Registration Open
8:00 a.m. – 6:00 p.m. | Hotel Lobby

Wholly Shift: Moving from Dangerous Discourse to Extraordinary Dialogue
10:00 a.m. – 12:00 p.m. | Grand Ballroom A
At work, there are only two things that get us into trouble and convert productive dialogue into Dangerous Discourse: 1. Our mouths, and 2. Our brains. Despite these natural shortcomings, workplace communications can transform from Dangerous Discourse into Extraordinary Dialogue. This session delivers tools for communicating with both candor and respect so that courageous, critical, seemingly undiscussable conversations can occur. Learning how to have Extraordinary Dialogue will strengthen working relationships and restore and maintain dignity to everyone involved - even yourself.
MODERATOR | Patrice M. Olds, City Clerk, San Mateo, President, City Clerks Department, League of California Cities
SPEAKERS | Eric M. Bailey, Managing Partner, Extraordinary Balance
Nicole Lance, Managing Partner, Extraordinary Balance

General Luncheon: Celebrations & Sponsor Recognition
12:15 – 1:45 p.m. | Grand Ballroom B-D
Celebrations will be acknowledged and awards given during this networking luncheon, including CCAC’s Pat Hammers Spirit Award. Please visit and thank our Premium Sponsors at their displays in the foyer!
FACILITATOR | Patrice M. Olds, City Clerk, San Mateo, President, City Clerks Department, League of California Cities

Electronically Stored Information Primer for Public Records Act Requests
2:00 – 3:15 p.m. | Grand Ballroom A
Previously, e-discovery principles were only used during civil litigation. However, in today’s environment, there is as much financial exposure when responding to Public Records Act (PRA) requests as well. In this session, attendees will get familiar with Electronically Stored Information (ESI) and will learn how to review and produce ESI – including e-mails, text messages, video and audio files – in response to PRA requests. Two years after the San Jose case, these are basic tools that every city clerk needs.
MODERATOR AND SPEAKER | Christine Wood, Director of PRA Services and E-Discovery Counsel, Best Best and Krieger
SPEAKERS | Joy Murao, CEO, Founder, Practice Aligned Resources
Christian Pagtakhan, Police Corporal, Pomona Police Department

Break & Exclusive Premium Sponsor Time
3:15 – 3:30 p.m. | Grand Ballroom Foyer
Take this opportunity to visit with Premium Sponsors at their displays in the foyer.

Managing the Marginal Employee
3:30 – 5:00 p.m. | Grand Ballroom A
This presentation is designed to train supervisors and managers on how to manage the employee who does the “bare minimum," who “works the system," or who "pushes the envelope". Learn about the characteristics, impacts on the work force, and tips for motivating, evaluating, and disciplining the marginal employee.
MODERATOR | Melissa Thurman, City Clerk, San Bruno, 2nd Vice President, City Clerks Department, League of California Cities
SPEAKER | T. Oliver Yee, Partner, Liebert Cassidy Whitmore

Exclusive Premium Sponsor Time
5:00 – 5:30 p.m. | Grand Ballroom Foyer
Take this opportunity to visit with Premium Sponsors at their displays in the foyer.

Networking Reception
5:30 – 6:30 p.m. | Grand Ballroom B-D
After a full day of education, relax and enjoy some light hors d’oeuvres and refreshments while networking with your colleagues. This will be a joint reception with the attendees of the Municipal Finance Institute, as well as the Fire Chiefs Leadership Seminar.

2019 – 2020 Department Officers
President, Patrice Olds, City Clerk, San Mateo
1st Vice President, Anthony J. Mejia, City Clerk, Palm Springs
2nd Vice President, Melissa Thurman, City Clerk, San Bruno
Department Director, Randi Johl, City Clerk, Temecula
Recording Secretary, Laura M. Nieto, Chief Deputy City Clerk, Irwindale
Registration Open
8:00 a.m. – 3:00 p.m. | Hotel Lobby

Elections, New Law, and Fair Political Practices Update
9:00 a.m. – 12:00 p.m. | Grand Ballroom A
In this comprehensive session, attendees will receive an overview of the rules and regulations approved during the 2019 legislative session. Practical and real-world applications to city clerk professional responsibilities and tasks will be discussed, as well as FPPC issues and the intricacies of campaign disclosures, gift regulations, conflicts of interest and more.
MODERATOR AND SPEAKER | Randi Johl, Legislative Director / City Clerk, Temecula, Department Director, City Clerks Department, League of California Cities
SPEAKERS | Sukhdip Brar, Supervising Commission Counsel, FPPC Neal Kelley, Registrar of Voters, Orange County, CA Phillip Ung, Director of Legislation and External Affairs, Fair Political Practices Commission

Networking Luncheon
12:15 – 1:30 p.m. | Grand Ballroom B-D

Redistricting: What You Need To Know Before, During, and Following Census
1:45 – 4:45 p.m. | Grand Ballroom A
Before the adoption of the CVRA in 2016, only 28 cities utilized by-district elections. Since the CVRA implementation, hundreds of cities and districts have moved or are considering moving to by-district elections and will conduct post-census redistricting for the first time following the 2020 Census. Learn how to utilize existing interdepartmental communications and community partners, and create asset mapping. From the start of Census planning through the execution of your jurisdiction’s redistricting, you will learn how to guide your organization through these critical processes.
MODERATORS | Myra Maravilla, City Clerk Specialist, Long Beach Lucinda Williams, City Clerk, Fullerton
SPEAKERS | Tracy Colunga, Chief Innovation Officer, Long Beach Monique De La Garza, City Clerk, Long Beach Doug Johnson, President, National Demographics Corporation Justin Levitt, Associate Dean for Research, Loyola Law School, Los Angeles Chris Skinnell, Partner, Nielsen Merksamer Parrinello Gross & Leoni, LLP Shalice Tilton, Sr. Consultant, National Demographics Corporation

MMC/CMC Credit
3.44 MMC Advanced Education/Professional & Social Contribution Points and CMC Education/Experience points will be available with completed learning assessment.
Registration Open
7:30 – 10:30 a.m. | Grand Ballroom Foyer

Networking Breakfast
7:45 – 8:45 a.m. | Grand Ballroom B-D
Enjoy a breakfast buffet with your colleagues. Tables will be designated for those interested in learning more about CMC/MMC, IIMC Accreditation.

KEYNOTE
Finding The Funny In Change
9:00 a.m. – 12:00 p.m. | Grand Ballroom A
Whether it’s changes to technology or new rules and regulations that govern the industry, city clerks are constantly reacting to a new playing field as they reassess and reevaluate their practices. All of this change can cause fear, tension and miscommunication. In this popular keynote, Jan combines humor with practical tips on dealing with change. Jan will teach you how to kick off tough conversations, diffuse tension instantly, facilitate communication, and handle mistakes when things go awry. Learn about her tried and true humor techniques that work in business settings. She will also share some research on the relationship between laughter and health – yes, they’ve actually studied this stuff! You’ll walk away laughing and learning as you discover the steps you can take to conquer, and even embrace change.

MODERATOR | Anthony Mejia, City Clerk, Palm Springs, 1st VP, City Clerks Department, League of California Cities
SPEAKER | Jan McInnis, “The Worklady,” Keynote Speaker & Comedian