

# THE BLUE PAGES...



Tre Hargett, Secretary of State

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“The Mission of the *Office of the Secretary of State* is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.”

## FROM THE DESK OF THE SECRETARY...

Earlier this week, the 107th General Assembly convened its organizational session and continued to make history. [Lt. Governor Ron Ramsey](#), R-Blountville, was re-elected and became the longest-serving Republican Speaker of the Senate. The House of Representatives elected [Speaker of the House Beth Harwell](#), R-Nashville, as Tennessee’s first female House Speaker. Senator Jamie Woodson, R-Knoxville, was re-appointed Speaker Pro Tempore of the Senate and Representative Judd Matheny, R-Tullahoma, was elected Speaker Pro Tempore of the House. Tennesseans can be proud of each of these dynamic leaders and their hearts for public service. We are fortunate to have such capable leadership in these critical positions.

On another historic note, 23 new legislators (22 in the House; one in the Senate) took the oath of office. As Secretary of State and as a Tennessean, I continue to be impressed with these new legislators. They have received the message that Tennesseans sent at the polls in November of 2010. The messages of smaller government, fiscal restraint, and government accountability will no doubt be strong principles during the legislative sessions of the 107th General Assembly.

While I extend my congratulations to all of those taking the oath of office, I certainly want to particularly note the freshmen of the 107th General Assembly.

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Sen. Jim Summerville, R-Dickson

Rep. David Alexander, R-Winchester

Rep. Sheila Butt, R-Columbia

Rep. Scotty Campbell, R-Mountain City

Rep. Linda Elam, R-Mt. Juliet

Rep. Jeremy Faison, R-Cosby

Rep. John Forgety, R-Athens

Rep. Jim Gotto, R-Hermitage

Rep. Steve Hall, R-Knoxville

Rep. Andrew Holt, R-Dresden

Rep. Julia Hurley, R-Lenoir City

Rep. Kelly Keisling, R-Byrdstown

Rep. Don Miller, R-Morristown

Rep. Mark Pody, R-Lebanon

Rep. Dennis Powers, R-Jacksboro

Rep. John Ragan, R-Oak Ridge

Rep. Bill Sanderson, R-Kenton

Rep. Cameron Sexton, R-Crossville

Rep. Mike Sparks, R-Smyrna

Rep. Art Swann, R-Maryville

Rep. Ryan Williams, R-Cookeville

Rep. Tim Wirgau, R-Buchanan

Rep. Richard Womick, R-Rockvale

In addition to those listed, Senator Mike Bell, R-Riceville (two terms in the House), and Senator Stacey Campfield, R-Knoxville (three terms in the House), were elected to the Senate for the first time in November. They join Senator Ferrell Haile, R-Gallatin, who was appointed to fill the vacancy left when Congressman Diane Black resigned her Senate seat after she was elected to Congress.

Governor-elect Haslam will assume office as Tennessee's 49th governor during inaugural activities on Saturday, January 15th. He continues to assemble his cabinet as he prepares to take office

and has already begun to work on the difficult issues facing Tennessee. I am confident he and the legislature are both eager to deliver the quality government that Tennesseans so richly deserve.

It is hard to believe that almost two years ago, I became your Secretary of State. While I am proud of our achievements, I know the best is yet to come. Thank you for the privilege of serving our great state.




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## SPECIAL ELECTIONS IN ROBERTSON, SUMNER AND SHELBY COUNTIES SET FOR JAN. 20

Special primary elections will be held Jan. 20 to fill two vacant seats in the Tennessee General Assembly.

Early voting for the House District 98 and Senate District 18 primaries will end Jan. 15.

The Senate District 18 seat, which represents

Sumner and Robertson counties, is vacant because former Senator Diane Black was elected to Congress in November. The candidates running to replace Senator Black in the Republican primary are Bryan Bondurant, Fred Congdon, Joe Warren Jones, Kerry Roberts, William Slater and Jeff

Stromatt. Ken Wilber is the only candidate in the Democratic primary.

The House District 98 seat, which represents a portion of Shelby County, is vacant because former Representative Ulysses Jones recently passed away. The candidates running in the Democratic primary

to replace him are Jannie C. Foster, Stephanie Gatewood, Brenda Oats-Williams and Antonio “2 Shay” Parkinson. No candidates qualified to run in the Republican primary for that seat.

The general election for those seats will be March 8.

## OFFICE OF THE SECRETARY OF STATE MISSION STATEMENT SETS HIGH STANDARD FOR CUSTOMER SERVICE

Government differs from private enterprise in many ways. But in at least one very important respect, their goals are the same: The focus has to be on serving the customer.

That is the philosophy behind the Tennessee Office of the Secretary of State’s new mission statement, which was introduced to the staff in a department-wide meeting on January 7th.

The statement says: “The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness and accountability in a customer-centered environment.”

In introducing the statement to department employees, Secretary Hargett repeatedly stressed the concept that taxpayers should be treated as customers.

In some cases, a taxpayer’s only contact with a state government employee for years might be a phone call to the office. Therefore, that phone call must leave a good impression.

“Our people who answer the phones, the people who are regularly in contact with the public, have some of the most important jobs in our organization,” Secretary Hargett said. “Any time

someone from the public has contact with our office, I want that experience to be as positive as it possibly can be. We need to exceed the expectations that citizens have about the type of service we provide.”

Employees of the office received copies of the mission statement at the end of this month’s meeting. The mission statement will also be featured prominently in other literature produced by the office and employees were encouraged to make the mission statement part

of their e-mail electronic signatures.

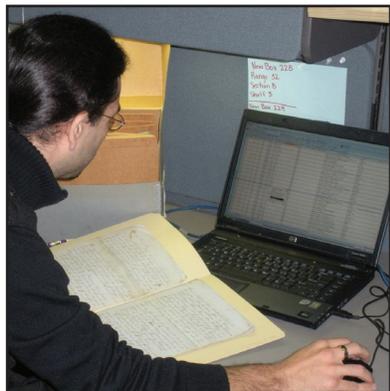
“I want to make sure employees are frequently reminded about our mission statement,” Secretary Hargett said. “The mission statement needs to be more than words on paper. It should be the heartbeat of our efforts, driving our actions in all our work-related activities.”



*“THE TAXPAYER IS OUR CUSTOMER.”  
SEC. HARGETT*

## SUPREME COURT RECORDS PRESERVATION PROJECT GETS ASSISTANCE FROM FRIENDS OF THE TENNESSEE STATE LIBRARY AND ARCHIVES

A project to preserve historic records of the Tennessee Supreme Court is moving forward, thanks to assistance from the Friends of the



Tennessee State Library and Archives. The Friends group received a \$70,000 grant from Ancestry.com, a leading provider of online genealogy

information, and has agreed to devote the funds to help open the Supreme Court case files stored at Tennessee State Library and Archives (TSLA) for research.

One of the project's goals is to restore, index and create a searchable database for the court's case files at TSLA, which date from 1796 to 1950.

The project was launched with funding from the Supreme Court Historical Society and the Edward R. Byrne Grant Program in 2007. The project's

leaders plan to use funding from the Friends of TSLA to supplement staff, supplies and equipment so that work may proceed at a much quicker pace.

The Supreme Court case files, with 11,000 boxes containing approximately 250,000 cases, are a treasure trove of historical information for researchers. The project database - which will include names of plaintiffs and defendants as well as causes of action and topical information that would be of interest to historians, genealogists, and others - will be available online soon. The online index will be updated regularly as additional work is completed.

"We are delighted that the Friends of TSLA are helping move this project forward," Secretary Hargett said. "Many thousands of Tennesseans were involved in these court cases. They reflect the history of the state in disputes over land grants, slavery, railroads, civil rights and many other topics. Students, historians, lawyers and genealogists will all benefit from bringing this information to light."

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## RULE MAKING HEARINGS AND LISTS OF RULES

Rule making hearings are open to the public. The web link below will provide information about the location and times of the hearings. Information about the rules going into effect includes changes or additions to rules.

To view the rule-making meeting notices online, go to: <http://tnsos.org/rules/RulemakingHearings.php?>

To view the rules scheduled to go into effect, go to: <http://tnsos.org/rules/PendingRules.php?>

If you have suggestions on how the online posting of the state's rules could be more "user-friendly," please contact Richard Arnold at 615-741-2650 or email him at: [Richard.Arnold@tn.gov](mailto:Richard.Arnold@tn.gov)

## BUILDING CLOSURE DOESN'T SHUT DOWN THE OFFICE OF THE SECRETARY OF STATE

Bitter cold temperatures took their toll on the William R. Snodgrass Tennessee Tower last month, when frozen water pipes burst and onrushing water disabled the building's electrical system. The building lost power around early afternoon Dec. 14 and employees were evacuated soon afterward. For safety reasons, the building

remained closed Dec. 15 through Dec. 17 – the remainder of the work week - then reopened the following Monday morning.

While most of the Office of the Secretary of State's operations are headquartered in the Tennessee Tower, the office's employees found ways to continue their work despite the setback.

The office's computer server room and

telecommunications closet has an alternate power system, which was installed after a power outage several years ago.

As a result, office employees were able to continue to use computers linked to the office's system from the State Capitol, the State Library and Archives, the state's Disaster Recovery Center and remote workstations.



*TWO MASSIVE GENERATORS CONTINUE TO SUPPLY POWER WHILE REPAIRS ARE MADE TO THE TENNESSEE TOWER.*

The Business Services Division, which regularly interacts with the public, moved its front counter operations to the State Library and Archives building, posting signage at the Tennessee Tower alerting citizens to the change. Some division employees whose jobs don't require contact with the public worked from the Disaster Recovery Center.



*SECRETARY HARGETT AND STAFF AT WORK DURING THE POWER OUTAGE.*

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The Publications Division continued to accept rule filings and other documents at makeshift offices at the Capitol. The division continued to update the office’s web page from remote locations.

Judges in the Administrative Procedures Division continued to handle cases, conducting hearings by telephone or in other office buildings.

Other office employees worked from home, when practical.

“The closure of the Tennessee Tower represented a significant challenge for our employees,” Secretary Hargett said. “However, through hard work, ingenuity and creativity, they were able to meet that challenge. I am very proud of the hard work they did. The building closure was certainly an inconvenience, but it did not bring the office’s operations to a halt.”



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Blake Fontenay, Constitutional Officers’  
 Communications Director  
 615-253-2668

**Secretary of State**  
 Tre Hargett  
 Kara McMahan, Executive Secretary  
 615-741-2819

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