



**Municipal Benchmarking
Network Canada**

**Réseau d'étalonnage
municipal du Canada**

2017

**MBNCanada
National
Forum**



Wednesday May 3 and Thursday May 4 | 2017

The Fairmont Palliser • Calgary, Alberta

DAY 1: WEDNESDAY MAY 3 | 2017

7:45 am **Breakfast / Registration**

8:45 **Let's get started!**

9:00 **Welcome to the City of Calgary** | Jeff Fielding, City Manager, City of Calgary

9:20 **GUEST SPEAKER**

To be confirmed.

9:50 **The Mayors Project** | Kate Graham, City of London

10:20 *Networking Break*

10:40 **PANEL DISCUSSION**

City of Calgary Strategy—Performance Measurement and Communicating to Citizens and Staff

- Performance Management System
- Citizen Dashboard
- The 4 C's

12:00 noon *Lunch*

1:00—2:00 **Using Performance Measurement to Make Decisions** | John Allen

BREAK-OUT SESSIONS

2:00—2:40 **Lean Six Sigma—101** | Amber Sare, Region of Waterloo

2:45—3:15 **Data Analytics** | Calgary and Daniel Haight, Dark Horse Analytics

3:15 *Networking Break*

3:30 **Parks Montreal** | Speaker to be confirmed

4:00 **KEYNOTE SPEAKER**

Darby Allen, Fire Chief—Fort McMurray

Darby will draw on his long career to offer guidance on how to be a stoic, quick-thinking leader in tough situations. We all face emergencies—Allen's here to show us how to overcome them.

5:00 pm **Closing Remarks—Day 1** |

KEYNOTE SPEAKERS



Darby Allen is best known for his role as the man who led the fight against “the beast” in Fort McMurray’s scramble to beat back a fierce wildfire that laid waste to 10 per cent of the city. During the Alberta wildfire of 2016, the fire chief shot to international acclaim for leading Fort McMurray’s

88,000 citizens to safety, and for providing calm reassurance to the community throughout.



Susan Stewart shares the art and practice of seeing the lighter side of life. The art is believing in our ability to overcome adversity and knowing that there is always more than one way to see things. The practice is being deliberate with how we respond to the changes and challenges that come

our way. As stress and negativity prevent us from thriving personally and professionally, Susan offers ways to meet adversity with humour and a positive outlook. Based on what neuroscience and positive psychology studies have proven, Susan also shares the importance of seeing the lighter side of life by revealing the significant connection between our mindset and success.

DAY 2: THURSDAY MAY 4 | 2017

- 7:45 am **Breakfast / Registration**
- 8:45 **Welcome back!**
- 9:00 **100 Resilient Cities—Calgary’s Story** | Speaker to be confirmed
- 9:30 **Making Performance Measurement Count: Winnipeg’s Journey** | Janice Sim
- 10:00 **PANEL DISCUSSION**
Measuring Performance—The Good, the Bad and the Ugly from the Perspective of an Expert
Participants to be confirmed
- 10:45 **Networking Break and Hotel Check-out**
- 11:15 **Integrated Analytics - Examples of Cross-Sectoral Indicator Reporting** | Harvey Low, City of Toronto
- KEYNOTE SPEAKER**
Susan Stewart
CHOOSING JOY OVER STRESS: Reclaiming Your True Nature In A “Wild, New World”
In this lighthearted and interactive program, Susan will give your team members a powerful set of tools to reduce stress and increase resiliency through the practices of mindfulness and optimism. This program is a unique learning experience that will give your team members an opportunity to examine how their mindset shapes the reality in which they exist and be deliberate with their outlook as they strive to reach their goals.
- 12:45 **MBNCanada Program Update and Closing Remarks** | Chris Murray, Board Chair, City Manager, City of Hamilton
- 1:00 *Lunch*

Draft Program—Subject to change.

GUEST SPEAKERS

To be confirmed



John Allen has worked in the area of Program Evaluation, Performance Measurement and Strategic Planning for more than 35 years, serving on governments at the national, provincial / state and municipal levels in Canada and the United States as well as the not-for-profit sector.