

Corporate Awards For Excellence

Award Recipients

Customer Service

Ahtesham Moinuddin:

Ahtesham Moinuddin performs plans examination to ensure submitted plans and documents comply with the Ontario Building Code and other applicable laws. He answers inquiries from design professionals and the general public. The information he provides has to be in a thorough, accurate, timely and effective manner. Ahtesham is always striving to do his best to look after his customers. Customers always praise his excellent service.

Mississauga Valley Community Centre Team:

The Mississauga Valley Community Centre Team is responsible for the overall operation of the centre, from programming to day-to-day maintenance, dealing with the community, councillors and partners. This team contributes to a positive image of the City of Mississauga in a variety of ways including: receiving a 95% satisfaction rating from customers when surveyed on the cleanliness of the facility; the many compliments received regarding the new facility in terms of this functionality, design, cleanliness and staff friendliness; and the institution of a self-audited cleaning audit.

Continuous Improvement

Wing Plow Camera Project:

In an effort to increase levels of service without increasing costs, the City of Mississauga's Transportation & Works Department implemented an innovative technology and approach to both the winter works and fall leaf collection programs. The initiative, to install 28 new self-heating, waterproof wing plow and back-up cameras, as well as modified hand controls on the City's dual purpose vehicles, will allow for a single driver to operate each vehicle. Safety levels will significantly improve due to the increased visibility by the driver, as well as by having a better rested fleet of drivers. Cost savings in the amount of \$50,000 per year are expected as a result of this program. The City of Mississauga is the first City in Canada to implement this highly innovative approach and technology.

Leadership & Empowerment

Garrick Bradshaw:

Garrick Bradshaw is the Manager for Facilities Maintenance and Energy Management. He leads and motivates a staff compliment of 35 skilled engineers, trades and other personnel. Garrick has introduced the concept of team management, where a team of supervisors meets regularly to discuss important issues and provide input in all critical decisions. Garrick has been very supportive in the training and development of staff. He has effectively used the PMP system for rewarding good work and motivating staff to constantly improve performance. Garrick motivates his staff to participate in the United Way activities. He and his staff are the main driving force behind the haunted house organized every year in the Cawthra Estate around Halloween.



Corporate Awards For Excellence

Team Effectiveness

Mississauga Fire and Emergency Services Auto Extrication Team:

Mississauga Fire and Emergency Services Auto Extrication Team represent the City across the Country in vehicle rescue competitions. It is comprised of members from each of the four shifts, as well as a Coach and Team Manager. The competition record of the Mississauga's Auto Extrication Team is unmatched in North America. They are consistently the team others wish to emulate in skill, safety, command and control, and the professional personification of the modern Fire Service. They continue to act as ambassadors for our City, and are admired as much for their sportsmanship as they are for their talent.

950 Burnhamthorpe Rd – POA Courthouse Renovation Project Team:

The 950 Burnhamthorpe Rd – POA Courthouse Renovation Project Team was charged with the task of taking a building previously used for office and warehouse purposes and renovating it to accommodate a state of the art courthouse, built to accommodate the long-term growth needs of the City's POA court functions. The collective team demonstrated hard work, professionalism, creative problem solving and a willingness to work together to get the job done. The result is a fabulous, state of the art court facility which serves the public in Mississauga with one-stop POA court services.

Partnership

TXM Tax Negotiating Team:

The TXM Tax Negotiating Team was responsible for the negotiation of a partnership between Mississauga and the municipalities of Brampton, Richmond Hill and Markham aimed at developing and supporting a major software system for the collection of property tax revenues. Through this partnership, the four municipalities have agreed to share the costs of developing, enhancing and supporting the TXM Tax Manager System – which in turn is responsible for the annual billing of over \$2.2 Billion in tax revenues across all four municipalities. Recognizing the importance and beneficial long-term implications of the project, the negotiating team devoted a great deal of time and effort which lasted over 12 months.

Shelly Tsolakis:

Shelly Tsolakis is the Community Development Co-ordinator for the South District in Recreation and Parks. As a result of Shelly's outstanding outreach and needs assessment work, she identified a number of at risk communities within area schools. Shelly Tsolakis's diligent community development and outreach work identified children in need. She approached school officials to see how the city could partner with them to help. She research grant opportunities and suggested the joint application for funding. Shelly is the reason for the development of the partnership!



Corporate Awards For Excellence

Kirk French Spirit Award

Andrew Bator:

Andrew Bator is a member of the Records Centre Team and has worked there since the move into City Hall (1986). Andrew plays an important role in the Records Centre. He is dedicated to ensuring operations run smoothly and keeps on top of all tasks. He motivates others to do a great job and inspires all Corporate Records Team members to provide excellent customer service...with a smile. Andrew is compassionate and supportive to co-workers when they are facing times of trouble. He always offers understanding and support when life is proving to be challenging.

City Manager's Award

Imperial Oil Waterfront Trail Team:

The Imperial Oil Waterfront Trail team's goal was to conclude an agreement with Imperial Oil and to construct a public trail along the Waterfront in Port Credit. This trail was built in record time and in accordance with Ministry of Environment guidelines. This team had only one month to construct the waterfront trail adjacent to a well established neighbourhood. If the trail was not completed on time, the Ministry of the Environment stated that they would not grant their approval thereby putting the agreement with Imperial Oil in jeopardy. To accomplish this deadline, the team used effective communication with the media and the community to allow for the fast paced construction and disturbance caused by the battery of construction equipment.

Louise Ann Riddell:

During the course of 2005, Louise Ann has represented the City as lead negotiator during the negotiation process for the City's seven unionized groups. Of the seven, five Collective Agreements have been successfully negotiated and the remaining two negotiation processes are continuing. Louise Ann provides excellent customer service to all clients from various departments and Unions. Her commitment to provide timely and effective responses and her application of conflict resolution skills were a critical factor in achieving settlement of the five Collective Agreements.