

# THE ADMINISTRATOR

A PUBLICATION OF THE N.C. CITY & COUNTY MANAGEMENT ASSOCIATION

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## NCLM OFFERS MUNICIPAL PODCAST

**The North Carolina** League of Municipalities has launched a new podcast series that gets to the core of cities and towns – and creates an exchange of ideas meant to help you make your hometown a better place. *Municipal Equation* covers all of the variables that make life in a municipality – whether a city, a town, a village, what-have-you – unique to any other locale.

At times, *Municipal Equation* will focus on personalities, like trailblazing local leaders or young urban planners with novel ideas. At others, we'll drill down on big challenges, like infrastructure funding or the growth of a talent-base. We'll meet authors of books and reports that put new spins on how we see our cities and towns. And we'll examine the technologies and ways of living that might be on the

horizon. Bottom line: *Municipal Equation* is a great place of idea-sharing with plenty of takeaways for local leaders, residents and reporters.

The podcast, which will start off on a biweekly schedule, lives at

<http://soundcloud.com/municipalequation> and at <http://www.nclm.org> and is [available on iTunes](#), Stitcher, Google Play, Overcast and other podcast apps.

In Episode One, *Municipal Equation* captures the tough, edge-of-death story of Denise D. Adams, a Winston-Salem City Council member. Episode Two will focus on infrastructural challenges – with new findings and perspective from national, state and local voices.



Plenty more is ahead.

The podcast is produced by League Advocacy Communication Associate and former reporter Ben Brown. Get in touch with him to pitch ideas for the show from your hometown or to ask any questions.

Click [here](#) to listen to the first two episodes.

## THE ADMINISTRATOR

*The Administrator* is a monthly newsletter of the North Carolina City and County Management Association, a professional association for city and county managers and assistant managers from counties and municipalities throughout the state of North Carolina.

For comments or suggestions, please contact Matt Lail, editor, at 919-819-3979, or email at [collards12@yahoo.com](mailto:collards12@yahoo.com).

## UPCOMING EVENTS

### 2017 NCCCMA Winter Seminar

Sheraton Research Triangle Park,  
Durham  
February 1-3, 2017

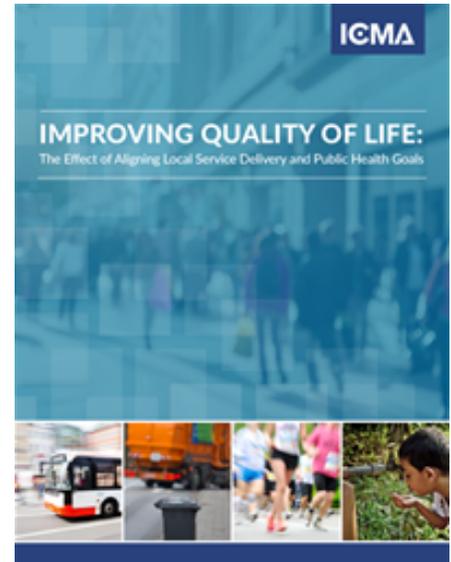
### 2017 NCCCMA Summer Seminar

Embassy Suites Concord Golf  
Resort & Spa, Concord  
June 21-24, 2017

## REPORT: LOCAL GOVERNMENT'S ROLE IN SHAPING PUBLIC HEALTH

**Healthy communities** don't just happen – they are created by a multitude of social, economic, environmental, and behavioral factors. Local governments play a critical role in shaping community health through the services they provide, among them: drinking water, public safety, parks, and planning. However, the growing complexity of public health requires innovative service delivery approaches, collaboration, and partnerships.

ICMA's new report "[Improving Quality of Life: The Effect of Aligning Local Service Delivery and Public Health Goals](#)" seeks to advance the conversation about viewing and managing general local government infrastructure, transportation systems, water and sanitation, land use and planning, and other services as part of broader efforts to contribute to a healthy environment and support healthy lifestyles. Through a review of existing research, a series of expert interviews, and analysis of global examples, this report examines the management of more



traditional assets and services (i.e., roads and public safety) through a health-oriented lens. The study also considers new opportunities for collaboration, public engagement and education, decision making, and governance.

For a free download of this publication, please go here:

[http://icma.org/en/Article/107192/New\\_Report\\_Local\\_Governments\\_Play\\_a\\_Critical\\_Role\\_in\\_Shaping\\_Community\\_Health](http://icma.org/en/Article/107192/New_Report_Local_Governments_Play_a_Critical_Role_in_Shaping_Community_Health)

## PERFORMANCE MEASUREMENT 101 COMING UP

**When the media or a** citizen group asks you, or your elected officials, to show that your governmental services are efficient and effective, do you have the hard data to prove that they are? Do you really know how well your department is performing? This workshop is designed for city and county managers, department heads, and other local government officials, focuses on the fundamentals of performance measurement and the design of measures that strengthen local government performance. Participants will discuss the criteria for a good set of measures, tips for developing or refining performance measures, and the use of

standards or benchmarks in performance comparisons.

The Performance Measurement Workshop preconference session will take place at the NCLGBA conference. This course is offered as two half days, Tuesday, July 12, 1:00-5:00 pm and conclude Wednesday, July 13, 9:00 am to noon.

The Performance Measurement Workshop will be offered August 26 at the School of Government from 9:00 am to 4:00 pm.

The course will be taught by Dave Ammons, Albert Coates Professor of Public Administration and



Government.

For more information, please go to <https://www.sog.unc.edu/courses>

After completing this session, participants will:

- understand what the design thinking process entails;
- know how to use design thinking to address community or organizational issues; and
- receive a toolkit and other materials to apply design thinking in their communities

For more information, please go to <https://www.sog.unc.edu/courses>

## SAVE THE DATE: INNOVATION LAB

**The Innovation Lab** is a one-day event that provides hands-on training in a new tool to improve organizational effectiveness.

The next version of the Innovation Lab will be on November 18, 2016, at the Friday Center. The registration cost is \$100.

Participants will learn to use design thinking as a

practical tool to develop innovative solutions to community issues and/or to improve service delivery.

The one-day event will begin with an introduction to design thinking, followed by a design thinking case study from Arlington County, Virginia. The remainder of the day will consist of interactive training in the design thinking process.