

2008 FLORIDA BENCHMARKING CONSORTIUM
CONFERENCE OF LOCAL GOVERNMENTS

May 6-7, 2008

ROSEN COLLEGE OF HOSPITALITY MANAGEMENT
9907 Universal Blvd., Orlando, Florida

Featuring Keynote Speaker

Ted Greenwood
Alfred P. Sloan Foundation

Conference Fees: \$175 for Members, \$225 for Non-Members, and \$50 for students-First Day Only. Fee includes lunch and afternoon breaks for two days.

Hotel Information: Special Conference Rate of \$109 per night. Rosen Centre Hotel, 9840 International Dr, Orlando, Florida 32819 Phone: (407) 996-9840 Toll Free 1-800-204-7234 Reservations can be made directly with the Rosen Centre Hotel by calling toll-free number 1-800-204-7234. Please request the group rate for the Institute of Government/Florida Benchmarking Program.

Hotel Reservation deadline for conference rate:
April 16, 2008





Florida Benchmarking Consortium

Taking performance measurement to the next level

May 6, 2008

8:00 AM–4:30 PM

- 8:00 AM *Registration and Continental Breakfast*
- 9:00 AM *Keynote Presentation*
Ted Greenwood, Alfred P. Sloan Foundation
- 10:45 AM *Creating a Culture for Measurement, Making it the Way We Do Business –
The UK Experience*
Featuring local government leaders from the United Kingdom and UK-based
Covalent Software
- Noon *Lunch–Provided*
- 1:15 PM *Leadership in Local Government: Why Bother?*
Ellen Liston, Assistant City Manager, City of Coral Springs

CONCURRENT TRACKS:

- 2:15 PM *Service Category Breakout Sessions*
or
- 2:15 PM *Benchmarking and Budgeting*
Kathy Brooks, Miami-Dade County, Ellen Liston, City of Coral Springs,
Eric Johnson, Hillsborough County
- 3:15 PM *Educating Elected Officials*
Sam McCall, City of Tallahassee

May 7, 2008

8:00 AM–3:00 PM

- 8:00 AM *Continental Breakfast*
- 8:30 AM *2007 FBC Performance Data Presentation*
- 10:15 AM *Citizens Engagement–Implications for FBC*
- 11:15 AM *Tax Legislation–Dealing with Budget Concerns*
Ken Small, Florida League of Cities
- Noon *Lunch Provided*
- 1:15 PM *Using the Data to Grow the Organization*
Benchmarking Exercise
- 2:30 PM *State of the FBC*
John Becker

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May 6-7, 2008
Rosen College of Hospitality Management
9907 Universal Blvd., Orlando, Florida

Name: _____

Title: _____

Organization: _____

Address: _____

City/St/Zip: _____

Phone: _____ Fax: _____

Email: _____

FBC Member - Yes _____ or No _____

Fees for the FBC Conference can be paid with a check, money order, agency purchase order, Visa, MasterCard, American Express, or Discover.

If you would like to pay by credit card please FAX THIS FORM FIRST to 407-317-7750 and then have the cardholder call 407-235-3960 to pay with credit card.

Please mail this form along with payment to: University of Central Florida, Florida Institute of Government, 36 W. Pine Street, Suite 204, Orlando, FL 32801-2612.

Make checks payable to the University of Central Florida.

Registration Fees: \$175 - FBC Member \$225 - Non-Member \$50 Student- First Day Only

Special Dietary Requirements: (Must be received by April 22, 2008—Please notify staff of dietary requirements at meal times.)

CONFERENCE LOCATION: Rosen College of Hospitality Management, 9907 Universal Blvd., Orlando, Florida 32819, 407-903-8000.

CONFERENCE FEE: Members \$175.00, Non-members \$225.00, \$50.00 Students-First Day Only.

FEES INCLUDE: Lunch and breaks each day. On-site conference parking is free.

Please contact the Florida Institute of Government at UCF if you require any aid as provided by the Americans With Disabilities Act 407-235-3960.

REFUND POLICY: Cancellations MUST be done in writing prior to April 25, 2008. A refund will be issued to the payer minus a \$25.00 administrative fee. No refunds will be given after April 25, 2008. Past April 25, 2008 all monies are forfeit.

Please contact the Florida Institute of Government at UCF with any questions: (407) 235-3960, fax (407) 317-7750, or iog@mail.ucf.edu.

