



# 2007 WASHINGTON MUNICIPAL CLERKS CONFERENCE

## Semiahmoo Resort, March 11-14, 2007

### CONFERENCE EVALUATION RESULTS

Total number of evaluation forms received = 77

1. Are you a:

<u>52</u> 64%	City/County/Transit Clerk	No. of years: <u>9.5 Average</u>
<u>19</u> 23%	Deputy City/County/Transit Clerk	No. of years: <u>7.7 Average</u>
<u>10</u> 12%	Other Positions: <u>Confidential Secretary; Water District;</u> <u>Office Asst; Admin Asst; Finance Director;</u> <u>Utilities Clerk; Legal Asst.</u>	No. of years: <u>10.0 Average</u>

2. Have you previously attended a municipal clerks' conference? 64 yes 14 no  
82% 18%

3. Have you completed three Northwest Clerks Institutes? 49 yes 26 no  
65% 35%

If not, do you plan to attend an Institute in 2007? 10 yes 07 no 06 not sure  
43% 30% 26%

4. Do you have your CMC? 47 yes 28 no  
63% 37%

If so, are you seeking your MMC? 23 yes 03 no  
88% 12%

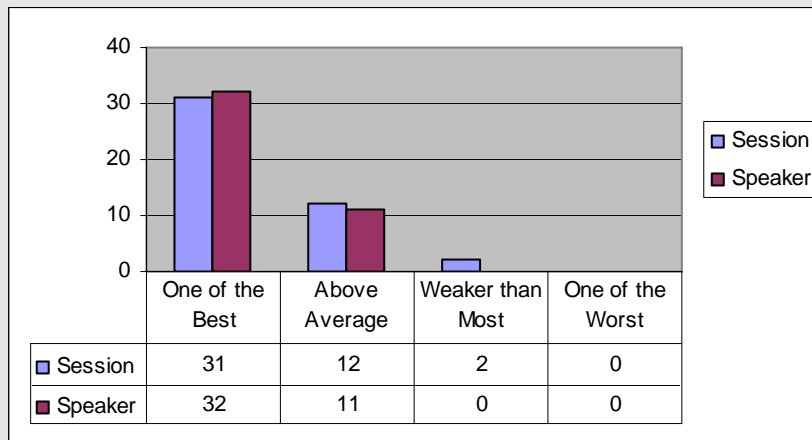
5. Do you plan to attend the 2008 WMCA Conference in Wenatchee scheduled for the Advanced Academy on Tuesday and the Annual Conference on Wednesday through half day on Friday?

55 yes 02 no 18 not sure  
73% 03% 24%

**SESSION - Advanced Academy:  
Perspectives and Skills of Effective Leaders in Public Settings**

*SPEAKER: De Hicks, DM, MBA*

Sunday  
8:30 am-  
3:30 pm

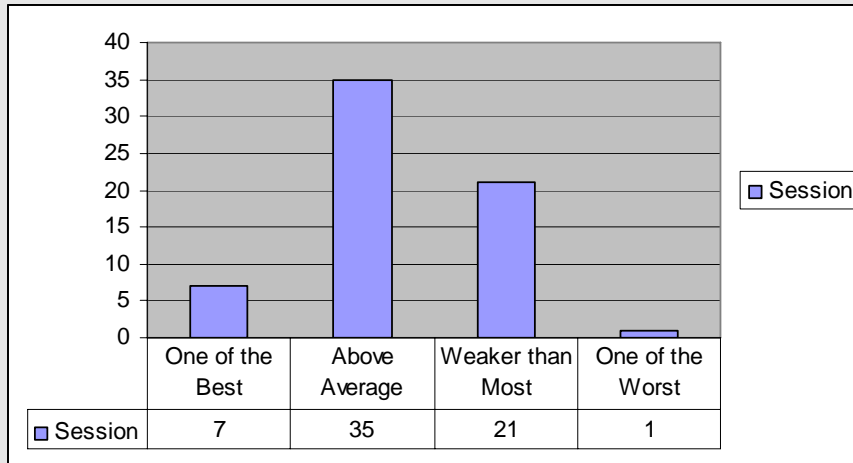


*Comments:*

1. I found this presenter to be very knowledgeable and was very good at keeping the session on track.
2. I came away feeling I had learned something I could apply to my everyday work life.
3. Excellent presenter. Held the attention of the entire audience and kept them engaged with thought provoking ideas and questions. Walked away with ideas to implement and try.
4. Excellent !!!
5. No new information - afternoon was a sleeper.
6. As a new clerk, I am transitioning from old role to new role. De's presentation helps me define the leadership role. His style of presentation was very engaging and interactive.
7. You got one chance to make a good first impression and he almost failed. Opening remarks were NOT funny -- later, presentation was meaningful and valuable. Gave good real time examples to take back and implement.
8. Great presenter. Good information. I would have loved to hear a more focused presentation from him. I felt like he tried to cover too broad a scope/span of information.
9. Class could have been longer to cover the material available and good presentation. Understand the time frames -- Good presenter but should get on topic sooner than spending time trying to be cute and humorous.
10. Great presenter - a lot learned in short amount of time. Very useful and pertinent.
11. Can't wait to see De again at PD.
12. Engaging, knowledgeable.
13. Very information and knowledgeable. Kept my attention.
14. Dr. Hicks was great.
15. Very good motivational speaker.
16. Great! Easy to stay awake in his session.
17. Enjoy the humor - especially the physical (faces, etc.) Great information.
18. Great topic and excellent presenter.
19. Very good session - offered some new perspectives on leadership vs. management.
20. The topic was very helpful and the speaker was great. Very knowledgeable and interesting.
21. He kept the audience engaged, even after lunch!
22. I found his humor slightly grating, but maybe that was just me. He seemed to get better and more entertaining as the day went on. P.S. I felt TOTALLY different by the end of the day!
23. Mr. Hicks had a great sense of humor which kept me engaged - even after lunch. Thank you for the high energy level and the valuable information.
24. Was good in AM; got a little slow in PM.
25. Excellent instructor - h as great grasp of how to teach to different learning styles. Wonderful information.
26. Interactive could have been increased some but humorous and creative.
27. Very energetic, very knowledgeable speaker. I am even considering hiring him for a City Council retreat.
28. By far - the best training I have ever attended. It was organized packed full of insightful information -- all of it, I can use personally and professionally.
29. Kept my interest -- animated and lively. AND...the information was very useful in my job. I will use the training when I return to work.
30. This session was extremely helpful to me. It gave me lots of ideas to take back and implement in my work group to help improve communication, performance expectations, and innovation.
31. Great class!
32. The speaker was funny and engaged us quickly in the morning and afternoon. Content was relative to a clerk's role/job. Would like more time to discuss examples in our group when asked to do so.
33. We need to get Dr. Hicks again for other topics.
34. Excellent! He gave us a lot of tools to develop as leaders and help others develop leadership skills as well. Enjoyed his passion for helping leaders. Bring him back if he has other presentations.
35. Really liked his ability to interact.

## Opening Session

Monday  
8:30-9:45  
am

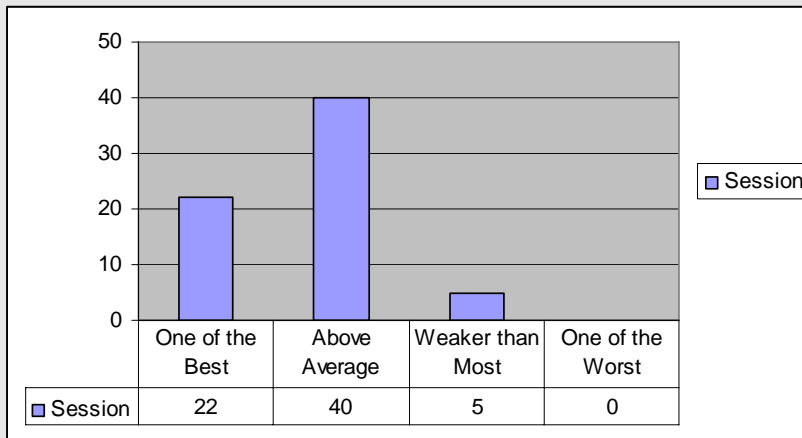


### Comments:

1. Opening Session was considerably shorter but it touched all the bases and was quite enjoyable.
2. Really like hearing young man sign both US Anthem and Canadian Anthem.
3. Short and sweet - greatly improved!
4. Short and sweet - not bad.
5. Average
6. Nice job! Enjoyed posting of colors (I have a soft spot for veteran's.)
7. Short, to the point, got business taken care of and off we went.
8. Wow, that was the least long-winded politician I have ever seen!
9. Nothing to remember - could have slept longer - this event sets the tone for the conference (sometimes) and should present a little more than just recognizing committees.
10. Very nice job, Prez!
11. Nice and short.
12. The Mayor could have talked a little longer and highlighted Blaine in more detail.
13. Need more of a welcome, pep talk.
14. I am glad I got to see who everyone was. I was disappointed that not all clerk's attended.
15. It was okay, very normal.
16. Mayor's welcome was too brief/felt it was a bother for him to be here.
17. Nice and brief.
18. Liked that it didn't drag out.
19. Not really fair to rate - it was nice to have it "brief" and allow more time with the vendors.
20. Very well done. Great to see lots of people recognized.
21. Short - Yeah!
22. Same ol' same o.
23. Spokane's was sooooo unique.
24. First time attendee: Impressed, but sponsors not recognized enough.
25. Good presentation.
26. It was okay.
27. Okay - nothing special. Glad it ended early.
28. I really think there should be more variety of faiths represented in the invocations. Not everyone subscribes to the Judeo/Christian philosophy. Either that or have it be more generic/neutral such as an "inspirational moment", rather than a prayer.
29. Always a moving part of our conference. Thank you.
30. Classy.
31. Seemed very short - need more to kick off conference.
32. Very nice ceremony. I liked recognition from President Byers and using the local VFQ. The signing was also great.
33. Mayor of Blaine's presence is great. I wish he spoke more. Great Presentation of Colors.
34. Very nice and it was nice to recognize first time attendees and other esteemed attendees.
35. How about recognizing and introducing County Association Board members.
36. Seemed like there could have been more in the way of opening remarks - intro on the area, some details about the area, etc.
37. Good, not too long.
38. Like being able to spend more time with vendors.

## Roundtable Sessions

Monday  
10-11:15 am



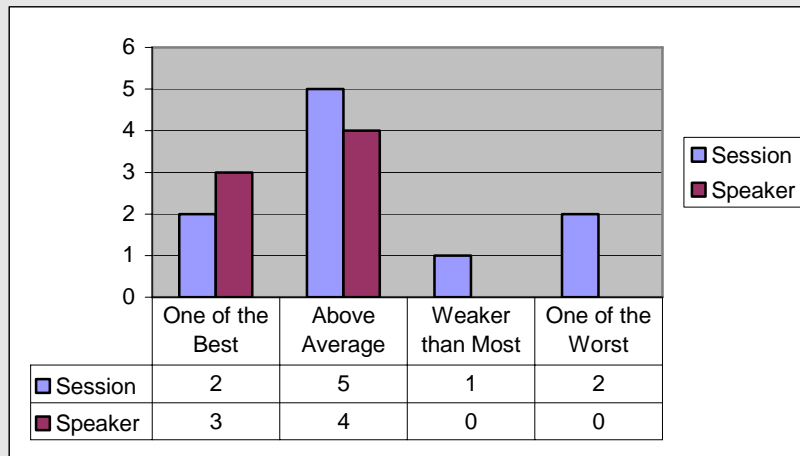
### Comments:

1. Large Cities - great participation.
2. Good dialogue, sharing of info, networking was invaluable. Public disclosure compliance and handling of public records requests as interesting to most.
3. A lot of participation - good subject matter.
4. Always helpful to share with your peers.
5. Roundtables are always great if not just to see others to network with.
6. Too small and xxxx was awkward.
7. Always good.
8. Large Cities - good exchange of information. Kudos to Kyle - Bellevue's records manager - shared lots of current information on the State's Electronic digitalizing, which launched the discussion - Thanks to Shelly for sharing Kyle.
9. Small Cities - always a good networking opportunity. The room set up in the theater was not conducive for a roundtable format. A room in a circle would have been better!
10. 5K-10K Population - lots of good questions, lots of good answers. Always a good use of time.
11. A very useful part and opportunity of the conference.
12. Always a good and informative session.
13. These are always helpful.
14. Sheryl Wyatt was the moderator and kept things moving. It would have been nice to have more participation from everyone.
15. Always enjoy the round table discussions.
16. It's a great way to interact with others in similar sized cities and learn new ideas or ways from them.
17. This is where I actually made my contacts. With those in my population range.
18. Very valuable.
19. Good conversation and topics; Molly does a great job as facilitator.
20. Great discussion.
21. Nice to hear other cities have problems too.
22. Great questions and input.
23. Good conversation and ideas.
24. It's nice to see more participation in the county transit group. Always valuable information shared.
25. Always one of the best sessions as you get to hear from our own "experts" that may not necessarily speak up otherwise.
26. Did not pick up a lot of helpful info.
27. Good opportunity to interact with peers -- learn from them.
28. Very informative, useful info.
29. We had a great group!
30. Round table discussion with Clerk's of similar size is extremely valuable. Then informal format encourages those in attendance to ask important/not so important questions, i.e. what do you serve a Council for dinner?
31. 5K-10K Session - our group was prepared w/questions for our discussion and did a good job keeping the conversation going. It was interesting to hear how other cities handle similar issues.
32. Fun and interesting. Group sized good. Two (topics) questions to discuss were perfect for time allotted. Wonder if groups could be split by form of government rather than population size? Good information.
33. This is always a favorite. We never run out of things to discuss and each of us learns something or gets new ideas!
34. New ideas, shared ideas.
35. I really get a lot of good information here. And make good contacts.
36. Seemed only a few spoke and only a couple of issues were discussed.
37. I always enjoy and learn a great deal from other cities. I think it would be helpful if the same and emails of the clerks were made available so that we could reach them.
38. Great sharing opportunity - lots of good information.
39. Very good discussion at the large cities roundtable.
40. Great way to share our wealth of information.
41. Small cities were in theatre. It was a difficult seating arrangement to have the "round table".
42. Good idea to ask ahead of time (before conference), questions members have.
43. These should be a little longer as you can spend 15-20 minutes on just one topic.
44. Good to know what others do. Great that our topics were narrowed down before the meeting.
45. Great discussion and much improved since the city sizes were broken down more. I was in the 20K size and it was nice not being grouped with really large cities like Seattle & Tacoma.
46. Always a great opportunity to meet and network with others in similar situations.
47. Great dialogue!
48. I've attended Molly's sessions twice and she does a great job. She sends out an e-mail a couple weeks before to get questions/suggestions so we hit the deck running.
49. Excellent - It was wonderful to share input on important issues.
50. Always a good session.

## New Clerk's Session

*Dema Harris & Pam Kolacy*

Monday  
1:00-2:30 pm



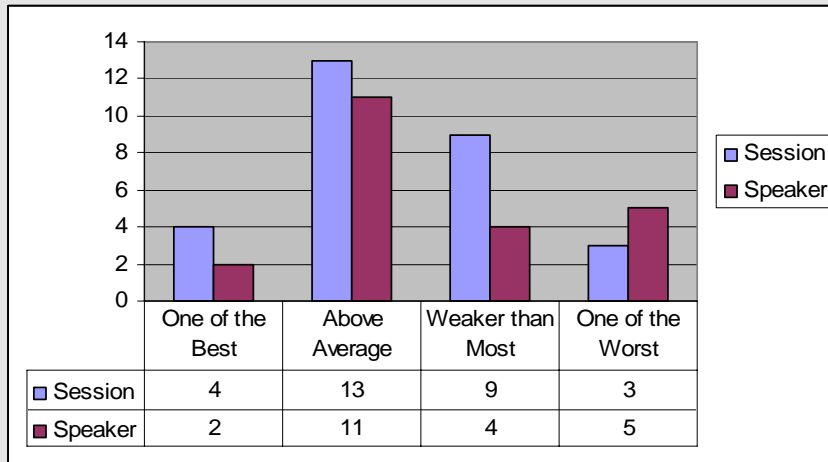
### Comments:

1. All the presenters had great information.
2. Good array of resource representatives.
3. Great! Lots of good info/resources for new clerks. Many left excited about PD. (Program Committee Members did intro.)
4. I wasn't sure what to expect, but I thought I would be basic learning for new clerks - not introductions of contacts for use. So it's hard to rate.
5. As first time attendee, I cannot rate these as listed -- nothing to compare it to. The session was informative and provided me with additional resources to help with my job and professional development.
6. Good contacts - well presented.
7. This only discussed issues that would be needed if you were just appointed Clerk. I had hoped some additional info would have been discussed.
8. Glad you have this but I'm not a new Clerk. Very important session.
9. Difficult [to rate] without all of the information yet.

## Notary Do's and Don'ts

*Cathy Betts*

Monday  
1:00-2:30  
pm  
or  
2:45-4:15  
pm



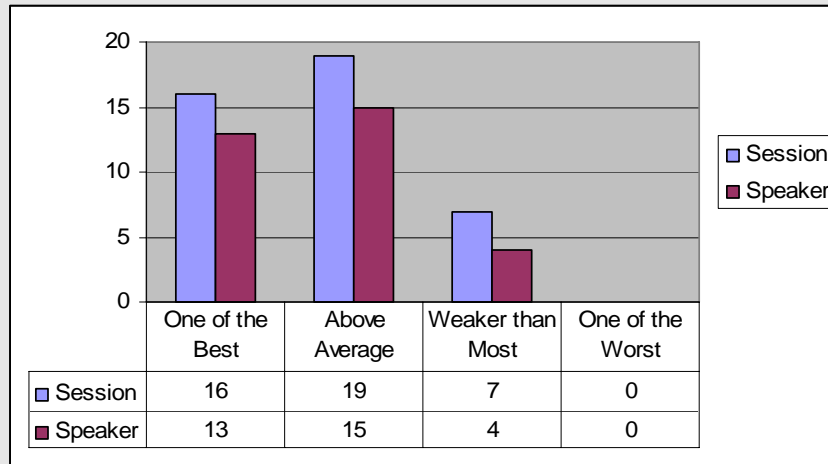
### Comments:

- Was able to pick up information packet - not able to attend.
- Gave some wrong info - bring back "ANS". They were great!
- Did not really know WA laws - weak presenter.
- Not specific enough to WA. Too much a commercial for National Notary Association.
- Very informative - she knows her stuff!
- Didn't go over a lot of notary issues.
- This topic should be included in the Northwest Institute.
- This was OK, but I can't say that it was above average.
- Wasn't very clear about some of the issues discussed. Did offer plenty of resources for more info.
- A lot of important info on a very important subject.
- Appreciated the topic -- I learned a lot. Cathy isn't a polished public speaker but she admits that. She is very knowledgeable about being a Notary.
- Good brush up info.
- Presenter was nice and had good knowledge, but needs more opportunities to practice giving presentations (needs more confidence.)
- Learned some things -- good resources available.
- Cathy stated she was not an organized presenter, so she is aware of that fact. I think a little effort to energize her presentation would make it better. She does know her stuff and provide her personal email for contact!
- Good information - very knowledgeable.
- Dry and boring subject, but essential. Very informative.
- Although she is not accustomed to public speaking she had great info and was nice about our lack of knowledge. Have her keep coming back every few years.
- Good information.
- Good info but no the best delivery. She seemed a little scattered. Knowledgeable in her field.
- Good information.
- Helpful information.
- She had very good info. Knew a lot of info -- confused some, I think.
- Kept saying she wasn't a professional speaker and she wasn't. Didn't give definitive answers and didn't go over much of the info. Would suggest someone from NNA or the State.
- Should have covered salient points on WA State RCWs on notary. I expected more structure and information from someone who is given the title "Ambassador".
- A good refresher, better than previous sessions on Notary. Would be good to bring back every few years.
- Did a great job making us aware of other resources if she couldn't answer the question. Very accessible. A little weak in presentation but she started out telling us this was her first time.

## Public Records Act

Alan Copsey

Monday  
1:00-2:30 pm  
or  
2:45-4:15 pm



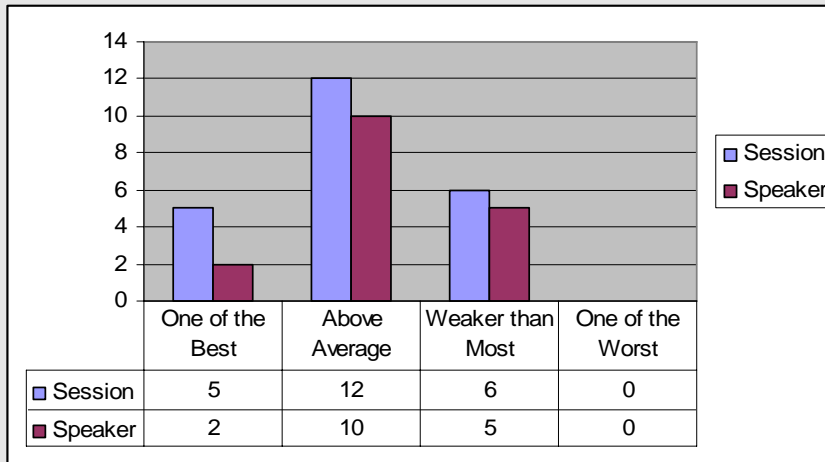
### Comments:

1. Speaker was very knowledgeable and experience in public disclosure. The session could have gone longer. Tied nicely with earlier roundtable discussion on public records requests. Provided answers to email request that will be implemented.
2. Helpful to hear a perspective other than your own City Attorney.
3. GREAT - Most helpful information that I had no knowledge of.
4. Very timely and informative.
5. Good presentation -- good material for review. Great Speaker!
6. He did not complete his presentation. The info he provided was informative but the attendees were allowed to elaborate on their cities and therefore, his presentation was incomplete.
7. Great visuals! Good use of contrasting colors; interesting accompanying photos; lots of material to cram into time frame; fast talker. J
8. Aah! (Just Kidding) Alan was very helpful and knowledgeable. It's just the subject matter.
9. Some new info but some info contradicted other info provided in previous training on this issue.
10. knowledgeable speaker.
11. Very informative.
12. Not enough time -- needs to be a longer session.
13. Better speaker on this topic than others I've heard -- he was more engaging.
14. Good info -- lots to take back and make changes.
15. Good summary -- made it easy to remember.
16. Great speaker but definitely needed more time for the subject.
17. Excellent info and presenter.
18. Good job of presenting info -- practical tips.
19. Get review and update.
20. Mr. Copsey's presentation was good. He was very knowledgeable and had some great suggestions and information to share.
21. Need more sessions like this.
22. Very knowledgeable. Great!
23. Excellent source of information, but it was the same info as the handout. This is an area that I haven noticed many cities have questions.
24. Excellent presentation -- loved the cartoons. Too bad we didn't get through all the information.
25. The speaker was okay. Not bad, not great. He had too much info to present in the time allotted. Seventy-five PowerPoint slides is too much info!
26. Good speaker.
27. Excellent presentation! Covered this important topic very well.
28. Boring session, presenter read off PowerPoint. We ran out of time for presentation and could not finish subject.
29. Not enough time, but a good speaker.
30. This is very informative but did not have enough time to cover all the materials due to valuable discussions -- need it to be at least 3 hrs to encourage Q&A since it talks about statutes.
31. Good class.
32. Cleared up some questions I had in the presentation. Also open to answering other questions as they arose.
33. Needed more time.
34. Information I can take back.
35. Amazingly it wasn't long enough!

## Legislative Issues

Tom Wolfendale

Monday  
1:00-2:30 pm  
or  
2:45-4:15 pm



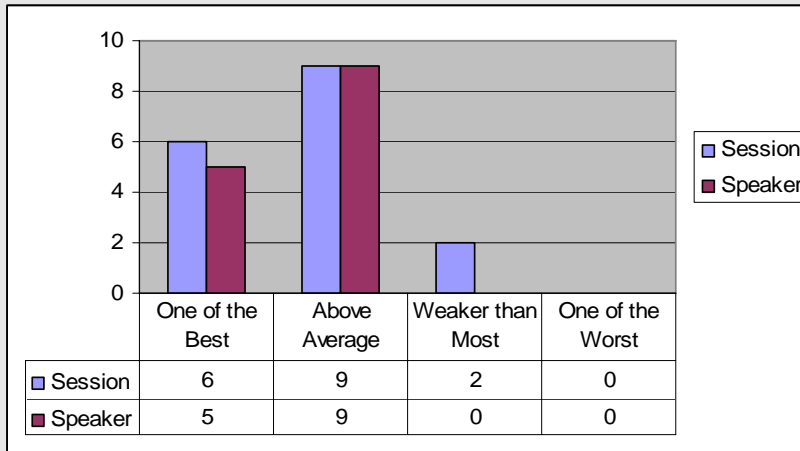
### Comments:

- Very informative.
- Good information. Having copies of the language of bills being discussed would have been helpful instead of speculating the content of the bills.
- Excellent update.
- Clerks seemed more informed -- would like to see Pat Mason from MRSC back.
- Tom is very knowledgeable. Would have been more effective to narrow focus to a few current bills -- especially the bill for publishing ordinances, minutes, and resolution within 5-10 days -- lots of questions on this one!
- Good info, not enough time (because of questions - which were beneficial!)
- Very organized and professional presentation; very informative.
- Speakers were great, but the class got off topic for a while. I would've liked a more comprehensive list of things to take always. Overall good.
- I thought this was very good, and helpful in seeing which bills to watch and research.
- Weren't real clear on a lot of issues and didn't answer questions succinctly. Both presenters could have been more up-to-date on proposed legislation strictly relative to clerks.
- Informative and good interaction.
- Need more time and additional research on the pending legislative issues. Also miss Pat Mason from MRSC -- might be an outstanding session if we could put Tom and Pat together.
- Informative.
- Was a little disappointed that Tom wasn't a little better informed on the cases he presented. Overall it was good -- Carmen was great!
- Interesting.
- Tom and his co-speaker were great. Provided good info and offered to start blog on website so we can receive more info.
- Okay -- but needed to focus on less topics in small time frame.
- Very informative and I liked getting the bill and companion bill numbers.
- Well presented. Missed MRSC.

## IIMC Certification

*Dema Harris, Sheri Pierce, Colleen Nichol*

Monday  
2:45-4:15 pm



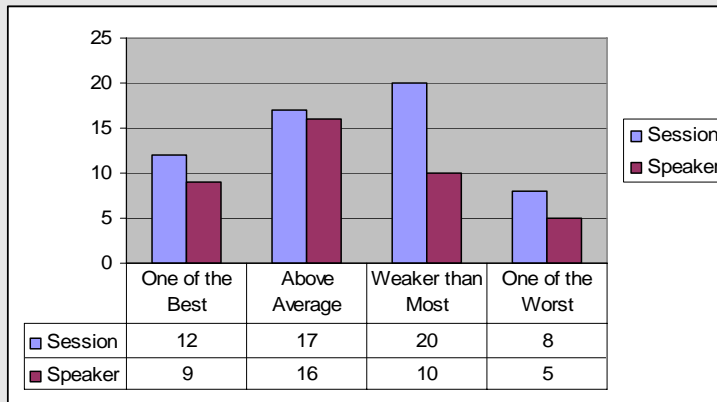
### Comments:

1. Confusing w/rule changes, but presenters cleared it all up for me! Too bad the 1/2 day of networking and fun was taken out of PD - it should be re-instated because the in-depth session during PD are taxing and a break mid-way rejuvenates the members.
2. Over-the-top good. We learned of what new certification tools coming soon. Dilemma: apply for MMC Academy now or wait for new tools.
3. Informative. Useful.
4. I appreciated the new information.
5. Needed info to make informative decision on plan for future.
6. Great -- let's do it.
7. Wish I had time to attend.
8. I was really hoping to get good, solid information. It was disorganized and there were no handouts to help or refer to later.
9. A lot of valuable information -- gave me a better understanding of what's involved to re-certify.
10. Very informative and helpful.
11. Needed to be offered more than once.
12. Helpful information motivated me to go for my MMC. Thank You!
13. Dema continues to excel! Enjoyed it even though the rules have changed.
14. Difficult without all of the information.
15. Was a little confusing but that's understandable with the new requirements. Should always be a session. Taking the "fun" out of PD is a shame; it's a great network connection outside of class.

## Leadership is a Clerks' Word

Sharon McGavick

Tuesday  
8:30-11:45 am



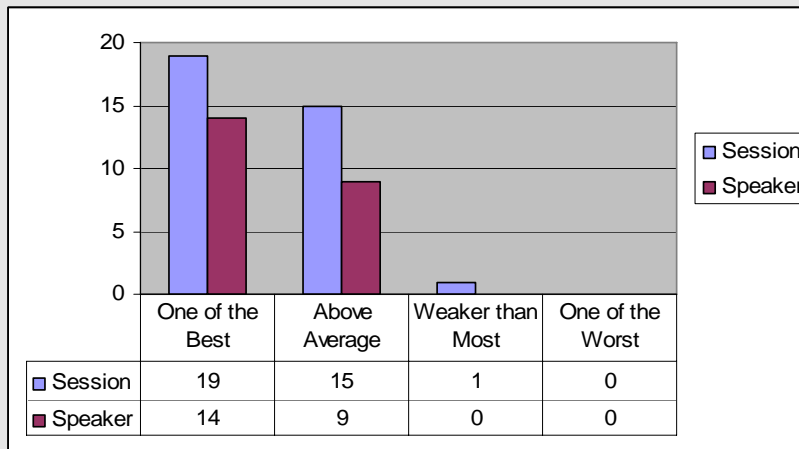
### Comments:

1. Did not get as much out of this presentation -- not focused enough; mainly left with good quotes.
2. Reconfirmed leadership aspects brought out at Academy.
3. Would have liked to see more interaction but a very good session over all.
4. Personable presenter, but I felt she didn't offer a lot of "meat".
5. Helps to understand people.
6. Too much distraction -- hard to communicate.
7. Excellent!!
8. Sharon is an engaging presenter -- sharing personal stories was interesting.
9. The session was fine with some good tips; however, it was repetitious of the Advanced Academy, although I know not everyone attended the Advanced Academy.
10. Excellent. Compelled me to attend her PM seminar.
11. Too full of herself. Too preachy. Too cliché. (Definitely will not attend her afternoon session.)
12. Very personable; kind of got off track it seemed.
13. Very little substance -- I just wanted to tune her out. She reminded me of an afternoon being lectured on "life's lessons" by my well-meaning parents when I was a teenager.
14. Good.
15. Not practical; presenter redundant. No practical examples HOW to be effective leader.
16. Information was not new or complete -- no usable tools or suggestions to manage or lead or present to organization.
17. Unfortunately it was hard to stay tuned in to the speaker. She had good information.
18. This was kind of on the boring side. There wasn't much to be able to take back to the job.
19. Very good.
20. I could not follow Sharon at all! She seemed unprepared and I got nothing from her presentation.
21. Awesome! I'm interested in learning how to become a leader. This was very informative and Sharon is so personable and entertaining at the same time.
22. Was disappointed; didn't stay for entire session.
23. Seemed to be making it up as she went along. Needed to be more concise.
24. Very inspirational.
25. Session was maybe a little long but great info.
26. This session was too redundant with the academy session. There were no new concepts presented.
27. Too big of a group -- not quite sure what happened with this class.
28. Excellent -- entertaining as well as educational.
29. Very personable.
30. Good information, but I found it difficult to engage with the presentation.
31. Dr. McGavick was a great speaker. She had some really good information and insight.
32. Too much personal info. Took too long to get to the class.
33. Difficult keeping engaged. More interpersonal would have been more effective, i.e. quotes could have been on separate sheet to read later.
34. This was worth coming to the conference. Great.
35. It was good information; however, it was a lot about her and not so much about the topic. She let us out early and could of used that time.
36. Good information -- heard it before in that it was not unique to other similar trainings. Many of PowerPoint slides were not in the handout.
37. Her thoughts seemed jumbled -- poor delivery -- too much about her personally. Jumped around and I didn't get any clear, new ideas to help me understand my role as a leader or how to become a better leader.
38. She could have utilized all her time. She had the potential to make this a great class.
39. This class was too long. The presenter was just okay. Not bad, not great. Definitely not a dynamic presenter. Some of the info in the handout is helpful. The Advanced Academy presentation on leadership was much, much better -- maybe too hard an act to follow with a similar topic.
40. Not very impressive.
41. Wish there was more information given during the session.
42. Too much time spent on her background, accomplishments -- no meat to take with me.
43. Not enough time to discuss and finish exercises. Session was long for topic. I wanted more tips not just concepts.
44. Felt it was too broad and couldn't take specific ideas back. Also, the doors were closed and nit was very distracting having them open and close constantly. Maybe leave one set open for people to go in and out.
45. Practical -- good points, need more meaty actual examples we can take back.
46. Would like copies of the PowerPoint and prefer that her materials be stapled on the side instead of the top. It's hard to hold down the paper instead of being able to leave it open as she spoke.
47. Great Speaker! However, she should remember that male clerks exist.
48. Not enough time.

## Why is Everyone Driving Me Crazy?

Sharon McGavick

Tuesday  
1:30-5:00 pm



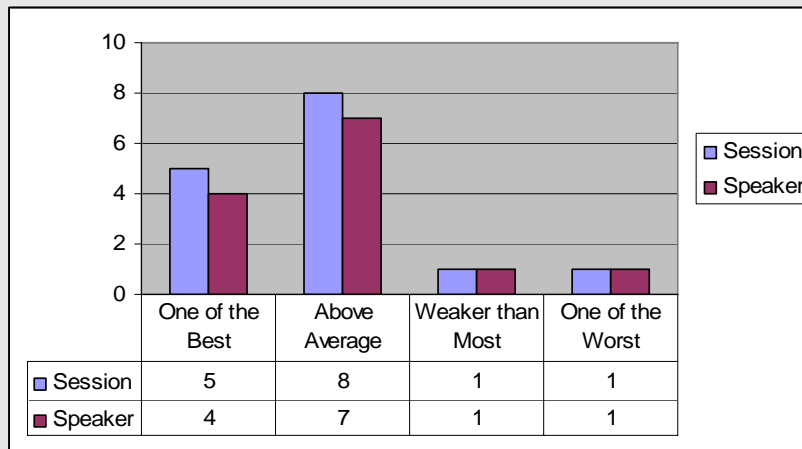
### Comments:

1. Fun training.
2. Fun. Had this in the past.
3. Helps me to work with others and find areas for different types of people.
4. Excellent!! Would like to see more of her.
5. Good session on understanding personality styles through Meyers-Briggs for those of us who are detail oriented -- more instruction was needed on filling out the assessment. Breaking into groups of like mixed styles helped highlight differences.
6. Good reminder of different personalities who do not work well together without some conscious effort -- and why "some" types also have issues proving that mixing it up is the best.
7. Fun and informative. Sharon is a great facilitator.
8. This was great and had lots of interaction.
9. I finally could understand why and how to get along.
10. Wonderful interactive class and terrific speaker.
11. Learned a lot and had a great time.
12. Greater in a small group, wanted to stay longer to discuss things.
13. This training session was insightful about different personalities and how to make our differences work effectively towards the same goal.
14. Great class!
15. Always fun to do the Meyers Briggs test.
16. Very good class -- it will be interesting to see how effective it is when put to work in real life.
17. Fun -- but not real learning.
18. Really enjoyed learning about the different styles. Too many shuffles.
19. Different perspective on familiar material -- small group activities effective.
20. She is a wonderful speaker enjoyed this session and learned a lot about myself and my co-workers.
21. I got a lot out of this class, although it, too, might have been a tad too long. Sharon was good at interesting with the group and soliciting participation. I'm going to take the handout back to work and have my staff take the Personal Inventory so we can learn how to work better as a team.
22. Fun.
23. Good class -- liked speaker better at this session, more information gained, faster-paced.
24. Helpful topic to understand myself and others. Will make working and personal relationships run smoothly.
25. Excellent. I'm sure she could do more courses AND she made the time fly!
26. I enjoyed it. Would be good to do every now and then for new clerks and as a refresher.
27. Interesting insights to myself and my co-workers; second half of the session dragged on.

## Supervisory Training

Alice Rowe

Tuesday  
1:30-5:00 pm or  
Wednesday  
8:30 am-12 pm



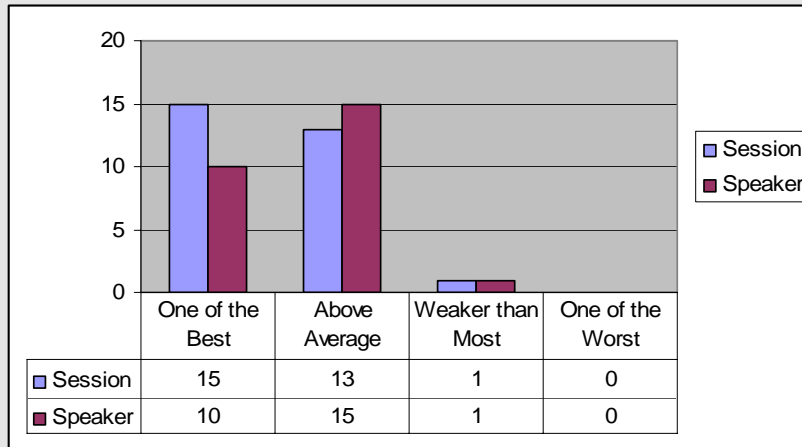
### Comments:

1. Presenter not personable -- sleeper.
2. Good presentation.
3. Excellent! Alice is a great instructor -- clear, concise, on time, and really good suggestions.
4. Hands on and role playing was helpful.
5. Can put information to use right away.
6. Excellent content. Facilitator spoke very rapidly -- as if to cover too much in the time she had.
7. Exceptional!!!
8. Very helpful class. Alice's training methods are very participatory. I'll take a lot from this class back to my office.
9. Excellent need again.
10. Great ideas!
11. Excellent!
12. I like her style; exercises are impactful.
13. Great Class!
14. Although role playing is important in a learning environment, I'm self-conscious (my problem).

## Records Management Discussion Panel

*Carol Schenk, Christy O'Flaherty, Sherry White, Jerry Handfield*

Tuesday  
1:30-5:00 pm or  
Wednesday  
8:30 am-12 pm



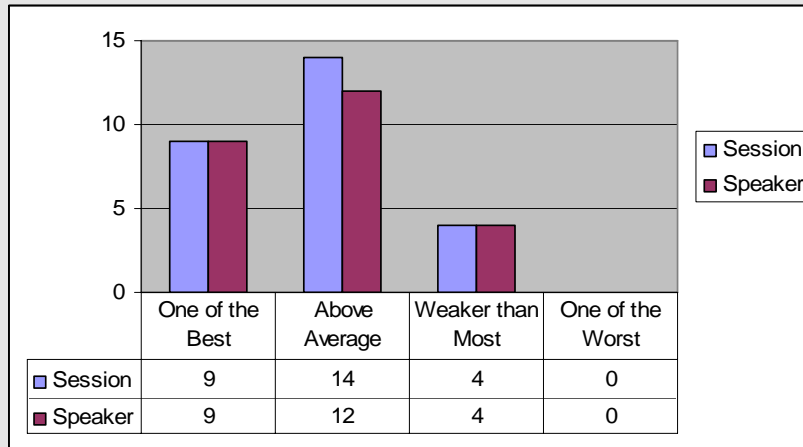
### Comments:

1. Excellent!! Presenters were well prepared. Archivist's added humor was great!
2. Very helpful and I appreciated the "team" from the State. They should attend more often as partners to our endeavors to protect public records!
3. Heard high recommendations from many.
4. Great presentation! Christy did a great job! Very helpful! Enjoyed Jerry Handfield. Appreciated that he brought his staff.
5. Excellent! I received a lot of good information.
6. Informative, useful.
7. State archivist information was great!
8. Could easily be a day long session. Very Good!
9. Very good class. A lot of knowledge that I will find useful. King of hard concentrating so early in the morning.
10. Christy and Jerry were most interesting; although Carol's info was valuable, too.
11. Thanks for the new info. Speakers did a good job and I learned new info, especially from the State representatives re revised grant program.
12. Good info but would have liked a handout about electronic records. Too much info for my brain to retrain. J
13. Very useful information -- excellent packet from Christy O'Flaherty.
14. Christy was great, good speakers, entertaining and informative. Carol is a bit dry and doesn't keep your attention.
15. Great -- lot to think about.
16. Christy in particular was very helpful. We will take advantage of the handouts/packet she provided.
17. Christy was excellent! Wonderful handouts!!
18. Good Presentations!
19. Good information provided verbally and in handouts. I really enjoyed this topic (yes, I am a nerd.)
20. Great class -- very helpful. Great information and I appreciated the handouts.
21. Very beneficial. Need more classes like this. Christy was exceptional. Carol was hard to listen to. Sheri and Jerry were very good.
22. Christy was excellent! Very engaging, interesting and info was excellent. Carol had info but put us to sleep. Very good class.
23. Did not attend but talked to some who did -- said it only really applied to larger cities (?)
24. Christy and Jerry were excellent. I think it would have been a lot better had Carol and Sherry were not a part of it and more info from the other two. A lot of the discussion was on record disclosures.
25. Tukwila was awesome!!
26. The last hour was the most beneficial. The State did an excellent job! This course could be shortened and just have the State people do the presentation.
27. Great presentations. Jerry was great!! Christy is excellent!
28. Very good overall. One presenter did have a PowerPoint with noise which was distracting. She also included public records disclosure in her presentation with was covered in another session.
29. EXCELLENT! The State Archivist needs to be here EVERY YEAR!!

## Council Relations

*Pete Butkus*

Tuesday  
1:30-5:00 pm or  
Wednesday  
8:30 am-12 pm



### Comments:

1. Good dialogue and table discussions.
2. Good ideas -- good review for experienced clerks.
3. Big disappointment!
4. Had good ideas and asked ideas from other clerks. (The real world.) Good information to take home.
5. Gave some good tips. The afternoon session ran too long and we didn't finish. They should have just taken the handwritten tablet notes form participants, rather than trying to re-write them on the poster boards.
6. Boring speaker -- perhaps a good class for PD or beginning clerk classes. Brought up pertinent points.
7. Excellent -- title does not capture content.
8. Really good info and networking with others for ideas and similar problems -- very informative.
9. Great topic, tough speaker (Pete) to listen to in the early morning.
10. Hearing other cities' stories are OK, but not on every subject. I want to be taught by instructors!
11. Hopefully this session will peak my interest more after break. Pete doesn't seem to really want to "hear" what we have to say.
12. We were a small group, which was a huge advantage. I will take away good ideas to hopefully implement.
13. Enjoyed immensely -- can use to sell our office.
14. Possibly skip the first part of session and get right into the meat of it, the interactive portion.
15. Good information -- good speaker, very helpful, will find useful in my job.
16. Very knowledgeable -- good information.
17. Hard to hear Pete, but he came into group which helped. Good information -- he encouraged sharing. Carole's exercise on identifying the "value" of the Clerk's position was a great tool I can take back.
18. Relative to a clerk's role and good info. Really got people involved and kept it fun and interesting especially Carol.
19. Good info than when I did this at PD II (2004).
20. Appreciates the clerk -- that is nice. Interactive! Really worked on getting us to value ourselves as we had to look at the value we provide.
21. Provided a better perspective on xxxxx xxx way of presenting a clerk's role.
22. The Best!!
23. Not quite long enough. The clerks group was the best part.

## 1. How has the information presented at this conference helped enhance your job skills?

1. Good review for experienced clerks -- best for new clerks.
2. Knowledge and communication skills, network names of clerks in towns my size.
3. Always take back good info.
4. By keeping me abreast of new things and a refresher on others.
5. Yes.
6. It has helped introduce new information to me, re-enforced my current understandings, and was helpful for networking.
7. Yes.
8. The information on public records and grants will help as I create a records management program.
9. Somewhat.
10. Keeping me current on public records act and legislative changes.
11. I really enjoyed handouts I can take away to reference when I get back to the office.
12. Hope it will help with supervising skills.
13. Yes.
14. Learning new material and reviewing old material is always good to keep me fresh and remind me of important aspects of the job.
15. The personality seminar was great in learning how differently groups perceive things.
16. Yes, I will go back to work refreshed and with a new attitude.
17. Yes, but I wish there was more for the treasurer side.
18. Records Management very helpful for our city.
19. Yes, especially notary and records management info.
20. Filled in some voids in my processes.
21. Can put into practice immediately, especially records management information since we're just starting a program.
22. The information was timely updates and refreshed info that was needed. Very good choices.
23. Keep up to date on latest info -- or learn where to go to find info I need.
24. Yes!!
25. Gave me tools to use in supervisory aspect; effective meetings.
26. I learned very specific job tips.
27. It has made it clear that we all suffer from similar issues and problems.
28. No.
29. Yes, really appreciated the Academy -- understood more fully the rules of leaders/managers/supervisors.
30. Good insight/perspective allows me to think from other side of issues.
31. My value to the organization; Notary Don'ts; Tips on dealing with Council/Appointed Officials.
32. There was lots of info on leadership, management, personality styles, and supervision and it was extremely timely for me. Very helpful.
33. Makes you step back and really took at your work.
34. Networking.
35. Further explained some questions I had. Provided contacts.
36. Great leadership and supervisory training -- really wanted and needed that. Gave me some great tools.
37. It has enhanced my supervisory skills and empowered me to seek more for myself.
38. New view points on current **xxxxx**.
39. The diversity of topics made me realign myself with the different aspects of my job.

## 2. Which sessions were most helpful to you and why?

1. Advanced Academy -- Leadership -- provided info that I can take back and apply immediately.
2. Advanced Academy on leadership and understanding the new social contract as leaders and the importance of strategic positioning.
3. Records management -- especially electronic info regarding public records requests.
4. Records management.
5. Public records act -- told us about the act and how to best proceed.
6. Leadership and awareness of what I need to improve for myself.
7. Records Management sessions most helpful -- as a new clerk I'm looking for tools, resources and process.
8. IIMC ReCert -- to learn the new requirements. Advanced Academy Leadership by Dr. Hicks -- had excellent material and presentation -- I'd like him to present to my City Council and staff.
9. IIMC Certification, De Hicks Leadership, Sharon McGavick's two sessions.
10. Advanced Academy and Public Records
11. Records Management Discussion Panel because a lot of good info was provided in a concise, clear manner.
12. Why is Everyone Driving Me Crazy?, Legislative, Public records.
13. Leadership (Hicks), Roundtable, PRA, Legislative info.
14. The notary one was great because I learned about the NNA. I also liked the legislative session -- it helps to know what is out there to be aware of.
15. Advanced Academy good definitions, examples of leadership, management, etc.
16. Advanced Academy.
17. Council relations pertain to my job the most.
18. Advanced Academy -- great insight on various division of the roles (positions) in City environment and how they interact with each other.
19. Leadership training is always helpful both professionally and personally. It's always good to interject it with technical training such as records management and notary refresher.
20. (same as #1) The personality seminar was great in learning how differently groups perceive things.
21. Public Records Act, Leadership in a Clerk's World, Records management.
22. Supervisory Training -- very educational.
23. Sunday's Advanced Academy was the best part of the conference. De Hicks was awesome.
24. Records management and notary do's and don'ts.
25. Records management.
26. Records management.
27. Notary Do's and Don'ts.
28. (same as #1) Yes, especially notary and records management info.
29. Dr. De Hicks - Sunday.
30. I enjoy the roundtable sessions.
31. IIMC Cert -- help me to make a plan to achieve CMC. Why is Everyone Driving Me Crazy? -- explained myself to others.
32. Public Records Act; and Records Management.
33. Records Management -- good information presented by end users with lessons learned.
34. Academy session and roundtable. Academy was definitely an "advanced" class and roundtables are very beneficial.
35. Public Records Act and Records Management because it is such a challenge to keep on top of this.
36. Records Management, Public Records Act. These subjects change and I need to stay current.
37. Supervisory -- new aspect of my job.
38. Records Management because we learned nuts and bolts.
39. Dealing with different personalities and record management.
40. Public records and records management really related to the job.
41. Academy -- I'm working with an employee on her career and can more fully explain what I'm looking for in some I advance.
42. Council Relations; Why is Everyone Driving Me Crazy; Notary because it was new ideas/perspectives.
43. Sharon McGavik was wonderful -- will use the skills here to better work with my co-workers.
44. Council relations, records management.
45. Leadership Academy and Small cities roundtable.
46. Notary -- found out I was doing some Notarizations incorrectly; Council relations -- very valuable.
47. Records Management -- set a goal to develop a plan.
48. De Hicks' class, Why is Everyone Driving Me Crazy?
49. Notary Do's and Don'ts.
50. IIMC Certifications and Roundtables.
51. Records Management -- good ideas, clear information.
52. Open Records Act; Leadership
53. Advanced Academy; Supervisory Training.
54. Why is Everyone Driving Me Crazy? -- better understanding of myself makes it easier to deal with differences.
55. Records Management; Supervisory Training.
56. Notary -- I'm a new notary so any info is valuable. Public Records -- I'm being buried in them.
57. Interpersonal skills -- I will be able to interact with my co-workers better.

### 3. What sessions from this conference would you like to see repeated next year?

1. Legislative update -- timely information.
2. Roundtables, Legislative Issues, Leadership.
3. Roundtables, wasn't able to attend Notary Session, and public records act has new updates.
4. Council Relations, Roundtables.
5. Public Records could be morning and afternoon sessions. Soliciting input from members about their concerns/questions could be helpful from selecting presenters.
6. Records Management tracks, need samples of indexes!! (like 4 or 5 samples)
7. Public Records Act, Records Management.
8. Council Relations from an elected official's view.
9. Records Management Panel.
10. (same as #1) Why is Everyone Driving Me Crazy?, Legislative, Public records.
11. More on strategic positioning.
12. Legislative issues, as they are always changing.
13. Would like to see something new.
14. Council relations with more time.
15. Council relations.
16. Advanced Academy.
17. I suggest that the topics cycle in a 3-5 year period so not to repeat it too quickly, which may bore participants.
18. We need to have some new things instead of repeating over and over.
19. All that I attended would be worth repeating.
20. Supervisory training.
21. No repeats, Please! I would recommend having De back to present on another subject/topic.
22. The IIMC Cert, since I had to miss it. Also public records.
23. Networking -- getting to see other Clerks from previous conferences and meeting new ones.
24. I think the records management and notary classes are always good basic courses.
25. Roundtable, council relations; supervisory skills.
26. IIMC Cert; and Why is Everyone Driving Me Crazy.
27. Records Management.
28. Roundtables; New Clerks Session; Legislative Issues; and IIMC Certification.
29. Why is Everybody Driving Me Crazy; Public Records, Records Management.
30. Public Records Act due to changes/updates in the legislature
31. Supervisory skills, records management, council relations.
32. Records Management -- because I didn't get to that class.
33. All of them.
34. Records Management
35. De Hick, legislative (discussion of how Clerks can get more involved) -- maybe bring someone from the State legislature.
36. Why is Everyone Driving Me Crazy? And Records Management.
37. Public Records and Records Management.
38. Legislative.
39. The ones I was not able to attend, relations w/Council.
40. Roundtable; some personal self help.
41. Advanced Academy; Public Records.
42. Roundtables.
43. I'd like to have Dr. Hicks back again on either a related topic or a new topic. I think he's an excellent trainer.
44. Roundtables; IIMC Certification.
45. Records Management.
46. IIMC Certifications and Roundtables.
47. All -- some with better presenters.
48. Leadership -- for those who haven't been under Dr. Hicks; Another topic under Dr. Hicks.
49. Perhaps Council Relations -- I didn't get it. Would like to see Alice Rowe teach a different subject.
50. Records Management; Open Public Meetings Act -- I couldn't get to all of them!!
51. Records Management.
52. Supervisory Training -- I ran out of sessions with too many good choices.
53. Public Records Act
54. Public Records Act; Effective Leaders in Public Setting; Roundtables.

#### 4. What were the strongest elements of this conference program?

1. Liked shortened version -- less time from office; location was beautiful.
2. Networking with fellow clerks.
3. Fast paced. Speakers were well prepared.
4. Networking.
5. Sharon McGavick.
6. Variety of topics, great presenters -- lots of shared experience; roundtables are great icebreakers and networking opportunity.
7. Leadership focus.
8. What wasn't there -- breakfast, other economies including 1/2 day less. I sensed changes to accommodate a younger audience -- very smart!
9. Educational elements.
10. Info in Records Management discussions.
11. It allowed free time in between sessions and events. Live auction was great.
12. The professional speakers -- they were all great, no one was boring.
13. Getting together and feedback, conversations with other clerks.
14. Leadership class.
15. It has been a good conference.
16. The fact that it has been condensed, but still useful.
17. Promoting Leadership.
18. Sunday's Session, Location, Food
19. Every single person wants to and does make you feel comfortable as possible.
20. Topics specific to Clerks; i.e. records and notary (specific to my office since we notarize on a daily basis.)
21. Topics.
22. Good variety of basics and more advanced classes for "seasoned" clerks.
23. Networking, roundtables, and Academy session.
24. Good choices.
25. Good topics covered.
26. The education training sessions.
27. Sessions.
28. The networking and idea sharing from other cities and counties.
29. Academy.
30. Involvement.
31. Sharon McGavick's classes; Roundtable.
32. Advanced Academy; Tukwila's Records Info.
33. Great food - good rooms -- the wait-staff/hotel employees were fantastic.
34. Hard to say because I was in need of help on all of the topics I took workshops on, so the conference was very helpful to me.
35. Leadership in a Clerk's World.
36. Networking and motivation.
37. Organized/Friendly; Wonderful Clerks; Knowledgeable.
38. Leadership Training.
39. Camaraderie and all dinner sessions. Also Archivist grant programs.
40. Networking -- starting off w/Roundtables, you're immediately in with your sister cities.
41. Sessions being varying lengths, networking, questions at the session.

## 5. What were the weakest elements of this conference program?

1. Not enough variety of topics.
2. Need more attention to subject matter relevant to experienced clerks.
3. Cost - location.
4. First timers opening session and President reception.
5. Public records session could have been all day -- by far the most questions generated.
6. More advanced session for seasoned clerks.
7. We need to have less food at lunch and banquets. We waste so much -- unless the homeless shelters have been put on alert.
8. Social opportunities.
9. Lack of overall energy and enthusiasm.
10. Running out of food; no beverages other than water provided at meals; no drawings or raffles at luncheons; and having to pay for your own breakfast 2 out of 3 mornings.
11. Too long of classes, not enough breaks when you have a working lunch too.
12. 1/2 day too long.
13. Leadership session.
14. Some of the sessions were pretty weak, e.g. Notary and Leadership.
15. Missed breakfast.
16. Sharon
17. General session on leadership.
18. Not enough info that pertains to counties.
19. Food buffets were slow.
20. General session on Tuesday morning.
21. Conflicting sessions -- I couldn't attend all that I wanted to.
22. Meals not easily available when not provided.
23. Too much fluff (flowers, decorations, extravagance).
24. The buffet lines.
25. Classes.
26. Tuesday General Session.
27. Legislative Issues; Public Records Keeping seems to be available all the time at all seminars. Usually a repeat of what you have already have.
28. First time attendees class was not very informative. It would have been nice to get info prior to the conference as we well as the first day.
29. Rooms too close -- feedback from other groups. Breaks too far from class rooms.
30. Too full -- not one free moment it seemed. Need networking time.
31. Some sessions were long and people lost interest.
32. Not all sessions repeated so did not have opportunity to go to all I wanted.
33. More preferences of classes; better assessment of the amount of time needed for each sessions, i.e. ran out of time at Open Records Act class.
34. Some topics I've either already taken or did not need, i.e. Notary training and IIMC.
35. Public Disclosure w/the Assistant Attorney General.
36. Opening was perfunctory -- lacked focus or providing direction.
37. Opening Session was flat.

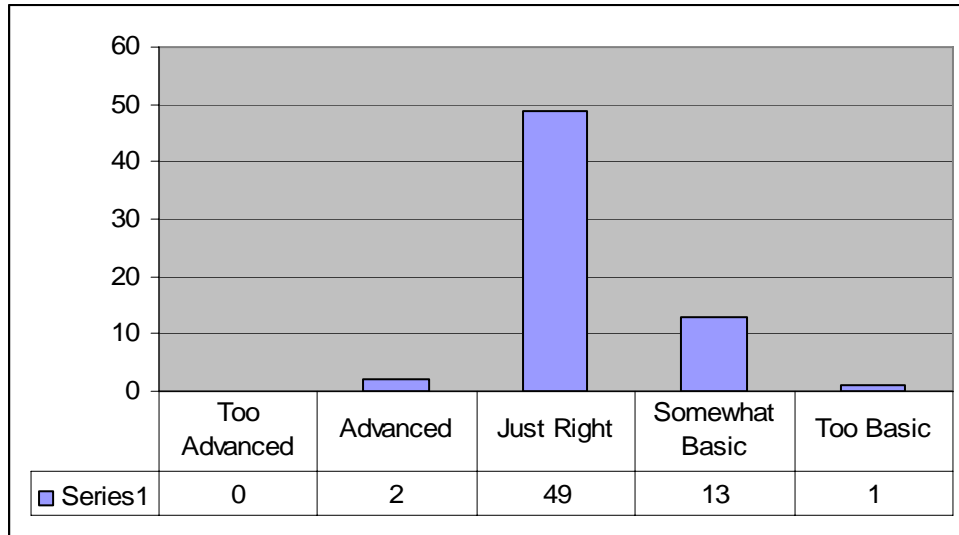
## 6. What suggestions do you have for next year's conference program?

1. Keep roundtable discussions.
2. Records -- disaster preparedness.
3. No sit down president reception.
4. Bring MRSC (Pat Mason) back to review issues facing city clerks. Electronic opportunities -- web page tools.
5. Comfy chairs -- lots of water and coffee to keep us motivated! Continue to include variety to topics.
6. Keep on the records management track! Career development planning -- for everyone would be a good advanced session!
7. (same as #5) We need to have less food at lunch and banquets. We waste so much -- unless the homeless shelters have been put on alert.
8. Keep up the good work - Thank You!
9. If possible, split classes between basic topics and more involved or detailed classes for experienced clerks.
10. Keep up the good work!
11. Only one roundtable. I would like the records management class to be taught, not a roundtable.
12. Keep it at 2 full days plus the Advanced Conference.
13. Jurassic Parliament or parliamentary procedure of some kind!
14. I like the fact that we're not going to an extravagant resort because I don't feel we can afford that.
15. It was a great conference. I would just be concerned about the costs to the City for my travel.
16. Shorter sessions, more topics to choose from.
17. May be fun to carry themes out all day instead of just eve.
18. We really need some "expert" to help us address management and retention electronic records.
19. Highlight any changes that occur re: legislation that impact our work.
20. Open meetings, parliamentary procedures.
21. More reasonably priced location -- \$20 breakfast is ridiculous.
22. Change the food process. The lines were very long and they ran out of some foods before everyone got through the line.
23. Better selection of topics.
24. Please give us more seating room.
25. Little bit longer breaks.
26. Give a little time for networking!
27. Perhaps shorter sessions and repeat each. Make sure speakers come well recommended.
28. It's going well. Format was good -- perhaps not too much repeat if possible.
29. It was really cram packed. No time to relax.
30. Please provide a map of Washington somewhere for Clerks to identify where they are from.
31. Have advanced academy speaker do a session during conference different from the topic at advanced academy

## 7. What educational topics would you like to see presented to help you professionally

1. Project planning; effective performance measures for Clerk's Office; ways to engage the public; styles of communication.
2. Upcoming electronic records management model rules.
3. More management based programs.
4. Any new challenges, stress skills, communication skills, problem solving, handling angry citizens.
5. Engaging citizens -- involvement, board and commissions, communication.
6. Managing email records.
7. Beginning and advanced records management, including electronic records management and state archivist programs and assistance.
8. Would have to reflect on this one for longer than 10 minutes. Will be in touch.
9. Open Public Meetings Act and impacts of email.
10. Constituent complaint tracking and managing city responses.
11. Legal topics.
12. More on strategic positioning.
13. Records Management.
14. How to more effectively deal with negative public and the media.
15. LID Training, Annexation Training, always keep interpersonal skills training whether it is supervisory, council relations, career track planning, parliamentary training, etc.
16. Budgeting tips, and writing skills.
17. More for financing.
18. Personnel law short course.
19. Minute taking -- the minimum required.
20. (same as #6) We really need some "expert" to help us address management and retention electronic records.
21. More public records training; records management.
22. (same as #6) Highlight any changes that occur re: legislation that impact our work.
23. Demonstration from cities that use electronic imaging/retrieval software and show how it has benefited their municipality.
24. Parliamentary Procedures
25. How to handle the extra workload that technology creates.
26. How to be taken seriously/get the respect you deserve; public speaking; relaxation mind and body.
27. Basic clerk is good class -- would like to see a class where refresher or new ideas from clerks to help others. Time saver from clerk who know.
28. Developing policies and procedures; Municipal Code Review -- how to.
29. Conflict Resolution in the workplace, conducting effective performance appraisals, documenting employee behavior and work product (tips for how to remember to do it all year, importance of documents, etc.)
30. HR.
31. Human Resources and Civil Service.
32. Ask City Clerks to bring job descriptions of their City Clerk and Deputy positions for comparison, PLEASE!!!
33. Communication; Management Training; Writing Skills.
34. Diversity for those women who use improper comments about men.
35. Balance of work and life; possible upbeat motivational speakers.

**8. This conference presented information that was:**



*Additional Education Comments:*

1. It at very conference you were to leave with just one new piece of helpful information it was worth it -- and this was.
2. Congratulations to Molly and Melody -- super job -- great effort -- appreciate all the time you invested (on top of doing your regular clerk jobs!)
3. Our older members are retiring. We have to present programs that appeal to younger, more tech savvy clerks. That seems to be happening. Was it planned or an accident?
4. Good variety of topics and well done for a shortened conference. But use time set aside for Advanced Academy to continue until 5:00 PM.
5. Guest tickets for meals are way too expensive.
6. I think it would be good to have a meeting of the regional chapters of clerks to see what they do.
7. Well balanced.
8. The information was on all tiers of training levels -- first time to long term. So some of it might have seemed too basic to long term clerks but needed for first timers.
9. Thank you for considering the many levels of experience that attendees bring of the conference. It is a balancing act to meet the majority's needs from my perspective you all did a great job. Remember you can't please all of the people all of the time -- but I've observed that there was something for everyone during the conference.
10. Good variety -- from basic to advanced -- liked the "new" best.
11. Some was hard to apply to a small city and a staff of only one clerk.
12. Thanks for the great conference. I know how much work goes into planning for the vent, and I appreciate everything the committees do.
13. Prefer the Academy be on a weekday rather than a weekend.
14. Great Job!
15. Appeared to have a really good balance of sessions.
16. 3 1/2 hour workshops were too long. Info could have been given in two hour sessions. (It also would have given us more opportunities to attend more workshops.)
17. I like classes that give me personal growth. If I am a stronger person I will do better at my job, i.e. Conflict Resolution, Stress Reduction. Would like classes on minute taking and agenda in order to make my work week easier or classes of that nature.
18. It would be nice if the website had a resource link where clerks could submit successful procedures, policies, ordinances etc that other city clerk could use as a model.
19. Thank You!
20. I would prefer shorter classes -- more choices, some sessions seemed very long. Records Management was great -- multiple speakers.
21. Great Job! Kudos to the volunteers who pulled it together. I like to be able to get the educational materials for the classes I didn't get to take.
22. I think there should be some "advanced" information to help us stretch our horizons. "Just Right" could fall within our comfort zones.
23. Really liked Hicks and McGavick being able to interact with the participants and that their presentations "seemed" geared to clerks. Their presentations did not appear to be canned and they just replaced whatever word for clerks. Put session handout on website after conference.

## **Committees:**

**1. Did you serve on a WMCA Committee this year? Yes: 36 No: 39**

### **2. What did you like about serving on a WMCA Committee(s)?**

1. Contribution to professional organization, networking.
2. The involvement and working with other clerks.
3. Working with other members and giving back to WMCA. It was fun.
4. Sharing of information. Being "involved."
5. Involvement and doing my part.
6. Helping the Association; networking; getting to know members more closely.
7. Getting to know people better in small settings.
8. Sense of involvement and being useful.
9. Being involved...helping out.
10. Keeping in touch, learning more about the Association.
11. I would like to be an active participant but I sign up to help and serve on committees and I never really even get contacted by my chairs - this has been ever since I signed up in 2003 on membership.
12. Being informed yet part of the informing process.
13. Giving back, helping other clerks.
14. Helping the organization. Getting to know new clerks.
15. Besides feeling that I really contributed to the success of the committee, it was a wonderful way to build a relationship with other members.
16. That it could be done via e-mail.
17. Being involved with other clerks and helping to develop / expand educational programs for clerks.
18. New friendships, being able to help out and be a part of the "behind the scenes" portion.
19. Meeting new people, learning how the committee interacts with other committees.
20. Involvement and friendship.
21. Fun to be involved – get to work with and know others.
22. Camaraderie and networking.
23. Helping fellow clerks – being involved with WMCA.
24. Being a part of making things happen. Friendships with others I would not normally get to know.
25. Keeping involved – learning a new skill. Understanding the work involved in putting on conference.
26. Participation in the group and being able to contribute.
27. Being able to help make our Association the great Association it is.
28. Meeting new people, staying involved with WMCA business. Sense of pride.
29. Meeting more people and working with them. Participating to make WMCA even better.
30. Being able to contribute to the success of this GREAT organization. Being accepted and appreciated for even small contributions.
31. The teamwork and the sense of accomplishment when a task went well.

32. Meeting my peers throughout the year and getting better acquainted.
33. Opportunity to be involved in WMCA.
34. Getting to know the other clerks and seeing the inside of the organization.

### **3. What would you like to see improved about serving on a WMCA Committee(s)?**

1. More equal distribution of workload.
2. More communication on an ongoing basis.
3. Provide a list of all committee members and distribute to each committee member with contact info. Also, a list of committee duties and expectations. Maybe a timeline of when things will occur on your committee. This would also help in car-pooling.
4. My committee experiences have been very positive so I can't imagine them being better.
5. Nothing.
6. I sign up to help and serve on committees and I never really even get contacted by my chairs - this has been ever since I signed up in 2003 on membership.
7. More opportunity for committee to meet at conference to organize and get directions.
8. If chair is unable to devote necessary time to accomplish committee's responsibilities, enlist help from another member to oversee.
9. Make sure the chairs are people who communicate with their committees.
10. Being able to begin earlier on planning to be able to meet more often.
11. Clear timelines – duties.
12. Don't really know.
13. They are good as they are.
14. Hold a session for people to learn about each committee and ask questions to help get additional volunteers on committees.
15. E-mail after conference from chair introducing committee and orienting about expectations.
16. Recognition of Regional Chairs, King county, Snohomish county, Grays County, etc.
17. Having all the committee members show up.

### **Conference Planning:**

**Based upon this conference and past conferences you have attended (not just limited to WMCA conferences); please indicate any suggestions/preferences you may have regarding the following topics:**

#### **Types of vendors:**

1. Had hoped to find vendor for speaker timers.
2. Good selection of vendors.
3. Very appropriate for clerks.
4. A very good mix of vendors this year.
5. I'm open to anything. I like our vendors. I chat with all of them – always.
6. It's nice to see the same folks each year, but I don't get much info year to year with same vendors.
7. Seems like there are always the same ones.

8. Need more.
9. Good variety already.
10. Great variety this year and they were accessible during breaks (and not off in a separate room.)
11. Improve selection or variety.
12. Great selection of vendors – good job!
13. Office supplies? But more room to view them too.
14. Ours have been great. Would like Imagenet and State Archivist.
15. I liked that we had more vendors this year. Not sure what other vendors I could suggest.
16. Continue with what has been done.
17. Great this year! Good variety.
18. This year was great. Good set up and new vendors.
19. None.
20. Office supplies.
21. Soft Resources.
22. Something geared to smaller city needs. Our city could not afford \$14,000 to do agenda and minutes.
23. Very good vendors. All had good presentations, displays and information to take home. Great prizes for drawings.
24. Awesome.
25. Okay.
26. Good.
27. Invite State Auditor? Or invite Auditor as a speaker. What is expectations concerning Clerk/Treasurer with the State Auditor.
28. There seemed to be a good variety.
29. Great mix.
30. Good variety of products that can help clerks in their jobs!
31. Where was a rep from Secretary of State?
32. I thought it was a good variety of vendors.
33. All vendors were applicable to the role of City Clerks.
34. Liked the idea of having the AWC Health Walk. I would like to see something of this sort continue / expand.
35. Vendors always seem to be appropriate to conference. I enjoy having ability to interact with them.
36. Add AFLAC – the vendor selections are great. Need to advertise / announce which vendor sponsored what (i.e. breakout) for the vendors to repeat sponsorship.

**Presentation of conference materials (i.e. notebooks, conference bags, other binders, handouts, etc.):**

1. I always enjoyed getting a WMCA bag, binders, etc. Missed it this year. Valuable to receive all session handouts in a folder.
2. Due to the limited training topics offered, handouts worked okay.
3. It would have been nice to have conference bags like in the past. Didn't have anything to carry materials from vendors.
4. Ditch the plastic bags and candy. Need more substantive materials.
5. I like the handbooks. Don't need the info on the single sheets referencing the class names and speaker. This could be posted on website and save copying, distribution,

and money. I would like a conference bag, could be nylon, at least a plastic bag, to carry all the stuff!

6. I liked some cost savings this year. We usually get too much stuff.
7. Could have used a bag to carry conference materials. Handouts were great and plentiful.
8. Kept it simple and easy to manage everything. Thanks.
9. Conference Bags for handouts, etc.
10. A conference bag would be helpful to carry around all the materials gathered during sessions and at the vendor booths.
11. Not receiving new conference bags every year is a good money saver; however, it would be great to know that we might want to bring our own bag.
12. Keep it to a minimum – no binders, bags, etc.
13. Like folder with a sheet on each presenter.
14. I brought a bag but many attendees were complaining about lack.
15. Missed the conference bags. If no bags next year, let us know in advance so we can bring our own.
16. Bring back conference bags.
17. Good this year!
18. A bag to hold info in is great even if it is paper or plastic.
19. Some sort of bag to carry materials. Not noisy plastic.
20. I understand the need to cut costs, but I kinda miss having a WMCA item to take back to commemorate the conference.
21. Need larger conference bags to carry all necessities for classes, etc.
22. Would like to have sturdy conference bag.
23. Just right except e-mail the board stuff.
24. I would like to see a bag of some sort provided even if it is just a canvas/denim type. Not everyone has them, especially new clerks.
25. Map of the State of Washington
26. I love the handouts so I can jot down notes or highlight points, as opposed to having to write everything down.
27. Like to receive something to hold all conference materials.
28. A carrier of some kind for all the materials.
29. Last year we received free totes and they were great to pack all your materials around. That would be nice to have at each conference.
30. Conference bags (like shoulder bags) are a suggestion to collect conference materials.
31. Would love to see conference bags again – very handy for hauling all that stuff. Perhaps to cover cost, we could pay an extra \$25 on registration, if we want the bag; if not-then we wouldn't pay!
32. Great.
33. Please provide conference bags again!! Thank you 😊
34. Thorough.
35. Always very helpful, even to the newcomers.
36. It was a little hard keeping all materials together.
37. Would be nice to have some type of bag.
38. I like conference bags – it's easier to carry all the materials around.
39. Materials were organized well.
40. A notebook (larger) would have been helpful.
41. All handouts combined in booklet, binder or notebooks at the beginning of conference. All participants get all handouts, even if they can't attend a particular session.

42. Would appreciate a bag to carry items in – but not too expensive and not with huge logo on it.
43. Great job with the conference materials. Would have been great to have some type of simple bag to carry the materials in.
44. Liked not having binder.
45. Nice to have notebook or bag.
46. Would have been helpful to have a large bag to carry vendor materials in (even a plastic bag).
47. It is helpful when there are handouts that mirror the PowerPoint.
48. Minimal, but if costs were contained then they were fine.
49. I like not getting a backpack, bag or binder every year. I would, however, like to know they won't be supplied so I can bring my own.
50. Bags are helpful – binders preferably if budget permits.
51. I would like to see binders if possible.
52. Would like to have known no bag would be given. First time I did not get one.

**Social events (dinner/silent auction, banquet, etc):**

1. Most memorable conference was Ocean Shores – scavenger hunt. Gave an opportunity to tem with new friends, discover community and it was fun!
2. 2007 Conference offered just the right balance
3. Awesome live & silent auction fundraiser! Annual banquet was classic and food awesome!
4. Missed the sit-down dinner. Buffets are okay, but sit down dinner for annual banquet would be better. Have officers socialize and mingle with attendees more.
5. Lovely, classy and not too long- kudos to all!
6. Like the dinner and auction – good networking, fun and fundraiser opps! Banquet night is good too – like it being more formal as is now. Great job committee and buyers!
7. Great auction – but please, please, educate our members about what a fundraiser auction is all about We are not supposed to be shopping for bargains. Next year I may just write a check to the scholarship fund. I spent \$300 of my own money to create awesome auction baskets! Then I bought 3 items to boot.
8. Didn't feel these were many structured social opportunities.
9. Very nice.
10. There are far too many people to have buffet lines.
11. Silent Auction was good. Regular auction was terrific.
12. Just right!
13. Good food and entertaining.
14. I thought the live auction was great and banquet was wonderful (food, program, decorations, etc.)
15. Live auction.
16. Good balance this year.
17. Enjoyed the live auction and really helped with scholarship fund.
18. Enjoyed the auction, dinner and banquet.
19. Just right this year.
20. Set up was very uncomfortable. Please do not ram us n so tight, classes, dinner, vendor with food in middle.

21. I liked having more meals on our own; however, the cost of the Semiahmoo Restaurants was way above my city's per diem. Without local options, it was more pricey personally than other conferences.
22. Great as they are.
23. I had a lot of fun at each event. They were well planned out.
24. Fine.
25. Loved the live auction.
26. Enjoyed the auction immensely. Puzzle was fun as I visited the vendors more often and didn't just pop in for a quick signature.
27. Live and silent auction was great. Dinner first night not good, second night excellent. Too much \$ to purchase extra ticket for meals.
28. I didn't care for the president's reception. I was 20 minutes late and most food was gone and all tables were filled. Being new there was no chance to mingle and network so I didn't stay.
29. Combine auction with banquet in one night.
30. Loved the live auction and silent auction – great way to fundraise. Kudos to Carol and Karen for soliciting items and organizing this important event!
31. Loved the auction and silent auction
32. Please offer coffee as a beverage at lunches and dinners. Very awkward to have to flag down a waitperson to go to the kitchen to get us coffee! Please order enough food for the President's Reception!
33. Great, fun!
34. They were all very nice. Silent & live auction were very entertaining.
35. The dinners were great. The live auction made it more fun, and people were more engaged. The silent auction was good too.
36. Great.
37. A lot of attendees can not afford auctions but would like in on the action. Also, if you could pay registration and meals separate, I wouldn't be wasting the town's money since I am so picky I did not eat a single meal. It would be cheaper at a restaurant even with my husband.
38. Always fun – fantastic themes.
39. Would like breakfast daily.
40. Silent auction was a blast as usual!
41. Very nice.
42. Very good. Monday night was crowded and difficult to find seating. People reserve seats in advance, and if you're not aware, it can be awkward. Perhaps a "host" or "hostess" could assist? Just a thought.
43. Would like to have had opportunity to pay for silent auction items prior to live auction.
44. Both events were well planned and very enjoyable. The cowboy / country event was much fun!! The elegant banquet was very nice to dress.
45. They were fun, fun, fun. Doin' a great job.
46. Fun. Always good to include fun and silly activities.
47. Dinner was good. But seating was a problem if you come at 7:00 p.m. to find two seats together.
48. It would be nice if there were "bigger ticket" items to bid on. The 2005 conference was a good example.
49. Good. Due to dietary restrictions, it would have been nice to have a reduction in conference costs offered in lieu of some meals since I brought my own food.

50. Great times to network and usually get as much from this as conference sessions.
51. Dinner / Silent Auction beneficial to fundraise WMCA Scholarships. Possible OTHER form of "good" entertainment. Need an area clearly identified as AUCTION ITEMS DROP OFF.
52. Great fun, keep it up.
53. Ten people sitting at a round table is too many. Eight would fit.

### Items for sale (either at conference or presale items):

1. Loved new WMCA clothing.
2. Didn't see much offered.
3. What you did works good!
4. Did purchase any, but probably will.
5. Put note in conference materials about cash and check only – no debit or credit cards. Lots wanted to do that for meal tickets and auction items.
6. Wish you could buy apparel at registration desk – usually there are just denim shirts – should have more variety.
7. Needed other items – more variety – didn't have all items listed in the book.
8. I liked the idea of pre-ordering sweatshirts, etc.
9. I like both presale.
10. Nice selection – liked the “pre-order” selection.
11. New items should be at least out for viewing.
12. Should have bags if they aren't going to be supplied.
13. Items for sale were okay.
14. I like the pre-sale idea and variety of items.
15. Fine.
16. Good Job! Variety would be good.
17. Vinyl folders with tablet on one side and pocket on other for loose sheets would be good.
18. Didn't buy anything.
19. Good variety. Like the fact you can pre-order.
20. Good job. Another idea is water bottles.
21. Good variety – suggestion to use greater value items (\$100 or more) for live auction.
22. Great items!
23. Great.
24. I never knew about being able to pre-order apparel. I would have liked to do that.
25. What happened to all of the free stuff? Past conferences included more “freebies.”
26. Great.
27. Not anything of interest – more gift baskets – keep it small (affordable).
28. It would be nice if there were more items and a better variety of items available for sale at the registration desk. More work apparel.
29. More items at conference.
30. Love all the logo items. Lots of variety.
31. Books or materials referenced in sessions would be nice to purchase at conference.
32. Good. This was my 1<sup>st</sup> conference, so I didn't know what to expect. I would like to donate items next year and maybe ask for donations from businesses.
33. No preference.
34. Need more variety, if budget allows. Selection of shirts is great! Good fundraising source.

### **Other comments or input for upcoming conferences:**

1. I like the new evaluation form.
2. Really like new format for evaluation / feedback.
3. Excellent job on the Planning and Food was excellent, as well as the hotel and staff!
4. Glad to see next year starting on Tues/Wednesday. Should consider holding a conference at a conference facility with hotel/casino. It could save on costs a great deal. Please explore the idea. There are now many around the state in good areas.
5. And what don't the members understand about "black & white?" Everyone has black pants and white shirt/blouse!
6. Contrary to opinion expressed at the General Business Meeting, I appreciate the opportunity to stay where I might not otherwise afford to stay. A solution might be to select a location where less expensive hotels/motels are available nearby.
7. The puzzle game was fun and creative. Good work Committee!!
8. I like the puzzle idea...good job. Hard to peel.
9. I liked this schedule: Academy on Sunday, 1/2 day Wednesday.
10. Liked the "light" meal buffets vs. plated meals with too much food. At buffet you can meet your dietary needs easily.
11. All my suggestions are included in the packet.
12. Don't list something that will be available at the conference and not bring it. I.E. business card laminating and other items for sale.
13. Feel isolated at resorts – would prefer to be in a town/city location.
14. Dining was crowded. Food in hallway awkward. Morning break items should be continental breakfast at 7:30 – 8:30 a.m.
15. Tables for Roundtables.
16. Please try to keep lodging/registration costs down – we can't afford the high-end places even though they're fun.
17. It would be nice to have a "yearbook" with photos you could put with names so the next time you come to a conference you remember names with faces. It would have been nice to have freely offered coffee/tea/iced tea at the meals. I don't know whether that was pre-arranged with Semiahmoo or whether the resort took it upon itself to not have the wait staff offer basic beverages with the meals.
18. Permanent Central Conference Sites would be great. Cost of conference is a very large concern for smaller cities. Please keep costs down. Thanks and keep up the good work.
19. More thanks and positive feedback to sponsors.
20. Very nice location – good setup. Janet Merz expressed the opinion I heard a lot. Everyone loves the conference as it gets more difficult to afford these sessions, we need to be aware of the price tags we are putting on things!
21. Tables for eating were way too tight. Ten people at an eight-person table is not comfortable!
22. Really liked the break & lunch walkthrough in the vendor area. Walk should get promoted.
23. Class on minute-taking and agenda's.

24. Something more affordable all the way around. Coffee should be available in conference rooms not available till break and Starbuck's too expensive. Expensive place should have muffins or something first class, could not afford breakfast here.
25. First-time Attendee Welcome Session – not very useful. The same information was given at opening session. For those of us that travel we had to arrive early for nothing.
26. Tiered Registration increase to help cover conference cost. Larger cities pay more – small pay \$125. Meal tickets – how about printing days/meals on name tag – then at a glance you could tell if someone had paid. Would eliminate printing, assembling ticket packs and collecting tickets. Really liked conference schedule this year. I could attend Advanced Academy and only miss three days work. Next year I'll have to miss 4-5 days of work.
27. I think we need to be more frugal with our money and start going to downtown hotels or convention centers rather than resorts and expensive places that non of us can afford.
28. The conference was at a very good location, but I couldn't take advantage of the beach or spa. Maybe next time.
29. Should have a large map of Washington for all to see where clerks are coming from within Washington State. Introductions from all attendees at the beginning of the conference.
30. My hat is off to those that planned and worked hard to make this such a great conference!! I do not like the green lanyards. It is very difficult to discreetly see a clerk's name and municipality. You have to bend over and look at the badge that hangs around their belly buttons or in many cases, is backwards. Save money – just use badges.
31. There needs to be more short breaks with the length of the classes. It's difficult to stay focused when you are sitting so long.
32. Do not go to fancy resorts. Use cities convention centers etc. Think about cost when choosing sight. We don't want to pay like we had to for the Davenport. Spend on speakers instead.
33. It would be helpful if the WMCA table had more clerk and or WMCA materials. For example: Clerk's Handbook, Academy information, upcoming trainings (WMCA, AWC, WFOA), perhaps a helpful tips book based on different Clerk's experience.
34. It would be nice if concerns / questions related to the topics could be submitted before the conference to allow speakers to incorporate them during their presentations.
35. Good themes were chosen for conference. I didn't need to buy anything for them.
36. I would love to see every presenter encouraged to double side handouts (Goes for WMCA's info also). We get so much paperwork; it would be nice to lessen the pile.
37. If possible, please present both the names and the cities large enough to be seen from a distance.