

# The DeCoder

Legislative & Trending News for Local Governments

**GENERAL  
CODE**  
Codification Division  
June, 2015

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## Trending Legislative Topics



Be sure to follow us on [Twitter](#) for timely legislative and local government news!

As summer approaches and many municipalities are busy reminding their citizens of local fireworks ordinances to keep them safe, some municipalities are dealing with unique and sometimes unusual topics like the ones listed below...

- [Private Use of Parks for Business Purposes](#) (via Raleigh Public Record)
- [DWI Vehicle Seizure](#) (via Rio Rancho Observer)
- [Credit History Use for Employment Decisions](#) (via National Law Review)
- [Alternative Therapy Animals: Chickens, Pigs, Ducks, Kangaroos](#) (via Times Online, KAJ18, USAToday, Bring Me The News)
- [Regulating Payday Loans and Lenders](#) (via Midland Reporter-Telegram)

**Have you adopted new legislation or updated your ordinances recently?** Be sure to submit your latest updates to us at [EZSupp@generalcode.com](mailto:EZSupp@generalcode.com)! Contact us toll-free at (800) 836-8834 if you have questions.

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## Local Government and the Customer Service Experience



General Code is fervently dedicated to continuous improvement and achieving high levels of customer satisfaction.

[View our Customer Satisfaction Survey Results!](#)

**What makes a great government experience and why does it matter?** Citizen expectation is on the rise for government to behave more like private sector businesses when it comes to providing information and answering questions or requests. In some ways, it's more imperative to citizens that government be more responsive and accessible because it impacts every aspect of their daily lives: education, health, employment, transportation, etc.

These recent articles provide insight and suggestions to help government understand and improve the citizen experience from a customer service perspective:

- [Why Customer Service Matters In Government](#) (*Business2Community*)
- [What If Government Operated More Like Disney?](#) (*Government Executive*)
- [Cities' Use of Visible Technology Creates a Perception of Value](#) (*Digital Communities*)

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## Social Media for Local Government

Are your municipality's social accounts 'verified'? If not – or if you don't know – you might want to spend some time learning more about verifying your accounts and how it can protect you from impersonation and parody accounts online.



To get you started, check out Government Technology's informative article "[Verified Social Accounts Are More Important Than Ever.](#)"

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## Maximize Your eCode!



For more info check out our new *eCode Quick Reference Cards*. Available in the eCode Help section under FAQ's at [ecode360.com/help/faq](http://ecode360.com/help/faq)

Are you getting the most from your eCode? Did you know that you can now access previous versions of your Code? Check out the FAQ section of your eCode for [Quick Reference Card instructions](#). Attend one of our FREE informational and interactive webinars, too. [View our schedule of upcoming webinars](#).

**Don't have *ecode360* yet?** See it in action! Check out our latest local government customers who give their citizens online access to their municipal codes:

- [City of Cottleville, MO](#)
- [City of Oak Grove, MO](#)
- [City of Vinita Park, MO](#)
- [Borough of Clementon, NJ](#)
- [Borough of Milford, NJ](#)
- [Town of Lake Arthur, NM](#)
- [City of Oil City, PA](#)
- [Municipality of Bethel Park, PA](#)
- [Township of Blair, PA](#)
- [Township of West Manheim, PA](#)

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## General Code on the Road



Bruce Cadman and a few of our clients found a familiar fellow at the 2015 IIMC Conference in Hartford, Connecticut!

We're excited to support so many of these great municipal association events! Our Reps look forward to sharing exciting news about the latest *eCode360* features and to discussing your 'general' codification needs! This month you'll find us at these conferences:

- Michigan Association of Municipal Clerks (June 23 – 26)
- Pennsylvania Municipal League (June 23 – 26)
- Maryland Municipal League (June 28 – July 1)

Check out our [Facebook](#) page for photos from our recent travels!

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# Celebrating Our Clients!

What a delight it is to have so many of our clients to highlight this month!

The **Town of Eden, NY** accepted a 'Think Green' Grant for Main Street beautification!

The local government employees in **Dona Ana County, NM** have found a unique and effective way to support their local animal rescue shelter with a 'cat library' of sorts.

**Holland, Michigan** has been named one of 2015's Best Cities for Families! Congratulations!

And, finally, no fewer than 12 of our clients have been named to the 2015 Top 100 Best Small Towns in America! Congratulations to the folks in **Lebanon, NH** (at #1!) and **Bar Harbor, ME, Greensburg, PA, Papillion, NE, Farmington, MO, Suffern, NY, Conshohocken, PA, Bel Air, MD, Augusta, ME, Madison, NJ, Carlisle, PA** and **Mount Kisco, NY** – clients all!

For more cool stories about our fantastic clients in Rhode Island, Vermont, Illinois and other states, check out our [board on Pinterest!](#)

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We had a little fun with our clients on National Hamburg Day!

## Customer Connection



Thank you to the following municipalities for choosing to partner with us on your current codification projects!

- City of Kirkwood, MO
- City of Maysville, MO
- City of Seward, NE
- Borough of Clayton, NJ
- Township of Washington, NJ
- Borough of Vandergrift, PA

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Codification Division

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