

# 2007 Florida Cities of Excellence Awards Program ▶ Nomination Form

Category (Please check one) See Award Criteria for more information. Please print or type. One nomination per page.

**FLORIDA CITY OF EXCELLENCE AWARD**  
Name of Municipality Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY SPIRIT AWARD**  
Name of Municipality Nominated \_\_\_\_\_  
Nominated Project \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**MAYOR OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**COUNCIL MEMBER OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY EMPLOYEE OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Title \_\_\_\_\_ Department \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY MANAGER OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY CLERK OF THE YEAR**  
Name of Individual Nominated Joan Clark  
Nominated by City of Cocoa  
(Name of City/Town/Village)

**CITY ATTORNEY OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY FINANCE OFFICIAL (DIRECTOR OR OFFICER) OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

**CITY CITIZEN OF THE YEAR**  
Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

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## Contact Person

The following person will be the main contact if your city's nominee is selected as a finalist.

Please print or type.

Name Joan Clark

Title City Clerk

Government City of Cocoa

Address 603 Brevard Avenue, Cocoa FL 32922

Telephone Number 321-639-7555 Fax 321-637-7203

E-mail Address jclark@cocoaf1.org

## Nomination Certification

This nomination has been voted on and approved by a majority of the city council/commission.

Signed *Joan Clark*  
City Clerk

The judges will use the narrative and supportive information to select the award winners. Nominators/nominees are asked not to contact the judges directly.

## Narrative

In the narrative, please be clear and concise, using the Award Criteria to support the selection of your nominee. Please type (or print in black ink), up to 1,200 words, double-spaced on white 8-1/2" x 11" paper.

Please include a word count: 1015  
Number of words

## Supportive Information

Up to 10 pages of supportive information (newspaper clippings, photographs, letters from constituents, etc.), on 8-1/2" x 11" paper (single-sided) may be provided. Please do not include videotapes, DVDs, CDs or Power-Point presentations.

Submit nominations by **August 10, 2007:**

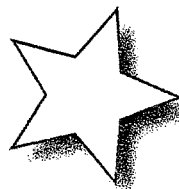
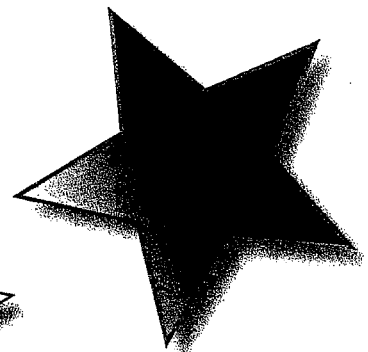
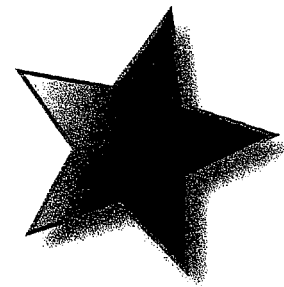
Florida League of Cities, Inc.

Attn: Florida Cities of Excellence

301 S. Bronough Street, Suite 300 (32301)

P.O. Box 1757

Tallahassee, FL 32302-1757



FLORIDA LEAGUE OF CITIES EXCELLENCE AWARD  
CITY CLERK OF THE YEAR NOMINATION  
CITY OF COCOA CITY CLERK – JOAN CLARK

The City of Cocoa would like to nominate Joan Clark, Cocoa City Clerk as City Clerk of the Year in the Florida Cities of Excellence Awards Program. Ms. Clark has worked for the City for thirteen years and over those years has been a consistent contributor to the team spirit of the City and an ethical and moral compass. No job is too small or too large for her to volunteer for or to offer to help out with. Ms. Clark is always willing to help other departments/divisions

- **Judgment** – Ms. Clark exhibits excellent judgment in carrying out her daily duties. She has a small staff, and is often required to do the same duties as her staff – processing passports; notarizing documents; providing information; answering phone calls; responding to public records requests, doing minutes of meetings, etc. In spite of that, Ms. Clark continues to exercise sound judgment in handling all these situations, prioritizing work schedules and getting information to the public in a timely manner.
- **Initiative** – There are three excellent examples of Ms. Clark's initiative. The first is a very time consuming initiative that she embarked upon last year. This is the Muni Agenda or paperless agenda. Several council members complained about all the paper each meeting consumed and the space it took up in their homes. Joan identified the problem and came up with a solution. She has spent countless hours helping the technology staff work out some of the bugs with the software. She does not hesitate to call the help desk and provide them with advice and suggestions on how to solve software problems.

The second example is Ms. Clark's decision to have her division provide passport service. Recognizing a problem and the need of the community to obtain passports, and the City's need to obtain more revenue, Ms. Clark obtained permission to set up a passport system. She obtained information from other cities and set up a policy and procedures for her staff to follow. After four months, the passport initiative has provided the City with \$3,900 in additional revenue.

The third example of her initiative is her willingness to get involved. Even though she has a full work load, when the Police Department decided to discontinue running the Toy drive this year, Ms. Clark did not hesitate to take it over. She felt that the program helped give children in need a few gifts at Christmas time and was willing, without hesitating, to pick up the program – (mid year!) and run with it. She has already set up a committee and garnered the support of several other Departments to help her make it the most successful toy drive ever!

- **Integrity** – Joan Clark's integrity is above reproach. She is responsible for the ethics of the City and makes sure that all Council members and employees fill out any forms required of the State or County.

- **Innovation** – As stated above, Ms. Clark was willing to explore other avenues to obtain additional revenue for her division. She has added passports to the list of services the Clerk's office provides. She determined a new system for Agendas and garnered the support of the Information Technology staff to help her select a system that is compatible with our existing software and that would work with her needs.
- **Professionalism** – Ms. Clark prides herself on running an efficient office and being fair to all who enter the doors of the City Clerk's office. She is part of the City Clerk's Association and is a Certified City Clerk in the Master Municipal Clerk program. She takes continuing credit courses to keep up her certification. In addition, she served for several years on the FACC Professional Education Committee.
- **Commitment** - Ms. Clark is committed to her profession and the City. She not only does her job, but helps the rest of the City do their jobs as well. Recently, the City Manager's office cut out a secretary from their budget. In order to help the City Manager, the City Clerk offered one of her staff to physically sit in the City Manager's front office in order to provide "front line" coverage for the City Manager. The position still reports to the City Clerk, but provides a much needed service to the front office of the City Manager, and provides a person to help answer inquiries to the City Manager's office and to walk-ins who want help with issues from the City Manager's office.
- **Citizen Relations** – The City Clerk's office is required to deal with a myriad of questions from the public and Ms. Clark is able to respond politely and fairly to all the phone calls or public who come into her office. She takes the time to explain the Charter, code or other issues the public may be inquiring about. She has her direct line listed on every newsletter that goes out of the City to the public, so they can talk to a real person. She takes the time to return calls and make sure that citizens understand an issue or new regulation. She volunteered to answer calls on a new initiative – Motor Vehicle Accident (MVA) Fees – and took the time to answer a barrage of calls from angry citizens who called thinking they were being charged another fee. She is the front line of information to citizens and handles them tactfully and respectfully.
- **Professional Involvement** – Ms. Clark is involved in the Brevard County Clerk's Association as well as the Florida City Clerk's Association. Not only is she a member, she served on the Professional Education Committee. She also carries out the credo of the City Clerks in terms of maintaining her ethics and integrity at all times.

In summary, the City is pleased to recommend Ms. Clark as the 2007 Florida League of Excellence City Clerk of the Year. We hope you will agree, that Ms. Clark exemplifies all that is good in an employee and a City Clerk.