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August 2017

Public Safety



Aladtec: online employee scheduling & workforce management for public safety

Illinois embraces mutual aid network

Women step into leadership roles

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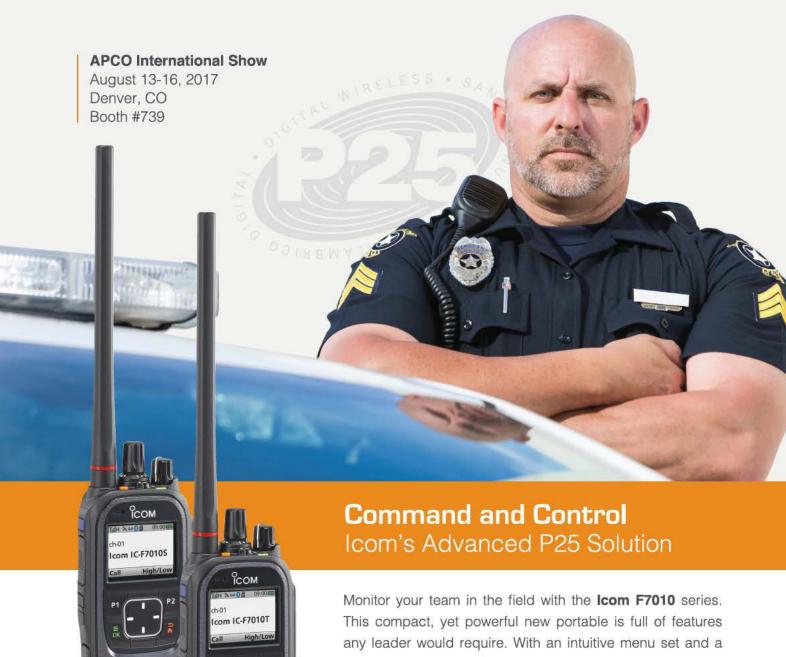


ON THE COVER

Aladtec offers solutions for staff scheduling, online forms, records management, time/ attendance, tracking certification/licensing and more. Learn how its easy interface won over the city of North Olmsted, Ohio, on page 10, and don't forget to visit www.aladtec.com to see how it can work for you. (Photo provided)







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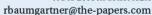






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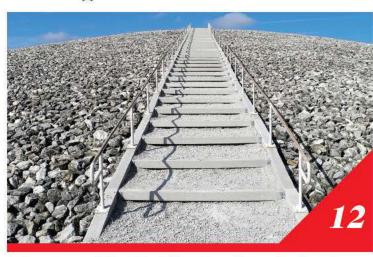






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Departments



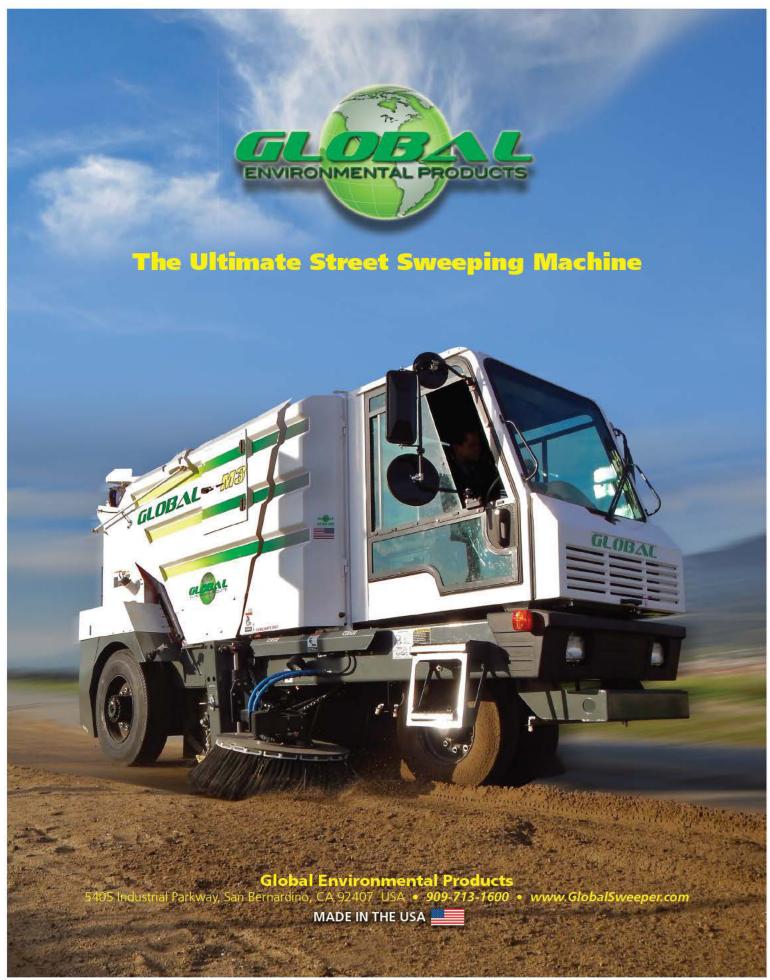
Nuclear Trail, Weldon Spring, Mo.

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An uncertain world



Sarah Wright | Editor

ARE A POLARIZED at the moment — perhaps to a greater degree than we have been in decades, though I wasn't alive in the '60s or '70s so I have a limited perspective. With this shift, protests seem to have been embedded in the fibers of our daily lives, and they run the gamut when it comes to impetuses. On one hand, I enjoy seeing constitutional rights being exercised by passionate people. On the other, I picture the logistics nightmare for cities and public safety officials that comes hand-in-hand with the gathering of large masses of people.

Cities have become the nucleus for protests; they have been ever since the nationwide Occupy Wall Street demonstrations and subsequent movements that have followed, often spurred through social media. As such, city governments and police departments tread a thin line between allowing citizens their rights and keeping their city running smoothly all while protecting both protesters and those not involved. It is a challenge some cities and police forces have ran

with, even when in some cases they were the reason for the protest.

Minneapolis, Minn., is one of those cities, with its mayor and police chief being commended by the Department of Justice's Office of Community Oriented Policing Services for their approach to the protests, demonstrations and police precinct occupation that followed the November 2015 fatal shooting of Jamar Clark.

"The Minneapolis Police Department displayed commendable restraint and resilience in these extremely difficult circumstances," said Acting COPS Office Director Russell Washington. "I applaud Chief (Janee) Harteau and Mayor (Betsy) Hodges for requesting this after-action review. The findings and recommendations outlined in the report will not only benefit MPD and the city of Minneapolis, but provide a roadmap for other cities faced with similar challenging situations."

For this issue of The Municipal, writer Denise Fedorow spoke with Chief Harteau about her department's experience during the protests and what worked. In particular, Harteau spoke on their efforts to communicate with protest organizers and the use of the department's Bicycle Rapid Response Team. Fedorow's article can be found on page 18. Readers will also want to check out COPS's assessment of the Minneapolis Police Department's response — "Maintaining First Amendment Rights and Public Safety in North Minneapolis" — at the following link:

https://ric-zai-inc.com/Publications/cops-wo836-pub.pdf.

The U.S.'s political atmosphere is not the only concern on the horizon for cities. The increasing frequency of severe weather events is also a pressing concern to public safety that cities are facing head on as seen in this issue. Writer Julie Young relays two Missouri cities' experiences during and following the storms and flooding that occurred in late April and early May. Lessons learned in past events, keeping the public informed and preparation played vital roles in lessening the destruction of the storm.

Preparation is a major theme in this issue, from having a playbook in place before disasters happen to developing a statewide public works mutual aid network to speed up recovery efforts.

As the old saying goes, never put off until tomorrow what you can do today because tomorrow a tornado might descend and leave you up a creek without a paddle. I might have modified that saying a bit. But all the same, with any luck, you won't have to test your preparations, but at least they will be there waiting should the worst happen. We hope you will find these cities' experiences to be valuable.

As a side note, we would like to congratulate Ken Blocker who was our April personality profile. He had recently entered a small business conference contest and won third place for his Aqua Blaster invention. Good job, Ken!

Stay cool during these dog days of summer, everyone!



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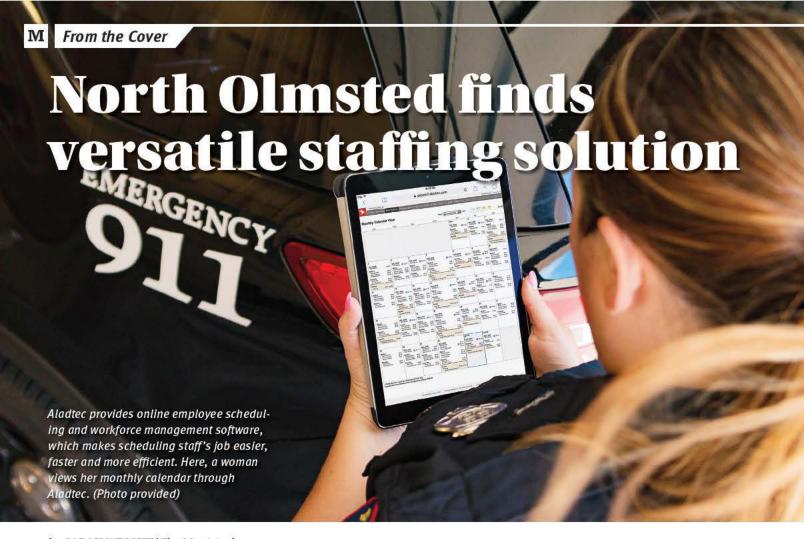
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by SARAH WRIGHT | The Municipal

Scheduling can be a challenge, especially when it comes to meeting safe staffing levels for fire, EMS and police. North Olmsted, Ohio, Fire Department knew those struggles firsthand as it searched for a scheduling software. Fire Chief Edward Schepp said, "Everything was on paper or a very rudimentary (computer) program. We wanted scheduling software that allowed us to expand our capabilities."

Given the nature of fire service, he said, "(Fire department scheduling) requires innovation. We turned to software to get that innovation to our people."

To do that, the department looked at several scheduling software programs. "We wanted something relatively simple to use for everyone involved," Schepp said. "(Aladtec) was the one that was most user-friendly."



North Olmsted Fire Chief Edward Schepp

One of the department's captains helped implement the program when it rolled out and now administers it.

The software's ease of use soon attracted the rest of the city of North Olmsted, which was looking for an interface that tracked time and attendance to connect to its payroll software. "We're kind of in the middle stages of (our rollout)," Carrie Copfer, director of finance for the city, said. "Our fire department had used (Aladtec) for scheduling, and they were very happy with it. We looked at larger companies ... They were too expensive."

The city formed a committee — representative of the city's different divisions — and

explored available options. Members all agreed Aladtec would work best. Since that time, the city has been unrolling Aladtec one division at a time, including in its parks and recreation department, golf course, ballroom, police department and wastewater division. Copfer said, "We wanted one solution for everyone."

Aladtec's versatility across divisions and scheduling scenarios has paid off for the city.

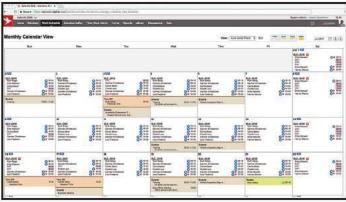
Easy scheduling

Aladtec presents many pros when it comes to scheduling, reports and bookkeeping. System administrators can easily search when and where an employee worked, no matter if they are in public works, parks and recreation, sewer, etc. The system is also cloud based so printing is unnecessary, unless wanted. Additionally, employees can view their schedule on their internet-connected device anywhere.

The ability to request time off has streamlined North Olmsted Fire Department's vacation process. "One guy would make



Through Aladtec, employees have access to their schedule as soon as they log in via their internet-connected device. They can also request trades or time off and edit their availability. (Photo provided)



Aladtec's monthly calendar keeps everyone in the department informed on what is going on from training events to meetings in addition to who is working and who is off. (Photo provided)

his picks and then the next guy would make his. It was all done on paper," Schepp said, noting this grew challenging with the department's "one on, two off" scheduling where the next guy might be off and unable to submit his picks for some time. "It can extend the whole process."

Aladtec, however, prevents vacation scheduling from becoming an extended ordeal. "If you're up to pick," Schepp said, "you go right up to your device and make your picks right there. It really shortens the time."

For the rest of the city, Aladtec has aided scheduling part-timers, particularly in parks and recreation, who might be taking classes or need certain days off. "They have the ability to block off those times," Copfer said. "The scheduling administrator then sees that when they are looking to fill in times."

Copfer noted she also likes that she can pay all employees—whether they were traditionally punching in or schedule based—the same way as well as track schedules and hours.

Managers can layout criteria for a shift to ensure that no laws or regulations are violated. It also shows staffing personnel which employees have certain certificates or skill sets, saving them time.

Streamline communication

North Olmsted Fire Department schedules events and training with Aladtec. For instance, if a local school or organization wants to host a smoke detector presentation, the department lists it on the calendar of events where everyone can see it, allowing the department's captains to plan accordingly.

"A lot of good information can go on there," Schepp said. "They can then plan accordingly.



North Olmsted Fire Department has used Aladtec for approximately three years to streamline its scheduling and communication. Fire Chief Edward Schepp said the software also empowers employees to manage their schedules. (Photo provided)

It's really critical to get that information so they can make decisions on that information."

Similarly, required messages can be sent through the system, either citywide or to a specific department and certain individuals. Employees will see the message when they sign into Aladtec and will have to click to show they saw it.

Ambulance crews can also take advantage of EMS supply request forms to communicate low supplies to supervisors. These forms can be filled out with their tablet or electronic device while the employee is still in the ambulance; this information is automatically routed to the person in charge of restocking.

For North Olmsted firefighters, Aladtec has become second nature. And as the department's usage grows, Schepp said the hope is to tie into its finance department to get payroll based on scheduling that is already done on the Aladtec program. He added, "It will really make life easier with payroll. It would really help shave work hours for us and lettechnology work for us."

Aladtec is a pro at communication itself, with Copfer saying, "They are really responsive. We work with seven unions and there are a lot of nuances. Aladtec has been very helpful in finding solutions. They are willing to make improvements and changes."

As for the future, Copfer expects divisions to increasingly use more of Aladtec's features, including the calendar and direct means of communications. She said, "Each division can make it their own. It's very easy to use and they can do what they need to do."

For information, visit www.aladtec.com.

Nuclear Trail *Weldon Spring, Mo.*

by RAY BALOGH | The Municipal

One could understandably assert it is not an everyday occurrence to climb over a pile of radioactive waste and live to tell about it, none the worse for wear.

One would be wrong.

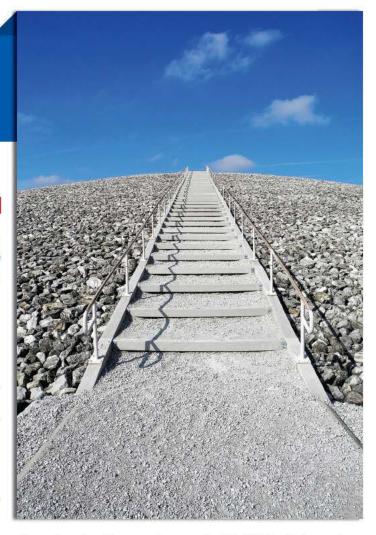
The Weldon Spring, Mo., Nuclear Waste Adventure Trail and Museum, officially known as the Weldon Spring Site and Interpretive Center, offers just such an opportunity.

Visitors can clamber to the top of a burial mound of sorts. Underneath lie the remains of the buildings, industrial equipment and the radioactive byproducts of the former plants known as the Weldon Spring Ordnance Works and Weldon Spring Uranium Feed Material Plant.

The manufacturing complex—originally 17,232 acres and including several wastewater treatment plants, seven discharge lagoons and more than 1,000 buildings—was built to produce explosives during World War II. Output was prolific, yielding 700 million pounds of TNT from November 1941 through January 1944.

The timeline of the property chronicles the contamination, decontamination and remediation of the land for public purposes. Highlights include:

- April 1945, the Ordnance Review Board, an agency of the U.S.
 Army, declared the site surplus property and was slated for disposal to private and public entities.
 - October 1946, the first decontamination efforts were undertaken.
 The process was deficient, however, and several workers died from improperly decontaminated equipment.
 - January 1947 through December 1949, the majority of the site was parceled out to the Missouri Department of Conservation, University of Missouri and St. Charles County Public Schools.
 - June 1957 through December 1966, a contractor for the Atomic Energy Commission operated a feed materials plant, including processing uranium ore, known as yellow cake.
 - January 1967, the Army proposed production of Agent Orange at the plant, but scuttled those plans in February 1969 when military demand for the defoliant waned.
 - August 1975, the Army determined in a preliminary assessment of environmental conditions that the existing chemical plant could not be released for unrestricted use without decontaminating the land and buildings.



The stairway leading up to the summit of the Weldon Spring nuclear disposal cell. The mound, under which the remains of 44 buildings, equipment and a stockpile of radioactive material is buried, rises 75 feet above the surrounding prairie. The highest accessible point in St. Charles County, Mo., it yields a view into five contiguous counties, and the Gateway Arch in St. Louis 35 miles to the east can be seen on a clear day. (Kbh3rd/Wikimedia Commons)



The Weldon
Spring Chemical
Plant, the second
complex on the
site, processed
uranium during
the Cold War.
The first works,
the nation's

largest producer of explosives, operated during World War II and produced 700 million pounds of TNT.
(Public Domain via Wikimedia Commons)



Workers remove soil from one of the drainage areas near the Weldon Spring site as part of the government's decontamination project. The decision was made to bury the contaminated remains of a uranium processing plant onsite rather than risk shipping the material to Utah or Washington state.

(Public Domain via Wikimedia Commons)



Hard-packed clay was excavated to construct the permanent disposal facility for the Weldon Spring chemical works site. The clay provided the foundation and cover for the 1.48 million cubic yards of radioactive waste buried in the cell, which is designed to keep the material entombed without leakage for 1,000 years. (Public Domain via Wikimedia Commons)

- 1984, the Army repaired several of the buildings and conducted some decontamination.
- June 1991, building dismantlement began and structural material, machinery and debris were placed in secure storage.
- December 1992, the Environmental Protection Agency and Department of Energy decided to dispose of all radioactive material by burying it onsite. The alternative, transporting 1.3 million cubic yards of contaminated material to Utah or Washington state, was rejected as unduly risky.
- April 1997, construction began on the disposal cell, with the first placement of waste commencing March 1998.
- June 2001, the last of the 1.48 million cubic yards of contaminated materials were deposited into the cell.
- October 2001, the "last rock" of the cell's cap was placed, completing construction of the cell.
- Spring 2002, approximately 150 acres of soil surrounding the disposal cell were prepared for the planting of more than 80 species of prairie grasses and native forbs.
- August 2002, the Weldon Spring Interpretive Center was opened in the building formerly housing the checkpoint for decontaminating site workers.
- May 2004, the 8-acre Native Plant Educational Garden was established in front of the interpretive center. The garden includes perennials, shrubs and trees, along with walking paths, benches and informational markers.

The continually monitored disposal cell is designed to last 1,000 years without leakage of its radioactive contents.

It is founded on a base liner with leachate collection and removal systems. The cell contents are surrounded by compacted clay soil and the cover system includes multiple layers of clay, liners, gravel drains, sand filters and a mixture of cobblestones.

The mound rises 75 feet above the surrounding countryside and marks the highest accessible point in St. Charles County, Mo. On

a clear day from atop the structure one can see the Gateway Arch in St. Louis, 35 miles to the east.

A concrete stairway leads to the summit, which is bedecked with benches and monuments detailing the history and specifications of the site.

The area also bustles with prairie wildlife, including butterflies, songbirds, hawks, deer and coyote.

The tourist attraction welcomed 786 curiosity seekers in its first year of operation. Over the last decade the interpretive center has logged an average of more than 23,500 visitors a year.

Three towns were displaced by the construction of the ordnance works and the federal government conscripted a portion of nearby Weldon Spring, population 5,443, which is now separated from the attraction by I64.

So, is the site safe for visitors? Decidedly so, according to a fact sheet posted on www.lm.doe.gov/weldon.

The fact sheet, "Fundamentals of Radiation," reports the average radiation exposure in the United States as 620 millirems per year, half each from natural and manmade sources.

A recent detailed survey of the Weldon Spring disposal cell stairs and monument area, gravel road surrounding the cell, paths leading to the cell and picnic benches outside the interpretive center revealed radiation levels at or below the baseline figure of 5 millirems, an exposure level roughly equal to that of a round trip cross-country flight on a commercial airliner or half that of a chest X-ray.

The site and museum are operated by the Office of Legacy Management, a component of the Department of Energy. Admission is free. ■

For more information, visit www.lm.doe.gove or call (636) 300-2601. To contact the town of Weldon Spring, visit www.weldonspring.org or call (636) 441-2110.



When DeLand, Fla., founders Henry DeLand and John Stetson crafted the city's seal in 1882, little could they have imagined the ruckus they would cause more than a century later.

The two devout Baptist men included a cross, anchor and heart in the center of the seal, respectively representing faith, hope and charity, a trinity of character traits they saw in the good people of the burgeoning village.

The triplet of values is taken from 1 Corinthians 13:13: "And now abideth faith, hope, charity, these three; but the greatest of these is charity." The heart, representing "the greatest" of the three, is at the forefront of the overlapping symbols.

Therein lies the problem, according to the local Florida chapter of Americans Untied for Separation of Church and State.

In an August 2013 letter to the city of 27,031, the group contended the seal violated the Establishment Clause of the U.S. Constitution, alleging the symbols "are widely understood to symbolize the Christian 'theological virtues' discussed by Paul the Apostle."

City attorney Darren Elkind replied the seal was not meant to suggest any religious theme but was created as a testament to Henry DeLand's status as founder.

"Nothing in the history of the city's seal suggests that it was adopted to promote any particular religion or even religion in general," wrote Elkind.

In an interview with The Christian Post, Elkind said the founders' vision was "to establish this city as a place of education and culture" that would "charitably help others to help themselves. It was simply fortuitous that the symbol happened to be a Christian one."

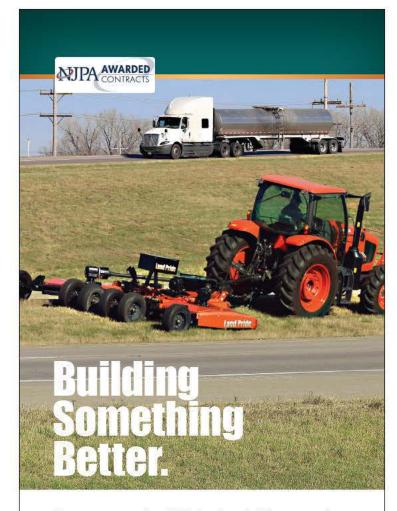
Luke Goodrich, an attorney with the Becket Fund for Religious Liberty, a Washington, D.C.-based nonprofit, explained:

"The Supreme Court has never adopted a very clear standard for resolving cases like this one. It is very difficult to predict how the court will come out and it ends up depending on the subjective predilections of the judge."

Goodrich cited the age of the seal and the prominence and exclusivity of the alleged religious symbols as signal factors in judicial determinations.

Mathew Staver, founder of the Liberty Counsel, said, "You would obviously think that if it was an establishment of religion, it surely would have established one by now. And I know of no established religion in the city of Deland."

No further action has been taken in the dispute and for now the seal will stay put as is, with the city determined to defend any further challenges to its propriety. ■



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Focus on: Public Safety



A Minneapolis police officer stands back and observes as a protest takes place in the city of Minneapolis, Minn. Members of the Minneapolis Bicycle Rapid Response Team can be seen riding among the protestors observing for any potential problems. (Photo provided)

See full story on page 18

(8+29)x15

One of the math problems Lt. B.J. Gruber of the Marion, Ohio, Police Department stepped up to help a 10-year-old girl solve. While he might have stumbled on the second question — (90+27)+(29+15)x2 — his efforts went a long way for the girl. The story unsurprisingly went viral.

Source: www.usatoday.com/story/news/ nation-now/2017/02/21/10-year-old-girl-asks-police-homework-help/98191080/

59,000



The number of Americans who died in 2016 due to drug overdoses — the largest annual jump in such deaths ever recorded in the U.S.

Source: www.nytimes.com/2017/06/22/opinion/opioidepidemic-health-care-bill.html

5,000-6,000

5.35 的现在分词,**有**是是是一个人

The average number of protestors that turn up in Minneapolis, Minn. The U.S. Department of Justice Community Oriented Policing Services commended the city in March for its public safety response following the protest that followed the November 2015 shooting death of Jamar Clark by two Minneapolis police officers.



More about Minneapolis' experiences can be found on page 18.



by flooding during a storm event in late April and early May. Losses are estimated at \$86 million.

in the Central U.S.

369

The number of homes destroyed

Learn more about the storm and two Missouri cities' experiences on page 36.

250

More than 250 public works agencies have come together in Illinois to form a statewide mutual aid network to assist each other in times of disaster.

Read about this one-of-a-kind network on page 32

6.6 percent

According to an October 2015 article, "Critical Stress," by the Journal of Emergency Medical Services, 6.6 percent of first responders in its survey of 4,022 had attempted suicide. Of the survey's responses, 37 percent had contemplated suicide.

Source: www.siia.net/archive/neals/2016/filez/441841/688_1732_4418 41_95c46aed-2580-4ed4-8cfa-d8726284da2e_82357_3_1.pdf Also learn more about two programs seeking to support first responders' mental well-being on page 28.



To gear or not to gear? How best to handle protests

By DENISE FEDOROW | The Municipal

As the country seems to have become more polarized and protests increase, police departments across the country are tasked with how best to handle the situation when a protest takes place—one that will enable American citizens to exercise their First Amendment rights and keep everyone safe at the same time.

One of the questions many police departments are asking is "to gear or not to gear," and there are differing schools of thought. Some social psychologists are claiming that the very sight of a solid line of police officers behind barricades in full protective gear can set off even the most peaceful of protestors and incite them to turn against the very people there to protect them.

Others, including retired Police Chief Jack Rinchich, say police have to be prepared in case something turns violent. Rinchich, who is a spokesperson for the National Association of Chiefs of Police, said, "In this day and age where we're now dealing with terrorists, I support wearing gear."

Rinchich spoke of a situation where a peaceful protest did take a violent turn and officers were running back to the station to get protective gear. In most situations, there is no time for that.

"I'm not saying they have to deploy it all, but it should be close at hand. Better to have it and not need it than need it and not have it," Rinchich said.

NACOP doesn't attempt to recommend procedures and policies to its members, according to Rinchich, and he said although police departments may be trained to certain set standards, each community is unique—as is each situation.

"To have a set of absolutes is impossible," Rinchich stated. "The response and protocol in L.A. and Chicago are going to be significantly different than a smaller community."

Rinchich retired in 2012 after serving 40 years as a law enforcement officer. Previously, he served two tours in Vietnam in the Marine

LEFT: A crowd of protestors moves along and through the intersection of a Minneapolis street as members of the Minneapolis Police Department's Bicycle Rapid Response Team are nearby in case of any signs of potential trouble. (Photo provided)

RIGHT: A Minneapolis police officer stands back and observes as a protest takes place in the city. (Photo provided)

Corps and 39 years as a chaplain. He recently worked as an interim chief for a department.

Since 9/11, mutual aid agreements between departments have increased and what is standard in one community may not be in a neighboring community. Setting up a command center is critical in these situations where one agency is deciding what to do.

When it comes to handling civil disobedience a "use of force continuum" is usually practiced. The use of force continuum begins with a passive presence, verbal commands, soft techniques like use of pepper spray and works up to lethal force if necessary.

Some changes over the years that Rinchich has observed is a return to "community policing." "We used to have cops walk the beat, which allowed people to have a dialogue with the officer."

Training has improved over the years, including specific responses to intel and better diversity training, but with all that, Rinchich said it is still a "balancing act."

Minneapolis, Minn.

The U.S. Department of Justice Community Oriented Policing Services issued a press release in March of this year commending the city of Minneapolis for its public safety response - in particular to the protest arising from the November 2015 shooting death of Jamar Clark by two Minneapolis police officers.

Minneapolis Mayor Betsy Hodges and Police Chief Janee Harteau asked for a review of the response after the 18 day long protest. In that release, acting COPS officer, Director Russell Washington, stated the officers showed "considerable restraint in these extremely difficult circumstances" and said



their actions could "provide a roadmap for other cities facing similar challenges."

Harteau, who has been police chief for over five years and has served over 30 years in law enforcement, said officers monitor social media so they become aware of what's going to be occurring in the city; then they reach out to the primary contact to find out what's going to be transpiring.

"We develop relationships with the organizers," she said. "Our role is to provide a safe environment for the police and the public."

Harteau said the city has frequent protests with upwards of 5,000-6,000 people participating and many are what she called "roving." A roving protest "tends to block the streets and drivers get agitated," she said, noting that often the protests are directed at her department.

She added, "We do allow them to take up traffic for a short period of time. We found when we do that it's for a shorter amount of time than it would be if we didn't."

She acknowledged that people ask why they aren't arresting the protestors and said the answer is that it would take a lot of time and manpower to arrest 5,000 people. "They eventually move on," she said.

Harteau said having communication with organizers is key to knowing where they're going to go and being able to communicate quickly to inform the public to avoid certain roads at certain times of the day.

Minneapolis, Harteau noted, doesn't have a lot of good gathering spaces downtown so most of the protests there are moving and will block traffic at some point and they allow it for a "reasonable" amount of time. She also said the city has easy access to the highways and sometimes plans do change and protestors get out on the highway. When that occurs, they notify the highway department.

They usually always have a lead patrol car in front of the protestors and that helps to identify the group's next move.

Minneapolis has also created a police community support team that goes out and talks to people and helps to handle emotions and to get them accurate information.

"Bad news doesn't get better. We want to make sure they are getting right information," she said.

This is especially helpful when protests are against the department, like a recent case where the verdict didn't go the way the public thought it should in another police department. "People were hurt by the outcome," she reported.

During a protest the Bicycle Rapid Response Team is deployed to move amongst the crowd monitoring the situation.

"Other than that we try to stay away," Harteau said, "and allow them to exercise their right to demonstrate free speech."

As to her department's use of protective gear, she said they have made changes. They used to wear camouflage but they >

determined some people are incited by camo, and Harteau said in an urban setting it has no use anyway. So they switched to a dark navy blue uniform.

"All officers have to be armed, but it doesn't need to be displayed," she said. Helmets are attached to belts. Some officers are in soft uniforms and some are in hard uniforms.

"If there are rocks and bottles being thrown officers don't have time to go to the station and gear up. The protective gear is to protect officers, not meant to incite." The "hard blue line" that some say intimidate and incite is a thing of the past — at least in Minneapolis and many other cities. Those officers are standing nearby but "won't respond until they need to respond — if things escalate and it becomes a matter of public safety."

Instead, the BRRT and the community support team travel among the crowd. Harteau thinks the changes, at least in her department, came with the Occupy Wall Street demonstrations.

"We found it beneficial to work with the organizers and work with bankleadership and allow them a reasonable amount of time to make their point," she said.

However, she pointed out, there are often a few protestors whose goal it is to be arrested. "Usually it's only a handful assigned for that. We try to expedite and remove them as quickly as possible so it is the least disruptive."

"Better to have it (gear) and not need it than need it and not have it."

Harteau added that in today's landscape protests occurring locally are often about things that don't directly affect Minneapolis.

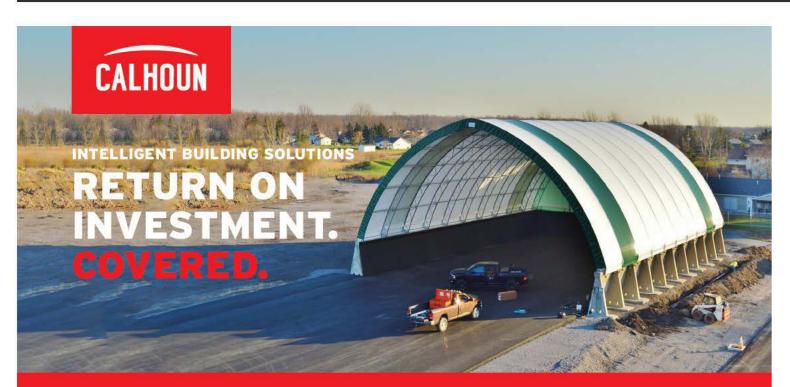
Social media benefits and challenges

While it is a benefit for police departments to be able to monitor social media sites for what might be happening locally and to communicate quickly with the public, it can also create bigger problems.

If the protests are advertised on social media, it gets the word out quicker and draws bigger crowds. It can also spread to those who wish to show up to do harm to those who are protesting. Harteau mentioned a case that just occurred where a white supremacist group showed up to create problems. "Not everyone on Facebook is your friend." she said

Additionally, Harteau said, "There are those who don't think we're doing our jobs if we allow protests to occur and they want to take the law in their own hands."

Minneapolis has several demonstrations a week and most are peaceful. "But there's a difference between peaceful and lawful. All



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have components of law-breaking because of blocking traffic, but discretion is key," she said.

The biggest piece of advice she'd offer to other departments is keeping lines of communication open. "Ensure that you have a relationship with the organizers as soon as you know a demonstration is going to occur. Work with them to determine their needs and how the police can support them. If you have no idea what their agenda is, it can escalate quickly," she said.

Sometimes, Harteau said, the relationship between her department and the organizers are acrimonious because they're protesting against her department, but the goal is to keep everyone safe.

Balancing act

Both Rinchich and Harteau agree handling protests is an ever-changing balancing act.

"Ensuring protestors get from point A to point B with the least amount of disruption is really a balancing act for us," Harteau said.

"Sometimes you have to make decisions as you go," Rinchich said. "As long as the planned protest is civil, unless they are overtly violating the law or where the police officer or public safety is concerned, you can let them go. It's a complicated issue but I think our officers do a good job."

Harteau added, "Anytime there's a large public demonstration officers have to assess the crowd and be extra-vigilant."

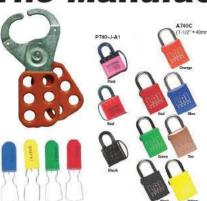


Members of the Minneapolis BRRT, or Bicycle Rapid Response Team, gather as a crowd of protestors moves along the streets of the city. The BRRT is deployed in these situations and other crowd situations to easily travel among the people and watch for any agitators. (Photo provided)

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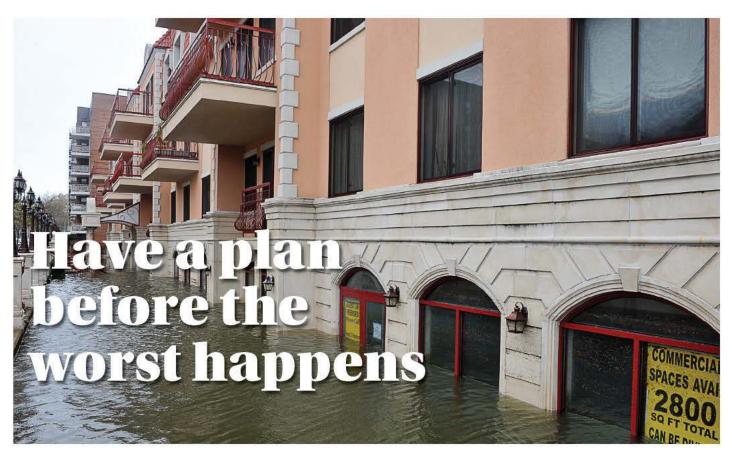




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by SARAH WRIGHT | The Municipal

REPAREDNESS BOTH WITHIN THE fleet shop and workers' homes comes a long way when disasters - natural or manmade - occur, throwing all into disorder. During his presentation at the NAFA Expo and Institute in Tampa, Fla., in April, James Korotki, fleet operations supervisor for New York Police Department fleet services, laid out the case for preparedness to increase and improve response while ultimately aiding recovery efforts, particularly using the lens of New York's experience during Hurricane Sandy.

"(Preparation) is probably the most important part in the event of an emergency," Korotki said. "What can you do during the event? The easy answer there is not much - basically, hold on, go for the ride and see where it takes you."

For this reason, he advised fleet managers to support workers in putting their homes in order in the event of a disaster while also taking that level of preparation and applying it to the shop itself.

Taking care of the home front

"This is what we do: We leave our homes, we abandon our loved ones. I remember at 3 o' clock in the morning I received a phone call telling me to come to work: Supervisor didn't show up, you're next on the list - come on in," Korotki said, noting this is in contrast to the average citizen's reaction to emergency, which is to safeguard their home or evacuate. 'Where everyone else is trained to move away. Firefighters to the flames. Policemen to the bullets... Essentially, we (fleet professionals) move toward the emergency as well. We go to our fixed posts. And the whole time we all worry about our family, our loved ones and even our pets."

Despite this increased worry and stress, fleet workers still need to perform at a high level. The key to reducing this concern and improving focus on the tasks at hand, according to Korotki, is to be prepared at home. Equip your home with auxiliary power systems and calculate fuel use for the generator by estimating the length of use.

"I've been accused of being somewhat of a doomsday planner. I have four different generators," Korotki said. "I have about 24 gallons of fuel tucked away in a little Rubbermaid shed. Extra propane — again I'm a little nutty - I have four cans at home."

There are other considerations besides fuel, including medicine and medical supplies. Families should ensure there is enough medicine and have a plans in place for relatives with oxygen tanks, or those who are bedridden particularly if flooding is a concern. An examination of surroundings is another must. If a storm is coming, tuck away things like outdoor furniture, which could become a hazard. Finally, complete drills and practice runs at home.

"My wife can backfeed my house with my generator. She is prepared - she knows how to do it, she has done it. We've gone through drills; she knows what to turn off, what to turn on," he said.

Additionally, have contingency plans that cover a variety of scenarios, including if the generators fail. "You need to plan these

LEFT: In October and November 2012, Hurricane Sandy resulted in \$75 billion of damages within the areas it impacted. In New York alone estimated costs of the storm were \$42 billion, Pictured is flooding in the Sheapsheadbay neighborhood in Brooklyn. (Shutterstock.com)

RIGHT: To ensure first responder transportation needs are met, fleet services managers need a playbook that covers every potential scenario and also encourage workers to have personal playbooks for their home so they can focus on the work at hand, Pictured are NYPD traffic officers prior to Hurricane Sandy's arrival. (Shutterstock.com)

things now. If you did, you are going to succeed at work," he said. "Identify the risks long before the emergency takes place. It's the only way, you will be capable of succeeding in the workplace. It makes it so much easier that you can focus and perform at the level you have to if you're not worried about everything else."

Mario Guzman, general services manager for the city of West Palm Beach, Fla., who helped present the session, added, "Make sure you also bring (these plans) to your staff. You can't do this alone ... Make sure they are following the same functions as well to make sure they are prepared. When the storm hits, it's going to be essential personnel."

Bringing preparedness to the shop

The same foresight should also be integrated into the shop as well. This includes an evaluation of your shop's surroundings and righting any problematic situations by removing debris, trimming and prune hazardous branches, fortifying areas with sandbags, relocating equipment to more secure locations or elevating it off the floor, etc. Additionally, make sure all the right personal protection equipment — raincoats

While some departments might not seem like critical components during a disaster, they actually would be high in the list of fuel priorities if they are using equipment to clear streets of fallen trees. Pictured are recovery efforts in Manhattan streets. (Shutterstock.com)





bomb suits, etc. — are available; it will be difficult, if not impossible, to find some items during an event.

Examining data and holding focus group talks with everyone involved in past events will prove invaluable as will tabletop exercises. Additionally, identify in-person the right equipment is available and you have members trained to use it.

"Who you train—you need to be able to find them," Korotki said.
"And usually what happens with us (NYPD fleet services) is the guy who knew or knows all those people who trained leaves, and he leaves nothing behind for you to work with. So now you don't even know who operates (certain vehicles) and who is qualified. So what we do is have a database of certifications and individual skill sets that people have the ability to enter in, and we use it and try to locate those people and know where they are."

He added, "You want to have files like this in a common folder where people can find them."

Most importantly, establish a playbook, one that encompasses everything your area has going on,

from hurricanes, flooding and earthquakes to wildfires. Korotki noted their playbook shows all of their flood prone areas and outlines alternative locations to go. Playbooks should also share who has access to what, where authority lies, personnel staffing levels, who goes where and does what, security protocols that go into place, among other things.

Possible playbooks include a transportation playbook, which could detail how a city gets its workers into the shop; tow truck playbook; mobilization playbook; and fuel playbook to ensure availability while laying out inter-agency cooperation.

"Where else are you going to find that? How do you figure that out two days before something goes wrong?" Korotki asked. "You need to do it now. Figure it out now and do it."

Update them early and often, he said, noting he updates NYPD fleet service's playbook on an annual basis. "You would not believe the amount of change—the amount of people we've hired, the (number) promoted, phone numbers are wrong, (we're) not running that shop anymore."

Guzman added the Federal Emergency Management Agency's National Incident Management System, or NIMS, is a good resource to help formulate playbooks; it also decreases the odds of something vital being forgotten. As Korotki and Guzman said, it is easier to add specific sections for your locality onto an already existing checklist than starting fresh.

Korotki also stressed fleet managers need to regularly perform site maintenance of fueling sites and have security plans in place since fuel can be a valuable commodity during disasters.

"During Sandy, no one had fuel. We were giving fuel to the National Guard," Korotki said. He noted with scarcity also comes hard decisions. "Who decides who gets (the fuel)? Well, maybe parks. Parks department doesn't sound like that's high priority, but what if they

need to use forestry equipment to get the roads clear — now they are important. You need to have that stuff laid out — who makes those decisions? You come back to that command hierarchy."

Document everything

"Identify the risks long before the

emergency takes place."

Post-event, a fleet manager's goal transitions to returning the fleet to its pre-event status, if not better; this includes identifying and repairing damaged vehicles, leasing or renting temporary vehicles in an emergency situation — something that should be outlined in the playbook — and requesting expedited build dates on existing or new orders. However, fleet managers both during and post-event need to remember to document everything for FEMA.

On the Web

Korotki and Guzman recommended visiting FEMA's website, www.fema.gov/plan-prepare, to start putting together a checklist to prepare your family and homes for disasters.

For guidance on creating playbooks, visit https://training.fema.gov/nims/.

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"First thing my buddy told me—he said, 'Document, document and then document some more," Korotki said. "You need a code set up that will identify anything that is related to an emergency. You need that now."

Korotki noted the NYPD fleet services calculated an utilization report electronically of all that was used to support its FEMA efforts, and while FEMA loved the data, its response was prove it. "Who was driving that car? What was his name? They made us get logbooks at precincts (that are used to sign out) and we had to get all this data and paper and compile it to give it to FEMA." He added, "You have to have a method of tracking all that. Something that is across the board the same."

"Everyone wants to be boots on the ground clearing trees, but you've got to have someone dedicated to documentation," Guzman said.

Korotki agreed, "(You need) oversight to make sure it is all being done properly. This is a problem we ran into. The first-line supervisors they know their goal — their mission is to get cars out on the street. They don't care (if it needs the emergency code). You need to get them to stop and use those emergency codes."

He also noted the importance of properly classifying vehicles. FEMA will pay different rates for different types vehicles. Additionally, FEMA will reimburse for vehicles that couldn't be salvaged, giving money for the time and costs that were a part of efforts to try saving them. A third-party consultant guided the NYPD fleet services through the FEMA process and, according to Korotki, proved invaluable.



Fuel was a scarcity following Hurricane Sandy, with James Korotki stressing the importance of having a fuel playbook that covers who decides who gets what in addition to what security protocols will be in place. (Shutterstock.com)

Fleet services are a vital component in disaster operations and recovery efforts, making prepping for the worst of times a necessity. "Transportation is important," Korotki said. "But I honestly don't think it's the most important; I think you (fleet managers and workers) are ... We support (first responders), and it's critical. We are fleet services — service is in our name; we have to be there for those people."



M

Women bring different perspective to law enforcement

by LAUREN CAGGIANO | The Municipal



Women in law enforcement bring a different set of experiences and perspective to the job that can prove to be a boon to their departments and communities.



Chief Tracy Hahn of the city of Upper Arlington, Ohio



Lt. Lara Fening with the city of Oxford, Ohio

Chief Tracy Hahn of the city of Upper Arlington, Ohio, and Lt. Lara Fening with the city of Oxford, Ohio, are two examples. Hahn studied criminal justice at Ohio State University and sought employment in the field following graduation. She was "turned on" to the field in her coursework, particularly by the ability to help people. She was hired as an OSU campus police officer and spent the first three years of her career there before making the move to Upper Arlington. Upper Arlington is a suburb of Columbus and a primarily residential community with about 34,000 residents.

Fening's full-time police career started in 1993 following graduation from Miami University. "After initially starting out at Miami

LEFT: Chief Tracy Hahn poses with a potential future chief. (Photo provided)



Hahn stops to provide her support to a young entrepreneur. (Photo provided)



Lt. Lara Fening interacts with some young members of the Oxford, Ohio, community. Fening, along with Hahn, agree that women are a valuable asset to their departments and are often viewed as more approachable by community members. (Photo provided)

University Police Department and Oxford Township Police Department, I finally reached my goal and became an officer at Oxford Police Department, where I am still currently employed," she said. "I was a patrol officer until I was promoted to sergeant in 2014, then promoted to lieutenant in 2016."

Fening also attended the challenging administrative officer course at the Southern Police Institute in Louisville, Ky. Her department currently has 26 full-time sworn officers and she serves as the patrol commander.

In her 27 years as an officer, Hahn comes back to one overarching truth. "Women bring a different perspective in how to deal with people," she said. The challenge, she noted, is that people tend to want to test their physical abilities more since women tend to be weaker than their male colleagues.

"Everyone gets tested, but it seems like women get tested more," she said. "You're going to have to prove you're going to do the job."

That means women in the force must learn what that means for them and how to behave. She considers herself fortunate to have won the respect of her male peers, subordinates, etc.

"From the beginning, I've been able to prove myself competent and physically and mentally skilled," Hahn said about her own experience.

Fening echoed Hahn's comments, stressing the importance of confidence in one's self in order to be effective.

"My experience with co-workers has been overwhelmingly positive, although my insecurities have run rampant when I feared they thought I was inadequate," she said. "They have never said anything to make me believe that, so I must admit that some of that may be in my own head. When I think of the source of my perceived inadequacies over the years, it has likely been me."

Fening added that as a woman, it's OK to admit lesser strength, bulk and mass, but that shouldn't deter women from trying. In her words, "We likely won't be as strong as them, and I believe we should work on other beneficial skills we do possess instead of harping on the ones we don't."

That physical fitness factor is to not to be understated, however. Hahn said she's been through a few training academies, which is an equalizer.

"You train with your male co-workers and you're doing it with whomever starts next to you in the room," Hahn said. "It teaches you to how to survive in difficult situations."

Physical prowess is certainly important, but it is not the only variable to consider when it comes to succeeding on the job. Another key factor is emotional intelligence, according to Hahn.

"Women seem to be better at dealing with victims of crime," Hahn said. "They are sympathetic and empathetic and can make people feel more comfortable. (That's why) women victims often seek out female officers. A lot of it comes down to communication skills."

Hahn also stressed the importance of internal motivation and confidence for women looking to succeed in law enforcement. "Be true to yourself," she said. "Don't be what you think people want you to be."

Fening offers another perspective. She said women officers provide a balance to men and are a valuable asset to those in need of help. No one is 100 percent masculine or feminine in personality traits and that's the beauty of having a dynamic team. "Most of us are a mix of bold, strong personalities blended with humor and maternal tendencies," she said. M

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Spreading awareness of mental health in first responders and implementing wellness strategies to help them

By ELISA WALKER | The Municipal

First responders experience trauma everyday in their line of duty—it's just another Tuesday for them. Because they're constantly exposed to traumatic situations everyday, the job is an occupational hazard. That means it's time for municipalities to provide their first responders with the resources and care they need in order to cope and address their trauma.

Looking after a first responder's mental well-being can include therapy, but other places have taken it a step further to implement programs that are specially designed to help physically and mentally. That doesn't mean that mental health still shouldn't be addressed in first responder environment to dismantle stigmas, which can make it difficult to even admit that someone may be mentally suffering. These are the unsung heroes of society. Education and knowledge of mental health is imperative.

If mental health issues go unaddressed, it can lead to dangerous paths. It could create insomnia and lower job performance, or the accumulated stress could lead to cardiac arrest and anxiety that might result in substance abuse and suicide. The suicide rate has rocketed over the past years for first responders as more terrifying events continue to occur on an hourly basis.

Hero Pups

Hero Pups is a nonprofit, volunteer-based organization based in New Hampshire. While the organization has been around since 2011, it recently became official, catching the attention of many across the country. Hero Pups isn't like other therapy animal organizations. They work to help everyone in need despite their finances. The dogs are matched with a compatible hero then trained specifically for the person's needs at no cost.

Support animals comfort people who may suffer from a variety of mental health issues, post-traumatic stress disorder being one of them. PTSD is different for everyone, which is why the dog would be specially trained to react in certain ways in cases such as flashbacks, night terrors, detachment, losing interest in things that used to be fun and so forth. Dogs demand attention and focus on them, which brings the person from the past to the present. Those who have experienced trauma sometimes have issues sleeping but the dog can help them be more confident when going to bed. They offer a form of protection. Their presence can be a form of grounding and stabilizing someone.



Every hero who is paired must go through different processes to ensure that the animal will not be harmed and to give the hero exactly what they need. (Photo provided)

They do not cure mental health issues, but they won't leave their human to fend for themselves.

"If you're having a stressful moment, they'll check in on you," founder Laura Barker explained. "They have a pack quality. If there's an episode or flashback, they're taught how to touch. They're trying to get their human involved with them. The dogs want to be a part of something. The nice thing about a small organization like ours is that we have a hero who this dog is going to.

"They've already established a connection. They meet the dogs to ensure it's a good match, then the dog is trained for their specific needs. They know the specific touches to make or how to react. We do that for everybody. Whatever their biggest concerns are, we make sure to address them."

When it comes to municipalities investing and supporting this kind of mental health assistance method, Barker can attest through her



Hero Pups helps all heroes, including veterans, military soldiers, EMS, firefighters, police officers and many others, who may need a furry companion for mental support and comfort. The dogs who come to Hero Pups are not specially bred. They're rescued animals who are given another chance alongside their human. (Photo provided)

research that it would save them money. It can reduce hypertension, blood pressure and all the other symptoms.

Every story that Hero Pups has partaken in has been a success story. The organization has 18 active volunteers who work out of their own homes along with their full-time jobs. Because Hero Pups connects dogs with people through the training, it is geographically impossible to help those outside of their area. The ultimate goal is to create a pilot organization across the country so that more affordable resources become available to those who could benefit from support dogs.

Barker offers advice for both municipalities and the person seeking support. For someone looking into getting a dog, they should make a list of what they need, of any size concerns, specific behaviors that will be addressed and so forth.

Municipalities should thoroughly research organizations before initiating action. Many organizations will have veterans and first responders go through the process only to tell them halfway through that a dog will cost an absurd amount. That makes people get their hopes up. Whatever organization is chosen should be able to provide a follow-up to check on the dog and person. Life happens and things change, so if they have the dog and person in mind, then that means they're not helping just for the money.

Yoga for First Responders

The misconceptions that come from yoga are often based on westernized marketing tools, which don't represent the true core and purpose of it. Those harmful misconceptions serve as a deterrent for those who could actually benefit from it. Olivia Kvitne has set out to change that by founding and directing Yoga for First Responders. She speaks a language to first responders that they can relate to and works to include everyone.

"I had started teaching yoga geared towards the needs of veterans and military people. I got even more specific in reaching out to first



Yoga for First Responders founder Olivia Kvitne has worked with police and fire departments across the country. The lowa departments represented are Indianola Fire Department, Carlisle Fire Department and Norwalk Fire Department, Pictured from left are Jared Johnson, Roger Barry, Brian Eppers, Kvitne, Brian Onstot, Jeremy Cross and Chief Ryan Coburn. (Photo provided)



The goal of YFFR is to have trained teachers all over the country so they can fill the need for a program that addresses mental health and wellness. (Photo provided)

responders," Kvitne explained. "There are a good amount of programs to helps veterans, but there was nothing for first responders."

Kvitne continues to develop concentrative yoga routines for first responders. The method is revised and developed as she learns the needs of first responders and how to properly support them. YFFR is also a mission-driven organization, rather than profit driven, supporting anyone who wants to attend a class and take what they've learned back to their department to be a teacher.

"The original intention of yoga is to have mastery over the mind and optimal function over the entire system, including the nervous system. Normal yoga seems to be more focused on materialistic stuff and focusing more on the physical part," Kvitne said. "We 🕨

do have a physical element but there's also a facilitator to change the process of stress, to eradicate it and build resiliency to make them stronger.

"They aren't going to jive in putting hands together and saying 'namaste," Kvitne continued. "In first responder culture, that might isolate more people than invite them in. What law enforcement needs in terms of situational awareness, accurate decision making, and the fire service needs air consumption and not getting tunnel vision. We work on that and work on those things in yoga training. We speak directly to the needs of them."

When a traumatic event is experienced or cumulative stress is developed, the brain and nervous system can be severely impacted. It takes time for the nervous system to heal from that situation in order to become balanced and normal again. Unlike physical injuries that are given time to heal properly, mental bruises aren't given time because they go unseen. Kvitne recalled one class she was instructing where two firefighters were called to report to a situation. When they returned later to continue class, they received another call.

"If they don't have the opportunity for the body to naturally heal, that can cause secondary traumatic stress, leaving their brain and

Combatting sleep deprivation

For first responders who experience rotating shifts, sleep seems like a fleeting desire. Sleep deprivation is a large contributor to low job performance and brain disorientation. Poor sleep can lead to depression, coronary heart disease, diabetes and other harmful health outcomes. In the long shifts that first responders work, they can face prolonged wakefulness, which would create mental impairment similar to a drunk driver. That's why some facilities began implementing sleep rooms.

Sleep rooms are equipped with beds or sleep mats, blackout curtains and some sort of white noise machine to block out the chaotic department noises. Sleep rooms can be beneficial during or after a shift. First responders will often drive home after a long shift and fall asleep at the wheel. With a sleep room available, they have the opportunity to sleep as much as they need to before driving. That isn't just a care tactic for first responders, but for everyone else on the road.

Unfortunately, sleep deprivation isn't something that can be easily measured as it's different for everyone. That's when teamwork comes through. During the shift change, incoming responders can check-out the outgoing responders by asking or looking for signs that they're too sleep deprived to drive home.

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heart in constant emergency threat response. If you don't have a way to heal naturally, you need to have a manufactured skill set to recharge, restore and renew yourself," elaborated Kvitne. "Yoga's method of exercises and techniques are there as a skill set to rebalance yourself for your day. When they come here, they can use the breath work to rebalance their heart rate. This keeps them from getting their brain stuck in that emergency threat response. Yoga makes us stay in the present moment."

Kvitne's advice to municipalities wanting to implement this kind of method for first responders is to know that not all yoga studios and instructors are the same. It's easy to stumble upon someone who isn't knowledgeable about what first responders need. YFFR has been training more teachers so they have the background and knowledge

"My best advice is to look for someone who is properly trained. If you're going to reach out to a local yoga studio or teacher, make sure they have an energy that can speak easily to this culture," Kvitne advised. "There is more of a need for wellness, and unfortunately, that makes them vulnerable to open their doors without knowing the quality of instructors they bring in."

First responders put their mental, physical and emotional wellbeing on the line for everyone else. It's time that everyone else did something for them. M



Participating in yoga keeps people focused on themselves, their actions and their breathing, with no distractions. In a day where it's difficult to find personal time, yoga can create that with routines specially created to help first responders of all kinds. (Photo provided)





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Illinois public work agencies pull together

By BARB SIEMINSKI | The Municipal

ILLINOIS PUBLIC WORKS MUTUAL AID NETWORK

When a disaster strikes in your area — either manmade or natural — it can be a godsend to have the speedy assistance of other cities or counties in your state, thanks to a mutual aid network that specializes in this very action.

Mark W. Doerfler, highway commissioner of Wauponsee Township, Ill., and secretary of the Illinois Public Works Mutual Aid Network, said he is not aware of other states that duplicate exactly what Illinois has.

"I know there are a lot of 'local' agreements that happen inside counties or multiple counties, but no statewide organizations," said Doerfler, a resident of Morris, Ill., and a firefighter for the Morris Fire Protection District and also for the city of Champion, Ill.

As he pointed out, "When a disaster such as a tornado happens, it usually affects a large area. If an organization has only a local agreement with its neighbor, and the neighbor is also affected, they will be unable to aid as they will have their own issues to deal with."

Doerfler added, "Another thing that we have found is when a community is impacted the employees of the first responder agencies are personally impacted and are unable to come to work; this limits the number of local responders that are available."

Birth of a statewide mutual aid network

While local agreements are very important, there are many benefits to a statewide organization. According to Doerfler, "We have a long list of resources that are available to us from member agencies, and these range from labor assistance teams to heavy equipment. In a localized area, there may be only one or two pieces of specific equipment available, because IPWMAN is statewide, we can pull multiple pieces of equipment from the entire state, some of these resources are more available in larger member communities that we have agreements with.

"The other benefit to having a statewide organization is our mutual aid agreement. Our agreement is a legal document that is signed by the local agency as well as IPWMAN administration and outlines the dos and don'ts of the organization. This clearly outlines liabilities responsibilities. Because the agreement is a written agreement and is completed before a disaster strikes, it will assist in the stricken community in reimbursement if it becomes available."

Since its founding in 2009, IPWMAN has grown to over 250 agencies. According to Barb Stiel, assistant to the director of the city of Urbana, its founding was not without its challenges. As the IPWMAN's first secretary/treasurer who helped draft the organization, Stiel is the

"go-to" person when the members need info on why, how and when things happened.

"One challenge was whether or not our organization should include public and private agencies or just include public agencies," Stiehl said. "When the Illinois Public Works Mutual Aid Network was in its beginning stages of development, organizers were working with the American Water and Wastewater Association. AWWA includes both private and public agencies that maintain water and wastewater utilities. Some of the agencies involved in development of the mutual aid network were private utilities that dealt with water and/or wastewater only. Other agencies were public and dealt with all aspects of communities' infrastructure; some public agencies did not maintain either water or wastewater utilities.

Pictured is the IPW-MAN's region map. (Photo provided by Mark Doerfler)

"In the end, two separate organizations were formed. IPWMAN was one of the organizations that formed as a mutual aid organization that consists of public agencies and responds to all public works-related emergencies. Illinois Water/Wastewater Agency Response Network is a water/wastewater utility mutual aid organization that consists of public and private water and wastewater utilities."

According to Stiehl, another sticking point was reimbursement, with some arguing that the requesting agency should pay for assistance as they could not provide assistance to a requesting agency free of charge.

"Others argued that in the aftermath of an emergency, the requesting agency is seeking assistance because its resources have been depleted so seeking reimbursement would cause a burdensome hardship on the impacted agency," said Stiehl. "The decision was made by IPWMAN that the first five days of assistance would be provided without reimbursement."

Member agencies do pay dues that are based on the population size they serve. These dues help support the dispatch center, maintenance of resource lists, insurance and no personnel costs.

Learning experiences

Doerfler noted the team learned a lot through various disasters. The Coal City, Ill., tornado on June 23, 2015, saw the involvement of the incident management team as a "neighbor going to help a neighbor" rather than as an IPWMAN officer.

"The day following the tornado, I rode around with the public works director of Coal City," Doerfler said. "I had never seen anything so devastating. We took a map and tried to do a damage assessment. I started out very organized by classifying areas one, two or three. By the end I was marking the map with bad, really bad and 'h... s...' bad. Upon completion of the damage assessment, we reached out to the IPWMAN duty officer and requested some resources for the following day. We quickly broke the town down into zones and worked to clear those areas. By the third day of the cleanup, we had numerous resources from all over the state of Illinois at our command.

"We organized a command staff made up of the Coal City Public Works Director Darrell Olson; Jess Counterman from the Coal City manager's office; Joe Cronin from the village of Lockport; Vince Kilcullen from the village of Algonquin; Roger Barrowman; and Chris Drey from the village of Shorewood. This group had never worked together, but pulled together to form an outstanding team. We managed resources and had the entire town cleaned up after 10 work days."

Doerfler continued, "After calculating the equipment and man hours that IPWMAN supplied to Coal City, it was determined that IPWMAN provided a half of a million dollars in aid. We learned many lessons during this event and we had a contractor come in promising the world to Coal City. It didn't take

RIGHT: Five employees watch a grapple truck load debris into a dump truck. The grapple truck and its operator, Gram Strebler, are from Rolling Meadows, Ill., and are helping clean up after a storm. (Photo provided by Mark Doerfler)



ABOVE: Matt Lyons from the city of Lockport, Ill., sits in the bucket about 30 feet high cutting limbs that were broken but not separated from the trees. These are very dangerous as they can fall without warning. "Our goal is to make the area safe for people who are driving or walking around after the tornado," said Mark Doerfler. (Photo provided by Mark Doerfler)



ABOVE: Jake Harris from city of Lockport picks up downed limbs. (Photo provided by Mark Doerfler)



long to find out that this was not working to Coal City's benefit, and we were forced to fire this contractor. We had an abundance of trees that needed to be dealt with. After two days of hauling brush debris, we had a huge pile and needed to hire a different contractor to bring in a tub grinder."

He added, "One huge thing we initially forgot to do was to order Porta Potties for our workers; it takes more than 10 minutes to get a Porta Potty to a disaster. We had to manage volunteers who meant well but did not have the proper equipment and training to do the work. We had numerous contractors sign in with us but their only goal was to make money, not to help people in their time of need."

Taking the first steps toward a statewide mutual aid network

"First, check with other mutual aid organizations to find out what worked and what didn't work," Stiehl advised. "In Illinois, the Illinois Law Enforcement Alarm System and Mutual Aid Box Alarm System were extremely helpful. Next, talk to your peers to receive feedback and to ask for volunteers to help organize the group. Our organization developed at the local and county level. With that said, it served our organization well to discuss our plans and goals with state agencies at the very beginning.

"Once your organization is officially formed, ask if you can present at state conferences, regional state meetings or any other venue where



Another operator helps clean up posttornado. (Photo provided by Mark Doerfler)

local public works, elected officials or other emergency management staff would be in attendance."

Doerfler concluded by listing other cases he had been through and how "I can go on for hours about the things we learned and experienced during our work. Each event we have, we get better at doing what we do. The unfortunate part is that for us to get better, bad things happen to people"

On the Web

The Illinois Public Works Mutual Aid Network's website can be viewed at www.ipwman.org.











By JULIE YOUNG | The Municipal

HEN THE RAINS BEGAN TO pummel much of the Central U.S. in late April and early May, community leaders in Missouri knew it was no ordinary spring shower. Within days, over 12 inches of precipitation fell and tornadoes twisted across the state causing rivers to rise, trees to topple and power to peter out. According to reports, 369 homes were destroyed while another 848 sustained major damage. With losses totaling an estimated \$86 million in the disaster area and cleanup efforts expected to continue throughout the summer, municipalities are reevaluating their public safety plans and looking to get ahead of the next storm.

Learning from experience

City of Arnold Police Chief Robert Shockey said the key to mitigating damage during a flood event and keeping the public safe is having a solid emergency preparedness plan in place and being ready to execute that plan when and if the time comes.

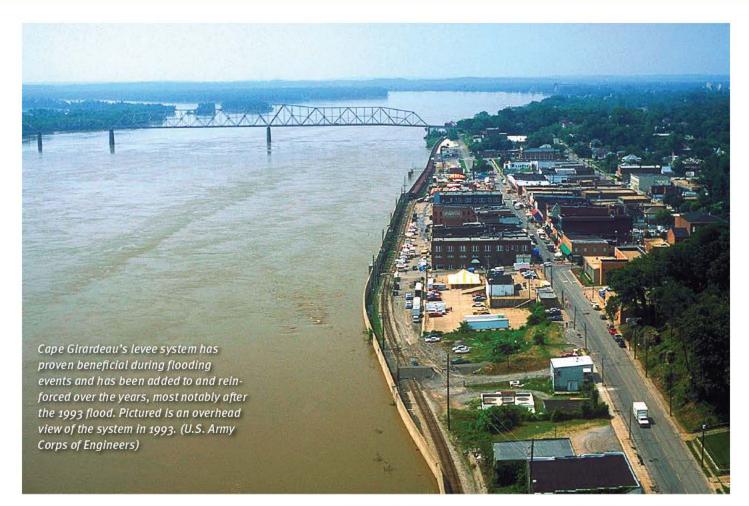
"We have learned from experience," he said.
"In 2015 we experienced historic flooding that
was even worse than the Great Flood of 1993
and we only had 48 hours to get ready for it. In
this case, we knew the rain was coming several months in advance so we had a handle
on it. The more time you have, the better off
you are."

Shockey opened the Emergency Operations Center on April 30 and alerted the public that the Meramec River was expected to crest at 44.5 feet at approximately 7 p.m. on Wednesday, May 3. He then began putting sandbags in place with the help of some National Guard Units who happened to be in the area. Throughout the following days, he kept the public informed of any new developments, cancellations, road closures and possible power outages via the city's website

ABOVE: Arnold, Mo., had only 20 homes sustained damage during the late-April/early-May floods that impacted the state of Missouri. The number was far less than in 2015 in part because of the level of preparations the city had made before the storm. (Photo provided)

and Facebook page while letting citizens know where they could turn for help in the event they needed it. He said drawing on the experiences of the past helps him be more prepared for the future.

"I have been though five floods in the time that I have been here and this one was nothing compared to the others because we were so well prepared," he said. "We still have some cleaning up to do, but we've had a lot of volunteer groups come in, and we were able to get most of the debris moved by mid-June. This time around only 20 homes sustained



damage, which is far less than those we had in 2015 so it could have been a lot worse."

When the waters rise

Likewise, the city of Cape Girardeau was prepared for the flood by filling sandbags and monitoring the levee system it put in place after similar events in the '50s and '60s. Though it was not a popular decision at the time, the community leaders determined that they were necessary in order to protect the public and hold back the water anytime the Mississippi River began to rise. The levees have been added to and reinforced over the years, most notably after the 1993 flood and city manager Scott Meyer said they have been very effective in keeping flood waters from encroaching on the historic riverfront.

"I'm sure it was difficult for the residents who lived in the flood prone areas to sell their homes to the city at the time and I know there was a lot of opposition to it, but both the buyouts and the construction of the levee system were smart investments for the city rather than spending millions in subsequent >



The Emergency Operations Center, which opened on April 30, alerted Arnold residents that the Meramec River was expected to crest at 44.5 feet at approximately 7 p.m. on Wednesday, May 3. (Photo provided)

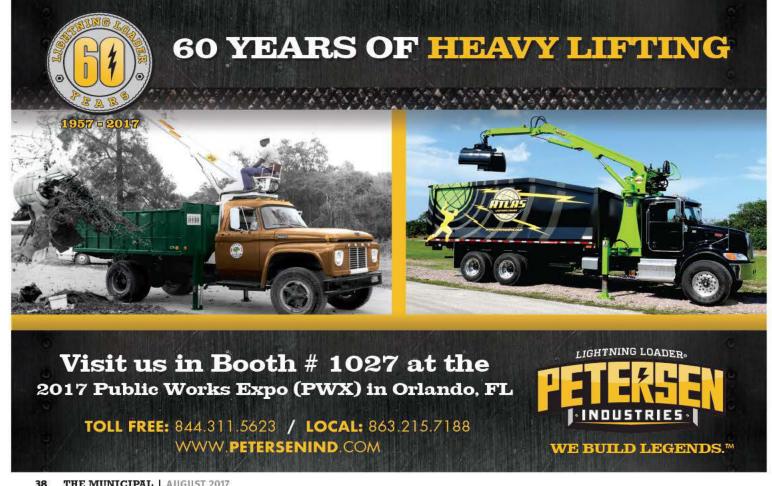


While some communities might see a wall that serves as a barrier to its riverfront, Cape Girardeau, Mo., has turned its levee into a canvas for art while still providing public access to the water. Pictured is the city's Riverfront Park, which not only displays murals, but offers a trail system and docking site for Mississippi River paddle boats. (Photo by Larry J. Summary, Cape Girardeau, Mo., via Wikimedia Commons)

years repairing the damage caused by occasional floods like this," he said.

During the May event, Meyer said employees of the Cape Girardeau Public Works Department checked on the levee wall up to six times a day to ensure that it was structurally sound as 8.2 million gallons of water flowed by per second during the height of the storm. Some areas with levees were not as fortunate. Across the state at least seven levees were topped by water while another seven were breached. Most of these walls were located in rural areas where the impact was primarily on farmland.

There has been some criticism by the Army Corps of Engineers in the Rock Island District that at least 40 percent of the levees north of St. Louis have been overbuilt and caused problems down river, but it is unclear as to what affect, if any, this had on the May event. Meyer said not every river town requires a wall, but if community



leaders think one may be necessary for future floods, it may be wise to build one now rather than later.

"The best advice we could give another area is to look at the longterm impact of the flooding, make the investment ahead of time and look for opportunities to rethink the area in the event you need one. Some communities see a wall as a barrier that blocks their view of the river, but others see it as a blank canvas that allows us to incorporate art while still giving them access to the water."

Ultimately, municipalities have to protect the public, and whether that means buying out homes that are in obvious flood zones in order to put up a wall or creating a comprehensive emergency action plan so that the community knows where to go and what to do, it is important for cities to create those strategies now rather than waiting until it is too late.

"It sure seems like recently, the floods have been larger and they have come on a more frequent basis. For us the levee has been effective because when you have a good sized event every couple of years, it sure seems like we need it," he said.

"You can't just create an emergency management plan and put it on a shelf," Shockey said. "You have to change it and update it over the years and constantly work to build good relationships with various agencies in communities around you in case there ever comes a time when they need you or you need them."



With help from National Guard Units in the area, sandbags were deployed around Arnold, Mo., to stem the approach of the Meramec River. (Photo provided)



Chief Clark passes knowledge on to his hometown

by ANDREW MENTOCK | The Municipal



Police Chief Blaine D. Clark

On May 15, Blaine D. Clark, 54, became the active police chief of DuBois, Pa. This position allows him to continue the legacy of his father, Darrell E. Clark, who was the police chief of DuBois for 36 years.

"Public service has always been a passion of mine," Clark said. "Ever since I was a child, as long as I can remember, I wanted to work in public safety. I wanted to be both a police officer and firefighter because that's actually something I witness my dad doing as well."

However, even though Clark's position is the same as his father's, the responsibilities are different as he must navigate DuBois through a new age of law enforcement. One where crime is up and respect for law enforcement is down.

"Sadly, the national narrative has shifted from total respect for law enforcement to a growing disrespect for law enforcement officers," he said. "The city of DuBois is still a small community. It still has a small community feel, but it's combating larger city problems as well. The city has experienced a downturn in population but an upturn in criminal activity."

However, he believes that his father's tutelage will still help him today.

"I learned (from my father) that being a public servant is definitely not a nine-to-five job," Clark said, "and regardless of the level or rank, the passion to serve and protect is constant. It is not a position taken lightly and it isn't one you can leave at the office."

He has seen firsthand how these characteristics in his father were able to impact members of the community. At his father's funeral, Clark noticed a disheveled man whom he did not recognize. When he approached the man to thank him for coming, the man told him how the late police chief had saved his life and because of that he felt compelled to show his respects.

"The fact that dad was able to impact this one man so profoundly made me realize just how influential one person can be to another. So if I can impact one person's life or give them positive redirection (through my work as a police chief), it's all worthwhile."

Clark will also use the knowledge gained from his own experiences as both a law enforcement officer and firefighter.

In 1985, he began his career in public service. It was then, after growing up in DuBois, he and his wife moved to Clayton County, Ga., which is in the metropolitan area of Atlanta. In addition to a thriving local economy, the motivation behind the move was that it would provide the young couple with better opportunities to advance in their careers, while also giving Clark a chance to work in multiple public safety departments.

His first position in Clayton County was as a detention officer for the Clayton County Sheriff's Department. A few years later, he transferred to the county's fire department. From there his career flourished.

"I held all the ranks throughout fire department," said Clark. "I was a lieutenant battalion chief, deputy chief of EMA and Homeland Security, a deputy sheriff for Clayton County police department, a reserve sheriff and was deputized as a special U.S marshal through the Southeast Regional Fugitive Task Force in Georgia. I was a tactical administrator."

"Then I became the chief of police with the Clayton County Fire and Emergency Police Department. This is when we actually started a police department within the emergency services."

The other public services within this emergency department were EMS, EMA and fire. Clark was integral in starting the police department within an emergency services department that had





ABOVE: Although, the city of DuBois Police Department's jurisdiction is relatively small, the police department is the largest and busiest police agency in the Tri-County Area, handling over 11,000 calls for service per year. (Photo: http://duboispa.gov/police-department)

already existed for years. A department that he said was "crucial" for maintaining the safety of the community.

"It also allowed our medically trained personnel men and women to be certified police officers in an effort to prepare for the worst-case scenarios," he said. "So basically, like our tactical medic program, it would respond with all of our special operations."

He and his team were utilized by some of the most elite departments in the metro-Atlanta area, including the U.S. Marshall service. They were also called upon by other counties in need of tactical medics.

While with Clayton County, Clark was a two-time recipient of both the Medal

of Valor through Clayton County Fire and Emergency Services and Trauma Life Saving Award, as well as a recipient of the Rescue Award, the Georgia State Pediatric Trauma Award, was named the Firefighter of the Year, and was an honor graduate of Basic Law Enforcement class of 2016.

However, none of these awards can compete with his role as husband, father and a poppa since his number one accomplishment is family.

That's why, three years ago, he returned to DuBois after retiring from Clayton County. Then, shortly after settling back into his hometown, he decided it wasn't right for him to be idle, especially given all

LEFT: From left, Officer Orndorff, new Dubois, Pa., Police Chief Clark and Officer Peterson pose with a dinosaur at the annual Community Days event. Clark is hoping to continue growing the department as a community-oriented department. (Photo provided)

of the valuable knowledge he could pass on to members of the public service community in DuBois. In his opinion, "there's no greater professional compliment than to witness those in your command succeed."

Soon after, he found a public service opportunity in DuBois.

"I couldn't sit around too long," Clark said, "so that's actually when I got hired with the area school district police department and I worked there for two years, and then this position became available and I put in for it."

Now, as the police chief of DuBois, he has a number of goals he hopes to accomplish.

"I definitely want to foster department that is professional, proactive, respected, loyal and well-trained, and that is a family-and community-oriented department," said Clark. "With that, I will pledge to aggressively fight crime and the criminal element by utilizing all and any resources available. I, too, want to live and work in the safest community possible."

It's good news that Clark believes that these goals were already being fostered by the community.

As for the rising crime in DuBois, he said that "officer presence" is the number one deterrent of criminal activity, but will use whatever tools available to him in order to keep the people of DuBois safe.

"I have a love for this community that help provide me with a safe and happy childhood," Clark said. "It's funny, when my wife and I moved away, we knew in the back of our minds that we'd come back one day. My loyalty to this city in conjunction with my professional qualities and diverse training provides me with the opportunity to develop a department that the community can depend on."

With that, it's safe to say that Clark is well on his way to leading a department that exhibits many of the same qualities that his father's department did.



Knoxville seeks to provide citizens with guidance on short-term rentals

by CATEY TRAYLOR | The Municipal

We've all done it, or known someone who's done it: used Airbnb to book a convenient and cheap place to stay for a weekend trip.

The concept of the "sharing economy," which includes services like Airbnb, Uber and Lyft is becoming increasingly popular in America. In fact, according to a survey conducted last summer by Allianz Global Assistance, a Virginia-based firm that specializes in travel insurance, nearly 40 percent of Americans said they planned to utilize a sharing service while on their summer vacations. Specifically, 65 percent of millennials stated they rely on these services regularly.

As a guest, Airbnb is a dream come true: It's more private than a hotel, has all of the amenities and comforts of home and is so popular amongst people that the concern for safety is relatively low. As a host, it's an opportunity to showcase your hometown and bank a few extra bucks while you're at it.

While the service is popular, especially in tourist destination towns, the logistics behind short-term rentals are more complex.

Bill Lyons, deputy to the mayor and chief policy officer in Knoxville, Tenn., and his team are dealing firsthand with the backlash of Aribnb's popularity in their booming tourist town.

"Our task is to catch up to an ever-changing economy, which started with ridesharing and has now expanded to home sharing," Lyons said. "We have people here who have been operating Airbnbs without any legal basis to do so, and now we're in a position where we'd like to get an ordinance in place to catch up to this activity and protect everybody involved."

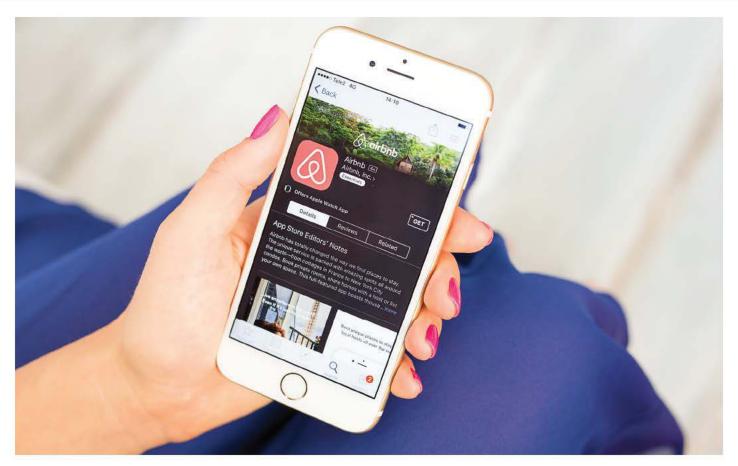
Lyons and his team have been working diligently to get an ordinance in place to allow Airbnbs to operate in the city without compromising the integrity of neighborhoods, taking away from economic opportunity for hotels and motels or endangering residents of communities with short-term rentals in their neighborhood. "We want to find a way to enable the shortterm rentals to function—we don't want to shut them down," Lyons said.

In fact, Lyons wants to do quite the opposite. In researching cities of similar sizes and demographics with his team, it was determined that the last thing they wanted to do was order residents to stop using the service.

"One of the most important lessons we took away from looking at other cities is that banning short-term rentals doesn't work," said Jesse Mayshark, senior director of communications for the city of Knoxville. "Cities that have the strictest rules have had some of the biggest problems. Finding a way to allow people to operate legally with some structured framework is, we believe, the best approach."

Looking to do just that, the team hosted a few public forums to gather resident opinions before drafting an ordinance.

"We have had meetings dominated by would-be Airbnb hosts who were upset about limitations we might put in place and also meetings with neighborhood organizations



ABOVE LEFT: A popular destination, Knoxville is working to get an ordinance in place that allows homeowners to rent their already-occupied homes, but not to buy homes specifically for rental purposes. (Shutterstock.com)

ABOVE: More cities and towns will likely face short-term rentals as travelers increasingly use apps to book them. Allianz Global Assistance, a Virginia-based firm that specializes in travel insurance, found that nearly 40 percent of Americans planned to utilize a sharing service while on their summer vacations. (Shutterstock.com)

that don't want short-term rentals in their neighborhoods at all," Mayshark said.

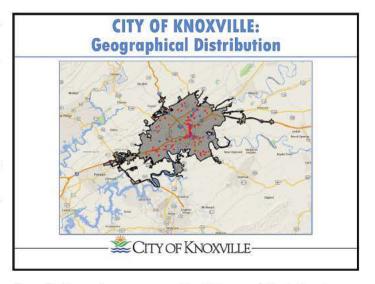
These differing opinions, Mayshark said, has the team at a crossroad. "We find ourselves arguing the integrity of neighborhoods, but also arguing the viability of the owner-occupied model by people who don't trust it," he said.

The result? An ordinance that allows homeowners to rent their already-occupied homes, but not to buy homes specifically for rental purposes.

"We want to allow short-term rentals only in owner-occupied homes," Lyons said. "We want to close the possibility of people buying homes in neighborhoods and turning them into short-term rentals. In residential areas, we protect the fabric of the neighborhood by requiring them to be owner-occupied only. In commercial districts that allow residential use, we would allow people to buy specifically for full-time Airbnb usage."

As a city with more than 200 active listings on Airbnb, Knoxville isn't the only city pushing for ordinances to be in place regarding home sharing. In fact, ordinances already in place in cities like Ashville, N.C.; Denver, Colo.; Austin, Texas; and Nashville, Tenn. served as benchmarks for the efforts in Knoxville.

One Airbnb host based in Monterey, Calif., shared his experience on a public Airbnb discussion board, stating that he'd like to work



Knoxville, Tenn., has over 200 active listings on Airbnb. To enforce its proposed ordinance allowing the rental of already-occupied homes, Knoxville hopes to work with a software company to get weekly reports on properties listed on the Airbnb website in addition to complaints from surrounding residents. (Map provided)

with local officials to make his city's ordinance something that was agreeable for both parties.

"We love using home sharing for all of our travels as it has always suited our desire to feel at home while abroad," user Brad posted on Aug. 31, 2016, on the official Airbnb Community Center. "We recently opened our home on Airbnb to other travelers and found ourselves in the middle of a dispute going on with our local, outdated, city ordinance and a short term rentals alliance group. These disputes exist in many cities so I know this is not an uncommon thing."

This holds true in Knoxville as well.

"People want to be operating legally," Mayshark said. "They've been asking where to get permits for short-term rentals, but we haven't had that option."

The next hurdle the team has to tackle is how to enforce its ordinance, should it be voted into creation.

"One of the biggest questions we encounter in drafting ordinances is enforcement," Knoxville Staff Attorney Crista Cuccaro said. "We tried to make this ordinance simple to comply with, simple to enforce. We didn't want something that was so strict we couldn't enforce it."

Mayshark agreed, saying they will largely rely on complaints from surrounding residents if a short-term rental is violating the ordinance. Additionally, Knoxville is looking to work with a software company that will provide them weekly reports of properties listed on the Airbnb website for rent.

CITY OF KNOXVILLE: By the Numbers HOSTS OURRENT ACTIVE HOSTS AVERAGE HOST AGE ANNUAL EARININGS FOR A TYPICAL HOST 200 38 S3,700 GUESTS INBOUND GUEST ARRIVALS IN THE PAST YEAR PER GUEST 8,000 2.6 nights 17,000

Shown is data collected by the city of Knoxville, Tenn., in regards to hosts and guests of short-term rentals. (Data provided)

"If we can get something passed that is relatively easy, we'll get a lot of compliance just from people wanting to operate legally, and then we can focus our efforts on the hopefully small number who are not."

The proposed ordinance for Knoxville went to a city council workshop for further review in June, with a vote to having taken place in late July after The Municipal's deadline.





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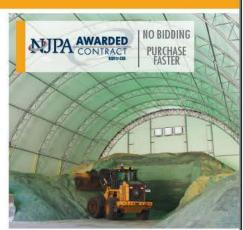
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by ANDREW MENTOCK | The Municipal

After years of decaying streetscapes, unsafe parking options and failed small-scale rehabilitation attempts, the city of Fenton, Mich., decided to fully invest in their downtown area.

"The sidewalks downtown were many years old," Daniel Czarnecki, public works director of Fenton, said. "They started getting cracks, there wasn't any landscaping to speak of, other attempts to make things better hadn't really worked, so the city embarked on a way to improve downtown."

The city put \$4.7 million into the streetscape project, which took nearly six years from start to finish to complete. Given the numerous awards won and the return

of businesses and people to the downtown area, it's safe to say it's been a success.

Aside from the large financial investment, the project was able to go on without a hitch in large part due to the people of Fenton buying into and supporting the rehabilitation.

"It was challenging but just about everyone was receptive and helpful to get this done," Czarnecki said. "Everyone realized that this was a way to improve the downtown.

Businesses understood that we had to have some dust and some dirt around to make it better and, now that it's done, they are seeing that it was well worth it."

One of the main changes Fenton made to its downtown was to go from angled to parallel parking. The purpose of this change was safety.

"You can't have angled parking on major streets," he said. "If you're backing out, sometimes it's very hard to see the oncoming traffic."

However, because they added parking to downtown streets that did not have it before, they were able to minimize the number of parking spaces lost. LEFT: Pictured is an eagle's view of downtown Fenton's completed streetscape. During the rehabilitation process, the city opted to transition angled parking into parallel parking in order to increase safety. (Photo provided)

BELOW: The city introduced permeable brick pavers into the downtown area to release rainwater into the ground rather than the storm sewers. (Photo provided)



"I think it was a wash in the number of parking spaces," Czarnecki said. "We might have two less than before, but it's pretty darn close."

All sorts of landscaping, trees and flowers were added in an effort to beautify the downtown area. Bricks were also laid throughout downtown, which was done for more than just aesthetic purposes.

"We put in permeable bricks so that the rainwater can wash between the bricks into the ground and not just go straight into a storm drain," Czarnecki said. "We've done our best to try to get the water back in the ground."

The city of Fenton received several awards for the project. Most notably, it was given the Award of Excellence from the Michigan Concrete Association.

Other awards the city won include the 2017 Innovation in Infrastructure Award



ABOVE: Fenton, Mich., completed an award-winning streetscape and rehabilitation project in 2016. The result has brought people and businesses into the downtown area. (Photo provided)



Vehicles travel through downtown Fenton as the city's new streetlights illuminate the area. (Photo provided)

from the Genesee County Metropolitan Planning Commission; the 2017 James F. Bliskey, P.E., Quality of Life Project of the Year Award from the Southwest Michigan Branch of the American Society of Civil Engineers; the Project of the Year in the category of Quality of Life \$1 million to \$5 million from the Michigan Chapter of the American Public Works Association; and the GCMPC Award given

to Fenton as a Special Tribute from the State of Michigan.

Plans for the project began to form in 2010, when the city did a walkability study to determine what areas were in need of rehabilitation. During this process, they also spoke to local business owners and residents.

Then, in 2011, they decided to move forward with renovating downtown, which ▶

included deciding what areas to improve and allocating the funds necessary to make those improvements.

The city received several federal and state dollars through several grants, including two awards that provided money for the beautification of the downtown streetscape. The city's water fund paid for a new water main that went in and the rest of the project was paid for by the downtown development authority.

Ground on the project wasn't broken until the fall of 2014. Construction continued through 2015 and then was finished in early 2016.

For the project, Fenton hired two companies in the region. Its engineers were from OHM Advisors out of Livonia, Mich., and the general contractor was Champagne & Marx Excavating out of Saginaw, Mich.

"Both the general contractor and the subcontractors understood that they were working in a downtown area with many people around," Czarnecki said. "They understood that they were in a public area and acted as such. We had no issues that I know of with anyone down here working."

Now that downtown is looking great, the city of Fenton plans to keep it that way. It is already planning future projects to improve the downtown area and has also hired a maintenance crew to make sure the plants and sidewalks are well kept.

"It made our downtown more walkable, made it more presentable, made it more of a destination for people to come and business to set up shop," Czarnecki said. "Overall, we're seeing an influx of the community as a whole." ■



The streetscape project brought landscaping to the downtown area, where it once didn't exist. The plants are now maintained by a maintenance crew. (Photo provided)

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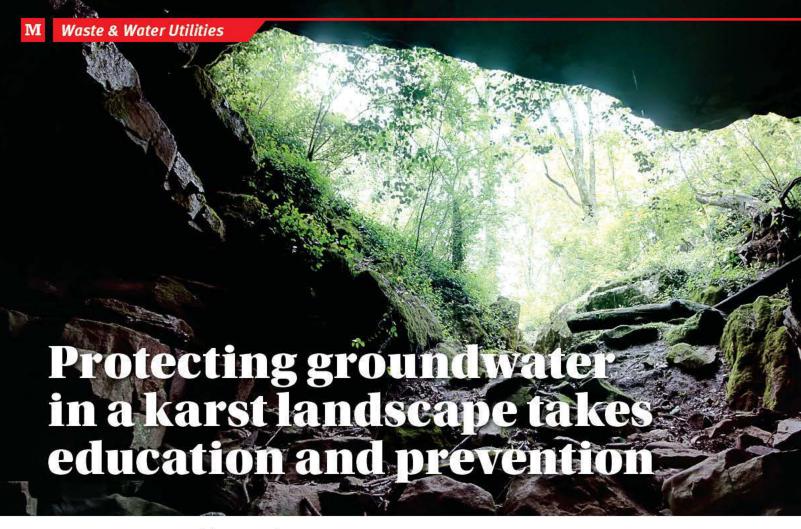
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By NICHOLETTE HODGSON | The Municipal

There are many factors that can make a city interesting and unique. For Bowling Green, Ky., one unique feature is its topography. The city lies on top of a karst system, which means there is soluble rock, commonly limestone, lying beneath the ground's surface. As the limestone dissolves away it creates connected features underground like caves, sinkholes, springs, underground rivers and aquifers.

However, while it can be beautiful, there are also unique challenges that come along with living on and managing a karst landscape. This includes the fact that, although it may seem like a built-in sewer system for the city, it's actually quite different from the average underground sewage system. Since it is all natural, it is difficult to know how large it is, what kind of shape it is in or its carrying capacity.

Leslie North, Western Kentucky University assistant professor, explained that Bowling Green has "the potential for cave and sinkhole development, along with many underground rivers that are integrated into the stormwater system. This is done through the use of hundreds of injection wells that drain rainwater into the subsurface. These can sometimes allow pollutants to enter the groundwater system." Suspended solids can be one of the most widespread pollutants affecting the sewer system as well, normally coming from construction and post-construction sites.

The landscape itself is particularly susceptible to degradation from human activity. "These landscapes have a lot of connectivity between the surface and subsurface. Thus, any pollution that occurs on the surface, like

polluted stormwater, can very quickly make its way to groundwater flows underground with little to no natural filtration," North said. With the underground rivers, these pollutants can be carried long distances and eventually resurface miles away.

How can they manage a karst system?

According to Matt Powell, city of Bowling Green environmental manager, any developments the city makes are determined by topography. A primary focus is building retention and detention basins as well as drilling underground injection stormwater wells.

Using receptors and injection wells, the city attempts to map parts of the karst system to attempt to decipher how they are connected to springs and the strength of their connection. However, since they are limited in their ability to map the karst system, they rely primarily on prevention. Powell added, "Once something's in there, there's almost no getting it out."

LEFT: While the karst landscape underneath Bowling Green, Ky., can make keeping the groundwater clean difficult, it also provides some gorgeous views. Matt Powell considers this picture of Trooper Cave one of the most scenic as well as one of his favorites. (Photo provided)

RIGHT: Matt Powell, city of Bowling Green, Ky., environmental manager, collects water samples to test from Jennings Creek. At one station there is now continuous monitoring when previously there had only been quarterly sampling. (Photo by Laura Harris)

Since being issued a municipal separate storm sewer system permit, they are required to conform to certain rules and regulations set forth by the Environmental Protection Agency, which include a minimum of six control issues. These issues are public education; public involvement; monitoring for illicit discharges; strict procedures for construction sites; creating a manual of best management practices to be followed for post-construction; and utilizing proper inhouse practices in their own city projects.

With construction sites being a large conveyor of pollutants, they are inspected regularly. The city will also review permit applications and require an erosion protection and sediment control contractor.

Bowling Green is also classified as groundwater under direct influence - meaning that preparing groundwater for human consumption has higher standards since the groundwater can be the same as the surface water. This requires programs and reviews of systems, extra processes to keep water safe and strengthened filtration requirements.

The city also works closely with Bowling Green municipal utilities to coordinate water quality improvement. This ensures communication at all levels to protect water from surface stormwater pollution as well as potential threats from industrial and construction sites. In order to detect any problems, the city voluntarily performs quarterly sampling at a variety of surface water and groundwater sites.

Quarterly "grab sampling" began in 2004, which involves spot-checking groundwater and surface streams, mostly downstream. At one station they have started continuous monitoring since 2014. These stations are maintained by the students at Western Kentucky University





LEFT: Students listen to Matt Powell at their streamside field day on April 17 at Romanza Johnson Park, Bowling Green, Ky. During these events, the students learn abut their unique landscape and the importance of keeping water clean. (Photo by Kelly Keith Fritz)

who help record the information so that it will show trends over time.

Monetary fines are levied for those who are not in compliance with rules and regulations. The city will issue notices and warnings first on top of going out to the site and showing them what they need to do and how to improve. Powell believes in treating everyone as if they want to be a part of his team and said that tends to get good results.

Regarding negligence or failure to follow the proper BMPs during construction and post-construction, the first fine is \$500. For an illicit discharge or damage to city infrastructure, such as a drain, the first fine is

\$1,000. The fines double for any subsequent compliance issues.

Education and prevention

One of their six control issues was public education, and according to North, "the partnership was serendipitous." A student intern at the city enhanced the ability of the city of Bowling Green and Western Kentucky University to integrate collaborative research. Since the city has a mandate to educate about stormwater in the region, the school teamed up with them to share their expertise with scientific monitoring and education related to karsts and stormwater.

On the Web:

- Spotlight on Bowling Green: Stormwater Management City of Bowling Green, Ky. — Official Municipal Government
- www.youtube.com/watch?v=c2vVb-A9zSg&list=PL15F5BE16BA4E41C7&index=1
- Under Bowling Green www.underbgky.org

North and her colleague, Jason Polk, were specifically asked to assist in a water education campaign since they had created a similar campaign in Florida. They helped the city create a website — Under Bowling Green — since there was a lack of information publicly available. This website is important because it allows residents and visitors to get information specific to living in harmony with their natural landscape.

North said, "The project is geared at providing data and educational material that is easily accessible to the public while helping them connect things together. For example, the website features a calendar of events related to water and pollution in the region. They can learn about karst areas and stormwater management in Bowling Green, take a pledge for the behaviors they are willing to change to decrease instances of degradation and download resources for use in classrooms or other personal activities."

Another benefit of the website is that it allows people to see all the work that is being done by both the city and Western Kentucky University in relation to groundwater and stormwater. Since many individuals do not truly understand or appreciate the sensitivity of the land, North believes the website creates "an avenue through which people can learn about the needs and challenges of protecting groundwater and surface water supplies in karst areas."

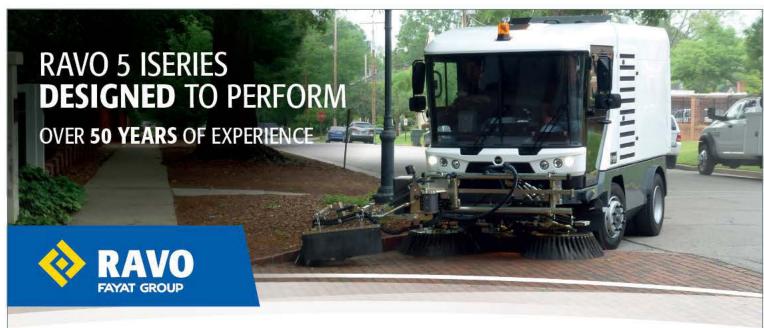
The city staff also conducts presentations on water quality and the impact of contaminants in multiple ways. Two of these are the streamside field days where students learn how to determine stream health



Adam Shelley collects a sample of surface water to test for the Under Bowling Green website. The website was put together by individuals at Western Kentucky University to help provide information to the public about their landscape. (Photo provided by WKU CHNGES)

and city waste day events, which help to ensure everything above ground is clean.

Preventing and monitoring pollution is crucial for Bowling Green because it is an integral part of keeping its water clean. Partnerships with Western Kentucky University and municipal utilities help not only raise awareness, but also teach preventative measures.



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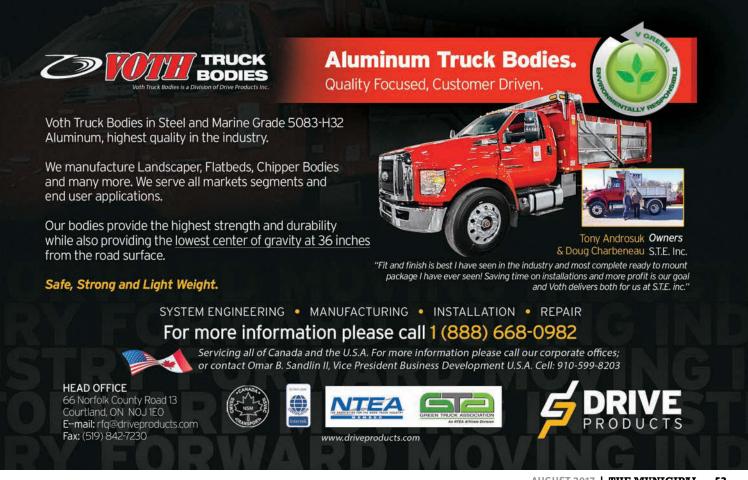
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By BARB SIEMINSKI | The Municipal

UBLIC WORKS DEPARTMENTS across the country hold annual roadeo competitions where snow removal equipment operators participate in a challenging obstacle course to prepare and train them for the upcoming winter's onslaught. Even in warm-weather states, similar competitions are held for heavy equipment drivers, complete with door prizes, food vendors, music and family activities, such as in North Port, Fla., which held its own Road-E-O last January to highlight solid waste and operations heavy equipment drivers. Winners got bragging rights for a year.

Fredericksburg, Va., celebrated a roadeo last May at the Mid-Atlantic chapter of the American Public Works Association annual conference. It featured various kinds of heavy equipment operators tackling obstacle courses but with a unique twist: Hugh Mercer Elementary School students attended the festivity and learned about the different types of heavy machinery used in the public

works department. Great idea to start kids early in learning about usually unrecognized machines that impact their lives.

preperation for winter

Ron Wiese, operations supervisor of West Des Moines, Iowa, described his roadeo as being a little unique because of the combined training of the event.

"We have SPOT (snowplow operator training) or you can take backhoe training or loader training for two days prior to the roadeo," Wiese said.

A successful roadeo, however, takes preparation. He said, "If you are just having a roadeo then planning would include these things: site, vendors, food, course setup, judges for scoring events, people to calibrate scores, prizes and trophies. You also need to figure out what agencies will help on setup and be part of a committee that would handle all details."

For other public works directors who may be considering running their own roadeos, they may be wondering if the entrants from other cities in these roadeos bring their own heavy equipment or use the ones at the event site.

"In the SPOT training, they do bring their own plows and trucks, but usually a city or county that is in close proximity of the roadeo site would provide trucks and plows for the event," said Wiese. "Two or three units with identical equipment on them would be about right."

Different roadeos are run for a variety of days – one to three is usually the norm. "Our roadeo lasts one day, and includes a plow truck roadeo, skid loader roadeo and loader roadeo," Wiese said. "Some can last two days depending on the number of participants.

Of course, a competition isn't a competition without prizes. He said, "Prizes usually come from the vendors and they can range from gift cards to hats, gloves and clothing. We also offer the winners of the roadeos jackets and trophies. Our grand prize is a flat-screen TV donated by a vendor and all participants are eligible. Entry fees we try to keep low, because most training budgets

have been cut: \$75 for roadeo, \$95 for the two-day training prior to, \$350 for vendors on the day of the roadeo. We have vendors for participants to talk to because there will be downtime when not competing."

These hands-on events are usually held on large parking lots, preferably on hard surface. Other possible sites include state fairgrounds and universities. In addition to looking for a place with big lots, the hosts will need classroom space for training.

"Benefits to the participants include being able to get into a plow and get trained or run the roadeo prior to the season so operators get a little seat time before the snow flies," Wiese said.

"They network with other communities and talk about the challenges and successes they have had with snowfighting, material usage, chemicals used, snowplow blades and other operation issues. Also, the winners can brag a bit throughout the next year until a new champion is crowned."

Of course, there are challenges in setting up a roadeo. One is getting a committee formed of various city and county employees who have the right people to get things done. That would include some supervisor staff, though mostly field staff is used at Wiese's events, and finding a location that has the right facilities and is situated in a centralized location.

"You also need course layouts in which we use the Western Snow Conference as guidance on what courses we use," Wiese concluded.

The courses are set up to simulate real-life situations plow drivers will encounter when out in real storm conditions, said Bret Hodne, public services director of West Des Moines, Iowa.

"Procedures such as plowing around parked cars, weaving in and out of areas where cars may be impeding access to streets, backing up when necessary in tight quarters and having a situational awareness of the challenges associated with maneuvering in tight quarters is extremely beneficial for these winter maintenance professionals," Hodne said.

"Roadeos provide much-needed training prior to that first storm and also get the participants thinking about equipment inspections and pre-season preparation. Often, there's not enough time in between daily field activities and the start of winter. I've seen staff doing pavement work one day and plowing the next," he continued.

"Also, the process of making operators conduct walk-around inspections of their equipment prior to getting out in the field is extremely critical," Hodne added. "Since these inspections are part of the federal commercial drivers licensing requirements, it is crucial that operators are adequately trained in this area. Not being aware of how to do these inspections properly can lead to liability issues and potential accidents."

One of the most successful training methods is the vehicle defect identification section of the roadeo whereby students have to find defective equipment issues that mechanics have set up in advance for them, said Hodne.

"On the other hand, I have seen a couple major roadeo events where scoring errors have reversed the final placings after the awards have been handed out, and those are hard issues to deal with."

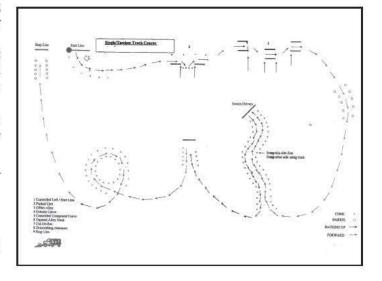
RIGHT: Pictured is the rodeo course utilized by West Des Moines, lowa. The course features parked cars in addition to a offset alley, controlled compound curve, tapered alley bock, cul-de-sac and diminishing clearance. (Photo provided by West Des Moines, lowa)



Pictured is West Des Moines' skid load roadeo, with the backhoe roadeo going on in the background. (Photo provided by West Des Moines, Iowa)



Pictured is snowplow operator training. Notice the truck has a wing on. Wiese said, "Our plow roadeo truck has no wing and two participants. As we move into future roadeos, we may incorporate wings to the trucks and only have the driver in truck during the course. That is more real-to-life plowing for snowfighters." (Photo provided by West Des Moines, Iowa)





Reaching out to the next generation of fleet technicians

by CATEY TRAYLOR | The Municipal

Dakota County, Minn., has proven its expertise in the world of fleet staffing.

Since a merger in 2007, which resulted in all of the county's vehicle and equipment maintenance and management efforts falling under one unit, the department has ranked No. 6 on the "100 Best Fleets in North America" list, as one of the top 50 "Leading Fleets in North America" by Government Fleet Magazine and was awarded the "2014 Outstanding Achievement in Public Fleet Management" honor by NAFA Fleet Management Association. These are just a few of dozens of recognitions the department has received.

Led by Fleet Manager Kevin L. Schlangen CPFP, CAFM, CEM, the department services more than \$25 million worth of equipment for Dakota County, ranging in size from chainsaws and snowblowers to patrol cars and salt trucks.

"Alot of people think that fleet management is just oil changes and basic maintenance, but there's a lot more to today's vehicles and equipment," Schlangen said. "Even in the last 10 years, technology has moved along. Nowadays, if you do fleet staffing the way you should, you need a skilled team to be able to

ABOVE: Dakota County, Minn., Fleet
Management services everything from
chainsaws and snowblowers to patrol cars
and salt trucks. The department experienced a 70 percent worker turnover, largely
due to retirements, but has put in place
incentives to entice students into giving
fleet services a chance. (Photo provided by
Dakota County Fleet Management)

not only perform maintenance and repairs, but to analyze and track your data."

In the 35 years Schlangen has been in the world of fleet management, he said the shift in the industry is apparent and must be taken seriously. "Just to keep up with the amount of new regulations we see every day requires a totally different skill set than we needed 20 years ago. Fleet staffing requires you to have a broader range of knowledge and skill sets of individuals in your organization, especially since things are so technology-driven these days," he said.

Noting the advent of hybrid and electric cars, new technology in equipment and the overall need to adapt quickly, Schlangen said it's crucial to attract young talent to the fleet management industry.

In the last decade, Schlangen's department has seen a turnover of 70 percent of his staff, largely because baby boomer-era employees are beginning to retire; however, finding their replacements hasn't been an easy task.

"It's been a struggle to find young talent who want to go into this industry," he said. "We need to create an environment where we hire young, innovative people from trade schools and show them that this isn't just a job, it can be a smart career option for them."

Schlangen has pioneered a mentorship program within the department, where local trade school students can come in under an apprenticeship and work with senior technicians to learn the industry. Additionally, he ensures his department has a presence at local career fairs and maintains relationships with specialty and technical colleges in the state.

"If we bring students in while they're still learning and offer them an attractive career with upward mobility, it betters our chances of being able to fill those empty full-time spots when we have them," he said. "The younger generation offers a unique skill set. They're not afraid of computers and technology, and they bring us to the next level."

Schlangen cited some of the perks his department offers as a strong influencer to younger employees. Employees are provided all tools they'll need for their position as well as uniforms, safety jackets and outerwear for jobs. This, he said, is often an additional cost for employees, especially when working in a private sector fleet management position.

Additionally, Dakota County Fleet Management pays for all employees to receive their Automotive Service Excellence



Dakota County Fleet Management has received plenty of recognition for its service, including ranking No. 6 on the "100 Best Fleets in North America" list. (Photo provided by Dakota County Fleet Management)



Municipal fleets provide the opportunity for technicians to work on a variety of equipment, which can be an incentive for younger technicians to consider the public sector of fleets. (Photo provided by Dakota County Fleet Management)



Employees at Dakota County Fleet Management are provided with all the tools they'll need for their position as well as uniforms, safety jackets and outerwear for jobs—something that is usually an additional cost, particularly in private sector fleet management positions. (Photo provided by Dakota County Fleet Management)

Certification and sends technicians to expos and trainings as a way to keep them connected to the industry at large and reward them for a job well done.

"In the municipal market, we might not be able to offer the most competitive salary, but we can offer additional perks that make it attractive to work with us," Schlangen said. "By investing in our employees through the purchase of their tools, uniforms and certifications, we bring our commitment full circle. We'll invest in you if you invest in us."

Another perk, Schlangen said, of working in a municipal market is the wide range of projects a technician could see in a day. In Dakota County, no individual entity owns any of its equipment—it all belongs to the county, which means it's all serviced by fleet management. This means a technician could see a wide variety of equipment in a single day, as opposed to a private sector fleet position where they might only work on one type of machine.



"In the same day, you can work on a wide range of projects," Schlangen said. "From ag tractors to cars, chainsaws or plows, we never know what's coming through our door. The chance to learn a new piece of machinery every day is something you don't see other places."

The majority of Schlangen's staff is in their early 20's and 30's, which he said has pushed him to create better programs where employees have the ability to advance and learn; to connect with local colleges; and to bring in interns who have potential to join the team full time.

Mostly, though, it's about bringing people into the industry who aren't just talented technicians, but good team players.

"We, as an industry, have to keep reaching out to the next generation," Schlangen said. "If we're not going to reach out to those who are still in school, we're going to miss out on talent and unique abilities. We need to show the next generation that this isn't just a job—it can be a profession, and it is fulfilling."





As another incentive, Dakota County Fleet Management pays for all employees to receive their Automotive Service Excellence Certification and sends technicians to expos and trainings as a way to keep them connected to the Industry at large and reward them for a job well done. (Photos provided by Dakota County Fleet Management)



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Tinley Park Convention Center, Tinley Park, Ill.

mspce.com

Aug. 17-19 Florida League of Cities Annual Conference

World Center Marriott, Orlando, Fla.

www.floridaleagueofcities.com

Aug. 21-23 American **Association of Motor Vehicle** Administrators Annual **International Conference**

Hyatt Regency San Francisco, San Francisco, Calif. www.aamva.org

Aug. 27-30 NIGP Forum

Salt Lake City, Utah nsite.nigp.org/forum2016/

Aug. 27-31 StormCon The **Surface Water Quality** Conference & Expo

Bellevue, Wash. www.stormcon.com

Aug. 27-30 American Public **Works Association Public** Works Expo (PWX)

Orange County Convention Center, Orlando, Fla. pwx.apwa.net

Aug. 28-31 Florida Recreation & Park Association Annual Conference

Omni Orlando Resort at ChampionsGate, ChampionsGate, Fla. www.frpa.org/conference/ confgeneral

SEPTEMBER

Sept. 10-13 Missouri Municipal League Annual Conference

Tan-Tar-A, Osage Beach, Mo. www.mocities. com/?page=AnnConf

Sept. 12-14 NCSFA 2017 State Fleet Managers Workshop

Des Moines, Iowa www.ncsfa.net

Sept. 13-15 Michigan **Municipal League Convention** Holland, Mich.

http://blogs.mml.org/wp/ events/

Sept. 17-20 International **Economic Development Council Annual Conference**

Toronto, Ontario, Canada www.iedcevents.org/Toronto/ index.html

Sept. 17-20 ARTBA National Convention

Omni Amelia Island Hotel, Fernandina Beach, Fla. www.artba.org/news/trainingevents/

Sept. 20-23 North Carolina League of Municipalities' CityVision 2017

Greenville Convention Center, Greenville, N.C. www.nclm.org

Sept. 21-23 Illinois Municipal League 104th Annual Conference

Hilton Chicago, Chicago, Ill. conference.iml.org

Sept. 25-27 ISWA World Congress and WASTECON 2017

Baltimore Convention Center, Baltimore, Md.

swana.org/Events/WASTECON. aspx

Sept. 25-27 F.I.E.R.O. Fire Station Design Symposium

Sheraton Raleigh Hotel, Raleigh, N.C.

www.fierofirestation.com

Sept. 25-29 Emergency and Municipal Apparatus Maintenance Symposium

Ohio Fire Academy, Reynoldsburg, Ohio www.oaevt.org

Sept. 26-28 NRPA 2017 Annual Conference

Ernest N. Morial Convention Center, New Orleans, La. www.nrpa.org/conference2017/

Sept. 27-29 lowa League of Cities 2017 Annual Conference and Exhibit

Davenport, Iowa www.iowaleague. org/Conference2017/ Pages/2017PreConference.aspx

Sept. 30-Oct. 4 WEFTEC 2017

McCormick Place, Chicago, Ill. www.weftec.org

OCTOBER

Oct. 1-3 Virginia Municipal **League Annual Conference**

Williamsburg Lodge, Williamsburg, Va. www.vml.org/2017-annualconference-williamsburg

Oct. 3-4 Sustainable **Communities 10th Annual** Conference

Grand River Center, Dubuque, Iowa

www.gscdubuque.com

Oct. 5 Southeastern Wisconsin Fourth Annual Outdoor Public Works/Parks/ **Building and Grounds Expo**

5151 W. Layton Ave., Greenfield, Wis. www.ci.greenfield. wi.us/564/2017-Public-Works-Ехро

Oct. 5-7 Pennsylvania Municipal League 118th **Annual Summit**

Bayfront Convention Center, Erie, Pa.

www.pamunicipalleague.org/ summit

Oct. 8-11 Southeast **Governmental Fleet Managers Annual Meeting**

Embassy Suites & North Charleston Convention Center, North Charleston, S.C. www.sgfma.org

Oct. 8-11 APTA Annual Meeting and Expo

Georgia World Congress Center, Atlanta, Ga.

www.apta.com



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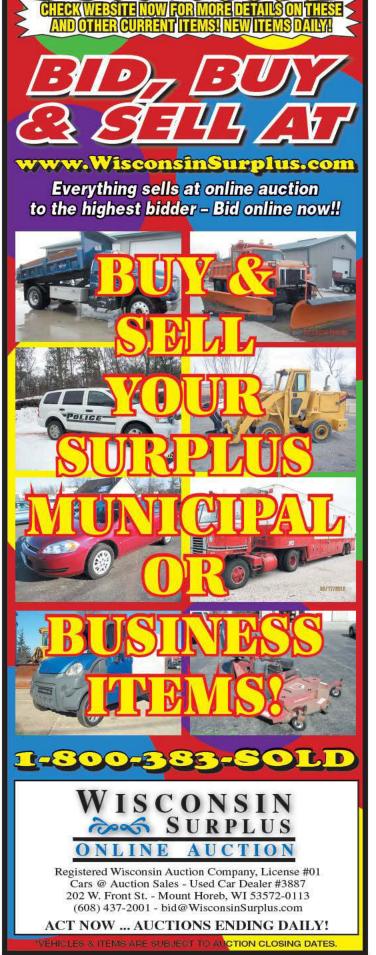
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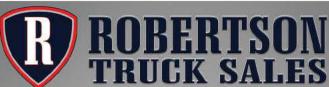


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Text GPS Insight awarded NJPA national contract for fleet management

SCOTTSDALE, ARIZ. — GPS Insight, a leading technology provider of tailored telematics solutions for government

fleets, announced it has been awarded a contract to provide its telematics solutions to government agencies by the National Joint Powers Alliance.

GPS

GPS Insight joins a world-class group of providers as an NJPA contract awarded vendor. The contract is found under the category of "Fleet Management and Related

Technology Solutions." The GPS Insight telematics solutions are now available to NJPA members under the contract no. 022217-GPI.

Jason Walker, vice president of sales at GPS Insight, stated, "We are very proud to have been awarded the NJPA contract for fleet management. This is a testament to the quality of the people, products and solutions at GPS Insight. We look forward to working with NJPA to provide the technology and level of service that government fleets expect."

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TOP 10

Safest cities in the U.S.

Each year Safewise analyzes FBI crime statistics and researches each city's public safety, public health and educational offerings to determine its "100 Safest Cities in America 2017." Each city that made the list had its population, violent crimes per 1,000 and property crimes per 1,000 listed.

Lewisboro, N.Y., once again clenched the top spot for the second year in a row. According to Safewise, "In 2016, there were only two crimes reported in Lewisboro—and none of them were violent crimes, assaults or burglaries." The organization also praised the city of 12,799 for its public safety initiatives that include the Are You Okay campaign, which provides daily phones calls to older adults who live alone.

We are sharing the top 10 cities from Safewise's list of 100.



Lewisboro, N.Y. 12,799 ~ population

#1

0.00 ~ violent crime
0.10 ~ property crime



3 Wayland, Mass.

13,679 ~ population 0.07 ~ violent crime 0.40 ~ property crime



Weston, Mass.

12,159 ~ population 0.00 ~ violent crime 2.50 ~ property crime



[#]2 Oak Ridge, Tenn.

29,297 ~ population 0.07 ~ violent crime 0.20 ~ property crime



Shoreview, Minn.

26,475 ~ population 0.08 ~ violent crime 1.70 ~ property crime



#R River Vale, N.J.

10,092 ~ population 0.00 ~ violent crime 2.50 ~ property crime



Washington Township, N.J.

#5

18,745 ~ population 0.11 ~ violent crime 1.80 ~ property crime



#6 Weston, Conn.

10,437 ~ population 0.00 ~ violent crime 2.30 ~ property crime



White Bear Township, Minn.

11,640 ~ population 0.26 ~ violent crime

2.20 ~ property crime



South Park Township, Pa.

13,516 ~ population 0.15 ~ violent crime

2.60 ~ property crime



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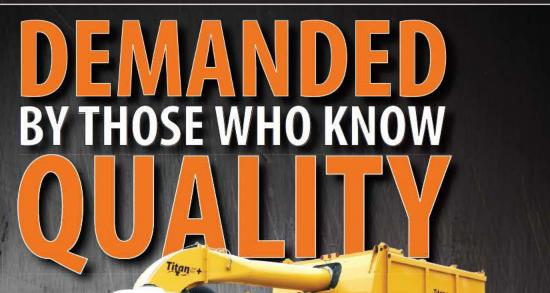
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