

Administration and management

Municipal Management Consulting A Surge in Requests of All Kinds!

The ADMQ consulting service team is made up of four directors general who have chosen to share their experience with members by guiding them to the right information. Each month, they handle over 200 calls on average, adding their expertise to the dozens of tools, training sessions, and networking opportunities the ADMQ offers.

The ADMQ received around 2,300 calls in 2024 for help drafting documents ranging from resolutions and loan by-laws to public notices. "It's quite a variety. Since we've done the same work as the members in the past, we understand their reality. Just having another perspective can be beneficial," explains Marie-Ève Bergeron, Director of Municipal Management Consulting at the ADMQ.

Regular members are permitted an unlimited number of calls, and there are no additional charges.

- The number of training sessions offered by the ADMQ
- has risen 153% in the last three years.



– M^{me} Marie-Ève Bergeron, DMA
Director of Municipal Management
Consulting at the ADMQ

Answers and tools

Naturally, in an election year, DGs take on extra responsibilities. Although Élections Québec is available to answer questions, the municipal management consulting service can also be of help. "Regular members also have access to a free one-hour consultation with Dunton Rainville to discuss either general elections or employment law as it relates to their own employment contract or their relationship with the municipal council," she explains.

The Munys dashboard is also part of the effort to keep doing more for members, who have an immense number of tasks, obligations, and deadlines. Launched at the last convention, the tool developed by the ADMQ supports municipal managers in the performance of their duties.

The ADMQ also offers around 600 models and info sheets that are easily accessible. "These include model resolutions, employment contracts, or info sheets on council sittings and crisis management," says Bergeron.



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Indisputable satisfaction

Every year, the ADMQ conducts a survey in an effort to better meet its members' expectations and constantly improve its services. The results speak for themselves: the ADMQ achieved an exceptional Net Promoter Score (NPS) of 92, marking a 5-point increase from the previous year. An NPS greater than 0 is considered an acceptable sign of satisfaction. An NPS of 50 indicates that the ADMQ's members show strong loyalty and attachment. An even higher NPS score, close to 100, demonstrates exceptional satisfaction. Thank you!

Training and dialogue

What's more, customized training sessions supervised by municipal professionals are offered throughout the year. Whether they are online, in-class, on-demand, or given as webinars or videos, the ADMQ aims to provide training sessions that meet its members' needs and reflect the latest developments in the field.

In fact, the online certified city manager (*Directeur municipal agréé*, or DMA) training program is exclusive to the ADMQ! It was designed specifically for municipal managers and aims to standardize municipal management practices.

The annual ADMQ convention, Québec's largest gathering of municipal managers, has become a must, with a program full of learning and networking opportunities.

Annual conferences are also held in each region of Québec to bring together members from the same zone.

- The ADMQ also offers members optional insurance that
- covers legal fees, the member assistance program, and
- coaching for managers over the phone.

Information on municipal news

The ADMQ keeps directors general abreast of the latest developments in the municipal world through electronic newsletters (*Membres en direct* and the *Mini-Scribe* legal newsletter) and the *Scribe* magazine, the reference for municipal managers in Québec. Intermittent newsletters are also sent out to quickly provide municipal managers with necessary information on current and pressing issues.

Interest representation

Lastly, note that the ADMQ sits on various technical committees to advise organizations and ministries on the impacts of decisions about bills and proposed regulations on municipal administration. This key role often makes all the difference.

Contact the municipal management consulting service

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By the numbers

Over

2,300

requests handled in 2024, i.e., nearly 200 per month

A

153%

increase in the number of training sessions offered from 2021 to 2024

Over

200

DMA certifications awarded to date

Almost

800

ABC/DG participants

Almost

500

participants in the contract management training