



County Technical Assistance Service INSTITUTE FOR PUBLIC SERVICE

February 2, 2017

Representative Bob Ramsey
301 6th Avenue North
Suite 212 War Memorial Building
Nashville, Tennessee 37243

Dear Representative Ramsey:

The County Technical Assistance Service provides financial, legal, environmental, training, and public safety services as well as research, analysis, and highway assistance to county governments across the state of Tennessee. For every dollar spent on our services, counties received approximately six dollars of economic enhancement in 2016.

Our agency provides a broad range of services to counties. We have eight county government consultants across the state. Each has a region of counties for which they provide assistance. In addition, we also have a variety of specialized staff: legal, information technology, environmental, property assessment, and public safety. The legal team authors publications, drafts and reviews legislative proposals, compiles each county's private acts, responds to questions, and issues written legal opinions. The environmental, property assessment, and public safety consultants provide services similar to the county government consultants, but their assistance is specialized. CTAS helps highway departments prepare certifications of county road revenues, develop and maintain computerized road lists, analyze project costing and inventory, and develop bid specifications for needed equipment. Information technology staff advise county officials on specifications and bidding as well as help troubleshoot technical issues. We also offer Geographic Information System services to help counties use geographic data to solve complex issues.

Our information technology team maintains the CTAS website to make sure county governments have access to relevant and up-to-date information. The electronic library on our website, e-Li, provides access to a variety of information to assist county officials in their day-to-day responsibilities. Officials and their staff can easily find information regarding finance, county operations, records management, and many other subjects in e-Li. Our website also offers a reference materials section that contains legislative analyses, county tax statistics, salary schedules, sample resolutions, and more. Our website serves as an additional tool to communicate information to our customers.

CTAS also offers a unique service in our training department. Through our County Officials Certificate Training Program (COCTP), we provide specialized training related to county government. Elected officials and their staff can participate in our training program, which is the only program in the nation of its kind. COCTP is designed to help officials run their offices more effectively. COCTP provides a comprehensive knowledge of county government to prepare officials for many common and unique situations they may face. Classes are offered by both in-person classroom settings as well as online. One of our most extensive training endeavors was the Internal Controls series we offered in 2016. In order to assist county offices comply with the amendment of T.C.A. 9-18-102(a), the entire CTAS staff developed a four-hour course taught in over 40 locations across the state. A manual for each elected full-time county office was developed to help officials and their staff comply with these standards. The course received public recognition by the Comptroller of the State of Tennessee. The following table illustrates the impact of our training department in 2016:

Certified Public Administrators	729
Enrollment total	2,036
Total attendees for classroom training	2,864
Total number of live classes	84
Total number of online classes taken	3,822

As an agency, CTAS makes a great impact each year for Tennessee. The following table depicts how we assisted officials in 2016 to fulfill our mission in promoting better county government. We communicate with our customers on a daily basis to serve them to the best of our abilities. The following table illustrates our service in 2016:

Activity	Total
Email Responses	7,406
Field Visits	10,476
Information Support	10,499
In-house Research	11,379
Office Consultation	12,282
Remote Assistance	12,601
Technology Assistance	13,325
Telephone Inquiries	18,337
Text Responses	18,584
Written Responses	19,133

Thank you for your interest in the work of the County Technical Assistance Service. If you have any questions, please do not hesitate to contact me at the office (615-532-3555) or my cell phone (615-306-3221).

Sincerely,



Robin Roberts

Executive Director