

# REGISTRATION FORM



Please read instructions before completing registration form.

Discounted registration rates for ICMA members are available by registering online at [icma.org/conference](http://icma.org/conference).

## REGISTRANT INFORMATION

Supply your six-digit ICMA Member ID found 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. (25-character field limits for Title; 30-character field limits for Organization).

First Name or Nickname		
Full Name (First, M.I., 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!*

Type of Registration	No.	Fee	Total Fee
ICMA Member* <b>Through July 14</b>		\$ 680.00	
Nonmember		\$ 1,115.00	
ICMA Member* <b>Through August 25</b>		\$ 745.00	
Nonmember		\$ 1,175.00	
ICMA Member* <b>After August 25</b>		\$ 800.00	
Nonmember		\$ 1,225.00	
Life Member		\$ 200.00	
Retired Member		\$ 200.00	
Full-time Academic		\$ 255.00	
Honorary Member		Complimentary	
Senior Advisors		Complimentary	
ICMA Student Member		Complimentary	
Members in Transition		Complimentary	
Nonmember Speaker		Complimentary	
Partner (Please fill in for badge) First Name/Nickname _____ Last Name _____ Email Address _____		\$ 100.00	
Partners' Program (Preregistration is required) <input type="checkbox"/> Brunch and Session: Monday, Sept. 26 10 a.m.–12:30 p.m. <input type="checkbox"/> Service Project: Tuesday, Sept. 27 10 a.m.–12:30 p.m.		No charge No charge	
Children (Please fill in for badges if attending) Name _____ Name _____ Name _____		Complimentary	
Special Guest		Complimentary	
Partner of Special Guest (Please fill in for badge) First Name/Nickname _____ Last Name _____		Complimentary	
<b>Subtotal 1: Registration</b>			<b>\$</b>

## SPECIAL INTERNATIONAL WORKSHOP

Friday, September 23, 2–6 p.m.;	Saturday, September 24, 9 a.m.–4 p.m.	No.	Fee	Total Fee
<b>International Workshop: International Development Academy</b>				
ICMA Member			\$ 350.00	
Nonmember			\$ 400.00	
<b>Subtotal 2: International Workshop</b>				<b>\$</b>

## ICMA UNIVERSITY WORKSHOPS

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

Saturday, September 24, 8:30 a.m.–noon	No.	Fee	Total Fee
Asking Your Police and Fire Chiefs the Right Questions		\$ 195.00	
How to Build Public Trust through Online Citizen Engagement		\$ 195.00	
Leadership Skills for Managing Wicked Problems		\$ 195.00	
Leading Change/HPO		\$ 195.00	
Moving Forward with Data		\$ 195.00	
Talent Management: The Next Phase of Succession Planning		\$ 195.00	
Tools for the Balancing Act		\$ 195.00	
<b>Saturday, September 24, 1–4:30 p.m.</b>			
Advanced Listening Skills That Distinguish You As a Leader		\$ 195.00	
BreakThrough Conflict		\$ 195.00	
Building Customer Service into Local Government Customer Service		\$ 195.00	
Changed for Good: Leading Transformation		\$ 195.00	
Fatal Flaws of a Council-Manager Relationship		\$ 195.00	
From Typewriters to iPads		\$ 195.00	
<b>Sunday, September 25, 8:30 a.m.–noon</b>			
Annual Leadership Institute		\$ 195.00	
<b>Sunday, September 25, 8:30 a.m.–noon</b>			
Building a Better Dashboard		\$ 195.00	
Collaborative Leadership: Hardwiring Teamwork and Innovation		\$ 195.00	
Gov 2.0: What Public Leaders Need to Know		\$ 195.00	
Implementing Effective Supervisory Practices		\$ 195.00	
Leadership Skills for Managing Wicked Problems		\$ 195.00	
Skillfully Building Common Ground		\$ 195.00	
<b>Sunday, September 25, 8–10 a.m.</b>			
Mindfulness		No charge	
<b>Sunday, September 25, 10 a.m.–noon</b>			
ICMA-RC Funds Overview: Understanding Your Retirement Options		No charge	
<b>Subtotal 3: ICMA University Workshops</b>			<b>\$</b>

## ICMA UNIVERSITY FORUMS

Attendance is limited to 250 participants for each forum.

Sunday, September 25, 12:45–2:45 p.m.	No.	Fee
Design Thinking		No charge
Got ESP?		No charge
Persuasion and Influence		No charge
Talking about Equality, Race, and Diversity		No charge
<b>Wednesday, September 28, 10:45 a.m.–12:45 p.m.</b>		
Communities Leveraging Disruptive Change		No charge
Creating a Sustainable and Resilient Community		No charge
You Run Things (Except at Council Meetings)		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, September 24		No.	Fee	Total Fee
Reception: 18th and Vine Block Party 5:30–7:30 p.m.	Adult Youth*		\$ 30.00 \$ 20.00	
Sunday, September 25				
Sports: Golf Tournament 6 a.m.–2 p.m.			\$ 135.00	
Sports: 5K Run/Walk 7:30 a.m.–11 a.m.			\$ 35.00	
Speed Coaching 10–11:45 a.m.	<input type="checkbox"/> Coach <input type="checkbox"/> Coachee		Complimentary	
Field Demo: Preparing for the Worst in the Best Way 12:45–2:15 p.m.			\$ 20.00	
Field Demo: Repurposing Municipal Farm 12:45–2:15 p.m.			\$ 20.00	
Women's Luncheon 12:45–2:45 p.m.			\$ 40.00	
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.				
Welcoming Reception: A Taste of KC 5–7 p.m.	Adult Youth*		\$ 40.00 \$ 30.00	
Sports: Breakout KC Escape Room 7:30–10:30 p.m.			\$ 28.00	
Monday, September 26				
Inspirational Breakfast 7–8:15 a.m.			\$ 35.00	
Field Demo: Impacts of Transit 9:45 a.m.–12:15 p.m.			\$ 20.00	
Field Demo: Leadership in Storm-Water Management 9:45 a.m.–12:15 p.m.			\$ 20.00	
Assistants' Luncheon 11:15 a.m.–12:30 p.m.			\$ 40.00	
Field Demo: The Ennovation Center 12:45 p.m.–4 p.m.			\$ 20.00	
Field Demo: Village West 12:45 p.m.–4 p.m.			\$ 20.00	
Sports: Basketball Shootout 3–5 p.m.			\$ 15.00	
Tuesday, September 27				
Field Demo: Urban Redevelopment 12:45–3:15 p.m.			\$ 20.00	
Special Field Demo: Giving the Basics 12:45–3:15 p.m.			No Charge	
Field Demo: Downtown Overland Park 12:45–4 p.m.			\$ 20.00	
Sports: Tennis 1–4 p.m.			\$ 20.00	
A Toast to Bob O'Neill 5–6:30 p.m.	Adult Youth*		\$ 20.00 \$ 10.00	
Evening: KC Live! 6:30–10:30 p.m.	Adult Youth*		\$ 35.00 \$ 25.00	
Daily, Sunday–Tuesday				
Yoga 6:30–7:30 a.m.			\$ 20.00	
<b>Subtotal 4: Conference Events</b>				\$
<b>Subtotal 3: ICMA U Workshops Forward</b>				\$
<b>Subtotal 2: International Workshop Forward</b>				\$
<b>Subtotal 1: Registration Forward</b>				\$
<b>Total</b>				\$
<input type="checkbox"/> I am including a contribution to the Fund for Professional Management with my registration				<b>Fund Contribution</b> \$
Please direct my contribution:				
<input type="checkbox"/> 100% to the Fund's traditional work				
<input type="checkbox"/> 100% to the Life, Well Run campaign				
<input type="checkbox"/> Split evenly between the Fund's traditional work and the Life, Well Run campaign				
<b>Combined Total</b>				\$
<b>Special Discount Taken</b> (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	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 _____		
<b>Must match combined total above</b>		<b>Total Amount</b> \$

**Register online at:**  
[icma.org/conference](http://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 TICKETS**  
Purchase tour tickets online at [icma.org/conference](http://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 14.

### Online registration rates and deadlines

Deadlines, Register Online	Registration Rates	
	Members	Nonmembers
by July 14:	\$ 655.00	\$1,115.00
by August 25:	\$ 720.00	\$1,175.00
after August 25:	\$ 775.00	\$1,225.00

### Mailed or faxed registration rates and deadlines

Deadlines, Postmarked	Registration Rates	
	Members	Nonmembers
by July 14:	\$ 680.00	\$1,115.00
by August 25:	\$ 745.00	\$1,175.00
after August 25:	\$ 800.00	\$1,225.00

**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](mailto: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](http://icma.org/apply). All membership applications and conference registrations must be received by ICMA by July 14 to qualify for the lowest member registration fee.

## PAYMENT METHODS

If payment is not received at the Baltimore address by September 8, 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 MAYBE 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 Member & Customer Support toll free at 800-745-8780 or 202-962-3680; or e-mail [customerservices@icma.org](mailto: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.

## Do you have questions about conference registration?

Call ICMA Member and Customer Support at 202-962-3680 or e-mail your question to [customerservices@icma.org](mailto:customerservices@icma.org).



## 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 Monday, September 19. No cancellations will be accepted after Monday, September 19.

**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: Matthew Watson  
777 North Capitol Street, NE  
Suite 500  
Washington, D.C. 20002-4201  
FAX (202) 962-3678  
E-mail: [customerservices@icma.org](mailto:customerservices@icma.org)

# SPECIAL REGISTRATION DISCOUNTS

## MEMBERS WHO ARE FIRST-TIME ATTENDEES

ICMA members in the conference region (Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Ohio, Wisconsin) and Kansas 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 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.

## IMPORTANT REMINDERS

The Welcoming Reception on Sunday, September 25, is included in the registration fee for all paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations, including Honorary Members, Student Members, nonmember speakers, Senior Advisors, 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 8, 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 September 19.
- No ticket cancellations for social events, sports events, luncheons, or field demos will be accepted after September 19.

VISIT US ONLINE AT [icma.org/conference](http://icma.org/conference)