

# 2022 MBNCanada NATIONAL FORUM



Thursday, May 5 & Friday, May 6, 2022

Hilton Markham Suites Conference Centre & Spa  
8500 Warden Avenue, Markham, ON L6G 1A5

## KEYNOTE SPEAKERS

### DR. ROBYNE HANLEY-DAFOE

#### **Hope-Forward: Steadying Our Steps After a Challenging Season**

*Our way of life has radically shifted. As the world prepares to awaken, people are left at varying degrees of readiness. Some are nervous while others eagerly await returning to the rhythms and routines of their lives. In this season of rising after challenging times, we are in a precious place of opportunity to co-create our future.*

### JEREMIAH BROWN

#### **The 4 Year Olympian - The Emotions and Mindset of Success: Infusing KPIs with Purpose**

*What can you achieve in the next four years? In this keynote, you'll experience a rollercoaster journey full of personal transformation, leadership, and team unity lessons from one of the fastest Olympians ever to go from his parents' couch to the Olympic podium.*



# PRESENTATIONS

## CITY OF MONTRÉAL—FIRE PREVENTION

### **Model of Fire Prediction for Montréal: How to use Data to Predict the Future**

A predictive model was developed in Montréal using the city's inner data, to generate a probability of a fire occurring in a building. In a risk management point of view, the output list helps to have a more efficient use of resources for fire prevention initiatives.

## MBNCANADA STRATEGIC PLANNING MEMBER PANEL

### **Leveraging MBNCanada Measures to Inform Strategic Planning**

The value beyond strategy and data varies across organizations. In this session, you will hear from three unique and innovative communities, who will challenge us to broaden what we consider to be the value proposition.

## YORK REGION—POA

### **Region of York Remote Testimony Project**

The presentation will provide an overview of the remote testimony project implemented in York Region. The solution allows York Regional Police to attend court proceedings remotely to provide testimony. It will review the process right from problem identification, ideation, and implementation and will touch on lessons learned and measurable results.

## CITY OF CALGARY—CORPORATE SERVICES

### **How to Turn 5 Common Myths of Benchmarking into Success**

Some of the common myths of benchmarking that can sometimes make us skeptical about its usefulness include the need to compare apples to apples, or that benchmarking is just about gathering data. This presentation will examine 5 common myths and provide practical strategies on how to improve benchmarking and make it work better for municipalities.

## CITY OF HAMILTON—LICENSING

### **Addressing On-Demand Accessible Transportation: A Taxicab Incentive Program**

How the City of Hamilton established an Accessible Taxicab Financial Incentive Program to empower the taxi industry and enhance mobility services with the goal of reducing isolation for those with disabilities in Hamilton communities. This presentation will outline the steps taken to measure the gap and address the needs of some of the most vulnerable people in the community.



**NIAGARA REGION—ACCOUNTS PAYABLE****No PO, no Pay – not just for the private sector anymore!**

In 2016, Niagara Region implemented a new Enterprise Resource Planning system and transformed their financial management processes. As the corporation more fully adapted to a new procurement by-law, electronic approval workflow, and commitment control functionality, we turned to opportunities to enhance by-law compliance through our procure-to-pay processes. This session will share the successes, challenges, and lessons learned since adopting a “no PO, no pay” practice in the fall of 2020.

**YORK REGION—ROADS****Winter Maintenance Pre-emptive Technology**

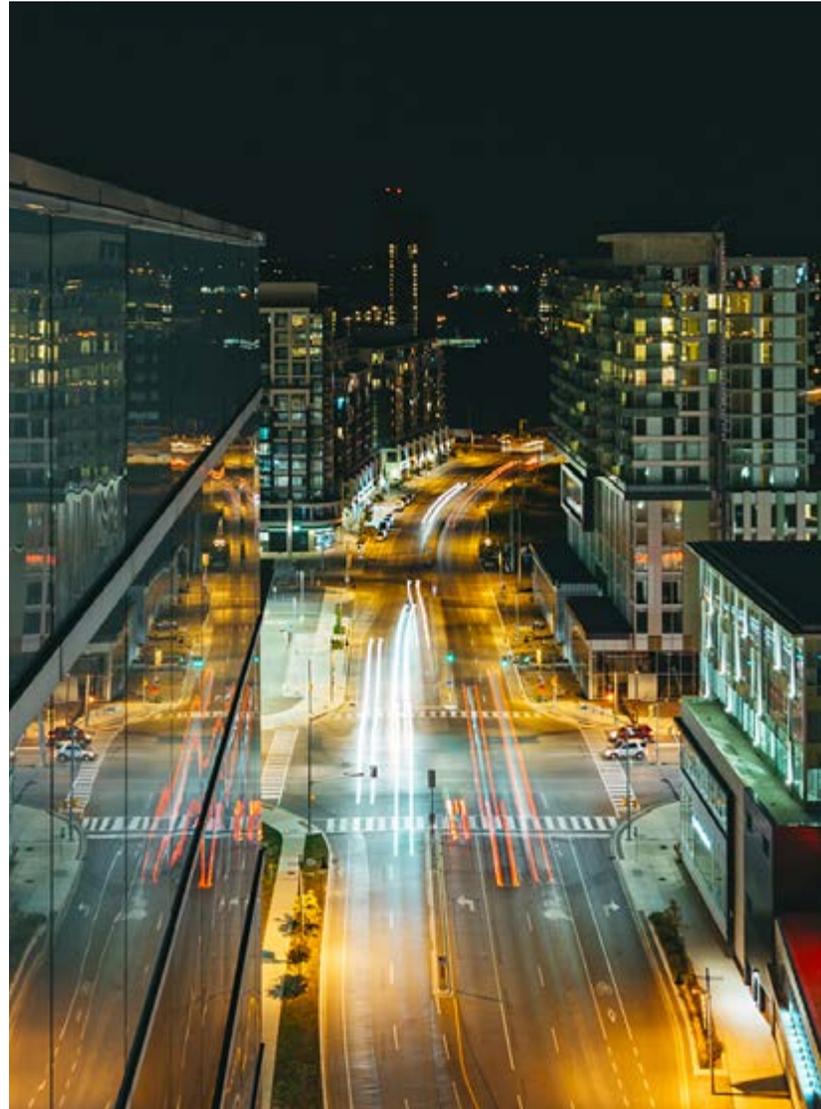
Learn about the innovative use of traffic signal pre-emption technology for winter maintenance along urban corridors in York Region. The operational efficiencies have translated into considerable savings for the Region during peak rush hour traffic times while reducing the environmental impact of greenhouse gas emissions.

**CITY OF CALGARY—BYLAW****Improvements to Resolving Noise Related Bylaw Complaints**

Highlighting Calgary Bylaw's achievement of being able to respond to more complaints, with less resources, while maintaining customer service levels.

**HALTON REGION—CHILD CARE & SOCIAL ASSISTANCE****Child Care Fee Subsidy: Process Mapping and Improvements**

Halton Region's journey and commitment to creating a more efficient and digital first system for residents to access child care fee subsidy.



GORDON LEE, P.Eng.

**Cybercrime 2.0:****New Criminals and New Victims**

The first wave of cybercrime could be described as committing old crimes in new ways. Advanced technologies have fundamentally changed how organizations evolve and operate. One unintended consequence of this progress is the emergence of a new class of crimes never before possible or imaginable. This presentation will explore the impacts of these cybercrimes on both organizations and society.

# FORUM DETAILS

## WEDNESDAY, MAY 4, 2022

Evening

- Hospitality Suite

## THURSDAY, MAY 5, 2022

9:00am–4:30pm

- Plenary and Networking Sessions
- Breakfast, Lunch and Refreshment Breaks
- Reception and Networking (immediately following plenary session)

## FRIDAY, MAY 6, 2022

8:30am–3:00pm

- Plenary and Networking Sessions
- Breakfast, Morning Refreshment Break and Lunch

## EXTRAS

- Welcome Gift and Door Prizes
- Electronic copy of presentation files  
(only files made available for sharing will be provided).

# PRICING, REGISTRATION & ACCOMMODATION

## REGISTRATION

Members

\$450.00 plus 13% HST

Non-members

\$500.00 plus 13% HST

**REGISTRATION DEADLINE:** April 29, 2022

## TRAVEL DISCOUNTS

For details about travel discounts, please contact Patti Tomalin (*information below*)

## ACCOMMODATION

Book your room for \$169 plus applicable taxes per night. Rooms must be booked by the deadline to receive the MBNCanada event rate.

**ROOM BOOKING DEADLINE:** April 19, 2022

## DON'T MISS OUT!

### REGISTER ONLINE

[Click to register in English](#)

[Click to register in French](#)

or go to <http://mbnccanada.ca>

### BOOK YOUR ROOM WITH OUR EVENT RATE

[Click to book your room \(English\)](#)

[Click to book your room \(French\)](#)

## FOR MORE INFORMATION, PLEASE CONTACT:

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Municipal Benchmarking  
Network Canada

Réseau d'étalonnage  
municipal du Canada