

# NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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June 2018

## Taming the Technology Beast

City IT Advancement and Modernization Effort gets underway.

Over the past several years, because of a lack of funds in a down economy, our IT systems have had to take a back seat to other priorities. We have been able to limp along until funds were available, and now we are ready to take a more proactive approach that provides long-term solutions. Our goal is to enhance our IT infrastructure to improve service delivery to our citizens while at the same time making our jobs easier and more efficient.

Recently, with help from many of you, we completed an IT Assessment and Strategic plan that identified

weaknesses and strengths and charted a multi-year plan for improvement.

This plan is based on industry best practices and will help us get our



CITY OF MARYVILLE  
**iTAME**  
IT Advancement and Modernization Effort  
*Fighting for Efficiency & Better Service*

IT systems where they need to be. With your support and involvement, we are going to implement many of the recommendations identified in this plan. This will help us both in the short-term as well as position us to be

able to adopt new and improved technologies as they become available.

One of our areas of focus is reducing repetitive and inefficient tasks that can also open us up for mistakes and risk. New technology will help us reduce and in some cases eliminate many of these work day hassles.

A good example is our timekeeping process – which is different in every department. In many cases, we hand off our various time sheets to our administrative assistants which they enter electronically, sometimes multiple times, to achieve one outcome - getting you paid. Other areas of focus will help improve security, in some cases improve transparency, and ultimately enable us to provide better information and services to each other and our citizens.

Currently in progress and continuing through the end of June (our current fiscal year) is the process design for our timekeeping initiative as well as an email system upgrade, analysis of an “Enterprise Resource Planning System” and preparation of RFPs for a new, more integrated web and communications platform.

Beginning in the new fiscal year (July 1), an RFP will also be released for a timekeeping system vendor. Supervisors and administrative assistants will have the opportunity to sit in on system demonstrations and will help collaborate on the best system. The



### The IT Modernization Team

At left (L to R), Avero Advisors; Abhijit Verekar, Mike Caffrey, Ross DeFalle and Jenny Montgomery (seated). And our IT Department, pictured above; back row; Keith Church, Kevin Bailey, Terry McCoy, front row, Ernie Mertins and Christine Tillman.

new system is expected to go live by July 1, 2019.

Our utility software, Cayenta, will receive a system upgrade in the next fiscal year as well. This system manages utility meters, hook ups, disconnects, and other services for our residential and commercial utilities customers.

Also, next fiscal year and beyond, we will be replacing our payroll, accounts receivable/ payable, general ledger, fleet, and fiscal budget software (GEMS) since it is no longer supported by the developer. This system replacement is complex and is expected to take up to two years to complete.

Additional projects that will occur fairly soon, but are not expected to impede daily operations, include an enhanced wireless network at the Operations Center, a fiber network management plan, and an enhanced cyber-security infrastructure.

Watch the Nutshell and the Employee page on our website for iTAME updates and more information as the projects moves forward. Every month we will report on the progress made and what you can expect next.

### Inside the Nut

People are the Key... Life Event News  
2018 Grads  
Fridays in the Truck (Field)  
Business is Booming

# Class of 2018



## Noah Brackin

Son of Wendy (WSD) and Tim Phillips (E&PW). Graduate of Maryville High School. Will attend Pellissippi State Community College, pursuing a career in Nursing.



## Ronald (Bubba) Breazeale Jr.

Son of Ron (WSD) & Leann Breazeale. Graduate of Heritage High School.



## Hannah Doherty

Daughter of Michael (MFD) and Christy Doherty. Graduate of William Blount High School. Hannah will attend Maryville College and will play golf while pursuing a dual degree in Health Care and Nursing.



## Eli Everett

Son of Rom (MFD) and Jenni Everett. Graduate of William Blount High School. Eli plans to attend the University of Tennessee, Knoxville starting this summer. Eli finished 4th in his class & received several scholarships.



## Kayla LaFaver

Daughter of David (Electric) and Sherry McCarter. Graduate of DeBusk College of Osteopathic Medicine. She will complete her 3 year residency at USC Palmetto Health Richland in Columbia, SC.



## Morgan Elizabeth Moberg

Daughter of Adam Parton (WSD). Graduate of Cocoa Beach High School. Plans to attend Sante Fe Community College



## Seth C. Moore

Son of Sharon Moore (MPD). Graduate of Alcoa High School. Seth will attend the Air National Guard boot camp this summer and ETSU in the fall. He plans to work in Cyber Security.



## Elizabeth Morton

Daughter of David, (Finance) and Teresa Morton. Graduate of Belmont University. Elizabeth will pursue a Masters in Education at Belmont University.



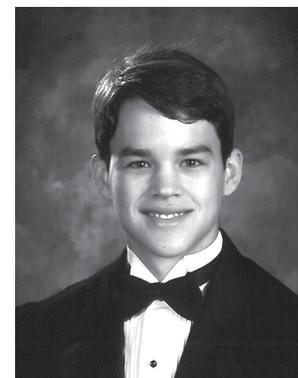
## Miranda Queen

Granddaughter of Jan Wingate (Finance). Graduate of Newnan High School, Newnan GA.



## Erica Stephens

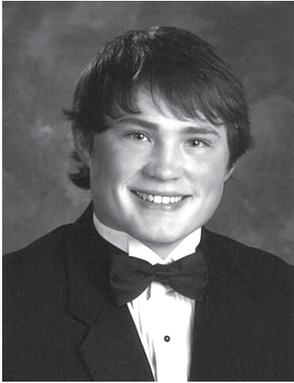
Daughter of Dallas Stephens (MFD). Graduate of South College with a BSN in Nursing. Erica will be employed by the University of Tennessee Hospital.



## Benjamin Walker

Son of Kim (Finance) and Todd Walker. Graduate of Maryville High School. Plans to attend Maryville College and major in Biochemistry. Ben plans to work as a Forensics Scientist as a Firearms and Toolmark Examiner.

## Class of 2018



### Rusty Glenn Hembree

Son of Kellen and Kelly Hembree, (Eng. & Public Works). Graduate of Heritage High School. Rusty will compete in the National SkillsUSA competition for the state of TN in cabinetmaking in June. He will attend Pellissippi State in the fall majoring in Business Management.



### Bryson Eli Perkins

Son of Gary and Stephanie (MPD) Perkins. Graduate of Alcoa High School. Plans to join the United States Military.

## Business is Booming

*Spotlight on Economic & Community Development with Angie Luckie*

**Richy Kreme Do-nuts** - Located at

2601 E. Broadway Ave. celebrated its newly renovated building with a ribbon cutting



on Monday, May 21. Richy Kreme is a Blount County tradition that goes all the way back to 1948. Marion Richardson, the original owner, came to the area in 1939 from Virginia where he and his brother had run a doughnut franchise. He began making doughnuts from his special flour blend in a shop across from the Eagleton Ball Park over 70 years ago. Back in 1948 he thought he could make a better doughnut, guess he was right!

## Fridays in the Field ...with the Sign Shop Guys

On the back side of the Operations Center along the dock there are several dark gray doors. Inside the very last one, you will find Dennis Effler and Henry Bergen, two long-time City employees who love their work, their jobs, and their bosses. You will also find a sign maker's paradise where these two men produce beautiful and unique works of art everyday. Both men started their careers with the City on the back of a garbage truck and worked their way through various departments before they landed in what they both consider to be the perfect job!

In June of 1988 Dennis reported for duty in the Sanitation Department for the very first time. He will celebrate his 30th anniversary this month. Many years ago he was asked if he would cover for a sign shop employee while he took some vacation days and he accepted. Dennis enjoyed his week in the sign shop and continued to cover for vacations and fill in when they needed an extra set of hands on board. Finally, in 1998 Dennis was asked to join the sign shop permanently and he happily accepted. Since then he has worked tirelessly to make the sign shop the best that it can be. There was a time when the sign shop had little if any equipment or tools to speak

of. Dennis was determined though and he often foraged for discarded tools along the side of the road. He still uses a tape measure today that he found many years ago. When the schools were updated he found a large slab of discarded marble that made a fabulous surface for cutting that still stands in the sign shop as a reminder of how far they've come. These days Dennis and Henry have what they need to get their jobs done in a timely and professional manner and together they maintain 7,500 signs throughout the city and they produce and install over 400 new signs per year, everything from street signs and stop signs to sandblasted decorative wooden signs.



Henry (middle), and Dennis (right) stand next to the Farmer's Market sign during production. Ron Nugent (left) has recently joined the guys in the sign shop to help out with the work load.

Henry joined the City of Maryville workforce in 1995 and just like Dennis, he started in Sanitation. He worked on the Grounds Maintenance team, and also with the Streets Department, and then he landed in the sign shop. This is a particularly good fit because he often has the opportunity to use his outstanding carpentry skills. Henry has the enviable reputation of being able to build anything out of wood and build it beautifully... anything! The latest project for the sign shop was a large 4' x 6' wooden sign that will hang at the Farmer's Market. Made from 1.5" thick cedar planks joined together tightly to form a large slab. It was sandblasted, giving it a 3-D effect and then painted; a piece of art produced right here at the City Sign Shop!

The walls of the shop proudly hold up examples of the work created in this sanctuary over the years. Each one speaks of Dennis' self-admitted pickiness or Henry's talented woodworking. The two men work together, each using their talents to create what is needed for the city of Maryville. Dennis and Henry have also worked to build a good relationship with Alcoa and Blount County by being there as backup if they are needed in a pinch. One year at Christmas time Alcoa called with a desperate need for 170 signs and only 3 days to complete them for Monday's scheduled road work. Dennis and Henry worked around the clock over the weekend and got the job done so construction on Hunt Road began as scheduled.

Together, Dennis and Henry have a combined 53 years of experience working for the City. Over the years, they've both worked with some good people, but they agree their current leaders, Tim Phillips, Brian Boone and Angie Luckie are not only wonderful bosses, but dear friends as well. "They're just decent people who support us and trust us," Dennis explained. Henry just smiled and nodded in agreement!

# People are the Key

## June Birthdays

- 2 Matthew Clark, E&PW
- 5 Joe Hartline, Water & Sewer
- 7 Steve Green, E&PW
- 9 Thomas Vananda, E&PW
- 10 Gabe Garner, Water & Sewer  
Ron Breazeale, Water & Sewer
- 12 Scotty Martin, Water & Sewer
- 14 Kevin Whitehead, E&PW
- 15 Steve Holte, Dev. Services  
Matt LaFon, E&PW
- 16 John Foley, MPD
- 17 Tony Crisp, MPD
- 18 Jacob Kagley, E&PW  
Michael Hutsell, Water & Sewer
- 20 Doyle Prince, Water & Sewer
- 22 Stacy Frye, Water & Sewer
- 23 Stay Chissay, E&PW  
Steven Kennedy, Fleet  
Darrell Lewelling, Water & Sewer
- 26 Scott Spicer, MPD
- 28 Curtis Tate, MPD
- 29 Doug Short, Electric  
Candy Russell, Finance
- 30 Julie Anderson, Electric



## Accolades and Applause



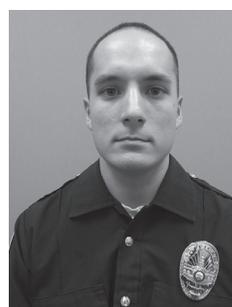
Just Born 5/3/18  
**Emily Kate Bailey**  
8 lbs. 4 oz. • Daughter of  
Michelle and Kevin Bailey  
(IT Department)



New Employee  
**Kayla Berry**  
MPD  
Police Officer



New Employee  
**Jane Ellis**  
Finance  
Customer Service Rep



Promotion  
**Jason Ayers**  
MPD  
Police Corporal



Promotion  
**Rod Fernandez**  
MPD  
Police Corporal

## June Anniversaries

- |                               |          |
|-------------------------------|----------|
| Debbie Ryan, Finance          | 37 years |
| Brian Myers, Electric         | 32 years |
| Dennis Effler, E&PW           | 30 years |
| James Hurst, Electric         | 29 years |
| Steven Kennedy, Electric      | 29 years |
| Eddie King, MPD               | 29 years |
| Carlos Hess, MPD              | 27 years |
| Brian Gray, E&PW              | 22 years |
| Ed Davis, MPD                 | 22 years |
| Darin Carver, MPD             | 22 years |
| Sid Davis, Electric           | 21 years |
| Scott Brown, Fleet            | 20 years |
| Randy Cupp, Finance           | 19 years |
| Michael Collins, MPD          | 19 years |
| John Spence, E&PW             | 14 years |
| Brian Boone, E&PW             | 13 years |
| Jill Ridings, Finance         | 13 years |
| Jessica Cooper, Water & Sewer | 12 years |
| Dusty Finger, Electric        | 11 years |
| Adam Parton, Water & Sewer    | 6 years  |
| William Potter, Water & Sewer | 6 years  |
| Steve Green, E&PW             | 3 years  |
| Garrett Holloway, MFD         | 1 year   |



Promotion  
**Gabe Garner**  
Water & Sewer  
Water Plant Operator



Promotion  
**Jason Pesterfield**  
MPD  
Police Corporal



Promotion  
**Kins Stafford**  
Water & Sewer  
Sr. Water Plant Operator



Retiring  
**Laurie Galvin**  
Finance  
Last Day of work: June 8, 2018



Retiring  
**Candy Russell**  
Finance  
Last Day of work: June 29, 2018