



az management

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February/March 2005

Lloyd Harrell Honored with 2005 DeBolske Award

ACMA Life Member, Lloyd Harrell was honored with the 2005 John J. DeBolske Professional Excellence Award at the winter conference in Sedona. Lloyd was first appointed to a city manager position in 1972 when he went to work for the City of Nevada, Missouri. After spending six years in Nevada, Lloyd was ready for new challenges, which he found working as City Administrator for Liberty, Missouri. Lloyd's next appointment led him to Denton, Texas. In 1995, Lloyd moved from Texas to Arizona to become City Manager of Chandler. From 1995 until he retired in January 2002, Lloyd helped steer Chandler through a period of dramatic growth.

Prior to retiring from the City of Chandler, Lloyd was elected to serve as a Director on the ACMA Board. In this position, he chaired a task force instrumental in ACMA's adoption of the ICMA Code of Ethics. After retiring he was appointed to serve as the ICMA/ACMA Range Rider. As Range Rider, Lloyd has served as an ambassador for the profession of local government management in Arizona.

Lloyd is always willing to offer his experience and expertise to managers facing challenges within their communities, as well as younger professionals seeking career advice.

Clearly Lloyd has made lasting contributions to the profession in every state he's worked in and throughout the country due to his work with ICMA. However, Lloyd's efforts to promote quality local government management are not limited to the United States. In 2003,

he was chosen to lead a group of managers and professionals on an educational mission in Kazakhstan.

ACMA Recognizes its Newest Life Member

Terry Zerkle was welcomed as ACMA's newest Life Member at the Recognition Banquet held during the winter conference. Terry has enjoyed a distinguished career in local government management spanning 32 years, six states, and two countries. He has been an Active member of ACMA for a number of years, first as City Manager of Tempe and later as Assistant City Manager of Glendale. Throughout his time in Arizona, Terry has been a strong supporter of ACMA, serving on the Board and chairing the Pracademics Committee. He has also taken on the role of mentor and counselor to many young professionals in the organizations he managed.

Since retiring, Terry continues to contribute to the profession. He recently served as the Interim City Manager of Kingman and assisted the community with their recruitment for a new city manager. He is also serving as the Co-Chair of ACMA's Managers In-Transition Committee.

Bylaw Amendments Adopted at Annual Business Meeting

The 2005 Annual Business Meeting was held February 3 in conjunction with the winter conference. ACMA members unanimously approved several bylaw amendments. Applications for Associate membership now

require the endorsement of two Active members. Please note that if you are asked to endorse an application, Active members are city, town, and county managers, and deputy/assistant city, town, and county managers. Full-time administrative heads of legally constituted councils of government or Indian tribes in Arizona are also considered Active members.

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Save the Date

March 18

Legislative Update Luncheon
Flagstaff City Council Chambers

March 25

Deadline to apply for IG Conference Scholarship

April 28

Rescheduled ACMA Roundtable-Flagstaff - Immediately Following NACOG Regional Council Meeting
Little America Hotel

April 29

1st Meeting of Summer Conference Planning Committee
League of AZ Cities & Towns, Phoenix

May 5

ICMA Workshop on the Performance Measurement Center
League of AZ Cities & Towns, Phoenix

July 27-29

ACMA Summer Conference
Loews Ventana Canyon Resort
Tucson



Arizona City/County Management Association
 1820 W. Washington Street
 Phoenix, AZ 85007
 Tel: (602) 258-5786 Fax: (602) 253-3874
 email: acma@azmanagement.org
 http://www.azmanagement.org

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*Assistant City Manager
 City of Tucson*

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Applications for Retired membership (only required for individuals who were not ACMA members prior to retiring) require the endorsement of two Active members, two Full Corporate ICMA members, or a combination thereof. The bylaw amendments also give members the opportunity to comment on candidates for ACMA membership. The ACMA Board will tentatively approve Active, Associate, and Retired membership applications and within one business day of the board meeting staff will send an electronic board report that includes the name, title, and organization of all candidates for membership. Members will have ten business days to submit concerns regarding an applicant's qualifications for membership. If no written objections are received the candidates will become members upon paying the appropriate membership dues. If ACMA does receive written objections regarding a membership application, the application will be reviewed by the officers of the board (the President, President-Elect, and the Immediate Past President) and the application must receive the approval of at least two of the three officers in order for the individual to become a member.

ACMA members also approved a bylaw amendment limiting the term of the Associates' Committee Chair to one year. When ACMA and the Arizona Municipal Management Assistants' Association (AMMAA) merged in 2002, the Associates' Committee was created specifically to address the professional development needs of the Associate membership. The Chair of the Associates' Committee is a voting member of the ACMA Board.

Are You Interested in Learning more about ICMA's Center for Performance Measurement?

Dave Childs, ICMA Western U.S. Director

As local government management professionals, we strive to bring excellence to each of our organizations. In order to do so, we need to be able to answer questions like: Is my organization performing better this year than last year? How do I know that? What are others doing to promote high performance in various aspects of their organizations?

One of ICMA's strategic initiatives is to help local governments do a better job of measuring performance. One tool available for cities and counties to use is the ICMA Center for Performance Measurement.

After 10 years of developing a comparative performance measurement model, we believe that now is the time to create "performance consortiums" around the country so that the measures are not only comparable on a national basis but also comparable among like communities within a certain area. Consortiums have been set up or are being considered in the Puget Sound, Chicago, Minnesota and Washington DC areas. At the request of Paul Wenbert, Deputy City Manager, Mesa, we would like to consider an Arizona performance consortium as well.

To start the conversation, I would like to invite all city and county managers, as well as key staff members, to attend a free informational luncheon on Thursday, May 5, at the League of Arizona Cities and Towns. At the luncheon, I would like to begin a conversation about performance measurement, comparative measures and the possibility of establishing an Arizona Consortium.

Registration information for the luncheon is included in this newsletter. Space is limited for this initial luncheon, however if there is enough interest in creating a regional consortium, additional meetings will be scheduled.

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New Scholarship to IG Transforming Local Government Conference Now Available

In 2004, ACMA entered into an agreement with the Innovation Groups (IG) West to provide supplemental services to ACMA's managers in-transition. As part of the agreement, ACMA provides IG with one complimentary registration to a winter and summer conference and in return, IG provides ACMA with one complimentary registration to its annual Transforming Local Government Conference.

The ACMA Board is offering the complimentary IG Conference registration to its members as a scholarship. This dynamic conference is focused on building trust within the organization, sustaining hope through the transformation process, and using the best tools to guide internal government groups and communities through powerful change initiatives. The conference is June 15-17, 2005 in Sarasota County, Florida. For more information about the conference, please visit the Innovation Groups web site, www.ig.org. Members may also contact the IG West Representative, Pam Muse, at pmuse@ig.org or 480-231-3538.

All ACMA members are encouraged to apply for the scholarship. However, preference will be given to members working for cities and towns with populations under 50,000, counties with populations under 200,000, and tribal members. To apply for the scholarship, please send a letter of interest indicating why you are interested in attending the conference and what you hope to learn and/or accomplish as a result of attending the conference. In addition, please describe your financial need and provide information about your involvement in ACMA activities. The letter should be sent to: Mike Hutchinson, President; ACMA; 1820 W. Washington St.; Phoenix, AZ 85007. The application deadline is **Friday, March 25, 2005**.

More information about the conference and applying for the scholarship may be found in the memo enclosed with this newsletter. If you have any questions about the scholarship, please contact Wendy Kaserman at (602) 258-5786 or wkaserma@mg.state.az.us.

Students from ASU and the U of A Selected as Andrews and Esser Scholarship Recipients

Teresa Franquiz, a Human Services Planner with the Maricopa Association of Governments, and part-time MPA student at ASU, is the recipient of the 2005 Esser Scholarship. Teresa began working for MAG in 2003 as an Americorps volunteer. When her term of service was completed, MAG hired her as a full-time staff member. Teresa plans to complete her MPA in December of 2005.

Efrat Feferman, a first year MPA student at the University of Arizona, is the recipient of the 2005 Andrews Scholarship/Internship. Efrat graduated from Indiana University with a Bachelor of Arts in Sociology and Religious Studies. She moved to Arizona to attend graduate school at U of A. Her MPA concentration area is Local Government and Nonprofits. In March, Efrat will have the opportunity to meet with representatives from the cities of Casa Grande and South Tucson to discuss their internship proposals.

Have You Ever Had a Great Idea for an ACMA Conference Session?

We want to hear it! Although the winter conference was only a few weeks ago, planning will soon begin for the 2005 summer conference. Join the ACMA Summer Conference Planning Committee for their first meeting, Friday, April 29, at 12 noon at the League of Arizona Cities and Towns. Lunch will be served, so please send Wendy Kaserman an RSVP at wkaserma@mg.state.az.us if you plan to attend the meeting.

The conference planning committee develops the conference program, assists with selecting speakers, and works with staff to insure a successful conference. If you are unable to attend the meeting, but have ideas for sessions or improving the conference, please contact the Summer

Member Profile

Huey Long

City Manager
City of Safford



Where are you originally from?

I was born in Atoka, Oklahoma and raised in Del City, Oklahoma.

Why did you decide to pursue a career in local government?

I needed a job! On a serious note, my father served as a city manager throughout his career which gave me a tremendous opportunity and desire to understand the role of a city manager and his "service" toward community. Following his death in 1970, my passion for community service had grown to the point of action. I submitted my resume for a position as city manager in a suburb of Oklahoma City, OK. At the mature age of 21, I received a call from the Mayor and City Council offering me the position. I turned to my new bride and mother and asked "What do I do now?"

What do you like most about your job?

I love to work with people. I realize how blessed I am to get the opportunity to "serve" the citizens of my community. My father passed on some valuable wisdom that is timeless--Remember son, God gave you two ears and one mouth for a reason, listen twice as much as you talk! I have diligently passed on these simple business lessons to my son who serves as City Administrator, Oak Grove, MO.

What other communities have you worked for?

My career was launched in Spencer, Oklahoma as their first city manager. Other communities include: Oklahoma City, Del City, Mustang and Moore, Oklahoma, La Paz County, Arizona.

As a local government professional, what accomplishment are you most proud of?

The opportunity to build a community from infancy to maturity is the landmark of my career. In Mustang, Oklahoma I had the opportunity to work with the elected officials in building a complete water resource project, wastewater distribution and treatment facility, transportation system, and Leisure Services Town Center Project.

What was the last book you read?

I recently read the biographies of General George S. Patton and Mother Teresa.

Conference Committee Chair, John Holmes, County Manager, Coconino County at (928) 779-6691 or jholmes@co.coconino.az.us.

Arizona 2-1-1 Online to Offer Information Statewide

DJ Harper, Communications & Outreach Manager, Government Information Technology Agency

Arizona 2-1-1 Online is an exciting initiative to facilitate the public's access to community and social services statewide. Arizona 2-1-1 Online is a web based system that will ease access to services provided by state and local governments and community organizations. In addition, Arizona 2-1-1 Online will serve as a conduit to access disaster response and homeland security information, including assistance locating disaster relief organizations, services, and volunteer opportunities. Arizona 2-1-1 Online will be accessible via the internet by visiting www.az211.gov in late spring.

Arizona 2-1-1 Online is being built by a diverse group of state and local government agencies and nonprofit partners. The Governor's 2-1-1 Community Advisory Committees includes representatives from several cities and other governments across the state.

Health and Human Services

Arizona 2-1-1 Online will give Arizona citizens and health and human service professionals quick and easy access to a statewide database of service provider information. The system will be accessible by novice computer users, yet still useful to advanced social service professionals. The database will include program descriptions, eligibility requirements, and contact information for thousands of agencies and programs statewide.

Public Safety

Arizona 2-1-1 Online will facilitate rapid dissemination of information pertaining to any natural or manmade disaster (i.e. floods, wildfires, chemical spills, etc.). The system will improve the ability for federal, state, and local officials to communicate pertinent information to the citizens of Arizona. In addition, Arizona 2-1-1 Online will help volunteers and organizations to find opportunities to assist in relief efforts and donate supplies to victims of disasters.

Arizona 2-1-1 Online is designed to be a comprehensive information resource where users can find information about programs and resources offered by federal, state, and local governments throughout Arizona. To insure the website includes information about city, town, county, and tribal programs, the Government Information Technology Agency (GITA) is asking for assistance from ACMA members. In partnership with the League of Arizona Cities and Towns, in the next few weeks GITA will be e-mailing an information request to ACMA members. You will be asked to provide key contact information for the individuals within your organization who work on health and human services programs, as well as disaster preparedness and homeland security.

Should you have any questions about Arizona 2-1-1 Online, please do not hesitate to contact me at (602) 364-4772 or djharper@azgita.gov. Thank you in advance for your assistance in developing this important resource for the citizens of Arizona.

Members in Transition

If you are an ACMA member in transition and would like your contact information featured in this section, please contact Marisa Hoskins at 602-258-5786 or mhoskins@mg.state.az.us. Membership dues for in-transition members are waived for one year and in-transition members receive complimentary registration to a summer and winter conference. ACMA members are encouraged to contact these individuals to offer support and/or information about employment opportunities.

David Evertsen, former Town Manager of Gila Bend
P.O. Box 5038, Goodyear, AZ 85338
(928) 220-2611
devertsen@municipalsolutions.org

Member Profile

Marchelle Franklin



Senior Assistant to the Mayor, City of Phoenix

Where are you originally from?

I am originally from Oklahoma City, Oklahoma.

Why did you decide to pursue a career in local government?

Interestingly enough, I didn't decide to pursue a career in local government. Three individuals within the City of Phoenix were aware of my background and expertise and recommended me to Vice Mayor Michael Johnson in 2002 for his Chief of Staff position. Truly, the opportunity to transition my career from the private to the public sector was a gift from God.

What do you like most about your job?

Working for a non-stop, engaging, passionate, family-oriented and faith-oriented Mayor; having the opportunity to shape the future and develop policy for a growing, vibrant and dynamic city - what a legacy to leave for my children, nieces and nephews.

What other communities have you worked for?

This is my first opportunity working in local government. Prior to joining the City of Phoenix, I spent over 15 years in the private sector for corporations such as Bank One, Renal Care Group and the Community Partnership for Behavioral Healthcare.

As a local government professional, what accomplishment are you most proud of?

I developed and directed the team that implemented Mayor Gordon's Front Porch Bench Initiative which has received national and international recognition as a simplistic and nostalgic initiative that strengthens communities and reduces crime by getting neighbors to sit in their front yards and local businesses to create gathering places in front of their establishments so that people know who belongs and who does not belong in their neighborhood.

What was the last book you read?

Vernon Can Read!: A Memoir by Vernon Jordan, Jr.

New members

ACTIVE

Rosalicia Cordova, City Administrator, San Luis
Darryl Crossman, City Manager, Litchfield Park
Jody Klein, County Administrator, Cochise County
Huey Long, City Manager, Safford

ASSOCIATE

Gary Burroughs, Director of Public Works and Community Development, Yuma
Marchelle Franklin, Senior Assistant to the Mayor, Phoenix
Karolyn Kent, Assistant Development Services Manager, Mesa

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Editor: Wendy Kaserma

Your comments, suggestions and news contributions are welcome. Email your contributions to:

wkaserma@mg.state.az.us
Telephone: 602-258-5786