

2ND ANNUAL PUBLIC ADMINISTRATION WORKSHOP
DEPARTMENT OF POLITICS AND PUBLIC ADMINISTRATION

ERIC PALIN HALL, 87 GERRARD STREET EAST (AT CHURCH ST)
TORONTO, ONTARIO
OCTOBER 30, 2008, 1PM-4:30PM

"THE NEW METRICS OF GOVERNMENT: INNOVATIONS AND EXPLORATIONS"
- PROGRAM -

*******OPEN TO ALL-NO CHARGE-ALL WELCOMED*******

1:00 pm Welcome and Introductions: Prof. Bryan Evans, Department of Politics and Public Administration

Keynote speaker: Eva Ligeti, Executive Director, Clean Air Partnership and First Environmental Commissioner of Ontario: "Yogi Berra said it best: 'If you come to a fork in the road, take it': An environmentalist looks at the role of environmental measurement and reporting."

Introduction: Prof. Chris Gore, Department of Politics and Public Administration

Discussion

1:45 First Panel: "Innovations": Improving Current Metrics.

Chair: Prof. Neil Thomlinson, Chair, Department of Politics and Public Administration

- **Sylvanus Thompson**, Quality Assurance Manager, Toronto Public Health, City of Toronto, "Measuring Food Safety: The Toronto Food Inspection and Disclosure Program (DineSafe)"
- **Leo Tasca**, Team Leader (Special Projects), Ontario Ministry of Transportation, "How do we know a road is safe?"
- **Karen Prokopec**, Program Manager, Institute for Citizen-Centred Service, "The Pursuit of Better Service: Measuring Citizen Satisfaction"
- Discussion

3:00 Health Break

3:15 Second Panel: "Explorations": The Search for New Metrics.

Chair: Rebekah Brannen, Chair of the Ryerson Public Administration Alumni Association

- **Aileen Baird**, Manager, Strategic Innovation Office of Strategic Innovation and Policy, Peel Regional Government, "Employee Engagement Measurement: Elective Practice or Strategic Imperative?"
- **Lorne Turner**, Senior Financial Advisor (City Manager's Office), City of Toronto, "Benchmarking Toronto's Performance"
- **Mark MacDonald**, Director-Public Sector, KPMG, "Holy Grail or Achievable Quest: International Perspectives on Public Sector Performance Management"
- Discussion

4:20-4:30 Final Remarks/Synthesis: Prof. Patrice Dutil, Department of Politics and Public Administration