
**USA Local Government Best Practice Study
Tour 20 September 2008 to 3 October
2008**



**Including Attendance at the International Councils and
Municipal Associations Annual Conference and Local
Government Best Practices Symposium, held in Richmond,
Virginia, from 21-24 September,**



Our Tour

Following the Conference, our tour participants will visit four of the following internationally awarded Councils and personally experience why these Councils are recognised for World's Best Practice in the following fields:

Success on Multiple Fronts - Savannah, Georgia (Pop 140,000)

Combining excellence in three very diverse fields can be a challenge, but Savannah has done so. Their incentive pay system provides mechanisms to reward achievement and encourage employee creativity. Their Neighbourhood Quality Benchmarking program applies the principles of performance measurement to the improvement of 89 distinct neighbourhoods citywide. Finally, the Chatham Savannah Youth Futures Authority has brought together the city, county, community partners, and their outside resources to serve the needs of at-risk youth.

Automated Business Practices – Peoria, Arizona (Pop 128,000)

Through the use of a dynamic database linked to the city's Web Site manual purchasing processes have been replaced by a system that eliminates duplicate data entry, offers menu driven standardized bid packages and allows purchasing staff to focus more on contract management than on clerical functions.

Reengineering the Organisation. Corpus Christi, Texas (Pop 300,000)

Corpus has rapidly adopted best practices and standardized operations and technology across departmental boundaries, implementing the best technology to dramatically improve productivity and service levels. In the process, employees improved their skills and took charge of their own career development, blending effectiveness with efficiency and high levels of customer service.

Economic Renewal, Leesburg, Virginia (Pop 130,000)

This regional council has been awarded several times for its leading and innovative approach in electronically linking up its community, thus improving employment and community consultative opportunities for all residents.

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Downtown Renewal, Winston-Salem North Carolina (Pop 185,000),

Strategic initiatives included the redevelopment of downtown, retaining the 18-35 year old population and pursuing high-tech development. Toward these goals, a bond issue funded the development of a six-block downtown area with wide sidewalks for outside dining and pedestrian friendly shopping. Grants and low interest loans helped 4th street become restaurant row. By overlaying that development with wireless technologies the city was able to establish a wireless internet hot spot downtown, encouraging local students and others to frequent the downtown area as an extended cyber-café with free internet access. A co-operative effort of the city's IT, redevelopment, transportation, communications and marketing staff, the technology involved little up – front investment and continue to reap rewards for downtown business.

Expanding Technology, Sarasota County, Florida (Pop 296,500)

Sarasota has moved its geographic information system beyond the engineering and planning departments and into the community. Through fire and storm water assessment programs, the county is using GIS to help explain to residents the impacts of topology, construction and other factors on the cost of providing services in different neighborhoods. With the ability to run what-if scenarios and provide a visual and dynamic model for the county services, they are able to mitigate community concerns and communicate much more effectively. This visit will include discussion of the community uses of GIS and other means of lowering technological or bureaucratic barriers.

Technology in Local Government, Denton, Texas (Pop. 90,000)

Through its close strategic partnership with the Technology and Research Units of the University of North Texas, which is based in Denton, a regional city 90 miles to the north of Dallas, Denton has emerged as being a Local Government World Leader in the use of technology to improve its management in almost every function they are involved with. Key people in Denton will share with us strategies on how technology can reduce overheads, improve customer efficiency, attract more dynamic staff and improve employee's job satisfaction and career potentials.

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Customer Service Excellence, Dallas City Council, Texas

Dallas City Council, through its 311 Customer Service System has revolutionised the Service Concept in Local Government. Additionally, the 311 Customer Service Centre makes outgoing calls to customers, harnessing new work improvement opportunities, rather than waiting for reactive customer requests and complaints.

Performance Measures and Motivation, New York City Council

Through the establishment and staff ownership of performance measures, and strong leadership and direction, New York City was able to rebuild staff passion and customer commitment and ultimately city pride and brand.

Disclaimer:

The Councils included in the Best Practices Symposium, and our Best Practice Study Tour, are correct at time of preparing this brochure. Changes may occur and attendees will be notified.

TOUR REGISTRATION DETAILS

Vision has several years experience in organising and facilitating National and International Local Government Best Practice Tours.

Full cost of tour including GST, Conference Registration, Accommodation in Town of Visit, Travel Insurance, Return Economy International Airfares ex Sydney and Economy Domestic Airfares in USA is as follows:

If paid in full by 1/7/08	A\$12700
If paid after 1/7/08	A\$14400

Meals will be at participants own expense, except where Vision Global Solutions organise thank you functions for our Hosts. Registrations, subject to availability, will be accepted until date of departure. A further 5% discount applies for multiple attendances from any one organisation.

To obtain more information about this or future USA Business Study Tours please visit our website www.visionhr.com.au or call Vision Global Solutions on 07. 3210 6816

If you would like to register for this tour, please complete the attached registration form and email to training@visionhr.com.au or print and fax to 07.5534 7674

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**USA Local Government Best Practice Study Tour
20 September 2008 to 3 October 2008 – Tour Registration**



Complete the attached form and either email to training@visionhr.com.au or print and fax to Vision Global Solutions on (07) 5534 7674 – Upon receipt we will fax/email you a tax invoice

First Name as identical on passport:	
Last Name as identical on passport:	
Organisation and Address:	
Position Title:	
Telephone:	
Facsimile:	
Email:	
Authorising Officer:	
Position Title:	
Telephone	

INVESTMENT

The study tour cost of \$12,700 if paid by 1/7/08, or \$14,400 if paid after 1/7/08, includes registration at the ICMA Conference in Richmond, Virginia, economy class international and US domestic airfares, (excepting the domestic travel to and from Sydney to link up with this tour which is the participants own expense), standard travel insurance, accommodation, and transfers. Participants will be responsible for meals, entertainment, tips, travel extensions and upgrades.

Booking deadlines

Subject to flight and hotel availability, bookings will be accepted until the departure date.



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