

- Committee: **Member Services and Program**
- Reports to: Board of Directors
- Chaired by: Elected by the Committee : Harry Turnbull
- Membership: Executive Director + a mix of municipal and associate members who have an interest in contributing to the goals of the Committee
- Frequency: Meet at a minimum 4 times per year and at the discretion of and called by the Chair.

Overall Objectives and Responsibilities

The Committee is responsible for supporting and developing member services and member offerings (e.g. technology directory) that add value to the membership. They will measure member satisfaction through various means such as surveys, the results of which will be used to aid in the delivery of the annual events program (e.g. conferences, seminars, workshops, webinars, vendor briefings). They will work with the other MISA Committees and SIGs where appropriate.

The Committee shall develop a detailed work plan and associated budget to be submitted in writing to the Board of Directors for approval within the first quarter of the year, and presented by the Committee Chair at the annual conference.

Specific Responsibilities

- Develop and conduct the MISA Ontario 'call for projects' process, review, rank and recommend a set of projects to the Board for consideration / approval.
- Identify, review and recommend to the Board new member offerings.
- In support of the development of the program, conduct, analyze, and report broadly the results of the annual MISA Ontario Member Survey, which covers the following key areas:
 - MISA Ontario member satisfaction assessment
 - What topic areas should MISA Ontario be focusing on in the coming year(s)
 - What municipalities are planning to do – Top 10 projects (identify collaboration opportunities)
- Provide member services input to the State of MISA Ontario report annually including MISA membership numbers, geographic distribution, membership trends, and the results of the annual survey.
- Work with the other Committees to define an annual set of Association themes, based upon the Member Survey.
- Oversee the development and maintenance of the new and improved MISA Technology Directory.
- Develop member services policy as appropriate for review and endorsement by the Board.

Deliverables

- Conduct the Annual MISA Ontario membership survey
- Along with the Events Committee recommend to the Board, an annual set of Association themes, and related programs based upon the Member Survey
- Work with the Events Committee to create and run post-event surveys
- Develop Member Services section of the Annual State of MISA Ontario report
- Own the development and management of the MISA Ontario Technology Directory
- Update the following association value statements as required:
 - MISA Ontario Value Proposition – Municipal Membership
 - MISA Ontario Value Proposition – Associate Membership
- Annual MISA Membership Profile