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Brenda Garton

Bright and early this past Monday morning, following my first cup of coffee, I innocently selected the "Settings" icon on my Apple iPhone, as it the little "1" in the red circle indicated that I needed to update my operating system software. And thus it began.

I started the update at home, then, since it had finished the download and it was time to head to a regional meeting, I figured I could just let it install the update in the car without being connected to the internet. By my apparently naive and incorrect way of thinking, "download" meant that it already had the software it needed on the phone and didn't need

the internet any more. WRONG!

Once I got in my car, I told the phone to install the update. OH MY GOSH! My screen went blank, and then I got a frozen black screen, showing a symbol for the lightning connector and a cute little arrow pointing to an iTunes icon. I asked some of my esteemed colleagues at this regional meeting (You know who you are.), as I'd never seen this before, and was advised that I needed to connect the phone with the cable to my laptop so that it could do whatever it needed to do through iTunes. I tried turning it off and back on again, which accomplished nothing. (This is my solution to all things electronic - an electronic "time out".)

No cell phone all day. Can you say frustrated? Panic?

At home that evening, I dutifully and obediently plugged the iPhone into my laptop and iTunes opened all by itself. So far, so good. I carefully answered some questions so that it would finish the update. I was kicked out of the process several times, with an error message that made no sense to me.

I called Apple help and proceeded to wait on hold for an interminable amount of time. By the way, the Apple help line has wait music that not only did I not recognize, I don't even know what TYPE of music I was listening to. Apparently someone needs to tell Apple that fans of Andrea Bocelli, Adele, Lyle Lovett, and Bruce Springsteen also buy Apple products.

A very nice fellow named Tyler finally came on line, assessed the situation, and initiated "screen sharing", which (in case you've never nervously participated in this electronic voyeuristic experience) allows the remote technician to see what's on your screen and point at things with his mouse icon to assist remotely in resolving what's wrong. In the end, though, he, too, was stumped, and concluded that I must have inadvertently interrupted the process by unplugging the phone prematurely, thus corrupting the operating system. The end result, according to nice Tyler, was that the phone couldn't be updated (which was the process we were attempting), but would have to be restored to factory settings. Can you say even MORE frustration and panic?? Tyler started me on the process and we ended the screen sharing and the call as friends, with me politely expressing sincere gratitude for his help and with the hope that I'd get my phone back. By the way, Tyler now has a great story to tell his techno-friends about this idiot woman that he tried to help with her iPhone.

THEN, I got kicked out of the process again with the same error message. By now, I was asleep on my feet, so I gave up and went to bed (my second after all else fails, I'll think about it in the morning after a good night's sleep, solution to problems).

I asked everyone I knew who owned an iPhone. I asked the IT folks at work. Nothing seemed to help.

Being the determined daughter that my mother raised, I googled some questions, read some stuff on the internet, tried several things, unplugged the lightning cord from the phone and the USB port, plugged it back in to the phone again, and plugged the cord into a DIFFERENT USB port on my MacBook Air, and voila! It finished the restore. Now, my phone was plugged in to power and laboring away to download all the apps that I believe need to be on my iPhone, as I have deemed them to be essential to my existence on the planet. (Doesn't EVERYONE need a compass app in case you get lost in the woods and a currency converter app just in case you finally get to Paris?)

No less than twenty-four hours later, it started all over again - this time, with my iPhone cycling endlessly between three screens: white with a black apple, blue, then black.

I ended up calling the Apple help line again, except this time (being wiser), I put the phone down so I didn't have to listen to the music while on hold. This wonderful woman concluded that I needed to erase and restore to factory settings. While we were chatting away and checking to make sure I had plenty of storage on the phone (which I did), the phone magically booted up and acted normally. So, I thanked this woman for her patience and ended this second pleasant little foray into the Apple help line world. The next morning, the demon was back in my phone and the nightmare started all over again.

I've rebooted the phone, I've checked storage capacity and upgraded it just in case, I've deleted apps and reinstalled them from the iCloud (whatever THAT is), I've restored from backup, and I've restored to factory settings.

Three days later, for the moment, my iPhone is working, but I have no faith that my luck will continue. None. I'm afraid to uncross my fingers.

I think I'm living in an alternate universe. Am I the ONLY person who knows just enough to be dangerous when it comes to the latest technology? Am I the ONLY person who figuratively sends electronic devices to "time out" by turning them off, unplugging them, or flipping off the power on the power bar when they misbehave, just to show them who is in charge? Am I the ONLY person who will doggedly go through a variety of things to fix such an electronic issue as I've

described above, only to find that something worked, but you're not really sure which one of the dozen or so things you tried did the trick because you didn't write it down? Heaven help us all! Or, at least heaven help me, if I AM, in fact, the ONLY one!

All I can say is this: THANK YOU THANK YOU THANK YOU to all the IT folks in our organization who keep the computer systems, networks, programs, websites, and various and sundry software applications and devices working and functional so that we can go about our work seamlessly. It's one of those things you take for granted until it goes haywire. These folks are almost invariably quiet and modest, they slip in over the weekend and on holidays to do updates to the systems so as to minimally disrupt work, and they bail us out when we are in electronic hot water. We DO appreciate all you IT folks. We really, really do! You're like modern-day wizards to the rest of us!

VACo Legislative Day Meeting Space for VLGMA

Date of Meeting: 2/5/2015

Time of Meeting: 1:30 PM

Location: 5th Floor East Conference Room -- House

Young Professionals Meet-Up at the Winter Conference

Date: 2/12/15

Time: 9 p.m.

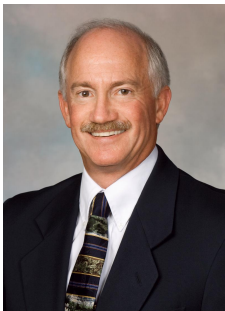
Location: Pompei Lounge, Staunton

I would like to take a moment to recognize our new VLGMA member: Laura Fitzpatrick, Hampton Assistant City Manager.

-Brenda

[Contact Brenda Garton](#)

Tedd's Take



Tedd Povar

Snow can be the third rail for managers

'Tis the season for ice, snow, and sleet!

While a recent NPR feature talked about how snow removal, or lack thereof, has

impacted certain big city elections (some Chicago mayoral races come to mind), Virginia's city and town, and at least two county, managers responsible for road maintenance know how important this can be to their careers.

As an assistant city manager many years ago, I had a front row seat when a mayor and a city manager were on different sides of this issue. The manager decided not to plow 4 inches of

VLGMA Civic Engagement Article

April 2015 Local Government Education Week



Cindy Mester

Reminder: The first week of April is Local Government Education week and VLGMA requests that all localities governing adopt a proclamation as well as develop a student engagement program in coordination with their school districts.

Proclamation template and additional resource materials are posted on the

VLGMA website

at: http://icma.org/en/va/resources/civic_education

. More details can be found in the January VLGMA eNews edition archived

at: http://icma.org/en/va/resources/past_newsletters

[Contact Cindy Mester](#)

[Innovation Edge](#)

morning snow since the forecast called for 50+ degree temps later that day. The mayor, because of a few citizen phone calls to his house, unilaterally contracted with a local heavy equipment operator to have a few graders plow the streets, which resulted in several broken curbs and damaged manhole cover since the operators had never plowed snow before. By the time the graders were done, the snow was melting fast as the temperatures, had, in fact, reached the 50's.

The lessons learned were several. First, be proactive. Call out the trucks and have them out and about even if not doing anything. The flashing lights and overall visual message is "we are on it." Second, be in touch with the elected officials to let them know "we are on it." Third, the manager should be out and visible - in support of the public works crews, particularly if they are called out in the middle of the night. They sincerely appreciate the fact that you were inconvenienced as much as they were.

The science community says climate change will result in a dryer west and a wetter east, so Virginia should expect more snow, ice and sleet than history may indicate. If your budget can support it, add a truck, plow and/or salt spreader or two. It may be important to your longevity!

[Contact Tedd Povar](#)

Position Changes

January, 2015

· Dewey Cashwell, manager for the town of Culpeper, was terminated.

· Chris Hively, assistant town manager and currently interim manager for the town of Culpeper, has been appointed manager there.



In **Chesterfield County**, strategic planning and budgeting have been dating for a very long time. At times they seemed right on the brink of tying the knot. People wondered, what are they waiting for; they aren't getting any younger, you know?

Tired of waiting for planning and budgeting to realize they belonged together, Chesterfield County planned a shotgun wedding. We even designed a place for the new couple to live. We call it Blueprint Chesterfield. Blueprint Chesterfield establishes priorities for allocating resources. What makes this marriage unique?

- Sets priorities
- Provides step by step guidance that is easy to use and understand
- Generates clear, concise, meaningful information
- Uses numbers to tell the story

May budgeting and planning live happily ever after!

This case study as well as many more will be presented at the Transforming Local Government Conference, April 13-15 in Phoenix, Arizona. Register by February 28 to take advantage of the early bird registration rate - a 10% savings! Visit www.tlgconference.org to learn more about the conference, to view the full program, to register and to book your room.

Questions? Comments? Please reach out to me at saburnett@transformgov.org, or 800-777-2509.

[Contact Sallie Ann Burnett](#)

Virginia Tech's School of Public and International Affairs (SPIA)



Virginia Tech's School of Public and International Affairs (SPIA) is pleased to announce the second of a three-part series exploring P3 Leadership on March 26, 2015, at the Virginia Tech Research Center in

- Robert Middaugh, former administrator for James City County, has been appointed assistant administrator for Loudoun County.

- Kenneth Young, senior project manager in the office of the Loudoun County administrator, has been appointed assistant administrator there.

- Pat Coffield, Augusta County administrator since 1990, has announced his intention to retire in the second quarter of 2016.

Certificate News

Despite a few days of reprieve last month, winter has finally blown in with a vengeance.



This is a time when all students, both on campus in Blacksburg and at centers across the state, assume the position: arms tucked around books across the chest while hunched forward with head down against the cold. In times like this, the true dedication of our Certificate students shines through.

A recent example of that dedication is also present in the appointment of Chris Hively as Town Manager of Culpepper. This was the second time that Chris had been offered the job, saying that "it is a better fit now, a better time." In his time in Culpepper, he has served in a number of positions, often at the same time, and has been able to balance numerous responsibilities while working through times of administrative transition. He even went through the Certificate program during this time. All of this shows Chris' dedication to his career, his town, and his own personal development, which stands as a hallmark for all of our students.

Of course, dedication alone cannot

Arlington, VA.

There is no question P3s are emerging as a public policy vehicle of choice for public services and facilities across the Commonwealth. The purpose of P3s as a policy vehicle and as a business strategy is to bring different sectors together as well as to leverage individual capabilities and strengths. An outside observer may note several significant differences between partners - in language used to describe the deal, in financial metrics and expectations, in understanding the project and its impact on community or even in the definition of transparency. Leadership is faced daily with instances of cultural conflicts, but may not be armed with the tools to diffuse it.

In this session, participants and moderators will use case studies to determine how partners in projects bring distinct "ways of knowing" P3s to the table. Participants will be provided an analytic tool to discover the different practical experiences, languages, procedures and relationships that provide each partner a unique culture.

The date for the third P3 Leadership conference is Wednesday, June 10, 2015. Details to follow.

Date: Thursday, March 26, 2015

Location: Virginia Tech Research Center
900 N Glebe Rd, Arlington, Virginia

Registration Fee: \$350 by March 6th; \$375 thereafter includes light breakfast, lunch, and parking
Registration Deadline: March 16th

Group Discount: 10% off for organizations that have 4 or more participants

This conference can be used for continuing education units (CEU). Participants may be eligible to receive up to five (5) credits as most professional associations award one (1) credit per hour of instruction.

To Register: <http://www.cpe.vt.edu/reg/partlead/>

Certified Public Manager Program(CPM)
School of Policy, Government and International
Affairs
George Mason University

beat back the winter's entire chill. A good warm hope also helps. On August 3-4, the Certificate program will hold its second annual Local Government Professional Development conference at Hotel Roanoke. Dr. John Nalbandian will be making a return appearance with other guest speakers. This will surely be an exciting time for all who can attend.

As a last resort, if that does not warm you up this winter, then Bob Stripling will be happy to visit your locality to recruit for the next Certificate class. He is always willing to talk about the program and his upcoming vacations and can be reached at chars08@vt.edu or 540-448-1102.

Find the Certificate online:



Young Professionals Meet-Up at the 2015 VLGMA Winter Conference

Join your fellow Young Professionals for an informal gathering at a unique spot.

Meet up at the Pompei Lounge (3rd floor, 23 E. Beverley St.) at 9:00pm on Thursday evening, just a short walk from the Stonewall Jackson Hotel, for a great networking opportunity among VLGMA's next generation of leaders. There is no formal program; come and go as you please. You are assured of meeting great colleagues and catching up with old friends. We hope you will build relationships that will last into future successes. There is no age limit to our Young Professionals - if you are young at heart, you are welcome to join! Contact [Matt Reges](#) or [Danny Davis](#) with any questions!

Calendar

Upcoming Events

VACo Legislative Day VLGMA Meeting - Feb 5, 2015 at 1:30p.m. in the 5th Floor East Conference Room - House



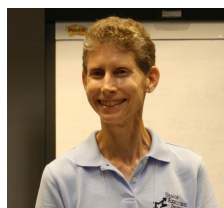
On November 7th, George Mason University's School of Policy, Government and International Affairs (SPGIA) launched the newly-created Certified Public Manager Program (CPM). This program is designed to enhance the careers of those in public service management. The curriculum meets the criteria to be certified by the National CPM Consortium and is calibrated to provide management and leadership theory and practice to all enrollees.

The curriculum will focus on 12 critical topics including strategic management, public budgeting and finance, governance and ethics. Courses will meet in person twice per month for 12 months to enable working professionals to spend meaningful class time with a cohort of peers exploring public administration management theory and strategy. Successful participants will earn the distinction as a Certified Public Manager enabling the use of the CPM following their name.

The first class is being recruited from public safety agencies in Northern Virginia. With the experience gained from administering the first class, GMU will look to expand the CPM Program statewide. It is anticipated that the program will be offered by region when a sufficient number of students register for the CPM Program. The VLGMA Newsletter will be one of several ways of promoting the CPM Program. There is an Advisory Board for the Program and VLGMA has appointed to the Board as its representative [Cindy Mester](#), Assistant City Manager, Falls Church. The Program is being organized by [Tony Griffin](#), Mason's Practitioner-in-Residence and former Fairfax County Executive at Mason's Centers on the Public Service: 703-993-9377 or psc@gmu.edu

Mel's Poetry Corner

Wind Song



Mel Gillies

The passion to soar or a sweet caress.
A rambunctious roar or a whimsical playfulness.

The wind expresses invisibly pushing us around or liberating.
What will it say to me today?

2015 VLGMA Winter Conference - Feb.
11-13 at the Stonewall Jackson Hotel in
Staunton
[More Dates](#)

What secret will it convey?
The answer, my friend, isn't blowin' in the wind.
It awaits the stillness within.

[Contact Mel Gillies](#)

[Future Newsletter Articles](#)

A goal of this e-newsletter is to keep you informed on activities relative to our profession. As with any membership-based organization, contributions by members are welcome and encouraged. Topics can range from a recent achievement in your locality to an upcoming event with networking potential to human interest stories about current or retired members. To contribute simply send your brief e-newsletter content (~5 sentences or less) via email to [Molly Harlow](#).



Quick Links

[VLGMA Website](#)

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