



Building a City for the 21st Century

Improving Transit Service

75 City streets were improved through the Roadway Resurfacing Program.

An engineering consultant team was chosen to lead the preliminary design phase and the federal environmental assessment process related to the planning and design of the Bus Rapid Transit (BRT) system.

Route 110-University was introduced as a fast and frequent bus service with limited stops between the Clarkson GO Station, University of Toronto Mississauga, South Common Mall and the City Centre Transit Terminal.

Safe City

A Neighbourhood Speed Awareness Program (NSAP) was set up in collaboration with the Mississauga Traffic Safety Council to educate the public about vehicle operating speeds in residential neighbourhoods using Speed Display Devices.

The City partnered with Peel Regional Police and businesses in the Airport Corporate Centre to develop a voluntary Suspicious Activity Watch (SAW) program aimed at reducing crime.

Fire and Emergency Services circulated a “Protect Yourself from Fire” information pamphlet, outlining the three lines of defence: Fire Prevention, Detection, and Escape.

A Southdown Road pedestrian bridge at Clarkson GO Station was built to promote pedestrian safety.

Terry Fox Pool, in conjunction with the Lifesaving Society and the Stephanie Gaetz Keepsafe Foundation, sponsored a Youth at Risk Aquatic Leadership program.

A Special Operations Vehicle, to carry shipping containers loaded with supplies and equipment for different purposes, was added to the Fire and Emergency Services fleet, replacing single use vehicles.

A new education pamphlet was developed for residents regarding the appropriate types and safe use of home fire extinguishers.



Healthy City

An innovative “Evos” play system (the first of its kind in Ontario), at Lakefront Promenade Park, offered children new physical and mental play challenges via its spherical design.

The City Centre Transit Terminal placed 15 recycling bins in the terminal and on major platforms in an effort to reduce waste.

Over 23,000 tonnes of material collected from road excavating and street-sweeping was diverted from landfill sites and screened into clean useable fill.

A pilot project allowed taxicabs and limousines to use hybrid-electric vehicles and examined the bylaw governing the acceptable trunk space associated with these services.

Two portable snow-melting machines reduced dependence on snow-dumping areas and strengthen snow clearing operations.

A four-year Trillium Grant supported the staff position of Active 2010 Coordinator, in conjunction with YMCA sponsorship.

Nearly 450 indoor soccer teams are now active with adult and league play at the Hershey Sport Zone.

Gymnastics Mississauga successfully relocated to the Hershey Sport Zone and grew their participation in the inaugural session.

More than 350 employees attended the City’s annual Health and Safety Fair with 35 exhibitors.

Eight hundred native species were planted around the Creditview Wetland, in partnership with Fallingbrook Middle School and Credit Valley Conservation, with funding from a federal Ecoaction grant and Unilever Evergreen.



Unique Neighbourhoods

The Mississauga Library System, with the support of the Friends of the Library, published *Port Credit: Past to Present*, the seventh book in the Our Heritage Series. Local author and historian Kathleen Hicks is completing a planned 10 book series on the communities of the City.

Vibrant Downtown

The Mississauga Library System accelerated “placemaking” by increasing its programming around the My Mississauga celebrations at the Civic Centre and taking its programs outdoors during the summer.

Partnerships and Public Engagement

Economic Development Office (EDO) was a sponsor of the third annual Research to Revenue Summit, where key biotechnology firms and business leaders shared their insight and knowledge about continual growth in the life sciences sector.

EDO, in conjunction with the Greater Toronto Marketing Alliance, hosted delegates from foreign consulates and trade commissions to a familiarization tour to promote and showcase the City’s advanced manufacturing business community, internationally.

As a partner with the Ontario Ministry of Economic Development and Trade, and Ministry of Research and Innovation, EDO supported the Ontario pavilion and promoted Mississauga’s many business advantages at the largest biotechnology conference in the world.

The Mississauga Library System and the Mississauga Public Library Board took to the streets with community consultations and customer surveys looking for user feedback on current library services and future needs. The Library Board produced its first strategic priorities document to identify the current activities designed to improve service.

The Library participated in the launch of two major community studies: a study on older adult needs and a study on youth engagement. Both studies will result in recommendations from the community on what changes are needed to better serve these groups in the coming years.

Lakeview Golf Course, in partnership with Landmark Sports Group, hosted a Canadian Professional Golf Tournament, attracting more than 160 golfers from around the world.



Smart Growth

The City assumed 24 new subdivisions and approximately 40 kilometres of new roadway.

A new section of Thomas Street, between Tenth Line West and Winston Churchill Boulevard, was constructed to improve area traffic when the roadway opens in 2008.

A Space Accommodation Plan for the City's growing workforce was approved and implemented.

Through a Construction Contracts Seminar Series, Legal Services provided staff with a comprehensive understanding of legal issues involved in construction projects. New standardized construction contracts will allow for quicker turn-around, better protection for the City and less chance for error.

Embracing Accessibility and Diversity

Five Audible Pedestrian Signals (APS) have been installed at Southdown Road and South Sheridan Way; Eglinton Avenue and Metcalfe; Eglinton Avenue and Glen Erin Blvd.; Burnhamthorpe and Arista Way; and Erin Centre & John Fraser Secondary School.

New Assistive Listening Devices are now available for the Civic Centre Aerobics Studio, Great Hall, Public Affairs Auditorium and the Noel Ryan Auditorium.

Fourteen pedestrian countdown signals were installed at various intersections throughout the City.

An Emergency Preparedness for Persons with Disabilities presentation was provided for the public, hosted by the Next Step to Active Living Program and presented by the City's Emergency Management Coordinator, Fire & Emergency Services and Emergency Management Ontario.

A notification process with the Canadian Institute for the Blind (CNIB) was initiated so that when new traffic signal phasing is implemented at City traffic signals, the CNIB is notified. In turn, the CNIB will seek to notify those clients who will be affected.

The City of Mississauga Accessibility Design Handbook, which outlines facility accessibility guidelines, was updated to reflect the 2006 Ontario Building Code changes. New sections were added to further assist designers, planners, project managers, consultants and the community at large in ensuring that universal accessibility design is incorporated properly into renovations and new building design.



Accountability

Customer Service, Technology & Efficiencies

A business planning process was established to be completed in two-year cycles, based on service areas.

A team was established and work started to meet provincial legislated requirements for tangible capital asset reporting.

A City of Mississauga Knowledge Base (KB) and Customer Relationship Management (CRM) system was implemented to provide up-to-date information and services to customers through the Call Centre.

The Call Centre used the new CRM to track and assess citizen inquiries. Over 81,400 calls were tracked using the CRM with 1,404 of these resulting in customer service requests resolved by various sections within the City.

A door-to-door licensing program for domestic pets enabled animals to be quickly and safely returned to their owners without extra costs to Animal Services.

The City's annual Information Technology Day, showcasing technical innovations and initiatives, was attended by staff, residents, local secondary school students and employees from other municipalities.

The Mississauga Library System continued to introduce innovative technology, implementing email notification of library holds and overdue materials, allowing users to use a USB key to save and retrieve documents, adding word processing applications to more workstations, adding library products to the City's e-store, and expanding its electronic databases.

eMaps, the City's interactive online mapping service, was updated with new aerial imagery.

Residential pool installation information and forms for homeowners were placed on eCity to improve service.

The City improved its procedure to regulate publication boxes on City road rights-of-way to better control box locations and positively impact public safety and aesthetics.



Parking Enforcement reduced its annual fuel costs by \$42,000 by leasing hybrid-electric vehicles.

Enbridge donated a \$50,000 grant towards the City's Energy Feasibility Study.

An opportunity to buy 44 per cent of natural gas requirements for the City, for the gas year starting November 2008 with a forward contract at very favourable prices, was pursued, resulting in a cost savings of \$60,000.

Additional Justice of the Peace resources were assigned to the Mississauga court, allowing for a backlog of 20,000 matters to be processed for trial in 2008.

Electronic court summonses forms, which had been developed by the Province, were adapted and modified for use by all internal Enforcement staff for improved efficiency.

Leadership

The director of Arts & Culture was invited by the Canadian Independent Film and Video Fund to sit on their national assessment process in Ottawa for the disbursement of funds for non-theatrical film, videos and new media projects created by Canadian Independent producers to enable lifelong learning.

Records Action Week promoted proper maintenance of records, particularly electronic documents, generating awareness of records retention and inspiring staff to clean out and clean up their work areas.

A new Procedure Bylaw was passed by City Council to provide for greater clarity of procedures for Committee of Adjustment Hearings.

Employer of Choice

Talented Workforce

Shelly Tsolakis, Community Services, received an award of excellence from the Peel District School Board's Education Week Committee.

Wayne Shepherd, Transportation and Works, received a 2007 Canadian Urban Transit Award for Employee Excellence, for his act of heroism on duty.



Connie Mesih, Finance, was elected as Association of Municipal Tax Collectors of Ontario president for the 2007-2008 term.

Bob Levesque, Transportation & Works, received an Award of Distinction for significant contributions to the conservation of the watershed, from the Credit Valley Conservation.

Lincoln Kan and Brian Chan, Transportation & Works, received a Credit Valley Conservation Certificate of Merit for their innovative response to the concerns of the local community on the health of the Watercolours Stormwater Management Pond.

Drew Sousa, Corporate Services, was appointed as a director with the Ontario Occupational Health Nurses Association board of directors.

Zainub Verjee, City Manager's Office, participated in the think tank on the future of Digital Media and its future in the Region, hosted by Sheridan College; spoke at international conferences on Migration, Digital Culture and Cultural Policy Making: A Case for Cities; moderated a panel on Policy and Praxis: Arresting Realities; and presented a paper on In Visible Colours - reassessment of a bench mark and historical cultural event at TransPOSE in Regina.

Cawthra Community Centre Operations staff, Community Services, received an Energenious Award for saving the City \$1,860 each year in electricity costs.

Retaining & Attracting the Best Employees

The City's e-Learning website was updated and improved.

New Performance Management Pilot Programs were designed and approved for implementation in 2008 for the City's Extended Leadership Team, Parking Enforcement and Parks.

The Corporate Orientation Program was improved and updated, and an on-line session was designed for implementation in 2008.

A new, improved organizational structure was approved for Employee Disability Management services.

The Museums of Mississauga received two extended Young Canada Works Grants to hire additional staff.