



# Centre of Excellence on Performance Management & Accountability

*Ontario Investment and Trade Centre  
250 Yonge Street, 35<sup>th</sup> Floor, Toronto*

**Friday, January 28, 2011**

8:30 a.m. Registration and breakfast

9:00 a.m. Welcome: **Wendy Feldman**, Director of Research, IPAC  
**Robert Taylor, PhD**  
CEO IPAC

Overview: *CEPMA work to date: previous themes, presentations, report, website, PM research, and Accountability study team.*

9:15 a.m. **“Roadmap to Success: Measurement in the Municipal Government Strategic Plan”**  
**Thomas E. Plant, City of Vaughan**

Thomas will present successful strategies for measurement systems in municipal government, including measures aligned with the strategic plan and the operational levels of the organization. We will also the consequences for the decision-making process of not following through with a “living” plan. Thomas will draw on his latest book, *Roadmap to Success: Implementing the Strategic Plan*.

10:30 a.m. Break

10:45 a.m. **“New Federal Management Accountability Frameworks”**

**Eric Bélair, Director, MAF Development and Implementation, Priorities and Planning, Treasury Board of Canada Secretariat**

Eric Bélair will present an overview of the Management Accountability Framework (MAF), which is a key performance management tool that the federal government uses to support the management accountability of deputy ministers, as well as to improve management practices across federal departments and agencies.



12:00 noon Networking Lunch

1:00 p.m. **“Asset Management and Performance Measurement in the Ministry of Transportation”**

**Dino Bagnariol, Manager Investment Planning and Performance Office  
Ministry of Transportation, Ontario**

The Investment Planning and Performance Office (IPPO) coordinates the assessment of the highway system needs and establishes the investment strategies and funding requirements. The IPPO also develops and evaluates the multi-year investment plan for provincial highways. Dino will discuss Performance Measurement in highway asset management in Ontario and comparisons to other jurisdictions.

2:15 p.m. Break

2:30 p.m. **“Implementing Performance Measurement at the Family Responsibility Office”  
Scot Weeres, Strategic and Operational Effectiveness Branch, Family Responsibility Office.**

The Family Responsibility Office (FRO) has had a pivotal role in ensuring the delivery of child support since 1996 under the Family Responsibility and Support Arrears Enforcement Act. It administers and enforces court orders for child and spousal support, enforces domestic contracts and ensures compliance with support orders from reciprocating jurisdictions. Accountability is critical in this environment and Scot Weeres will discuss the process of implementing performance measurement at FRO as part of its effort to drive program accountability.

3:45 pm CEPMA Wrap up: conclusions, feedback for next meeting, next steps

Next Meeting – May 2011: to be discussed by CEPMA members.

4:15 pm Meeting ends