

ICMA's 104th Annual Conference REGISTRATION FORM

ICMA
conference

BALTIMORE
104th Annual Conference
SEPTEMBER 23-26 **2018**

Please read instructions before completing registration form.

Discounted registration rates for ICMA members are available by registering online at icma.org/conference.

REGISTRANT INFORMATION

Please complete the following information exactly as you want it to appear on your badge.
(25-character limit for Title; 30-character limit for Organization).

First Name or Nickname		
Full Name (First, Last)		
Title		
Organization		
Mailing Address		
City	State	Zip
Country	Province	

Contact Information

Business Telephone Number	Business Fax Number
Email Address	

- Check here if this is your first ICMA Annual Conference.
- Check here if this is your partner's first ICMA Annual Conference.
- Check here if you require special accessibility or assistance during the conference.
Send a letter with your registration specifying your needs.

All main registrant badges will have the registrant's postal and e-mail addresses contained in a bar code, which can be scanned by our exhibiting companies at the registrant's discretion.

- Check here to have your e-mail address suppressed in the badge bar code.

REGISTRATION *All fees are in U.S. currency*

*Discounted rates for ICMA members are available online at icma.org/conference!

Type of Registration	Qty	Fee	Total Fee
ICMA Member* Nonmember	Through July 12	\$ 710.00 \$ 1,165.00	
ICMA Member* Nonmember	Through August 23	\$ 775.00 \$ 1,225.00	
ICMA Member* Nonmember	After August 23	\$ 830.00 \$ 1,275.00	
Life Member		\$ 210.00	
Retired Member		\$ 210.00	
Full-time Academic		\$ 265.00	
Honorary Member		Complimentary	
Senior Advisor		Complimentary	
ICMA Student Member		Complimentary	
Member in Transition		Complimentary	
Nonmember Speaker		Complimentary	
Partner (Please fill in for badge) First Name/Nickname _____ Last Name _____ Email Address _____		\$ 105.00	
Partners' Program (Preregistration is required) <input type="checkbox"/> Brunch and Session: Monday, Sept. 24, 10 a.m.-12:30 p.m. <input type="checkbox"/> Service Project: Tuesday, Sept. 25, 10-11:15 a.m. <input type="checkbox"/> Brown Bag: Tuesday, Sept. 25, 11:30 a.m.-12:45 p.m.		No charge No charge No charge	
Children (Please fill in for badges if attending) Name _____ Name _____ Name _____		Complimentary	
Invited Guest		Complimentary	
Partner of Invited Guest (Please fill in for badge) First Name/Nickname _____ Last Name _____		Complimentary	
Subtotal 1: Registration			\$

SPECIAL INTERNATIONAL WORKSHOP

	Qty	Fee	Total Fee
Friday, September 21, 2-6 p.m.;			
Saturday, September 22, 9 a.m.-4 p.m.			
International Workshop: International Development Academy			
ICMA Member		\$ 350.00	
Nonmember		\$ 400.00	
Subtotal 2: International Workshop			\$

ICMA UNIVERSITY WORKSHOPS

Attendance is limited to 30-50 participants for each workshop.

Saturday, September 22, 8:30 a.m.-noon	Qty	Fee	Total Fee
Asking Your Police and Fire Chiefs the Right Questions		\$ 195.00	
Delivering Great Results from Your Vision and Strategic Plan		\$ 195.00	
Fatal Flaws of a Council-Manager Relationship		\$ 195.00	
Persuasion and Influence		\$ 195.00	
Process Mapping: A Hands-On Class to Improve Efficiency & Effectiveness		\$ 195.00	
Six Ways to Engineer Employee Engagement		\$ 195.00	
Strategies for Stability amid Chaos		\$ 195.00	
Saturday, September 22, 1-4:30 p.m.	Qty	Fee	Total Fee
Collaborative Leadership: Hardwiring Teamwork and Innovation		\$ 195.00	
Exploring the History of Institutional Racism: Creating a Path to Racial Understanding		\$ 195.00	
Gauging Public Opinion the Right Way		\$ 195.00	
Improv and Improve		\$ 195.00	
Leading Together: A New Model for Governing and Managing Community		\$ 195.00	
Marketing and Branding Yourself: The Seven Steps toward Getting the Job You Want		\$ 195.00	
Moving from Success to Significance		\$ 195.00	
Saturday, September 22, 1-4 p.m.	Qty	Fee	Total Fee
Symposium with League of Women in Government		\$ 25.00	
Sunday, September 23, 8:30 a.m.-noon	Qty	Fee	Total Fee
Annual Leadership Institute		\$ 195.00	
Sunday, September 23, 8:30 a.m.-noon	Qty	Fee	Total Fee
Building Customer Service into Local Government Customer Service		\$ 195.00	
Case Study: Essential Management Skills		\$ 195.00	
Design Thinking		\$ 195.00	
Improv and Improve		\$ 195.00	
Leading Change/HPO		\$ 195.00	
Leading Together: A New Model for Governing and Managing Community		\$ 195.00	
Shaping the Culture of Your Organization		\$ 195.00	
Sunday, September 23, 10 a.m.-noon	Qty	Fee	Total Fee
"ICMA-RC Overview": Understanding Your Retirement Options		No charge	
Subtotal 3: ICMA University Workshops			\$
Sunday, September 23, 12:45-2:45 p.m.	Qty	Fee	Total Fee
Escape the Room: Your Toughest Problems Solved		No charge	
Integrating Technology into Sustainability Practices for Smarter, More Resilient Communities		No charge	
Reducing Timidity, Maintaining Civility, and Improving Trust through Local Government-Run Social Media and Online Engagement		No charge	
The Stat Model for Data-Driven Management		No charge	
Wednesday, September 26, 11:15 a.m.-12:45 p.m.	Qty	Fee	Total Fee
Game of Floods		No charge	
It Wasn't Easy, but I Did It Anyway		No charge	
Toolkit for Difficult Conversations in Your Community		No charge	

ICMA UNIVERSITY FORUMS

Attendance is limited to 250 participants for each forum.

Name:

Organization:

Phone:

CONFERENCE EVENTS

*Youth tickets for adult events apply to ages 6 through 16, except where indicated. Under 6 for adult events--no charge.

Saturday, September 22		Time	Qty	Fee	Total Fee
First-Time Administrators: Can We Talk?	8:30 a.m.-12:30 p.m.			\$ 50.00	
Reception: Maryland Science Center	5:30-7:30 p.m.			\$ 45.00	
Sunday, September 23					
Sports: Golf Tournament	6 a.m.-2 p.m.			\$ 135.00	
Sports: 5K Fun Run/Walk	7:30-10:30 a.m.			\$ 35.00	
Sports: Harbor Waterfront Kayak Tour	<input type="checkbox"/> 8-10:30 a.m. <input type="checkbox"/> 11 a.m.-1:30 p.m.			\$ 20.00	
Sports: Gwynns Falls Bike Ride	8:45 a.m.-2:00 p.m.			\$ 25.00	
Sports: Get Out and Paddle: Middle Branch Park and Baltimore Water Trails	9:30 a.m.-1:30 p.m.			\$ 25.00	
Speed Coaching <input type="checkbox"/> Coach <input type="checkbox"/> Coachee	10-11:45 a.m.			Complimentary	
Women's Luncheon	12:45-2:45 p.m.			\$ 45.00	
One ticket for the Welcoming Reception is included in the registration fee for paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations must purchase a ticket to attend the reception. Do NOT purchase a ticket unless your registration is complimentary.				Adult \$ 45.00	
Welcoming Reception: A Taste of Baltimore	5-7 p.m.			Youth* \$ 35.00	
Networking Mixer: All Hands on Deck!	7-9 p.m.			No Charge	
Monday, September 24					
Inspirational Breakfast	7-8:15 a.m.			\$ 35.00	
Field Demo: Healthy Harbor EcoTour	9:45 a.m.-12:15 p.m.			\$ 20.00	
Field Demo: Western Police District Station Renovation	9:45 a.m.-12:15 p.m.			\$ 20.00	
Assistants' Luncheon	11:15 a.m.-12:30 p.m.			\$ 45.00	
Field Demo: Druid Lake Water Protection Project	12:45-3:15 p.m.			\$ 20.00	
Field Demo: Structural Racism: A Tale of Two Baltimore Neighborhoods	12:45-3:15 p.m.			\$ 20.00	
Tuesday, September 25					
Field Demo: Western Police District Station Renovation	12:45-3:15 p.m.			\$ 20.00	
Field Demo: House by House: The Revitalization of the Oliver Neighborhood	12:45-3:15 p.m.			\$ 20.00	
Field Demo: Downtown Baltimore, the Inner Harbor, and the Bromo Tower Arts District	12:45-4 p.m.			\$ 20.00	
Evening: B&O Railroad Museum	6-10 p.m.			\$ 60.00	
Daily					
Yoga (Sunday, Monday, Tuesday)	6:30-7:30 a.m.			\$ 20.00	
Subtotal 4: Conference Events				\$	
Subtotal 3: ICMA U Workshops				\$	
Subtotal 2: International Workshop				\$	
Subtotal 1: Registration				\$	
Total				\$	
<input type="checkbox"/> I am including a contribution to the Future of Professional Management Fund with my registration				Fund Contribution	\$
<input type="checkbox"/> I wish to purchase the Virtual Conference Archive for the special, onsite attendee reduced rate of \$99				Virtual Conference Archive	\$
Combined Total				\$	
Special Discount Taken (provide description in box in right column)				\$	

PAYMENT METHOD

(Check all that apply. Please print clearly.)

<input type="checkbox"/> Check Enclosed	Amount	\$
<input type="checkbox"/> P. O. #/Voucher _____ (Invoices must be paid in full to receive registration materials.)	Amount	\$
<input type="checkbox"/> Credit Card (Please fill out information below)		
Credit Card Number One:		
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express		
Acct. # _____	Exp. date _____	
Cardholder's Name (as it appears on card) _____		
Cardholder's Address (This must be filled out for the registration to be processed) _____		
Signature _____	Date _____	Amount \$
Credit Card Number Two:		
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express		
Acct. # _____	Exp. date _____	
Cardholder's Name (as it appears on card) _____		
Cardholder's Address (This must be filled out for the registration to be processed) _____		
Signature _____	Date _____	Amount \$
		Total Amount \$
Must match combined total above		

REGISTER ONLINE AT:
icma.org/conference

OR

Mail registration form & payment to:
ICMA
P.O. Box 79403
Baltimore, MD 21279-0403

OR

Fax registration form with credit card payment to:
202-962-3678

TOUR TICKETSPurchase tour tickets online at icma.org/conference.

Enter a brief explanation for discount taken.

How to Register

REGISTRATION RATES AND DEADLINES

Take advantage of the lowest registration rate for ICMA members:
Register online by July 12.

Online registration rates and deadlines		
Deadlines, Register Online	Registration Rates	
	Members	Nonmembers
by July 12:	\$ 685.00	\$1,165.00
by August 23:	\$ 750.00	\$1,225.00
after August 23:	\$ 805.00	\$1,275.00

Mailed or faxed registration rates and deadlines		
Deadlines, Postmarked	Registration Rates	
	Members	Nonmembers
by July 12:	\$ 710.00	\$1,165.00
by August 23:	\$ 775.00	\$1,225.00
after August 23:	\$ 830.00	\$1,275.00

Members: To register as a member, your ICMA membership status must be current. If you would like to verify your status, call ICMA Member & Customer Support toll free at 800-745-8780 or 202-962-3680; or e-mail customerservices@icma.org.

Note: ICMA membership is for individuals only. If you are not currently a member, use the nonmember category fees.

Nonmembers: Take this opportunity to join ICMA and receive a discount on conference registration, as well as many other membership benefits. To join online or download a membership application, go to icma.org/apply. All membership applications and conference registrations must be received by ICMA by July 12 to qualify for the lowest member registration fee.

PAYMENT METHODS

If payment is not received at the Baltimore address by September 5, on-site payment may be required. No one may pick up registration materials without payment.

Credit card payments may be mailed or faxed. Faxed forms will be accepted only if payment is made using a MasterCard, VISA, or American Express credit card. Purchase orders cannot be accepted for faxed registrations. The fax number is 202-962-3678. **IF YOU FAX YOUR REGISTRATION FORM, DO NOT ALSO MAIL YOUR FORM OR YOU MAY BE CHARGED TWICE.** Registrations will not be accepted over the telephone. Written confirmation of your registration will be sent within 15 business days of receipt of your registration form.

To inquire about payment plan options, contact ICMA Member & Customer Support toll free at 800-745-8780 or 202-962-3680; or e-mail customerservices@icma.org.

WHERE TO SEND YOUR FORM

Complete this conference registration form; include your check, credit card number, or purchase order/voucher; and mail to:

ICMA
P.O. Box 79403
Baltimore, MD 21279-0403

Make checks payable to ICMA.

DO NOT mail your conference registration to the ICMA headquarters address in Washington, D.C.

CANCELLATION AND REFUND POLICY

All registration cancellations will be charged a \$75 processing fee regardless of when received. ICMA University workshop cancellations are charged an additional \$35 processing fee.

Cancellation requests must be in writing! Conference registration cancellations and/or cancellations of social events, sports, luncheons, or field demo tickets will be accepted through Monday, September 17. No cancellations will be accepted after Monday, September 17.

There is no processing fee for ticket refunds. This policy is intended to assist those attendees who are forced to cancel at the last minute because of unanticipated job demands. Refunds will be processed no later than 15 days after the conference.

There will be no ticket refunds at the conference. However, for your convenience in making last-minute changes in plans, a ticket brokerage desk will be set up on site at the conference, where we will attempt to sell your tickets for cash only to other attendees. Please note that because of guarantee requirements on ticketed events, no ticket brokerage sales for an event will take place until the event is sold out.

Address all cancellations to:

ICMA Conference Cancellations, Attention: Matthew Watson
777 North Capitol Street, NE, Suite 500
Washington, D.C. 20002-4201
customerservices@icma.org
FAX (202) 962-3678



Visit us online at
icma.org/conference

Special Registration Discounts

MEMBERS WHO ARE FIRST-TIME ATTENDEES

ICMA members in the conference region (Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont) who are attending their first ICMA conference are eligible for a \$200.00 discount off the registration fee. Please enter the discount taken and a brief explanation in the “Special Discount Taken” line in the payment section of the registration form.

ICMA members in eastern Canadian provinces (New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, and Québec) who are attending their first ICMA conference are eligible for a \$200 discount off the registration fee. Please enter the discount taken and a brief explanation in the “Special Discount Taken” line in the payment section of the registration form.

ICMA members outside of North America who are attending their first ICMA Annual Conference are eligible for half-price registration. Please enter the discount taken and a brief explanation in the “Special Discount Taken” line in the payment section of the registration form.

ICMA AFFILIATE MEMBERS WHO ARE EARLY-CAREER PROFESSIONALS

Early-career professionals, defined as ICMA U.S. Affiliate Members who are entry-level local government staff up to and including department heads, are eligible for a \$300.00 discount off the registration fee. Please enter the discount taken and a brief explanation in the “Special Discount Taken” line in the payment section of the registration form.

MEMBERS IN TRANSITION

If you have been fired or forced to resign your position in local government and are now “in transition,” ICMA will provide complimentary registrations for you and your partner. ICMA will also provide

you and your partner with complimentary tickets to the Sunday Welcoming Reception. Register under the “Members In Transition” category or register online, but ICMA’s membership department must have been notified of your status for you to use this option.

NEW THIS YEAR!

Virtual Conference Archive: Bring the Annual Conference experience back to your community by purchasing the 2018 Virtual Conference Archives! The ICMA Virtual Conference Archives give you digital access to 16 of the most compelling Annual Conference sessions for one year, and access to 4 keynotes and 2 featured speakers for up to 6 months. Save up to \$200 by purchasing the Virtual Conference Archives with your conference registration.

IMPORTANT REMINDERS

The Welcoming Reception on Sunday, September 23, is included in the registration fee for all paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations, including Honorary Members, Student Members, Senior Advisors, nonmember speakers, invited guests and their partners, press, and children age 6 and older must purchase a ticket if they are interested in attending the Welcoming Reception.

- All mail-in registrations received after September 5, will be treated as on-site registrations.
- To avoid duplicate billings and registrations, if you fax your registration form, please do not also mail your form.
- You will receive confirmation within 15 business days of receipt of your registration form.
- No registrations or cancellations will be accepted over the telephone.
- No registration cancellations will be accepted after September 17.
- No ticket cancellations for social events, sports events, luncheons, or field demos will be accepted after September 17.

Do you have questions about conference registration?

Call ICMA Member and Customer Support toll free at 800-745-8780 or at 202-962-3680 or e-mail your question to customerservices@icma.org.

