

Registration Form



Please read instructions before completing registration form.

Discounted registration rates for ICMA members are available by registering online at icma.org/conference2010.

REGISTRANT INFORMATION

For speedier processing, please supply your six-digit ICMA Member ID, which can be found on your ICMA membership card and on the PM magazine mailing label above your name. ID Number: _____

Please complete the following information exactly as you want it to appear on your badge.

First Name or Nickname	
Full Name (First, M.I., Last)	
Title	
Organization	
City	State
Country	Province

REGISTRATION All fees are in U.S. currency

The Welcoming Reception on Sunday, October 17, is included in the registration fee for all paid registrants. Individuals receiving complimentary registrations, unless otherwise indicated, must purchase a ticket to attend the reception.

*Discounted rates for ICMA members are available online!

Type of registration	No.	Fee	Total Fee
ICMA Member* Through July 30		\$ 625.00	
Nonmember		\$1,025.00	
ICMA Member* Through September 10		\$ 685.00	
Nonmember		\$1,085.00	
ICMA Member* After September 10		\$ 735.00	
Nonmember		\$1,135.00	
Both MMANC and ICMA conferences			
Through July 30		\$ 800.00	
Through September 10		\$ 850.00	
After September 10		\$ 900.00	
Life Member	LIFE	\$ 185.00	
Retired Member	RETIR	\$ 185.00	
Full-time Academic	FTA	\$ 265.00	
Honorary Member	HONOR	Complimentary	
Range Riders	RR	Complimentary	
ICMA Student Member	STUD	Complimentary	
Nonmember Speaker	NMSP	Complimentary	
Partner (Please fill in for badge)	10		
Nickname _____			
First Name _____		\$ 90.00	
Last Name _____			
Partners' Program (Please check if your partner will be participating)			
<input type="checkbox"/> Roundtable on Hot Topics: Monday, Oct. 18, 10-12:30 p.m.	59	No charge	
<input type="checkbox"/> Service Project: Tuesday, Oct. 19	64	See web site	
<input type="checkbox"/> Breakfast and Educational Session: Wednesday, Oct. 20 8:30 a.m.-10 a.m.	77	No charge	
Children (Please fill in for badges if attending)	11		
Name _____ Age _____			
Name _____ Age _____		Complimentary	
Name _____ Age _____			
Special Guest	VIP	Complimentary	
Partner of Special Guest (Please fill in for badge)	12		
Nickname _____			
First Name _____		Complimentary	
Last Name _____			
Subtotal 1: Registration		\$	

CONTACT INFORMATION:

Business Phone Number	Business Fax Number
E-Mail Address	

- Check here if this is your first ICMA Conference
- Check here if this is your partner's first ICMA 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.

ICMA UNIVERSITY WORKSHOPS

Attendance is limited to 50 participants for each workshop.

Saturday, October 16, 8:30 a.m.-12:30 p.m.	No.	Fee	Total Fee
Baldrige: A Model for Excellence	13	\$ 145.00	
Building Great Council-Manager Relations	14	\$ 145.00	
Creating a Culture of Leadership	15	\$ 145.00	
Creating a Talent Strategy for Your Local Govt	16	\$ 145.00	
Fiscal Distress: Managing Your Budget	17	\$ 145.00	
Leadership, Management, and Performance Measurement	18	\$ 145.00	
Managing Effectively through Organizational Clarity	19	\$ 145.00	
Using 311/CRM Technology to Improve Govt Customer Service	20	\$ 50.00	

Saturday, October 16, 1-5 p.m.	No.	Fee	Total Fee
Citizen Survey Basics	21	\$ 145.00	
Civic Engagement: Public as Partners, Not Enemies	22	\$ 145.00	
Collaborative Leadership	23	\$ 145.00	
Crafting Your Next Life Phase	24	\$ 145.00	
Fiscal Distress: Managing Your Budget	25	\$ 145.00	
Leadership, Management, and Performance Measurement	26	\$ 145.00	
Leadership Resilience in Unimaginable Times	27	\$ 145.00	
Understanding the Fatal Flaws in Council-Mgmt Relationship	28	\$ 145.00	

Sunday, October 17, 8:30 a.m.-12:30 p.m.	No.	Fee	Total Fee
Building Great Council-Manager Relations	33	\$ 145.00	
Citizen Survey Basics	34	\$ 145.00	
Civic Engagement: Public as Partners, Not Enemies	35	\$ 145.00	
Collaborative Leadership	36	\$ 145.00	
Creating a Culture of Leadership	37	\$ 145.00	
Ethics at Work	38	\$ 145.00	
Leadership Resilience in Unimaginable Times	39	\$ 145.00	
Public Safety Departments with Police-Fire Mergers	40	\$ 145.00	
Working on Purpose: Finding Meaning and Purpose	41	\$ 145.00	

Sunday, October 17, 8:30-10:30 a.m.	No.	Fee	Total Fee
Financial Planning for Early to Mid-Career Managers	42	No charge	

Sunday, October 17, 11 a.m.-1 p.m.	No.	Fee	Total Fee
Transitioning into Retirement	43	No Charge	
Subtotal 2: Workshops		\$	

ICMA UNIVERSITY FORUMS

Attendance is limited to 250 participants for each forum.

Sunday, October 17, 12:45-2:45 p.m.	No.	Fee	Total Fee
Building the Community/Structuring the Belonging	50	No Charge	
Come On In, the Water's Fine	51	No Charge	
Moving from the Next Gen to the Now Gen	52	No Charge	
Wednesday, October 20, 8:15-10:15 a.m.			
Getting Citizens Involved	74	No Charge	
Innovative Leadership: Transforming Engagement in a Changing World	75	No Charge	
Persuasion and Influence	76	No Charge	

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, October 16	No.	Fee	Total Fee
Reception: Experience Silicon Valley 5:30-7:30 p.m.	Adult 29 Youth* 30	\$ 35.00 \$ 25.00	
Sunday, October 17			
Sports: 5K Fun Run/Walk 7:30-10 a.m.	31	\$ 30.00	
Sports: Tennis 8 a.m.-noon	32	No charge	
Sports: Mountain Biking 9 a.m.-noon	44	No charge	
Speed Coaching 10-11:45 a.m.	45	No charge	
Field Demo: Emergency Dispatch in the 21st Century 12:45-2:15 p.m.	46	\$ 15.00	
Field Demo: Show of "Hands": Engaging Citizens in Selecting Public Art 12:45-2:15 p.m.			
Walking tour	47	No Charge	
Bus tour	48	\$ 15.00	
Women's Luncheon 12:45-2:45 p.m.	49	\$ 40.00	
<i>One ticket for the Welcoming Reception is included with a paid registration. Do NOT purchase a ticket unless your registration is complimentary.</i>			
Welcoming Reception: A Blend of Cultures 5-7 p.m.	Adult 53 Youth* 54	\$ 35.00 \$ 25.00	
Monday, October 18			
Inspirational Breakfast 7-8:15 a.m.	55	\$ 40.00	
Field Demo: Commitment to Innovation and Sustainability 9:45 a.m.-12:15 p.m.	56	No Charge	
Field Demo: Inspiring Creativity: Googleplex 9:45 a.m.-12:15 p.m.	57	\$ 15.00	
Field Demo: NASA Ames Research Center 9:45 a.m.-12:15 p.m.	58	\$ 15.00	
Assistants' Luncheon 11:15 a.m.-12:30 p.m.	60	\$ 40.00	
Field Demo: Commitment to Innovation and Sustainability 12:45-3:15 p.m.	61	No Charge	
Field Demo: Inspiring Creativity: Googleplex 12:45-3:15 p.m.	62	\$ 15.00	
Field Demo: Fostering the New Economy: San José's BioCenter 12:45-3:15 p.m.	63	\$ 15.00	
Tuesday, October 19			
Field Demo: Inspiring Creativity: Googleplex 12:45-3:15 p.m.	65	\$ 15.00	
Field Demo: Regional Collaboration for Animal Control 12:45-3:15 p.m.	66	\$ 15.00	
Field Demo: Toward Sustainability: San José's LEEDing City Hall 12:45-3:15 p.m.	67	No Charge	
Evening: Art and Wine Experience 6-10 p.m.	Adult 68 Youth* 69	\$ 50.00 \$ 40.00	
Wednesday, October 20, 7a.m. to 6 p.m.			
Sports: Golf Outing Options			
Pacific Grove	70	\$ 92.00	
Del Monte Golf Course	71	\$ 165.00	
Links at Spanish Bay	72	\$ 325.00	
Spyglass Hill	73	\$ 415.00	
Subtotal 3: Conference Events			\$
Subtotal 2: Workshops Forward			\$
Subtotal 1: Registration Forward			\$
Total			\$
<input type="checkbox"/> I am including a contribution to the Fund for Professional Management with my registration.			Fund Contribution \$
			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 _____ <small>(Invoices must be paid in full to receive registration materials.)</small>	Amount	\$
<input type="checkbox"/> Credit Card (Please fill out information below)		
Credit Card Number One	Amount	\$
<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 _____		
Credit Card Number Two	Amount	\$
<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 _____		
Must match combined total above		Total Amount \$

Register online at:

icma.org/conference2010

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 tickets

Purchase tour tickets online at icma.org/conference2010.

Enter a brief explanation for discount below.



How to Register

Registration rates and deadlines

Take advantage of the lowest registration rates and register online by July 30.

Online registration rates and deadlines		
Deadlines—Register Online	Registration Rates	
	Members	Nonmembers
by July 30	\$ 600.00	\$1,025.00
by September 10	\$ 660.00	\$1,085.00
after September 10	\$ 710.00	\$1,135.00

Mailed or faxed registration rates and deadlines		
Deadlines—Postmarked	Registration Rates	
	Members	Nonmembers
by July 30	\$ 625.00	\$1,025.00
by September 10	\$ 685.00	\$1,085.00
after September 10	\$ 735.00	\$1,135.00

Members: To register as a member, your ICMA membership status must be current. If you would like to verify your status, call ICMA's Customer Contact Center at 202-962-3680.

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 download a membership application, go to icma.org/apply. *All membership applications and conference registrations must be received by ICMA by July 30 to qualify for the lowest member registration fee.*

Complete the membership application and this conference registration form, and mail both with the appropriate dues and registration fee to:

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

Questions?

Do you have questions about conference registration, hotel reservations, or travel arrangements to San José?

Call ICMA Customer Service at 202-289-ICMA (4262) or e-mail your question to customerservices@icma.org.

Payment methods

To have your name included in the preregistration listing, and for speedier on-site processing, this form with payment must be received at the Baltimore, Maryland, address listed above by September 17th. If payment is not received at the Baltimore address by September 17th, 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 number. Purchase order numbers cannot be accepted for fax 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 mailed within 15 business days of receipt of your registration form.

To inquire about payment plan options, contact ICMA Customer Service at 202-289-ICMA (4262) 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.

Attending Both MMANC and ICMA Conferences

MMANC and ICMA are partnering to offer a substantial discount to non-CAO local government employees who attend both conferences. Any non-CAO local government employee, regardless of title, location, or membership status in either organization, will be able to register for both the MMANC and ICMA conferences for only **\$800** through July 30; \$850 through September 10; \$900 after September 10. You will be able to register for both conferences at icma.org/conference2010 beginning June 28; to register for the MMANC conference only, go to www.mmanc.org for more details about the program.

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 event, sports, luncheon, or field demo tickets will be accepted through Tuesday, October 12. No cancellations will be accepted after Tuesday, October 12.

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 from the conference end.

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: Janine Taylor
777 North Capitol Street, NE
Suite 500
Washington, DC 20002-4201
Fax: 202-962-3678
E-mail: customerservices@icma.org

Special Registration Discounts

Members who are first-time attendees

ICMA members in the conference region (Alaska, California, Hawaii, Nevada, Oregon, and Washington) 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 **outside of North America** who are attending their first ICMA 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 Affiliate Members with three years or fewer as members, 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 "Special Guest" and note "IT" in the total fee column.

Important reminders

- The Welcoming Reception on Sunday, October 17, is included in the registration fee for all paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations, including Honorary Members, Student Members, nonmember speakers, Range Riders, special 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 17 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 written 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 October 12.
- No ticket cancellations for social events, sports events, luncheons, or field demos will be accepted after October 12.

Visit us online at
icma.org/conference2010