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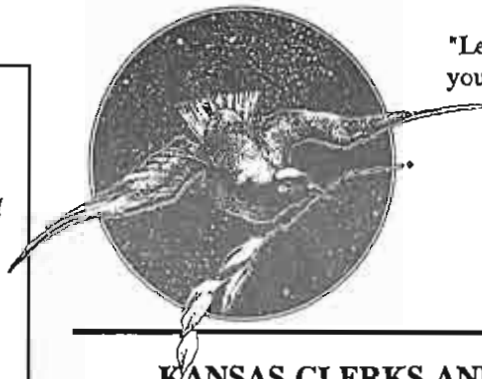
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"Lend me the stone solid strength of the past and I will lend
you Wings to the future" --Robert Jeffers

WINGS

**KANSAS CLERKS AND FINANCE OFFICERS WELCOME
IIMC PRESIDENT CHRISTINA WILDER
TO MARCH CONFERENCE IN WICHITA**

The annual Kansas CCMFO conference was a huge success, with a total of 198 participants. Once again, the staff at WSU did an outstanding job in organizing this event.

Those in attendance had the privilege of welcoming IIMC President Christina Wilder to Kansas. With her stimulating welcoming address, the conference was off to a wonderful start.



Pictured above are Executive Committee members, Sandy Howell, Secretary; Howard Pevehouse, Vice-President; IIMC President Chris Wilder; and Verna Ferguson, President

The business meeting of the CCMFO Association of Kansas was held on Monday afternoon. Action items included (1) approval of a resolution endorsing Mary L. Haynes, CMC/AAE, City Clerk of Peoria, Illinois, as a candidate for Region VII Director of the International Institute of Municipal Clerks; (2) approval of a resolution endorsing the proposed enhancements and funding options recommended by the KPERS Study Commission; (3) announcement of the Clerk/Finance Officer Scholarship winner - congratulations to Delores Suppes, City Clerk, Scott City - Dolores will be attending the IIMC Conference in Orlando on May 23-27, 1993; and (4) announcement of the Mildred Vance Clerk/Finance Officer of the Year Award - congratulations to Connie Schmidt, City Clerk, Merriam, who will be presented this award at the October Kansas League of Municipalities Conference in Overland Park.

WINGS

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EDITOR'S LETTER

Dear Friends,

The 1993-94 Newsletter Committee members are dedicated to producing a quality newsletter for the Kansas CCMFO.

Responsibilities have been assigned, as follows:

Jean Krehbiel, Hesston, (316) 327-4412 - Advertising
Martha Scott, Manhattan, (913) 537-0056 - City Spotlight
Carol McBeath, Haysville, (316) 524-3243 - Clerk Spotlight

We are featuring several new articles in this issue. First, the "city spotlight" section will give clerks the opportunity to showcase their city.

Second, as our official KPERS liaison, Sandy Howell, Lenexa, has agreed to keep us informed on issues pertaining to our retirement system.

Third, names of those cities receiving the GFOA Distinguished Budget Award and Certificate of Annual Financial reporting (CAFR) will be announced in this publication.

As always, we encourage you to submit comments, suggestions, or articles. With your help, Wings will continue to be our vital link to each other.

PUBLICATION DATES AND DEADLINES FOR NEWS ITEMS

"WINGS" will be published in July, October, January and April. Information should be submitted by the 15th of the month preceding publication. Anyone wishing to place advertising in "WINGS" should contact Jean Krehbiel for further information and rates. Small classified ads are also available for positions open, special messages, etc. Jean's address is P.O. Box 100, Hesston, KS 67062. Telephone: 316-327-4412

PRESIDENT'S COMMENTS

Even though February was the longest month I have known in recent history, it is finally over and spring has been proclaimed. Springlike weather is elusive in this part of the country but I am hopeful.

The Conference held in Wichita on March 10-12 was great. I had the honor of being appointed the "actual" president. I accept this challenge with pride and hope the next year is as good as the last one. After a conference like this I always feel refreshed.

It was quite an honor for us to have Christina Wilder at our conference. Since she is the president of our International Institute of Municipal Clerks, I felt it was a great privilege for us to be able to have her come and offer her remarks.

At the local level, our City has increased water rates by 20% in December, a 20% sewer rate increase is scheduled for the April 1st billings and the County levied a 100% increase on landfill user fees. The City does the billing for all of the above. April will be a "fun" month for the front office staff at Concordia.

**Verna Ferguson, CMC
President, CCMFO**

KANSAS CLERKS CELEBRATE 24TH ANNUAL MUNICIPAL CLERK'S WEEK MAY 2-8, 1993

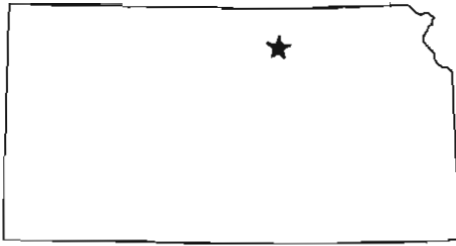
Governor Joan Finney has agreed to issue a proclamation designating May 2-8, 1993 as Municipal Clerk's Week in the State of Kansas. As of press time, the exact date for the signing ceremony had not been announced. The Governor's office can accommodate up to 35 persons for the signing ceremony. Pictures will be taken, and are provided free of charge. The signing ceremonies are usually scheduled at 9:30 a.m., Monday-Friday.

If you are interested in attending, please call Connie Schmidt at (913) 722-3330 for the exact date and time. Those attending will meet for lunch in Topeka following the signing ceremony.

WICHITA STATE UNIVERSITY ANNOUNCES 1993 CERTIFICATION INSTITUTE DATES

November 1-3, 1993	Certification Institute (1st and 3rd year students)
November 8-12, 1993	Certification Institute (2nd year students)
November 11-12, 1993	IIMC Advanced Academy

The certification institutes are conducted from 12:00 noon Monday through 12:00 noon Friday. Advanced Academy is scheduled from 8:30 a.m. Thursday through 4:30 p.m. Friday. All of these sessions will be conducted at the Wichita East Hotel.



CITY SPOTLIGHT

MANHATTAN

Nestled in the Flint Hills, about 50 miles west of Topeka, Manhattan has adopted the nickname "The Little Apple". Although it is a city of about 38,000 the influences of Kansas State University and Fort Riley make Manhattan a diverse community.

Manhattan was incorporated on February 14, 1857. It was founded by settlers moving east to start Bluemont College, the forerunner of Kansas State Agricultural College which became Kansas State University.

A first class city, Manhattan adopted the Commission/Manager form of government in 1951. The City employs 210 people and hires about 500 seasonal employees during the summer. Manhattan provides most of the typical services to our citizens; water, sewer, streets, fire protection, recreation facilities, etc. Manhattan and Riley County work together for many services such as police protection and health care.

Manhattan's largest employers continue to be Fort Riley and Kansas State University despite federal and state government cutbacks. Other than local government, the next largest employers are Kansas Farm Bureau, McCall Pattern Company, and Steel and Pipe Supply.

When visiting Manhattan, there are a number of things to do depending on your interests and the time of year. During the summer, Arts in the Park provides different musical groups three or four nights a week. Each fall, the Flint Hills Festival provides two days of family fun. During the school year, K-State and Manhattan High offer a wide variety of programs, including musicals, plays and big name entertainment. The Sunset Zoo, which is celebrating its 60th year, is the only zoo in Kansas that has snow leopards, cheetahs, and red pandas.

Aggieville, known by K-State students and alumni as a great nightspot, was the first shopping center in Kansas. Manhattan Town Center and Manhattan Main Street provide a variety of goods and services. Manhattan boasts many good eateries, but one of the unique restaurants is Harry's Uptown Supper Club. Harry's is located downtown in the Wareham Hotel which retains its historic atmosphere.

The Manhattan area boast several types of recreational facilities. Tuttle Creek Reservoir provides water sports, especially fishing. Anneberg Park is the site of the softball tournaments and keeps local residents busy with the softball and soccer fields, picnic areas and a small lake. The Linear Park, a trail for hikers, bikers, and joggers, extends from the east part of town, skirts the southern edge and continues west. The trail is planned to eventually extend around the entire city providing a safe alternative to streets.

Above all, Manhattan's residents make the community. The citizens care deeply about the community and give back to maintain a high quality of life. The involvement and concern is so high, a group of citizens tried to change the form of government last year.



IIMC NEWS

BY TOM G. ROBERTS, REGION VII DIRECTOR

It was certainly nice to see everyone again at the Spring Conference in Wichita. Renewing friendships is a natural high and very rewarding. Unfortunately, people retire, take new jobs or change roles and relationships are not able to be what they once were. Conversely, making new friends and acquaintances is quite easy with our group of clerks and finance officers, and very refreshing as well.

Having Christina Wilder, IIMC President, as our guest was a special treat. She has been a dynamic and forceful leader of our international organization. It was nice of Chris to take time out of her busy schedule to visit us in Kansas.

Most everyone is aware by now that I am running unopposed for IIMC Second Vice President in Orlando. It is quite an honor to have the confidence of folks throughout the IIMC organization who feel I have the ability to lead us into the future. I have said it before and I will say it again, I would never have even tried it without the solid strong support of my fellow clerks and finance officers from Kansas. Besides I do not want to make a liar out of Stacey Johnston, my good friend from Coffeyville, who predicted several years ago that this would occur. In any event, the pressure of an election is off. Monday, May 24 is the night set for our Meet-the-Candidate reception which will be a fun-filled victory celebration.

It has been a pleasure being the IIMC Region VII Director these past three years and I am looking forward to serving in my new capacity on the executive committee. As always I am at your service. Please call me if I can ever do anything for you.

Do you suffer from desk stress?

Experts say an untidy desk wastes time and can actually add to on-the-job stress. Are you suffering from "desk stress" brought on by a messy, disorganized desk? Answer these questions to find out:

Give yourself one point for every *Yes* answer and zero for every *No*:

- Are there more than ten items on your desk right now?
- Do you have more than three files or projects on your desk?
- Do you avoid leaving things on your desk for fear you'll lose them?
- Are you known for having a messy desk?

Can other people find things on your desk in your absence?

Do you clean off your desk before going home?

Total: _____

Scoring:

- 7-9:** Severe desk stress. Your habits are seriously undermining your productivity at work.
- 4-6:** Moderate desk stress. You need to work harder at maintaining a neat desk that will help save you time and aggravation.
- 1-3:** No desk stress. Good for you! You're productive and calm at your desk. Keep it that way!

(IABC' Toban, IABC Manitoba, Box 128, Lorette, MB ROA, OYO Canada)

THE SPOTLIGHT IS ON THE NEWSLETTER COMMITTEE

No Photograph
Available

Martha Scott
City Clerk
Manhattan, Kansas
Birthplace: Manhattan, KS
Spouse: Chuck
Children: None



Jean Krehbiel
City Clerk, Hesston
Birthplace: Newton, KS
Spouse: Don
Children: Devery-Son
Jill-Daughter

Favorite type of music: Jazz
Favorite TV show: Murphy Brown
Favorite movie: Gone With The Wind
Favorite entertainer: Katharine Hepburn
Best book read recently: You Just Don't Understand
Best part of my day: Mid-morning
Worst part of my day: Right after lunch
First job: Clerk in Coast to Coast hardware store
In my spare time I like to: Read
Fondest childhood memory: Family reunions
Fourth of July weekends at Fancy Creek
Church campgrounds
Proudest achievement: Graduating from Kansas State
I knew I was grown up when: I moved out of Kansas
I hope I never have to: Put my parents in a nursing home.
If I could change one thing about myself, I would: Be taller
If I couldn't do what I am doing, I would:
Like to be independently wealthy so I could travel
Five words I hope people use to describe me:
Friendly, fair, easy going
One thing I really can't stand: Drivers who don't use their turn signals.
The most rewarding thing I ever did was:
Named Woman of the Year for the Manhattan Charter Chapter of American Business Women's Association after being a member for only one year.
For one day I'd like to trade places with:
The First Lady
If I had a million dollars, I would: Invest carefully so I could retire
I can die happy, once I've: Seen my children grown (children I don't have yet).
The one person I would like to have met:
Benjamin Franklin

Favorite type of music: Country & Western
Favorite TV show: QVC-The Shopping Channel
Favorite movie: Dr. Zhivago
Favorite entertainer: Loretta Lynn
Best book read recently: Heartbeat
Best part of my day: Morning
Worst part of my day: Early Evening
First job: Bookkeeper in an Accounting Firm
In my spare time I like to: Sew, do crafts, golf, fish, camp
Fondest childhood memory: When family could go on vacation
Proudest achievement: When I earned my CMC & AAE
I knew I was grown up when: I got married
I hope I never have to: Not be appointed to my job.
If I could change one thing about myself, I would:
Eat less
If I couldn't do what I am doing, I would:
Stay home and be a good grandmother
Five words I hope people use to describe me:
Honest, loyal, caring, sometimes fun, crazy
One thing I really can't stand: Dirty Politics
The most rewarding thing I ever did was:
Earn the award of Financial Reporting Achievement
For one day I'd like to trade places with:
Queen Elizabeth
If I had a million dollars, I would: Retire
Most embarrassing moment: When I said something about someone and they were standing right there.
I can die happy, once I've: Retired and used up my KPERs
The one person I would like to have met:
Abraham Lincoln

THE SPOTLIGHT IS ON THE NEWSLETTER COMMITTEE



Connie Schmidt
City Clerk, Merriam
Nickname: Annie (Oakley)
from the time I bagged a
pheasant.
Birthplace: Kansas City, KS
Spouse: Tom
Children: Mark, Roy, Angie,
John
Grandchild: Lauro

Favorite type of music: Rock n' Roll, Country
Favorite TV show: Tom Jones on VH-1-Sunday
afternoons
Favorite movie: E.T.
Favorite entertainer: Tom Jones
Best book read recently: Everything I Needed To
Know I Learned in Kindergarten
Best part of my day: Early morning
Worst part of my day: After lunch
First job: Waitress at Martway House in Mission,
KS
In my spare time I like to: Sit back and enjoy my
family
Fondest childhood memory: Taking Sunday
afternoon rides in the country and stopping
for ice cream cones.
Proudest achievement: Watching our "blended"
family of his, mine, and ours grow up.
I knew I was grown up when: I learned how to
make six different meals out of hamburger.
I hope I never have to: Lose my freedom.
**If I could change one thing about myself, I
would:** Be more assertive.
If I couldn't do what I am doing, I would:
Volunteer to help those less fortunate.
Five words I hope people use to describe me:
Sincere, dedicated, hard-working,
friendly, loyal
One thing I really can't stand: Insincerity
The most rewarding thing I ever did was:
Finished sorting all the records at Merriam
City Hall.
For one day I'd like to trade places with: Tom
Jones' wife
If I had a million dollars, I would: Live happily
everafter with my hubby in the country.
Most embarrassing moment: Yes, Sandy--it's
filling out this questionnaire.
I can die happy, once I've: Watched my youngest
son graduate from college!!
The one person I would like to have met:
Elvis Presley



Carol McBeath
City Clerk, Haysville
Nickname: None-What can
you do with "Carol"
Birthplace: Grand Island,
Nebraska
Spouse: George
Children: Dean 24,
Suzanne 29, Dana 20,
Gary 34

Favorite type of music: 50's and 60's
Favorite TV show: Sisters
Favorite movie: Steel Magnolias
Favorite entertainer: Tom Selleck
Best book read recently: Fried Green Tomatoes
Best part of my day: When my husband gets home from
work.
Worst part of my day: When the alarm clock goes off in
the morning.
First job: Babysitting at age 11 during the summer.
In my spare time I like to: Read, make crafts, walk,
relax.
Fondest childhood memory: When one of my classmates
asked me to be her best friend (I think I was 7).
Proudest achievement: Raising my kids, of course, but
other than that; our family built our parents a new
home that was wheelchair accessible.
I knew I was grown up when: Got married and moved
into a home of my own.
I hope I never have to: Get rid of all my "stuff". (I'm a
packrat by nature).
If I could change one thing about myself, I would:
Be thin.
If I couldn't do what I am doing, I would: Become a
legislator.
Five words I hope people use to describe me:
Caring, honest, professional, independent, fair.
One thing I really can't stand: People who state things
to be fact without having all the information they
need to make such statements.
The most rewarding thing I ever did was: Receive
the Chamber of Commerce Gold Star Award for
promoting and supporting local business.
For one day I'd like to trade places with:
Governor Finney
If I had a million dollars, I would: Have one heck of a
lot of fun.
Most embarrassing moment: Made the mistake of
wearing a lightweight dress with a full skirt on a
typical, windy, Kansas day.
I can die happy, once I've: Lived long enough to see all
the grandchildren I'm going to have.
The one person I would like to have met: My husband's
mother.

KPERS UPDATE

House Bill No. 2211, previously known as the KPERS bill and pertained to only state, local, and school teachers (did not include police, fire or judges), is now known as SUBSTITUTE FOR HOUSE BILL NO. 2211 and is now an omnibus bill which includes provisions for virtually ALL KPERS members: police, fire, judges, non-public safety employees, school teachers, state & local employees.

The league of Kansas Municipalities is still in a posture of supporting the bill in its new form. However, one provision which the League has opposed from the outset, involves cancer as a service related death and disability for police and fire members.

The KPERS study commission recommendations for non-public safety employees are still intact. The bill provides for eligibility for normal retirement at 65, or age 62 with 10 years of service, OR when combined age plus credited service equals "85" for members who retire after 7/1/93. Increases participating service credit for 1.75 for those retiring after 7/1/93; provides automatic COLA to a maximum of 4%; increases death benefit to \$4,000; provides "pop up" option; 4% interest earnings on employee deposits who join after 7/1/93; extends amortization payments with calculations to be level as a percent of payroll; establishes local employer rate at 2.2% with increases of 0.1% annually beginning in calendar year 1995 until rate equals actuarial rate certified by KPERS board.

The KP&F provisions include increasing service benefit formula to 2.5% and increases maximum benefit to 80% of final average salary for those who retire on or after 7/1/93. Provides for same COLA as above, provides for same death benefit as above, and adds cancer to definitions of service related death and disability. Provides non-duty death benefits to a spouse at any age; pop-up option, and interest rate of 4% on employee deposits for new members enrolling after 7/1/93. Amortization payments to be level as a percent of payroll.

On Friday, April 2nd, the Senate passed this omnibus bill with amendments. One particular amendment included language that would qualify that the cancer provision only apply if the condition that caused the death or disability is a type of cancer which may, in general, result from exposure to heat, radiation, or a known carcinogen. The House "non-concurred" on Monday morning, April 5th. This bill is now in conference committee comprised of three Representatives and three Senate members.

You are urged to contact your legislators in support of the Study Commission's recommendation.

Congratulations To The Following Kansas Cities For Receiving The Distinguished Budget Presentation Award 1/1/92 To 3/31/93

City of Wichita

Mr. Ray Trail, Director of Finance

City of Olathe

Ms. Susan Berton, Assistant to the
City Manager

City of Prairie Village

Ms. Barbara Vernon, City
Administrator

City of Junction City

Mr. Rodney D. Barnes, Finance Director

City of Overland Park

Ms. Kristy Cannon, Assistant City
Manager

City of Lenexa

Ms. Sandra Howell, City Clerk/Finance
Director

City of Merriam

Mr. Eric Wade, City Administrator

City of Kansas City, KS

Ms. Nancy L. Zielke, Director of
Finance/Budget Director

REGION NEWS

Region 1

Dan Pickett, City Clerk of Quinter, hosted the regional meeting for Region 1 on Friday, February 19, 1993. The group met at the City Office for a short tour and then traveled to a local business, The Swift Bullet, for a tour of their facility. Dan explained that this was the result of a local economic development project using a revolving loan fund.

Following the tour, we met at the Q-Inn Restaurant for lunch and enjoyed the company of foreign exchange students from Sweden, Norway, Germany, and Czechoslovakia. Sally Maack, Regional Director of AISA, also spoke to us about the foreign exchange program.

Martha Nemeth of Oberlin volunteered to hold the next meeting in April, with the time and date to be announced.

Region 2

Debra Fox, City Clerk of Ashland, hosted the regional meeting on January 22, 1993. There were 19 clerks and staff in attendance. The meeting was held in Dodge City with Bernie Hayden and Chris McKenzie from the League of Municipalities speaking. Chris gave a legislative update and questions and answer time before meeting with the City Managers and Administrators. Bernie spoke about the Kansas Municipal Information Network (KMIN) and then gave a demonstration on how the system works.

The next meeting will be held in April and hosted by Vickie Hesser, City Clerk of Montezuma.

Region 11

The Northeast Kansas City Clerks ventured to Topeka on March 24th for a full day of activities. The day began with a tour of the League of Kansas Municipalities building. The KPERS building and Topeka City Hall was next. Topeka City Clerk Iris Walker joined the group to view the Council Chambers and also the Topeka Performing Arts Center.

Region 11 (Continued)

Lunch was at Annie's Santa Fe with a short business meeting following. The Clerks then went to the State Capitol for a tour (a few even braved going to the top of the dome). The City of Hiawatha was the host for the day.

Region 11 will meet next in October with the City of Mayetta as host.

Region 17

15 Southeast Kansas Clerk's met in Gas on December 28, 1992, hosted by City Clerk Marcella Wilson. The meeting began at 11:30 at the Gas School House. A wonderful luncheon and dessert was served, compliments of the City of Gas. Discussion followed relating to events going on in our own communities.

The business meeting followed the luncheon. It was previously agreed that the hosting cities be rotated based on city alphabetical order. The list was presented to those in attendance by the Regional Coordinator, Stacey Johnston.

Altamont was the host city for the February 12th SEK Regional meeting. Approximately 30 were in attendance to enjoy the itinerary planned by City Clerk Lizabeth Finley.

After meeting at the Altamont City Hall, everyone journeyed to the Chez Gourmet Catering for a demonstration on Wood Carving by Altamont Artist George Mozingo. Mr. Mozingo had a wonderful display of wood carvings and many pieces were purchased by City Clerks.

After a great lunch provided at the Chez Gourmet, compliments of the City of Altamont, and a short business meeting, all were invited to see (and purchase!) the display of wares from the local Altamont shops. Items included candy, handmade porcelain dolls, office supplies, ceramics, woodcrafts, etc. It was very impressive indeed! As a matter of fact almost 20 items were given away as door prizes that had been donated by the Altamont businesses.

The next meeting will be hosted by Altoona City Clerk, Barbara Noah, in May.

COULD YOU SURVIVE A COMPUTER DISASTER IF IT HAPPENS TOMORROW?

Every governmental unit should be asking whether it could survive a disaster. Because municipalities depend heavily on technology and automated systems to provide a wide range of services, they need to prepare now to keep continuity of service.

The possibilities for disasters are endless, ranging from natural disasters to human error and destruction. Examples of disasters that can interrupt day-to-day government operations include:

- * Flooding
- * Fire
- * Seismic Damage
- * Wind Damage
- * Power failure/interruptions
- * Heating ventilation or air conditioning failure
- * Unauthorized physical access to facilities
- * Improper handling, malicious damage or destruction of sensitive software or data
- * Unauthorized access to or theft of data
- * Computer crimes
- * Data entry errors

Although most disasters cannot be prevented, organizations

can anticipate them and implement a disaster recovery plan. In the absence of such a plan, an organization may find itself unable to maintain continuity of operations, capture current data, ensure the integrity of data, continue transaction processing and maintain the quality and level of services normally provided to and demanded by taxpayers.

Downtown Chicago Flooded!

Last spring, Chicago businesses discovered the importance of a good disaster recovery plan firsthand when 250 million gallons of water from the Chicago River flooded the basement of more than 30 downtown office and municipal buildings.

These buildings either lost equipment completely because of water damage or encountered temporary power failures. Some experienced both. As a result of the Chicago flood, many buildings were unable to open. Many people were left without any way of doing their everyday jobs. However, some businesses thought ahead and implemented a disaster recovery plan and were able to resume operations in a shorter time frame.

A governmental unit without a

recovery plan in place can be devastated. Several years of tax and revenue files, along with vital operating documents, can be lost. The Chicago flood is just one of 20 major disasters across the nation that disaster recovery service providers have been hit within just the last two years. The devastating earthquakes in San Francisco and Southern California and the hurricanes that recently hit Florida, Louisiana and Hawaii are additional reminders that a disaster can hit anywhere at any time.

Serious flooding can be caused by something as mundane as a malfunctioning sprinkler system.

Therefore, the odds of being confronted with a disaster are not as slim as you may think. It is imperative that every governmental unit give immediate attention to developing some type of disaster recovery plan.

Four Steps To Disaster Recovery

Step One – Backups:

The first, and probably the most crucial, component of any disaster recovery plan is that data files are being backed up on a regular basis and stored properly. Every governmental unit should follow a routine schedule (e.g., daily, every Friday, etc.) for backing up files. The backup files should be clearly identified and regularly delivered to an off-site storage facility.

If on-site storage for backup files is used, access to the storage

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facility should be limited to authorized personnel. Protect storage areas from hazards such as fire, steam and water damage.

Finally, back up techniques should not use the same media for successive backups. If a system failure occurred during the backup process, the media would not provide an adequate safeguard.

Step Two--Written Emergency Procedures:

The second component of a disaster recovery plan is an adequate written emergency plan. Such a plan can avoid the chaos that might follow a flood, fire or other catastrophe, and minimize any hardware and software losses.

Emergency procedures should include such things as important telephone numbers; location of important files and records; and a priority on which items should be removed from the premises along with instructions on where to take them.

Post these policies in a prominent location for easy reference by all computer system users. Assigning responsibilities for various emergency-plan steps to specific individuals can

minimize confusion and delays. Also, identify methods for providing emergency assistance when power and telephone services are disrupted.

Obtain a complete inventory of hardware, software, files, programs and important documentation in the event it is needed for insurance claims and replacement if operations must be continued at another site.

Step Three--Alternative Facilities:

Every disaster recovery plan should involve adequate provisions for the use of alternative facilities or processing methods.

Make such arrangements with another data processing facility (such as another governmental unit) with compatible hardware in the event your equipment is destroyed or is unusable. This arrangement should be in the form of a written agreement that simply states the willingness on the part of the alternate facility to provide mutual data processing capabilities in emergency situations.

Once an alternative facility has been selected, written user procedures should be documented and copies maintained off the premises to provide for easier transition during a disaster.

It may also be appropriate to identify alternative methods of entering data so that operations can continue without the absolute requirement for terminal devices at alternative facilities.

Step Four--Review Insurance:

Review the organization's insurance coverage, looking at the benefits of insurance coverage of various electronic data processing (EDP) related risks such as equipment damage, software destruction, business interruption, payment for alternative equipment and loss of data. Also, consider fidelity insurance on EDP personnel.

For most organizations, the costs of re-creating their present EDP operations would be significant. While some of the above mentioned risks may be covered under existing policies, the nature of any uninsured risks and the benefits of additional insurance should be carefully examined.

We have helped other organizations evaluate their exposure to risk and create disaster recovery programs to ensure their safety. For a review of your operations give us a call.



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&
haberman

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Joyce C. Haberman

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CHECKLIST FOR DISASTER PLANNING

1. Establish and verify the backup techniques being used.
2. Establish and follow written emergency procedures.
3. Establish and verify arrangements for alternate data processing facilities.
4. Establish and verify adequate insurance coverage.
5. Keep up-to-date records of all equipment and software, including serial numbers.
6. Test your plan and work out any bugs that arise.

Article provided by: Allen, Gibbs, & Houlke, Certified Accountants & Consultants
Wichita, Kansas (316) 267-7231

GOVERNMENT FINANCE OFFICERS ASSOCIATION ANNOUNCES 1993 ADVANCED GOVERNMENT FINANCE INSTITUTE, JULY 18-23, AT UNIVERSITY OF WISCONSIN-MADISON

The Government Finance Officers Association (GFOA) has just announced its Advanced Government Finance Institute for 1993, to be held July 18th through 23rd in conjunction with the School of Business at the University of Wisconsin--Madison. This week-long, university-based program for senior-level finance officials and other policy makers in public finance provides a forum where participants can step back from the day-to-day demand of their job to take a broader, longer-term view of emerging issues in public finance and management.

Set on the campus of the University of Wisconsin--Madison, the intensive program consists of seminars conducted by professors from the School of Business and other departments of the University of Wisconsin, lecturers from other universities, government officials and private-sector consultants. 30 CPE credits can be earned through Institute attendance. Seminar topics will include the following:

- * economics, demographics, capital markets and urban policy;
- * governmental organization and restructuring;
- * new directions in governmental budgeting and accounting;
- * management styles and leadership strategies; and
- * dealing with the media

The fee of \$1,250 covers tuition, housing and meals in Institute facilities, and sponsored activities from the afternoon of Sunday, July 18th through noon, Friday, July 23rd. In order to sustain the concentrated, interactive nature of the program, the 1993 Institute will be limited to 50 participants, selected on the basis of their positions held, past experience in government, type of jurisdiction and order of application. To request an application for enrollment, contact Barbara Weiss or Nancy Gleason at GFOA, 1750 K Street, NW, Suite 200, Washington, D.C. 20006 (202/429-2750; FAX 202/429-2755).

THE CITIZEN MAY BE ALWAYS RIGHT

THE CITIZEN MAY BE ALWAYS RIGHT, but, many times the citizen is angry and takes that anger out on you. Whether your city has made an error, or the fault is out of anyone's hands, it's your responsibility to tend to the citizen's complaint and smooth things over. Here's an eight-step formula for dealing with dissatisfied customers:

1. Understand the point of view. The citizen isn't angry with you but frustrated by a problem, and is talking to you in your role as a representative of the city. Don't take the anger personally.

2. Listen. Let the citizen talk. This will relieve some of the tension of the situation. Once the citizen has stated the case and calmed down a little, you'll have begun to gain his or her trust.

3. Empathize. Let the citizen know you understand his or her feelings and point of view. If the problem has come up before, mention that.

4. Rephrase the problem. Paraphrasing the situation in your own words may help clarify a complex problem. Always finish with "Is that right?" and listen carefully for the citizen's comments.

5. Discuss your options. Once you understand the situation, start offering alternatives that show your commitment to solving the problem.

6. Be realistic. You can't be expected to solve every single problem on your own. Don't make promises you can't keep, even if all you can do is bring the situation to the attention of your superior.

7. Keep your promises. Follow through promptly on what you promise. If an action takes longer than you'd anticipated, call the citizen back, and explain the delay.

8. Say "Thank-you." This will end the conversation on a positive note and help to maintain friendly relations with the customer in the future.

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"A LESSON FROM THE GEESE"

Submitted by: Brenda L. Chance City Clerk, Phillipsburg

As each bird flaps its wing, it creates an "uplift" for the bird following. By flying in a "V" formation, the whole flock adds 71 % longer flying range than if each bird flew alone.

People who share a common direction and sense of community can get where they are going quicker and easier when they travel on the thrust of one another.

Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to fly alone, and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front.

If we have as much sense as a goose, we will stay in formation with those who are headed where we want to go.

When the lead goose tires, it rotates back into formation and another goose takes over at the point position.

It pays to take turns doing the hard tasks, and sharing leadership-because people, like geese, are interdependent upon each other.

The geese in formation honk from behind to encourage those up front to keep up their speed.

We need to make sure our honking from behind is encouraging-not something less helpful.

When a goose gets sick or wounded or shot down, two geese drop out of formation and follow her down to help and protect her. They stay with her until she is either able to fly again or dies. Then they launch out on their own, either with another formation or to catch up with the original flock.

If we have as much sense as the geese, we'll stand by each other.

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NOTE OF THANKS

Dear Friends,

For all the kindness you have shown, we thank you very much.

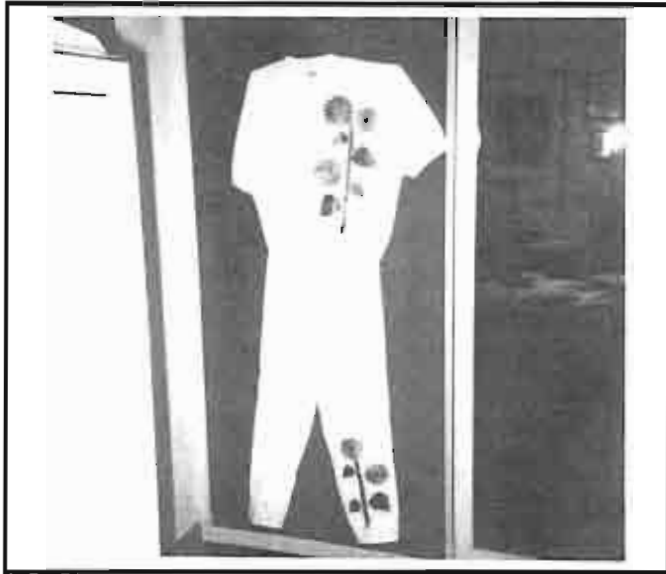
For sympathy in sorrowing days. For Friendship's healing touch. With gratitude our hearts are full. Though words cannot convey the tender thoughts and thankfulness we hold for you today.

The hyacinth plant is lovely and such a thoughtful thing for you to share with our family at this difficult time. We all appreciate all the kind expressions of support. It is such a comfort to know that so many people share in the loss.

Thanks again for sharing with us.

Gloria and Claude McGinnis
Tribune, Kansas

DID YOU KNOW ???



ATTENTION LADIES!!!

We have found a source that will make the outfit that is shown. This is a 100% cotton sheeting material in white with green and yellow satin appliqueed sunflowers. We thought that it would be an excellent outfit to wear for those of us that are attending the IIMC Conference in Orlando.

As those attending know, the Kansas Clerks are responsible for hosting a reception for Tom Roberts, who will be installed as 2nd Vice President. Sunflowers and wheat will be our theme. It would be a nice touch if we, as hostesses, could match. **However, these outfits are available to any Clerk who is interested.**

The outfits come in S, M, L, & XL. They are \$40.00 a set or \$32.50 for the top alone plus \$2.50 for shipping. Tops can be either ribbed or shirt tailed. A polo shirt type collar can also be added. Top and bottom sizes can be mixed. Although it is made of cotton, there is minimal shrinkage if laundered correctly.

If you are interested, please complete the following order blank and send along with payment to Donna Yow, c/o Lenexa City Hall, P.O. Box 14888, Lenexa, Kansas 66285-4888 or call either Donna or Mary Sue Fry at (913) 492-8800 if you need more information.

The Kansas City Clerks and Municipal Finance Officers Association is proud to announce that the following Kansas clerks have been awarded the designation of "Certified Municipal Clerk" (CMC) from the International Institute of Municipal Clerks:

Debra Fox, City Clerk of Ashland and **Betsy Koontz**, City Clerk/Finance Director of Pratt

They join 102 other Kansas Municipal Clerks who presently hold the designation of Certified Municipal Clerks.

Congratulations to **Coralea Wellen**, City Clerk of Elkhart and **Beth A. Dains**, City Clerk of Madison who were recently accepted as members of the Academy for Advanced Education of IIMC.

Congratulations are also extended to **Paula Shapland**, City Clerk/Finance Director of Ulysses, who was accepted into the first sustaining membership of the IIMC Academy for Advanced Education.

Congratulations to **Debbie Durler**, City Clerk, Great Bend, for her front page article on "Accelerated Degree Programs" that was published in the February issue of the IIMC News Digest. After reading her article, many clerks will be challenged to pursue this type of degree program.

REMINDER: The sooner you order the better.

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UPCOMING EVENTS AND DEADLINES

Mark Your Calendars Now!

May 2-5, 1993	GFOA Annual Conference Vancouver, British Columbia
May 23-27, 1993	IIMC Annual Conference Orlando, Florida
June 15, 1993	Deadline for submitting articles for publication in July edition of <u>Wings</u>
June 23, 1993	Program Planning Committee Wichita, Kansas
October 3-5, 1993	League of Kansas Municipalities Conference Overland Park, Kansas

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