



**Southern California City Clerks Association
General Membership Meeting**

**Toyota Meeting Hall
Torrance Cultural Art Center
3330 Civic Center Drive
Torrance, CA 90503**

MINUTES

November 19, 2009

Call to Order

2nd Vice President Susan Ramos called the meeting to order at 9:07 a.m.

Pledge of Allegiance

The Pledge of Allegiance was led by Torrance City Clerk Sue Herbers.

Welcome and Introductions from Host City of Torrance

Torrance City Clerk Sue Herbers welcomed the membership and recognized those that assisted with facilitating the program including City Clerk staff and neighboring City Clerk staff members Eleanor Manzano of Redondo Beach, Liza Tamura of Manhattan Beach and Judy Smith of Palos Verdes Estates.

Program:

President Flynn introduced Mr. Bob Wingenroth, City of Huntington Beach Finance Director, who presented "Performance Management – Measuring for Success." The program included a PowerPoint presentation, question and answer periods throughout the session, and group exercise. The group exercise divided attendee's into three stakeholder groups 1) management team, 2) staff team, and 3) customers. The objective of the group exercise was to develop measures for a City Clerk department. The outcome indicated several measures identified between all groups.

President Flynn, City of Huntington Beach City Clerk, presented the second portion of the program "Leading Change: 8 Steps to Empowerment." The program included a PowerPoint presentation, question and answer period throughout the session and group exercise. The group exercise included forming of groups of two, identifying a matter required in organizational change, and then recommending ways to incorporate the eight steps provided: Creating urgency; forming a powerful coalition; creating a vision for change; communicating the vision; removing obstacles; creating short-term wins; building on the change; and anchoring the change.

Business Meeting and Luncheon – Continued:

4. Approval of Minutes

President Flynn, after calling for any corrections to the minutes, declared the minutes of September 25, 2009 to be accepted as corrected.


5. Treasurer's Report

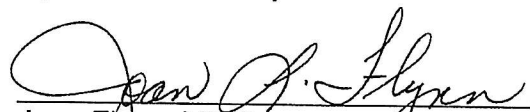
The Treasurer's Report as of October 31, 2009 was accepted as written (attached), subject to audit.

6. Board and Committee Reports

- a. 2nd Vice President: Second Vice President Susan Ramos presented Torrance City Clerk Sue Herbers with a gift in appreciation of hosting the event. She then announced and thanked the City of Thousand Oaks for volunteering to host the January meeting.
- b. Networking: Director La Vonda Pearson announced the spotlight guest as City of Los Angeles City Clerk June Lagmay. Director Pearson provided a brief background of her career then welcomed Ms. Lagmay to the podium. Ms. Lagmay discussed various aspects of her position as City of Los Angeles City Clerk including her previous work experience and various responsibilities of this position.

ADJOURNMENT: The business meeting was adjourned at 12:45 p.m.


Robin Roberts, MMC
Recording Secretary


Joan Flynn, MMC
President