetime fine to residential home owners from \$100.00 to \$500.00 per violation, commercial property owners can be fined from \$100.00 to \$500.00 a day until the violation is corrected.

Debbie is responsible for enforcing codes where signs, garbage, bulk and junk, and tenant rights are concerned. On March 14th 2018, she removed 28 signs that were illegally displayed on the city rights-of-way. She called a landlord and told him that he would have to clean up the trash heap outside his apartment complex, and she

let another property owner know there was a disabled vehicle parked in his lot that would need to go. In her position she must often deliver news that will either cost the owner time or money - two things that most people don't want to give up. Debbie delivers this bad news with such tact that she has built a friendly relationship with a lot of the property owners in town. In fact, two hours after calling the landlord about the violations, he returned her call to report the violation had been resolved. Case closed.

Debbie's day starts with responding to emails and taking complaints over the phone as well as dealing with people that walk in to the office. By 9 a.m. she is on the road to check for illegal signs, other violations, conducting inspections or doing re-inspections of violations. The afternoon finds her writing letters to violators and preparing for court. Debbie credits her years as a Police Officer with preparing for legal issues and dealing with the public. "It's all in the details". Debbie has been able to have 30 buildings that had become unsafe for occupation demolished in a three year period without any cost to the city.



Codes Enforcement Officer Debbie Yarnell walks softly and carries a big stick! Literally.

But wait, there's more!

Important Update to Express Scripts Benefits

Shingles vaccination is the only way to protect against shingles and postherpetic neuralgia (PHN), the most common complication from shingles. Prior to recent recommendations by the Centers for Disease Control and Prevention, the Express Scripts benefit covered vaccination with Zostavax for members aged 60 and over.

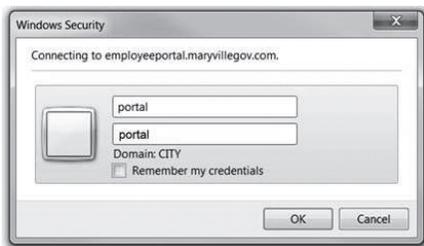
Shingrix, an additional shingles vaccine, is now offered to members aged 50 and over. This preventative care benefit is paid at 100% (deductible waived) for services provided by a PPO Provider (In-Network). Additionally, coverage for vaccination with Zostavax will remain an option for members aged 60 and over.

More information about your prescription drug benefits is available on line at www.Express-Scripts.com or by phone at (800) 837-0301. Questions? Call Leslie Crawford in Human Resources at 273-3426.

Trouble Logging In to the Portal?

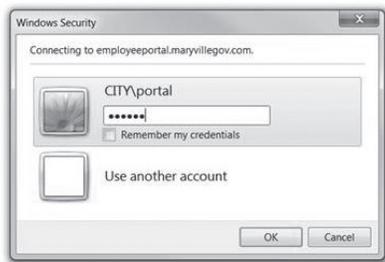
Don't forget...

When logging in to view your pay statement you will encounter two login screens. The first screen is called Windows Security (pictured at right), enter the word "portal" in both of the available boxes. Depending on which browser you are using to login to the portal, you might see a different screen (pictured below). In this case, enter the word portal in the one available box. Click OK.



Windows Security screen where you enter "portal" in both boxes.

Next you will go to a new screen where you will enter your employee number and your personal password as usual. After entering that information, click on Login and you will be taken to your pay statement and other information. If you still have trouble, call the HelpDesk for assistance.



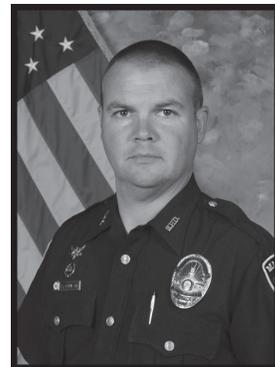
Employee & Family 5K this Month!



Don't forget... On Saturday, April 14th at 8 a.m. we will gather for our Employee 5K and 1 Mile Fun Run/Walk. Your family members are welcome to join you for the fun! Check-in begins at 7:30 a.m. in the gazebo at the end of the pedestrian bridge next to the library. **Runners, walkers, and volunteers are eligible to win 1 of 4, 8 hour vacation days just for participating!** *Getcha some of that!*

City of Maryville Change Makers

On May 27, 2016 Sergeant Shaun O'Neal was on duty on the evening shift when he received a call about a reckless, possibly impaired driver headed east towards Townsend on 321. It wasn't hard to find the pickup that matched the description so he turned on his blue lights. Inside the truck he found an elderly gentleman wearing an Army Vet hat, two dogs and a truck full of worldly possessions. This 75 year old man from Arkansas was headed to Virginia Beach to visit his brother, possibly for the last time. Thinking he would never again be able to make the trip, he had packed up his treasures hoping to get them to his brother so he would be remembered when he was gone.



During the stop the driver shared with Sgt. O'Neal that he was a Vietnam veteran and he was traveling with a couple of firearms for protection. One of those guns was a loaded 45 cal. handgun that he pulled out to show off, assuming a police officer would surely appreciate taking a closer look at it. In spite of the fact that he had stopped a possibly impaired driver, who just pulled out a loaded weapon, Sgt. O'Neal was able to turn a tense situation into an opportunity to help.

Sgt. O'Neal had little hope that this man would actually make it to Virginia Beach given the route he was currently taking and the fact that he clearly wasn't impaired, but more likely confused or even suffering from dementia. A quick call to the driver's brother confirmed he indeed had family in Virginia, but also revealed that the family would not be able to come to Maryville to pick him up. Shaun decided to take him to a hotel in Alcoa where he secured a deep discount for a room for a few days. He also took his dogs to the shelter for care and had his truck locked into the impound lot for safe keeping. After making sure everyone was safe and secure for a few days, Shaun had an 8 hour shift to work before he could complete his plans to help.

Finally Shaun's day off arrived and he and the elderly man, the two dogs and a pickup truck full of treasures hit the road at 6:30 a.m. for Virginia Beach. Upon arriving at the airport 10 hours later, Shaun delivered his new friend into the care of his family, said his goodbyes and hopped on a plane for home courtesy of the grateful family.

When asked why he would go so far above and beyond for a total stranger, Shaun replied, "This man was never going to make it to Virginia Beach. I didn't help him to have a story to tell, to help my career, or to necessarily have anyone else at all know about it. I only did it because it was the right thing to do."

Way to go Shaun. Thank you for living the City of Maryville's mission to serve the citizens through your act of human kindness.

Kind Words from a Citizen

Would like to thank Debbie Yarnell with the Codes Enforcement Department. She has been extremely helpful with dumping issues in the blue zone. Thanks to her efforts the areas are now in compliance and the neighborhood looks much better.

~Debbie Maxey