

NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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May 2021

Taking Care of Business and the Streets with Doug Strickland

Doug Strickland, Heavy Equipment Operator in Engineering and Public Works, began his career as a part-time employee in the Streets department in September of 1981. Almost 2 years



Doug "Rubber Duck" Strickland poses with his street sweeper.

later on March 21, 1983, he secured a full-time position at the age of 19 and he's been steady as a rock since.

One day after work he stepped into the Rocky Top Market. It was a gray, rainy day, so naturally Doug was wearing his bright yellow

raincoat. As he shook off the cold and the rain just inside the gas station, the clerk behind the counter looked him over and told him he looked like a big ol' rubber duck. Little did she know that she was branding him that day, and that he would soon become known to all as Rubber Duck forevermore.

Over the last 38 years, he's become known as many things here at the City, one of which is an MVP in the snow removal efforts in the '90s and early 2000s. Doug was the first employee that Tim Phillips turned to when it came to snow because of his expertise and his willingness to do what was needed to accomplish the job in a timely and efficient manner. Doug's son still reminds him of his 8th birthday party that Doug had to leave early because Tim called him into the office to start a long night of snow removal. He has also been known as the only guy who felt confident enough to maneuver a huge dump truck filled with asphalt down the greenway trails as they were being built. Some of the winding trails were difficult to reach and often required large equipment to be backed in, rather than driven in, for hundreds of feet. The thought of ending up in the nearby creek was enough to discourage most employees from attempting it, but not Doug. Back then, and still today, when he is given a task, his response is always, "yes sir, I'll take care of it!" Tim Phillips appreciates Doug's willingness to go the extra mile, and the fact that he is a man of his word. If he says he'll take care of it, he will. There's no reason for Tim to check later to make sure that it's been done, because it has, 100% of the time.

Doug was born and raised here in Maryville. He attended William Blount High School and participated in the ROTC program. He married his wife Kim 35 years ago and together

they raised 3 kids, Kay, J.W., and Doug, who then gave them 11 grandchildren. The Strickland's own a couple of RVs and spend most spring and fall weekends in Townsend or Elkmont when they want a more primitive setting. Doug has perfected his steak grilling skills and he loves to show them off for his wife at their campsite. Doug and Kim also love to visit the Mennonite Farmer's Markets in Delano, TN, and Tellico Plains.

Doug is responsible for sweeping our streets. He sweeps curbed streets 5 days a week as long as the temperature is at 32° F or higher. His days are spent in our subdivisions and neighborhoods and on Thursday and Sunday nights he can be found sweeping the busy state roads within the city limits. Because our state roads, Hwy 411 S and US 321 are so busy during the day, it makes sense to run those routes at night when traffic is significantly lighter. This work is billed to the state each month according to the contract between the City of Maryville and TDOT. For the last five years, the average amount of money received from the state contract was \$114,808.00 per year.

After 20 years in the street sweeper, Doug has collected some stories to tell. For example, one night a driver ran right into the back of his street sweeper on Broadway after she left a downtown bar. Another favorite story he likes to tell is the time he was called to sweep up thousands of soybeans that had been spilled on 411 near the old Co-op. He says it was like a sea of marbles on the road. They rolled away from the truck more than they were swept up and it took forever to get the mess cleaned up. A few weeks later, there was a healthy crop of soybeans growing at the Op-Center where he dumps his hopper out. Then there was the lady who called and said that the cul-de-sac in front of her home was full of white worms and they were raising a stink. Sure enough, the street was littered with thousands of worms who had crawled out of her yard and moved into the circle where they had died and were decaying, just another day at the office for Doug.

Doug is often called to accident scenes to sweep up the glass and debris left behind. He also gets called in to sweep up spilled rock or other materials falling from truck beds and trailers. When Doug's truck gets full, he dumps it on the hill behind



The Duck Pond (the containment area built specifically for Doug to dump the debris sucked up into the sweeper). Note the sign on the back wall.

Continued (See Rubber Duck on page 3)

People are the Key

Attention All Employees: Open Enrollment Dates Announced

What: Employee Benefits Enrollment

Who: All Full-Time Employees – even if waiving coverage

When: May 17 – May 25

Where: Online!

How: More information, the link to enroll and detailed instructions will be provided by email, to your Administrative Assistant, and on the employee portal.

Don't Forget! You must enroll by the deadline! The new enrollment goes into effect July 1.

Need Assistance or Have Questions? Please call Patty 273-3427 or Leslie 273-3426. We are here to help!



ICMA-RC is becoming MissionSquare Retirement

ICMA has a new name and brand that reinforces the company's history, deep expertise, and community focus; and solidifies its vision for the future. The new name is Mission Square Retirement.



From its beginning almost 50 years ago, the mission of ICMA-RC has been to help those who serve their communities build retirement security. Though its mission has never changed, the company has grown and evolved. Over the years, it has expanded to support the retirement planning needs of all employees who dedicate their lives to serving their communities, including state and local government employees as well as teachers and school administrators, health care workers, and not-for-profit employees.

MissionSquare Retirement evolves our focus on the mission – to serve those who serve their communities. The new name and brand reflect the company's values as we continue to advance our services to help community-focused employees thrive in retirement. With the change, it will remain the same non-stock, non-profit, mission-based company focused on delivering results-oriented retirement plans, education, investments, and advice.

"I am very pleased to announce an important milestone in our corporation today as we become MissionSquare Retirement," said ICMA-RC CEO and President Lynne Ford. "We crafted our new name and brand to capture the essence of who we have always been as a company and it represents the growing diversity of our clients while also amplifying what makes us unique – our commitment to serving those who serve communities. We look forward to offering expanded and leading services, technologies, and experiences to more participants as MissionSquare Retirement."

Local Calls will Require Area Code Soon

To complete all local calls, you will now need to dial either the area code + telephone number or 1 + area code + telephone number. *This applies to all calls within your area code that are currently dialed with seven digits. Anyone with a telephone number from the 731 or 865 area codes will need to make this change.*



April 24, 2021 -- You should begin dialing the area code + telephone number for all local calls. If you forget and dial just 7 digits, your call will still be completed.

October 24, 2021 -- You must dial the area code + telephone number for all local calls. On and after this date, local calls dialed with only 7 digits a recording will inform you that your call cannot be completed as dialed.

July 16, 2022 – Dialing "988" becomes available nationally and will route your call to the National Suicide Prevention and Mental Health Crisis Lifeline.

What Will You Need To Do?

In addition to changing the way you dial local calls, you'll need to:

- Update preprogrammed phone numbers in your wireless devices as well as any text or email alert services and any call forwarding.
- Update other equipment including life safety systems and medical monitoring devices, fire or burglar alarm and security systems, security gates, speed dialers, call-forwarding settings, fax machines, Internet dial-up numbers, voice mail services and other similar functions.
- Update personal or business checks, websites, contact information, stationery, advertising materials, personal or pet ID tags, and other important information containing your phone number to include the area code.

2021 Graduates

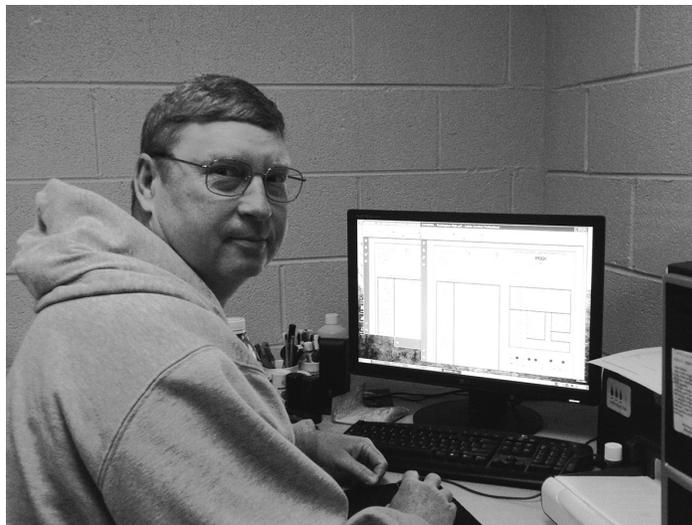
It's time to honor our graduates in the June Nutshell. Send your photo along with the following by May 20th to mdbristol@maryville-tn.gov

- Graduate's name
- Your name, relationship with the graduate, and your department
- High School or College graduating from
- Future plans
- Scholarships or honors earned



Glory Days 🕶️

Heirloom photos of City Employees from back in the day.



Terri Welshan hard at work back in 2009.

People are the Key

The Facebook Files

Proof that Facebook CAN be a good thing



Geof Ryback
16h · 🌐



This afternoon a Maryville city utilities truck pulled up in front of our house. Sunday we had a tree struck by lightning and four trucks of Rockstars (Maryville City Utility guys) came out in pouring rain and lightning shortly after the tree that was struck decided to take out a transformer and power to our neighbors. A couple of hours later and all new power line and a straightened pole were fixed. Power restored. T and T Tree service was out and started the removal of the tree today. Back to the truck today. The gentleman that was in his bucket restoring power to our house showed up. He had an envelope. He knew about us losing Trenton back in July and he and the other guys who worked to restore our power had put together a little something for us. He said it wasn't much. I didn't care. I couldn't believe that someone who didn't know us took it upon himself with his fellow Rockstars to reach out to us. This is why we live here. You can bitch, you can moan, you can complain about things but this was a completely selfless act of strangers reaching out to try to help us in a time of need. Maryville has been our home for 18 years. I see why. To the soaked, cold and tired men of Maryville utilities. Thank you! You don't know how much this gesture means. I wish I knew your names.

👍❤️👍 196

21 Comments



Jeri Bradshaw Gunnels
Thank you for sharing! Those Rockstars are always at their best!!

Like · Reply · 15h



Peggy Jackson
Maryville City workers are the best.

Like · Reply · 15h

Rubber Duck (continued from page 1)

the operation Center in a containment area built just for this purpose. Doug's truck requires water to keep the dust of sweeping the street to a minimum. That water is sucked into the hopper along with all the debris, so what he dumps out is wet and heavy. To keep the landfill fees lower, it is allowed to sit in the containment area until it is dried out and much lighter. Over the last five years 350 tons of dirt, leaves, bottles, rocks, cigarette butts, glass, and other trash were taken to the landfill each year. This is debris that would have ended up in our creeks and waterways.

It's no secret that the city of Maryville has been growing at an accelerated rate for the last couple of years. The growing pains caused by the addition of new subdivisions and families isn't limited to our schools and roadways, it also impacts our workforce. Right now, it takes four to six weeks to complete one round through each curbed street within the city limits. As the city grows, Doug's routes grow too and that means he has to hustle to keep up. No worries though, Doug is one of those people who takes his job seriously. Besides, he's told his boss, "yes sir, I'll take care of it," so we know he's got this.

Sincere Thanks for the Help

Officers McKeel and Wickert Assist on a Cold and Rainy Night

Dear Chief Crisp,

I want to take the opportunity to commend two of your fine Maryville Police officers.

Last night as I was driving to the airport to pick up a friend, I had a tire go suddenly flat as I was rounding the curve on 129 heading toward Lamar Alexander Pkwy. As luck would have it (it was St. Patrick's Day, after all), Officer Matthew McKeel was just passing me and heard the noise my flat tire was making. I stopped at the stoplight, quickly checked my tire and saw the flat. Officer McKeel immediately pulled behind me, advised me to slowly pull up to where the road widened and pull over. It was a rainy, gloomy evening.

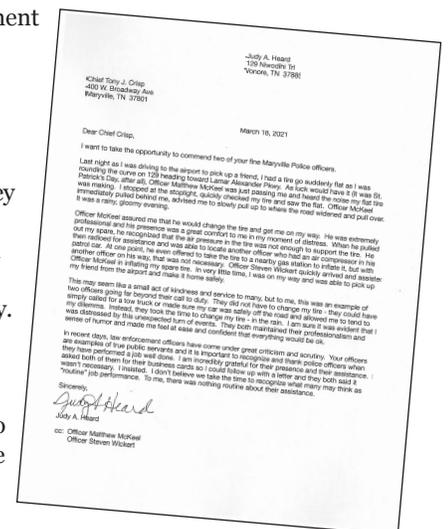


Officer McKeel assured me that he would change the tire and get me on my way. He was extremely professional, and his presence was a great comfort to me in my moment of distress. When he pulled out my spare, he recognized that the air pressure in the tire was not enough to support the tire. He then radioed for assistance and was able to locate another officer who had an air compressor in his patrol car. At one point, he even offered to take the tire to a nearby gas station to inflate it, but with another officer on his way, that was not necessary. Officer Steven Wickert quickly arrived and assisted Officer McKeel in inflating my spare tire. In very little time, I was on my way and was able to pick up my friend from the airport and make it home safely.

This may seem like a small act of kindness and service to many, but to me, this was an example of two officers going far beyond their call to duty. They did not have to change my tire – they could have simply called for a tow truck or made sure my car was safely off the road and allowed me to tend to my dilemma. Instead, they took the time to change my tire – in the rain. I am sure it was evident that I was distressed by this unexpected turn of events. They both maintained their professionalism and sense of humor and made me feel at ease and confident that everything would be ok.

In recent days, law enforcement officers have come under great criticism and scrutiny. Your officers are examples of true public servants and it is important to recognize and thank police officers when they have performed a job well done. I am incredibly grateful for their presence and their assistance. It wasn't necessary. I insisted. I don't believe we take the time to recognize what many may think as "routine" job performance. To me, there was nothing routine about their assistance.

Sincerely, Judy Heard



Applause Please

May Birthdays

- 4 Christine Tillman, IT
- 5 Baron Swafford, Electric
- 6 Darin Carver, MPD
- 7 Tony Bailey, Electric
Dan Cantwell, EPW
- 9 Seth Hughes, MPD
- 11 Keith Church, IT
Doug Strickland, EPW
- 13 Logan Turbyfill, EPW
- 15 Mike Large, Electric
- 16 Chris Meyers, MPD
- 19 Randy Teffeteller, Electric
Logan Thomas, EPW
- 21 Charles Mims, Finance
- 23 Jane Groff, Admin
- 24 Tony Dunn, MPD
- 25 Don Kitts, W&S
- 27 Thorn Cooper, Electric
- 28 Keith Brewer, Engineering
Missi Fields, Finance
Mark Hasty, MFD
Stephanie Perkins, MPD
- 29 Jared Belcher, EPW
Brad Hurst, EPW
- 30 Steven Dotson, MPD
Sharon Moore, MPD
- 31 Tony Clark, MFD



May Anniversaries

- Baron Swafford, Electric 33 years
- Joe Tipton, Water and Sewer 33 years
- Jewell White, MPD 28 years
- Randy Thompson, MFD 25 years
- Josh Daniels, Electric 23 years
- Ryan Rogers, MPD 23 years
- Rod Fernandez, MPD 21 years
- Michael Braden, MPD 20 years
- Derrick McMurray, MPD 13 years
- Steven Wickert, MPD 8 years
- Nathaniel Robinson, MPD 7 years
- Travis Hill, MPD 6 years
- Kay Berry, MPD 3 years
- Tyler Buckingham, MPD 2 years
- Kyle Riemer, MPD 2 years
- Lucas McCall, EPW 1 year
- Wyatt Snow, EPW 1 year
- Logan Thomas, EPW 1 year

Oh Heck Yeah!



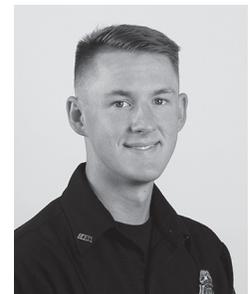
Retiring 5/31/2021
Brian Myers
Finance
35 Years of Service



Promotion
Bryson Dykes
MFD
Firefighter ENG/EMT



Promotion
Mike McClurg
W&S
Chief Water Plant Operator



Promotion
Noah Pounds
MFD
Firefighter/EMT

TCRS Pension Overview Web Based Meeting

On Thursday, May 20, 2021 TCRS is offering an online meeting at 9 a.m. and 3:30 p.m. and May 27, at 9 a.m. and 4:30 p.m., to all City of Maryville employees.

One of the most valuable benefits of your City of Maryville employment is coverage under the Tennessee Consolidated Retirement System (TCRS). This coverage grows in value each year you work as a public employee. Your mandatory contributions (5% of gross pay) are deducted from your wages each payday. Your contributions and those from the City ensure you of an income during your retirement years. TCRS is recognized as one of the top five strongest pension funds in the United States by Standard & Poor's (S&P) and it provides lifetime retirement, survivor and disability benefits for members and their beneficiaries. Learn more about this valuable benefit by participating in the online meeting.

Registration is required to attend. Patty in HR has emailed an invitation with a link to register to everyone. Click on the invitation attached to her email to register if you would like to attend.

