



**Municipal Benchmarking
Network Canada**

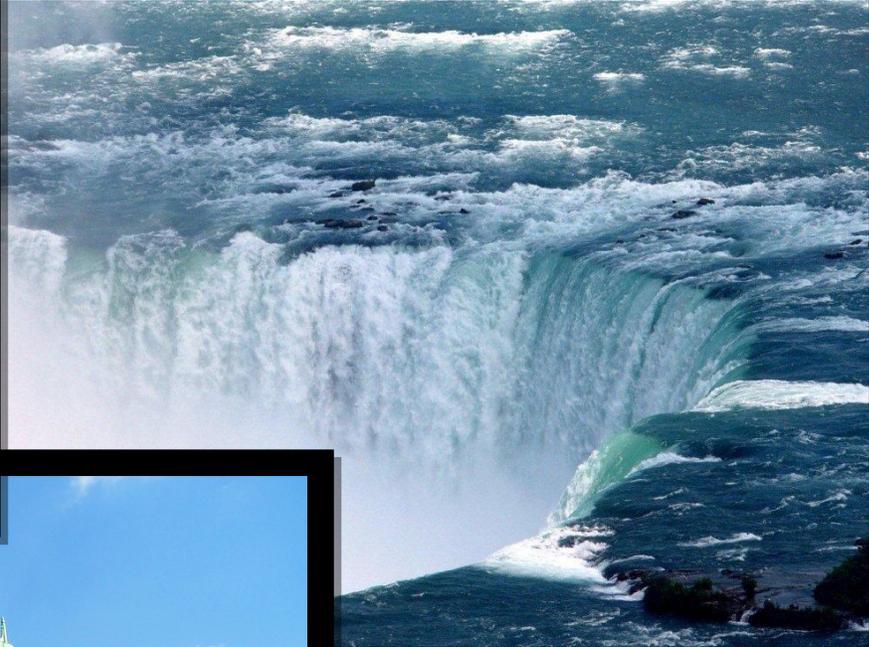
**Réseau d'étalonnage
municipal du Canada**

2019

**MBNCanada
National
Forum**

Wednesday April 10—Friday April 12 | 2019
Embassy Suites Fallsview • Niagara Falls Ontario
Conference Level—Salons A, B and C

Welcome to Niagara Falls



A Message from the Chair

Hello and welcome to the third annual MBNCanada National Forum.

The Forum is our signature event that brings together municipal staff from all disciplines to share what they know, learn what they don't know, and more importantly meet their counterparts from across the country. It is also a time to recognize the commitment and great work of our partners and to share insights about new and innovative ideas in the world of municipal government.



As the Chair of the MBNCanada Board of Directors, we are pleased you have chosen to attend this event. In the spirit of collaboration and continuous improvement, this year's program includes a number of presentations from our partners about work they are doing in their municipality. There are three amazing keynote speakers who each bring something different to the table. Jeffrey Rosenthal is returning to the Forum as a keynote speaker and will question whether an observed effect or outcome is meaningful or is just luck. Wayne Lee is a peak performance expert with a twist, and Judy Croon is meant to inspire. You will also hear more about MBNCanada and what is on the horizon as we continue work through the Strategic Plan.

This Forum is for you—our partners, so please sit back, meet your neighbours and most of all—enjoy the 2019 MBNCanada National Forum!

Chris Murray
MBNCanada Chair
City Manager, City of Toronto



Municipal Benchmarking
Network Canada

Réseau d'évaluation
municipal du Canada

The 10 C's of MBNCanada

Consistency

Comparability

Credibility

Confidence

Clarity

Collaboration

*Continuous
Improvement*

Curiosity

Commitment

Conversation

*AND, we do all of
this for Canadian
municipalities.*

WEDNESDAY APRIL 10 | 2019

• RAVINE WINERY TOUR

PRE-REGISTRATION REQUIRED—BUS DEPARTS AT 6:00 PM

• WELCOME RECEPTION—MEET & GREET

8:00–10:00 PM (LOCATION TO BE PROVIDED AT HOTEL CHECK-IN)

THURSDAY APRIL 11 | 2019

MORNING SESSION

9:00 AM–12:00 NOON

CONFERENCE LEVEL—SALON A, B & C

7:45 am	Registration—Conference Level / Networking Breakfast—9th Floor
9:00	Welcome Acknowledgement of Indigenous Peoples and Traditional Territory Robyn Bird <p>We [I] would like to begin by acknowledging that the land on which we gather is the traditional territory of the Haudenosaunee and Anishnaabeg. This territory is covered by the Upper Canada Treaties, is within the lands protected by the “Dish With One Spoon” wampum agreement and is directly adjacent to Haldiman Treaty territory.</p>
9:05	Welcome to Niagara Region Ron Tripp, Niagara Region
9:15	A Word from the MBNCanada Board Chair Chris Murray, City of Toronto
9:30	Opening Keynote—The Puzzle of Luck Jeffrey Rosenthal <p>In this talk, Jeffrey will discuss his perspective, as a statistician, on various stories and examples and surprises about the puzzle of luck.</p>
10:30	Connecting Experts with Experts Networking Break
11:00	Leveraging Data to Gain A Competitive Advantage Greg Stanisci <p>The data driven journey York Regional Police went through over the past 6 years to deliver the ultimate goal – improved community safety!</p>
12:00	Lunch—The Keg (9th Floor)

SPEAKERS | Morning Session



**JEFFREY
ROSENTHAL**

Keynote Speaker

Jeffrey Rosenthal is a professor of Statistics at the University of Toronto. He received his BSc from the University of Toronto at the age of 20, his PhD in Mathematics from Harvard

University at the age of 24, and tenure at the University of Toronto at the age of 29. He received the 2006 CRM-SSC Prize, the 2007 COPSS Presidents' Award, the 2013 SSC Gold Medal, and teaching awards at both Harvard and Toronto. He is a fellow of the Institute of Mathematical Statistics and of the Royal Society of Canada. Rosenthal's book for the general public, *Struck by Lightning: The Curious World of Probabilities*, was published in sixteen editions and ten languages, and was a bestseller in Canada, leading to numerous media and public appearances, and to his work exposing the Ontario lottery retailer scandal. It was later followed by a second book for the general public, *Knock On Wood: Luck, Chance, and the Meaning of Everything*. He has also dabbled as a computer game programmer, musical performer, and improvisational comedy performer, and is fluent in French. His web site is www.probability.ca, and on Twitter he is @ProbabilityProf. Despite being born on Friday the thirteenth, Rosenthal has been a very fortunate person.



GREG STANISCI

**York Regional Police
Business Intelligence and Data
Analytics Manager**

Greg Stanisci has more than 20 years of experience in the field of technology and information systems and has been a member of York Regional Police (YRP) for over 15 years.

In his current role, Greg is dedicated to the transformation of processes at YRP to ensure all key areas are effectively using data to drive operational and strategic decisions. Prior to joining YRP, Mr. Stanisci had his own software training and consulting company geared to the implementation and adoption of enterprise systems.



THURSDAY APRIL 11 | 2019

AFTERNOON SESSION

1:00–4:30 PM

CONFERENCE LEVEL—SALON A, B & C

12:00	Lunch—The Keg (9th Floor)
1:00	<p>How Digital Transformation is Changing Municipal Document Management John Humphries, City of Toronto</p> <p>Records Digitization has transformed Toronto Building services to be fully electronic-based (paperless services) through the provision of enhanced business processes and foundational technologies to facilitate electronic capture and access to business documents. This session will explore lessons learned from the journey of Toronto Building to make this transformation.</p>
1:30	<p>2D Barcodes and the No—Collar Workforce Carla Gagne, City of Greater Sudbury</p> <p>How can 2D barcodes be utilized in mass mail out to assist municipalities in becoming more accurate, maintain integrity, security and data privacy? 2D barcodes are the fingerprints of the no-collar workforce and this session will explore how municipalities can become more accurate, maintain integrity, security and data privacy.</p>
2:00	<p>Shifting to A Home for All: The Development of a Framework for Measuring Systems Change Jeffrey Sinclair and Sandy Dupuis, Niagara Region</p> <p>As part of the 5-year Review of the Niagara Region’s 10-year Housing and Homelessness Action Plan, this presentation will take you back to the beginning and walk you through the process, challenges and lessons learned.</p>
2:30	Special Presentation Chris Murray
2:50	Networking Break
3:15	<p>Closing Keynote—Set Your GPS for Success Wayne Lee</p> <p>This presentation is highlighted by the 1, 2, 3 PUNCH... A great way to boost your team’s performance while having a blast. In this unforgettable interactive hypnosis presentation, Wayne peels back the layers of his hypnosis show and teaches your group positive programming tools to optimize their performance at work and at home. Wayne Lee helps you access and harness the power of your subconscious mind (Internal GPS) to overcome the negative habitual thought patterns which block our productivity.</p>
4:30	Closing Remarks—End of Day 1

Please join your colleagues immediately following today’s program for refreshments and light snacks in the “Embassy Lounge” (Lobby Level).

SPEAKERS | Afternoon Session



JOHN HUMPHRIES

**City of Toronto
Director, Special Projects,
Toronto Building
Specialist**

With over 30 years of municipal experience, John has lived through the transformation from paper to microform, and from microform to the digital age. In recent years, John has been part of an Electronic Service Delivery Steering Committee and has headed up a digitization project as part of this transformational initiative undertaken by the City of Toronto. John is a recipient of the Queen's Diamond Jubilee Medal for his work over a number of years on international projects with the Federation of Canadian Municipalities (FCM).



JEFFREY SINCLAIR

**Niagara Region
Homelessness Action Plan
Advisor**

Jeffrey Sinclair is the Homelessness Action Plan Advisor with the Niagara Region; working collaboratively with internal and external stakeholders to support the ongoing work of Niagara's 10-year Housing and Homelessness Action Plan (HHAP). Jeffrey brings his practice and passion for leadership, community engagement and outcome measurement to the HHAP.



CARLA GAGNE

**City of Greater Sudbury
Manager of Finance – Social
Services**

Over a decade as an accounting professional with a particular strength in conducting audits, Carla is presently work with the City of Greater Sudbury managing the Finance Unit delivering the program Ontario Works. She lives in the community of Lively with her husband, two daughters and Labrador Retriever who all enjoy the benefits of living close to nature. Carla is experienced in Light-O-Rama computerized shows and hosts the annual Christmas light show for her community. She is also an "extreme" crafter.



SANDY DUPUIS

**Niagara Region
Corporate Performance
Specialist**

Sandy Dupuis is a Corporate Performance Specialist with the Niagara Region; working alongside a dynamic team of professionals supporting departments across the organization to drive continuous improvement. Previously, Sandy worked for many years in evaluation and epidemiology in the health sector. Sandy is passionate about performance measures and data driven decisions and never shies away from a conversation about data!

SPEAKERS | Afternoon Session



WAYNE LEE

Peak Performance Expert

If there's one thing peak performance experts like Wayne Lee agree on, it's that the mind is capable of leading us anywhere.

He also know that for many of us, our minds are littered with detours, potholes and accidents waiting to happen. Fear, self-doubt, inhibitions of all kinds, these beliefs reside in our subconscious and prevent us from reaching our conscious goals. But if you set your GPS (Great Programmable Subconscious) for success, you can achieve anything while taking the ride of your life.

Wayne's own journey to excellence was fueled with an unrelenting passion for entertaining and empowering people. From a childhood fascination with magic and visualization, Wayne's gift for seeing and acting on what's possible has grown to international proportions. He is one of North America's premier corporate presenters, a veteran of thousands of successful shows, a published author, and peak performance coach to professionals of all walks of life.

To learn more about Wayne Lee, please visit his website: www.waynelee.com .

FRIDAY APRIL 12 | 2019

MORNING SESSION

9:00 AM–12:00 PM

CONFERENCE LEVEL—SALON A, B & C

7:45 am	Breakfast—9th Floor
9:00	Welcome back!
9:15	<p>Brock-Lincoln Living Lab—An Approach to Building Adaptive Capacity for Sustainability Michael Kirkopoulos, Chief Administrative Officer/City Manager, Town of Lincoln and Ryan Plummer, Professor and Director, Brock University</p> <p>Municipalities across Canada are confronting unprecedented challenges and opportunities. Complexity, uncertainty, and contested values characterize the contemporary situation. The limitations of conventional command and control approaches to management and governance in many circumstances are now being realized. Navigating sustainability, understood as a dynamic and ongoing process, requires building adaptive capacity.</p> <p>In this presentation, we concentrate on how adaptive capacity can be catalyzed through an innovative approach which emphasizes the collaborative and learning-oriented interactions between a municipality and university.</p>
10:00	<p>Translating What We Know Into What We Do Paul Johnson, City of Hamilton</p> <p>Municipalities are confronted with a variety of issues related to the health and well-being of their residents. In this session we will explore how we can use evidence to move beyond program performance alone and focus on the policy and program changes that will help us answer the question “is anyone better off” as a result of the services we are providing.</p>
10:30	Networking Break and Hotel Check-out
11:00	<p>MBNCanada Program Update Connie Wheeler, Executive Director</p> <p>Learn more about what’s been happening with MBNCanada, and more importantly—what is on the horizon.</p>
11:15	<p>Measure Identification Pilot Project—How did it go, what did we learn and where do we go from here? Natasha Couvillon, Municipal Lead—City of Windsor and Connie Wheeler, Connie Wheeler</p> <p>This session will provide an overview of the process, and you will hear directly from the participants about their experience and the next steps.</p>
12:00	Lunch—The Keg (9th Floor)

SPEAKERS | Morning Session



MICHAEL KIRKOPOULOS

**Town of Lincoln
Chief Administrative Officer
/ City Manager**

Lincoln is one of the fastest growing municipalities in the Niagara Region. Having been in his role since 2015, Michael has spent most of his time focused on changing the way the Town does business. From a focus on enhanced communication, leveraging growth opportunities, more community outreach, economic development, partnership and institutional expansion, there is no shortage of projects currently underway under his leadership. Prior to taking on this role in Lincoln, Michael was with the City of Hamilton for 18 years holding the role of Director - Communications, Inter-governmental Affairs and also worked on a number of Special Projects. During this time he lead many transformational projects with the City of Hamilton.



RYAN PLUMMER

**Brock University
Professor and Director,
Environmental
Sustainability Research
Centre (ESRC)**

Ryan Plummer is Professor and Director of the Environmental Sustainability Research Centre (ESRC) at Brock University. He is also currently an Adjunct Professor at the University of the Sunshine Coast (Australia), Adjunct Faculty at the University of Waterloo, and Associated Faculty at Wilfrid Laurier University. His research concerns the stewardship and resilience of social-ecological systems. Specifically, he studies collaboration and adaptation relating to management and governance of complex systems. Findings from his program of research on advancing environmental stewardship have been published in several leading international journals.



PAUL JOHNSON

**City of Hamilton
General Manager
Healthy and Safe Communities**

Paul Johnson is the General Manager of the City's new Healthy and Safe Communities Department. This Department brings together key services—Public Health, Child Care and Early Learning, Recreation, Ontario Works and Housing, Fire, Paramedic, Long Term Care and he continues the City's work in neighbourhoods, which brought him to the City in 2010. Since then, he has also spent time as the Director of Corporate Initiatives and he was the Director of LRT prior to his new role. Born, raised and educated in Hamilton, Paul's background includes work in the non-profit sector as Executive Director of Wesley Urban Ministries and in the private sector with Compaq Computer Limited. Paul is starting his 29th season as a basketball referee and has officiated at the local, provincial and national level.

MEASURE ID PILOT PROJECT— PANEL DISCUSSION

Participants to be confirmed.

As part of the Strategic Plan, the MBNCanada Board—your CAO or City Manager, participated in an exercise to develop a value proposition based on value characteristics they identified for each service area “from the perspective of the customer”. Looking at measures from this perspective is a BIG change for MBNCanada, and as such, a process has been developed and a pilot project implemented with service area experts from General Government, Information Technology and Roads. The intent of this discussion is for you to hear about their experience and more importantly, what you can expect when the time comes to review your service area.

FRIDAY APRIL 12 | 2018

AFTERNOON SESSION

1:00–3:00 PM

CONFERENCE LEVEL—SALON A, B & C

12:00	Lunch—The Keg (9th Floor)
1:00	<p>Social Procurement Process Josefina Lopez, City of Toronto</p> <p>This program is about being social minded and building diversity into the procurement process. This includes obtaining best value for the taxpayers of the City of Toronto, while building a more diverse vendor base (sustainability), as well as addressing economic disadvantages and barriers among equity seeking communities, the unemployed, etc.</p>
1:30	<p>YorkTrax - A Collaborative Approach to Tracking Development Rica Saporta, York Region</p> <p>This presentation will speak to the 'What', 'Why' and 'How' of the application, impacts and results, short and long term measures being sought from the system, and lessons learned. A demo will also be presented.</p>
2:00	<p>Final Keynote—Relieving Work Related Stress with Humour Judy Croon</p> <p>Stress is a major cause of most illnesses, and humour is an amazing way to relieve it. Harvard studies show that when you are stressed, your brain shrinks. However, when you laugh, you relax; and when you relax, you learn. This hilarious and inspirational session explores seven stress-relieving ingredients: a positive attitude, perseverance, forgiveness, teamwork, family and friends, mental activity and physical activity.</p>
3:00	<p>Closing Remarks</p>

SPEAKERS | Afternoon Session



JOSEFINA LOPEZ

**City of Toronto
Social Procurement
Coordinator**

Josefina Lopez oversees the City of Toronto's Social Procurement Program which

is entering its third year of implementation. She ensures City staff comply with the Program's policies and procedures. She is also responsible for monitoring and tracking contract awards to ensure agreed upon targets are being met.

Josefina works closely with City of Toronto divisions and agencies to expand the Program's reach, as well as consult with other municipalities interested in adopting a similar social procurement initiative. Josefina is originally from Colombia, and has a Bachelor of Commerce in Entrepreneurship Management from Royal Roads University in Victoria BC., and holds a diploma in International Business from Niagara College.



RICA SAPORTA

**York Region
Program Manager Innovation
and Implementation**

With over 15 years' experience in geographic information system (GIS) solution development, implementation and manage-

ment; Rica now brings her project management and spatial data knowledge to support innovation in Regional business processes. Her team is currently responsible for the development and implementation of YorkTrax to support business process transformations.



JUDY CROON

Comedian, Motivational Speaker and Laugh Coach

Judy is a comedian, motivational speaker (including Ted Talks), radio host, Second City stand up coach and author.

She has worked with many celebrities including; John Cleese, Jon Stewart and Joan Rivers. She is a co-author of ***'From the Stage to the Page: Life Lessons from Four Funny Ladies!'***

Judy draws from her stand up and coaching experience to entertain, inform and inspire in her dynamic keynote entitled, 'Relieving Work Related Stress with Humour'.

MBNCanada Partners

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Municipal Benchmarking Network Canada

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Thank You to the Forum Planning Committee

Patti Tomalin—Event Coordinator, Program Office

Kristen Delong and Sandy Dupuis—Niagara Region

Robyn Bird—City of Regina

Ted Wong—City of Toronto

Oloun Polda—York Region