

PSSDC Information-Sharing Template – February 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

JURISDICTION: MSDO		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>MSDO as an organization continues to grow in membership and demonstrate value. There are over 50 large, medium and small municipal members from 7 provinces across Canada (representing municipalities where approximately 14 million Canadians live). MSDO is governed by a seven member volunteer Board of Directors.</p> <p>This year, we achieved several major accomplishments:</p> <ul style="list-style-type: none"> - Hosted two virtual meetings with national membership in 2017 to foster learning about customer journey mapping and behavioural insights. - Welcomed new members in 2017 including– City of Fredericton, Town of Caledon, Chatham Kent, City of Leamington, City of Strathcona and City of Lethbridge. - Hosted national conference and AGM in Hamilton Ontario, September, 2017 with focus on sharing innovations in municipal service delivery and an enhanced focus on digital service delivery. There were approximately 100 attendees from across Canada - The Board also conducted a governance review and is working on implementation of recommended actions. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<ol style="list-style-type: none"> 1) Review and modernization our MSDO website to become more user friendly and include a forum to conduct focus groups with our members. 2) Continue to implement on our Governance review action items in 2018. shift to a new structure, governing model and policies to deliver on the vision. 3) Enhance organization and delivery of our annual conference. 4) Develop a plan to market our value and work with PSSDC involvement with our MSDO members. Increase opportunities to gather a broad range of municipal perspectives on PSSDC initiatives 	
<p>5) <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<p>MSDO can share municipal service innovations (focused on digital) presented at our annual conference at future PSSDC/Joint Councils meetings, with permission of the presenters</p>	

<p>6) <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>MSDO will continue to promote the value of working with the Joint Councils on service delivery issues and opportunities.</p> <p>Identifying key digital business leads in municipalities to offer a stronger voice to the focus areas for the Joint Councils and PSSDC discussions.</p> <p>With a growing membership MSDO can offer a municipal voice on service delivery issues at a national level.</p>	
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