

AA RECORD LOCATOR : OOHQZD



Get your boarding pass faster! Scan this barcode at any American Airlines Self-Service Machine.



Thank you for choosing American Airlines and American Eagle, members of the oneworld Alliance.

If your flight is operated by another carrier, please check in with that carrier per their guidelines.

Check-in times will vary depending on your departure or destination city. In order to determine the time you need to check in at the airport, visit our Suggested Arrival Times page at www.aa.com/arrivaltimes.

If you have a U.S. DOMESTIC E-TICKET, check in for your flight using Flight Check-In at AA.com between 1 and 24 hours prior to flight time. Use the E-TICKET confirmation/record locator above to select or change your seat and obtain a boarding pass. On day of departure, you will be required to present a government-issued photo-ID at the airport.

As a security measure, if this ticket was purchased using a credit card with billing address in Latin America or the Caribbean (except Puerto Rico and U.S. Virgin Islands), the credit card holder must be present at time of check-in to verify identification and sign a credit card voucher. For your convenience, the credit card holder can present the credit card and provide this signature prior to departure date at any AA ticketing office in Latin America and the Caribbean.

See the ENDORSEMENT line below for key fare rules pertaining to your ticket, if applicable.

If you have begun travel, your online receipt record may only indicate portions of your trip which have not been flown.

Seattle to Miami 1 Adult Sunday January 17, 2016			Total Paid: \$248.10 USD
AA Record Locator OOHQZD	Reservation Name SEA/MIA	Status: Ticketed Oct 29, 2015	
Your record locator is your reservation confirmation number and will be needed to retrieve or reference your reservation.			
Flight	Depart	Arrive	Fare Amount
American Airlines 1070 	Seattle (SEA) January 17, 2016 11:15 PM Travel Time : 5 h 37 m Cabin Class : Economy Seat : 19F	Miami (MIA) January 18, 2016 07:52 AM Booking Code : N Plane Type : 738	Adult 1 × \$217.67 USD \$217.67 USD
			Taxes & Carrier-Imposed Fees
			Taxes \$30.43 USD
			Carrier-Imposed Fees \$0.00 USD
			Flight Subtotal
			\$248.10 USD

Receipt

PASSENGER	TICKET NUMBER	FREQUENT FLYER NUMBER	FARE	Tax/Fee/Charge	TICKET TOTAL
PEDRON, RAFAEL	0012358588595		\$217.67 USD	30.43	248.10
Payment Type: VISA *****7358			Total		\$248.10 USD

PASSENGER	FREQUENT FLYER NUMBER	PRICE	Tax/Fee/Charge	Mileage Multiplier Total
			Total	0.00

Fare includes -

Endorsements/Restrictions -
NONREF/SVCCHGPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE

Note - If your ticket involves travel outside the U.S., Canada, U.S. Virgin Islands or Puerto Rico and has been reissued for any reason, the total amount above may not include all taxes. Please check with American Airlines Reservations at 1-800-433-7300 for the correct total.

TERMS AND CONDITIONS

A summary of Terms and Conditions applicable to your travel is available on ticket jackets, which are available at any American Airlines ticket office or at

www.aa.com/conditionsofcarriage.

You may have purchased a "Special Fare" and certain restrictions apply. Some fares are non-refundable. If the fare allows changes, a charge may be assessed for the change.

If you have questions regarding our refund policy, please visit www.aa.com/refunds.

CHECKING IN

On day of departure, you will be required to present a government-issued photo identification at the airport. Check-in times will vary depending on your departure or destination city. If your flight is operated by another carrier, please check in with that carrier per their guidelines. In order to determine the time you need to check in at the airport, visit our Suggested Arrival Times page at www.aa.com/arrivaltimes.

Check in for your flight using Flight Check-In (www.aa.com/checkin) at AA.com between 1 and 24 hours prior to flight time if you have a U.S. domestic e-ticket. You may also use the Self Service Check-In machine (www.aa.com/selfservice) at the airport on your day of departure. Use the e-ticket confirmation/record locator above to select or change your seat and obtain a boarding pass.

TRAVELING INTERNATIONALLY

If you are traveling internationally, please ensure that you have all necessary travel documents for the countries you are visiting. Visit the International Travel section at www.aa.com/intl for more information and helpful links.

BAGGAGE INFORMATION

To enhance security, FAA requirements mandate that customers are allowed one carry-on bag plus one personal item onboard. To learn more about current carry-on baggage allowances including checked bag policies and applicable charges, please visit www.aa.com/baggageinfo.

HAZARDOUS ITEMS

Many common items can be hazardous when transported by air and are prohibited. Please refer to the Restricted Items page at www.aa.com/restricteditems for more information.

SPECIAL ASSISTANCE

If you need special assistance due to a disability, or have children or pets traveling, visit the Special Assistance section www.aa.com/assistance before you travel.

FLIGHT STATUS

Please check your departure/arrival gate information prior to arriving at the airport. This information can be found at www.aa.com/gates.

RESERVATIONS ASSISTANCE

Should you need to change your reservation, please call 1-800-433-7300 and refer to the above record locator.

AADVANTAGE INFORMATION

AAdvantage members may call our toll free number 1-800-882-8880 for assistance, or visit www.aa.com. Also on AA.com, you can book the most popular AAdvantage travel awards at our Redeem Miles section www.aa.com/redeemmiles.

AA.COM

Visit www.aa.com/emails, which allows you to opt-in to receive American Airlines email products, offering the latest news and information, as well as exclusive offers.

My Booking

You're all set to jet!

ITINERARY OPTIONS

- [Print itinerary](#)
- [Download to calendar](#)
- [Email itinerary](#)

Confirmation code: **FMUEPT**

Travelers

Mr. RAFAEL SANTOS PEDRON

Flight Ticket Number 2792140431648
FLL LAX
Seat 14F
Checked bags included 1 bag

Your flights

Fort Lauderdale, FL (FLL) Los Angeles, CA (LAX) Flight 701 Fare: Blue Plus
Sun Jan 10 2016, 8:57 AM Sun Jan 10 2016, 11:45 AM JetBlue Nonstop
A320

Fare breakdown

Passenger Type	Base Fare per person	Taxes & fees per person	Total Fare per person	Number of travelers	Total Fare
Adult	\$268.83	\$34.27	\$303.10	x 1	\$303.10 USD

FLL - LAX: Blue Plus details

Checked Bags Included: 1 bag
Carry-On (1 bag + 1 personal item): included
Base TrueBlue Points (per dollar): 3
TrueBlue Online Booking Bonus (per dollar): 4
Changes (plus any fare difference) or Cancellations: \$50 (FARES UP TO \$99) \$80 (FARES UP TO \$149) \$120 (FARES \$149+)
Same Day Changes: \$50
Even More® Speed (expedited security): \$10/\$15
Most Legroom in Coach: included
Free Snacks & Soft Drinks: included
Fly-Fi® (broadband internet): included
DirectTV®: included
Sirius XM Radio®: included
JetBlue Features™ (movies): \$5
Lie-Flat Seat, Early Boarding, Dining Options, Dedicated Check-In & More: N/A

Total fare: **\$303.10** USD

Extras

Seats

Core Mr. RAFAEL PEDRON | FLL - LAX | Seat 14F | Flight 701 | \$0.00 USD

Total Extras: **\$0.00** USD

Charged to Visa ending in 7356 **\$303.10** USD

Pedron, Rafael

From: The Queen Mary Hotel [reservations@queenmary.com]
Sent: Wednesday, October 21, 2015 10:42 AM
To: Pedron, Rafael
Subject: Confirmation

[view online version](#) • [view mobile version](#)



Dear Rafael Pedron,

Welcome aboard! Thank you for choosing to stay with us on the legendary Queen Mary. Your presence is expected on Sunday, January 10, 2016 and we look forward to your arrival.

We are certain you will enjoy the grandeur and history of our majestic ship and hope you partake in all the exciting activities and tours we offer. We strive to make sure your experience with us is a memorable one. If there is anything we can do to enhance your visit, please do not hesitate to let us know. If you have any questions regarding your reservation, or would like to make a change or upgrade, please reply to this email or simply call us at 800-437-2934.

Warm regards,
The Queen Mary Crew

YOUR CONFIRMATION

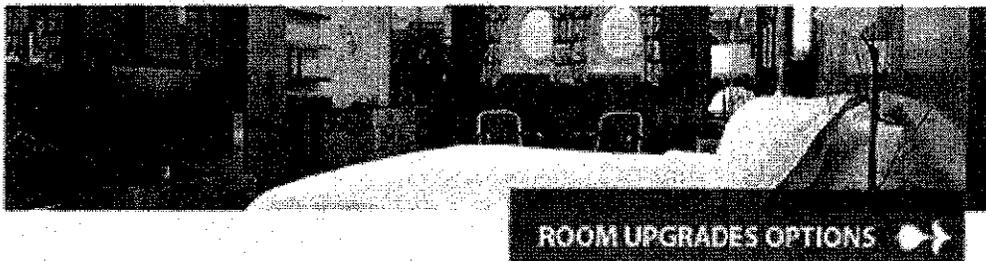
Confirmation number	12709720
Guest name	Rafael Pedron
Arrival date	Sunday, January 10, 2016
Departure date	Thursday, January 14, 2016

Number of adults	1
Number of children	0
Stateroom type	Standard Full or Queen or King
Nightly stateroom rate	\$139.00

+ Modify / Cancel Reservation

[Daily rate does not include occupancy tax, facilities fee or attractions tickets]

Facilities Fee of \$14.95 per night includes an audio tour of the ship, children's scavenger hunt, WIFI, access to the fitness center and 50% off of select guided tours and attraction tickets. A portion of the facilities fee is designated for the restoration and preservation of the Queen Mary.



DELICIOUS FOOD AND BEVERAGES OPTIONS ON BOARD

Whether you want to dine in first-class style at our award-winning Sir Winston's, delight in some savory seafood at Chelsea Chowder House, sip a cocktail at the Observation Bar or just grab a casual bite at the Promenade Café, the Queen Mary has restaurants to fit any appetite and budget. Don't forget about our lavish Champagne Sunday Brunch. [View menus and more dining options.](#)

LIVING HISTORY TOURS OF THE QUEEN MARY

The Queen Mary offers a wide selection of activities, tours and attractions to experience. Rich with history and mystery, the Queen Mary has something for everyone. Whether you are interested in Art Deco design, history, the ship's World War II service or its paranormal activity, our unique tours will give you an in-depth look into the ship's past. We offer both day and evening tours; daytime tours generally run between the hours of 10 am until 6 pm and evening tours begin at 6:30 pm. Learn more about a Queen Mary tour by calling 800-437-2934 or explore tours and hours [online](#).

Browser: https://ge-synms.com/.../Hotel=1042&Char=6358...
 Menu: File Edit View Favorites Tools Help
 Navigation: Home, Back, Forward, Stop, Reload, Print, Page, Safety, Tools

Navigation: Select Dates > Rooms & Rates > Select Packages > Review > Confirmation > **Checkout**

Your Stay

Arrival: **10** (SUN 2016)
 Departure: **14** (THU 2016)

Room Type: Standard Room with 1 Full-Size Bed
 Booked Rate: Government Employee Rate
 Guests: 1 Adult

Room Charges: USD 556.00
 Tax: USD 84.48
 Fees: USD 59.80

Total Rate: USD 700.28

[Book another room](#)

Price Breakdown

Room Type: Standard Room with 1 Full Size Bed
 Rate Type: Government Employee Rate

Sunday, January 10, 2016	USD 139.00
Monday, January 11, 2016	USD 139.00
Tuesday, January 12, 2016	USD 139.00
Wednesday, January 13, 2016	USD 139.00
Room Total	USD 556.00

Taxes and Fees

Long Beach Tourism Assessment	USD 16.68
Occupancy Tax	USD 66.72
California Tourism Assessment	USD 1.08
Facilities Fee	USD 59.80
Total	USD 700.28

Last Name *

E-mail Address *

City *

State/Province *

Select

**City of North Miami, Florida
TRAVEL REQUEST**

Doc 307983

Date: October 3, 2016

Name of Traveler: Rafael Pedron

Department: Office of the City Clerk

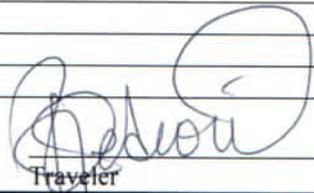
Destination: Orlando, FL

Mode of Transportation: City Vehicle
(If least expensive mode not chosen, provide justification below)

Dates of City Travel: From: October 10, 2016

To: October 13, 2016

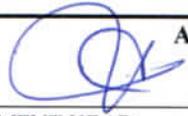
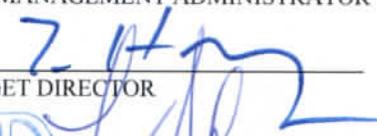
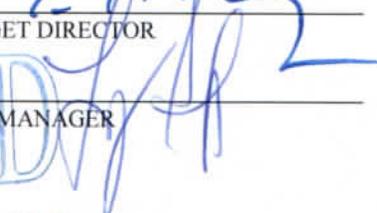
Purpose of Trip: FACC 2015 Fall Academy from October 9-14, 2016 in Orlando Lake Buena Vista S, FL -Academy

<u>ESTIMATED COST</u>		Will vacation be combined with trip? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Registration -	475.00	Attach written documentation supporting this travel
Transportation	.00	Information on trip attached? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Meals	295.00	Travel was included in budget? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Lodging \$32 p/n	160.00	*(Explain answer no)
Other - Local Transportation		
Other		
Total Costs	\$ 930.00	
Less Prepaid Expenses		
Advance to Traveler	\$ 295. ⁰⁰ per RB	
		Signature 
		Traveler

Meal Detail

Date	10/09/2016	10/10/2016	10/11/2016	10/12/2016	10/13/2016	10/14/2016		
Breakfast - 15%		8.85	8.85	8.85	8.85	8.85		\$44.25
Lunch - 30%		17.70	17.70	17.70	17.70	17.70		\$88.50
Dinner - 55%	32.45	32.45	32.45	32.45	32.45			\$162.25
Total	\$32.45	\$59.00	\$59.00	\$59.00	\$59.00	\$26.55		\$295.00

COMMENTS
\$59 per day

Account No. <u>001-03-407001-512-305-000</u> Voucher No: _____ Date: _____	APPROVED	
	 DEPARTMENT HEAD	9/3/16 DATE
	RISK MANAGEMENT ADMINISTRATOR	DATE
	 BUDGET DIRECTOR	DATE
	 CITY MANAGER	10/3/16 DATE

RECEIVED
OCT - 4 2016
Budget Office

RECEIVED
OCT 05 2016
RB -> 932 Am
CITY OF NORTH MIAMI



FACC 2016 Fall Academy Registration Form

October 10-13, 2016 | Embassy Suites Orlando Lake-Buena Vista South

Complete registration form and email to facc@flicities.com, fax to (850) 222-3806 or mail to FACC, P.O. Box 1757, Tallahassee, FL 32302-1757. Or, you may register online at www.floridaclerks.org. We accept Visa, MasterCard or checks as payment for registration fees. Make checks payable to FACC. Registration includes continental breakfast and refreshment breaks Monday through Thursday and Tuesday's Recognition Luncheon. If you are physically challenged and require special services, or if you have special dietary needs, please attach a written description to your advance registration form. For more information, contact Jill Walker at (850) 222-9684.

One Registrant Per Form • Please use additional registration forms as needed.

Last Name Pedron First Name Rafael Nickname Rafael
(As you wish it to appear on your badge)
 Title Administrative Specialist Affiliation City of North Miami
(City/County/Government/Company)
 Mailing Address 776 NE 125 St Room 101
 City North Miami State FL Zip 33161 FACC District South
 Work Phone 305/893 6511 ext 12146 Fax 3058990497
 Email Address (for confirmations) rpedron@NorthMiamiFL.gov
 Current Certification: MMC CMC None (see next question)
 If you do not have a current CMC designation,
 please note which year of the basic program you will be attending: 1st Year 2nd Year 3rd Year

Please choose the appropriate education track and membership status.

	On/Prior 09/15/16	Fee Paid	After 09/15/16	Fee Paid
First Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
First Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
First Year Basic – Non-Member	\$425.00	_____	\$475.00	<u>/</u>
Second Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
Second Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
Second Year Basic – Non-Member	\$425.00	_____	\$475.00	_____
Third Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
Third Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
Third Year Basic – Non-Member	\$425.00	_____	\$475.00	_____
Advanced – FACC Member	\$325.00	_____	\$375.00	_____
Advanced – FACC Associate Member	\$350.00	_____	\$400.00	_____
Advanced – Non-Member	\$400.00	_____	\$450.00	_____

Payment Information

Method of Payment: Check (payable to FACC) Visa MasterCard Total Enclosed: \$ _____
 Credit Card Number _____ Expiration _____ Date _____
 Card Holder's Name _____ Card Holder's Phone _____
 Card Holder's Signature _____
 Billing Address (if different than above)

3-star Hotel in Walt Disney World - Bonnet Creek area

Sun, Oct 09 - Fri, Oct 14

\$233.47

3-star Hotel in Walt Disney World - Bonnet Creek area

👍 70%

1 Room, 2 Adults, 0 Children

Sun, Oct 09 - Fri, Oct 14

Free parking, Free breakfast, Smoke-free rooms, Fitness center, Pool(s), Restaurant(s), see more

This hotel's location earned it a 4/5 guest rating.

\$32.00 per night x 5 nights x 1 room	\$160.00
Tax recovery charges + fees	\$33.92
Promo Code	
Hotwire total due today (USD)	\$193.92
Resort fee due at hotel	\$39.55
Trip total (USD)	\$233.47

35 people booked this hotel today!

This one is hot!

Need Help?

1-855-847-0036 (tel:1-855-847-0036)

Ref: 6452664677

Sign in for faster booking

Traveler info

First name

Last name Hotel in Walt Disney World - Bonnet Creek area

Sun, Oct 09 - Fri, Oct 14

\$233.47

Email

Confirm email

+1

Phone number

Trip insurance (Hotel Cancellation Protection - recommended)

\$8.00

Yes

No

I understand that if I cancel my reservation and decline trip insurance, I'm responsible for all non-refundable expenses associated with this booking.

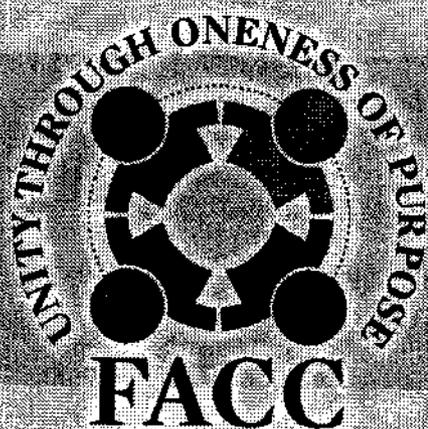
Add Hotel Cancellation Protection.

Create memories. Not worries. Benefits include:

- Protection for trip cancellation / interruption
- 24/7 award-winning live support

"Buy travel insurance. It can protect you against trip cancellation costs." - *USA Today, May 2016*

Plan underwritten by Jefferson Insurance Company or BCS Insurance Company. AGA Service Company is the licensed producer and administrator of this plan. Terms, conditions and exclusions apply (https://gateway.americas.allianz-assistance.com/TC/HW/Hotel_Product.html).



2016 FALL ACADEMY

FLORIDA ASSOCIATION OF CITY CLERKS

October 10-13, 2016 · Embassy Suites Orlando · Lake Buena Vista South

GENERAL INFORMATION

Join us October 10-13 at the 2016 Fall Academy at the Embassy Suites Orlando - Lake Buena Vista South. The early registration deadline is **Thursday, September 15, 2016**. Your registration form must be postmarked on or before September 15 to be eligible for the early registration fee. **And, Thursday, September 15 is the deadline to make your hotel reservation at the Embassy Suites Orlando - Lake Buena Vista South.**

CMC CERTIFICATION PURPOSE

The CMC Academy is an intensive program of continuing professional education for municipal clerks and deputy clerks. The purpose is to enhance leadership and administrative skills, update practical knowledge of clerks in a time of constant change, and provide a bridge between the latest academic theories and realities of current policies and practices. With increased municipal responsibilities, there is a great need for professional education to assist the municipal clerk in acquiring new skills and knowledge, while strengthening those already in use.

WHAT IS THE CMC CERTIFICATION?

A CMC (Certified Municipal Clerk) certification is a special designation granted by the International Institute of Municipal Clerks (IIMC) to clerks who have completed three years of full attendance, or 120 hours of attendance, at a recognized academy and/or fulfilled other educational or non-educational requirements. Additionally, city clerks must be an active member of IIMC for two years prior to earning the CMC designation.

The curriculum for the 1st, 2nd, and 3rd year tracks has been carefully selected to provide the necessary foundation to prepare municipal clerks to successfully fulfill the critical core duties and complex challenges of their profession, as well as complete the educational requirements as mandated by IIMC. As such, no course (or track) substitutions will be allowed without a formal request submitted in advance and reviewed by the Full FACC Executive Board.

WHAT IS THE MMC CERTIFICATION?

The MMC (Master Municipal Clerk) certification is an educational program designed to encourage municipal clerks to continue their professional growth and development beyond attainment of the prestigious CMC designation. The MMC honors and salutes continued high-level achievement.

ADVANCE REGISTRATION

All participants are encouraged to register in advance to avoid delays at the registration desk. Please complete and return the registration form, along with payment, to **FACC, P.O. Box 1757, Tallahassee, FL 32302**. Make your check payable to FACC. We cannot accept purchase orders. MasterCard and Visa are accepted. Registration forms will not be processed without payment in full. When your registration is received, a confirmation of registration will be emailed to you, so please provide your email address.

ONLINE REGISTRATION

Registration is available online by accessing the FACC's website at www.floridaclerks.org. Simply fill out the online registration, click on the "submit transaction" button and your registration will automatically be sent to the FACC. If you register online, there are two payment options. You can pay online with your Visa or MasterCard. Registrations submitted and paid online via credit card will automatically be marked paid and you will receive your registration confirmation immediately via email. Or, you can send your registration fees by check to FACC, P.O. Box 1757, Tallahassee, FL 32302. **You are not considered registered until your payment is received.**

REFUNDS

Cancellations must be in writing and either faxed to (850) 222-3806, emailed to facc@flcities.com, or mailed to FACC, P.O. Box 1757, Tallahassee, FL 32302. All cancellations received by 5:00 p.m., **Friday, September 30, 2016**, will be entitled to a refund less a **\$25 administration fee**. Prepaid registrants not canceled by this date will be included in the advance registration guarantee required by the hotel and are not eligible for a refund. Substitutions may be made at any time with advance notification.

HOTEL INFORMATION

This year's academy will be held at the Embassy Suites Orlando - Lake Buena Vista South. For reservations, please visit https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=14319245

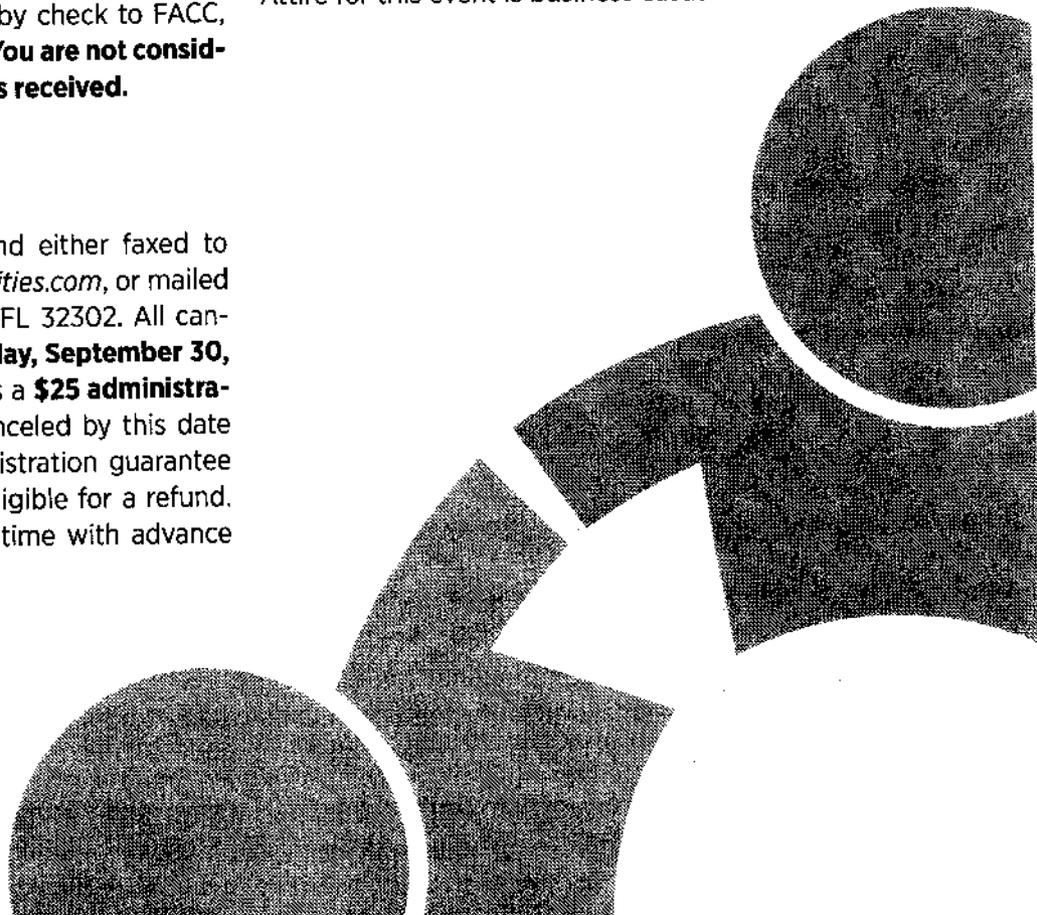
The group rate for the Florida Association of City Clerks meeting is \$139/night plus tax, single or double. The Embassy Suites Orlando - Lake Buena Vista South offers self-parking at a cost of \$10.00; valet for \$15.00. **The deadline to make your hotel reservation is Thursday, September 15, 2016!**

REGISTRATION DESK SCHEDULE

Sunday, October 9.....	3:00 p.m. - 5:00 p.m.
Monday, October 10.....	7:00 a.m. - 5:00 p.m.
Tuesday, October 11.....	7:00 a.m. - 5:00 p.m.
Wednesday, October 12.....	7:00 a.m. - 5:00 p.m.
Thursday, October 13.....	7:00 a.m. - 5:00 p.m.

EVENT ATTIRE

Attire for this event is business casual.



FIRST YEAR PROGRAM

MONDAY - THURSDAY | OCTOBER 10-13, 2016

MONDAY, OCTOBER 10

8:00 a.m. - 12:00 p.m.

Structure and Function of Local Government in Florida

A historical overview of the evolution of municipal government, counties and special districts in Florida, and an analysis of the different organizational structures included within these jurisdictions.

Presenter: Lynn Tipton, Director, FLC University, Florida League of Cities

1:00 p.m. - 5:00 p.m.

True Colors™: A Unique Approach to Team Building

This session will introduce participants to the nationally recognized True Colors program. We will focus on personality styles, communication preferences, individual motivations and enhancing our interpersonal relationships with each other and our customers. Using the principles in this program will enable us to get along with people who are very different from ourselves and work more effectively with our daily work teams.

Presenter: Dr. Sarah "Tippy" Amick, Training Consultant, Florida Institute of Government, Florida State University

TUESDAY, OCTOBER 11

8:00 a.m. - 12:00 p.m.

The Municipal Clerk 101: A Professional Toolbox

This session will introduce you to the day-to-day duties you will need to understand and be able to successfully implement your first year as a municipal clerk. We will discuss the basics of Florida notary law; basic ordinances and resolutions including the difference and when to use them; legal advertising and public notices; the statutory requirements for minutes; and, of course, a basic introduction to the do's and don'ts of public records requests, including contractor responsibilities. This will be a dynamic session with plenty of time for questions and answers and an open discussion of topics with which you need help.

Presenters: Pat Burke, MPA, MMC, Town Clerk, Town of Palm Shores and Julie Hennessy, MMC, City Clerk, City

1:30 p.m. - 5:30 p.m.

Understanding the Basics of Governmental Budgeting and Accounting

Fund accounting and performance budgeting can be as foreign to clerks as ordinances, resolutions and proclamations are to finance officers. This session is an introduction to the budgeting and accounting process used by local governments and will include a discussion as to why cities have fund accounting and how to distinguish between the different funds.

Presenter: Robert E. Lee, DPA, ICMA-CM, Assistant Professor, Florida Gulf Coast University and Executive Director, Center for Florida Local Government Excellence, the John Scott Dailey Florida Institute of Government

WEDNESDAY, OCTOBER 12

8:00 a.m. - 12:00 p.m.

Joint Session – Active Shooter Preparedness Training

Last year, Brevard County Sheriff Wayne Ivey released a video titled "Enough is Enough" that asked citizens to be prepared in the event of a violent attack or active shooter scenario. In light of recent events, the time has come to take preparedness to the next level. Although the best law enforcement agencies in the country have response times in minutes, violent criminals can take lives in seconds. As such, citizens are the true first line of defense for themselves, family, friends and co-workers in the event of a violent situation. That is why it is extremely important to understand if you find yourself in the middle of an active shooter scenario, your actions and the actions of those around you during the first 30 seconds of the attack may very well determine your chances of survival. This four-hour workshop will focus on what we need to be prepared to do during these first 30 seconds, including the 4 "A's" of survival. And, while there is no doubt some things are out of our control, we can control how we prepare ourselves, how we inform our community, and how we work together to protect our nation.

Presenters: Sheriff Wayne Ivey and Commander James "JJ" Woolsey, Brevard County Sheriff's Office

1:00 p.m. - 5:00 p.m.

Ethics in the Workplace

Every day, you and your staff, as public employees, face situations in which your personal and professional ethics are tested. The ethical dilemmas facing you or your department vary in degrees of intensity. No matter the dilemma, every time you and your staff make a decision in these situations an ethical or unethical pattern of decision making is established. This workshop will provide "ethical muscle," enabling you to consistently choose the ethical solution to the situations you face.

Presenter: Mari Rains, Talent Development Consultant, Florida Institute of Government, University of Central Florida

THURSDAY, OCTOBER 13

8:00 a.m. - 12:00 p.m.

Election Basics

Does the thought of your first (or even second) election send chills down your spine? Concerned about messing something up? Don't worry; we've got your back. This election basics session is intended to introduce clerks to the fundamentals of running a successful election. The first part of the session covers the roles and responsibilities of the clerk; types of elections; absentee and early voting; managing poll workers and polling locations; what goes into a candidate package; advertising; qualifying; an introduction to campaign financing; the role of the canvassing board; determining election results; and, where to direct various complaints (oh, you will get them.). The panel will also be providing a generic checklist of election activities each clerk can take back and tailor to his or her respective municipalities. The second part of this session will be highly interactive, and will include individual questions submitted to the panel prior to and during the session. So that everyone's comfortable, questions may be submitted anonymously. So, feel free to ask away or share your own experiences.

Presenters: Susan A. Owens, MPA, MMC, Town Clerk, Town of Palm Beach and Pamela Smith, MMC, City Clerk, City of Sanibel

1:00 p.m. - 5:00 p.m.

Records Management

This four-hour session will provide city clerks with an overview of the laws and regulations regarding the iden-

public records law requirements; records retention and disposition requirements; public records access requirements; electronic records; and vital records and disaster preparedness.

Presenter: Tim Few, Government Operations Consultant, Division of Library and Information Services, Florida Department of State

SECOND/THIRD YEAR PROGRAM

MONDAY - THURSDAY | OCTOBER 10-13, 2016

MONDAY, OCTOBER 10

8:00 a.m. - 12:00 p.m.

Knock Their Socks Off! Presentation Skills

This session will provide city clerks with the necessary skills to make outstanding presentations. We will explore the design, development and delivery of polished presentations; techniques to add interest; use of audio/visual support; and, of course, handling the "pre-presentation jitters."

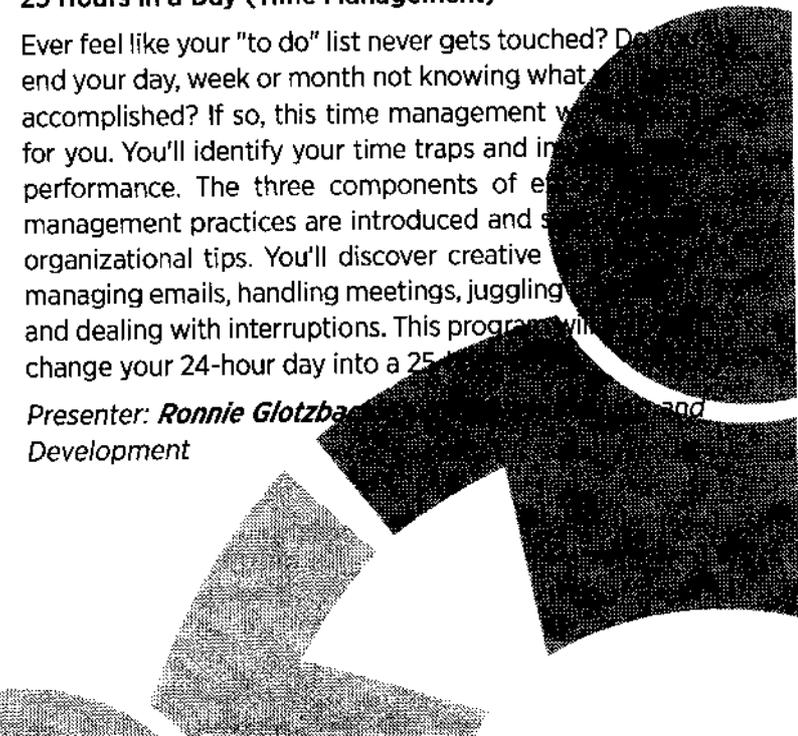
Presenter: Dr. Sarah "Tippy" Amick, Training Consultant, Florida Institute of Government, Florida State University

1:00 p.m. - 5:00 p.m.

25 Hours in a Day (Time Management)

Ever feel like your "to do" list never gets touched? Do you end your day, week or month not knowing what you've accomplished? If so, this time management workshop is for you. You'll identify your time traps and improve your performance. The three components of effective time management practices are introduced and supported with organizational tips. You'll discover creative ways to manage emails, handling meetings, juggling multiple tasks and dealing with interruptions. This program will change your 24-hour day into a 25-hour day.

Presenter: Ronnie Glotzbach, Training Consultant, and Development



TUESDAY, OCTOBER 11

8:00 a.m. - 12:00 p.m.

Strategic Planning

What is strategic planning and why is it necessary? This interactive session will answer these questions and provide greater insight into the strategic planning process. Today, most organizations find it necessary to conduct strategic planning, but how many of us are involved in the process? To truly have an effective strategic plan, **everyone** must be involved to ensure they have a "stake" in the process, which in turn ensures the overall success of the plan. During this session, participants will be shown a strategic planning process that is inclusive and creates a foundation for success. Participants will then put this process into action by creating "mock" strategic plans. By the end of this session, participants will fully understand the strategic planning process and the elements that are necessary for acceptance, implementation and success of a strategic plan.

Presenter: Jane Anne Long, Ed.D., Director of Professional Development, International Institute of Municipal Clerks

1:30 p.m. - 5:30 p.m.

Minute Taking in the Sunshine

Taking minutes is a difficult task. This workshop will include many tips, hints and shortcuts to make a hard job easier and help recorders find the answers to questions about the taking of council, board and workshop minutes. such as:

- What details of the Sunshine Laws apply to my job?
- What parts of the eight pages of notes do I really need in these minutes?
- Should minutes include the committee's discussions or just the actions?
- What does the law require that I include in minutes?

Please bring samples of the minute and agenda formats you currently use to share and self-edit.

Presenter: LaRita Jacob, Talent Development Consultant, Florida Institute of Government, University of Central Florida

WEDNESDAY, OCTOBER 12

8:00 a.m. - 12:00 p.m.

Joint Session – Active Shooter Preparedness Training

Last year, Brevard County Sheriff Wayne Ivey released a video titled "Enough is Enough" that asked citizens to be prepared in the event of a violent attack or active shooter scenario. In light of recent events, the time has come to take preparedness to the next level. Although the best law enforcement agencies in the country have response times in minutes, violent criminals can take lives in seconds. As such, citizens are the true first line of defense for themselves, family, friends and co-workers in the event of a violent situation. That is why it is extremely important to understand if you find yourself in the middle of an active shooter scenario, your actions and the actions of those around you during the first 30 seconds of the attack may very well determine your chances of survival. This four-hour workshop will focus on what we need to be prepared to do during these first 30 seconds, including the 4 "A's" of survival. And, while there is no doubt some things are out of our control, we can control how we prepare ourselves, how we inform our community, and how we work together to protect our nation.

Presenters: Sheriff Wayne Ivey and Commander James "JJ" Woolsey, Brevard County Sheriff's Office

1:00 p.m. - 3:00 p.m.

Creating and Maintaining a Culture of Ethics

Effectively building and supporting a municipal workforce with the highest ethical standards requires a broad-based approach. There is more to it than having clear policies, more even than hiring good people. Together, we'll examine the critical elements of a culture of ethics in a municipal organization and some best practices for cultivating and sustaining them.

Presenter: Scott C. Paine, Ph.D., Director, Leadership Development and Education, FLC University, Florida League of Cities

3:00 p.m. - 5:00 p.m.

Public Trust and Mistrust

Public opinion pollsters have been documenting a fairly dramatic decline in public trust for more than a decade. What does that trend look like, who is affected, and what can city clerks do to build public trust and address mistrust? We'll explore some answers.

Presenter: Scott C. Paine, Ph.D., Director, Leadership Development and Education, FLC University, Florida

THURSDAY, OCTOBER 13

8:00 a.m. - 12:00 p.m.

Government in the Sunshine and Open Government Resources for Clerks

For both new and experienced clerks, this four-hour session is to ensure public commitment to progress in the area of open government does not become diluted during Florida's changing times. The facilitator will provide attendees with a clear understanding of the Public Records Law, the Sunshine Law, open government mediation and an opportunity for participants to get their questions answered – by the attorney who helped draft these laws!

Speaker: Pat Gleason, Special Counsel for Open Government, Office of the Attorney General

1:00 p.m. - 5:00 p.m.

Managing Your DiSC Style

This session is intended for individuals in an informal or formal leadership role who are seeking to increase their emotional intelligence through greater self-awareness using the DiSC model of human nature and clearly outlines some of the important ways in which people are unique. DiSC is designed to provide a frame work that participants can use as a behavioral mirror. You will explore the different filters people use to interpret others' behaviors and will build a concrete action plan for stronger relationships.

Presenter: Mari Rains, Talent Development Consultant, Florida Institute of Government, University of Central Florida

MMC ACADEMY

MONDAY - WEDNESDAY | OCTOBER 10-12, 2016

MONDAY, OCTOBER 10

8:00 a.m. - 12:00 p.m.

Emotional Intelligence (EQ): Using EQ to Expand Positive Influence

Being successful in the workplace is an intricate combination of knowledge, technical competence and interpersonal skills. Emotional intelligence talent is the necessary ingredient for reducing personality conflicts,

derstand how you affect others and their productivity. Based on Dr. Daniel Goleman's *New York Times* best-selling books, *Emotional Intelligence* and *Working with Emotional Intelligence*, this workshop will give you the insight you need to apply the five competencies in the workplace (self-awareness, self-regulation, self-motivation, social awareness and social skills).

During this interactive workshop, you will:

- Assess your level of Emotional Intelligence
- Recognize key elements of self-awareness, and why it is important to success
- Develop and practice essential social skills for workplace application
- Learn 10 specific ways to improve your level of Emotional Intelligence
- Apply the science behind an optimistic mental attitude
- Harness critical strategies for emotional control in sensitive situations
- Discover your ability to create options to problem solving departmental issues

Presenter: Mari Rains, Talent Development Consultant, Florida Institute of Government, University of Central Florida

1:00 p.m. - 5:00 p.m.

Leadership from the Inside Out

Based on the book *Leadership from the Inside Out* by Kevin Cashman, this interactive session will help create an awakening in participants through self-discovery of their core personal values and leadership attributes that affect the mastery of the many aspects of leadership in their lives. Participants will be led through Cashman's seven areas of leadership mastery and will gain insights into their own strengths and challenges in each area. These areas of leadership mastery include personal mastery, purpose mastery, interpersonal mastery, change mastery, resilience mastery, being mastery and action mastery. By the end of the session, participants will better understand themselves as a leader, and they will have several areas for continued improvement in leadership and life.

Presenter: Jane Anne Long, Ed.D., Director of Professional Development, International Institute of Municipal Clerks

TUESDAY, OCTOBER 11

8:00 a.m. - 12:00 p.m.

But It Has Always Been Done This Way (Creative Problem Solving)

As you are asked to do more with less every day, there is no more "business as usual" in any governmental agency. This course will challenge your way of thinking and help you discover new techniques for solving problems facing today's government professional. During this session, you will learn why it is important to question the boundaries you once took for granted and apply creative problem solving steps to daily activities. In addition, you will learn methods that will help mistake proof your job and get out of "the way it has always been done," so you can turn your innovative ideas into practical applications.

*Presenter: **Ronnie Glotzbach**, Owner, Bach Training and Development Corporation*

1:30 p.m. - 5:30 p.m.

Bullying Awareness and Civility in the Workplace

There has been an ever-increasing amount of national attention focusing on the issue of bullying and incivility in the workplace. While bullying may not always be detected easily, it leads to employee dissatisfaction, reduced productivity and frequent absences. Organizations must learn how to quickly deal with issues associated with bullying so that escalation into employee illnesses, depression and possibly violence are less likely to happen.

Learner Objectives:

- Identify types and examples of bullying, incivility and harassment
- Recognize steps for effectively handling a "bully"
- Evaluate public-sector-specific case studies
- Participate in skill practices using targeted communication skills
- Discuss necessary organizational policies and procedures

*Presenter: **Anne Schroeder**, Talent Development Consultant, Florida Institute of Government, University of Central Florida*

WEDNESDAY, OCTOBER 12

8:00 am - 12:00 p.m.

Joint Session - Active Shooter Preparedness Training

Last year, Brevard County Sheriff Wayne Ivey released a video titled "Enough is Enough" that asked citizens to be prepared in the event of a violent attack or active shooter scenario. In light of recent events, the time has come to take preparedness to the next level. Although the best law enforcement agencies in the country have response times in minutes, violent criminals can take lives in seconds. As such, citizens are the true first line of defense for themselves, family, friends and co-workers in the event of a violent situation. That is why it is extremely important to understand if you find yourself in the middle of an active shooter scenario, your actions and the actions of those around you during the first 30 seconds of the attack may very well determine your chances of survival. This four-hour workshop will focus on what we need to be prepared to do during these first 30 seconds, including the 4 "A's" of survival. And, while there is no doubt some things are out of our control, we can control how we prepare ourselves, how we inform our community, and how we work together to protect our nation.

*Presenters: **Sheriff Wayne Ivey** and **Commander James "JJ" Woolsey**, Brevard County Sheriff's Office*

**Please note: Sessions at the FACC Fall Academy are subject to change.*



The Board of the Florida Association of City Clerks – along with its partners, the membership, the Florida Institute of Government and the Florida League of Cities – is committed to meeting the ever-changing educational needs of city clerks. FACC is dedicated to providing enhanced and catered educational opportunities. This 2016 Fall Academy Program is designed to be academically advanced, with the ability to offer the



FACC 2016 Fall Academy Registration Form

October 10-13, 2016 | Embassy Suites Orlando Lake-Buena Vista South

Complete registration form and email to facc@flcities.com, fax to (850) 222-3806 or mail to FACC, P.O. Box 1757, Tallahassee, FL 32302-1757. Or, you may register online at www.floridaclerks.org. We accept Visa, MasterCard or checks as payment for registration fees. Make checks payable to FACC. Registration includes continental breakfast and refreshment breaks Monday through Thursday and Tuesday's Recognition Luncheon. If you are physically challenged and require special services, or if you have special dietary needs, please attach a written description to your advance registration form. For more information, contact Jill Walker at (850) 222-9684.

One Registrant Per Form • Please use additional registration forms as needed.

Last Name _____ First Name _____ Nickname _____
(As you wish it to appear on your badge)

Title _____ Affiliation _____
(City/County/Government/Company)

Mailing Address _____

City _____ State _____ Zip _____ FACC District _____

Work Phone _____ Fax _____

Email Address (for confirmations) _____

Current Certification: MMC CMC None (see next question)

If you do not have a current CMC designation,

please note which year of the basic program you will be attending: 1st Year 2nd Year 3rd Year

Please choose the appropriate education track and membership status.

	On/Prior 09/15/16	Fee Paid	After 09/15/16	Fee Paid
First Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
First Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
First Year Basic – Non-Member	\$425.00	_____	\$475.00	_____
Second Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
Second Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
Second Year Basic – Non-Member	\$425.00	_____	\$475.00	_____
Third Year Basic – FACC Member	\$350.00	_____	\$400.00	_____
Third Year Basic – FACC Associate Member	\$375.00	_____	\$425.00	_____
Third Year Basic – Non-Member	\$425.00	_____	\$475.00	_____
Advanced – FACC Member	\$325.00	_____	\$375.00	_____
Advanced – FACC Associate Member	\$350.00	_____	\$400.00	_____
Advanced – Non-Member	\$400.00	_____	\$450.00	_____

Payment Information

Method of Payment: Check (payable to FACC) Visa MasterCard Total Enclosed: \$ _____

Credit Card Number _____ Expiration _____ Date _____

Card Holder's Name _____ Card Holder's Phone _____

Card Holder's Signature _____

(If different than above)



FACC 2016 Fall Academy Individual Day Tickets

October 10-13, 2016 | Embassy Suites Orlando Lake Buena Vista South

One Registrant Per Form · Please use additional registration forms as needed · Please Print

Name _____ Nickname _____
 Municipality (City, Town of) _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Email _____

	<u>1-3 Year Membership</u>	<u>Adv. Membership</u>	<u>Non-Member</u>
Monday, October 10 Tickets includes Continental Breakfast, Education Sessions, and refreshment breaks.	\$125	\$125	\$150
Tuesday, October 11 Ticket includes Continental Breakfast, Education Sessions, Graduation Luncheon, and refreshment.	\$175	\$175	\$200
Wednesday, October 12 Ticket includes Continental Breakfast and a Half Day of Education Session for Advanced Members and a Full Day of Education Sessions for 1 st , 2 nd and 3 rd year attendees, and refreshment breaks.	\$125	\$75	\$150 (1-3 yr) \$100 (Adv.)
Thursday, October 13 Ticket includes Continental Breakfast and half day Education Session for 1st, 2nd and 3rd year attendees.	\$75	_____	\$100 (1-3 yr)
			Total \$ _____

Payment Accepted:

Cash (U.S. Dollars Only) \$ _____
 Check (U.S. Bank Only) \$ _____

Credit Card

Visa# _____ Expiration Date _____
 MasterCard# _____ Expiration Date _____

Mail to:

FACC
 P.O. Box 1757
 Tallahassee, FL 32302-1757

Nights
Photos and map
2 nights

Primary guest
Stephanie Thomas (Must be present upon check-in)

Email
sthomas@northmiamifl.gov
+ Create a Hotwire account

Amenities
Free Internet, Pet friendly, Fitness center, Restaurant(s), Business center, Internet access

Price summary

Payment
Charged to Visa (7356) on Sep 14, 2016

Room
\$360.00 (\$45.00 per night x 2 nights x 4 rooms)

Taxes & fees
\$98.17

Total (USD)
\$458.17

Trip total (USD)
\$458.17

Add a car to your trip

Need to get around?

Select

Policies and restrictions

- Primary guest must be 21 and bring ID.
- Hotels will require a credit card when you check in; debit cards may not be accepted.
- You'll pay the hotel directly for additional charges, like room service or resort fees.
- Your selected bed type is guaranteed.
- Sometimes amenities may be closed for the season or for renovation, though we try to show what's currently available.
- All bookings are final. No refunds or changes.
- Terms of Use (<http://www.hotwire.com/en/content/terms-use?cc=us>)
- Privacy Policy (<http://www.hotwire.com/en/content/privacy-policy?cc=us>)

Photos and map

How do you feel about your deal?

Your reservation is confirmed!

Awesome! You're staying at the Holiday Inn Express East Midlands Airport

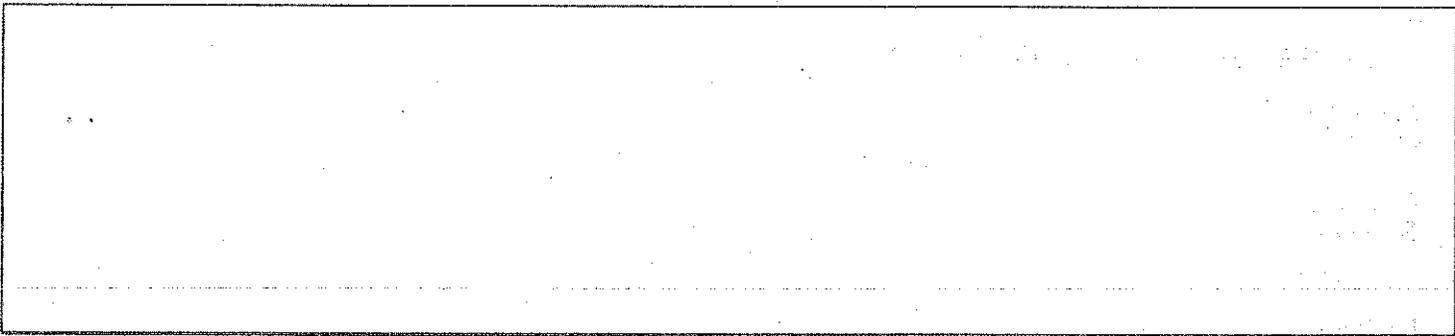
Hunter Road, Pegasus Business Park, Derby, GB

(<https://www.google.com/maps/place/Hunter+Road,+Pegasus+Business+Park+Derby+GB++++>)

011-44-1509-678000 (tel:011-44-1509-678000)

Gallery

Map



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Add a car to your trip (<https://www.hotwire.com/car/search-options.jsp?inputId=US-landing&startLocation=Derby%2C%20GB&startDate=11/24/16&endDate=11/26/16&startTime=1200&endTime=1200>)

Rent a car for as low as \$21.23 per day

Create an account

All your itineraries in one place

Reservation information

Hotwire confirmation

132535234411, 132535234411-1, 132535234411-2, 132535234411-3

Hotwire itinerary

6932347200

Check-in

Thu, Nov 24 - 02:00pm

Check-out

Sat, Nov 26 - 12:00pm

Room

4 rooms (2 beds) | 4 adults

**City of North Miami, Florida
TRAVEL REQUEST**

Doc 308586

Date: September 16, 2016

Name of Traveler: Rafael Pedron

Department: Office of the City Clerk

Destination: Nottingham, UK

Mode of Transportation: Air
(If least expensive mode not chosen, provide justification below)

Dates of City Travel: From: November 22, 2016

To: November 27, 2016

Purpose of Trip: IIMC Conference – Association of Democratic Service Officers Annual Conference November 24 - 25

ESTIMATED COST		
Registration –	<u>Doc # 306843</u> 423.55	Will vacation be combined with trip? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Attach written documentation supporting this travel information on trip attached? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Travel was included in budget? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No *(Explain answer no)
Transportation	911.12	
Meals	\$515.00	
Lodging	192.29	
Other – Local Transportation	\$.00	
Rental Car	.00	
Total Costs	\$2,041.96	
Less Prepaid Expenses		
Advance to Traveler	\$	

Meal Detail

Date	11/22/2016	11/23/2016	11/24/2016	11/25/2016	11/26/2016	11/27/2016	
Breakfast 15%		\$15.45	\$15.45	\$15.45	\$15.45	\$15.45	\$77.25
Lunch – 30%		\$30.90	\$30.90	\$30.90	\$30.90	\$30.90	\$154.45 ^{92.70}
Dinner – 55%	\$56.65	\$56.65		\$56.65	\$56.65	\$56.65	\$283.25
Total	\$56.65	\$103.00	\$46.35	\$103.00	\$103.00	\$103.00	\$515.00 ^{463.20}

COMMENTS
Per diem \$103 per day

RECEIVED
NOV 02 2016

CITY OF NORTH MIAMI
ACCOUNTS PAYABLE

Account No. 001-03-407001-512-305-000

Voucher No: _____ Date: _____

RECEIVED
SEP 19 2016
Budget Office

APPROVED

DEPARTMENT HEAD [Signature] DATE 9/16/16

RISK MANAGEMENT ADMINISTRATOR _____ DATE _____

BUDGET DIRECTOR [Signature] DATE 11/2/16

CITY MANAGER [Signature] DATE 9-19-16

Thomas, Stephanie

From: ConfirmationTapPortugal@etkt.flytap.com
Sent: Wednesday, September 14, 2016 8:17 PM
To: Thomas, Stephanie
Subject: PEDRON/RAFAELMR 22NOV MIA LIS



TAP PORTUGAL

This document is automatically generated.

ELECTRONIC TICKET
PASSENGER ITINERARY RECEIPT

TAP CALL CENTER U.S.A
ED 27 S. 7 LISBON

DATE: 14 SEP 2016
AGENT: 3043
NAME: PEDRON/RAFAELMR

NEWARK
IATA : 319 91072
TELEPHONE: 1800 221 73 70

ISSUING AIRLINE : TAP PORTUGAL
TICKET NUMBER : ETKT 047 2163506064

BOOKING REF : AMADEUS: 4BK97Q, AIRLINE: 1A/4BK97Q
BOOKING REF : AMADEUS: 4BK97Q, AIRLINE: TP/4BK97Q

FROM /TO	FLIGHT	CL	DATE	DEP	FARE BASIS	NVB	NVA	BAG	ST
MIAMI MIAMI INT LISBON AIRPORT TERMINAL:1	TP 228	E	22NOV	1710	ELXPROM			1PC	OK
				ARRIVAL TIME: 0615				ARRIVAL DATE: 23NOV	
				LATEST CHECK-IN:1540					
LISBON AIRPORT TERMINAL:1	TP 352	E	23NOV	0950	ELXPROM			1PC	OK
LONDON HEATHROW TERMINAL:2				ARRIVAL TIME: 1240				ARRIVAL DATE: 23NOV	
				LATEST CHECK-IN:0735					
LONDON HEATHROW TERMINAL:2	TP 369	U	26NOV	1955	ULWPROM			1PC	OK
LISBON AIRPORT TERMINAL:1				ARRIVAL TIME: 2235				ARRIVAL DATE: 26NOV	
				LATEST CHECK-IN:1825					
LISBON AIRPORT TERMINAL:1	TP 229	U	27NOV	1100	ULWPROM			1PC	OK
MIAMI MIAMI INT				ARRIVAL TIME: 1530				ARRIVAL DATE: 27NOV	
				LATEST CHECK-IN:1000					

AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE DOCUMENT YOU GAVE FOR REFERENCE AT RESERVATION TIME

BAGGAGE POLICY

MIALHR

1ST CHECKED BAG: FREE OF CHARGE UPTO50LB 23KG AND62LI 158LCM

2ND CHECKED BAG: 90.00USD UPTO50LB 23KG AND62LI 158LCM

LHRMIA

1ST CHECKED BAG: FREE OF CHARGE UPTO50LB 23KG AND62LI 158LCM

2ND CHECKED BAG: 90.00USD UPTO50LB 23KG AND62LI 158LCM

CARRY-ON BAG:

MIALIS: MAX 1PC FREE OF CHARGE STROLLER OR PUSHCHAIR

LISLHR: MAX 1PC FREE OF CHARGE STROLLER OR PUSHCHAIR

LHRLIS: MAX 1PC FREE OF CHARGE STROLLER OR PUSHCHAIR

LISMIA: MAX 1PC FREE OF CHARGE STROLLER OR PUSHCHAIR

LB = WEIGHT IN POUNDS, KG = WEIGHT IN KILOS,

LI = LINEAR INCHES, LCM = LINEAR CENTIMETERS,

MAX = MAXIMUM ALLOWED, PC = NUMBER OF PIECES

BAGGAGE ALLOWANCE AND CHARGES ARE PROVIDED FOR INFORMATION ONLY. ADDITIONAL DISCOUNTS MAY APPLY DEPENDING ON ADVANCE PURCHASE OR FLYER-SPECIFIC FACTORS (E.G. FREQUENT FLYER STATUS, MILITARY, CREDIT CARD USED FOR PURCHASE, EARLY PURCHASE OVER THE INTERNET, ETC.)

MOST CARRIERS' E-TICKETS HAVE EXPIRATION DATES AND CONDITIONS OF USE. CHECK THE CARRIER'S FARE RULES FOR MORE INFORMATION.

ENDORSEMENTS : CHNG PENFARE RESTR APPLY -BG TP

PAYMENT : WB

FARE CALCULATION : MIA TP X/LIS TP LON50.00TP X/LIS
TPMIA100.00NUC150.00END ROE1.000000 XF EWR4.50

AIR FARE	:	USD	150.00				
TAXES AND AIRLINE	:	USD	516.00YQ	USD	5.50YC	USD	35.60US
IMPOSED FEES		USD	3.96XA	USD	7.00XY	USD	5.60AY
		USD	16.20PT	USD	30.15YP	USD	97.00GB
		USD	39.61UB	USD	4.50XF		
TOTAL	:	USD	911.12				

THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS, LIKE AEROSOLS, FIREWORKS, AND FLAMMABLE LIQUIDS, ABOARD THE AIRCRAFT IS FORBIDDEN. IF YOU DO NOT UNDERSTAND THESE RESTRICTIONS, FURTHER INFORMATION MAY BE OBTAINED FROM YOUR AIRLINE.

NOTICE

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE, WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

THE ITINERARY/RECEIPT CONSTITUTES THE PASSENGER TICKET FOR THE PURPOSES OF ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT WHERE THE CARRIER DELIVERS TO THE PASSENGER ANOTHER DOCUMENT COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR

SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER. THESE CONVENTIONS GOVERN AND MAY LIMIT THE LIABILITY OF AIR CARRIERS FOR DEATH OR BODILY INJURY OR LOSS OF OR DAMAGE TO BAGGAGE, AND FOR DELAY.

<http://www.flytap.com/sitePointer.php?id=6103&language=en&market=pt>

Photos and map

How do you feel about your deal?

Your reservation is confirmed!

Awesome! You're staying at the Holiday Inn Express East Midlands Airport

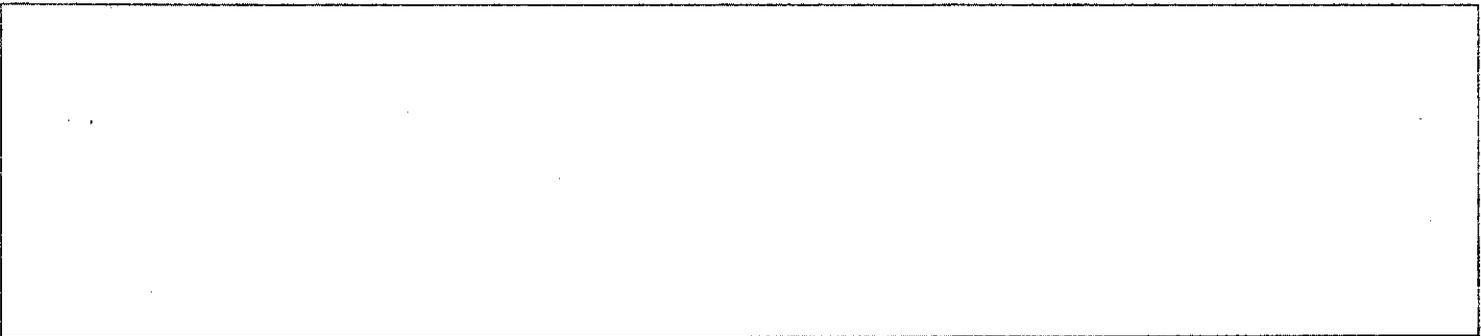
Hunter Road, Pegasus Business Park, Derby, GB

(<https://www.google.com/maps/place/Hunter+Road,+Pegasus+Business+Park+Derby+GB+++++>)

011-44-1509-678000 (tel:011-44-1509-678000)

Gallery

Map



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Rent a car for as low as \$21.23 per day

Create an account

All your itineraries in one place

Reservation information

Hotwire confirmation

132535234411, 132535234411-1, 132535234411-2, 132535234411-3

Hotwire itinerary

6932347200

Check in

Thu, Nov 24 - 02:00pm

Check out

Sat, Nov 26 - 12:00pm

Room

4 rooms (2 beds) | 4 adults

• [Hotwire's Travel Products Rules and Restrictions \(http://www.hotwire.com/en/content/hotwire-travel-products-rules-and-restrictions?cc=us\)](http://www.hotwire.com/en/content/hotwire-travel-products-rules-and-restrictions?cc=us)

Questions?

Hotwire Itinerary

6932347200 (You will need this number when you call)

U.S./Canada

1-800-845-4026 (tel:1-800-845-4026) (24/7, toll-free)

International

1-800-845-4026 (tel:1-800-845-4026) (fees may apply)

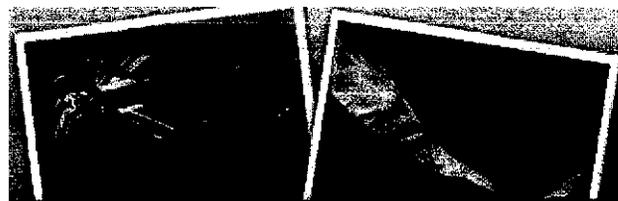
Email

Send us an email (<https://www.hotwire.com/helpcenter/contact.jsp>)

Website

Visit our help center (<http://helpcenter.hotwire.com>)

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ABOUT US EDUCATION MEMBERSHIP CONFERENCE I'M SEARCHING FOR...

Event Details

Association of Democratic Service Officers (ADSO) Annual Conference

Thursday, November 24

Association of Democratic Service Officers (ADSO) Annual Conference will be held at the Doubletree Hilton Hotel, Nottingham on Thursday 24 and Friday 25 November 2016.

Date: November 24, 2016 - November 25, 2016

Time: All Day

Time Details: The theme is 'Spotlight on Governance – your role, your future'

Location: Doubletree Hilton Hotel Nuthall Rd, Nottingham NG8 6AZ, United Kingdom

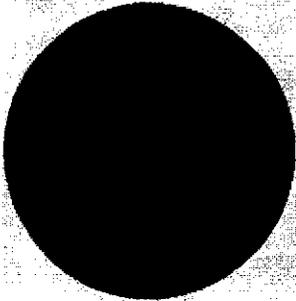
Cost: £220 + VAT – for ADSO Members booking before 1st September 2016. Bookings will open on Monday 4th Ju

Link: More Information and Registration (http://www.adso.co.uk/?page_id=2723)

8331 Ulica Ave., Suite 200 | Rancho Cucamonga, CA 91730 | Ph: (909) 944-4162 | Toll Free: (800) 251-1639 | Fax: (909) 944-8545

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Association of Democratic Services Officers

Helping to develop and strengthen governance in local public bodies

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RECENT POSTS



Election of board members
September 7, 2016



ADSO Job Alert - Democratic
Services Officer, London
Borough of Merton
September 5, 2016



ADSO Job Alert - Democratic
Services Manager, Test Valley
Borough Council (Temporary,
12 months)
August 25, 2016



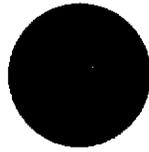
ADSO Job Alert - Electoral
Registration and Services
Manager, LB Brent
August 25, 2016

Conference 2016

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We are also pleased to announce our sponsors for the Conference, ModernGov our main sponsor and Nuway Audio and Link Services Support.

Bookings are now open and, as usual, the Early Bird offer will run until 31st August. The costs include attendance on both days and the conference dinner and awards evening and are as follows:



Association of
Democratic Services
Officers

ANNUAL CONFERENCE

Doubletree Hilton, Nottingham: 24th & 25th November 2016

PROGRAMME

SPOTLIGHT ON GOVERNANCE: your role, your future

Content – Day 1	
11.00	Arrival and registration
11.30	Welcome and introductions
11.40	Key note speaker: Diana Melville, CIPFA – invited
12.30	LUNCH
1.30	Sponsors introduction
1.40	Workshops <ul style="list-style-type: none">• Outcomes of Kirklees Governance review - Carl Whistlecraft - invited• Future role of the Councillor, Professor Colin Copus from the Councillors Commission• Leadership through change – Kathy Denton, Executive Coaching• How good governance impacts on frontline services – James McLaughlin, Rotherham
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3.10	Facilitated discussions <i>Suggestions so far:</i> <ul style="list-style-type: none">• What are the core skills of a governance officer in the emerging Public Sector• Using technology to improve democratic processes• Implications of homeworking for DS and officer member relationships• Outsourcing, management buy-outs or other models of delivering democratic services (or elements of the service)• The 21st century Members Desk (covering support for members in its broadest sense)• Undertaking effective scrutiny with no dedicated officer support• Building resilience for Democratic Services• Running an effective Youth Council (LB Barnet)• Personal safety training for Councillors
4.20	AGM
5.00	Conference close
7.00pm	Drinks reception
8.00pm	Conference dinner and Awards ceremony Jackie Morris, Sheriff of Nottingham Matt Forde, political satirist

Content – Day 2	
9.15	Arrival and coffee
9.45	Welcome and overview of day <i>Selected themes and challenges to run through the day</i>
10.00	Keynote speaker – Professor Tony Bovaird Public Sector reforms and engagements with our citizens
10.45	Panel discussion – chaired by Dave Burn, Vice Chair ADSO Professor Tony Bovaird John Austin, Chair of ADSO Clr Graham Chapman, Deputy Leader of Nottingham City Council Anthony Zacherzewski - DemSoc
11.45	COFFEE
12.00	Facilitated discussion sessions (<i>picking up themes from keynote and Panel</i>)
1.00	LUNCH
2.00	Workshop sessions (<i>linked to themes of the day</i>) <ul style="list-style-type: none"> • Skills for public sector reform – Rachel North, West Sussex CC • Ideas for Income generation – Daniel Peters, Hemming Group • Devolution – Cambridge CC & Suffolk CC invited • TBC
3.00	Feedback from facilitated discussion sessions
3.30	Conference close

**City of North Miami, Florida
TRAVEL REQUEST**

Date: September 16, 2016

Name of Traveler: Rafael Pedron

Department: Office of the City Clerk

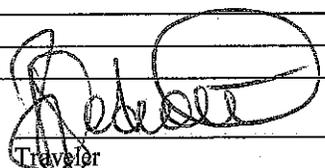
Destination: Nottingham, UK

Mode of Transportation: Air
(If least expensive mode not chosen, provide justification below)

Dates of City Travel: From: November 22, 2016

To: November 27, 2016

Purpose of Trip: HMC Conference - Association of Democratic Service Officers Annual Conference November 24 - 25

<u>ESTIMATED COST</u>		Will vacation be combined with trip? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Registration -	423.55	Attach written documentation supporting this travel
Transportation	911.12	Information on trip attached? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Meals	\$515.00	Travel was included in budget? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Lodging	192.29	*(Explain answer no)
Other - Local Transportation	\$.00	
Rental Car	.00	
Total Costs	\$2,041.96	
Less Prepaid Expenses		
Advance to Traveler	\$	
		Signature 
		Traveler

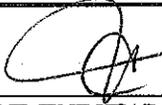
Meal Detail

Date	11/22/2016	11/23/2016	11/24/2016	11/25/2016	11/26/2016	11/27/2016	
Breakfast 15%		\$15.45	\$15.45	\$15.45	\$15.45	\$15.45	\$77.25
Lunch - 30%		\$30.90	\$30.90	\$30.90	\$30.90	\$30.90	\$154.45
Dinner - 55%	\$56.65	\$56.65		\$56.65	\$56.65	\$56.65	\$283.25
Total	\$56.65	\$103.00	\$46.35	\$103.00	\$103.00	\$103.00	\$515.00

COMMENTS
Per diem \$103 per day

Account No. 001-03-407001-512-305-000

Voucher No: _____ Date: _____

APPROVED	
	<u>9/16/16</u>
DEPARTMENT HEAD	DATE
_____	_____
RISK MANAGEMENT ADMINISTRATOR	DATE
_____	_____
BUDGET DIRECTOR	DATE
_____	_____
CITY MANAGER	DATE

Thomas, Stephanie

From: reservas.online@tap.pt
Sent: Wednesday, September 14, 2016 12:14 PM
To: Thomas, Stephanie
Subject: Booking - 4BK97Q



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Phone: 800 221 73 70
Customer Care: talktoususa@tap.pt

Booking

Booking Reference: **4BK97Q**

Date / Time of the Reservation: 14 Sep 2016, 17:06 GMT



Your current itinerary includes the ability for you to make an offer to fly in our exclusive premium cabin.

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Booking Details

Adults

Title	First name	Last name	Ticket Number	Victoria Miles
Mrs	Stephanie	Thomas	0472163506060	5156
Mrs	Guerty	Genosier	0472163506062	5156
Mr	rafael	pedron	0472163506064	5156
Mrs	Cheryl	Scott	0472163506065	5156

Flight Information

Please check your flight itinerary and pay special attention to the eventual intermediate stops. This includes departure and return flights.

Flight	Product	From	To	Departure	Arrival	Cabin	Baggage Allowance ¹
TP0228	DISCOUNT	Miami (MIA)	Lisbon	23 Nov, 17h10	24 Nov, 06h15	Economy (E)	1 piece(s)
Departure from Miami. Arrival at Lisbon on Terminal 1.							
TP0354	DISCOUNT	Lisbon	London (LHR)	24 Nov, 08h35	24 Nov, 11h25	Economy (E)	1 piece(s)
Departure from Lisbon on Terminal 1. Arrival at London on Terminal 2.							
TP0369	BASIC	London (LHR)	Lisbon	26 Nov, 19h55	26 Nov, 22h35	Economy (U)	1 piece(s)
Departure from London on Terminal 2. Arrival at Lisbon on Terminal 1. Long layover							
TP0229	BASIC	Lisbon	Miami (MIA)	27 Nov, 11h00	27 Nov, 15h30	Economy (U)	1 piece(s)
Departure from Lisbon on Terminal 1. Arrival at Miami.							

¹ For a **second checked bag** with a weight up to 23 kgs/50 lbs and overall dimensions up to 158 cms/62 inch you will be charged 100 USD, at the airport, per each direction on flights operated by TAP.

TAP allows **one extra bag** with a maximum weight according to passenger class of travel **free of charge** to all **Victoria Gold** Members, **Star Alliance Gold** Members and **TAP Platinum American Express** card holders. For **Victoria Silver** Members the allowed maximum weight is **15 kgs/33 lbs**.

Airport Codes:

MIA - Miami
LHR - Heathrow

Check your itinerary [here](#).

Price Information

Total Amount: 3644.48 USD

Breakdown	Currency	Adults
Air Transportation Charges		
Fare	USD	150.00
Airline surcharge (YQ)	USD	516.00
Total per Passenger Type	USD	666.00
Taxes, fees and charges		
United States of America - Customs User Fee (YC)	USD	5.50
United States of America - Transportation Tax - International and Domestic (US)	USD	35.60
United States of America - APHIS User Fee (XA)	USD	3.96
United States of America - Immigration User Fee (XY)	USD	7.00
United States of America - September 11th Security Fee (AY)	USD	5.60
Portugal - Security Tax (PT)	USD	16.20
Portugal - Passenger Service Charge (YP)	USD	30.15
United Kingdom - Air Passengers Duty (GB)	USD	97.00
United Kingdom - Passenger Service Charge (UB)	USD	39.61
United States of America - Passenger Facility Charge (XF)	USD	4.50
Total per Passenger Type	USD	245.12
Number of passengers		4
Total Amount	USD	3644.48

Note: Additional taxes may be charged locally.



Conditions

Flight:
Miami - Lisbon - London - Lisbon - Miami

Changes

Any time - charge USD 300.00 or equivalent for reissue must be made within 24 hours after change of reservation but not later than departure of the original flight being changed; charge USD 350.00 or equivalent for no-show must be made within 24 hours.
Note - charge USD 300.00 or equivalent before departure of the flight being changed; charge USD 350.00 or equivalent after departure of the flight being changed or no-show.
Fare can be upgraded to any higher fare.

Photos and map

How do you feel about your deal?

Your reservation is confirmed!

Awesome! You're staying at the Holiday Inn Express East Midlands Airport

Hunter Road, Pegasus Business Park, Derby, GB

(<https://www.google.com/maps/place/Hunter+Road,+Pegasus+Business+Park+Derby+GB+++++>)

011-44-1509-678000 (tel:011-44-1509-678000)

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Add a car to your trip (<https://www.hotwire.com/car/search-options.jsp?inputId=US-landing&startLocation=Derby%2C%20GB&startDate=11/23/16&endDate=11/24/16&startTime=1200&endTime=1200>)

Rent a car for as low as \$33.96 per day

Create an account

All your itineraries in one place

Reservation information

Hotwire confirmation

132580649582, 132580649582-1, 132580649582-2

Hotwire itinerary

6561832096

Check-in

Wed, Nov 23 - 02:00pm

Check-out

Thu, Nov 24 - 12:00pm

Room

3 rooms (2 beds) | 3 adults

Add room
Photos and map

Lights

Night

Add night(s)

Primary guest

Genosier (Must be present upon check-in)

Email

genosier@northmiamifl.gov

Create a Hotwire account

Amenities

Free Internet, Pet friendly, Fitness center, Restaurant(s), Business center, Internet access

Price summary

Payment

Charged to Visa (7356) on Sep 16, 2016

Room

\$180.00 (\$60.00 per night x 1 night x 3 rooms)

Taxes & fees

\$13.26

Total (USD)

\$193.26

Grand total (USD)

\$193.26

Add a car to your trip

Select

Need a car to get around?

Policies and restrictions

Primary guest must be 21 and bring ID.

Hotels will require a credit card when you check in; debit cards may not be accepted.

You'll pay the hotel directly for additional charges, like room service or resort fees.

Your selected bed type is guaranteed.

Sometimes amenities may be closed for the season or for renovation, though we try to show what's currently available.

All bookings are final. No refunds or changes.

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◦ [Photos and map](#)

◦ [Privacy Policy \(http://www.hotwire.com/en/content/privacy-policy?cc=us\)](http://www.hotwire.com/en/content/privacy-policy?cc=us)

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Questions?

Hotwire Itinerary

6561832096 (You will need this number when you call)

U.S./Canada

1-800-845-4026 (tel:1-800-845-4026) (24/7, toll-free)

International

1-800-845-4026 (tel:1-800-845-4026) (fees may apply)

Email

Send us an email (<https://www.hotwire.com/helpcenter/contact.jsp>)

Website

Visit our help center (<http://helpcenter.hotwire.com>)

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Rent a car for as low as \$21.23 per day

Create an account

All your itineraries in one place

Reservation information

Hotwire confirmation

132535234411, 132535234411-1, 132535234411-2, 132535234411-3

Hotwire Itinerary

6932347200

Check-in

Thu, Nov 24 12:00pm

Check-out

Sat, Nov 26 12:00pm

Room

4 rooms (2 beds) | 4 adults

lights
photos and map
lights

Primary guest
Stephanie Thomas (Must be present upon check-in)

email
stthomas@northmiamifl.gov
Create a Hotwire account

Amenities
Free Internet, Pet friendly, Fitness center, Restaurant(s), Business center, Internet access

Price summary

Payment
Charged to Visa (7356) on Sep 14, 2016

Room
\$60.00 (\$45.00 per night x 2 nights x 4 rooms)

Taxes & fees
\$8.17

Total (USD)
\$68.17

Grand total (USD)
\$68.17

Add a car to your trip

Need to get around?

Select

Policies and restrictions

Primary guest must be 21 and bring ID.

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6932347200 (You will need this number when you call)

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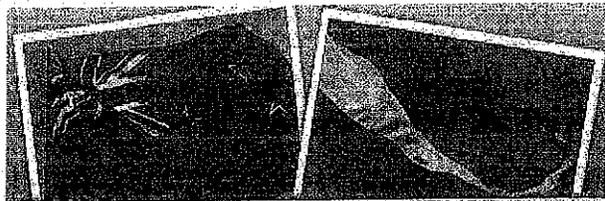
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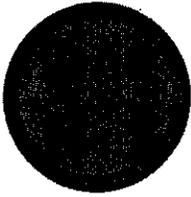
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The Association of Democratic Services Officers

VAT Registered Office:
Association of Democratic Services Officers, ADSO
Accounts, Lupton Wood and Partners, Barrington
House, North Cadbury, Somerset BA22 7DB

Vat Registration No. 985 7655 49

INVOICE

Invoice Number: 01893

Monday, 19th September 2016

Your Ref:

City of North Miami, USA
776 NE 125 Street
North Miami
Florida
33161
USA

Please telephone 0191 561 1144
if you have any enquiries or
questions about this invoice.

Description	Name	Net Value	VAT	Amount Due
ADSO Conference 2016 fee for Non ADSO Member or member booking after 1st September	Guerty Genosier	£265.00	£0.00	£265.00
ADSO Conference 2016 fee for Non ADSO Member or member booking after 1st September	Stephanie Thomas	£265.00	£0.00	£265.00
ADSO Conference 2016 fee for Non ADSO Member or member booking after 1st September	Rafael Pedron	£265.00	£0.00	£265.00
ADSO Conference 2016 fee for Non ADSO Member or member booking after 1st September	Cheryl Scott	£265.00	£0.00	£265.00
Total Amount Due:		£1,060.00	£0.00	£1,060.00

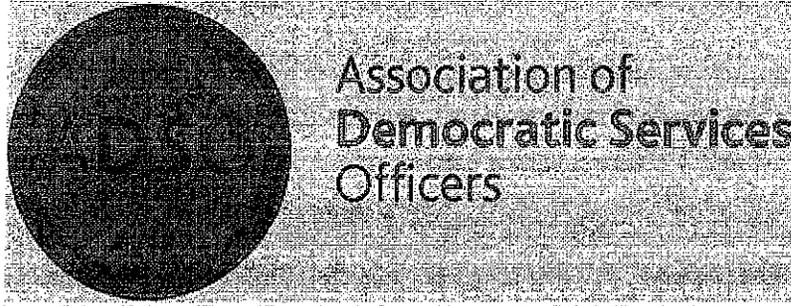
Address for Cheques, Remittance Advice and Purchase Orders
ADSO Bookings
Electoral Services (Room 3.17)
Chief Executive's Department
Sunderland City Council
Civic Centre
Sunderland
SR2 7DN

If Paying by Cheque,
please make Cheques payable to:
"The Association of Democratic Services Officers"

If Paying by BACS,
Please ensure your payment is sent to:
The Association of Democratic Services Officers
Bank Sort Code: **20-02-25**
Bank Account No: **23545903**
Bank Name: **Barclays**
5 High Street
Andover
Hampshire
SP10 1LN

elections@sunderland.gov.uk

Payment due within 30 days of this invoice (pay by Wednesday, 19th October 2016)



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Election of board members
September 7, 2016



ADSO Job Alert - Democratic Services Officer, London Borough of Merton
September 5, 2016



ADSO Job Alert - Democratic Services Manager, Test Valley Borough Council (Temporary, 12 months)
August 25, 2016



ADSO Job Alert - Electoral Registration and Services Manager, LB Brent
August 25, 2016

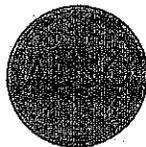
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Doubletree Hilton, Nottingham: 24th & 25th November 2016

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3.00	Feedback from facilitated discussion sessions
3.30	Conference close