

2017 MBNCanada National Forum

Frequently Asked Questions



When is the MBNCanada National Forum and where is it being held?

This year the 2017 MBNCanada National Forum will be held on May 3 and 4th, at The Fairmont Palliser in Calgary, Alberta

The National Forum will explore topics regarding the use of performance measurement and benchmarking information to foster service delivery excellence and continuous learning within Canadian municipalities. Forum participants will also exchange ideas about how to cultivate corporate cultures that enable practitioners to meet the expectations of citizens and councils – one in which employees value and understand performance measurement and benchmarking as an integral part of their work and are motivated to work together to achieve a common purpose.

Call for Presenters

New this year, we have invited members to share their ideas about topics related to:

1. Designing and implementing performance systems (e.g. disciplined approaches that enable organizations to build organizational capacity and identify, implement and evaluate practices to better serve citizens, customers and communities);
2. Communicating municipal performance and results to citizens (e.g. use of citizen-facing dashboards);
3. Leveraging 'Big Data and Analytics' (e.g. analysis of large municipal data sets to unlock patterns and insights to inform decision-making);
4. Fostering corporate culture and employee engagement (e.g. generally accepted, internalized behaviours, beliefs, values and symbols in an organization; leveraging the link between employee engagement and business objectives); and,
5. Building resilience (e.g. Capacity for cities to be more resilient to the physical, social, and economic challenges of the 21st century).

A detailed outline is available at www.mbnCanada.ca on the “National Forum” tab.

The Call for presenters will close on Monday February 6, 2017.

Who will be the Key Note Speakers?

We are thrilled to announce that Regional Fire Chief Darby Allen from Fort McMurray and Susan Stewart from Toronto have been confirmed as keynote speakers.

** Other keynote and guest speakers will be announced here as confirmations are received.

How do I register for the Forum? Contact your Municipal Lead or the Program Office at the email address or telephone number listed [here](#).

Is there a maximum number of attendees?

Based on maximum occupancy of the meeting rooms attendance for the 2 Day National Forum will be limited to 175.

What are the registration fees this year?

Registration Fees for the 2017 MBNCanada National Forum

Registrants from Member Municipalities:

- Early Registration Fee; available until March 17 2017 = \$400 plus HST = \$452.00 per registrant
- Registrations received between March 20 and April 13 2017: \$450 plus HST = \$508.50 per registrant (no exceptions)

Registrants from Non-Member Municipalities:

- Early Registration Fee, available until March 17 2017 = \$450 plus HST = \$508.50 per registrant
- Registrations received between March 20 and April 13, 2017 - \$500 plus HST= \$565.00 per registrant

Please note:

- Forum registrations cannot be accepted after April 13, 2017;
- Cancellations/refunds are not possible after April 13, 2017;
- Substitutions will be accommodated.

Are there any meals included in the Forum registration?

Yes, breakfast and lunch are included on both Wednesday May 3 and Thursday May 4th, 2017 as part of your 2 day Forum Registration.

How do I make hotel reservations?

Until April 2, 2017 rooms are available from \$199 per night. Make your hotel reservation as soon as possible at: [Fairmont Palliser-Reservations](#)

You are also welcome to call the Reservations Department at The Fairmont Palliser at (403) 260-1230. Please identify yourself as being with the "Municipal Benchmarking Network Canada" group and / or Reservations ID# "MUN10417".

IMPORTANT: In order for MBNCanada to meet our contract responsibilities, it is very important that you make your hotel reservations through one of these 2 methods noted above.

Based on guest room availability, our negotiated room rates have been extended for the 3 days before and after the Forum; so book early - Don't be disappointed!

How do I make flight reservations?

Air Canada, the “official” airline for the event, is offering an instant online 10% discount on eligible fares for travel anytime between Tuesday, April 25, 2017 and Thursday, May 11, 2017.

WestJet is also offering 10% off their base fare for travel between April 24, 2017 and May 11, 2017. Note: If you are booking your WestJet travel through a Travel Agent, you will need both the WestJet Promo and Coupon code; these can be obtained from your Municipal Lead or by contacting Sue in the Program office.

In order to take advantage of the discounted fares, event delegates must:

- When booking your flight on-line, be sure to enter the applicable Promotion/Coupon codes. These are easily obtained by contacting your Municipal Lead or from Sue at the Program Office at: sue.buchanan@hamilton.ca
- If the Promotion/Coupon code is NOT entered or is entered incorrectly, the discounts will not be applied.
- The applicable Promotion Code must also be recorded on the delegate's ticket by ticketing agencies/airlines.
- Full terms and conditions are available through the MBNCanada Program Office.

How do I get from the Calgary International Airport (YYC) to the Fairmont Palliser?

All the information you need is available here: [Airport transportation options](#) . The Fairmont Palliser does NOT offer a dedicated shuttle service.



All registrants will receive a MBNCanada luggage tag—So don't forget to be on the lookout for your fellow MBNCanada members, say hello and share the ride!

What else can I do in the area?

We are currently gathering information from Calgary Tourism and are pleased to be able to offer various discounts and packages for our registrants—watch this spot for further information.

Who do I contact for more information?

Contact Sue at the MBNCanada Program office, at 905-546-2424 ext. 5949 or via email at Sue.Buchanan@hamilton.ca.