



International Institute
of Municipal Clerks

2018 Annual Report

The International Institute of Municipal Clerks (IIMC) is a professional, non-profit association that promotes continuing education and certification through university and college based institutes and provides networking solutions, services and benefits to its members worldwide.



IIMC President's Year in Review

Mary K. Kayser, MMC

IIMC President – 2017 - 2018

This has been quite the year for IIMC. Our membership is more than 14,000 with 5,000 of those members in Region XI. Our membership spans the United States, Canada, Australia, Belgium, Bermuda, Bulgaria, England, Israel, Nepal, New Zealand, Scotland, South Africa, the Netherlands and Wales. Our finances are in excellent shape as a result of three consecutive profitable conferences and strong financial oversight by the Budget Committee, staff and the Board. The work of the Diversity and Inclusivity Task Force began under the leadership of President Monica Martinez Simmons, MMC, Seattle, WA, and continued under President Vincent Buttiglieri, MMC, Ocean Township, NJ, and brought us some new conference activities and Constitutional changes that were considered at the Conference in Norfolk and voted on by the members this summer. Thanks to the Task Force, we now have a new Constitution with core values. The Board of Directors continues to look at policies and processes to ensure there are no barriers to participation for any member that wants to be part of our Organization.

As I was preparing for the conference in Norfolk, the numbers were incredible: 767 Delegates and more than 1,000 total participants. There were a wide variety of educational sessions, Academies and Athenian Dialogues. Also, on the Education front, we have awarded 370 CMC designations and 92 MMC designations to date. The Education Department has brought us Mind-Edge Learning, offering online learning options essential for many of our colleagues in smaller communities that want to stay current and, perhaps, achieve that CMC or MMC. Our Institutes are solid and provide compelling Clerk education in traditional and innovative ways. We are also looking at "Beyond the MMC" program for additional opportunities for life long learning. What exactly that will look like we don't know but stay tuned – more to come.

In September 2017, we had a successful Region XI Symposium in Brussels. Thanks to the hard work of Region XI Consultant Tom van der Hoven, the Symposium was hosted by the European Committee of the Regions, IIMC

and UDiTE with ADSO, ECG, SLCC, SOLAR and the VvG. The seminar provided an international content and Brussels was an education experience, too. The Symposium lived up to its theme – "Broadening Your Horizons." Plans are underway for the next Symposium in June 2019 in Stratford-upon-Avon in the United Kingdom coupled with the 2019 IIMC Study Abroad program – make your plans to attend – you will not regret it. Not only did I have the opportunity to travel to Europe, I travelled to many conferences in Canada and the US. IIMC members are amazing. I saw first-hand the outstanding and innovative education our Institutes, State, Provincial and National associations are offering.

IIMC is a great Organization. You have an engaged Executive Committee and Board of Directors and a dedicated staff. However, without the participation and dedication of the members, the committees, the IIMC Foundation, the vendors and sponsors, we would not be the preeminent Organization we are.

The real reason IIMC is such a great Organization is you -- the members. Thank you for all you do. Thank you for allowing me to represent you as your President this year.

GOLDEN GAVEL LUNCHEON-IIMC PAST PRESIDENTS

2018 Norfolk Conference



Christina Wilder, CMC; Monica Martinez Simmons, MMC; Colleen Nicol, MMC; Dyanne Reese, MMC; Vincent Buttiglieri, MMC; Marc Lemoine, MMC; Brenda Kay Young, MMC; Sharon Cassler, MMC; Jean Bailey, MMC; Mary Lynne Stratta, MMC; Brenda Cirtin, MMC.

2 Seated: Mary Kayser, MMC; Stephanie Carouthers Kelly, MMC and Lana McPherson, MMC.

IIMC President's Year in Review



Mary Kayser, MMC,
Succeeds To IIMC President



The Florida Clerks Association Board: Left to right -- VP Bea Meeks;
President Elect, Pamela Latimore; President Gwen Keough-Johns;
IIMC President Kayser and Immediate Past President,
Chevelle D. Nubin.



(Left) IIMC President Kayser with
Yvonne Robert, Incoming President
(now president) of AMCTO.



Pictured left to right are: Dora Moore, Immediate Past President, Town Clerk of Rural Hall, NC; Pamela Smith and Lisa Vierling, IIMC Region 3 Directors; Jim Byrd, Clerk/Tax Collector, Wilkesboro, NC; Mary Kayser IIMC President; Stephanie Kelly, IIMC VP; Elaine Hunt, North Carolina Association of Municipal Clerks President, Clinton NC.



President Kayser and Alan Blakely



IIMC Region IV Directors, Whitbey, AR, and Almy, OK, flank
IIMC President Kayser at the IIMC Region IV meeting



(left to right) IIMC President Kayser; Region III Director Vierling; James Byrd, Town of Wilkesboro; McPherson; and Dora Moore, Rural Hall. This was at the Region III opening reception at the Upcountry History Museum in Greenville.



WMCA 2018-19 Executive Committee.



Mary Kayser and Dee Roberts



(left to right) Vice President McPherson; President Elect Kelly; Greenville Clerk Pittman; IIMC President Kayser; Region III Director Smith; and Region III Director Vierling



Executive Director's Update

Chris Shalby

IIMC Executive Director

The IIMC Board and Executive Committee, Committees, Associations, Regions X and XI Affiliates and Staff have all worked together to put IIMC on a path to success. The following are IIMC's highlights to an exemplary year.

Board of Directors

By the end of this year, the IIMC Board of Directors will conclude their second iteration of their three-year strategic plan, having met nearly 85% of its goals, some earlier than expected. The plan, which was launched in 2014 and updated slightly in 2016, included the following:

Membership: Through December 31, 2018, IIMC will maintain a membership base of at least 10,000 members – Currently, IIMC's membership base is approximately 14,000.

Finance: By December 31, 2018, increase IIMC Restricted Reserves by \$100,000, growing from the current \$529,000 to \$600,000. Currently, IIMC's reserves are \$603,000.

Communications: By February 2017 -- IIMC will have a full-time public relations/marketing employee to oversee all IIMC communication. Budget constraints have put this position on hold until 2020.

Board Development: Ongoing – The Board of Directors governs IIMC in an understandable, transparent, rational and effective way, compliant and adhering to established financial and governance policies and the Constitution. Prior to each Board meeting, the Board holds an all-day session on board development, reviewing roles and responsibilities and participating in exercises to embellish their perspective on how a Board operates. Also, IIMC now provides every incoming Board member with an orientation to acclimate them to the inner workings of the Board.

Diversity/Inclusivity -- Ongoing -- IIMC members will indicate that they believe that IIMC is an inclusive and diverse Organization that meets and/or exceeds the

needs of the individual member. The Diversity/Inclusivity Task Force concluded their charge this May by including a Core Values Amendment in the Constitution, focusing on Diversity. It was a Board vision that came to fruition for the betterment of the Organization and its members.

The 2017 year-end budget will mark the eleventh consecutive year the Organization's Board of Directors has produced a balanced budget. A financially conservative outreach policy, a conference selection process, and general fiscal responsibility have shaped where IIMC is today regarding its finances.

IIMC Personnel

We have seven full time staff, and four independent contractors: 1) Professional Development Director; 2) CPA/Financial Consultant; 3) Event Management; and 4) Information Technology. Except for Communications/Marketing, IIMC is fully staffed and operates with a cohesive and professional group. These individuals are self-starters, creative, and have the utmost interest in maintaining this Organization's viability and premier status as the only professional global Organization for Municipal Clerks.

Administration Building - Headquarters

IIMC Headquarters leases three offices to help offset its mortgage. Having tenants has reduced IIMC's monthly mortgage liability from approximately \$3,800 to \$500. All three tenants have long-term leases through 2021.

Finance

Our existing policies and processes continue to steer us in a positive direction. We're diligent about administering the Organization's finances. 2017 was the eleventh consecutive year (2017 financials are on page 10) that IIMC's bottom line placed in the positive. We also were able to move funds into our restricted reserves account, now totaling \$603,000, of which \$46,000 is allocated to the building reserve account and the mortgage escrow

Executive Director's Report (continued)

account. We're ahead of the Strategic Plan in this area, and we will continue to build on this account toward the \$1 million mark. IIMC's financial accomplishments are a strong indication of an Organization's collective efforts and willingness to adhere to a set budget, while continuing to broaden its horizons and provide members with valuable services.

Membership

In 2017, the Department began a new campaign Inactive 2 Active, contacting former municipalities who have been dormant with IIMC for years. And, based on the results as of today, it seems to be doing quite well. As of this writing, the campaign has produced 219 new members.

This is the fourth extensive membership campaign that IIMC has embarked on in the last five years to strong results.

The Department is customer relations oriented and enjoys dealing with IIMC members and creating new ways to recruit and maintain membership. Their efforts helped make the 2017 year-end membership figures exceed the \$1 million mark for the tenth consecutive year.

Marketing/Communications

For the past several years, Staff has been producing the monthly online *News Digest*. The Membership Department produces the weekly E-Briefings. The Department provides marketing and collateral support to all Committees and IIMC in general.

IIMC is averaging nearly a 30% open rate on email announcements such as the weekly E-Briefings. The industry association average is 18%. Our click rate is 23% (members clicking on links within the announcements) and our bounce rate is less than 5% (emails that bounce back to IIMC). We have 12,867 active contacts. These numbers depict a membership that is engaged with their Organization and receptive to receiving weekly and monthly communiqués.

IIMC E-Briefings also allow our members to click on its website Twitter, Flickr, Instagram and Facebook icons for easy access. It is an effective medium to communicate to our members and prospective members.

Education

Here are the Department's highlights for 2018:

The 2018 Annual Conference Education Program featured six Academy sessions, two general sessions, 42 concurrent sessions, four Athenian Dialogues and an offsite Concurrent Education session.

Smartphone Application

The APP now resides on 2,941 devices worldwide and has been opened more than 81,000 times since its launch in 2015. This tool continues to enhance the conference experience and to allow access to educational and informational resources in the palm of your hand.

IIMC Gives Back

For the third consecutive year, IIMC has partnered with a local nonprofit in its IIMC Gives Back Program at the Annual Conference. In Norfolk, it was the Ronald McDonald House Charities. This partnership allows IIMC members to contribute in a charitable way to the local community of Norfolk by dropping off "pantry-type" items at the Conference.

Athenian Leadership Society

This program continues to gain popularity and remains a valuable professional development program. As of this date IIMC has 57 Facilitators and 114 Fellows.

IIMC Institute Update

ID Connection – A quarterly electronic newsletter continues to be sent to the Institute Directors as another means of communication.

ID Brochure – At the Colloquium in Norfolk, we unveiled a new informational piece that we have been working on specifically for the Institute Directors. This piece contains information that we want IDs to know and have right up front once they are assigned the role of ID. As a department, we are attempting to not only improve communication with the membership, but also with the Institute Directors as well.

New Institutes

Indiana Institute – Ball State University agreed to partner with the Indiana Clerks to create a new Institute.

Wyoming Institute – Casper Community College agreed to partner with the Wyoming Clerks to create a new Institute.

Executive Director's Report (continued)

Department Outreach – IIMC's Professional Development Director, Dr. Jane Long, provides professional development and outreach for the Organization by facilitating education sessions at Institutes and Athenian Dialogues. The following is a list of outreach Education programs in 2018:

- American Public Transportation Association
- Ohio Municipal Clerks Conference
- Wisconsin Municipal Clerks Conference
- Region XI Symposium in Brussels
- Illinois Institute
- Texas Academy
- Municipal Clerks of Illinois Winter Seminar
- Nevada Municipal Clerks Athenian Dialogue
- Athenian Dialogue – Arizona Municipal Clerks Association
- New Mexico State Association Annual Spring Meeting
- Colorado Municipal Clerks Institute 40th Anniversary
- 40th Annual Wisconsin Clerks and Treasurers Institute
- Athenian Dialogue – Region VII Conference

Online Education Programs

Captus Press – IIMC has seven non-interactive, on demand webinars available through Captus Press. Since the inception of these programs in 2014, IIMC has had more than 500 online registrations and has generated more than \$30,000 in revenue. In 2017, we generated \$15,172 in revenue from these programs and are projecting to generate approximately \$23,000 in 2018. We will be working with several IIMC conference facilitators and other professionals to continue to develop programs to better serve the IIMC membership.

MindEdge Learning – This new online learning partnership was launched on January 1, 2018. We have had 14 members take advantage of this opportunity as of this date.

Verification

Applicants continue to express their satisfaction with the submission process itself and the quick turnaround time which remains at approximately two weeks.

CMCs and MMCs – This past year, IIMC awarded 347 CMC designations which is an increase of 48 more than one year ago, and 84 MMC designations which is right in line with past years. Both program numbers continue to be in line with past years.

International Certification – We have not experienced a significant increase in application numbers from Region X or XI.

Newfoundland & Labrador – The Department continues to work with the Provincial Association, PMA, to promote education and certification programs.

Calendly – The Department has expanded the use of this tool and created multiple appointment types making it easier for members to select the topic that they would like to discuss during their time. We have also added links to the CMC and MMC How-To Videos on IIMC's YouTube Channel.

IIMC Foundation

The Education Department acts as a liaison for the Foundation and holds the records for all scholarships and grants.

CMC/MMC Scholarships – The 2018-2019 CMC/MMC restricted scholarship applications, which provide reimbursement for institute and academy attendance closed on March 15th. We received 53 scholarship applications.

2018 Conference Grants – We received 51 Conference Grant Applications.

2018 Region Grants – We have received five Grant Applications as of this date. We look forward to seeing more regions take advantage of this financial assistance.

2018 Conference – Norfolk, Virginia

The 2018 Conference in Norfolk was projected for 670 Delegates and 35 guests and exceeded those projects to produce the third highly successful consecutive IIMC conference. The major reasons for Norfolk's success were: an increase in attendance by an additional 57 delegates; sold out three hotels (no attrition); rebates and commissions on all three hotels (including late addition of the Courtyard); and continuing sponsors. The following brief comments highlight the success of the 2018 conferences:

- Increase in delegate registrations
- Addition of third hotel Courtyard Commissions
- Norfolk CVB rebate due to meeting our room block
- Increase in Academy registrations
- Decrease in overall Food and Beverage expenses
- Decrease in Audio Visual expenses

Executive Director's Report (continued)

National Highlights – Regions X and XI

Membership numbers in Region XI (outside North America) grew to an all time high with more than 5,300 members with the United Kingdom leading the way with 4,800 members. IIMC's second scheduled Region XI Symposium took place in September 2017 in Brussels. Plans are already underway for the 2019 Symposium and the Study Abroad Program that will take place in June 2019 in the United Kingdom.

IIMC now has four solid affiliations with our Region X (Canada) associations – AMCTO (Ontario); LGMA (British Columbia); AMCA (Alberta); and PMA (Newfoundland/Labrador).

Our Region XI consultant works closely to grow membership, generate regular communication between IIMC, Region XI directors and Region XI members, supplementing and complementing materials provided by IIMC. We produce twice annually a Region XI Update, a newsletter that highlights the associations in that region.

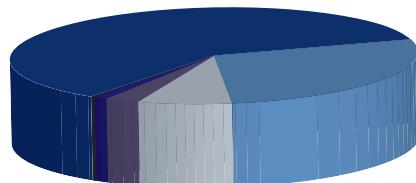
Together with IIMC staff we will be working with the associations and members in Region XI to establish what products and services will suit them and how best for them to access it.

The key focus for the future will be to ensure a successful Symposium and to work with the large number of new members in Region XI to provide the products and services they will want to access.

IIMC's efforts in Region XI are coming to fruition, especially in terms of overall membership numbers. It is obvious that this is one region, due to proximity, that requires more communication and consensus from a variety of parties since all Region XI affiliates have varied education and membership needs. We continue to look forward to growing the membership and, more importantly, promoting IIMC education.

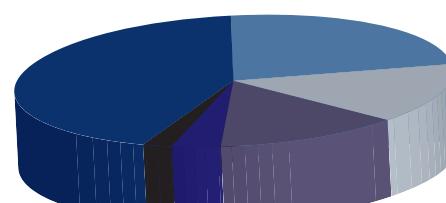
On behalf of staff, it's an honor and a pleasure serving as your Executive Director.

Revenues

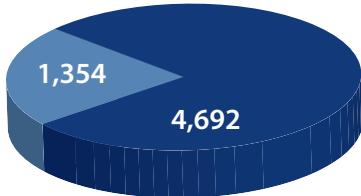


Membership dues	\$ 1,240,991
Conference	567,944
Education	154,739
Building rental	51,973
Marketing	27,222
Interest	705
Total Revenues	2,043,574

Expenses



General and Administration	\$ 785,519
Conference	431,273
Member Services	258,725
Education	239,961
Marketing	67,179
Building	38,576
Total Expenses	1,821,233



Certification and Master Municipal Clerk Academy Figures

The Certified Municipal Clerk program began in 1971.

As of July 30, 2018, there were 4,692 active CMCs and 1,354 active MMCs worldwide.

2017 Auditors Report

To the Board of Directors
International Institute of Municipal Clerks
Rancho Cucamonga, California

We have audited the financial statements of the International Institute of Municipal Clerks for the year ended December 31, 2017 and have issued our report thereon dated April 25, 2018. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards, as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated October 25, 2017. Professional standards also require that we communicate to you with the following information related to our audit.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the International Institute of Municipal Clerks are described in Note 1 to the financial statements. No new accounting policies were adopted, and the application of existing policies was not changed during fiscal year end 2017. We noted no transactions entered into by the Institute during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimates affecting the financial statements were:

Inherent with many not for profit organizations is a process to allocate cost based on an overall cost allocation plan. We evaluated the key factors and assumptions used to develop the cost allocation plan and allocations in determining that it is reasonable in relation to the financial statements taken as a whole.

Management's estimate of depreciation is based on a depreciation schedule. We evaluated the key factors and assumptions used to develop the depreciation schedule in determining that it is reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements.

Disagreements with Management

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

2017 Auditors Report (continued)

Management Representations

We have requested certain representation from management that are included in the management representation letter dated April 25, 2018.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Institute's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Institute's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

This information is intended solely for the use of the Board of Directors and Senior Management of the International Institute of Municipal Clerks and is not intended to be and should not be used by anyone other than these specified parties.

GYL DECAUWER LLP
Ontario, California

April 25, 2018

**INTERNATIONAL INSTITUTE OF
MUNICIPAL CLERKS**
(A Not-for-Profit Corporation)

IIMC FINANCIAL INFORMATION

For the Year Ended December 31, 2017

Statement of Financial Position

ASSETS	2017	2016
Total Current Assets	\$ 1,670,108	\$ 1,411,885
Property and Equipment, net	\$ 905,033	\$ 938,180
TOTAL ASSETS	<u>\$ 2,575,141</u>	<u>\$ 2,350,065</u>
 Total Current Liabilities	 \$ 1,099,705	 \$ 1,068,474
Long-Term Liabilities	\$ 582,921	\$ 611,417
Total Liabilities	<u>\$ 1,682,626</u>	<u>\$ 1,679,891</u>

Statement of Activities

REVENUE	2017	2016
Membership Dues	\$ 1,240,991	\$ 1,213,141
Conference	\$ 567,944	\$ 637,490
Education	\$ 154,739	\$ 136,805
Marketing	\$ 27,222	\$ 26,319
Building Rental	\$ 51,973	\$ 27,820
Interest Income	\$ 705	\$ 538
Total Revenue	<u>\$ 2,043,574</u>	<u>\$ 2,042,113</u>
 EXPENSES		
Education	\$ 239,961	\$ 255,570
Conference	\$ 431,273	\$ 444,166
Membership Services	\$ 258,725	\$ 242,467
Marketing	\$ 67,179	\$ 70,861
Building	\$ 38,576	\$ 49,068
General and Administration	\$ 785,519	\$ 742,367
Total Expenses	<u>\$ 1,821,233</u>	<u>\$ 1,804,499</u>
CHANGE IN NET ASSETS	<u>\$ 222,341</u>	<u>\$ 237,614</u>

NOTE: The financial statements were audited by GYL Decauwer LLP and the complete audit report can be located on the IIMC Website.

Committees—Valuable Vehicles That Drive The Organization

Committees are important systems used to accomplish much for IIMC. They are the entity that take on specific and detailed work when the task is too complex and time consuming to handle in Board meetings. What's more, IIMC committees provide opportunities for the Organization to foster and develop talent to keep the leadership pipeline full. Involving more people, allowing volunteers to use their specialized skills or interests, and addressing work in groups make IIMC Committees a necessary and essential asset for the Organization.

Regardless if it's a standing or ad hoc committee or a task force, IIMC's Board accomplishes its work through a variety of these groups.

IIMC regularly evaluates its existing committee structure and adjusts it based on the Organization's changing governance needs. In the past, the Board removed the Program Review Committee and created the Education Professional Development Committee. This year, the Board approved combining two separate committees – Membership and Mentoring – into one committee since there is an overlap in duties and responsibilities.

IIMC members who volunteer to serve on Committees reap great rewards as volunteers, realizing their service and commitment are learning and growing experiences. As with every association, volunteers are key to any association's growth and success. Without volunteers, associations stagnate.

During the course of 2017 and 2018, standing committees and one Task Force worked toward common goals and objectives, providing input on direction and were instrumental in bringing new ideas or programs to fruition. All Committees are required to file mid-year and year-end reports, whether or not they recommend action.

The following Committees submitted reports REQUIRING NO ACTION:

- Conference
- Education and Professional Development
- Elections
- Legislative
- Membership/Mentoring
- Policy
- Records Management
- Research and Resource
- Diversity/Inclusivity Task Force

The following Committees submitted year-end reports with ACTION REQUIRED:

- Budget and Planning
- International Relations
- Public Relations/Marketing

The following are reports for each Committee with IIMC's Management Recommendation, when applicable. In a nutshell, all reports with action were accepted with minor adjustments, proving that effective and constant communication between the Board, staff and committees are crucial and imperative to a healthy Organization.

NOTE: IIMC gratefully acknowledges and thanks each committee Chair, Vice Chair and members for their insight and collaborative efforts in meeting their goals and objectives.

Committees—Action

BUDGET AND PLANNING

Marc A. Lemoine, MMC, Chair

Background

Membership on the 2017 / 2018 Budget and Planning Committee was comprised of:

Marc Lemoine, MMC, Chair; Bernie White, MMC, Vice-Chair; Mary Kayser, MMC; Stephanie Carouthers Kelly, MMC; Lana McPherson, MMC (Board Liaison; Vincent Buttiglieri, MMC; Andrew Pavlica, MMC; Chris Shalby, IIMC Executive Director (Non-Voting Staff Liaison)

2017/2018 Committee Goals as assigned were:

Develop and identify areas for improvement in the annual balanced budget to be submitted to the Board of Directors for approval; Develop a five-year capital items projected needs list;

Monitor quarterly expense and revenue reports from the Executive Director and bring areas of concern to the attention of the Board of Directors, ensuring the adopted budget is adhered to;

Review the expenses and revenues associated with the Annual Conference and report on profit/loss; and Review and report to the Board of Directors issues raised in the Auditor's Management Letter and Report.

Discussion

On October 2, 2017, the Budget & Planning committee submitted its mid-year report, which was considered by the Board of Directors at its annual mid-year meeting held on November 18, 2017 in Riverside, CA. The committee reported on all 5 goals in that mid-year report. The report also included 4 recommendations around changes to budget policies as well as the submission of the proposed 2018 budget. All of the recommendations submitted, and the proposed 2018 budget were adopted by the Board of Directors.

Since the submission of its mid-year report, the committee has focused on the review and monitoring of quarterly budgets prepared by IIMC staff, including the 2017 year-end financial report, which was provided to the committee in February 2018. IIMC's financial year matches the calendar year and runs from January 1 to December 31st.

Financial Position

2017 was a continuing evolution of excellent budget and planning practices by IIMC, that have resulted in increasingly positive financial results over the last decade. 2017 was no exception, with an expected projected profit of \$227,230 from 2017 operations.

Notable highlights related to 2017 financial position include:

- Continuing positive results on the balance sheet with both Assets and Equity increasing significantly over 2016.
- Strong commitment towards eliminating debt, with IIMC's largest liability, its building mortgage, dropping 4.2% over the same period in 2016. Expected discharge of the mortgage remains on track for 2032.
- Diversification of income sources with 5 of 6 IIMC budget centres (Administration, Building, Education, Marketing and Membership) showing increases in total revenue collected over 2016 levels. This diversification of revenue and searching out of new revenue opportunities allows IIMC to rely less on traditional revenue sources such as Membership, thus avoiding large unexpected dues increases to cover short term financial pressures. This diversification of revenues also allows for easier absorption of downturns in any one area. An illustration of this is Building revenue, which had dropped in recent years due to loss of rent caused by unexpected disappearance of tenants. This loss of revenue was offset by revenue in other areas, without major overall impact. 2017 saw Building revenue increase again to a very healthy level, with excess space in IIMC headquarters now being fully leased out again under solid long-term agreements.
- IIMC's Conference centre was IIMC's 2nd largest revenue area and profit generator with a profit \$62,216. While this was the only budget centre where overall income did drop from 2016, this was a result of the Conference being held outside of the United States for the first time in over a decade. While the Montreal conference did have lower overall attendance compared to 2016, the conference was a large success, well exceeding attendance expectations and profit projections. It also helped to reinforce the first "I" in IIMC, recognizing that IIMC is truly an international organization.

Committees-Action (continued)

- Management's continued discipline towards expenditures. Total expenses came in almost 4% under budget, resulting in a savings of almost \$75,000 in 2017.

Continued commitment of staff towards long term planning initiatives, including the continuation of a 5-year capital budget. This identification of capital assets and future needs allows IIMC to ensure it is prepared both operationally and financially to meet future needs.

Commitment by the IIMC Board to consider, examine and adopt changes to its long-term policies. Small non-profit organizations often overlook the value of policies, which can easily fall out of date. The Budget and Planning committee reviewed existing budget and planning policies in 2017, with all changes suggested being adopted by the IIMC Board.

Increased development of financial tools and skills. IIMC's financial consultant recently redeveloped financial reports making them easier to use, understand and identify areas of concern. IIMC's internal financial capabilities and skills also continue to grow with current staff continuing to undertake financial training; this continued commitment is in keeping with IIMC's mission of continuing education and will pay dividends for IIMC over both the short and long term.

Summary

IIMC's 2017 year-end financials are expected to show a preliminary profit of \$227,230. This is a continuation of strong budget performance from previous few years. The 2018 budget has been developed by your Budget and Planning committee and approved by the IIMC Board, with continued strong financial performance also projected for 2018.

Contributing factors to this ongoing positive financial situation includes the efforts of the IIMC Board for their willingness in recent years to create and put in place policies and procedures that ensure budgets are adhered to and proper oversight of finances is in place. A special thanks to IIMC President Mary Kayser and the remainder of the IIMC Executive Committee, who supported and participated fully with the Budget and Planning Committee to ensure short term needs were met, while continuing to be committed to ensuring IIMC operated within its means and planned for its long-term future.

The lion's share of the praise for IIMC's recent financial success, however, is reserved for IIMC's staff, who

operationalize the budget and financial policies. Staff continue to be committed to maximizing customer service within available budgets and are often looking for ways to constrain costs without affecting deliverables.

Recommendations

The Budget and Planning Committee has reviewed the 2017 year-end financials and recommends their approval.

INTERNATIONAL RELATIONS

Brenda Kay Young, MMC, Chair

Background

The International Relations Committee (IRC) was assigned the following goals and objectives for the term May 21, 2017 through May 20, 2018.

1. Manage and run the booth annually at the IIMC Annual Conference which promotes international Programs and provides a focal point for international members.
2. Work with Region X and XI representatives, the International Development Consultant, and the Education Department to define options for future Study Abroad programs and International programs.
3. Develop communication vehicles, such as a list serve, for Region X and XI members to determine short and long term needs in these regions.
4. Market Regions X and XI to members in Regions I through IX.
5. Create *News Digest* profiles featuring Region X and XI members. Discussion

Goal 1. Manage and run the booth annually at the IIMC Annual Conference which promotes international programs and provides a focal point for international members.

IIMC Staff has developed a new pop up display for the booth's use. They have also received a nice article from the 2017 Study Abroad Program that will be copied and displayed at the booth. IRC Members have a lot of good news to share with our colleagues in Norfolk! The Committee scheduled a Meet and Greet with international delegates. This provided all delegates the opportunity to have a quick one-on-one exchange and connection with Region X & XI delegates.

Committees-Action (continued)

Goal 2. Work with Region X and XI representatives, the International Development Consultant, and the Education Department to define options for future Study Abroad programs and International programs.

The IIMC Board of Directors voted to have the third Symposium in the UK in the year 2019. Not only did they approve the Symposium, they also approved having a Study Abroad Program in combination with the Symposium. The Study Program participants will end their tour with attendance at the Symposium. The strides that IIMC has made in developing and partnering with our Region XI affiliates to co-host the bi-annual Symposium are amazing. The Theme, "Broadening our Horizons," has been solidified by the successful attendance, involvement and partnerships that have grown in the process. Our gratitude goes out to the IIMC Board of Directors, Staff, International Development Consultant, International Members, Region Directors and IRC Committee members for building upon the importance of promoting, engaging and growing Regions X and XI. Staff Liaison Tom Van Der Hoven will continue to work on the planning with Staff. The IRC Committee members working on this goal will then vet the information provided and make any suggestions or comments.

Goal 3. Develop communication vehicles, such as a list serve, for Region X and XI members to determine short and long term needs in these regions.

This goal is the one that our committee has had the most questions about its true meaning. Executive Director Shalby explained to us that its intent is to be able to expand and grow the membership and educational opportunities. The area is so expansive that these regions need better communication and outreach. The IIMC Board of Directors budgeted between \$6,000-\$7,000 for a Region X Consultant if it is determined that this position is needed. Executive Director Shalby explained that IIMC Staff will vet internally the Region X survey from a year and a half ago and look at how many potential members there are in this area. Once all the information is procured, and if it's determined that IIMC needs a Region X consultant, the Executive Director will work with the Region X Directors to determine specific needs regarding this position, and make that recommendation to the Board, along with the individual that will be hired. Chris suggested Staff should work on this internally and then bring back the suggestions to the Board. Since there is already a membership database for Region XI-those members could be contacted and asked how IIMC

could provide better communication and outreach to their members. The Region XI Management Board will discuss how to communicate and promote IIMC's bulk membership scheme with their members, since many are unaware that they even belong to the Organization

Goal 4. Market Regions X and XI to members in Regions I through IX.

IRC Committee Co-Chair Eelco Groenenboom, MMC, submitted a proposal regarding this item that the Board has tabled for now, however, it will revisit at the next Board meeting.

Goal 5. Create *News Digest* profiles featuring Regions X and XI members.

Thank you to Tom van der Hoven for submitting "A day in the life of IIMC Member Tine Vervisch," Belgium. The article is fascinating and is a prime example of how similar our jobs are and how small this world really is. Staff will continue to submit articles.

Summary

The IRC is an important committee with goals and needs that are ever evolving as social media and technology advances. We are excited as to how the Board moves forward with Goal #4 -- an initiative to further commit IIMC as being a truly International Organization. The IRC will continue to reach out to Staff as we move these important discussions forward.

PUBLIC RELATION/MARKETING

Anthony J. Mejia, MMC, Chair

BACKGROUND: The Committee met as a whole via teleconference on June 29, 2017, and April 3, 2018, to discuss the goals, assign Subcommittees to individual tasks, and consider the IIMC Excellence in Governance Award.

Goal #1 – Develop crisis communication plan

Committee Members Burke, Mejia and Post were assigned to work with Executive Director Shalby to develop a crisis communication plan. A draft plan was submitted to Executive Director Shalby and he advised that the plan will be rolled into a Disaster Plan for Headquarters. (COMPLETED)

Committees-Action (continued)

Goal #2 – Submit at least 1 article for the *News Digest* in the areas of best practices, management and leadership.

Committee Members Cospolich, Hawker and Wingfield-Bond prepared one article for the *News Digest* related to Athenian Leadership Dialogues. (COMPLETED)

Goal #3 – Develop a marketing plan for Program Excellence in Governance Award, recognizing innovation and best practices.

Committee Members Burke, Mitchell, and Pitman created multiple videos highlighting past awardees of the Program Excellence in Governance Award for the IIMC Channel. (COMPLETE)

Goal #4 – Develop existing materials and new marketing ideas for Municipal Clerk's Week.

4a. Committee Member Mejia updated existing Municipal Clerk's Week posters and provide to IIMC for posting online in December 2017. (COMPLETE)

4b. Committee Member Crawford, Mejia, and Mitchell will survey cities that have previously adopted a resolution or proclamation and develop an article for the *News Digest* regarding the importance of recognizing Municipal Clerks Week and suggesting recognition activities such as hosting an open house, school field trips, etc. (INCOMPLETE)

Goal #5 – Develop new marketing ideas to promote the value of IIMC's certification programs and professional resources.

Committee Members Hawker, Post, and Tucker prepared a draft flyer/brochure and social media campaign to promote the importance of certification. The campaign focused on the comparison of other professional certifications such as Professional Engineer, Mechanic, etc. The Committee did not ultimately fully support the flyer. (INCOMPLETE)

RECOMMENDATION: The videos highlighting the past winners of the Program Excellence in Governance Award are excellent. My recommendation is to establish an objective to develop a marketing plan related to increasing awareness of these videos and to continue developing new videos with the new awardees.

Although we didn't complete the article related to Municipal Clerks Week. I believe it is worthwhile re-attempting this item again next year. I conducted a survey of California Clerks, but only received three responses and a few photos. My recommendation is to conduct an IIMC survey and to find a way to allow responders to submit photos.

OPENING CEREMONIES

2018 Norfolk Conference



Committees—No Action

CONFERENCE

Alice J. Attwood, MMC, Chair

Background

The purpose of the Conference Committee is to evaluate and recommend conference education topics, speakers, sessions and general session speakers and work with staff in reviewing the overall conference design and how to improve upon existing formats.

Committee Members

Richard Allan Bull, MMC; Recarda Cobb, CMC; Vester Lee Frazier, MMC; Karen F. Goodwin, MMC; Mary Ann Hess, MMC; Tami R. Kelly, MMC; Sadie Main, CMC; Shari A. Moore, MMC; Travis O. Morris, CMC; Darlene O’Neal; Lynnette Ogden, MMC; Kerry L. Rozman, MMC; Susie Surrett, Lisa Westfall, MMC. Board Liaisons: Tracy Davis, MMC; Mary J. Johnston, MMC; Daniel Buchholtz, MMC. Staff Liaisons: Ashley DiBlasi, Jane Anne Long, Kellie Siggson.

Accomplished: As stated in our previous report, the Committee received and reviewed the 2017 conference evaluations in July, 2017. No glaring or concerning remarks were received and the list of proposed speakers was impressive.

Also, in July, the Committee received the 2018 Conference Speaker Proposal spreadsheet, and 12 Committee members successfully analyzed and rated the speakers for the General Sessions, Academies and Concurrent Sessions. The final ratings were submitted to IIMC staff for a final determination regarding the courses. We are confident the 2018 Conference education sessions will be fantastic!

The Committee further reviewed the 2022 conference bids and held a phone conference on November 6, 2017 with Executive Director Chris Shalby. There were many questions of the Committee that were answered regarding the 2022 conference site. A vote was taken, and the tally of that vote was submitted to Chris Shalby for the Board’s consideration at their mid-year meeting.

Summary: Thank you for the opportunity to allow us to serve on the Conference Committee. It has been a rewarding experience being able to contribute to the IIMC Annual Conference and having the opportunity to work with the fine members of the Committee. Thank you to Karla Graham, MMC, Vice Chair and to all of the Conference Committee members for their attention to detail and their invaluable input.

EDUCATION/PROFESSIONAL DEVELOPMENT

Colleen J. Nicol, MMC, Chair

Background

The Education and Professional Development Committee Goals and Objectives for the 2017-2018 program year are:

1. Identify education resources for existing education and professional development opportunities to be reviewed by the Education Department.
2. Review applications filed for new Institutes.
3. As needed, work with the Education Department to ensure all aspects and development of current and new Municipal Clerk education programs, courses, etc., are consistent with IIMC’s education guidelines.

Goal #1: Identify education resources for existing education and professional development opportunities to be reviewed by the Education Department

On August 9, 2017, the Committee convened to consider staff’s proposal to implement MindEdge online learning. MindEdge offers 44 courses eligible for CMC experience and MMC Advanced Education points earning 1 point for 6 hours, similar to FEMA and Ed2Go courses currently available to IIMC Members. At the mid-year meeting, the IIMC Board of Directors concurred with the Committee’s recommendation and approved the MindEdge online learning.

Goal #2: Review applications filed for new Institutes.

The Committee convened on Tuesday, February 13, 2018, and with ten members present unanimously approved the New Institute Proposal from Indiana Ball State University.

Goal #3: As needed, work with the Education Department to ensure all aspects and development of current and new Municipal Clerk education programs, courses, etc., are consistent with IIMC’s education guidelines.

No referrals were received for Committee review and recommendation.

Recommendation

That the IIMC Board (1) accept the appreciation of the Chair, Vice Chair, and Members of the 2017/2018 Education and Professional Development Committee for this opportunity to serve the members; and (2) receive and file this report.

Committees-No Action (continued)

ELECTIONS

Claudene Anthony, CMC, Chair

Prior to addressing the business at hand, it was indeed an honor and privilege for myself and the members of the Election Committee to serve our Organization this past year. New acquaintances were made, and bonds were forged as a result of serving in such a capacity.

Proficiency displayed, and production completed all with a positive attitude as only CLERKS can do even in the midst of professional and personal struggle(s).

Background:

A request was made by IIMC staff of Anthony and Hernandez reference proper documentation being submitted for the individual elected to represent Region V on the organization's Board of Directors.

The Election Committee had the pleasure of reviewing proposed amendment(s) to the IIMC's Constitution; as well as the ballot for the election of the next vice president for the organization.

Discussion

Review of the documentation for the Region V representative and a consistent recommendation was made by the chair and vice chair.

Review of the proposed amendments was completed with comments submitted to IIMC staff.

Review of the ballot for vice president was completed within the timeframe(s) allotted to ensure timely dissemination to IIMC members; recommended corrections were made and included.

Inquiries were submitted to and properly addressed by IIMC staff concerning language in the Election Manual as well as previous occurrences which took place during the Annual Business Meeting.

Summary

Anthony and Hernandez's recommendation concerning the documentation submitted for the Region V representative was forwarded to IIMC staff and properly addressed. The Constitutional Amendments were properly vetted; committee members responded within specified timeframe. The ballot was reviewed and disseminated to IIMC members in accordance with Art. IV §7 of the IIMC's Constitution.

Recommendation

Request for proper documentation was forwarded to the Michigan Association of Municipal Clerks and was received.

Proceed with presenting proposed amendments to the IIMC Constitution at the Annual Business Meeting scheduled for May 23, 2018. Announce the results of the vice president election.

LEGISLATIVE

Kimberley A. Rau, MMC, Chair

Background

The Legislative Committee was created six years ago to provide legislative resources to IIMC's membership. The Committee's purpose was to 1) identify trends in state/provincial/national legislation impacting the Municipal Clerk profession, 2) provide links to state/provincial/national legislative resources, 3) work with the Research and Resource Committee to make information on state/provincial/national legislative resources available on the IIMC resource page, 4) monitor and review federal legislation pertinent to the profession, and 5) when appropriate provide relevant written reports regarding the same. President Mary Kayser suggested the committee work with the states to put together a resource guide to Municipal Leagues. The link to the National League of Cities Municipal Leagues was added to IIMC's website for easy access for IIMC members.

Discussion

The Committee met via conference call September 29, 2017 and March 29, 2018. The discussion focused on helping Clerks better utilize their state leagues by providing articles for the *News Digest*. Randi Johl-Olson, JD, MMC, Temecula, CA, wrote the first article focusing on her perspective from a large state. Brian Ruch, MMC, will be submitting an article from a small state perspective as well as his experience as president of the state association reestablishing that relationship.

There was also discussion focused on electronic participation in meetings for elected bodies. Not all states have laws on the books allowing participation in this manner, and those that do vary in the methods of participation. Randi Johl-Olson, JD, MMC, will be submitting an article on how California has addressed electronic participation in meetings.

Committees-No Action (continued)

Recommendation

The Committee would like to see courses offered to IIMC Members focusing on building relationships with their state leagues.

Committee Members: Kimberley Rau, MMC, Laurel, MD, Chair; Patricia Anglin, Saint John, NB; Randi Johl-Olson, MMC, Temecula, CA; Lisa Cole, MMC, Sahuarita, AZ; Sandy Paul-Lyle, MMC, Retired, Tacoma, WA; Lucinda Williams, MMC, Fullerton, CA; Debra A. Mangen, MMC, Edina, MN, Vice-Chairman; Brian L. Ruch, MMC, Beardstown, IL, Board Liaison; Joseph F. Powers, MMC, Wellfleet, MA, Board Liaison

MEMBERSHIP/MENTORING

Marita Rhude, MMC, Chair

The Membership and Mentoring Committee was comprised of: Ricca Charlon, CMC, Vice Chair, Region IX; Liz Gaynor, MMC, Region I; Esther Coulson, CMC, Region III; Connie Diaz, CMC, Region III; Barbara Blackard, MMC, Region IV; Janice Almy, MMC, Region IV; Janice Bates, MMC, Region V; Roxanne Schneider, MMC, Region VI; Laura Niesto, MMC, Region IX; Aleta Neufeld, CMC, Region X, Board Liaison; Janis Daudt and Tammy Storrie are our IIMC Staff Liaisons. This was the first year of the combined Membership and Mentoring Committee.

The Membership and Mentoring Committee's 2017/2018 Goals & Objectives:

1. Work with the Member Services Department, focusing on contacting new members monthly to welcome them to IIMC and suggest how to get the most out of their IIMC membership (including mentoring). Direct them to IIMC Staff with questions and provide new members with IIMC's phone and fax.
2. Provide members to "staff" a "Welcome First Timers" table at the Conference to share information to maximize the benefits of their conference attendance and promote the Mentoring Program.
3. Showcase the Mentoring Program and its importance via one article in the *News Digest*.
4. Work with the Immediate Past President at the Annual Conference First Time Delegates Orientation to welcome the First Timers, promote the Mentoring Program and provide an opportunity for retired clerks, mentors and mentees to be introduced.
5. Develop an outreach plan for recruiting mentors and mentees.

6. Develop guidelines and process for structured mentoring agreements.

The Committee contacted 806 new members since June 2017. IIMC membership is currently at 14,600. The Committee showcased the mentoring program in a *News Digest* article in December 2017. A Mentoring Guideline policy is in the final stages of completion. We will staff a "Welcome First Timers" table at the Conference in Norfolk to promote the Mentoring Program. IIMC has 16 Mentees and 15 mentors with more than 50 mentors on a wait list. This year the IIMC Membership and Mentoring Committee hasn't requested any budget funding.

In summary, it has been an honor to serve as Chair of this Committee. I thank, Ricca Charlon, Vice-Chair, and the Committee members for their dedication in stepping up to serve on this Committee. As always, our IIMC staff is supporting this Committee and our newest members.

POLICY REVIEW

Nancy Vincent, MMC, Chair

The Policy Review Committee (PRC) did not receive any additional assignments following the Mid-year IIMC board meeting. However, the assignment to update the August 2013 Elections Manual with the current language in the IIMC Constitution and IIMC Policy Manual was completed in time for the mid-year meeting. The PRC worked with the Election Committee Chair in reviewing and recommending its proposed changes.

I would like to thank Vice Chair Casey Carl and all members of the PRC for their hard work and dedication. Thank you for the honor to serve.

RECORDS MANAGEMENT

Sandra McKinley, MMC, Chair

Background: The IIMC Records Management Committee has communicated via email during this committee year. The goals of the committee were:

1. Work with Research & Resource Committee on developing a Technical Bulletin on Benchmarking.
2. Recommend records management educational sessions for the Annual Conference.
3. Prepare a minimum of two articles regarding best practices for records management.
4. Identify at least two issues and create content for the online Resource Center of ordinances, policies and best practices.

Committees-Action (continued)

Summary:

- Technical Bulletin on Benchmarking: Some discussion took place with the Research & Resource Committee on developing this bulletin, however, no additional progress was made.
- Session recommendations: The Committee provided a list of topics for educational sessions for the Annual Conference which included some new areas of interest such as Certified Records Manager designation, audit trails for electronic records, and preserving artifacts.
- Articles: No articles were published in the *News Digest*.
- Resource list: The Committee members did not identify any additional needs for resources.

Recommendation:

1. Continue to identify new content for the Resource Center.
2. Continue to work with the Research & Resource Committee regarding the Technical Bulletin goal.

RESEARCH AND RESOURCE

Lanaii Y. Benne, MMC, Chair

Background

Our committee's purpose: "To assist with surveying the membership on various issues as necessary; and to ensure the members are provided with quick and accurate answers to inquiries through membership network and resource library."

Discussion

2017 – 2018 Goals & Objectives presented to the Committee

1. Work with the Records Management Committee on developing a Technical Bulletin on Benchmarking
2. Review in-house publications (Roll Call and Language of Local Government)
3. Assist in developing and disseminating surveys and questionnaires as requested by the Board of Directors, Committees, and staff.
4. Respond to member questions submitted to the IIMC website and staff
5. Continue to expand content and resource links for the IIMC resource library

This year the committee accomplished the following:

Review of the Salary Survey; Review of the Diversity Task Force Survey; Review of the Social Media Survey; Continuing work on the Municipal Clerk Duties Comparison Chart, a chart listing each state and the standard duties for municipal clerks, secretaries, and recorders; Timely responses to the following email requests for information from IIMC members; Are there any cities performing Closed Captioning? (Looking for vendor name and cost); Any specifications for converting non-indexed micro-filmed council proceedings to an electronic format?; Has anyone completed a request for 'Proof of Domicile'?; City Clerk Contract Review; Request for a sample Resolution which institutes a records management program that includes State retention and destruction schedules; White Papers/Information/Talking Points on opposition to placing term limits on elected offices of Town Clerk positions; and References of any municipalities that generate an E-Business Newsletter which is then shared with existing community businesses? (format, style and content information)

Summary

The Research and Resource Committee continues to be ready should any questionnaires or surveys be needed, and to respond to all website postings. Assistance will also continue for Resource Center Content as well as review of the in-house publications, Roll Call and Language of Local Government.

EDUCATION PROGRAM

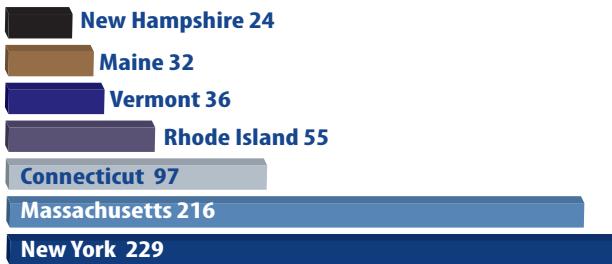
2018 Norfolk Conference



State/Regional/National Memberships

The following chart represents IIMC membership in each state, province and country. As of August 20, 2018, California leads all states in membership with 1,028. Region XI (Outside North America) leads all Regions in total membership with 5,399. British Columbia leads all members in Canada with 111. England leads all countries in Region XI with 4,857 members, followed by the Netherlands with 510 IIMC's total membership is 14,802.

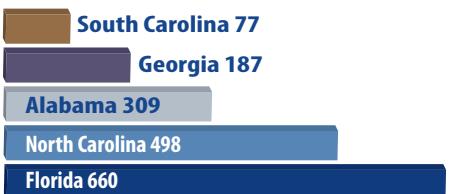
REGION I - 689



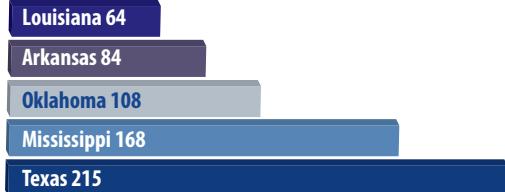
REGION II - 620



REGION III - 1,731



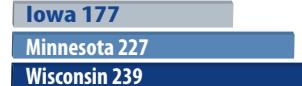
REGION IV - 639



REGION V - 1,045



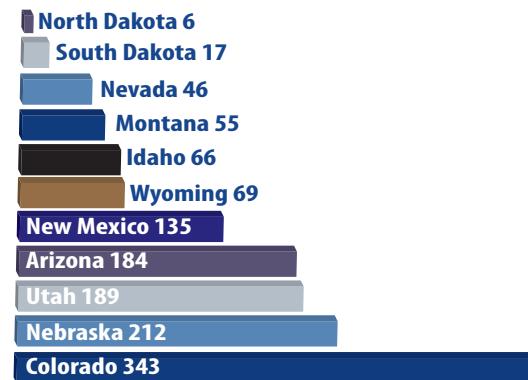
REGION VI - 643



REGION VII - 844



REGION VIII - 1,322



State/Regional/National Memberships (continued)

REGION IX- 1,641

Alaska 109
Oregon 146
Washington 358
California 1,028

REGION XI- 5,399

Nepal 1
Bermuda 1
New Zealand 1
South Africa 2
Australia 3
Israel 3
Belgium 4
Bulgaria 1
Scotland 4
Wales 12
The Netherlands 510
England 4,857

REGION X- 229

Quebec 2
Manitoba 2
Northwest Territories 3
Nova Scotia 3
Saskatchewan 3
New Brunswick 5
Newfoundland 18
Ontario 36
Alberta 46
British Columbia 111

TOTAL MEMBERSHIP: 14,802

IIMC FOUNDATION BOARD MEMBERS

2018 Norfolk Conference



IIMC Board of Directors



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Fort Worth, TX



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Region IV

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Clerk of Council/Records Manager
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Region VI

Brian "Petie" Ruch, MMC
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Region XI

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Region I

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Region II

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Region V

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Region IX

Aleta F. Neufeld, CMC
City Clerk
Lethbridge, Alberta, Canada
Region X

DIRECTORS – 2020 EXPIRATION

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Middletown Township, NJ
Region II

Janice L. Almy, MMC
City Clerk
Sand Springs, OK
Region IV

Daniel Buchholtz, MMC
Administrator/Clerk/Treasurer
Spring Lake Park, MN
Region VI

Bobby Busch, MMC
Finance Director/City Clerk
Neodesha, KS
Region VII

RaNae Edwards, MMC
City Clerk
Grand Island, NE
Region VIII

Bonnie Hilford, CMC
Deputy City Clerk
Calgary, Alberta, Canada
Region X

Kathryn Richmond, CMC
Town Clerk
Waltham Abbey, United Kingdom
Region XI

