

## **SUMMER SIZZLE:**Hot Jobs in the City

As summer unofficially draws to a close, this is a good opportunity to give a shout-out to those City co-workers who routinely take on the worst that summer can dish out – broiling sun, 95-degree weather and high humidity – as part of their daily jobs.

The firefighters, police officers and Public Service Department crews who are out in the elements every day have always drawn the admiration and respect from their co-workers – especially those among the City's 1,550 employees who are fortunate to work many of their hours in the climate-controlled City County Building, Public Works Service Center and Police and Fire headquarter offices. Those who are out all day in the summer heat now will be braving bone-chilling cold during the coming winter months.

Communications Director Eric Vreeland talked with several City employees whose

jobs, he thought, probably get a little tougher in July and August. KPD Police Lt. Brian Evans, for example, quipped about the Black Hawk Motorcycle Unit:

"Everyone thinks it's a great job, and they want it - 10 months out of the year." The short feature stories about those who carry out challenging summer tasks were posted on City Blog and shared on social media.

"The response from the public meant a lot to our folks," Vreeland said. "Thousands of people read on Facebook about what it's like to spread steaming asphalt all day long, or to put on heavy protective gear and battle a 900-degree fire. And dozens of strangers took the time to post their compliments on Facebook. The hearty response from citizens to our folks' dedication and work ethic was really gratifying."

Read those stories in this edition, pages **4**, **5**, **7** and **8**.

### SEPTEMBER 2018 VOLUME 7, ISSUE 4



www.knoxvilletn.gov

## EMPLOYEE ANNIVERSARIES

### 10 YEARS

Jason Mathew Boston
Robert Allen Cook
Michael Eric Deets
Tony Nathaniel King
John David Lawson
Matthew Thomas Lawson
Jason Mark Lay
Mary Wester Lewis
Kyle Glenn Loveday
Adam Lucas Minner
Edward Leroy Nation
Andrew Perry Olson
Adam Stewart Parnell

### Visit Zoo Knoxville for FREE!



Zoo Knoxville is extending FREE admission to all City employees and their immediate families for the month of SEPTEMBER!

Show your City ID at the Ticket Window to take advantage of this Wildly Fun opportunity!

Visit **zooknoxville.org** for hours of operation.

Please direct any questions to Zoo Knoxville at 865-637-5331 or call Employee Benefits at 865-215-2111.





### **Mayor's Message**



Mayor Madeline Rogero

For this edition of City Works, our Communications Department is profiling a few of the City employees who have been bearing the brunt of summer's worst heat and humidity. Their jobs have been hot, sticky and downright uncomfortable.

We appreciate the hard work and dedication of firefighters Scott Warwick, Al Ludwig and Erynn Tauchen; motorcycle police officer Jason Gardner; asphalt crew member Frankie Robinson; and horticulture crew member Joe Collins. These individuals are representative of many other City employees who labor in the summer heat to keep our city rolling.

We salute the professionalism of our City co-workers and thank you for your service to our city.

In this issue, you can also enjoy a Q&A with financial analyst Kittrin Smith and, with Vol football underway, find timely tips for safe tailgating from Risk Management.

### **Follow the Mayor:**



Facebook.com/MayorRogero



Twitter.com/MayorRogero

### **Department News & Notes**

### KPD

Eve Thomas has been named Knoxville's new Chief of Police after David Rausch's departure to become Director of the Tennessee Bureau of Investigation. Thomas has been with the department since 1993 and was most recently promoted to Deputy Chief in February of



Police Chief Eve Thomas

this year. She is the first woman to lead KPD.

Congratulations to Ron Green on being promoted to the rank of Deputy Chief for the



Deputy Chief Ron Green

Knoxville Police
Department. Deputy
Chief Green began his
career with KPD in
1993. Green is the
fourth member of
Class 93A to attain the
rank of Deputy Chief,
and he is the second
African-American in
the city's history to
achieve that rank.

### **PURCHASING**

Natalie and Phillip Reyes, and proud brother Britton. 11. welcomed Isabella Ruth Reves into the world at 6:28 a.m. Tuesday, June 26. She weighed 6 lbs, 15 oz and measured



Natalie Reyes with baby Isabella Ruth

19 inches long. She is the first granddaughter on Natalie's side of the family and gets her middle name from her maternal great-grandmother Ruth. Natalie is a Contract Manager in Purchasing, and Phillip is a traffic systems supervisor in Engineering. Congratulations to the Reyes family.

## EMPLOYEE ANNIVERSARIES

### 10 YEARS

Derek William Swartz Shaun Adam Sakovich Joshua Robert Smith

### 15 YEARS

Brandi Cheri Carson Terry Lee Clarence Guyse

### 20 YEARS

San J. Adams Billy Baker Michael Jason Booker Robert J. Cheesman Robby D. Copas Loretta Sue Cox Thomas Wayne Epps Albert T. Gibson, Jr. Charles Todd Hardin Jody Ray Hudson Dennis W. Hurst Joseph Aaron Johnson William C. King, II Derek D. Kirby Michael J. Miles Joanna Cathleen Mize Linda Ann Pardue Gregory D. Perrin David Earl Powell Keli Rhea Randolph James D. Rickett, Jr. Fredric Jason Scott Mark Amos Taylor Paul N. Trumpore James M. Womble, Jr.

### 25 YEARS

Daniel L. Anderson, Sr. Christopher Bell

### **30 YEARS**

Jim York

### **45 YEARS**

James Mobley

### 10 Questions with Kittrin Smith

Within the City's Treasury Division, the Financial Analyst maintains the processes for the receipt of payments to the City and the accounting for banking activity. Kittrin Smith helps manage the operations of the division.

Kittrin began her career with the City of Knoxville in the Finance



Kittrin Smith Financial Analyst

Department's Accounting division before transferring to Treasury. Treasury manages all of the City's investments and oversees all processing of its monetary transactions, plus helps set budgets for each City department.

Kittrin is a professional and widely recognized for her hard work. Here are her answers to our 10 questions that give insight into her daily experience here at work.

### 1. Where are you from?

I claim the Northern Virginia area but was born in Kansas. I grew up an Army brat and lived most of my adolescence in Germany. I returned to the U.S. in my senior year of high school when my family moved to Northern Virginia.

### 2. Tell us a bit about your family.

I have a rather close knit family. I have a brother who is six years my senior, so as you can imagine he picked on me a lot growing up, but I still love him. My father passed away almost eight years ago, and my mother is still living in Northern Virginia. I have two daughters—Mahrissa, 22, and Nicole, 7. Mahrissa just graduated from ETSU in May, and Nicole will be entering second grade this fall.

## 3. What do you like to do on your free time?

I enjoy being involved in my daughter's extracurricular activities. I'm the leader of her Girl Scout troop and coach girls' soccer. When I'm not doing either of those things, I enjoy hiking and fishing, despite the fact that I rarely ever catch anything.

## 4. How have you adjusted to your role in Treasury?

When I first came to work at the City, I was in the Accounting division of the Finance Department. After three years, I transferred to Treasury. The transition was challenging at first, but I received a solid understanding of how the City's finances work while in Accounting and that helped.

## 5. What do you do as Financial Analyst?

I manage the City's investments, oversee the processing of the City's receivables (property tax revenue, grant funds, and State shared taxes being the bulk of them), maintain our general ledger cash balances, and ensure that the daily running of all cash transaction processes are functioning properly.

## 6. What are some of the most notable items you've encountered?

I think the thing we find most interesting is the amount of foreign currency we receive in our parking meters. It's amazing just how many Canadian coins "someone" here in Knoxville uses in our parking meters on a regular basis.

### 7. How do you budget the City's investments?

We have a rather conservative investment policy. As such, protecting ourselves from risk is very important to us. We have the responsibility of meeting the City's daily cash flow demands while maximizing the return on our investments. Budgeting for this involves planning for the City's spending and funding of projects by timing the maturity of investments and anticipated interest payments.

## 8. What challenges have you overcome to get where you are today?

I think my largest personal challenge was recovering from a motorcycle accident when I was 30 years old. I almost cut my liver in half, broke my pelvis in three places along with three ribs and my elbow. I also crushed my foot and seriously damaged my leg. I was in intensive care for two weeks. Once released from the hospital, I had to learn to sit up and walk again.

This was a critical time in my life, when I was just learning who I was. It crushed me mentally and emotionally. I became

## TAILGATING TIPS FROM RISK MANAGEMENT

It's Football Time in Tennessee! Risk Management offers these tips for gridiron fans wanting to have fun while staying safe:

- **1. Plan meals.** Don't wait till the last minute. Pre-plan your tailgating event. Stage and check your gear before loading.
- 2. Transport and start gas grills safely. Check hoses and connections before transporting and starting your grill.
- **3. Keep it cool.** A cooler becomes a portable refrigerator; the temperature of 40 degrees F or colder should be maintained.
- **4. Wash your hands!** Over 50 percent of all foodborne illness is caused by unclean hands.
- 5. Meat requires stellar sanitation. Pack raw meat in individual containers, and be especially careful to prevent cross-contamination. Sanitize utensils, cutting boards and other surfaces every time raw meat comes in contact with them.
- **6. Marinating food.** Always marinate in the refrigerator, not on the counter. Do not pre-cook food that does not immediately go on the grill.
- 7. When in doubt, toss it out! Throw away perishable foods that have been left out for more than an hour in hot temperatures or more than two hours in moderate conditions. Discard any leftovers that are not ice cold (40 degrees F or below) after the game.
- 8. Keep a fire extinguisher and first aid kit on hand. Don't pack them in your truck or car you never know when a game of Frisbee results in a trip or fall, or the cook is injured using a sharp knife while watching the Frisbee game!
- **9. Designate a driver.** Assign who's driving before the event. Eliminate the possibility of a bad decision. If you drink, don't drive, and if you drive, don't drink!
- **10. Drink plenty of water.** Spending a day in the sun can lead to dehydration.
- **11. Don't present opportunity!** Avoid leaving valuables in the car in plain sight.

Remember: Everyone is a risk manager!

## SUMMER SIZZLE: Firefighters Battle 900-Degree House Fires

If you think Knoxville's heat and humidity can be unbearable at times, imagine being a firefighter and battling a 900-degree house fire while wearing heavy, multilayered, insulated turnout gear.

"It's like wrapping a potato in aluminum foil and sticking it in the oven," says Master Firefighter Al Ludwig, a 13-year KFD veteran assigned to the Station 11 Engine Company on Whittle Springs Road.

On a recent run, he says, the heat inside his protective coat was so great that it literally melted a plastic band.

Station 11 Capt. Scott Warwick has seen a lot in his 28 years with KFD. He knows what to eat, how to hydrate, how to rotate crews around at a working fire, and what heat-related signs of distress to look for.

"When you're engaged in a heavy fire, you can't stop - but you do need to pace yourself," he says.

In her July 23 weekly newsletter, Mayor Madeline Rogero recognized and thanked the firefighters. She also cited some of the many other City employees who brave the extreme temperatures as part of the everyday jobs:

"Our Police motorcycle officers contend with engine and road heat over 10-hour shifts, but they're out there every day, keeping us safe. Our Public Service Department asphalt and horticulture crews likewise take on the brunt of summer - and their thoroughness and conscientious attention to detail are praiseworthy.

"We thank our dedicated City employees for everything they do, especially those working outdoors during the hottest part of summer."

(To receive the email weekly newsletter, "From the Desk of Madeline Rogero," click on this link to subscribe: http://bit.ly/2tjh2RC.)

Working in super-heated environments, Fire Capt. Warwick says it's critical to proactively hydrate. He drinks 20 ounces of water as soon as he wakes up each



Senior Firefighter Erynn Tauchen, Capt. Scott Warwick and Master Firefighter Al Ludwig with Engine Co. 11.

morning. And then he continues throughout the day, taking in 8 to 16 ounces every hour.

Firefighters are trained to recognize warning signs - first, the indications of dehydration. Then the more serious heat exhaustion. And most serious of all - nausea, vomiting and clammy cool skin associated with heat stroke.

"That's when you're deep into it, and it's a medical emergency," Warwick says. "You just look someone in the face. The lights are on, but no one's home. That's when you need to act quickly."

At a fire scene, Warwick says, it's time to rotate firefighters around after 15 to 20 minutes - pull back those closest to the extreme heat, and let them get rehabilitated. "It doesn't take long" to get dangerously overheated, he says.

"You know when someone is reaching their limits," Warwick says. "That's why we watch out for each other, and we have to recognize the signs and symptoms."

## UPCOMING HEALTH EDUCATION CLASSES

**09/11/18 at 2 p.m.,** Public Works Center Community Room, *Conflict Resolution* 

**09/13/18 at 11 a.m.,** Lakeshore Park Admin Building, *Foods That Fight Inflammation* 

**09/18/18 at 1 p.m.,** City County Building Room 549, *Foods That Fight Inflammation* 

**09/25/18 at 1 p.m.,** Safety Building Training Room, *How Stress Affects Your Health* 

**09/27/18 at 2 p.m.,** Public Works Center Community Room, *Tips For Choosing a Healthy Breakfast* 

To sign up for classes please visit www.knoxvilletn.gov/employees and click on "Class Signup" or call The Center at 215-6150.

# Make Knoxville the Most Friendly City for People with Disabilities and Seniors

Help the Mayor's Council on Disability Issues (CODI) make Knoxville the most friendly for people with disabilities and seniors.



You're invited to complete a survey based on what you think would make Knoxville the most disability friendly. Even if you don't live in

the city, completing this survey will help us to understand the factors and facilities that are important to you!

To complete the survey, scan the QR code, or visit http://bit.ly/codisurvey.

If you would like a hard-copy sent to you, contact Misha Byrne at: 865-215-2423, or email <a href="mailto:MByrne@KnoxvilleTN.gov">MByrne@KnoxvilleTN.gov</a>.

## FITNESS CLASSES - CITY COUNTY BUILDING

#### **MONDAYS**

6:00 AM Group DVD Class w/Carol - FREE

12:00 PM Body Strengthening w/Kent - FREE

12:30 PM Light Stretch / Flexibility

w/Kent - FREE 1:00 PM Line Dancing

Aerobics w/Kathy \$10 month/\$3 class

2:00 PM Group DVD Class w/Amy - FREE

3:30 PM Group DVD Class

4:40 PM POUND® Class

w/Ginger - FREE

w/Jennifer - FREE

## SUMMER SIZZLE: 'Great Job, 10 Months Out of the Year'

Police Lt. Brian Evans grins when asked about what it's like for motorcycle officers to patrol during the hottest parts of summer.

"Everyone thinks it's a great job, and they want it - 10 months out of the year," says KPD's Traffic Services Coordinator.

KPD Officer Jason Gardner, a nine-year veteran, traded in his patrol cruiser for a Harley Electra Glide at the start of summer. So Gardner knows firsthand just how intense the July heat can be.

Working wrecks and traffic control assignments can mean a 10-hour shift in the direct sun, with heat bouncing off the roadway. Wearing a dark uniform and a snug protective vest.

"And 200 degrees is coming off the engine," he says.

Uncomfortable as it sounds, Gardner doesn't seem to mind the heat. He takes precautions: He eats a lot of small meals of fruits and vegetables throughout the day, and he hydrates, beginning the night before hitting the road.

"You have to know your body," he says.
"The summer makes a huge difference.
You continue to sweat, so I drink two gallons a day to replace what I lose."

So after hours in the hot sun, does he head into an air-conditioned restaurant for a sit-down lunch?

"I'm the world's worst for taking long breaks indoors," Gardner said. "I usually



**KPD Officer Jason Gardner** 

just pull off in the shade, pull out a salad and catch up on reports."

There's something else to know about Gardner: He's a Marathon runner, and he's training for a December Ironman competition. So even during his off time, he's out in the heat. He takes 10-mile practice runs five days a week. That's about 200 miles a month.

Gardner, who'd been riding motorcycles since he was 16, wanted to be a member of KPD's Blue Hawk Motorcycle Unit. "It's a special squad," he says.

See Summer Sizzle, Page 7

### **TUESDAYS**

12:30 PM Vinyasa Flow Yoga w/Leslie - \$10

1:30 PM Group DVD Class w/Amy - FREE

4:00 PM Vinyasa Flow Yoga w/Leslie - \$10

### WEDNESDAYS

6:00 AM Group DVD Class w/Carol - FREE

12:30 PM One-on-One Thai Yoga w/Leslie

\$30 per 40 min.

1:30 PM Group DVD Class w/Amy - FREE

4:40 PM POUND® Class w/Ginger - FREE

### **THURSDAYS**

11:30 AM Group DVD Class w/Amy - FREE

12:30 PM One-on-One Thai Yoga w/Leslie \$30 per 40 min.

1:30 PM One-on-One Thai Yoga w/Leslie \$30 per 40 min. Session

Session

### **Department News**, from Page 2

### COMMUNICATIONS

In August, there were many changes in the Communications Department.

We said farewell to Senior Director of Communications and Government Relations Jesse Fox Mayshark as he left the City to embark on his return to the pursuit of journalism.

Deputy Director Eric Vreeland was promoted to fill Mayshark's position. Vreeland came to the work for the City in 2013 after 26 years as a reporter and editor at the Knoxville News Sentinel.

To fill Vreeland's position. Fiona McAnally has been named Deputy Director of Communications. McAnally came from

the Knox County Health Department where



**Senior Director of** Communications & Government Relations **Eric Vreeland** 

she served as the Director of the Assessment and Planning Division.

The Communications Department has also added Dan Frye to the group as a Graphic Designer.

Dan has over 30 years of graphic design experience including working for

Scripps Networks and Whittle Communications.



**Graphic Designer** Dan Frye

311 Director Russ Jensen was elected Vice President of Tennessee AIRS (Alliance of



Information and Referral Systems) at its annual statewide membership meeting. The organization connects people in need with community resources that provide help, like 311, 211 and specialized services like the Amputee Coalition and the Knoxville-Knox County Community Action Committee Office on Aging Senior Citizens Information and Referral Service.

See Department News, Page 8

### FITNESS CLASSES -CITY COUNTY BUILDING

### **FRIDAYS**

6:00 AM **Group DVD Class** w/ Carol - FREE

11:00 AM One-on-One Thai Yoga w/ Leslie \$30 per 40 min.

12:00 PM Vinyasa Flow Yoga w/Tiny - FREE

Group DVD Class 1:00 PM w/Amy - FREE

> All classes are at the City County Building in Room L217.

Classes are subject to change, please call 215-2111 to verify schedule.

### **FITNESS CLASSES -PUBLIC WORKS SERVICE CENTER**

### **TUESDAYS**

1:00 PM Line Dancing Aerobics w / Kathy, \$10 month/\$3 class

> Classes at Morris Ave. are held in Zone 1 Room or Community Room.

Classes are subject to change, please call 215-2111 to verify schedule.

**Deputy Director of Communications** Fiona McAnally

### 10 Questions, from Page 3

completely dependent on my parents and was forced to move in with them as they nursed me back to health. It could have been a tragedy that sent me down a bad path, but instead it gave me a strength I could never have imagined.

I found my relationship with God and became determined to make the most of myself. At the time, I was an office manager of a Presbyterian church and despite the six-month leave of absence they gave me, I went back to work after four months, in my wheelchair. It ultimately took me a year to recover physically, while the strength I gained from it stays with me today.

### 9. What is the most challenging part of your job?

Working with the different departments and ensuring I understand the challenges

and goals of their operation in order to serve them to the best of my ability. Knoxville is a very diverse city, and we serve our citizens well. Here in Finance, we're tasked with the responsibility of ensuring we not only fund the services we provide today, but also the services we will provide for our City's tomorrow.

### 10. The most rewarding?

The people I work with. I work with a wonderful team of ladies in Treasury. We are always running 100 miles an hour while at the same time caring, supporting and encouraging each other. We're a close knit group. We laugh together, cry together and push each other to be the best we can be. I feel very fortunate to be a part of what we do every day.

- Communications Intern Jalyn Ball

# SUMMER SIZZLE: 'Gotta Be a Special Kind of Somebody to Like Doing Asphalt'

When it comes to hot, sticky, uncomfortable summer jobs, there are very few that rival was Frankie Robinson does, day in and day out.

Robinson, a three-year City employee in the Public Service Department, spreads 400-degree asphalt.

Not just a dab here and there. His crew routinely loads, transports and lays 5 to 10 tons a day. During "grind time," when a greenway is being built or resurfaced, his crew might muscle more than 120 tons of asphalt.

"Some people think I'm crazy, but I enjoy what I do," Robinson says. "You gotta be a special kind of somebody to like doing asphalt."

The asphalt crew works mostly in the direct sun. The heat rises off the fresh asphalt, which the lute man stands over while it gets spread out evenly. The screw man, who sets the heights on the conveyor belt on the back of the truck, also stands over steaming asphalt.

"You sweat a lot, and by the end of the day, my clothes are drenched," Robinson says. "You don't have much of an appetite during the day due to the heat, so you have to pay attention and hydrate, take in electrolytes. We carry around packs of drink mixes."

Nutrition is important - eating right and taking in enough protein and carbohydrates at home at night. One of his tricks? Chocolate milk.

"I wake up feeling fine, ready to go out and do it all over again," he says.

Robinson says people are always empathetic to crews working in the heat.



Frankie Robinson from the Paving Crew of the City's Public Service Department

So he always returns the favor by treating people right when he's on a job site.

"There's this old stereotype of government workers not caring, not being polite, which isn't true," he says. "We want to break that stereotype. So we try to always be kind and courteous."

Even when it's a withering 95 degrees and the sun is beating down?

"Sure, why not? Even then."

See Summer Sizzle, Page 8

## BUS PASS FOR EMPLOYEES



Take advantage of the City employee's free bus pass program. You can receive one 20-ride pass per month and the pass is good until you use all of the rides on it - the pass doesn't expire!

Call 215-2111 for more information or just visit the Employee Benefits Division in Room 566 to fill out the bus pass application. Get your pass today and *Ride for change... for FREE!* 



Not sure where you could use the bus pass? Just visit www.katbus.com for detailed maps and route planning. Plus, there are printed maps on the Main floor of the City County Building.

### **REMAINING UT FOOTBALL GAMES**

Sept. 8 **ETSU** Oct. 27 at S. Carolina Sept. 15 **UTEP** Nov. 3 Charlotte Sept. 22 Kentucky **Florida** Nov. 10 Sept. 29 at Georgia Nov. 17 Missouri Oct. 13 Nov. 24 at Vanderbilt at Auburn Oct. 20 Alabama Gameday info available at www.knoxvilletn.gov/gameday

### SUMMER SIZZLE: Horticulture Pro Relies on 'Team Effort'

In the City's Public Service Department, many hands make light work.

That's especially true for the horticulture crews, who every day work together seamlessly as a team to keep parks, greenways and public rights-of-way looking their best.

With all the wet, steamy weather this summer, they've been tackling a seemingly endless series of overgrown parks and public parcels, one at a time.

"Our crew will weed, plant flowers and shrubs, mulch and mow more than 100 acres," says Joe Collins, who likes both the variety of his job and working outdoors, even in the hottest stretches of summer. "We weed-eat the banks, and we help Urban Forestry with emergency tree calls.

"Especially when it's really hot, we all pull together to finish a project. Some of us will be landscaping, and some will be mowing. It's all work in the same park, so it all comes together at the end of the day. Everybody is helping everybody - it's a team effort."

Collins shrugs off the suggestion that his job is unusually gruelling. But how about when temperatures top 95 degrees, the sun is beating down and the air is thick and humid?

"The body adapts - you get used to being out in the heat," he says. "We take in a lot of ice and water."

Still, there are tasks that make muscles ache.

"The weed-eat guys, they walk all day long," Collins says. "It's hot, and the weed-eater



Joe Collins from the Horticulture Crew of the City's Public Service Department

gets heavy. It probably weighs 20 pounds, but it feels like 50 pounds by the end of the day.

"Or, when you're weeding, you're bending over all day. That seems a little more hard during the hot weather."

But make no mistake about it: Collins wouldn't trade jobs. He gets satisfaction, seeing the good results every time his crew flexes its muscle and knowhow and whips ragged overgrown parcels of public property into shape in no time.

"This is a job that I want to get up and go to work to do," he says. "I love my job."

### **Department News**, from Page 6

### **KPD**

Congratulations to the Knoxville Police Department's 18 newest officers, sworn in at an Aug. 17 graduation ceremony at Laurel Church of Christ. For details and photos: https://bit.ly/2POiov5



**Knoxville Police Department Graduating Class of 2018-A** 

## NEWSLETTER CONTACT INFO

If you have a story idea or an employee you would like to see interviewed for 10 Questions please contact:

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