

# KLCC Direct

A Kentucky League of Cities Publication



IS YOUR  
CITY ON?

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February 2004

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## FRONT PAGE NEWS

### A National Model for IT Success

As with our insurance, finance and other enterprises, the Kentucky League of Cities is proving to be a leader among state municipal leagues in the area of technology, as well as partnerships. In a knowledge-based economy, communities that embrace technology

demonstrate the progressiveness that attracts businesses and entrepreneurs of the future. In a little over a year, KLC has built an arsenal of tools designed to save cities money by adopting user-friendly technology. It's working.



### Cities Have Benefitted from More than \$1 Million in Savings with Reverse Auction (Online Bidding)

KLC has partnered with Ecuity, a Kentucky based company headquartered in Louisville, to offer savings to our cities through the Reverse Auction Program. This is an online bidding and procurement tool that has produced an estimated savings of greater than \$1.2 million dollars in 50 events.

These savings are not just attractive to Kentucky cities. As a result of presentations held at the Southern Municipal Conference and the National League of Cities, other states around the country are interested in using Reverse Auction. KLC staff has traveled to North Carolina, Ohio, Georgia, Louisiana, Florida, Oklahoma, Arkansas, and Arizona to work with their state leagues on bringing the benefits of online bidding to their

states. In doing so, KLC is able to reap replication fees for the program.

"Our priority is KLC member cities - by taking this program to other states, we are generating a revenue stream to better serve our Kentucky cities while helping cities around the country save during tough budgetary times," said Joe Mefford, KLC Chief Information Officer.

**Louisville - Metro:** "In our new administration, we are challenged to think of new ways of getting things done," says Craig Bowen, Louisville-Jefferson County Metro Government. "Reverse auction is a great way to purchase. Once we saw the price continuing to go down, our eyes were opened."

### Get a Website with No Hassle and Little Cost

**Municipal Edit Forward:**

As an early user of this application, the City of Greensburg is actively engaged in serving citizens with timely and pertinent information. Their website, [www.greensburgonline.com](http://www.greensburgonline.com) is proving to be a powerful communication and marketing tool as a resource guide to all kinds of city information.

**Greensburg:** "The website has turned out be a great tool for our city," says Janie Casey, City of Greensburg. "It was started as a website for those in our hometown, but many who have moved away visit the site to stay in touch with what's happening at home."

Most cities use websites created by Municipal Edit Forward for posting ordinances, building and zoning permits, calendar of events and posting their own news about their community. Greensburg has chosen to use it as a polling tool as well. They recently used the site to survey the community on their interest in Wireless Broadband service. "We have received 75-80 responses through the internet website alone,"

says Casey. "Visits to our site are up 42% from August to now, and we haven't even had a press release about it yet."

Municipal Edit Forward is provided by Systems Insight, a Covington, Kentucky based company, which works with customers online and by phone when needed. The Cities of Columbia and Greenville have also already used the product.

**HR@TheDesktop™:**

A new KLC venture, PeopleStrategy™ provides a highly affordable human resource solution called HR@TheDesktop™ to help cities reduce the cost, risk, and complexity of people management. This application uses a secure, web-based, hosted, self-service Human Resources Information System, designed to help simplify and streamline a city's HR, time, attendance and payroll functions.

Information regarding benefits administration, employee reporting, recruiting management, job postings, performance reviews, time and attendance, key contact information, payroll and more can be accessed by city staff 24 hours a day. In addition, customers have access to legal articles, documents and newsletters addressing specific issues, links to web-based content, and direct legal advice from a top law firm regarding employment law issues.

Victor Agruso with PeopleStrategy™ said "These products and services are available on a fully integrated as well as modular basis and cities can be up and running in 30-60 days with a tailored, easy-to-use Human Resources system. He adds that "these services are designed to free time and capital better spent on enhancing operational performance and customer service."

If you would like more information on how these applications can help your city, please contact one of our KLC Information Technology team members at 1-800-876-4552.

### More than 50 Auctions to Date!

Cities and organizations using KLC/Ecuity Reverse Auction Technology (some several times!):

- Beattyville
- Beaver Dam
- Bowling Green
- Brandenburg
- Carlisle
- CCEIDA
- Covington
- Crescent Villa District
- Danville
- Edgewood
- Elizabethtown
- Erlanger
- Falmouth
- Glasgow
- Greensburg
- Hartford
- Hopkinsville
- Lawrenceburg
- London
- Louisville Metro
- Madisonville
- Maysville
- Mount Sterling
- Murray
- Newport
- Princeton
- Raddiff
- Shively
- Somerset
- University of Kentucky
- Vanceburg
- Western Ky University
- Wilder

(as of February 1, 2004)

## BIG IDEAS/INNOVATIONS

### Lovely Builds Following as National Expert; Appears on CNN

Sylvia L. Lovely, KLC Executive Director/CEO and NewCities Foundation President continues to build her reputation as one of the nation's leading authorities on citizenship and civic engagement. On January 23, she appeared on CNN during **Tonight with Lou Dobbs** as part of a series entitled 'Overwhelmed America.' The program dealt with the importance of citizen engagement. Representing the NewCities Foundation, Lovely was interviewed due to her expertise and leadership on the subject of city building and civic engagement.



Lovely was also selected by Washington D.C. Mayor Anthony Williams to participate in the recent **National League of Cities Fall Futures Forum**. Mayor Williams led the distinguished group of business and community leaders from throughout the country in strategizing on ideas and methods for local problem solving. "Citizens want more engagement and connection with local government," he said. "NLC can help provide the information and knowledge city leaders and citizens need to meet the challenges of the 21st Century." Of the 20 invited to participate, others included executives from Microsoft, IBM, Fannie Mae, Verizon and the Office of Cable Television and Telecommunications, just to name a few.

### Federal Internet Tax Ban Delayed in Senate, a Key Issue in 2004

An intense federal lobbying effort by cities and states across the country has left a bill that would permanently ban Internet access taxes postponed, at least until next year. Senate negotiators failed to reach a compromise last session, leaving the matter unresolved until later this month.

As originally proposed, the bill could be interpreted to damage existing telecommunications taxes, franchise fees, and rights of way leases. As a result, local and state government officials mobilized from the grassroots level, arguing the bill would impose significant unfunded mandates.

The Kentucky League of Cities has played a large role in the local lobbying effort. In fact, over 100 emails, letters, and faxes were generated to both Senators Jim Bunning and Mitch McConnell through [www.klc.org](http://www.klc.org). Look for more action alerts online and via email throughout the year to easily communicate crucial city issues with your legislators.

The Internet Tax Moratorium, originally established in 1998, was an effort to control multiple and discriminatory taxes on Internet purchases. KLC supports extending the current moratorium for an additional two years to allow local, state, and federal officials more time to study what revenues might be lost.

*For more information on this and other federal issues, contact Joseph Coleman at 1-800-876-4552, ext. 3715, or [jcoleman@klc.org](mailto:jcoleman@klc.org).*

## LAW ABIDING

### Legal Issues Surrounding the Use of Technology in City Government

Advancements in technology continue to revolutionize the role of the city official by improving modes of communication and by providing faster and more efficient tools for use in carrying out many functions related to city government.



Without question, the use of technology has been of great benefit to cities throughout the Commonwealth. However, under many circumstances, the improper or uninformed use of technology creates new possibilities for violations of state laws. City officials must recognize the potential uses of technology that could implicate existing state laws, particularly the Open Meetings and Open Records Laws.

Undoubtedly, email messaging has had the most profound effect upon the way members and employees of city government communicate among themselves and with citizens. Under the Open Records Law, email is a public record and subject to retention and production unless otherwise exempted. Most email messages are exempt under the

preliminary documents and memoranda exemption of the Open Records Law. However, where an email contains substance stating a final policy or decision of a public agency, employees and officials should store the record and produce it upon request.

Other issues related to the use of email arise under the Open Meetings Law. This fall, the Kentucky Attorney General had the opportunity to address the use of email as a medium for sending notices of special meetings. In an Open Meetings Decision, the Attorney General held that even though members of a public agency had requested notification of special meetings by email, the fact that notification was not given in writing by personal delivery, fax, or first class mail violated the Open Meetings Law. Email notice, alone, is not sufficient notice of specially called public meetings. However, public agencies may elect to send email notice in conjunction with personally delivering, faxing, or mailing written notice.

Additional developments in technology that raise concerns under the Open Meetings Law are the use of chat rooms and web-cameras. These developments can provide additional forums for quorums of public agency members to engage in a direct dialogue with one another.

Although the Attorney General has not issued any decisions on the use of these technologies, it is likely that a simultaneous gathering of a public agency's members online in a chat-room would be held to constitute a "meeting" as defined under the Open Meetings Law. Under current law these types of "meetings" are not authorized.

City officials should be conscientious in their effort to engage citizens through the use of technology and ensure that in its use, members of the public are not denied access to meetings or other public information. In many situations, city officials will have to wait until the state laws are modified to reflect advancements in technology. In other situations, city officials will simply have to recognize that city issues are actually being discussed among members of a quorum through use of new technology and withdraw from participation.



*For more information, contact J.D. Chaney Counsel for Member Legal Services at 1-800-876-4552, ext. 3719 or [jchaney@klc.org](mailto:jchaney@klc.org).*

## KLC Direct

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Executive Director/CEO, KLC

The voice of Kentucky cities

**KLC Direct** is published monthly by the Kentucky League of Cities (KLC). KLC is a voluntary association of nearly 400 cities and provides a multitude of services to assist in improving local government. Please address any correspondence to KLC Direct, Kentucky League of Cities, 101 East Vine Street, Suite 600, Lexington, Kentucky 40507. Phone (859) 977-3700 or 1-800-876-4552. Fax (859) 977-3703. [www.klc.org](http://www.klc.org).

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## CITY PEOPLE

### She Couldn't Take it Anymore!



Horse Cave Councilmember  
Vickie Rogers

Running for public office was the furthest thing from her mind. But after seeing drug deals go down in her neighborhood, right out in the open in a city as small as Horse Cave with nothing being done, Vickie Rogers was fed up.

So she complained. And complained some more. But nothing much changed.

"So somebody suggested I run for city council," Vickie says, "and I did."

The rest, as they say, is history. Rogers actually lost her first race for council but was called to finish the term of someone who had to leave office. She won re-election and has been winning ever since, serving on the council for more than 10 years now. She also works in human resources at Dart Container, a local manufacturer.

In a community of only 2,200, there's not enough money to expand the police force. But

with Vickie spearheading much of the effort, the city began a series of community meetings to deal with its drug problem. Some policemen began to walk beats. Citizens were encouraged to report drug dealings anonymously.

"It was really bad before. Kids and innocent bystanders could have gotten hurt," Vickie says. "But the situation has gotten much better."

While she never envisioned public service, she can't imagine not being actively involved now.

"I grew up here and I'm a proud citizen of Horse Cave," Vickie says. "And there are things I think I can do for my community, to give back."

She's also noticed that more people seem willing to take part in improving their city. In seeing how a drug problem could be minimized, perhaps people realized they had more power to change things for the better than they realized.

"That hits the nail right on the head," Vickie says. "When you see something positive happen, when you see people take action instead of not caring, it helps others realize that they can make a difference."

## MEET ME AT KLC

### Staff Profile

**Joseph Coleman**  
Federal Issues Analyst  
Joined KLC May 2001



**Joseph Coleman** is a native of Owensboro, where he has been interested in government work in Kentucky for as long as he can remember. In fact, he even worked with the city's Parks and Recreation Department for two years during high school and interned for Senator Jim Bunning in Washington, D.C. He received a bachelor's degree from Georgetown College and obtained a master's degree from the University of Kentucky's Martin School for Public Policy and Administration.

He began working as a summer intern. He stayed on as a part-time employee during his last year of graduate work, and after receiving an MPA, he became the full-time Federal Issues Analyst within the Policy Development Department.

Joseph is dedicated to communicating federal legislative, agency and grant issues to KLC members and strives to help communicate the interests of KLC members to our congressional delegation and their staffs. He enjoys helping connect our members to the happenings in D.C., all in an effort to improve the governance of our Kentucky cities.

Contact Joseph at 1-800-876-4552, ext. 3715 or [jcoleman@klc.org](mailto:jcoleman@klc.org).

## FROM THE FIELD

### Congratulations!

For the 19th year in a row, the **City of Bowling Green** received the Government Finance Officers Association (GOFA) Certificate of Achievement for Excellence in Financial Reporting for its comprehensive accounting and financial reporting.

The following Kentucky leaders were recently appointed to the **National League of Cities 2004 Leadership Team**: Public Safety and Crime Prevention Policy and Advocacy Committee Vice Chair, **Al Mitchell**, Councilmember, Lexington-Fayette Urban County Government and Municipalities in Transition Panel on Democratic Governance, **Sylvia L. Lovely**, KLC Executive Director/CEO and NewCities Foundation President.

Congratulations to **Lexington-Fayette Urban County Government's Division of Traffic Engineering**, which recently won a 2003 Crown Communities Award for the development and operation of its new Traffic Management Center, which houses advanced computer and

communications technologies to assist traffic flow.

Winners were selected for their use of creative new approaches to old problems - and judged on uniqueness, short- and long-term value to the community, and the use of effective and innovative financing.

On January 15, **Versailles Mayor Fred Siegelman** accepted the distinguished Preserve America Award from **First Lady Laura Bush** at the White House! Versailles was recognized for its restored buildings and inviting streetscapes.

Nationwide, other Preserve America communities recognized were Augusta, Ga.; Castroville, Texas; Delaware, Ohio; Dorchester County, Md.; Key West, Fla.; Putnam County, N.Y.; and Steamboat Springs, Colo.



Mayor Fred Siegelman  
and Mrs. Bush

## CITY POSTCARD

### A Look at the City of Fulton



**Mayor:** Edward Crittendon

**Population:** 2,775

**Location:** Fulton County, located in southwestern Kentucky.

**Region:** Purchase

**History:** Fulton was named for the steamboat inventor Robert Fulton and incorporated in 1872. It emerged from a need for a major rail station, and at one time was a distribution point for bananas sold in the eastern United States.

Coming from New Orleans, the banana cars would receive a fresh supply of ice in Fulton.

**Attractions:** Pontotoc Days, formerly known as the Banana Festival, a three day community festival, is held in mid-September. Amtrak provides twice-daily passenger service between Fulton and other major U.S. cities. Surrounded on three sides by major waterways, Fulton attracts water-sport enthusiasts and is also home to Lohaus Field, a new all-wood baseball fieldhouse.

Opened in 2003, Lohaus Field is home to the American Legion team and the local high school teams with its sights set on recruiting another minor league team.

## WE'VE GOT YOU COVERED

### Insurance Forecast 2004: More Products and Services for You



Kentucky League of Cities is one of the nation's leading nonprofit developers of successful, community-based insurance programs. What makes KLC Insurance unique is its competitive rates and customer service.

No other insurance company offers cities and public agencies with the 'in the field' services provided by KLC.

The Kentucky League of Cities Insurance Agency (KLCIA) works with customers, as well as a network of local agents in the field to provide excellent service. KLCIA markets a full line of products and services, including employee benefits, through the Kentucky League of Cities Insurance Services (KLCIS) and other carriers.

KLCIS provides consultation before, during and after we insure you, as well as continuing educational training created just for the issues our customers face.

Products and Services include:

- ♦ Liability
- ♦ Law Enforcement Liability
- ♦ Auto
- ♦ Property
- ♦ Crime
- ♦ Workers' Comp
- ♦ Unemployment
- ♦ Group Health/Dental/Vision
- ♦ Group Life/Death/Dismemberment/Disability
- ♦ Employee Benefits
- ♦ Other Coverages

We not only pay claims, we help prevent them through loss control and prevention. Safety incentive programs, training and education, and alternative dispute resolution are just a few of our services.

*For more information on these options, contact KLCIA/KLCIS at 1-800-876-4552 or visit online at [www.klc.org](http://www.klc.org). Watch for more information about KLC Insurance programs.*

## SHOW ME THE MONEY

### Is Your Community an All-American?

The National Civic League invites you to apply for America's oldest and most prestigious community recognition award. The All-American City Award recognizes exemplary grassroots community problem solving and is given to communities of all sizes that cooperatively tackle challenges and achieve results.



To view criteria or apply online, visit [www.ncl.org/aac/](http://www.ncl.org/aac/). With questions, contact Aleks Humeyumptewa at 303-571-4343 or [aleksh@ncl.org](mailto:aleksh@ncl.org).

Deadline for application is March 11, 2004. Winners will be announced and recognized at the 55th Annual All American City Awards Ceremony in Atlanta, June 10-12, 2004.

## YOUNG VOICES

### Frankfort Students Benefit from City Government Month

Frankfort's Rose Doerting knows the importance of teaching her fifth graders at Bridgeport Elementary School that citizens have a responsibility to participate in government and in the community. She also knows that this is best done at the local level. Her approach introduces students to national government, state government, and then local government.

To incorporate the concept of community volunteerism, the class then selects a local non profit agency to help. "The Franklin County Humane Society is usually a class favorite so we collect pet food and supplies and deliver it to the shelter," said Doerting.

Another lesson is learned when the class picks up litter around the schoolyard and neighborhood to demonstrate the importance of caring for the community and how we can all make a difference. KLC and the NewCities Foundation launched the City Government Month program in 1995.

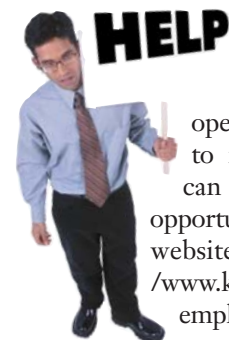
For 2004, more than 1,000 schools in Kentucky participated. Not only is it a great way to engage students, it's great 'PR' for local officials!

*For more information on City Government Month, contact Colleen Blouin, Member Relations Manager at 1-800-876-4552, ext. 3707 or [cblouin@klc.org](mailto:cblouin@klc.org).*

## SNAPSHOT OF SUCCESS!



Paducah Commissioner, KLC Executive Board Member and KBC-LEO President Robert Coleman (left) and KLC Executive Director/ CEO and NewCities Foundation President Sylvia L. Lovely welcome Washington, D.C. Mayor Anthony Williams, who was the keynote speaker at Paducah's Freedom Fund Banquet.



## HELP

Have a job opening? As a service to members, now you can post employment opportunities on the KLC website. Go to [/www.klc.org/aroundtown/employment\\_opp.asp](http://www.klc.org/aroundtown/employment_opp.asp).

*For more information, contact Colleen Blouin, Member Relations Manager at 1-800-876-4552, ext. 3707 or [cblouin@klc.org](mailto:cblouin@klc.org).*

## Whoopi's Littleburg Coming in March!



Want your kids to learn the importance of a great city? Nickelodeon's new show, *Whoopi's Littleburg* features Whoopi Goldberg as the Mayor of Littleburg, a little city with small town values populated by puppets and kids! TV Guide recommends the show as a best bet for preschool viewers. Watch for local Nickelodeon air dates scheduled in March 2004.

For more information about it visit [www.nickjr.com/home/shows/littleburg\\_landing/index.jhtml](http://www.nickjr.com/home/shows/littleburg_landing/index.jhtml).



Do you get KLC's weekly legislative bulletins? To get the latest Frankfort news each week, email Tresa Short at [tshort@klc.org](mailto:tshort@klc.org) and just ask!

## KLC FACTOID

The number of Americans aged 65 and older who use the Internet jumped 25% in 2003 to 10 million and 55-64 year old surfers rose 15% to 16 million.

*Source: Business Digest*

## CALENDAR OF EVENTS

### Educate, Celebrate, Participate

#### MARCH 2004

- |  |   |
|--|---|
| <p><b>16</b> <b>City Government Basics</b><br/>Paintsville Fire Training Center<br/>Paintsville, Kentucky</p> <p><b>16</b> <b>Managing Sanitary Sewer Backups and Overflows</b><br/>Madisonville Technology Economic Center (MTEC)<br/>Madisonville, Kentucky</p> <p><b>17</b> <b>Managing Sanitary Sewer Backups and Overflows</b><br/>KLC, 7th Floor Training Room<br/>Lexington, Kentucky</p> | <p><b>17</b> <b>20/20 Vision: Strategic Planning for New Cities</b><br/>Campbellsville Univ. Technology Training Center<br/>Campbellsville, Kentucky</p> <p><b>30</b> <b>20/20 Vision: Strategic Planning for New Cities</b><br/>Williamstown City Hall<br/>Williamstown, Kentucky</p> <p><b>30</b> <b>Managing Municipal Liability</b><br/>Williamstown City Hall<br/>Williamstown, Kentucky</p> |
|--|---|

For more information or to register online, visit KLC's website at [www.klc.org/leadership](http://www.klc.org/leadership). With questions, contact Doreen Caines at 800-876-4552, or [dcaines@klc.org](mailto:dcaines@klc.org).

## We Want to Hear from You!

To submit a story or commentary for KLC DIRECT departments, please contact the KLC staff listed or go to [www.klc.org](http://www.klc.org). For overall feedback, contact Terri Johnson at 1-800-876-4552, ext. 3784, or [tjohnson@klc.org](mailto:tjohnson@klc.org).

## LEADERSHIP ADVANTAGE

### Pipe Dreams or Sewer Nightmares!

Sanitary sewer backups and overflows are unpleasant events cities and agencies hope to avoid. When these incidents occur they result in property damage, poor public relations, disruption of work, and potential litigation, fines and penalties. Historically, the Kentucky League of Cities Insurance Services (KLCIS) losses exceed ten times what members pay in premiums with repeated losses from some members. Overflow and backup losses are primarily caused by:

- A lack of infrastructure investment
- Deferred maintenance
- Inflow/infiltration
- Poor customer contact and admissions of liability

This seminar is designed to help elected officials; managers, operators and field personnel understand the equipment and techniques involved in a system management

plan, forecasting infrastructure improvements, and limiting losses through improved staff training and customer contact.

#### Learning Objectives:

1. Hear and discuss "Best Practices" for system management to prevent backups and overflows
2. Develop system self audits to determine improvements and forecast budget needs
3. Introduce the EPA "Capacity, Management, Operations and Maintenance" policy (cMOM)
4. Apply cMOM guidelines to current operations and maintenance

*If your city needs help in solving this problem, register today. Contact Doreen Caines, Training Logistics Coordinator, 859-977-3713 for a registration form or register on line at [www.klc.org](http://www.klc.org). Deadline is March 9, 2004.*

### Seminar Locations

#### March 16, 2004

9:00 a.m. - 4:00 p.m. CST  
Madisonville Technology  
Economic Center  
755 Industrial Road  
Madisonville, KY

#### March 17, 2004

9:00 a.m. - 4:00 p.m. EST  
Kentucky League of Cities  
Training Room  
101 East Vine Street, Suite  
600, Lexington, KY

*Cost: \$99, Special Rate \$89 (Special rate available to any city with KLC liability and/or property insurance.) Lunch is included in the registration fee.*

The KLC/NCF Leadership Training Center recently received a 2003 International Award from the Learning Resources Network (LERN) for excellence in programming. Specifically, the award recognizes the Planning & Zoning Host City Training Program.



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KLC Direct is a monthly publication of the Kentucky League of Cities. Any comments or article suggestions should be forwarded to:  
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