

2019 MCMA ANNUAL CONFERENCE

	Stop <i>Is there anything the MCMA should STOP doing?</i>	Start <i>What should the association START doing to increase the value to the membership?</i>	Continue <i>What does the association do well and as such should CONTINUE doing?</i>
1	Being so nice to MAG	Orienting new Managers	Keep hosting kick-ass conferences
	Agreeing to support ICON	Lobby for change	Networking
	Stop taking NO for an answer	Clear direction to Committees to establish priorities	Supporting all court sites
	Using ICON	Promoting sharing of best practices in formal process	Organize working groups
		Creating tools/mentoring for Management training	Sharing info website
		Advocating for access to POA website tools for FL staff	Liaison work with stakeholders
		Start looking for better technology	Advocate for change/improvement
		Be a voice for POA to MAG	
2		"Newsletter" Provide high level updates through email with reference to more info on website	Website communication to all members
		Chat section on website to ask questions	Leadership for new members
		Expand and have conversations with other Provinces	Driving change in legislation
			Network Court Managers
			Website communication to all members
			Sharing problems/best practices
			Sharing innovations for various regions
3	Stop using acronym without explanation	Sharing information on procedures (i.e.. Snow days, moving to new buildings, Windows 10 upgrades)	Leadership with new members
	Stop reliance on MAG	Onboarding manual/procedures	Well to push MAG to make changes and to identify common issues
		Start a mentorship program (i.e.. Have a contact partner for ideas)	Share problems to develop best practices
		Have a contact list of people in various jurisdiction to reach out to	
		Provide a training manual for new Managers	Advocating for membership with Province
			Regional/local connectivity
			Don't feel alienated
4	Stop being passive towards MAG	Expand the membership - may include other groups (i.e.. Collections)	Continue modernizing the website
	Stop focusing on minor details	Review Strategic Plan on a yearly basis and make adjustments	Very welcoming
	Stop doing the work the committees should be doing	Outline procedures to clarify roles of members, committees, board	Great communication
	Stop taking 'NO' from MAG - be bold	Historical overview of the Association at the start of the Conference	Timely response to questions
		Targeted training	Keep us informed of current affairs
		Identify potential legislative changes with communication plan	Encourage participation in Committees
		Succession planning	Annual Conference
5		Continue to increase committee members	Training manuals - helpful & readily available
		Quarterly newsletter (changes/updates/legislative/legal)	Great sounding board
		Clearly outline a core strategic plan	Encourage best practices
		Link with other organizations that impact POA	Networking
			Advocacy for change
			Strengthen committees
			Spokesperson for the Provincial Courts in Ontario
6	Stop inviting MAG to conferences	Increase focus on pricing/purchasing as single purchaser	MCMA Annual Conference to share ideas & networking opportunities
		Creation of Technology/Innovation Committee	United front for legislative change
		Piloting projects in smaller jurisdictions	Encourages a united front
			Up to date information sharing through the website
7		More collaboration with other associations (i.e.. Joint conference with PAO)	
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			
60			
61			
62			
63			
64			
65			
66			
67			
68			
69			
70			
71			
72			
73			
74			
75			
76			
77			
78			
79			
80			
81			
82			
83			
84			
85			
86			
87			
88			
89			
90			
91			
92			
93			
94			
95			
96			

2019 MCMA ANNUAL CONFERENCE

	Stop <i>Is there anything the MCMA should STOP doing?</i>	Start <i>What should the association START doing to increase the value to the membership?</i>	Continue <i>What does the association do well and as such should CONTINUE doing?</i>
			Support annual meetings Shared expertise Focus on best practice Liaison with government
6	Moving with too many focuses Communicate Region only for discussion Negativity Size diversity as negative Reliance on Province for solutions Too many projects or priority Local only thinking	Advocacy Relationship with Ministry in addition to MAG Align regions united approach key priorities Branching out to other association Public information campaign IT solutions Media promote association Standardize training modules/opportunities Identify a few key priorities Lobbying for change E-learning Relationship building	Continue conference MAG in sharing bring POA issues forward Continue governance structure Accreditation Bulleting board on web Regional representation meetings Promote professional association Share info Committees best practices dev. Continue aligning with other professional associations Solutions forum Joint purchasing leveraging \$ Networking
7	Gearing business practices to XL courts Stop Lisa Brooks Working "for" MAG Informal elections by region Proceeding without consultation	Agenda call to members for POA table meeting Working alongside MAG Increase reps on Board for 2 executive positions Quarterly meetings with MAG Add training sessions to conference An MCMA Strategic Plan with timelines Conference registration open to daily att. For colleagues	Website for updates Conference Updating technology (website) Share information Meaningful committees Unified voice to MAG Peer recognition
8	Inviting the Province to conferences	Full time employee of association to lobby impacts \$\$ Best practices resource on website List of courts that use specific tools/vendors/services (i.e.. E-tickets + Niche, Dockets + Nordac, remote interpretation)	Alerts for new topics on discussion board Foster innovation Addresses mutual challenges faced by municipal partners & communicates as liaison to MAG for solutions Established various committees (i.e.. Education, Forms, Collections) Continue: Annual Conference & Committees Sharing of information Solve POA issues - collectively! Intermunicipal support/knowledge sharing Recognition of members A voice with the Province Supportive & engaging environment Lobby of the Province & legislatives changes Yearly Conference & education Information sharing Support each other
9	Less restrictive access to MCMA site - Generic Login	New member mentorship or training program new managers Group rates for products Rec learning opportunities	Promote training programs Share best practices Bring members together to share ideas Great forum for knowledge sharing networking Leveraging other organizations knowledge through partnerships (i.e.. OMTRA) Establish and maintain a community of practice Provide resources for members to use Opportunity to explore ideas 1. Connect 2. Communicate 3. Explore 4. Single voice A central voice for communicating to the Province Advocate for POA interests with the Province
	Stop inviting MAG if no updates to be shared	E-mail notifications should have direct link to posting/document More workshops within MCMA conference	Annual conference E-mails - share ideas

2019 MCMA ANNUAL CONFERENCE

	Stop <i>Is there anything the MCMA should STOP doing?</i>	Start <i>What should the association START doing to increase the value to the membership?</i>	Continue <i>What does the association do well and as such should CONTINUE doing?</i>
10			Various committees
			MCMA website
			Support "You're not alone"
			Board - Liaison with MAG. MTO/agencies. Keep people up to date. Creating policies
			Workshop's (i.e.. Financial collections)
			Survey Monkeys - everyone has a voice
11	Inviting MAG - unless they provide useful info and stop talking down to us	Coordinated training & basic orientation (ICON, industry, etc.)	MCMA Website
	Stop paying quality assurance fees	More behavioural insights projects	Variety/Region representation on all committees
	Paying ICON fees	Legislative committee?	Online membership & conference payments
		Exploring new technology then acting on it (ICON, CAMS, Interactive user programs, self-serve)	Committee work
		Go to tech seminars	Welcoming new members (very inclusive)
		Push back to MAG	Acting as a cohesive body with MAG and other ministries
		Explore training/networking opportunities for front-line staff	Conference
			Social inclusive = networking
			Networking
			Share information
12	Stop accepting MAG's "nothing new - no updates"	Find a replacement	Gives us clout
		Improved assessment of ASE on POA	Represents & speak on behalf of municipalities
		List of used vendors & products relevant to operations	Best practice reference for municipalities
		Offer links to courses that may be of value to membership	"Team"
		Training	Motivate
		Success Portal - where others can share their successes & challenges	Communicate
		RFP collections	Encouragement
		Who is using what in technology	Website
		Increase availability of resources on our website (i.e.. OMTRA Best Practice)	Networking
			Advocate with MAG for municipal issues
			They are our voice
			Standardize practices
			Collaborate with other stakeholders
			Mentor
			Seek input from membership
			Committees
			Advocate change for interests