

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.



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.

JEFF FIELDING - SENIOR STRATEGIC ADVISOR, COLLIERS PROJECT LEADERS

Re-Engaging the Workforce: Post-COVID Strategy

As the pandemic evolves, circumstances demand that the workforce learns to live with the ongoing realities of returning to a new normal. Employees expect that remote work and working from home will be part of this new normal. And yet there are challenges facing municipal leaders, including Union executives, involving re-engaging a workforce that will be working differently under new policies of employment. Thoughtful re-engagement strategies will be essential to maintain productivity, employee satisfaction and public trust. This presentation will explore the new realities of public service and the leadership challenges of building ongoing employee engagement.

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

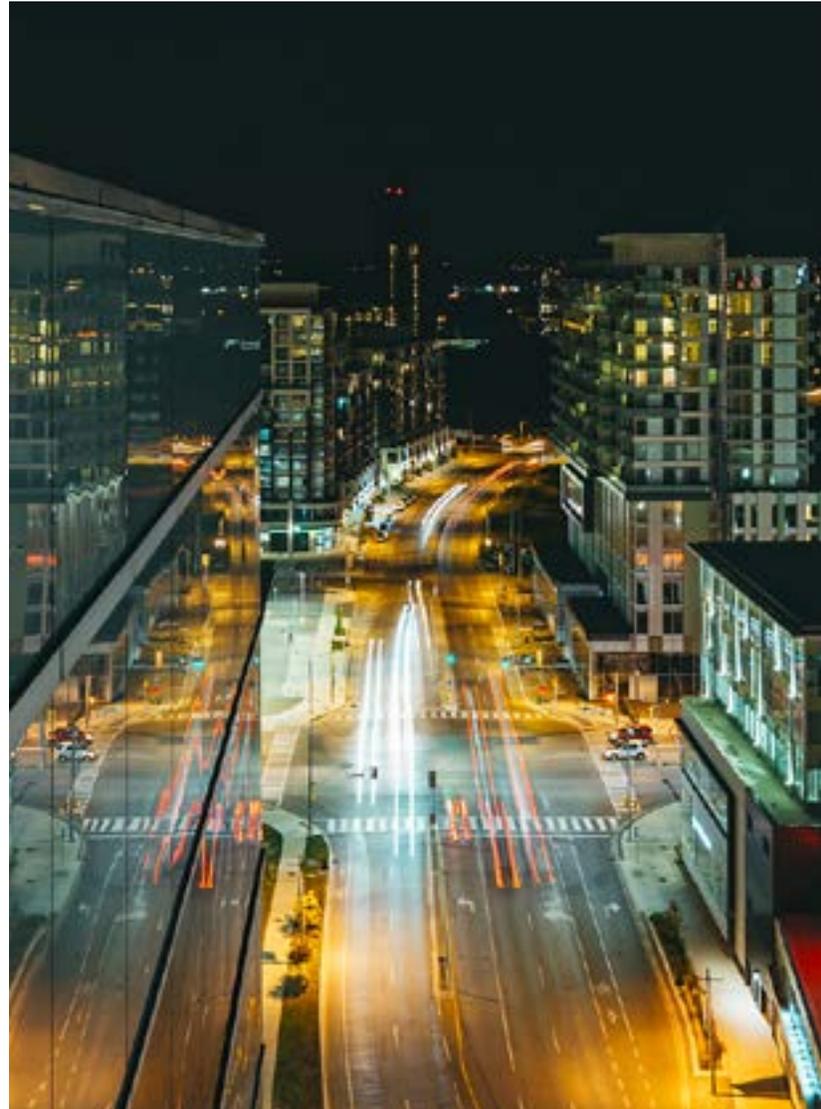
Improvements to Resolving Noise Related Bylaw Complaints

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 \(English\)](#)

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FOR MORE INFORMATION, PLEASE CONTACT:

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Municipal Benchmarking
Network Canada

Réseau d'étalonnage
municipal du Canada