

2019 MCMA ANNUAL CONFERENCE

P.O.W.E.R. it up

Positives	Objections	What Else	Experiments	Remedies	Final Idea	# of Dots
What argument can you make in favour of the idea?	What objections might you face when presenting your idea?	Are there any new insights? Ideas? Questions?	How can you make a simple prototype or test of this idea?	How could you deal with some of the objections?		
Improve service delivery Streamline Viable solution before ICON is not relevant Access to service/barrier free increase Decrease error rate Transformation of business processes	Change management Budget constraints Union objections Judiciary objection	Security and privacy Storage IT Support Lower tiers/Councillor support Re-train staff to acquire skills required Aging workforce Legislative/law to modernization to support (i.e. electronic)	Develop an app-pilot project Staggered implementation Request feedback Present at conference Sell to other regions Partner with other municipalities	Buy-in, involve stakeholders early in the process Resource to manage/implement the change Training succession/ongoing Transparency with all stakeholders Communication x3 Involve union to support change	Technological advancement and innovation	28
Quick & efficient service delivery Client options/in control	Provincial objection Cost recovery		Have the right people at the table from onset Staff input in development Staff champion the change			
Deal with higher level Ministry employees Can deal with multiple ideas - overarching Can pull all ideas together Knowledge, Skills, Connections Objective approach	Cost Conflicting priorities Loosing control Not passionate	How will communication be achieved with board & members	Retain service in small increments Assign something small to begin with Select a common priority that is achievable	Cost: Assign something small, Measure the success Conflicting Priorities: Conduct a survey from membership Loosing Control: Ensure good wording in the agreement/contract, Continuous feedback Not Passionate: Educate person, Know MCMA priorities	Hire a lobbyist for MCMA	15
Take owner liability charges out of the courtroom. Better Utilization of court time Less expensive operation to run. Municipality dictates the compensation Educational process also	Small court might not be feasible May not be approved by council for smaller municipalities Legislation changes so \$ goes to municipality	AMPS is more of an informal process, controlled by municipality	Already testing it with parking Do a pilot project to know where its going	Show the financial benefits	Move toward AMPS for HTA (i.e. Red Light Camera and Automated Speed Enforcement)	3
Already have website Tap into knowledge base Promotes engagement Established structure Online surveys - anonymous	Don't know how to use survey programs Don't know how to use website Time constraints Too many emails Apathy big vs. small courts Website is too cumbersome		Timing of communication Set schedule per regular communication Proxy votes Online voting through website	Index of where to find what Create a manual for using website Search capability on website	Find a way to have voices heard. Get Association to communicate more	1
MOU-renegotiate or give 6 months notice Many retirements - succession planning needed Ensuring consistency & maintaining standards Means of promoting inclusivity Giving tools for success Ensures transfer of POA knowledge Opens communication between court sites	Too expensive (i.e.. Travel) Time limitations Competing demands - too overwhelming Resistance to change	Who will develop training program? Who can take on responsibility for implementation Need to rely on website postings Need 'new hires' roster on website Review existing materials	Strike a committee or working group Develop Terms of Reference User acceptance testing Consider integration of new and experience members Build Table of Contents	Cost-Online training options (i.e. Webinars) Remote discussions/meetings Compensate mentors for costs (i.e. free 1 year membership) Engaging alumni for transfers of knowledge/training Utilize MCMA by-law that enables hiring of contract help (i.e. Pam)	Education & orientation for new managers - Mentoring / Online tools (*Many retirements coming!)	15
Long overdue Lack of support currently Business sustainability Less duplication of efforts Required for efficiencies Increased productivity	Financial Resistance to change (MAG, Staff) Municipal Strategic priorities Inability for some municipalities to have required IT knowledge Available option?	Modernize customer service with the new technology Do we need MAG or simply their DATA? Develop new collections program for municipalities across province	General vendor day to hear tech options Pilot project: small/medium/large Cities	Educate: Current technology is failing Get feedback from municipalities Make it easier for MAG to say yes Create buy-in. Involve parties throughout process Get council to lobby province for change	Better technology / Technological modernization	38
Promotes information for newcomers	Time commitment	Environmental scan (what's out there?)	Pilot project	Demonstrate benefit	Structured mentorship program for new managers (and possibly staff) with contact list of subject matter experts & resources	16

2019 MCMA ANNUAL CONFERENCE

Ease transition	Willing volunteers	Needs assessments - what do members need?	Website page	Pairing mentors form similar size courts/regions		
Use of expertise	Operational inconsistencies (union vs. non-union staff)	Sections/ideas of what we need for new staff onboarding: (a) list of subject matters experts (b) list of available technology (c) manual links (d) committee contracts (e) tips	APP	Diverse group		
Consistency			Ad Hoc Committee	Good leadership and organization		
Relationship building						
Reduces feeling of isolation						
Provide independence	Loss of control	How do we sweeten the deal for them?	Stop making payments	Alternative: Paint picture/business case of all the benefits of POA (\$revenue) & leverage for improvement in top 3 areas (ex better ICON, priority task de-reg, etc.)	Break up with MAG - leverage more independence to make proactive changes/ less red tape -Lag time = reactive & frustration -Lack of control ownership = less innovation -Not getting what we pay for. Fees should = results	18
One less thing to think about for province (they can focus on other courts& we can focus on POA	Loss of revenue to the province (cash cow)	What is the "sell" to alleviate pains for them? In exchange for freedom and reduced fees	De-regulation of more tasks to increase innovation & change	Hold fees until see results		
MAG can focus on provincial/criminal issues				Will need our own avenue to advocate for changes we require thru legislation		
More revenue for municipalities				Show MAG the positives of the break-up supported by Data / Statistics. Less billing no more RICOS		
Allow us to be more proactive & quick/timely						
Ability to move forward						
A chance of better tech						
Free up IT time/tickets on the OPS system						
MCMA Board can be overseeing body- replaces MAG in this capacity						
MCMA knows POA business						
Increase revenues	Under a legal contract limited by MOU's	New relationships with: (OPPA, OMTRA, OCOP, PAO, OTC, AMO	Select one priority: invite others /seek support	Fiscal sustainability	Strategic lobbying for legislated change	19
Unified voice	Resistance to change	Align our strategies with other organization strategies/priorities	Build strategic plan	Modernization	-AMPS	
Proportionality ex. Fine amounts	Public perception - revenue focused not Justice focused	Active MCMA board strategic planning	Implement - adjust accordingly	Public trust & confidence	-Bill 177	
Impacts all courts, all sizes	Competing political priorities	Alignment with OCJ chief justice	Measure results		-\$ Fines, Fees, Costs	
Strengthens the relationships with other organizations		Awareness of current political climate				
Adds credibility to our organization						
Inclusive	Consensus	Strengthen Association	Align priorities through exercises	Fun & inclusive		6
Establish goals	Establish Priorities	Strengthen relationships (i.e.. AMO PAO)	Consultant	Communication frequency	MCMA Strategic Planning with AMO & PAO	
Create timelines	Buy in	Corporate Awareness	Look to other Provinces example	Deal with time constraints by increasing Board		
Proactive instead of Reactive	Agreement	Identify expectation of Board	Support Boards pursuit innovation (i.e.. External conference)	Consult with committees to align priorities		
Focus	Time consuming		President Network with other Assoc. President			
	Ownership		Strategic planning committee			
Increase revenue for municipality. i.e.. Reverse order when payments are taken (VFS last)	Power of Mag	If defendant does not show for interpreter, they should pay for cancellation fee	Pass bylaw to add admin collection costs	Threaten to give POA back to Province	See financial changes to benefit municipalities	11
Monitoring fees for ICON	MTO	No Court fees to enforce cert of default. (Municipality. could afford to do civil enforcement)		Add unpaid fines to Revenue Canada		
Stop sharing the \$40 Admin Fee						
User friendly Versatile	Hack ability	Jurisdiction study - leverage other ideas	Look to other provinces for ideas	Security: Firewalls/cloud/cyber insurance	Technology	4

2019 MCMA ANNUAL CONFERENCE

Interface capabilities	\$\$		Board lead focus groups RFP	Stage of development...a la carte to reduce costs, change management		
Customer Self-serve	Knowledge or skill set to create					
Speed & efficiency						