



az management

a publication of the *Arizona City/County Management Association*

October / November 2004

Save the Date

NOVEMBER 10

ACMA Roundtable

11 am

Maricopa Association of Governments
302 North 1st Ave., Suite 300, Phoenix

December 2 (Tentatively)

ACMA Roundtable

Time: TBA

Pima Association of Governments
177 North Church Street, Suite 405,
Tucson

December 10

Deadline for DeBolske Professional Excellence Award Nominations

December 10

Deadline to Submit Letter of Interest for Serving on the ACMA Board

December 31

Deadline for Andrews and Esser Scholarship Applications/Internship Proposals

January 2, 2005

ACMA Winter Conference Hotel Block Discount Ends

January 14, 2005

ACMA Roundtable

12 noon

Following CAAG Mgmt. Ctme. Meeting
Porters Building
402 Main Street, Superior

February 2-4, 2005

ACMA Winter Conference

Hilton Sedona Resort and Spa

Planning for the 2005 Winter Conference is Underway!

The ACMA 2005 Winter Conference is February 2-4, 2005, at the Hilton Sedona Resort in Sedona. Room reservations at the group rate of \$110/night may be made by calling 928-284-4040. **The group rate is only available through January 2, 2005.** The conference registration fee for ACMA members will be \$295. Registration materials for the conference will be mailed to you and posted on the ACMA web site at the beginning of December, but you can reserve your room at any time.

The Conference Planning Committee is excited to offer an ICMA University Workshop as the pre-conference session. "Leadership Lit from the Best Sellers List" is a fast-paced interactive session that explores leadership tips from the best sellers list. Included in the discussion will be books that increase your creativity, give a different perspective on management, uncover your talents, and help you lead a more effective organization. For ICMA Credentialed managers seeking professional development in specific practice areas, this workshop addresses Practice Groups 1 and 6 (Staff Effectiveness and Initiative, Risk Taking, Vision, Creativity and Innovation).

The committee is still working to confirm speakers, but the conference program is in place. The conference will open with a fun session entitled "Can You Hear Me Now??" Speaker, Jan Strain will help participants develop a better understanding of their individual communication styles while also providing tips to help you quickly assess the communication

style of others, enabling you to get your point across more effectively. The second morning session will focus on issues surrounding Constituent Relationship Management (CRM) systems. CRM defines a method of dealing with constituents that includes online services, email and other forms of technology. The speaker will provide an overview of CRMs and discuss how utilizing this type of software has changed the face of business and customer service in various jurisdictions.

Evaluations from the summer conference indicated that members liked the roundtable format and particularly appreciated the opportunity to select from several roundtable sessions. So, the conference planning committee selected three topics for lightening sessions on the afternoon on February 3: Transportation Issues, Developing an Intergovernmental Program if You Don't Have an Intergovernmental Liaison, and Public Safety/Interoperability Issues. Each of these sessions will repeat, so participants will have the opportunity to attend two of the three sessions.

Friday morning, Associate members are invited to attend an early riser forum designed to be a continuation of the "So I Want to Be a Manager, Now What??" session offered at the 2004 Summer Conference. At 9am, ACMA Life Member Marty Vanacour and his business partner, Mayor Kathleen Novak, from Northglenn, Colorado, will present "Building a Better Relationship with your Elected Officials: a New Dynamic Partnership." This interactive session will produce insights into the delicate and sometimes difficult balance of creating policy, administering policy, and the dynamics of that relationship. The conference will close with a Legislative Update lunch.



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ACMA Board

George Hoffman, President
*City Manager
City of Apache Junction*

Mike Hutchinson, President-Elect
*City Manager
City of Mesa*

Jeri Dustir, Immediate Past President
*Deputy City Manager
City of Flagstaff*

Laurie Hadley, Associates' Committee Chair
*Assistant to the City Manager
City of Prescott*

Prisila Ferreira, Director
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*Assistant City Manager
City of Sierra Vista*

Steve Peru, Director
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Tim Pickering, Director
*Town Manager
Town of Fountain Hills*

Dennis Wells, Director
*City Manager
City of Williams*

Robert Yandow, Director
*City Manager
City of Bisbee*

2005 Executive Board Nominations

The ACMA Annual Business Meeting is scheduled for February 3, 2005, during the Winter Conference in Sedona. A nominating committee will recommend a slate of ACMA Executive Board members for consideration by the membership at the business meeting. The nominating committee is charged with recommending a president-elect and three directors for two-year terms. The committee is also charged with nominating a new Associates' Committee Chair. The 2005 Chair of the Associates' Committee will be appointed by the President at the ACMA Annual Business Meeting. In addition to chairing the committee, this position serves as a voting member of the ACMA Executive Board.

Included with this newsletter is a letter that outlines the nomination process in greater detail. If you are interested in serving on the Executive Board and becoming more involved in ACMA, you are strongly encouraged to submit a letter of interest to the nominating committee. The letter should include what you hope to accomplish if elected to the Board. Once solicited, letters to the committee should be sent to Wendy Kaserma, Member Services Associate, 1820 W. Washington St., Phoenix, AZ 85007 or e-mailed to wkaserma@mg.state.az.us. **Letters should be received by ACMA no later than December 10, 2004.**

John J. DeBolske Award Nominations

Enclosed with the newsletter, members will find nomination forms for the 2005 John J. DeBolske Professional Excellence Award. This award recognizes excellence in local government professionals who have made significant, lifelong contributions to the profession, and the communities that they have served. Past winners of the award include Frank Fairbanks, City Manager, Phoenix, 2004; Stephen Cleveland, City Manager, Goodyear, 2003; Paul Nordin, Town Manager, Fountain Hills, 2002; Dick Bowers, City Manager, Scottsdale, 2001; Ed Beasley, Assistant City Manager, Glendale,

2000; Louis Sorenson, City Manager, Kingman, 1999; Dr. Martin Vanacour, City Manager, Glendale, 1998.

We hope you will submit the name of an individual you feel exemplifies the qualities consistent with this prestigious award. **Nominations must be received by December 10, 2004.** The winner of the 2005 John J. DeBolske Professional Excellence Award will be honored at the 2005 Winter Conference.

Congratulations to.....

Edward Beasley, City Manager, Glendale, recipient of the 2004 ICMA Workplace Diversity Professional Development Award.

Mikki's House- Apache Junction, Arizona, and **George R. Hoffman**, City Manager, Apache Junction, recipients of the 2004 ICMA Award for Programs for the Disadvantaged in Memory of Carolyn Keane (populations of 10,000-49,999).

Citizen Leadership Institute- Apache Junction, Arizona and **George R. Hoffman**, City Manager, Apache Junction, recipients of the 2004 ICMA Program Excellence Award for Citizen Involvement (populations 10,000-49,999).

2004 Andrews Intern Spends the Summer in Queen Creek

*Lana Yoshimura, MPA Student,
University of Arizona*

It is often said that good things come in small packages and nothing can be truer when one considers the Town of Queen Creek. A small, but steadily growing community of approximately 14,000 people in the East Valley - Queen Creek is an exemplary model of citizen oriented government, dynamic leadership, committed public servants, and I was very privileged to be a part of the Town during my internship.

As a small town with less than 100 employees, I was given the opportunity to work on

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a variety of projects in several departments that placed everything I learned in the classroom into practice while providing meaningful input to the town. The projects I participated in during my internship included researching strategies to decrease false alarms; drafting a policy on commercial filming; creating several informational brochures; updating the Parks and Recreation facilities use guidelines; assisting in drafting a special events policy; proposing amendments to the dress code; and working on a committee to examine the issue of ergonomics in the workplace. By participating in this myriad of projects, I was able to gain an understanding of the innumerable issues that arise in the course of working in local government and how seemingly simple things can be incredibly complicated when you begin to break beneath the surface to examine things such as liability.

Throughout my time in Queen Creek, I was also given access to the numerous management aspects of the town including leadership meetings and discussions on the town budget, as well as being able to attend the East Valley Managers and Maricopa Association of Governments meetings. These experiences enabled me to gain perspective on the daily management decisions that need to be made and the importance of the interaction of the town with the larger communities in the East Valley and Maricopa County.

Being selected as the Andrews scholar has been an invaluable learning experience that has reinvigorated my interest in local government. I am grateful to the ACMA for providing this opportunity and the ACMA Scholarship Committee for selecting me for this honor. I would also like to thank the staff of the Town of Queen Creek and especially Cynthia Seelhammer, Town Manager, for a truly amazing internship experience.

Would your organization like to host the 2005 Andrews Intern? Cities and towns with populations of less than 50,000 or counties with populations

of less than 200,000 may apply to host the internship. For more information or to request proposal, contact Brent Stoddard at 602-258-5786 or bstoddar@mg.state.az.us. The deadline for proposals in December 31, 2004.

Win 50% of Your Registration for ICMA Workshop at the 2005 Winter Conference!

ACMA depends on our Corporate Partner Program to provide funds for all of our programs and services. As ACMA services expand and municipal and county budgets remain strained, the need for corporate support becomes increasingly critical. So, the ACMA Finance Committee proposes the following challenge to you:

Send us contact information for AT LEAST FIVE (5) New potential corporate partners. Contact information must include at a minimum: Name, Title, Company, and E-mail Address and/or Mailing Address (phone numbers are great in addition). Contacts must not already participate in the ACMA Corporate Partner Program (see www.azmanagement.org for a list of current participants). The ACMA member that submits the most potential corporate partners will receive their choice of an ACMA Polo Shirt or 50% off the registration fee for the ICMA Workshop at the ACMA Winter Conference for themselves or a staff member of their choice (regular price \$75). The deadline to submit entries is DECEMBER 23, 2004. Please send all entries to wkaserma@mg.state.az.us. All members are eligible to submit entries.

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Leo V. Valdez lvaldez@hsemuni.com	Lauro Garcia III lgarcia@hsemuni.com

New Mentoring Program Offers Benefits to all Members

In September, ACMA launched a pilot mentoring program modeled after a similar program offered by the Texas City Management Association. The intent of the Mentoring Program is to provide opportunities for members at all stages in their careers to learn from one another and interact with members whose work experience may differ vastly from their own. Depending on the experience of the mentee, mentors may help the mentee deal with a particularly difficult issue or at the opposite end of the spectrum, the mentor may be asked to help the mentee develop his or her career goals. In order for the program to be successful, it is essential to have participation by Life, Active, Associate, Retired, and Student members. Seasoned professionals can provide guidance on anything from managing your first city to applying for your first position out of graduate school. Younger professionals can offer Student members guidance on making it through grad school while working full time and raising a family. Whether you are interested in being a mentor or a mentee, the members of the Mentoring and Support Committee strongly encourage you to participate in this program.

The program will be fairly casual in its structure, setting up some basic guidelines while still allowing flexibility based on the needs of those involved. We are currently accepting applications. Once we have received a significant number of applications, the Mentoring and Support

Committee will review the applications and be in contact with mentors and mentees. The Mentoring and Support Committee will ask participants to provide feedback on the program during a focus group held in conjunction with the 2005 Summer Conference. If you are interested in participating in the program, please contact Brent Stoddard at 602-258-5786 or bstoddar@mg.state.az.us to request an application.

Member Profile

Amy Spina

Council Assistant
City of Peoria



Where are you originally from?

I'm from Tonawanda, New York, which is a small town just north of Buffalo New York. It's a beautiful small all American town right on the Niagara River by Niagara Falls.

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

My career in local government happened quite by fate I suppose. I was just looking for a fulfilling job that offered stability. Local government met that need for me. I was fortunate to answer an ad in the paper and was chosen out of 170 applicants!

What do you like most about your job?

My current job with the City of Peoria is so rewarding. What I like most about this job is the true commitment that our City Council, City Manager, staff and citizens feel toward Peoria. There is a hometown feel here and I do believe it's created by all of the caring people living and working in Peoria.

What are your areas of interest in local government?

Working in the City Council Office is a unique experience because I am able to interact with every department in the city, and the citizens. What interests me most is public information and citizen involvement activities.

What other communities have you worked for?

My career in local government started in Glendale, Arizona and now I'm here in Peoria, AZ.

What was the last book you read?

I'm in graduate school right now, so I've been reading textbooks on accounting and economics! The last book I read for leisure was probably Maya Angelou's *Phenomenal Women*, a poetry collection.

ACMA Ethics Column- Ask the Expert

The Stepping Stone Job

Question. With over 10 years of experience, including experience as a town manager job, the manager decided it was time to go back to his home state. He took a job as assistant city manager, even though he felt he was overqualified for it. A better paying job in county government has just been advertised which is a much better match for his skills and experience. He feels it would be the ideal career move. At the same time, if he applies for this job, and it is offered to him, he would fall a few months short of the two-year commitment expected from ICMA members. He wanted to discuss the ethical issues and their potential impact on his career.

Answer. The profession has given careful thought to the importance of making a minimum of a two-year commitment to a job. Communities invest a great deal of time and money in recruiting and training a new employee and expect a reasonable commitment in return. Leaving a job prematurely may hurt an individual's reputation and can also damage the image of the profession. Prospective employers are particularly leery of hiring individuals who have a pattern of short tenures. When they do reference checks, they will want to know whether or not the employer would rehire the individual. By leaving a job on the best possible terms, most communities and employers will feel they have been well served and are more likely to welcome another professional manager in the future.

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Members In-Transition

If you are an ACMA member in transition and would like your contact information featured in this section, please contact Wendy Kaserman at 602-258-5786 or wkaserma@mg.state.az.us. Membership

New members

ACTIVE

B. Scott Garms, Town Manager,
Town of Springerville

ASSOCIATE

Diane P. Mullin, Council Assistant, City
of Glendale

Amy M. Spina, Council Assistant, City
of Peoria

Brenda Urias, Council Assistant, City
of Glendale

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.

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former Town Manager of Gila Bend
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