

# NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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## Meet Scott Brown in Fleet Maintenance

A Master Serviceman

**Winston Churchill once said,** “We make a living by what we get, but we make a life by what we give.” Scott Brown, the City of Maryville Fleet Maintenance Superintendent, is a giver. He gives his unwavering support freely to all. Whether he is working to make his department a better place to be, taking care of his animals and family at home, sharing a laugh with a friend, or helping a stranger in need, he does it with his whole heart.

Scott grew up in Michigan and came to Blount County right out of high school at the age of 19, settling in the Townsend area. He met his wife Gena shortly after he arrived. She was a student at Maryville College and was on the Hiwassee College Equestrian Team. A girl who loved horses, she got his attention and has kept it ever since. Scott was a member of the the volunteer fire department in those days. During that time, he had an up close view of humans in need, he’s never forgotten a lot of what he saw and it influences his life to this day. Even though his First Responders Certification has lapsed now, he doesn’t hesitate to help whenever and where ever the need arises, including on the side of the road at the scene of an accident. He is one of the good guys that you sometimes see running towards the disaster while everyone else is running away from it.

Like a lot of his co-workers, Scott started his career at the City on the back of a garbage truck. That was 20 years ago. He soon moved to the Fleet

Maintenance department and when the former Superintendent retired 11 years ago he was ready to take the reins. Scott decided many years ago that a hostile work environment is counterproductive, causes employees unnecessary stress, and can lead to accidents and unrest in the workplace. Long ago he worked under a leadership style that was the exact opposite of his own and from that experience he learned first hand that if people enjoy coming to work, they tend to be better employees. From the very first day of taking the Superintendent position, he’s worked hard to make sure his crew never dreaded coming in. While its true that there is no shortage of laughter or camaraderie in the shop, its also true Scott’s crew is keenly aware of how important their job is. Taking care of the vehicles and equipment that their friends and co-workers spend their days and nights in is serious business - lives may depend on it.

Scott and Bill Walt, Harold Daily, Jimmy Yearout, Steve Kennedy, Jason Roberson, and Michael Wilson maintain the City’s fleet; some 370+ vehicles, pieces of machinery, and equipment. The only piece of equipment they don’t work on is the Zero Turn Mowers. They perform 85 to 90 regular maintenance checks each month, maintain regular oil-changes and preventive maintenance schedules on tires, replacing those that have reached the end of their lifespan. They are able to diagnose problems and repair all kinds of issues from engine work to transmissions to brakes. They are responsible for the diesel and gas pumps at the Op Center, and are available for emergency service calls in the field. They are able to fix the vast majority of the City’s fleet with the one exception being equipment still under warranty (in order to be compliant with the warranty the manufacturer must perform any necessary repairs). Their mission is to take care of the City of Maryville employees

**“I’m your Huckleberry”**

*~Doc Holiday in the movie Tombstone, one of Scott’s favorites”*



The Fleet Maintenance Team. Left to right: Scott Brown, Jimmy Yearout, Michael Wilson, Jason Roberson, and Harold Daily stand next to a John Deere tractor they’ve been working on. (Not pictured: Steve Kennedy and Bill Walt).

while being mindful of the City of Maryville tax payers’ dollars as well.

Under Scott’s leadership the six men in Fleet Maintenance choose to work together as a team. Over the years they have built a great work relationship and they know that if any one of them makes a mistake, the team will come together to talk about it, find a solution, and make sure that it never happens again. Scott believes you have the power to make your work life as good as you want it to be and he does that every day for himself and for the people he supervises. He’s a very hands on kind of supervisor who thinks a good day at work is one where he spends the majority of his time in the shop with the rest of the crew lifting hoods and turning wrenches. One of the ways he supports his team is making sure the shop is a safe as possible. He often pushes for new equipment that will make Fleet Maintenance not only more efficient, but provide a safer way of doing things as well. For example, jacking a firetruck up and lying underneath it is a thing of the past. The heavy duty Gray wireless lifts they use to lift equipment these days save time,

**Continued - see Scott Brown on page 4**

### Inside the Nut

People are the Key... Life Event News  
iTAME August Update  
Business is Booming  
Summer on Broadway Thank You!  
It’s National DOG Day! Whoo-hoo!

# People Are the Key

## Business is Booming

Spotlight on Economic & Community Development with Angie Luckie



Panda Express opened for business on July 19, near Foothills Mall (next to the Kroger Gas Station across the street from Hobby Lobby). Andrew and Peggy Cherng opened their first store in Glendale, California in 1983. Today Panda Express has over 2,000 restaurants.

Panda Express offers a variety of Chinese-cuisine-inspired dishes. Orange Chicken, Firecracker Chicken Breast, Beijing Beef, Grilled Teriyaki

Chicken, and Kung Pao Chicken to name just a few. They also offer menu items that are 300 calories or less and have at least 8 grams of protein; look for Wok Smart™ selections if you prefer lighter choices.

If you're new to Panda Express, stop in and try it soon! If you're a long time fan... we're excited about it too!

## August iTAME Update

Who ya gonna call?



As the IT Modernization Team works to update our IT systems and processes, there will likely be questions from staff members. If you find yourself with questions or concerns, help is just a phone call away.

In all cases concerning IT questions, you should call the HelpDesk at 3550 or email your questions to: helpdesk@maryville-

tn.gov. Rather than contact individuals in the IT department directly, it is always best to start with the HelpDesk. Each IT employee has specific duties and skill sets, so when a call comes in, the appropriate team member will be contacted to address your questions. In order to avoid unnecessary confusion or a lapse in service, call the HelpDesk first!



## Retirement Party

Honoring Teresa Best, Director of HR.

Please join us on Thursday, August 2 at 2 p.m. in the Administrative Conference Room to celebrate Teresa's 20 years of service to the City.

## Summer on Broadway Thank You

Good morning! I was at the Summer on Broadway event this past weekend, working with DockDogs. I want to express my gratitude to all the city workers that were a part of this event.

Every city worker I came in contact with had such a positive attitude, willingness to help, and work with us to make the event run smoothly. I was not expecting to be catered to like I was. Someone brought me a fan to help stay cool, I was offered water, and received great recommendations about area restaurants. It was an overall great experience.

Unfortunately I don't remember anyone's name but just wanted to send a huge thank you to everyone that had a hand in making this past weekend an awesome experience. I'm looking forward to coming back to Maryville in the future!

Thank you!  
Leigh Linder

## Accolades and Applause



New Employee  
**Bryson Dykes**  
MFD Firefighter / EMT



New Employee  
**Trever Nix**  
MPD Police Officer



Returning Employee  
**Jerry Diffie**  
MPD Office Assistant/  
Receptionist



Promotion  
**Ron Nugent**  
E&PW  
Promoted to Street Sign  
& Marking Tech



Transferred  
**Casey Ryding**  
Electric  
Electric Line  
Worker/Trainee



New Born  
**Waylon Lee**  
Son of Sarah &  
Cody Herron, (E&PW)  
Born July 20, 2018  
6lbs. 11 oz. 19.5" long.



New Born  
**Luke Tyler**  
Son of Alisha & Dusty  
Finger (Electric)  
Born June 14, 2018  
7lbs. 7 oz.

# People Are the Key

## August 26th is National Dog Day

Celebrating National Dog Day with photos of some City of Maryville employees and the Fur Babies they love! Send a photo of you and your pet to Mary Bristol at [mdbristol@maryville-tn.gov](mailto:mdbristol@maryville-tn.gov) or text it to 865-696-8569. Be sure to include your pet's name! Let's keep this going - we'll post them on [maryvillegov.com/employees/](http://maryvillegov.com/employees/)!



Tim Green's Eevee (E&PW)



David Morton (Finance) and Annabelle



Jane Groff (Admin) and Bette



Leslie Crawford's Newton (HR)



Julie Anderson's Winston (Electric)



Mike Large (Electric) and Daisy



Leland Blackwood (HR) and Gibbs



Doug Short (Electric) and Noel



Tim & Wendy Phillips' Sarge (E&PW / Water & Sewer)



Golman Myers family (Electric) and Roscoe



Scott Brown's Luca (Fleet)



William Murphy (Electric) and Bandit



Ralph Goodson (Finance) and Wilson



Amy Woody (Electric) and Libby



Logan Rogers (E&PW) and Bandit



Tammy Hankinson (Finance) and Judy



Ron Nugent (E&PW) and Drifter



Terri Caylor's Harlee (Admin)



Sharie Gaby (HR) and Coe



Cristy West (Finance) and Olivia Grace

# People are the Key

## August Birthdays

2	Charlie Tucker, Water & Sewer
3	Patrick Effler, Electric
4	Tyran Harrison, MPD Dave Prichard, Dev. Services John Cogburn, MFD
6	Mike Doherty, MFD
7	Brian Boone, E&PW Tony Hatcher, Water & Sewer
11	Ronnie Pryor, MPD
12	Joe Head, Water & Sewer
15	Golman Myers, Electric Jonathan Wilson, Water & Sewer
16	Sandy Rinicker, MFD
17	James Bond, Electric Shawn Ridings, E&PW
21	Ben Belitz, MPD
24	Danny Frye, Electric Ricky Jackson, Electric
26	James Hurst, Electric
28	Darrel Pharris, E&PW



## August Anniversaries

Paul Gilley, Water & Sewer	38 years
Kent Roberts, Electric	38 years
Darrell Lewelling, Water & Sewer	35 years
Tom Bible, Water & Sewer	35 years
Roger Campbell, Admin.	35 years
Mike Sing, MFD	33 years
Tony Bailey, Electric	32 years
Mark Taylor, MPD	32 years
Rickie Trentham, Water & Sewer	31 years
Darryl Adams, Electric	29 years
Terri Caylor, Admin.	26 years
William Murphy, Electric	26 years
Rom Everett, MFD	26 years
Terry McCoy, IT	24 years
Keith Church, IT	21 years
Thomas Vananda, E&PW	20 years
Chad Wilson, E&PW	20 years
Michael Doherty, MFD	20 years
Mickey Gorman, Water & Sewer	19 years
Jason Cable, Water & Sewer	19 years
Edmond Greene, E&PW	19 years
Glenda Brinley, Finance	17 years
Doug Chapman, E&PW	15 years
Sandy Rinicker, MFD	13 years
Andrew Puckett, MFD	13 years
Eric Middleton, E&PW	12 years
Cindy Karnoupakis, Finance	11 years
Travis Brown, MPD	10 years
Jamie Long, MPD	10 years
Casey Ryding, Electric	6 years
Golman Myers, Electric	6 years
Steven Talbott, MFD	5 years
Michael Bell, Water & Sewer	4 years
Bradley McGill, E&PW	4 years
Jake Kagley, E&PW	4 years
Justin Brown, MPD	3 years
Brian Smith, Water & Sewer	3 years
Dwayne Shoffner, Electric	2 years
Matthew McKeel, MPD	2 years
Gabe Garner, Water & Sewer	2 years
Don Kitts, Water & Sewer	1 year

### Scott Brown *continued from page 1*

money, and potentially lives. Scott is also very proud of the hydraulic room where the guys are able build their own hydraulics putting an end to the need to wait for an outside source to supply them. Everything they need to do the job well, as efficiently and safely as possible, is all right there within reach.

Scott and Gena began their married life together 26 years ago. They live on a small farm in the county along with their babies; three horses; Jake, Mateo and Bali Hai, two barn cats; Ari and Scratch, and a dog; Luca. On the weekends they often travel in their horse trailer/camper to horse clinics where Gena learns Liberty skills. The goal of Liberty skills training is to develop a true connection between human and horse based on how horses interact and communicate within a herd, trust and friendship. Scott plays a support role on these weekend trips as well. He is in charge of feeding, brushing, and spoiling the horses and cleaning stalls. He wouldn't have it any other way! He proudly refers to himself as a "Horsey Daddy" and he loves his babies! He is an animal lover with a special place in his heart for Dutch Shepherd Dogs, an intelligent breed that are often trained to be police dogs.

Scott isn't shy about telling folks how grateful he is for the good people he works with and the many friends he's made here at the City over the years. One of his most heartbreaking memories was the day Lt. Chad Simpson asked him to help bury his K-9 Partner, Robbie. It was a hard day, but that's what friends do for one another in Scott's world. Another dear friend, Captain Sharon Moore, MPD, tells us, "Scott is a true and loyal friend. He's a dedicated employee who takes care of his people. He has transformed the Fleet Maintenance division and has become a trusted, insightful leader."

Scott is in the business of giving. He lifts people up where ever he goes through his leadership, his sense of humor, and his contagious love for life. With an optimistic spirit and a heart for serving others, he makes sure that friends and strangers alike have what they need. He's that guy who runs toward disaster full speed to see what he can do to help.