



News Digest

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Education Session



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It was a memorable evening!

TABLE of CONTENTS

President's Message	3
Lana McPherson, MMC, Succeeds to Become Institute's 61st President	6
IIMC Honors Past President Dyanne Reese with Honorary Membership	7
IIMC Foundation Honors Generosity of Donors	8
New Year, New Role. Three Things a First Year Clerk Needs to Know to be Successful	10
Magic City- Where the Past and the Present Become Lessons for the Future	11
Batteries or Hydrogen? Cities Weigh the Best Way for Buses to go Electric	12
Colorado Institute Director Kathie Novak, Wins Prestigious 2019 Institute Director Award	14
Birmingham Conference Spread.....	16
Quill Winners - 2019.....	18
IIMC Inducts Nine Fellows in the Athenian Leadership Society.....	20
2019 IIMC Sponsors.....	21
Seattle, WA, Receives 2019 Program in Excellence Governance Award (PEGA)	22
Lives Lived, John Hunnewell	23
The 2019 - 2022 International Institute of Municipal Clerks Board of Directors.....	24
What You Need to Know About Service Animals.....	29
2019 Exhibitors	31
2019-2020 Calendar.....	34

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president's message

Lana McPherson, MMC
IIMC President, 2019-2020



Editor's Note: This is President Lana McPherson's speech from the Annual Business Meeting on Wednesday, May 22, 2019, Birmingham, Alabama.

Start by doing what's necessary; then do what's possible; and suddenly you are doing the impossible.

St. Francis of Assisi

Good Morning,

This morning, I am humbled and honored to be standing here as your president. I give thanks to my Lord and Savior Jesus Christ, for without His love and grace, I wouldn't be here. I have some very special people in my life who have helped make my seemingly impossible dream become reality. My husband, Ian, the love of my life and the sunshine in my day; my amazing Kansas Clerk family who wouldn't let me give up on giving back and who absolutely ROCK; my Region 7 Clerk family; the best City Administrator in the world, Mike Brungardt, who told me to "go for it!" when I asked him about running for IIMC VP; Mayor Rick Walker and Council President Lori Murdock who have been unwavering in their support and encouragement of me since they became governing body members several years ago; my best friend and champion since childhood, Debbie Maniez; and a very special blessing is my pastor, Rev. Richard Copeland and his wife, Mary Etta, who have been instrumental in every major event in my life for the past 52 years, and have shown love and kindness through dedicated service in my community; my City Attorney, Patrick Reavey, who takes minutes for meetings in my absence; and De Soto employees. Many thanks to my beloved Circle of Twelve who keep me equipped and strengthened and the treasured CFC Warriors who continue to bestow blessings for many, especially me.

When I began my career as a City Clerk on June 15, 1998, I honestly didn't know what all the duties of a City Clerk entailed. I walked into City Hall knowing I was on my own in learning the duties of my position. I reached out to my surrounding cities and found

several experienced Clerks who took me under their wings and made sure I was on the right path. When I started my first year of Institute through Wichita State University's Hugo Wall School, I was the shortest 'length of time in office' as well as the oldest Clerk in my class. So much so, by the end of the first day my fellow classmates were calling me 'Clerk Mom', a name I hear daily from some of you and one I will treasure forever. You continue to inspire and motivate me to give my best.

This morning, each one of you who has cheered me on through my 21-year career have made an impact on my life. Maybe you took time to visit with me or gave me a nod or a smile as you walked by; or maybe you asked me to sit at your table during a discussion, and we may have exchanged pins.

You, each one of you, made a difference in my life. Tom Roberts, our former IIMC president was one of those outstanding Kansas Clerks who made a huge impact on my Clerk career and took the time to be the one to help me understand "Clerkdom." Then, Tom teamed me with another former IIMC president, Mary Lynne Stratta. She was the one who assured me I could become a knowledgeable Clerk by volunteering to get involved in IIMC and serving on committees. She has given me many hours of her time as well as her love to ensure I would become a knowledgeable and educated Municipal Clerk. Both of them convinced me I needed to invest in IIMC.

Continued on page 4

Here I am today being sworn in as your 61st IIMC president and the third IIMC president from Kansas. C.S. Lewis once said, "You are never too old to set another goal or dream a new dream." Many of you stepped up and stepped out to help me learn and become the Clerk I am today. I am forever in your debt. One word, one smile, one act of kindness by one person makes a difference to the person receiving it. I have been that one Clerk on the receiving end and I'm proof that one Clerk, or two in my case, made a powerful impact in my career and in my life because they cared enough to reach out and ensure I was encouraged, and I am now able to give back.

I learned years ago no matter what profession you are in, or what organization you belong to, being a member has responsibilities. You get out of it what you put into it. I was brought up to believe in respect for every person, hard work, integrity, strong ethics and caring for my neighbors. So, it is with Clerks. We work diligently to maintain an ethical and transparent office of information and records, we care about every citizen, we are fair and equitable to all, we assist our governing body members and staff, and we are continually educating ourselves to be knowledgeable and current on the latest laws and trends in municipal government.

Being in the forefront of our workplaces and municipalities, Municipal Clerks come in contact with many people during our career. Our fingerprints never fade from the lives we touch. Ponder that for a moment. William Penn gave us this quote, "I expect to pass through life but once. If, therefore, there be any kindness I can show, or any good thing I can do for any fellow being, let me do it now." Because of caring Clerks, I stand before you today with a passion to serve you and a desire to give back to each of you and pay it forward for those who come in the future.

Our IIMC members, the Board of Directors, and IIMC staff work together as one to help each one of us feel our voice is heard. Each IIMC committee member who volunteers to serve has one goal and that is to help IIMC continue to be strong, both financially and educationally. IIMC is the one Organization that promotes strong municipal leadership as well as leaves a legacy for future Clerks through our IIMC Foundation. One passionate group of Municipal Clerks had a dream in 1947 and that one dream materialized into our IIMC Organization and created the legacy for our IIMC Foundation.

The future of IIMC depends on each one of us reaching out, encouraging someone, and showing kindness by understanding one's uniqueness, embracing one's diversity, learning from one another, nurturing the new ones, and being the one Clerk to make a difference. This is how each one of us leaves a legacy. The majority of people in this world aren't interested in what we do for a living every day. They are interested in what we have to offer — encouragement, hope, strength, love and the ability to make a difference.

Have you noticed a recurring theme or a recurring word thus far? It is the power of one. It all starts with one — one smile, one helping hand, one hug. Each one of us has so much we can give, yet sometimes our daily lives get too busy for us to notice that one person who would benefit greatly from one act of kindness or one opportunity to try. It is up to each one of us to create what significance resides within our personal dash in this life.

There is only one short dash between the year we begin life and the year we end it. Therein resides the power of one. One encounter can make all the difference in the world to someone our fingerprints have touched during our one dash through life. Will our legacy be one that

Continued on page 5



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makes a difference? I truly hope so. You may be only one but look around this room at all of the ones. There are many ones in this room who can create a driving force to make a difference. Have the courage to be the one to make that difference.

My challenge for each of us this year is to be the power of one! IIMC has been the one Organization in my entire working career that I wanted to jump in and give back to. And, it all started with one Clerk, and then one more Clerk, who turned into an entire Organization which helped me achieve where I am standing before you today. Words aren't enough to tell you how my heart feels about this unique power of one Organization of dedicated, outstanding leaders. My Kansas Clerk family truly took the power of one exponentially to ensure they did all they could to help me achieve this dream.

Please accept my challenge to be the one to reach out and make a difference to at least one person or one hundred people during this next year. As a Clerk in your community, you have the opportunity to share

love, joy, peace, patience, kindness, goodness, faith, gentleness and self-control. In your daily leadership, you may well encourage the future president of IIMC. Ralph Waldo Emerson said it best, "It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself."

Let's make our one dash through life count by leaving a legacy of goodwill and encouragement for the ones our fingerprints touch. Your one act of kindness scatters seeds in all directions. Be the one!

President's Award of Merit

The 2019 President's Award of Merit recipients were IIMC Past President **Monica Martinez Simmons, MMC**, Seattle, WA; Past Region II Director, **Andrew Pavlica, MMC**, Garfield, NJ; and Past Region X Director, **Bernie White, MMC**, Nova Scotia, Canada.

5 Strategies for Driving Digital Transformation

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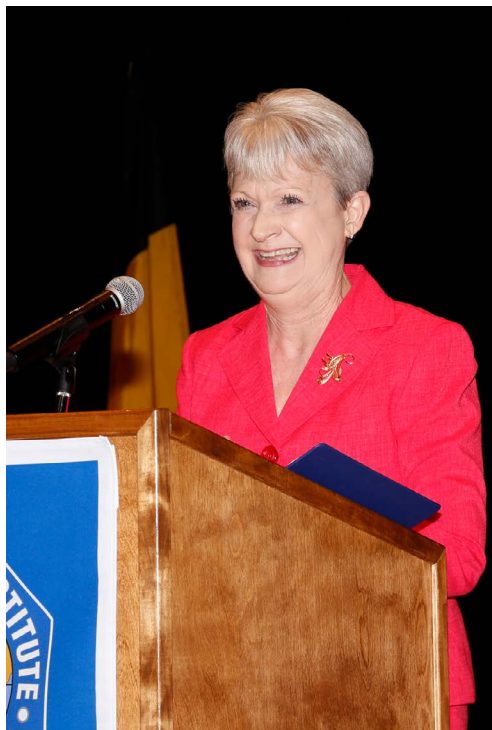
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Congratulations!

Lana McPherson, MMC, Succeeds To Become Institute's 61st President



Lana McPherson, MMC, was appointed City Clerk in June 1998 for the City of De Soto, Kansas. She joined the City Clerks and Municipal Finance Officers Association of Kansas and the International Institute of Municipal Clerks. McPherson received CCMFOA's highest honor as City Clerk of the Year in 2010. She is past IIMC Region VII Director and an Athenian Fellow. In May 2016, she was awarded IIMC's Quill. She currently serves on IIMC's Budget Committee. McPherson is a founding member of the "Clerks for Christ" prayer warrior team, with a growing national membership of nearly 200 Municipal Clerks. She is committed to the first "I" in the International Institute of Municipal Clerks.

McPherson serves on the Kansas Board of Directors for the Midwest Public Risk municipal insurance pool. She served three terms on the Kansas Municipal Insurance Trust Board and was president in 2007-08. She is a current member of the League of Kansas Municipalities Public Officers & Employees Policy Committee. She continues to serve her Kansas Clerks through CCMFOA.

She is a church organist and pianist. She and husband, Ian, enjoy cruising in "Lucille," her 1948 Chevy pickup. Her favorite pastimes are family, friends and collecting brooches.

Thank you IIMC Board

IIMC thanks Immediate Past President **Stephanie Carouthers Kelly, MMC**, Charlotte, North Carolina and the outgoing Regional Directors for their valued service during the past three years.

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Aleta F. Neufeld, CMC

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Region X





IIMC Honors Past President Dyanne Reese with Honorary Membership

This class of membership is reserved for persons who have made a significant or exemplary contribution to the Municipal Clerk profession or who have been instrumental in providing a major legacy to the mission of IIMC. Upon retirement or assumption of positions other than Municipal Clerk, IIMC past presidents shall be presented to the board of directors for consideration of honorary membership status. The board of directors by a two-thirds vote of board members confers honorary memberships.

This year's Honorary Member is Dyanne Reese, MMC, Retired Clerk of Council, Savannah, Georgia. Reese served as IIMC President from 2008 to 2009 and was the first African American IIMC member Elected to this Office.

A member since 1985, Reese has attended every Conference since joining the Organization. As a member, she worked on the Meeting Administration Committee creating the booklet - The Language of Local Government – still in use today. She participated in both of IIMC's Educational Summits and Chaired the Education Professional Growth Committee, adopting many educational initiatives. She received the 2003 Quill Award and was elected to the IIMC Board the same year, representing Region III.

A more than 40 year employee of Savannah, Reese was appointed Assistant Clerk of Council in 1976 and Clerk of Council in 1985.

A member of the Georgia Municipal Clerks and Finance Officers Association, she was Georgia Clerk of the Year in 1994 and President in 1997.

As IIMC President, Dyanne's footprint was instrumental in many areas: She developed the first three-year strategic plan for the Board (which continues its third iteration - today) - helped to rebuild IIMC's finances through disciplined spending policies, created Board Development to improve Board roles and responsibilities, created the Policy Committee and implemented a Constitution Task Force that made certain a new Constitution provided the Board with the authority to make decisions for the Organization.

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By Mary Lynne Stratta, MMC, IIMC Foundation President

IIMC Foundation Honors Generosity of Donors

Established in 1984, the IIMC Foundation is a tax-exempt, nonprofit Foundation formed under Section 501(c)(3) of the Internal Revenue Code. The Foundation was created to raise funds for its partner, the International Institute of Municipal Clerks, for Municipal Clerk education. IIMC uses these funds to train and educate Municipal Clerks, helping to make them proficient in the services they provide for the citizens of their communities.

Over the years, the Foundation has recognized the support and generosity of individuals who have consistently contributed to the Organization through donor recognition categories to recognize and honor individuals and state/provincial/national associations that have been consistent supporters, and those individuals and

associations who have “stepped up” their level of giving. The past three years, the most loyal of IIMC Foundation supporters have been inducted into the prestigious IIMC Foundation Hall of Honor. This year, the Foundation Board created a new award category, recognizing a corporate donor whose consistent support has been exemplary.

At the IIMC conference held in Birmingham, the following awards were presented to donors in recognition of their continued and/or increased support of the Foundation:

Individual Donor Award – This award recognizes an individual whose consistent support over the years is exemplary and worthy of individual recognition. This year’s recipient is **Dr. Fleming Bell**, retired Institute Director from North Carolina.

Individual Association Award – This award recognizes a state/provincial/national association whose support of the Foundation serves as an example of an association whose willingness to invest in clerk education is worthy of special recognition. This year’s recipient is the **Ohio Municipal Clerks Association**.

Individual Step Up Award – This award recognizes the individual whose Foundation contribution increased by the largest percentage over the prior year. This year’s recipient is **Stella Atoruk, CMC**, Borough Clerk of the Northwest Arctic Borough in Alaska.

Association Step Up Award – This award recognizes the state/provincial/national association whose Foundation contribution increased by the largest percentage over the prior year. This year’s recipient is the **Municipal Clerks and Finance Officers Association of Minnesota**.

Corporate Donor Award - This award was created to recognize the contributions of the many wonderful corporate partners that so generously support the Foundation. The recipient of the inaugural corporate donor award goes to a partner that has donated over \$94,000

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Continued on page 15

IIMC Foundation at Conference



IIMC Foundation Board of Directors



Foundation Award Recipients



New Year, New Role.

Three Things a First Year Clerk Needs to Know to be Successful

By Megan Asikainen, CMC, Solution Manager, CivicClerk

The role of the City or County Clerk is nearly as established and long-standing as local government itself. For decades, city clerks have served as an essential link between local government leaders and the people they serve. It is a privilege and a great responsibility to take on the role of municipal clerk and serve the citizenry in a community. While the role's importance has not changed fundamentally throughout its history, the skills and strategic approaches needed to be successful in the role have evolved in tandem with technical proliferation and citizens' new expectations for on-demand service, multichannel communications, and civic transparency.

If you are new to your role as a City or County Clerk in 2019, know that in today's fast-paced, digitally-dependent society, there are three things that municipal clerks need to know to be successful. Agenda management will be a critical component of your daily responsibilities, that successful clerks are leveraging digital automation tools to work more efficiently, and that today's citizens expect a new level of engagement opportunities. What follows is my advice for first year clerks for overcoming these challenges and excelling in their new roles.

1. One of Your Biggest Challenges Will be Coordinating Meeting Agenda Input. Plan to Take Control of the Process.

First year clerks are often unprepared for the frustrating cycle of meeting agenda preparation that is bound to ensue. Do not be surprised if during your first few weeks in office you spend hours requesting meeting agenda items, following up on documents for inclusion, asking for feedback, and watching deadlines come and go before the scramble of final preparation consumes your time in the hours before your meetings. While meeting agenda preparation will be a critical part of your job role, know that scrambling to put agendas together at the last minute and stressing over outstanding items does not have to be your permanent reality.

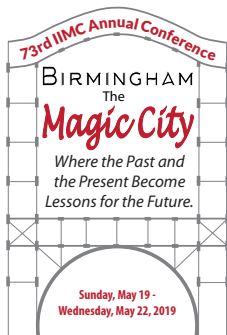
While it can be a challenge to manage busy staff members and civic leaders, who are also doing their best to be organized and prepared for upcoming meetings,

there are ways you can streamline your agenda creation process that will free up more of your time, while still ensuring your meeting attendees are prepared for impactful discussion. Follow these tips to reign in an out-of-control meeting agenda creation process:

- **Set a realistic deadline but give yourself a cushion.** Municipalities are busy places with important ongoing activities. To best manage items that are in process, as well as items that are not expected to change, set a deadline of a few days in advance for the receipt of agenda items and supporting documents. This strategy will give you time to organize your agenda packets and will give you a cushion for those individuals who will inevitably be late providing information.
 - **Help key players understand the importance of your deadline.** If every month you set a deadline, and every month it's not enforced, staff will start to think of your deadline as a recommendation. Explain to those who are regularly tardy that their inability to provide agenda items promptly could impact the effectiveness of the meeting, since the time you have to make updates to agenda packets is limited.
 - **Follow up early and often.** If you do not start reminding staff members to turn in agenda items until after your deadline has passed, you'll constantly be working behind your deadline. Remind staff members two days before your deadline, the day before, and the day of the deadline. In many instances, this countdown-style reminder gives the push needed for staff to provide information on time.
- ### 2. Paper is Out. Tech is In. Work Smarter, Not Harder, with the Latest Cloud-Based Tools.

As a municipal clerk, you will inevitably be seen as the staff member with all the answers when citizens and staff are looking for information. Whether it's the latest agenda, the minutes from four meetings ago, a permit application, or a registration form, you should be the one who can put their hands on any essential document the fastest. Being so closely involved in a document

Continued on page 11



Magic City

Where the Past and the Present
Become Lessons for the Future
Birmingham, Alabama

Nearly 1,000 Delegates, guests and exhibitors attended IIMC's 73rd Annual Conference in Birmingham, helping celebrate IIMC's return to Alabama since the 1998 Conference, when it was held in Mobile.

IIMC's fifth four-day Annual Conference was dedicated to bringing Delegates the foremost in education and networking experience. Innovative learning formats and engaging spaces allowed attendees to align their education to their own personal needs, interests and learning level.

In Birmingham, Delegates heard keynote speakers suffuse humor with inspiration through the topics of, Finding the Funny In Change and Play Something We Can Dance To, to demonstrate how between laughter and real-life experiences, Municipal Clerks can improve their attitudes, diffuse tension and facilitate communication.

Education highlights included four sold-out Athenian Dialogues, six Academy Sessions and a bevy of

concurrent sessions that included: *Ethics in Public Service; Digital Engagement; Making Diversity Work For You; Speak with Confidence, Comfort and Conviction; The Power of Positive Leadership; Prevention of Sexual Harassment in the Workplace; Pick up the Roach -- Why Great Municipal Clerks do the Little Things; Collaborative Team Building and Performance Improvement; Building Trust Within Communities; and Creating Your Life, One Thought at a Time.*

Networking events included more than 50 vendors and sponsors in the exhibit hall, an opening reception resembling a block party and the first-ever All Conference Event baseball game featuring the Birmingham Barons.

Many thanks to the Host Committee, Alabama State Association and the City of Birmingham for an exemplary conference in a unique, historic and "Magical" City.

Thank you, Birmingham. We hope to see everyone in St. Louis.

New Year, New Role... Continued from page 10

management process often results in a tendency to take a very manual approach to file creation and maintenance. The problem for Cerks, however, is that with shrinking budgets, smaller staffs, and greater expectations for on-demand access to a wider variety of civic resources, time is too limited for any processes to be inefficient.

If your predecessor relied on a manual, paper-based document management system, give your clerk capabilities an overhaul by investigating in a cloud-based collaboration solution. Here are three ways that storing your files in the cloud will put time back in your workday:

- **No more searching file cabinets.** It is estimated that employees spend 20 percent of their time searching for documents. With a cloud-based transparency tool

that places your files safely in the cloud, any document you need is only a few clicks or a simple search away.

- **No more standing at the copy machine.** A digital agenda and meeting management creation and distribution process will allow you to eliminate hours spent at the printer every week, as well as the stress and mess that comes with being the staff member who needs to replace the printer ink.
- **Access to any file.** Anywhere. Any time. Public sector operations rely on mobile access to content. A mobile-optimized digital solution will provide much-needed time-saving convenience.

Continued on page 13



Batteries or Hydrogen? Cities Weigh the Best Way for Buses to Go Electric

By Daniel C. Vock

Public transit agencies are often among the first customers for vehicles that run on new types of fuel, whether it was cleaner-burning diesel in the 1990s or natural gas more recently.

Today, eco-conscious agencies looking to switch to electric fleets face a big choice: power them with rechargeable batteries or with hydrogen fuel cells?

There isn't an obvious answer. Both are more environmentally friendly than fossil-fuel buses, and both can be cost-effective options.

Two transit systems in downstate Illinois offer a case in point. The transit agency for Quad Cities is going with battery electric buses for the hilly terrain along the Mississippi River. On the other side of the state, the agency servicing the college towns of Champaign-Urbana is set to become one of the first systems in the country that uses hydrogen fuel cells to propel its 60-foot buses when they arrive next summer.

Battery-Operated Buses

The Quad Cities agency -- officially called the Rock Island County Metropolitan Mass Transit District but commonly known as Metrolink -- just received five battery-powered buses last month, bringing its total to eight.

Metrolink has long been a leader in the greening of local fleets. It was one of the first systems to buy engines that were built specifically to run on natural gas -- rather than retrofitted diesel engines. The tractor manufacturer John Deere, which is based in the area, pioneered the technology that made those vehicles efficient. Deere has stopped making those engines, but the transit agency is now better equipped to adopt new technologies.

When Metrolink decided to move to electric vehicles, it was initially considering diesel-electric hybrids. But the procurement process was delayed by 18 months. In that short span of time, battery-powered buses became a lot more attractive.

"The technology has changed so rapidly," says the agency's general manager, Jeff Nelson. "One of the key drivers to me is money. What can you stretch your

dollar to do? We knew adding better electric to our fleet was not going to have a high cost for us."

Metrolink paid for the new buses with a \$3.2 million federal grant. The new buses required Metrolink to spend \$70,000 on electric work to be able to handle the chargers, plus seven new chargers that cost \$45,000 each. The new configuration will be able to handle up to 30 battery-powered buses.

One concern for the agency was how the batteries would perform over the long haul. The battery technology is so new that the agency has had to rely on engineers' estimates about battery life rather than real-world testing.

To minimize that risk, Metrolink opted to lease the batteries for six years, rather than buying them outright. If the batteries deteriorate too much, the manufacturer will replace them.

So far, the buses have out-performed the agency's expectations.

Metrolink had originally planned to use the buses for eight hours a day on a single charge. But, except for the cold winter months, drivers have found they can usually keep the bus operating for 10 or more hours. The buses can recharge their batteries with regenerative braking.

In fact, Metrolink drivers have something of a competition among themselves to see how efficiently they can keep their buses running. The record so far, Nelson says, was set on a 60-degree day with no wind, over the weekend, when the buses' loads are light. The bus went for more than 14 hours on a single charge.

Hydrogen Fuel Cell Buses

Travel range was a bigger concern in Champaign-Urbana.

"We want to plan our service to serve our community. We don't want to plan our service to serve our equipment," says Karl Gnadt, the CEO and managing director of the Champaign-Urbana Mass Transit District (MTD). "The battery-electric buses do not have the range that allow you to just put a bus out and

Continued on page 13

3. The Rules of Engagement are Different in the Digital Era. Connect with Citizens on Their Terms.

As citizens are increasingly dependent upon digital technology, service-minded clerks must learn to adapt their workflows and approach their citizen engagements from a digital-first mindset. Here are four ways to be successful.

- **Open up meetings to digital attendees.** By live streaming meetings and posting recorded videos to your municipal website, you give busy citizens an opportunity to learn about local matters, engage in dialogue, and become informed voters, when and where it fits their schedule.
- **Use data analytics to understand better the issues that impact citizens.** It is critical for local leaders to seek citizen input. Thanks to the latest tech advancements, not only can you survey citizens via online polls, you can monitor trends on the topics that matter most to them through the analysis of digital search data when you utilize a digital data portal with built-in analytics.
- **Commit to digital transparency.** Today's citizens want to self-service their inquiries and have immediate, digital access to reports, records, and agendas at any time of the day or night, from any accessible Internet-enabled device. Municipalities best able to meet the expectations of digitally-minded citizens are transforming their transparency and agenda

management workflows by implementing digital, searchable, cloud-based solutions. Such tools give citizens the access they want while freeing up time for clerks to focus on other essential civic responsibilities.

It's a new year and a chance for you to enhance the capabilities of your office and position yourself as a critical component of your municipal operations. Take every opportunity to embody the values of your community by bringing greater organization, greater transparency, and greater engagement to your administration. Do those three things, and you'll be serving your community for years—even decades—to come.

About the Author Megan Asikainen

Megan Asikainen is a Solution Manager for CivicClerk®, (an IIMC supporter/exhibitor/website host). Asikainen is responsible for ensuring the product continues to evolve to meet the ever expanding and shifting role of the Clerk in the digital era. Before joining the product innovation team at CivicPlus, Megan worked for over 12 years as a City Clerk. She draws on her public sector experience as she works with CivicPlus' product developers and clients to customize the CivicClerk solution. Megan received the Certified Municipal Clerk designation from the International Institute of Municipal Clerks in 2014 and the Missouri Registered City Clerk designation in 2010. She has also been recognized among the "30 Leaders in their Thirties" Leadership Award by the North County Incorporated Regional Development Association of the St. Louis area in 2013.

Batteries or Hydrogen?...Continued from page 12

have it run for 18 hours. A hydrogen bus has a range that is equivalent to a diesel bus, so it's a one-for-one replacement."

Champaign-Urbana's transit system may operate in a relatively small market, but with 13 million passenger trips a year, it provides more rides than much larger markets, such as Nashville, Tenn. The MTD services the University of Illinois' flagship campus, and student fees pay for a significant amount of its budget. In turn, the campus community expects buses to come frequently and run late into the night.

"The beauty of the fuel-cell electric is that, operationally, there are no alterations to our system that we need to make," Gnadt says.

The cost of acquiring the two new buses, a fueling station and fuel storage equipment will be about \$3.5 million, of which \$1.5 million will be covered by federal grants.

Gnadt says the hydrogen fuel cell technology meets MTD's environmental goals better than batteries. The electric batteries have to be recharged, usually at night, when solar power is not available, so they're plugged into the electric grid, he says.

"While we wouldn't be burning fossil fuels on the vehicle, the grid is not zero-emission. Not only is it burning coal, it's burning Illinois coal, which is particularly dirty," he says. (In the Quad Cities, the electricity

Continued on page 14



Colorado Institute Director Kathie Novak, Wins Prestigious 2019 Institute Director Award

The International Institute of Municipal Clerks (IIMC) selected Kathie Novak, Institute Director, Regis University, Denver, CO, as its 2019 Institute Director of the Year. The Award was presented during the Organization's 73rd Annual Conference in Birmingham, AL, on May 20. Novak is the second Institute Director from Colorado to win the Award.

Initiated at the 1994 IIMC Annual Conference in Anchorage, AK, the Award is presented to one Institute Director who has contributed to the educational needs of Municipal Clerks, the advancement of the profession, and whose performances

have supported IIMC's educational goals.

Kathie Novak is IIMC's 22nd recipient since the awards inception in 1994. Novak is an Assistant Teaching Professor for the Daniels College of Business at the University of Denver. For the past ten years - she has served as the Institute Director for the Colorado Municipal Clerks Institute where she guided Colorado's Clerks Association in developing a partnership with Regis University in Denver that resulted in an enhanced Institute experience, expanded opportunities for education and the possibility of earning credit toward an associate degree in public administration.

Novak has served on IIMC Professional Development Committee, the Education Resource Group and on a Blue-Ribbon Committee to explore alternatives and recommendations for procedural and policy related changes for Institutes. She is a huge inspiration to all Colorado Municipal Clerks.

She has almost 19 years of elected public service, eleven as a member of the Northglenn City Council and an additional eight years as Mayor. During her time in public office, Novak served as President of the National League of Cities and held numerous other leadership positions.

Batteries or Hydrogen?...Continued from page 13

comes from a mix of solar, wind, coal-fired and nuclear sources.)

MTD plans to produce the hydrogen for its fuel-cell buses itself. It could use solar power, wind turbines or, if need be, gas from the local landfill to separate the hydrogen from oxygen in water molecules for the buses.

The transit agency will soon be accepting bids for the equipment it will use for that conversion. It plans to add a total of 12 hydrogen fuel-cell buses by 2023, or about one-tenth of its fleet. By that time, the rest of its buses will be diesel-electric hybrids.

Although transit agencies are taking different approaches toward their next fuel sources, Gnadt says hydrogen fuel cells will be a viable option for the foreseeable future. Any fuel source comes with some risks, he says.

There's only one company left making diesel engines for buses, so if something happens with that company, transit agencies could be left in the lurch. Battery-powered buses require expensive batteries that aren't recyclable. The upfront costs of hydrogen fuel cells scare off some potential customers, he acknowledges.

"We believe the test case has been successfully completed for the hydrogen fuel cells," he says. "We believe that it is a viable option and that there will be other systems that get on board with this the way that we have."

Editor's Note: This article is reprinted from *Infrastructure*.

in cash and in kind donations to the Foundation since 2010 – American Legal.

Last, but certainly not least, **Marian Karr, MMC**, retired City Clerk from Iowa City, Iowa, was inducted into the IIMC Foundation Hall of Honor in recognition of her many years of service on the Foundation Board, as Treasurer of the Foundation, silent auction organizer and dedicated supporter.

In determining the recipients of the “step up” awards, we calculated the greatest percentage increase in year-to-year donations made by associations and individuals. Individual donor and association awards recognize loyal, consistent donors and supporters.

Because of the generosity and commitment of our donors, the Foundation can continue to provide thousands of dollars each year to IIMC for educational programs, CMC and MMC scholarships, conference grants and regional education grants.

Every member of IIMC benefits from the work of the Foundation and the generosity of our donors.

Do your part to enhance Clerk education for all of our IIMC members. Support the Foundation through your donations and participation in fund raising activities and the voluntary contribution program included on your IIMC dues renewal notice.

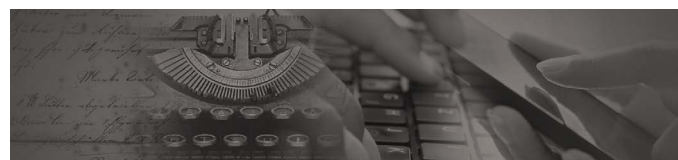
Remember – when we all give a little, we all learn a lot. Thank you for your support of Clerk education!

Foundation Conference Highlights

The IIMC Foundation featured several excellent fundraising events during the IIMC Conference in Birmingham. The monies raised will go toward helping Municipal Clerk education, creating new online education scholarships, working on new education endeavors, and networking with all attendees to further its mission. Between the Silent Auction, Conference T-shirts, the Hawaii Fundraiser, the Foundation netted approximately \$20,000 during the conference week.

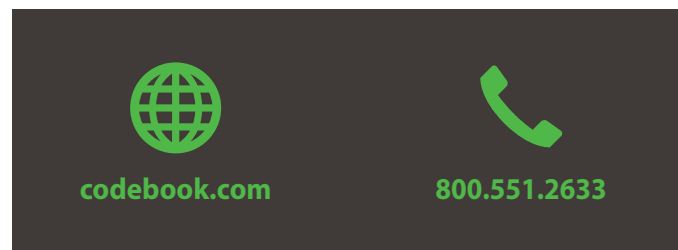


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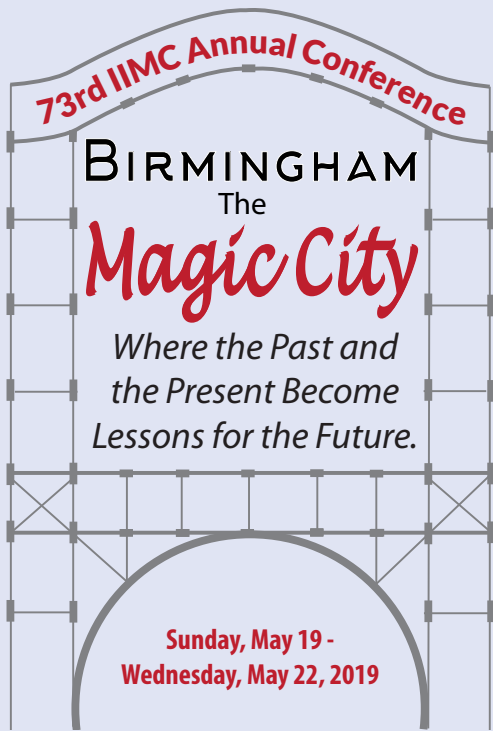


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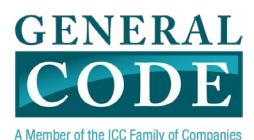
Conference Moments

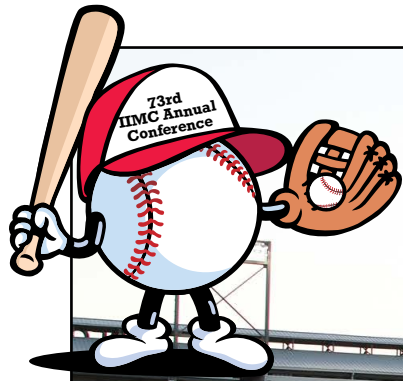


To be in Birmingham is to be in the arms of the South. Where the energy is palpable and a spirited nature is tempered by cosmopolitan charm. It's to be in a place that's as modern and contemporary as it is classically southern. And to experience something you won't soon forget.



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Quill Winners – 2019

Created in 1987, the prestigious Quill Award recognizes IIMC members who have made a significant and exemplary contribution to their community, state or province and IIMC. More importantly, the individual must support the goals and philosophies outlined in IIMC's Code of Ethics.

The criteria include length of service, strength and extent of participation in IIMC, service in teaching fellow Municipal Clerks, involvement with the initiation or administration of an IIMC-approved training Institute or program or any other activity that enhances the professionalism of IIMC members.

This year, IIMC received six nominations, each one deserving of the award. The selection committee, which is comprised of three former Quill winners, selected two for 2019.



Marc Lemoine, MMC

Winnipeg, Manitoba, Canada



Lemoine is the sixth Canadian Clerk to win the Quill. Lemoine is a strong believer in the Clerk being an integral part of the decision-making process, providing both procedural and policy advice to both the Council and the Administration. As an IIMC member, Lemoine served as the Organization's President in 2013-2014 and has served on

numerous committees including Chair of Budget and Planning, Policy and Conference. He is currently the Chair of the International Relations Committee.

As IIMC President, Lemoine focused on professional development for City Clerks including the exploration of emerging technologies, and the sharing of this information through conferences, E-zines and websites for the benefit of all members.

He is a strong advocate of the use of technology to improve processes and reduce costs. Winnipeg's City Clerk's Department has become a leader in Canada in using technology to better deliver results. Highlights include implementation of E-Government systems including online agendas, minutes and audio recordings for Council and its committees; introduction of the Automated Voting Machine and online election technologies; and establishment of Electronic Data Records Management Systems to ensure that electronic records are fully integrated into record management processes.

He holds a Bachelor of Computer Science (Honours) and a Master's of Business Administration. His

experience includes serving more than 20 years in Civic Government including eleven years as Winnipeg's Deputy City Clerk, prior to succeeding as the City's Municipal Clerk in 2018.

Vicky Miel, MMC

Phoenix, AZ (Retired City Clerk)



Vicky Miel began her career in the City Clerk's Office for the City of Phoenix at the age of 17. After serving 19 years in various capacities within the Clerk's office, she was promoted to City Clerk in 1989 where she served until her retirement in 2006. Retirement lasted two years until she was appointed Town Clerk in 2008 for the Town of Sahaurita, AZ, where she served until 2013.

Throughout her career, Miel was active with IIMC serving on numerous committees and as IIMC President in 1998 and 1999. She then continued to serve on the MCEF - now the IIMC Foundation - Board for six years, furthering its mission to raise endowment dollars to support IIMC and its educational objectives. Throughout her career and into retirement, Miel has maintained her advocacy for education in the Clerks profession and has inspired others to be leaders.

She has promoted continuing professional education and advanced the professionalism of the Municipal Clerk and has always been willing to share her knowledge and experience and continues to inspire other Clerks to strive for more through her leadership and example.

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IIMC Inducts Nine Fellows in the Athenian Leadership Society

The Society is an international Academy for and of Municipal Clerks worldwide. The Society was established in 2005 to recognize and honor Municipal Clerks who seek personal and professional improvement as an Athenian leader in their chosen profession. The highest achievement for Society members is to be inducted as a Fellow with recognition bestowed by the International Institute of Municipal Clerks. To be a Fellow, an IIMC member must have participated in ten Dialogues. This year – IIMC inducted nine members as Fellows of the Athenian Leadership Society. The ceremony took place at the 73rd Annual Conference in Birmingham.



The inductees are:

Kentucky: Kathy Walker, CMC; **Minnesota:** Kris Hasse-Lindquist, MMC; **New Jersey:** Vince Buttiglieri, MMC; **Ohio:** Julie Taylor, CMC; **Oregon:** Stacie Cook, MMC; Ruth Post, MMC; **Tennessee:** Angela Marshall, MMC; **Texas:** Mary Kayser, MMC; and Ellie Monteaux, CMC.

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Seattle, WA, Receives 2019 Program in Excellence Governance Award (PEGA)

Created in 2007 to foster excellence in governance and to enhance participation by IIMC members in their government entity and community, the Program Excellence in Governance Award encourages members to strive for excellence and to seek greater opportunities to develop innovative programs and techniques that will greatly benefit their communities and citizens and result in increased professional development and stature for Municipal Clerks.

The 2019 Award continues to receive great interest due to IIMC's Public Relations and Marketing Committee for creating a marketing and awareness plan that helped generate this type of interest and excitement in the award.

This year, we received six equally excellent applications for this award and chose one applicant as the winner.

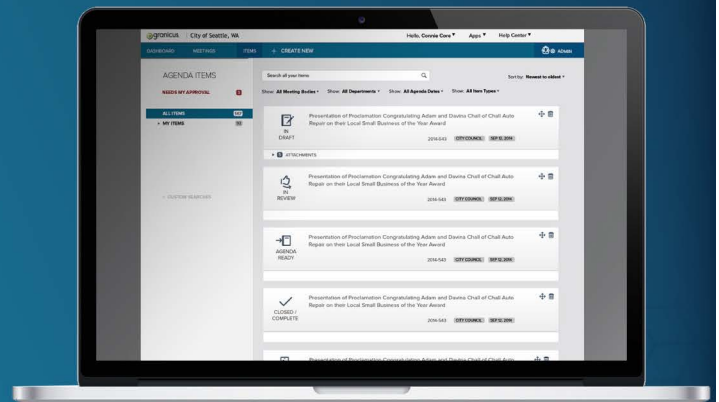
City of Seattle, Washington and City Clerk – Monica Martinez Simmons, MMC, for creating the Seattle Boards and Commissions Member Orientation Training Series Application.

This online training program has ensured quality - added convenience - reduced costs and improved accessibility for the training the City's Board and Commission members undertake as part of their roles. The program also ensures community volunteers share a common ground in the City's values as they embark upon their crucial work. Spearheaded by the Office of the City Clerk, the endeavor required collaboration between the legislative and executive branches alongside the involvement of 56 liaisons across 26 City departments and five external agencies.

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John Hunnewell

Former IIMC Executive Director, John Hunnewell, died April 13, 2019 in Monrovia, CA. Hunnewell served as IIMC's Executive Director from 1972 to 1991. He moved IIMC headquarters from Chicago, IL to Pasadena, CA, in the early '70s.

IIMC was close to shuttering its operation due to a lack of funds, when the Pasadena City Clerk, at that time, offered the Organization a building rent free to house its headquarters. The move to Pasadena kept IIMC in operation.

During his tenure, Hunnewell grew the membership from a time that it almost folded to the foundation on which it is today. Hunnewell also created the model of education for IIMC partnering with state universities to deliver training for the Municipal Clerks.

He believed in the possibility of good local government and worked for the U S Embassy in Munich, Germany (1954-1956), the International City Managers Association (1958-1959 and 1968-1971), the Michigan Municipal League (Publications Manager, 1960-1968), and the International Institute of Municipal Clerks (Executive Director, 1972-1991). He leaves his wife, Ann; son in law and daughter, Chris and Elizabeth Silva; and two granddaughters, Gretl and Nadine Silva.

Donations can be made to the IIMC Foundation. You can donate online at www.iimcfoundation.com or mail a check to:

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IIMC Foundation Treasurer
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Please note the dedication to John Hunnewell so the Foundation can notify his wife of the gesture.



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The 2019 - 2022 International Institute of Municipal Clerks Board of Directors

The following Municipal Clerks were elected to serve on the 2019 - 2022 IIMC Board of Directors. There were seven candidates for the following Regions: I, II, III, V, VIII, IX and X (Canada). There were two candidates for the Vice President's office. IIMC conducted a membership-wide election in March and April for these two candidates. The elected Candidate along with the incoming Region Directors were sworn in at the Annual Business Meeting on Wednesday, May 22, 2019 during the Annual Conference in Birmingham, Alabama.

Vice President Pierce will succeed to the IIMC Presidency in May 2021. Region Directors will serve a three-year term, culminating in May 2022.



Sheri Pierce, MMC
City Clerk
Valdez, AK
Vice President

Sheri Pierce, MMC, began her career in municipal government in 1977 with the City of Portland, OR. Moving to Alaska in 1989, she was hired as Deputy City Clerk for Valdez and appointed City Clerk in 1993.

Sheri obtained her Master Municipal Clerk designation in 2009. Sheri has proudly served two nonconsecutive terms on the IIMC Board of Directors, currently serving as Region IX Director until expiration of her term in 2019.

In 2019, Sheri celebrates 30 years of IIMC membership and the Alaska Association of Municipal Clerks (AAMC). Her service to AAMC, Region IX and IIMC includes continuous involvement in the advancement of education and professional opportunities for Municipal Clerks as a committee member, mentor and instructor. She served as President of AAMC in 2002 and received the Clerk of the Year award in 2009. Sheri continually seeks opportunities to share her passion for education and professional advancement by partnering with fellow experienced Clerks to facilitate "Nuts and Bolts" training for new Alaska Clerks.

Sheri supports every opportunity to strengthen ties with our international members. Privileged to have participated in the IIMC Scotland Study Abroad, Pierce also attended the most recent Study Abroad Program and Region XI Symposium this June in England.



Ann Quirk, MMC
Town Clerk
Barnstable, MA
Region I

Quirk's path to the Clerk World was not straight. After taking the opportunity to retire early from the local telephone company, she searched for a new career that would utilize her management skills. Her next adventure was to be an Assistant Town Clerk in the Town of Yarmouth, MA. After five years, she applied for and was granted the Assistant Town Clerk's position in the Town of Barnstable, MA.

Her predecessor was proactive in the education of Town Clerks and was the first Clerk to attain her MMC. The history in Barnstable dates back to the 1600s thus following in the footsteps of her predecessor; She is the second Town Clerk to have attained the designation of MMC and fulfilled the requirements to become and Athenian Fellow in 2018.

For six years (three as chair), Quirk served on the Board of Directors for the New England Municipal Clerks Institute and Academy (NEMCI&A). This Institute is run by Clerks for Clerks. She is currently on her second three-year term on the New England Association of City and Town Clerks (NEACTC) and is finishing up her last year on the Massachusetts City and Town Clerks Association. Thank you for the opportunity to continue to grow and learn.

Continued on page 25



Teresa "Terri" K. Hudson, MMC

City Clerk
Milford, DE
Region II

After working in municipal government for 19 years, Hudson was appointed Milford City Clerk in July 1997. As City Clerk, Hudson opened communications between elected/appointed officials and the public by transforming to website-accessible paperless meeting packets. Over the years, she has assisted a number of Clerks in their implementation of this process.

As the City's FOIA Coordinator, she is committed to the highest degree of efficiency and transparency in the conduct of local government.

Hudson has worked with four City Managers, four Mayors and a diverse group of Councilmembers.

A member of IIMC and the Delaware Municipal Clerks Association since 2000 and a graduate of the

UD Municipal Clerks Institute, she attained her CMC in 2004 and was Delaware's third Clerk to achieve the Master of Municipal Clerk designation.

Hudson has served on three Region II Conference Committees, as Chair of the 2007 Conference, as DMCA Treasurer, Secretary, Vice President and President and is an IIMC Mentor.

She focuses on education at all levels—new, advanced and seasoned Clerks. As Region II Director, she wants to dialogue on matters that impact Clerks and is a firm believer that we can each make a difference, but together we become a powerful force.

Continued on page 26



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Camilla Pitman, MMC

City Clerk
Greenville, SC
Region III

Camilla G. Pitman, MMC, has served the City of Greenville since 1995, as Legal Office Coordinator for the City Attorney's Office, Clerk of Court of Municipal Court and, since 2007, as City Clerk. Prior to joining the City, Camilla served as a legal assistant in Greenville area law firms for ten years. Camilla is certified as a Master Municipal Clerk (MMC) through IIMC and as a Professional Legal Secretary (PLS) through NALS. Camilla served as 2016-2017 President for the South Carolina Municipal Finance Officers, Clerks and Treasurers Association, serving on the Board of Directors from 2012-2018, and served as Chairman of the 2018 IIMC Region III Conference Committee and as a Committee Member in 2013. She is currently serving a second term on the Municipal Clerk and Treasurers Institute Capstone Certification Committee.

A member of IIMC since 2008, Pitman served on IIMC Committees from 2012 to present, including Mentoring Committee, Chair of Education and Professional Development and Chair of Public Relations and Marketing. In 2017, she was named as an Athenian Fellow and a Dialogue Facilitator for the Athenian Leadership Society. Pitman and her husband Jeff have been married for 30 years and reside in Greer, SC.



Janice Bates, MMC

Executive Secretary/Clerk of Council
Tipp City, OH
Region V

Janice has served as Clerk of Council/Executive Assistant for the City of Tipp City, Ohio since November 2011. She is active in the Ohio Municipal Clerks Association and the International Institute of Municipal Clerks. Currently, Janice serves as OMCA President. During her tenure with the City, Janice has earned her CMC and MMC designations, her Athenian Fellow and is an approved Athenian Dialogue Facilitator.

In addition to serving on various committees and the Executive Board for OMCA, Janice also serves on the IIMC Membership Committee as Vice Chair.

Prior to joining the City, Janice worked for a local college. During her employment, she wrote and taught several classes including Art History, History of Photography, New Student Success and Career Development. She holds a Bachelor of Fine Arts Degree in Art and Art History with a concentration in Photography from Wright State University in Dayton, Ohio.

In addition to her responsibilities to the City, OMCA and IIMC, she is also the mom to two very busy daughters. Janice can be seen cheering them on at their band performances and volleyball tournaments. Janice and her daughters, Jenna and Lauren reside in Troy, Ohio.



Lisa Garcia, MMC

Deputy Town Manager/Town Clerk
Florence, AZ
Region VIII

Lisa Garcia, MMC, started her career in the Municipal Clerk profession in 1994 as Deputy Town Clerk for the Town of Florence, AZ. In 1996, Lisa became Town Clerk and was promoted in 2007 to Deputy Town Manager/Town Clerk. She remains in that capacity, today.

Garcia has a Bachelor of Science in Business/Public Administration, earned a certificate in Public Policy for state and local government, holds a Master Municipal Clerks certification, and is a Certified Election Official.

Garcia served on the board of the Arizona Municipal Clerks Association from 2009 to 2015, and its President from 2012 -2014. She has chaired the AMCA Legislative Committee and has been involved with various AMCA and IIMC committees over the years, including membership, mentoring, region leader and education committees. Garcia has served on the Pinal County Business and Education Committee for five years and was appointed to the United Way of Pinal County Board in 2018.

A resident of Florence since 1994, Lisa is in tune with her community and its needs. Her biggest pride is her three boys, Ramsey, Valentino and Jayce who were raised in Florence and are graduates of the Florence Unified schools.

Continued on page 27

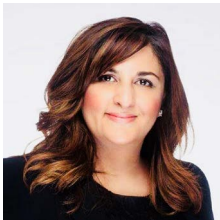


Scott Passey, MMC

City Clerk
Edmonds, WA
Region IX

Please accept my nomination for the Region IX Director position. I am applying for this position because I want to give back to the two organizations that have given so much to me – IIMC and WMCA. I know it sounds cliché, but there is truth in clichés. I cannot deny the benefits I've received through my affiliations with IIMC and WMCA. I'm impressed with the camaraderie and volunteer spirit of those who serve our organizations and am grateful for the lifelong friendships and connections I've made through my affiliations with these two groups. I'm especially thankful to those who have donated their time and talents over the years to help make our Organizations a success.

The leadership, training and professional development that have been provided through IIMC and WMCA have exceeded my every expectation. If elected, I hope to lend a fresh perspective, be an effective advocate and help move IIMC in a positive direction. I don't pretend to have all the answers, but I can offer an open mind, a sincere heart, a listening ear and an honest opinion. I will commit to studying all the issues and do my best to represent and promote our mutual interests.



Angila Bains, CMC

Manager Legislative Services/
Municipal Clerk
District of Saanich, BC, Canada
Region X

Angila Bains is currently the Manager, Legislative Services/Municipal Clerk with the District of Saanich, British Columbia (BC), Canada. She has held the Corporate Officer position with many municipalities including the District of Saanich, City of Delta and the District of North Vancouver. She was also the Manager of Information Services with the Capital Regional District. Angila has dedicated the last 16 years in the Municipal Clerk's profession, modeling good governance with all elected officials while maintaining integrity and core values of parliamentary procedure. Prior to her leap to local government, Angila worked for the Province of British Columbia with the Ministry of Finance and Office of the Premier as an Information and Privacy Analyst. Currently, Angila is also the Chair of the Local Government Management Association (LGMA) Freedom of Information/Records Management Committee.

Angila holds an undergraduate degree from the University of Victoria, Faculty of Social Sciences with a major in Psychology and minors in Political Science and Philosophy. Angila has the designation of IIMC Certified Municipal Clerk and is working toward her MMC designation. She has completed the Local Government Administration Certificate Program from Capilano University. She is an alumna of the Municipal Administration Training Institute Programs offered by LGMA.

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What You Need to Know About Service Animals

By Louise R. McBride

Let's look at the big picture. Pet ownership in U.S. households has reached 85 million families, according to the 2017-18 National Pet Owners Survey, conducted by the American Pet Products Association. That is up from 56 percent of U.S. households since 1988. Broken down further, 60.2 percent of those pets are dogs.

A dog may be a dog—but there's education involved to speak correctly about a service dog. In fact, according to the Americans with Disabilities Act (ADA), there are differences between a service dog, an emotional support animal, therapy dog, and pet. And it goes from there.

What is a Service Animal?

According to the ADA, by definition, a service animal is a dog that has been trained to provide assistance to an individual living with a disability. The tasks performed by the dog must be directly related to the person's disability.

(See www.ada.gov/service_animals_2010.htm).

Service animals specialize in providing some of the work and tasks that individuals with a disability cannot perform on their own. A few examples of the tasks would be:

- Alert persons with hearing impairments to sounds.
- Halt to signal changes in elevation.
- Pull a wheelchair or pickup things for a person with mobility impairments.
- Retrieve dropped objects.
- Help individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Guide dogs are a type of service animal, used by some individuals who are blind or have poor vision. (See www.education.nh.gov/career/vocational/blind_visu.htm and www.futureinsight.org)

What about Emotional Support Animals and Therapy Animals?

Comfort or emotional support animals provide aid without performing a specific task or duty. Often times it is said, "My pet gives great service when I'm

comforted." That may be so, but according to the ADA, that kind of assistance is not considered work or task performed by a service animal. A comfort animal under the law is considered a pet and is not afforded the rights of a service animal. The same holds true for therapy dogs. They are great companions and wonderful visitors in a hospital setting or panic-stricken situation to comfort victims of natural disasters. Under the law, however, they are in the category of pets and not service animals.



Where are Service Dogs Allowed?

Under the ADA, businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including municipal offices, restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks and zoos.

In New Hampshire, state law recognizes only dogs as service animals. Here are some things to keep in mind when addressing an individual with a service animal:

- A public entity or private business is not responsible for the care and supervision of a service animal.
- A public entity or private business shall not ask nor require an individual with a disability to pay a surcharge or deposit even if people accompanied by pets are required to pay such fees.
- If a public entity or private business normally charges individuals for the damage, they cause an individual with a disability may be charged for damage caused by his or her service animal.

Continued on page 30

Governor's Commission on Disability Handles Public Inquiries

The Governor's Commission on Disability (GCD) receives many public inquiries that involve some question or concern regarding service dogs. It's a topic that impacts the disability community, the business community, builders with accessibility issues, employment and more. Town and city clerks often ask how to proceed in granting exemptions for registration fees and licensing of service animals. (See www.nh.gov/disability).

Identification of a service dog can be a tricky area because the public does not always understand the law or often blatantly ignores it, as is the situation that has come up frequently and is known as "fake service dogs."

According to the ADA, two questions may be asked of an individual with a service animal when it is not obvious what a service dog provides:

- Is the dog required because of a disability?
- What work or task has the dog been trained to perform?

A service dog, remember, is defined by its training. There is no Federal registry, nor a government issued certificate or card proving that the animal is a service animal.

The GCD stands ready to partner with groups and organizations seeking to eliminate ignorance and discrimination against individuals with service dogs through education. Go to www.nh.gov/disability for The Law and Service Animals brochure and other useful information.

Editor's Note: Louise R. McBride is the Governor's Commission on Disability's Research & Information Specialist. She may be contacted at louise.mcbride@gcd.nh.gov or 603.271-2773.

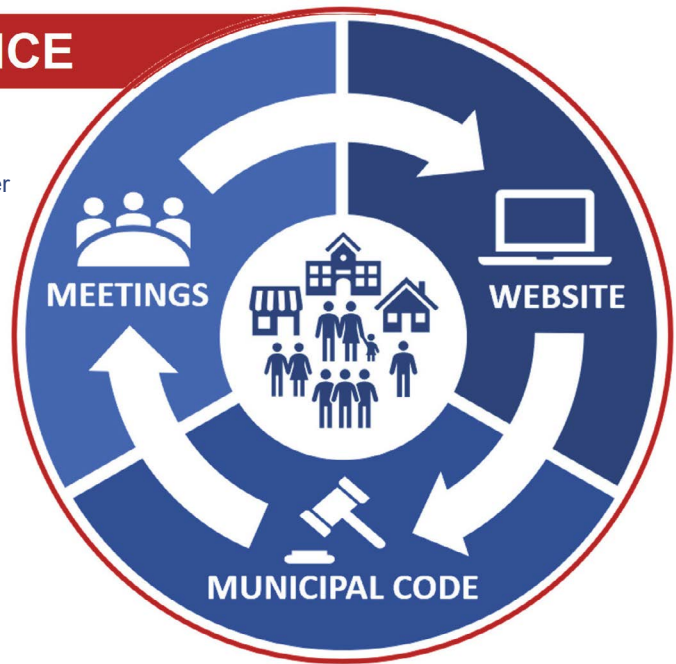


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Continued on page 32

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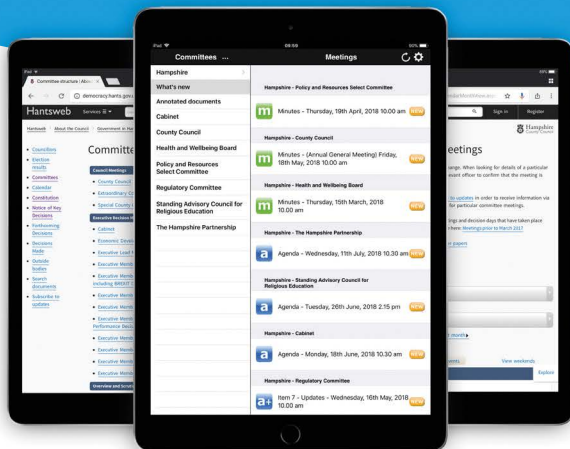


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July 13-19	New England Municipal Clerks Institute and Academy	October 15-18	Oklahoma Clerks, Treasurers, and Finance Officials Association (OMCTFOA) 2019 Fall Conference
July 15-16	IIMC Region V Meeting , Ohio	October 24-25	Texas Municipal Clerks Graduate Institute & Annual Business Meeting
July 15-18	Ohio Municipal Clerks Association Institute	November 11-15	Kansas City Clerks & Finance Officers Assn. (CCMFOA) Institute and Master Academy
July 22-26	Kentucky Municipal Clerks Institute	November 15-16	Alaska Association of Municipal Clerks Conference
July 25-26	Municipal Clerks of Illinois Summer Seminary	November 16-17	IIMC Foundation Board of Directors Midyear Meeting, Greenville, SC
July 29-Aug. 1	Nevada Municipal and County Clerks Academy	November 17	Alaska Association of Municipal Clerks Conference
August 6-7	Georgia Municipal Clerks Association Regional Training	November 18-19	Alaska Association of Municipal Clerks Academy
August 15-17	North Carolina Association of Municipal Clerks Annual Conference		
August 21-23	Kentucky Master Municipal Clerks Academy	2020	
August 22-23	Texas Municipal Clerks Municipal Budget Cycle Seminar	January 30-31	Texas Municipal Clerks Election Law Seminar
August 26-30	North Carolina Association of Municipal Clerks Certification Institute	February 2-4	Georgia Municipal Clerks Association Spring Conference/Institute
August 28-30	Alabama Association of Municipal Clerk and Administrators Fall Conference	February 5-7	California Master Municipal Clerk Academy
September 7	IIMC Region VII Meeting , St. Charles, MO.	April 16-17	Texas Municipal Clerks Public Funds Investment Seminar
September 8	Missouri City Clerks & Finance Officers Association (MOCCFOA) Academy	May 17-20	74th IIMC Annual Conference, St. Louis, MO
September 8-10	Georgia Municipal Clerks Association Fall Conference/Institute	June 18-19	Texas Municipal Clerks Records Management Seminar
September 11-13	South Carolina Municipal Finance Officers, Clerks and Treasurers Association (MFOCTA) Fall Institute	August 20-21	Texas Municipal Clerks OMA, PIA, Agenda Seminar
September 15-19	47th Arkansas Municipal Clerk Annual Certification Institute	September 23-25	IIMC Region VIII Conference
September 16-17	47th Arkansas Municipal Clerk Annual Advanced Academy	September 23-25	California Master Municipal Clerk Academy
September 18-20	California Master Municipal Clerk Academy	October 29-30	Texas Municipal Clerks Graduate Institute & Annual Business Meeting
September 18-20	Oregon Assn of Municipal Records (OAMR) Annual Academy & Conference		
September 18-20	Tennessee Municipal Clerks & Records Assn. (TAMCAR) 2019 Fall Conference		
September 19	Ohio Municipal Clerks Association One Day Academy Session		
September 19-20	Minnesota Municipal Clerks Advanced Academy		
September 19-21	Illinois Municipal League Annual Conference		
September 25-27	Utah Municipal Clerks Association Annual Conference		
October 4	Vereniging van Griffiers (VvG) Annual Conference, The Netherlands		
October 8-11	SC Municipal Finance Officers, Clerks & Treasurers Association & SC Business Licensing Association Joint Academy		
October 13-17	Florida Association of City Clerks (FACC) 2019 Fall Academy		
October 13-18	Municipal Clerks of Illinois Institute & Academy		



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