

# NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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## Public Services Team Restructured, Angie Luckie Promoted to Managing Director

In 2002 Greg McClain, Maryville City Manager, realized that change was needed. At the time he was in his second year as Assistant City Manager with Gary Hensley at the helm. Maryville was experiencing significant increases in population and while that was a good thing, Greg knew it would cause some growing pains for city government.

The city of Maryville is a beautiful place to live. We offer so many outstanding amenities that we often catch the eye of retirees, young families and industries who want to locate here as well. Greg saw this trend towards growth back then and began to prepare a plan for the strains it would create on our services and our infrastructure. In order to keep Maryville on track and running smoothly, our organization would need to grow as well and some restructuring would be in order. Slowly he set about the business of creating a team-like atmosphere, positioning his people where they would gain the valuable experiences they would need to step up into leadership positions when the time was right.

**“I am fortunate to have been able to learn and to serve in such a variety of different roles.”**

### Enter Angie Luckie

In 1999 Angie was hired as an Environmental Engineer with the Water and Sewer Department. Six years later Greg appointed her the Director of Engineering, Planning and Codes. When those departments were split, she became the Director of Engineering and Public Works and then in 2016 she became the Director of Economic

and Community Development. She has spent nearly 20 years preparing for her new role as Managing Director of Public Services. In her new position she

will be responsible for both the Engineering and Public Works Department and the Development Services Department. She will directly supervise Brian Boone and Dave Prichard and she will report directly to Greg. This appointment will cut the number of people the City Manager directly supervises and will help identify staff members who could potentially be ready to step into higher positions within the organization in the future. This restructuring will also free up some time for Greg so he can concentrate more on long term strategy and short term goals for the city. At the same time it will provide valuable experience for future promotions from within the organization.

Angie is looking forward to her new role, “I’m very excited to have the opportunity to continue to grow with the City. Public service is my calling and I am fortunate to have been able to learn and to serve



Angie Luckie, Director of Public Services

in such a variety of different roles. I’m looking forward to working with Public Services. I plan to foster an environment that encourages employees to grow and be successful. My door will always be open. If you have a great idea, I want to hear it.”

### On Track for Future Growth

Maryville continues to be a desirable destination. With Denso planning to add 1,000 jobs in the near future and other industries announcing their expansions as well, it appears the growth of our population will continue to climb. The restructuring of the organization now will help prepare us for the changes and new pressures to come while allowing for much needed long term planning and strategy.

### Inside the Nut

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# People Are the Key

## Farmers' Market Thankful for Sign

Dear Mr. McClain,

I would like to thank you, Jane and the Sign Department for the Fantastic Farmers' Market Sign the city erected at Founder's Square. Our Board of Directors, vendors and customers were surprised and elated with the new sign. We feel we really belong downtown. We also want to thank the Police and Fire Departments for watching over us. We look forward to working with the City of Maryville for many years to come!

Jim Brown  
Maryville Farmers' Market President



One of the City of Maryville Sign Shop's latest projects, the Farmers' Market Sign.

## Accolades and Applause



New Employee  
**Cody Herron**  
E&PW  
Grounds Maintenance



New Employee  
**Mark Huffstetler**  
Finance  
Payroll/Accounting  
Specialist



New Employee  
**Katie Pledge**  
Finance  
Accountant

## July iTAME Update

Submitted by AV, iTAME Project Manager



The IT Modernization Team finished their review of current time keeping systems and have made their recommendations. The City's executive leadership met last week to discuss policy changes that may happen in order to facilitate an automated system. A Request for Proposals (RFP) will go out in July.

The Cayenta (utilities services software) upgrade is in the contract finalization stage at this time with the project still on track to start this fall.

The City's IT infrastructure is in the process of gaining more efficiency and automation through Microsoft's System Center suite of applications. This is a software that enables administrators to manage the deployment and security of devices and applications within an organization. Training sessions for our IT Department are currently underway.

A Fiber Network Team has evaluated the Fiber Network that serves all Blount County Government agencies, looking at how it is planned and managed.

With the new fiscal year starting July 1, the process of GEMS replacement will begin. This is a long term process and changes won't be implemented until after the planning and the redesigning of internal processes, as well as selection of a system is complete, which may take up to two years.

## Mobile Tap Water Wagon Coming Soon

John Hudgens (*Water and Sewer*) has been working this month to modify a 5' x 8' x 5'6" trailer into a mobile water station that promotes the quality of the City of Maryville's drinking water and serves up a taste of it too. Adam Parton (*Water and Sewer*), joined in on the fun, lending his plumbing skills to the

project too. When it is complete the trailer will pump fresh, cold water into glasses or water bottles from four taps, one of which will be 36" off the ground (ADA compliant) for wheel chair users and children as well. It will even have a tap to fill a doggie dish for four legged friends. The trailer will be used at special events where large groups gather.



John taking a break from his work to snap a photo in front of the trailer he and Adam have been modifying.

# People Are the Key

## Interactive Health Program Begins Again



The new wellness year begins on July 1st and will run through May 23, 2019. Opportunities to earn points will be featured in the Nutshell, emails, posters and of course

on the Interactive Health web-site. Remember you will need to earn 750 points to qualify for the \$50 reduction of health insurance premiums. If this is your first-time logging into Interactive Health you will need to register using the sponsor code SXM9V. Any questions can be answered by your Wellness Representative in your department or you can call Sharie Gaby in Human Resources 273-3427.

## Business is Booming

*Spotlight on Economic & Community Development with Angie Luckie*

Opening this summer at Maryville Commons (former Kroger):

**Chicken Salad Chick** – Full service deli - “Best Chicken Salad in the South”



**Five Below** (opening June 30) - Five Below means you never pay more than \$5 for the coolest stuff that you just gotta have.

**Home Goods** – Part of the TJ Maxx

family - ever-changing selection of unique home fashions in kitchen essentials, rugs, lighting, bedding, bath, furniture and more



**Kirkland’s** - home decor and uniquely distinctive gifts

**Ulta Beauty**  
Your Place For All Things Beauty -



Cosmetics, Fragrance, Skincare and Beauty Gifts

## Fridays in the Field ...with the Street Construction Crew

Late in the month of June our Streets Construction Crew were finishing up a sidewalk project that they had been working on since last summer. Tim Green’s team made up of Ron Nugent, Shawn Ridings and Chad Wilson have been replacing sidewalks on both sides of South Cedar Street all the way from Ray to Karrow Street, 2,700’ of concrete. They have been taking out old, broken up, dangerous, sidewalks that were causing drainage issues, and replacing them with beautiful new walks that have a 6” rise from the road (to remedy the draining issues) and reworking all connected driveways and curb ramps so they are in compliance with the Americans with Disabilities Act (ADA). In most years, this group of four City employees, with the help of the Streets Maintenance Crew, will replace around 20 curb ramps throughout the city. This year, however, their goal is to remove and replace up to 75, all of which need to be replaced because they are not ADA compliant.



Chad Wilson prepares the footers for a 5:30 a.m. cement delivery.

Tim is on call 24/7. When he gets a call, if needed, he calls some or all of 16 crew members in to help. They go to work following car accidents, oil spills, house fires, downed trees, or snow storms. In an average year the team responds to 56 emergency calls. They were once called out after a driver hit a herd of cows that had escaped from their fenced-in pasture. In this case they closed the road and then had to load the fallen cows into a dump truck and take them to their final resting place. It was a memorable day, however not a pleasant one.



Shawn Ridings is off to pick up a load of rock.

An ill-timed winter snow storm can translate into a call in the middle of the night when it delivers as promised. Tim notifies the crew and then 12 snow plows and three backhoes hit their assigned zones well before the sun rises hoping to get the roads cleared in time for school buses to roll out. A snow event takes 20 employees to cover all the zones. On these days (or nights) additional men from sanitation join forces to cover the city roads sufficiently.



Ron Nugent and Tim Green make adjustments to meet the ADA required 2% ramp rise.

If an accident takes out a stop sign the Police Department notifies Tim and working closely with the Sign Shop, they can often get a replacement sign erected or repairs to the damaged sign completed within 45 minutes. The Water and Sewer Department also relies on them to repair the road after they’ve opened it to tap a water main, or make repairs to the water line below.

If you’d like to see The Street Construction crew in action, go to the City Facebook page to watch a time-lapse video of them replacing a sidewalk near the old courthouse in record time! *Shout out to Ron Nugent for sharing his fun video!*

# People are the Key

## July Birthdays

- 1 Debbie Ryan, Finance
- 3 Darryl Adams, Electric  
Daniel Fipps, MFD
- 4 Michael Braden, MPD
- 7 Greg McClain, Admin.  
Scott Poland, Dev. Services  
Kevin Stoltenberg, E&PW  
Chad Wilson, EPW
- 8 Mike Caylor, MFD  
Jordan Marshall, E&PW  
Marcus Walker, MPD
- 10 Barry Webb, Electric
- 12 Rod Fernandez, MPD  
Travis Hill, MPD
- 13 DJ Porter, MPD  
John Priest, MPD
- 15 Keith Anderson W&S
- 16 Derik Hilbert, E&PW
- 18 Dusty Finger, Electric  
Laurie Head, E&PW
- 20 Logan Rogers, E&PW  
Randy Thompson, MFD
- 22 Tyler Kirkland, E&PW
- 26 Terry McCoy, IT  
Paul Shoffner, Electric
- 28 Jerry Barnes, Finance  
Don Williams, Electric
- 31 Chance Hawkins, MFD

## July Anniversaries

- David Graves, MPD 34 years
- Becky Connatser, Finance 33 years
- Bill Walt, Electric 31 years
- Stay Chissay, E&PW 30 years
- Ralph Goodson, Finance 29 years
- Keith Wilson, W&S 29 years
- Doug Short, Electric 28 years
- Ricky Cummings, E&PW 25 years
- Johnny Garner, E&PW 25 years
- Tony Clark, MFD 23 years
- Charlie Martinez, MFD 23 years
- Jimmy Yearout, Electric 23 years
- Teresa Rucker, Finance 22 years
- Chad Simpson, MPD 22 years
- Amy Woody, Electric 22 years
- Richard Johnson, Electric 20 years
- Wendell Wilson, W&S 20 years
- Anthony Hatcher, W&S 15 years
- Ray Boswell, Admin. 13 years
- Celia Quintana, Finance 13 years
- Jonathan Ellenburg, W&S 11 years
- Ron Breazeale, W&S 10 years
- Mark Hasty, MFD 10 years
- Jason Barham, MPD 6 years
- Clayton Hall, MPD 3 years
- Adam Cook, MPD 2 years
- Jacob Curtis, MPD 2 years
- Tyran Harrison, MPD 2 years
- Michelle Portier, Dev. Services 2 years
- Matthew Tipton, MPD 2 years
- Matthew Gagnon, MFD 1 year



## Daily Times Reader's Choice Awards 2018



The votes are in! City of Maryville Utilities (pictured above) won 1st place in the Favorite Utilities category for 2018 and Ben Tatham (at right) took home the honors for Favorite EMT. Congrats to all!