



Master Municipal Clerk and Clerk of the Board Academy 2023 March MMCA Training Team Bios

Britt Avrit, MMC

Britt began her career in local government with the City of Lancaster in 2001 in the office of the City Clerk and has spent her entire government career in the Clerk's office. In 2014, she was appointed City Clerk in Lancaster after serving as the Administrative Assistant, the Records Clerk, and the Assistant City Clerk. Britt became the City Clerk for the City of Carmel-by-the-Sea in 2019 and City Clerk for the City of Saratoga in 2021.

Britt obtained her Certified Municipal Clerk designation in 2009, her bachelor's degree in Public Administration in 2010, and her Master Municipal Clerk designation in 2017. She is a graduate of Continuing Education for Public Officials (CEPO) and the Training for Trainers program, has served multiple terms as the Recording Secretary for the City Clerks Association of California (CCAC) and is a trainer for the Master Municipal Clerks Academy.

Britt loves working with others in her profession and enjoys training others to deepen their knowledge of the Clerk profession. Britt is passionate about football and her family, she enjoys listening to music, camping and laughing with friends.

Michelle Bigelow, MMC, CPMC

Michelle is the City Clerk and Public Information Officer for the City of Morgan Hill, serving as the liaison between the public and the City Council, leading community engagement processes, and developing communications for distribution to the community and media. Her work with Communications and Engagement is currently focused on improving the City's process for informing and engaging its residents about development projects within the community and implementing the City's first Communications, Outreach, and Engagement Plan.

She has been with the City of Morgan Hill since 2008 when she started as an office assistant in the Building Department. After holding several different positions in her 14 years with the City, she became the first appointed City Clerk for Morgan Hill in 2020, and in 2021 she became the City's first City Clerk/Public Information Officer. She completed Technical Training for Clerks and the Master Municipal Clerk Academy earning Certified Municipal Clerk in 2013, Master Municipal Clerk in 2018, and California Professional Municipal Clerk in 2019. Michelle recently served as the City Clerks Association of California Region 14 Director.

Outside the office, Michelle enjoys spending time with her husband, Brit, and two adult sons, Cole and Caleb. As a family, they enjoy hiking, camping, traveling, and exploring the outdoors. Michelle also serves on her local South Valley Symphony Board of Directors, working to keep music in the community.

Scott Ditfurth, Partner

Scott Ditfurth is a civil litigator with an emphasis on public entity defense litigation and real property-related disputes for both private and public clients. A partner in Best Best & Krieger LLP's Riverside office, his practice broadly encompasses all aspects and stages of litigation for clients in a variety of settings. Scott practices in both state and federal court. Specifically, Scott's litigation practice encompasses public entity defense, real property disputes, land use claims and writs, inverse condemnation, easement disputes, eminent domain, contract claims and construction claims.

Scott has worked with a number of public clients, including the cities of Arcadia, Goleta, Hillsborough, Lafayette, Ontario, Palm Springs, Pomona, Redlands, Santa Ana and San Buenaventura, the Riverside County Transportation Commission, the Western Municipal Water District, the San Geronio Pass Water Agency, the Western Riverside Council of Governments, the Western Riverside County Regional Wastewater Authority, the Western Riverside County Regional Conservation Authority and the Western Riverside Counsel of Governments.

At BB&K, Scott is a member of the firm's Executive Committee, and is involved with associate development and training. He is very active in local professional and community organizations, including the Riverside County Bar Association, Keep Riverside Clean and Beautiful, the Greater Riverside Chambers of Commerce and the Mary S. Roberts Pet Adoption Center.

Scott is admitted to various Districts of the U.S. District Court in California and the U.S. Ninth Circuit Court of Appeals.

Joelle Fockler, MMC

Joelle started her government career in 1986 working for the City of Pleasant Hill. There, she worked in the Finance, Human Resources, City Manager, and Community Development Departments until 2000. Wanting to spend more time with her two young children, Joelle then went to work at the Contra Costa Centre Association where she was a transportation and childcare program coordinator for the public/private partnership. In 2007, Joelle returned to work fulltime at the City of Concord, California, where she worked as an Administrative Assistant in the Economic Development/Redevelopment Department. In 2011 an opportunity came up to apply for the Concord City Clerk, and Joelle found her passion.

At that time, Joelle went back to school to earn her BS degree and enrolled in every possible training to earn the Certified Municipal Clerk (CMC) designation. Things didn't work out quite the way they were planned at Concord, but she seized an opportunity to work for the City of Walnut Creek as its Assistant to the City Clerk. Gaining experience and education at Walnut Creek, Joelle returned to the City of Concord in 2014 as its Deputy City Clerk and became City Clerk in November 2014. She earned the CMC designation in 2012 and a Bachelor of Applied Studies and Master Municipal Clerk designation in 2016. Joelle has served as the Communications Chair and Vice President of the Northern California City Clerks' Association, CCAC Region 15 Director, and as 2nd Vice President of CCAC.

Major projects include district-based elections, a voter-approved half-cent local sales tax, a voter-approved extension of half-cent and increase to one-cent local sales tax, cannabis regulations, and the redistricting process.

Joelle is the coordinator of the Contra Costa Local Governance Leadership Academy and a trainer at CCAC Nuts and Bolts Workshop, Technical Training for Clerks (TTC), and the Master Municipal Clerk Institute Academy (MMCA).

Diane Gladwell, MMC

Diane Gladwell has been the President of Gladwell Governmental Services, Inc. for over thirty years. She has assisted over 250 California local governments with elections management, records retention, electronic records management, e-mail, and document imaging programs (ECMS).

Diane was the City Clerk for two different cities, managing organization-wide records management and document imaging programs (and elections, of course.) Before becoming a City Clerk, Diane managed the payment systems for the Food-4-Less chain for 9 years, where she had 120 people reporting to her.

Diane has a Bachelor's degree in Business Administration and is a Master Municipal Clerk. In addition to being listed in Who's Who of Professionals, her work has won many prestigious awards in the Records Management and Document Imaging Industry as well as from state and international associations. Diane also received the prestigious Woman of Distinction Award, California 23rd Senate District in 2017.

Pamela Miller, CMC

Pamela Miller currently serves as California Institute Director for the Master Municipal Clerk Academy, and as such she is the Instructor of Record at the University of Riverside Extension. She is the former Program, Executive and Institute Director for Continuing Education for Public Officials (CEPO). After over nine years as Executive Director, Pamela retired from the California Association of Local Agency Formation Commissions (CALAFCO) in March 2022 to focus all her time on her consulting practice. Prior to returning to California in 2012, Pamela lived and worked in Benton Harbor, Michigan for six years. As Vice President for The Consortium for Community Development, her work focused primarily on the transformation of the community through individual, organizational, and community capacity building.

Her public sector experience includes serving as Clerk of the Board of Supervisors and Administrative Manager for the County Executive Office for Napa County, as Deputy City Clerk for the City of Vallejo and as a consulting analyst to the Contra Costa County Flood Control District's clean water program.

Pamela has led her own management consulting and training firm since 2014, serving local governments and state associations throughout California. In addition to her many municipal and county clients, she is Co-Director for the Alameda and Contra Costa Leadership Academies and is the co-founder of the Sacramento Valley and Marin-Sonoma Counties Leadership Academies as well as the Sacramento Valley Executive Leadership Institute.

Pamela earned a Master's Degree in Organizational Leadership and a Bachelor's Degree in Business Administration from Siena Heights University. She is certified in Total Quality Management, *Success Signals*, and is a certified *Everything DiSC* practitioner. Pamela is a graduate of the National Community Development Institute's Community Builders Leadership Institute, is a member of Women Leading Government (WLG) and is a Certified Municipal Clerk.

Colleen Nicol, MMC

Colleen served over forty years in the municipal clerk profession and retired in 2021 from her position as City Clerk for the City of Riverside, CA.

Colleen served fifteen years on the City Clerks Association of California Board of Directors and as its President in 2000-01. She trains at California's Technical Training for Clerks and the Master Municipal Clerk Academy. Colleen served as the 2012-13 President of the International Institute of Municipal Clerks and currently supports municipal clerk education programs and scholarships as a board member of the IIMC Foundation.

Colleen received the Quill Award in May of 2002, the City Clerks Association of California City Clerk of the Year in 2006, and the Pat Hammers Spirit Award in 2018 for achievements in mentoring, teaching, and promoting the profession of municipal clerk. She holds Master Municipal Clerk status, a Master's degree in Public Administration, and a Bachelor's degree in Mathematics.

In retirement Colleen continues her work with the IIMC Foundation and as a trainer. Colleen enjoys spending time with family, friends, music, dancing, and travel.

Patrice Olds, MMC

Patrice is the City Clerk for the City of San Mateo since January 2012 and prior to that served as City Clerk for the City of Walnut Creek where she was honored to be named Employee of the Year for Walnut Creek in 2011. Prior to joining local government, she worked in the private sector in roles ranging from Business Manager to Accountant to Property Management. She has attained her MMC certification, is a graduate of Continuing Education for Public Officials and the Training of Trainers program.

She served as President for the California City Clerks Association in 2019-2020, and is a core trainer for the Master Municipal Clerk Academy. She has been a trainer on topics ranging from managing dysfunctional meetings to project management to ethical leadership to crucial conversations to honing public speaking skills. Patrice has a passion for the clerk profession, coupled with a deep commitment to individual life-long learning, she encourages everyone to jump in with both feet and commit wholeheartedly to all the possibilities this profession provides.

Wandzia Rose, CIC

For over 25 years, Wandzia Rose has assisted individuals as well as government, education, and non-profit agencies in enhancing their performance in delivering high-quality services. Prior to going into private practice, Wandzia held key positions in medium and large public sector and educational institutions in which she served as division manager, department head, assistant city manager, and interim city manager. Wandzia led, managed, and transformed complex organizations and implemented, among others, staff and organization-wide development training programs resulting in widespread organizational transformation and community benefit. She is a founding member of the Leadership San Leandro program and from 1991-2014, served as a tenured trainer for the Continuing Education for Public Officials (CEPO), a leadership development program and its associated Train-the-Trainer program. During her career, she served as a member on a number of League of California Cities Policy Committees as well as on the Government Technology Conference (GTC) Advisory Board.

Wandzia now owns a successful management consulting and coaching practice. She co-created the Performance Leadership program, a comprehensive leadership development program designed to assist leaders at all levels to understand the complex dynamics that impact organizational performance. She is an Integrative Coach Professional certified by The Ford Institute for Transformational Training, and certified in the Integrative Enneagram. She is also a certified trainer in Success Signals, a communication skills training program. Wandzia currently serves as a senior trainer for the City Clerks Association of California's (CCAC) Master Municipal Clerk Academy offered through Miller Management and Consulting Group. She is also one of three Co-Directors for the Alameda County Leadership Academy, the Contra Costa County Leadership Academy, the Greater Sacramento Valley Leadership Academy, the Marin-Sonoma Counties Leadership Academy, and the Sacramento Valley Executive Leadership Institute. Wandzia earned a B.A. degree from the University of San Francisco and is working on her Master's degree in Consciousness and Transformational Studies.