

NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



Volume 38, Number 10 National Fire Prevention Month Edition

October 2018

Ever Changing and Evolving Maryville Fire Department

Planning for the future and saving lives in Maryville

When Mike Caylor was promoted

to Deputy Chief of the Fire Department he and Chief Crisp began having conversations about processes. As they reviewed best practices and operational readiness for MFD, Chief would ask Mike, "Why do we do it this way?" Sometimes he would ask, "Why do we do this?" And sometimes, "Should we be doing this and is this the best way to do it?" Together the two agreed that the answer to all of those questions should never be, "Because we have always done it this way." That agreement was the first step in a journey they've set out on to improve the department.

Often when a key player in an organization retires it can mean uncharted territory for those that remain. In the Fire Department that period of uncertainty came as Mike was promoted, causing his position to

become available. When the administrative Captain's position is filled, another position will need to be filled and so on. Mike and Chief saw David Hodges retirement as the loss of a trusted and valued employee and friend, but it was also an opportunity to re-evaluate the needs of the community, advance the organization and individual employees' careers too. They set out to

identify areas of the department that could be improved upon. Along the way their rule of thumb was that every solution must pass the "common sense test." Everything is on the table, including issues as small as where the trucks are parked in the bay in terms of the best configuration for preparedness, to the customization of a new fire truck.

The process is not something that MFD expects to wrap up in a couple of months,

rather they intend to "eat this cake one piece at a time," according to Mike. "We are not rushing into anything and we are not making changes just for the sake of making changes. Some of our standard operating guidelines (SOG's) are 15 to 20 years old, so it really is a good opportunity to take a good look at every little thing. If we find that some SOG's don't need to be changed, they will stand as is."

Looking Forward to Tower 1

Another big change that is coming to MFD in the very near future is a new, high-tech single-axle fire truck with a 110' ladder.

The last time a new truck hit the streets in Maryville was back in 2007. The new truck will be a beauty, all red with a black ladder. At the end of the ladder is a platform bucket that can reach 10 floors up and lower all the way down to ground level. Currently MFD trucks have no buckets at the end of the ladder, so they must be climbed making rescues much more difficult than they will be going forward.

"Does this pass the common sense test?"

~ Chief Crisp

Purchasing a new fire truck is an eight to nine month process. The manufacturer has a formula for guaranteeing customer satisfaction that includes a tour of their facility where other trucks are being customized. During this time customers'

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Deputy Chief Mike Caylor (left) and Captain Mike Sing (recently retired) on the porch of a house used for training before Coulter Grove Intermediate School was built.



Sneak peek of the new, very much anticipated Ascendant, 110' Heavy-duty Aerial Platform Fire Truck that will soon call MFD home. Meet Tower 1.

Inside the Nut

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People Are the Key

Business is Booming

Spotlight on Economic & Community Development with Angie Luckie

Her Majesty Boutique is located in Foothills Mall near Chick-fil-A. Owner Ashley Ingram, Ms. Tennessee 2017, opened for business July 21. She offers affordable clothing and accessories to make every woman feel like a queen. Ashley opened her first store in Sweetwater, her hometown, in May of 2017, but knew then that she wanted to have a store in Maryville eventually. She stocks her store with women's apparel size small to 3XL, and offers some event and gala-type wear as well.



Chicken Salad Chick Grand Opening Celebration

In the old Kroger building next to Target - October 3 - 6.

October iTAME Update

What's new and what's next?



1. Time and Attendance System - The Request for Proposals was published last month and responses were due Sept. 24. Five proposals were submitted.

2. Work Order Management, Inventory and Asset Management - The process of identifying requirements for a new system(s) that will take in the critical functions has begun. The iTAME

team started this process with the Electric, Water, Wastewater, and Fleet departments.

3. Ongoing Fiber Maintenance and Repairs - Working with the Electric Department, we have rolled out several new fiber installs that have enabled full utilization of Versa collectors (collecting utility readings), and the overall fiber network.

4. Cayenta Upgrade - Maryville customer care and billing staff are currently testing Cayenta's newest version with an anticipated go-live date of mid-February 2019.

Emergency Call Stations Installed

Over the summer MPD installed two new Code Blue Help Stations

In an emergency, Police assistance stands readily available in the Municipal Building parking lot and the MPD/MFD back parking lot as well. When the "Call" button is pushed, the unit automatically dials Blount County Emergency Communications.

The dispatcher in the E-911 center is able to speak directly to the person who is in need of help and will initiate the appropriate response.

The Emergency Call Station is also capable of giving dispatch your exact location for a faster response. The high intensity blue LED light on top of the tower stays on 24/7 in order to increase visibility of the unit, especially at night.



Reaching Out to Educate the Community

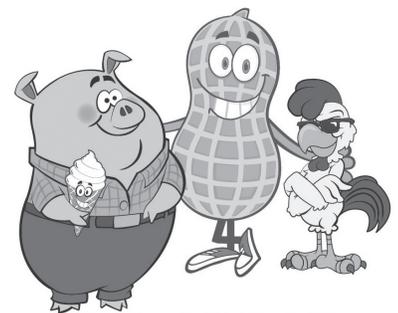
Every year during the month of October area schools visit our Fire and Police Departments. Shown below is a Kindergarten Class from Sam Houston Elementary during their visit with MFD last year.



Annual Employee Picnic

Featuring Buddy's BBQ and Chadwick's Churn Ice Cream.

Don't miss it! Our annual employee appreciation luncheon celebrating you and all that you do for the City. We thank you for your hard work and dedication to the community!



October 2, 11:30 - 1:00
Operations Center

9/11 Tribute

Air Force veteran pays his respects to first responders

Patrick Barlow graduated from high school in May of 1967. By June of the same year he had enlisted and was on his way to Vietnam. He spent 21 years in the military retiring in 1988. Now almost 70 years old, he salutes the men and women who currently serve or those who have served in the past with a silent salute and an American Flag whenever he can.

On September 11, 2018 he stationed himself in front of our Fire Department on Broadway. "I give my respect to those who run in when everyone else is running out," he said.



People Are the Key

MFD - continued from page 1

questions can be answered, fears can be laid to rest and the needs of the community can be considered. Following the first visit, a pre-build meeting to go over the specifications and customer expectations is scheduled. Several months later, after the truck is complete there is a final inspection to compare the specs to the actual build. Modifications to the design can be made at this stage if needed. If no modifications are requested, the manufacturer schedules delivery. After the city takes possession, the manufacturer provides six days of intense one-on-one training, followed by three to four weeks of in-house training before the truck is ever called into service. What a day that will be! Long awaited and much anticipated like a childhood Christmas for the entire department.

Back in the Hot Seat

Deputy Chief Caylor understands that change can be difficult, so he intends to spend some time in action alongside the 36 fire fighters on his roster. He's already completed one 24-hour shift with no less than 21 calls for assistance. Mike will complete two more 24-hour shifts before he calls it a done deal. In his previous position as Administrative Captain working day shift was required in order to accomplish his responsibilities so, it has been almost 11 years since he last worked a 24-hour shift. The purpose of this is to fully understand what our Firefighters experience on their shifts and what they need to make their jobs easier, safer and more efficient. Considering it is projected that MFD will be called out 5,000 times



A close up of the battery powered Jaws of Life equipment used by the fire department in an average of ten car accidents per year.

in 2018, safety and efficiency are major concerns for the city.

The Golden Hour

All photographers know about the golden hour. It is an hour just after sunrise and an hour in the evening just before the sun sets when the natural light is perfect for

getting magical shots. EMT's know the golden hour to be the first hour after the occurrence of a traumatic injury, considered the most critical for successful emergency treatment. The thing they have in common is that they both make it much easier to achieve the desired outcome. In the emergency world, everything is done as quickly as possible, right down to the amount of time that is allowed between the alarm tone and getting on the road. Regulations allow 60 seconds to get into your gear and on the road, even if the call comes in the middle of the night. In addition, all City of Maryville Firefighters/EMT's are required to be able to identify the 800+ roads in the city, their names and locations in order to figure out the fastest route to the accident or fire before the truck even leaves the bay.



MFD crews get ready for another day of training. Two houses provided valuable real life training before they were burned down prior to construction of Coulter Grove Intermediate School.

In an emergency, the difference between life and death can come down to a matter of minutes. That's why MFD works hard to reduce response times in a constant race against the clock. In order to understand the need for preparedness, consider these stats:

- in just two minutes, a fire can become life-threatening (www.ready.gov).
- following a cardiac arrest, the victim needs emergency treatment within four to six minutes (The American Heart Association).
- the projected number of calls to 911 that actually transmit location data is only 40% (Public Safety and Homeland Security Bureau).

Constant training, state of the art equipment, community awareness and revisiting their standard operating guidelines are just a few of the many strategies the Fire Department has in place to prepare to assist the public in emergencies both big and small, day or night.

Accolades and Applause



New Born

John William Roberson V

Born 8/30 • 7lbs. 12 oz.
Son of Danielle and John W. Roberson (E&PW)



New Employee

Corey Breeden
E&PW

Grounds Maintenance



New Employee

Josh Richards
MFD

Firefighter/EMT



New Employee

Brad Weeks
E&PW

Grounds Maintenance



Promotion

Tim Phillips
E&PW

Assistant Director of Engineering & Public Works

People are the Key

October Birthdays

- 1 Jonathan Ellenburg, Water & Sewer
- 2 Nathaniel Robinson, MPD
David Headrick, Water & Sewer
- 3 Leslie Crawford, HR
Caleb Compton, E&PW
- 4 Steven Wickert, MPD
- 5 Brian Gray, E&PW
- 6 Jeff Murr, E&PW
- 7 Keith Wilson, Water & Sewer
- 8 Joe Tipton, Water & Sewer
- 9 Sharie Gaby, HR
Kevin Bailey, IT
Jordan Clark, Dev. Services
William Murphy, Electric
- 11 Brent Robbins, Water & Sewer
Terri Caylor, Admin.
- 13 Matthew Watson, MPD
- 14 Sandra Warwick, Finance
- 21 Jennifer Riffle, MPD
- 22 Tammy Hankinson, Finance
- 23 Don Myers, Electric
Bill Bain, MFD
Jamie Hipps, E&PW
- 28 Terry Welshan, Dev. Services
- 29 Ricky Cummings, E&PW
Joe Bogart, Finance
- 30 Jonathon Riggsbee, Admin.



October Anniversaries

- Steve Martin, Electric 43 years
- Ed Lindsey, Electric 42 years
- Todd Burchett, Water & Sewer 33 years
- Jack Loveday, Water & Sewer 31 years
- Ronnie Pryor, MPD 29 years
- Joe Head, Water & Sewer 27 years
- Rusty Thompson, Dev. Services 23 years
- Robert Large, Dev. Services 19 years
- Shaun O'Neal, MPD 18 years
- Kenneth Crowder, MPD 17 years
- Matt Clark, E&PW 17 years
- David Headrick, Water & Sewer 16 years
- Keith Brewer, E&PW 15 years
- Steven Dotson, MPD 11 years
- Chance Hawkins, MFD 11 years
- Sarah Harris, MFD 11 years
- Kevin Stoltenberg, E&PW 11 years
- Michael Alexander, E&PW 8 years
- Jerry Hall, Water & Sewer 5 years
- Ben Tatham, MFD 2 years
- Derik Hilbert, E&PW 2 years
- Tyler Kirkland, E&PW 2 years
- Perla Garrett, Finance 2 years
- Jordan Clark, Dev. Services 1 year



National Fire Prevention Week Oct. 7 - 13

Fire Prevention Week is observed each year during the week of October 9th in commemoration of the Great Chicago Fire. According to legend, on Sunday evening, October 8, 1871, Mrs. Catherine O'Leary was in her barn milking her cow. When the cow kicked over a lamp, it sparked the Great Chicago Fire. Much of the town was made of wood including buildings, fences, and sidewalks. It was a common practice to spread sawdust in the dirt streets to cut down on the dust as well, and there had been only 5" of rain total since January of that year. It was a disaster waiting to happen. Burning for more than 27 hours, the fire grew to four miles long and 1 mile wide and jumped the Chicago River twice before it was extinguished. That day more than 300 people were killed, 100,000 people were left homeless, 2,000 acres of land were burned and over 17,400 structures or 1/3 of the city was destroyed. The Great Chicago Fire changed the way we think about fire prevention. On the 40th anniversary of the fire, the Fire Marshals Association of North America decided that every year on October 9 (the day the fire was extinguished) they should commemorate the tragedy by keeping the public informed about the importance of Fire Prevention. In 1920 President Woodrow Wilson issued the first National Fire Prevention Day Proclamation. Every President of the United States has signed a proclamation proclaiming a National Observance during the week of October 9th every year since 1925.

Flu Shots Offered

Friday, October 5, 2018

Free flu shots will be offered to all full-time employees and their spouses in preparation for flu season. Shots will be administered in the Gary Hensley Room at the Municipal Building from 7:30 a.m. to 3:30 p.m. on Oct. 5. If you signed up by September 28, be sure to bring your UMR insurance card or your insurance provider card (if you do not carry insurance through the city) and your identification when you check in on the 5th.



Thank You!

Thank you for the crosswalk at Stanley and Court. Cars are actually stopping for pedestrians. And thank you for the speed meter on northbound S. Court south of Indiana; it seems to be slowing down traffic.

Jim & Hannah Volk
918 Hunter Lane
Maryville, TN 37803