



2017 MS DO

MUNICIPAL SERVICE DELIVERY OFFICIALS



Welcome to City of Hamilton ON

September 25-27, 2017

Monday, Sept. 25

Conference Registration
Plenary Session

Learning Event: Open House City of Hamilton Citizen Service Centre and Tour of City Hall and Council Chambers

Welcome Reception at Design Annex, Art Gallery of Hamilton

Tuesday, Sept. 26

Conference
Networking Dinner at JEM @ Sarcda Event Centre

Wednesday, Sept. 27

Conference
Optional Learning Event: Guided Tour of Art Gallery of Hamilton



Hamilton

**Registration is
NOW OPEN**

Online registration is now available at **conference.msdo.ca**

Early bird deadline **July 28, 2017**

About your host | City of Hamilton ON

We look forward to welcoming you to the City of Hamilton!

MSDO is pleased to announce that the 2017 National Conference will be held in the City of Hamilton, Ontario. Bounded by the picturesque southern shores of Lake Ontario and the lush trails of the Niagara Escarpment, the municipality has a broad mix of urban centres and sprawling farmland, offering beautiful sights at every turn. Hamilton is a city of many communities, built on community spirit. From Flamborough to Stoney Creek and all points in between, the municipality is industrious and culturally diverse.

Rich in history and culture and surrounded by spectacular nature, Hamilton is a city like no other. Unique for its distinctive urban feel and vibrant arts and culture, Hamilton also boasts deep roots and a proud history.



Join us for the
2017 MSDO
National Conference

Accommodations

Homewood Suites by Hilton

The 2017 MSDO National Conference venue and accommodations have been made at the beautiful Homewood Suites by Hilton, located in the heart of downtown Hamilton, Ontario.

Homewood Suites by Hilton is spacious, modern and well-equipped with contemporary amenities designed to make you feel at home and offering all you need to relax and stay productive during your stay.

A special group rate of \$139.00 plus tax per night for a 1 king studio suite and \$149.00 plus tax per night for a 2 queen one bedroom suite has been blocked until September 1, 2017.

Parking is available for guests staying the night or attending the conference during the day. The daily parking rate is \$12.50 plus tax. Alternatively, attendees can park in the many municipal parking lots in the area.

40 Bay Street South, Hamilton, Ontario
905-667-1200

Transportation

Airport, Car Rental, Taxi and Shuttle Service

The City of Hamilton is conveniently served by two international airports, John C. Munro Hamilton International Airport (YHM), 19 kms away and Toronto Pearson International Airport (YYZ), 63 kms away.

Both airports have rental car companies on-site to assist with your transportation needs.

Taxi and shuttle service is also provided from both airports to the Homewood Suites by Hilton in downtown Hamilton. Pre-booking is not required but is recommended.

For more information visit:

www.flyhamilton.ca
www.torontopearson.com

As we explore the many ways that members are successfully navigating the multifaceted, citizen-focused, municipal service delivery experience and landscape.

This year's roster of speakers will share their expertise on topics including:

- Building Sensational Service
- Digital Service Delivery
- Service Canada
- Truth and Reconciliation Commission
- Service and Digital Transformation
- Contact Centre Evolution
- Corporate Website Audits
- Call Reduction Strategies
- Moving 311 to the Cloud
- 311 Apps
- Vulnerable Populations
- Working Towards and Inclusive Community
- Behavioural Insights

In response to member feedback, this year's conference will feature concurrent sessions with both a strategy theme and an operations theme, panel discussions and interactive learning for all attendees to participate.

Join our amazing mix of thought, leaders, experts and professionals and take away critical insights to help you and your organization thrive in municipal service delivery.

Gather best practices, build working relations and discover how we can build a culture of service delivery excellence for Canadians across the country.

Pack your business cards, get ready to have some fun all while you learn and meet some amazing colleagues.

Registration

Early Bird Registration until Friday, July 28

Member Rate \$650 plus applicable taxes.

Non-Member Rate \$1050 plus applicable taxes.

Regular Registration after Friday July 28

Member Rate \$750 plus applicable taxes.

Non-Member Rate \$1150 plus applicable taxes.

Register Today!

Visit conference.msdo.ca
for registration and
more information.

Questions?

Contact Shelley Darlington
2017 MSCO Conference Liaison
E-mail: shelley.darlington@norfolkcounty.ca
Tel: 519-426-5870 ext. 1320
Cell: 519-420-7207



Twitter #MSDO2017



Visit tourismhamilton.com for all you need to know about enjoying your time in the vibrant City of Hamiltontourismhamilton.com