

success
inthe
city
2005 highlights

proudCity

We are proud to share the City of Mississauga's 2005 successes with you.

With Council's support, a wealth of quality programs and services were delivered by a dedicated group of employees. As Mississauga grows, it continues to be recognized as a municipal leader, focused on accessibility, operational excellence, fiscal responsibility and innovation.

The following examples of City successes achieved in 2005 demonstrate an ongoing commitment to excellence and reflect the City's motto "Leading Today for Tomorrow."



Hazel McCallion, C.M.
MAYOR



Janice Baker
City Manager & CAO

Condominium construction next to the Civic Centre



recognition of achievements

The City of Mississauga received the following awards in 2005:

- Safest City in Canada for the sixth consecutive year
- Budget Presentation Award for the 2005 Budget
- Canadian Award for Financial Reporting for the 2004 Financial Report
- National marketing award for the Economic Development Office's Bio sector advertisement
- Technical Innovation Award for the Wing Plow Camera Project
- Transportation Project of the Year Award for the Mississauga Road reconstruction project
- Urban Design Award for Innovation & City-Wide Significance for BraeBen Golf Course
- Leadership in Sustainable Energy Practices Certificate of Recognition from Ontario Power Authority for outstanding efforts in energy conservation
- Fire & Emergency Services' 2005 Auto Extrication World Championship
- Communities in Bloom Award (in its first time participating) for populations over 300,000
- Niagara Parks School of Horticulture Award for Excellence in Landscaping
- 2005 Community Crime Prevention Program Award for Mississauga Crime Prevention Association's Youth Outreach Program
- Marketing Award for the Economic Development Office's Information Communication Technology (ICT) cluster study and honourable mentions for the 2005 Business Directory and airport billboards.



Tranquility in
Kariya Park



strong leadership effective partnerships

- City Manager Janice Baker received a 2005 Canada's Most Powerful Women Top 100 Award in the Public Sector Leaders category, by the Women's Executive Network.
- The Mississauga Community Action Plan, championing improved personal health for residents, was created by 38 community groups and agencies.
- The Accessibility Design Handbook was a collaborative effort among community and professional experts working with the City to help employees incorporate accessibility criteria into project designs before they are built, furthering the goals in the City's Accessibility Plan to make Mississauga a "barrier free community."
- New employee programs, such as e-Learning, Leadership Fundamentals, Employee Walks Campaign, Employee Engagement Survey, and the Network electronic employee newsletter contributed to a more knowledgeable, healthy and informed staff.
- City employees raised \$136,873 for United Way through pledges and special events.
- Mayor Hazel McCallion was appointed to the Order of Canada for distinguished service to Canadians at a local level.
- Mayor Hazel McCallion was the 2005 World Mayor runner-up in a world-wide, U.K.-based competition.

Mayor McCallion received her Order of Canada from Governor General Michaëlle Jean.





Domed ceiling in the Civic Centre's Council Chambers

excellence in government

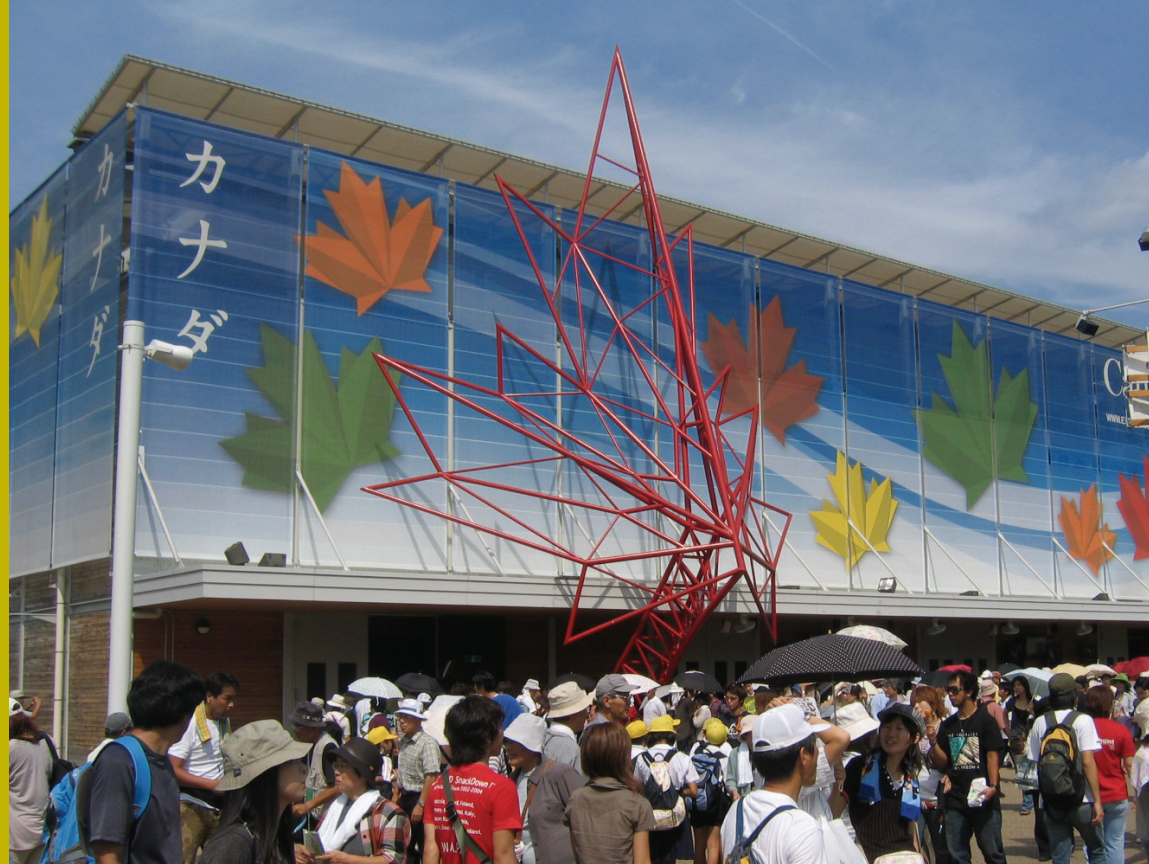
- Mississauga was granted two additional wards and Council members by the provincial government, as of the 2006 municipal election. With 60 per cent of the Region's population, the City will be more fairly represented at Regional Council with 12 Council members.
- 89 per cent of Mississauga residents are satisfied with their municipal government, based on an Environics survey.
- Five collective agreements were negotiated without disruption in service.
- A new Provincial Offences Courthouse, administered by the City, opened at 950 Burnhamthorpe Road West, with Parking Enforcement first attendance, Prosecution and Court Administration under one roof.
- Mississauga was chosen as one of a few Canadian cities highlighted at the 2005 World Expo in Japan.



Photos from top to bottom:

The new courthouse at
950 Burnhamthorpe West

Mississauga was featured at
the 2005 World Expo in Japan.



quality of life

The 2005 Mississauga Marathon
attracted more than 8,000 participants.



- Residents received a newly designed recreation & parks guide, Active Mississauga, replacing Your Guide Mississauga Inside & Out – the one-stop guide for City information, services and programs.
- The 2nd Annual Mississauga Marathon attracted more than 8,000 participants, making it Canada's third largest marathon.
- Challenge Park, a mountain bike skills park, was constructed adjacent to Highway 403.

Keeping Mississauga active

- A new healthy City initiative, "Get Active Mississauga," was launched to encourage the entire community to be active.
- The Mississauga Walks Campaign was launched as the first initiative of the Mississauga Community Action Plan, "Get Active Mississauga."

Walking one of
many park trails



Club House at BraeBen Golf Course



- Riverwood Park was opened to the public with a realigned entrance road, new arts building for Visual Arts Mississauga, restored MacEwan House for studios and a meeting room, parking area, and walking paths.
- The Waterfront Trail through Mississauga was completed on the former Imperial Oil site, linking Ben Machree Park to JC Saddington Park.
- BraeBen Golf Course, designed to be "true to the Scottish highlands," was opened to critical acclaim.

Mountain bike rider at Challenge Park



- Skateboard parks were constructed in Clarkson, Malton, Fallingbrook Park and Huron Park.
- Eight new parks, with over 18.62 hectares (46 acres) of land, opened with a variety of facilities including trails, splash pads, sports fields and play structures.
- Huron Park was renovated with a new artificial soccer pitch, natural soccer pitch, splashpad, skateboard park, formal square and trail routes.

Looking out for your safety

- Mississauga firefighters demonstrated their preparedness for emergencies when called to the crash of Air France Flight 358.
- All City facilities are now cardiac safe with the donation of four more automatic external defibrillator units.
- Parking fines were increased within all school zones to increase pedestrian safety.
- The national Swim to Survive program was implemented to teach non-swimmers how to survive in water, in three sessions.
- Mississauga worked with City of Brampton to build a joint Fire Communications Centre, resulting in operational and financial efficiencies for both municipalities.

Promoting arts & culture

- A citizens' Arts Review Committee was appointed to review the future sustainability of arts organizations and activities.
- The Museums of Mississauga Advisory Committee (MOMAC) was formed to oversee the operations of both the Bradley Museum and Benares Historic House, creating a new efficient management structure.
- Over 120,000 items were added to the Mississauga Library System's collection of over 1.5 million items.
- Courtneypark Library officially opened, serving as both a branch and school library with two fireplace lounges, interactive children's area, computer lab and program room.
- The City produced well-attended special events such as Canada Day, Celebrate the Season, Earth Days, Civic Recognition Evening, Mayor's Gala, Mayor's New Year's Day Levee and National Public Works Week.

Canada Day concerts entertained thousands, indoors and out.



Winter fun at "Celebrate the Season"



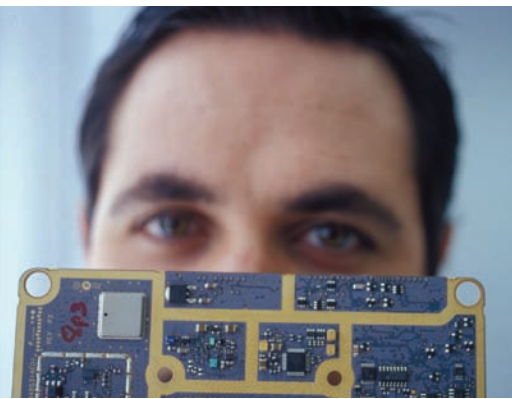
Protecting our environment

- The City adopted a Salt Management Plan in accordance with Environment Canada's Code of Practice for the environmental management of road salt.
- 18,000 residents, students & employees participated in the 20-Minute Mississauga Makeover or Community Cleanup to clean up streets and parks during Earth Days.
- The City's "Don't be a Litterbug" campaign became the pilot project for Tim Hortons' Canada-wide roll-out of environmental messaging on in-store LCD screens.
- The Mayor's Megawatt Challenge recognized the City's Civic Centre for energy efficiency improvement. Energy conservation initiatives resulted in a nine per cent reduction in energy consumption.
- Solar powered lighting was installed in new Mississauga Transit bus shelters to save on electricity use.

Volunteers help pick up litter.



building a successful city



Keeping you connected

- 30 years of technology were celebrated at Tech Day 2005, showcasing more than 25 projects designed to support the City's delivery needs.
- The second anniversary of the eCity website was celebrated with additional online services, including mycitycareer.ca for job seekers.
- Payment of parking infractions was offered online through eCity at www.mississauga.ca/parkingtickets
- Online booking of tee-times was launched for the new BraeBen Golf Course.
- All City call centres are now using Cisco IPCC Call Centre software for better management of call handling, metrics and reporting.
- Three video vignettes were produced for the eCity website, to visually promote the City's key initiatives.
- Public input regarding the City budget process was increased through public meetings, presentations to Council and more information on the Internet.

- Inquiries staff responded to 96,797 telephone calls and 3,898 general web mail inquiries.
- More than 235 million readers/listeners were reached through media relations.
- eCity registered 18,678 Portal users.
- eCity processed \$1,218,289 in online transactions including tax certificates, property compliance reports, parking tickets, transit passes/tickets, business directories, donations and souvenirs.
- Connect2Rec had 23,200 recreation program registrations through its Interactive Voice Response phone system and 63,925 through eCity, resulting in over \$6 million in transactions.
- Transit received almost 5.8 million requests for automated bus timetable information. Call Centre staff answered 491,000 phone calls and 2,200 e-mails for route information. In addition, Customer Service staff answered 17,000 calls and 1,000 emails.



Doing business

- Major new businesses in Mississauga included Audi, BASF, Desjardins Credit Union, Homewood Suites Hotel, KIA, PBB Global Logistics, Primerica Financial Services, Ranbaxy Pharmaceuticals, Serono Canada, Subaru, World Financial Group.
- Mississauga's Information & Communications Technologies (ICT) Cluster grew by 118 per cent and increased employment by 128 per cent in the last eight years, becoming the fourth largest sector in Canada.
- The 2005 Mississauga Business Directory was produced in CD ROM version, with close to 11,000 business listings.

Growing neighbourhoods

- With extensive public participation, a new innovative Comprehensive Zoning Bylaw was developed for approval, with over 500 amendments to the Mississauga Plan.
- Residents, businesses and stakeholders participated in a public consultation process, facilitated by Project for Public Spaces, to generate ideas on how downtown parks and public spaces could become vibrant, people-friendly destinations.
- The value of building permits was \$1.105 billion, surpassing the billion dollar mark for the ninth consecutive year.
- The 2005 Mississauga Urban Design Awards, in a new public/private partnership with local businesses and the development industry, attracted submissions from a broad cross-section of the community.

- The City negotiated its largest downtown development with Amacon (City Centre) Developments and Absolute Development, contributing significantly to its growth and transformation.
- Construction of 817 apartment units available for occupancy, plus 1,696 units and 113 retirement units under construction, enabled more residents to live in the City Centre.
- Through Plan and Build eServices, 55,000 application status queries were filed online and 1,300 inspections were scheduled.
- Long-term uses for hydro corridors were identified and submitted to the Ministry of Municipal Affairs and Housing. Proposed uses include recreation trails, park additions, greenbelts, natural areas, roads and easements.

Getting around

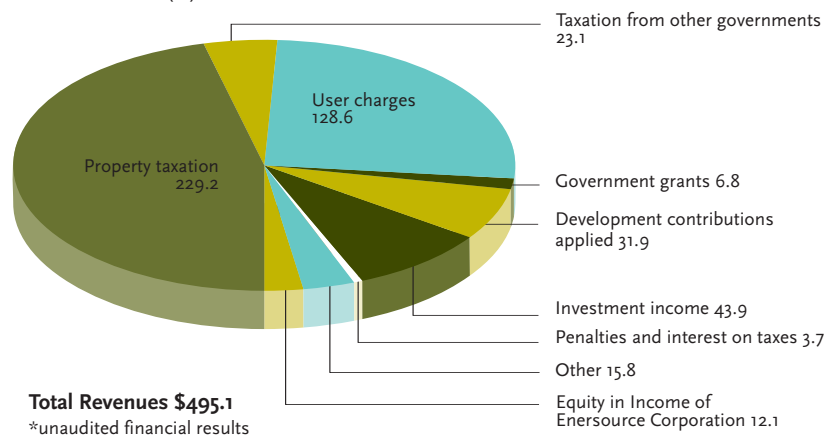
- Mississauga was the first City in Canada to install wing plow cameras on winter maintenance vehicles, raising levels of operational service and improving safety standards.
- Enlarged street name signs were installed at signalized intersections to improve legibility and address changing needs of an aging population.
- The City Centre Transit Terminal was expanded as part of a future link to BRT (Bus Rapid Transit).
- The City announced that it will be the first municipality in the GTA to introduce electronic smart card fare option to transit riders, which will eliminate the use of tickets and passes. Implementation of the GTA Farecard is planned for spring, 2007.
- The City approved the purchase of 72 new 40-foot buses to improve Mississauga Transit service delivery.
- The first GTA "Click n' Ride" transit trip planner was launched for customers to develop their own trip plan 24 hours a day, seven days a week.
- Transit service was improved for Hurontario Street, increasing service frequency from every nine minutes to every six minutes.
- More transit routes were added to improve bus service to newly developing communities and major employment centres.
- Mississauga is the second GTA City to incorporate intelligent transit systems in its buses, including global positioning satellite (GPS), automatic counters, and traffic signal priority.

running efficiently

- An 'AAA' credit rating was assigned to the City by Standard & Poor's for the second straight year, based on the City's no debt policy, exceptional liquidity levels and strong, strategically located economy.
- In a Municipal Study by BMA Management Consulting, City property taxes compared favourably with other Ontario municipalities.
- Conversion from the City's direct dial phone system to an extension-based system will save \$75,000 per year.
- \$400 in hydro costs, per transit shelter, was saved by using solar powered lighting in new bus shelters.
- An Events Sponsorship Strategy was developed to enhance partnership opportunities for corporate sponsorship of public events.
- All City application databases were moved to new Unix Servers, generating a cost avoidance of \$550,000 and an ongoing annual maintenance reduction of \$80,000.
- The corporation's PC replacements moved from a three-year replacement cycle to a four-year cycle, for an annual savings of \$200,000.
- Implementation of an innovative electricity procurement strategy saved \$286,000.
- Reduction of energy consumption through an Energy Management Program saved \$314,000, including a cost savings of \$122,000 at the City's Civic Centre.

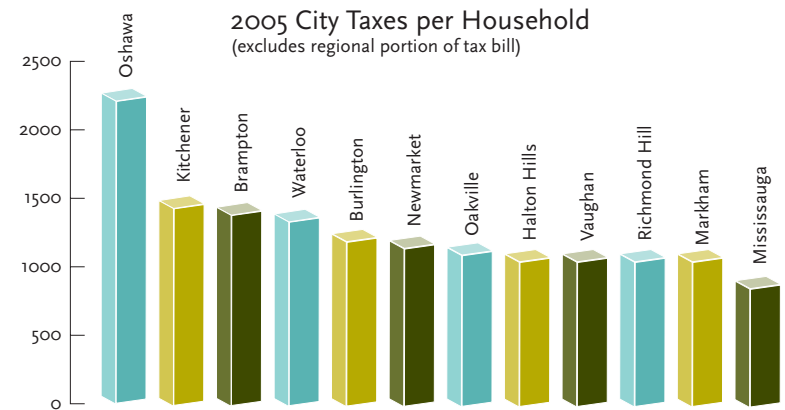


2005 Consolidated Revenues by Type
actual \$ revenues (m)



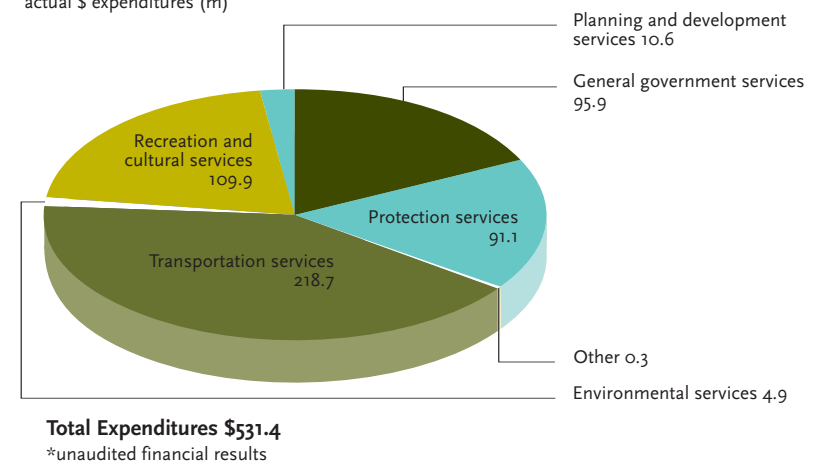
dollarsandsense

- The City held its property tax increase to 5.8 per cent while maintaining key service levels and providing some new service enhancements.
- In 2005, gas tax revenues in the amounts of \$5.6m and \$5.9m were received from the Provincial and Federal governments, respectively. Funds will be used to expand transit, including the purchase of new buses and funding transit operations.
- \$9.6m of the budget was allocated for major road improvements, such as the widening of Eglinton Avenue East from Cawthra Road to west of Sorrento Drive.
- \$25.9m was spent on road resurfacing and construction.
- \$6.2m was used for new park facilities and \$5.7m for existing parks and sports fields.



For a residential property assessed at \$324,000
*number adjusted to include York Regional Transit

2005 Actual Consolidated Expenditures By Service
actual \$ expenditures (m)



contacts for the city

City Council

Hazel McCallion	Mayor	905-896-5555
Carmen Corbasson	Ward 1 Councillor	905-896-5100
Patricia Mullin	Ward 2 Councillor	905-896-5200
Maja L.A. Prentice	Ward 3 Councillor	905-896-5300
Frank Dale	Ward 4 Councillor	905-896-5400
Eve Adams	Ward 5 Councillor	905-896-5500
George Carlson	Ward 6 Councillor	905-896-5600
Nando Iannicca	Ward 7 Councillor	905-896-5700
Katie Mahoney	Ward 8 Councillor	905-896-5800
Patricia Saito	Ward 9 Councillor	905-896-5900

City Manager & Commissioners

Janice M. Baker	City Manager & Chief Administrative Officer
Brenda R. Breault	Commissioner, Corporate Services & Treasurer
Martin Powell	Commissioner, Transportation & Works
Paul A. Mitcham	Commissioner, Community Services
Edward R. Sajecki	Commissioner, Planning & Building

City of Mississauga

300 City Centre Drive, Mississauga, On L5B 3C1

Inquiries: 905-896-5000, Fax: 905-896-5220, TTY: 905-896-5151

www.mississauga.ca public.info@mississauga.ca

