



CORPORATE AWARDS FOR EXCELLENCE

Profiles of the City of Mississauga's 2008 Corporate Awards For Excellence Recipients

CUSTOMER SERVICE AWARD

The City of Mississauga prides itself on consistently demonstrating superior service to internal and external customers in a business-like and competent manner. Employees are skilled at listening to customers, understanding and identifying customer needs and providing the appropriate service in a timely fashion. The Customer Service Award is given to an individual and team who has consistently "gone the extra mile" to earn the respect, support and appreciation of their customers.

Judy Eves

As the Administrative Assistant for the Iceland Mississauga Arena, Judy Eves has always gone above and beyond her call of duty to earn the respect, support and appreciation of both her internal and external customers. She exemplifies great customer service in her day-to-day job by providing superior service and recognizing the needs of customers as the number one priority of the facility.

Aside from taking on the roles of the administrator, accountant, banker, bookkeeper and customer service representative, Judy also takes on the responsibilities of being a mentor, coach, referee, tour guide, information liaison, teacher, nurse, co-worker and a friend to everyone who walks into the arena.

Always willing to lend a helping hand, Judy ensures the environment she works in and the people in it receive the best possible customer service – whether it be by baking fresh goodies, ensuring lost belongings are returned to their rightful owners, or by simply bringing a smile to someone's face.

Through Judy's exceptional performance, she exemplifies the principles and goals of our organization and can be viewed as a role model for other staff.

Corporate Services Records Team

(Marg Elliot, Gertha Griffiths, Jitka Sladkova, Tek Liu, Mary Fedor, Mercedes Martinez, Stella Zhang, Rena Galamini, Edith Hernandez, Vesna Lukomski, Susan Dragatsi, Alex Babin, Ian Baker, Vicky Zmichowska)

The Corporate Services Records team provides records management support to all divisions of the Corporate Services department.

The team is responsible for verifying that all records are properly identified, classified and accessible to staff, and fulfill the requirements of the City Classification System and retention schedule, while ensuring that the proper life cycle of records is adhered to.

In addition, the Records team is responsible for meeting tight departmental timelines and complying with strict legislations, policies and procedures.

Each year, the team also participates in the Records Action Week, which focuses on promoting the importance of records management and helping the city live green, by encouraging recycling and proper disposal of materials.

This hard working and dedicated team of individuals exemplifies excellent customer service by taking pride in what they do and striving to provide the best service possible. Not only do they provide excellent records management service, training and advice, they also go the extra mile to get to know their clients and become an integral part of the teams they serve.

The Corporate Services Records team demonstrates the finer qualities of teamwork in their dedication, commitment, professionalism and willingness to provide excellent records services.

CONTINUOUS IMPROVEMENT AWARD

The Continuous Improvement Award is given to an individual and team who has brought about a significant change through their innovation and creativity. The change must have revolutionized the workplace, improved efficiencies, and challenged current processes and practices. The individual/team's willingness to take risks and their support for change and continuous improvement within the corporation contribute to operating the City like a business.

David Penteliuk

David Penteliuk is the Manager of the Burnhamthorpe Branch Library, a location that has undergone a remarkable transformation since he first moved into the position in June 2007.

Acting as a change advocate, David has rallied staff to revitalize the branch in numerous ways and continues to do so today. He is actively involved at the system level, spearheading and advocating a number of successful service delivery improvements across the library system.

Since David became the team leader, collections have been reorganized and right-sized, furniture has been moved and removed, walls have been painted, interactive games have been added, and new programs have been introduced.

All of this work has resulted in a brighter, more welcoming space where materials are more easily discovered and explored by customers. These changes have led to a higher usage of the library's computers, collections and services. Circulation is up more than six per cent year-to-date and favourable comments have flooded in as the work progressed.

David's *less-is-more* approach is being adopted by other branches around the library system, as they have seen the benefits to circulation, service and staff commitment.

David is a visionary and provides clear direction to connect the work of individuals with the goals of the group, enabling employees to see and understand the value of continuous improvement. He is truly a change agent and deserves recognition for his contributions.

Linda Rampen

Linda Rampen is the Recreation Programmer for Aquatics at the Huron Park Recreation Centre Pool.

She has been instrumental in the development and success of Mississauga's first therapy pool. Linda is dedicated to the needs of the therapeutic population and has worked with fitness supervisors to develop the diabetes program in partnership with Trillium Hospital.

A highly proactive individual, Linda thrives on meeting the needs of her customers. She is passionate about developing the new line of business in aquatic therapy and has brought new ideas, programs and expertise into our facilities.

In 2007, with Linda's assistance, the aquatics programs generated over \$100,000 of additional revenue.

Her ongoing partnership with hospitals, health care professionals and outside agencies is imperative to our organization's success.

Linda's extensive knowledge and experience in aquatic fitness and therapy have given her the drive for excellence and customer service that no one else has provided, and she takes immense pride in her accomplishments.

Malton Community Centre

(Greg Socha, Michael Blackmore, Robert Edwards, Diana Corredato, Ryan Poolay, Steve Lee Young, Richard Nelson, Michael Potton, Sean Fearnley, Natalee Somenzi, Judith Shim, Elizabeth Fisher, Alain Goldfinch, Christopher Shanahan, Julia Palmas, Daniel Starnino, Jason DiGenova, Russ Pooley)

The Malton Community Centre provides a number of diverse programs, activities, services and facilities to the equally diverse population of Malton.

Last year, the Malton Community Centre developed and implemented a workplace innovation called *Malton 8 in '08*. This plan outlines the priorities of the community centre and has become the focus of discussions, innovations, successes and community synergies regarding their three key success factors – the community, the staff, and the bottom line.

Under this initiative, a number of continuous improvements have been implemented in the areas of community program development and recreation.

The initiatives include developing and revamping programs, increasing promotion, marketing

and sponsorship of the community centre, offering women-only activities and fitness centre, implementing a book/board featuring part-time staff biographies, and finding methods to more effectively utilize time and space.

Malton 8 in '08 has resulted in new and improved programs providing residents with greater access to opportunities geared to their particular circumstances.

Other successes include the translation of the Malton program flyer in six different languages to better cater to the community, and the Steve Nash Basketball Program.

The Malton Community Centre continues to closely examine their facility, programs, services, leadership skills and performance to ensure that they continue to provide the best possible service to their community. They are committed to continuing searching for methods of improvement and offering excellent service in every area, to every individual.

LEADERSHIP & EMPOWERMENT AWARD

The Leadership & Empowerment Award is given to an individual at any level of the corporation, who through leadership and vision, has inspired staff by gaining their commitment, making them feel valued and through building effective teams. This individual embraces the roles of coach, mentor, facilitator and team leader, to support and develop employees. Through effective communication, they maintain mutual trust and honesty, foster and reward creativity and innovation, remain open to new ideas, and recognize the ongoing contribution of staff. As a leader, they contribute to the City's philosophy of being an employer of choice by modeling excellence.

Al Hills

Al Hills is a Platoon Chief with Mississauga Fire and Emergency Services, as well as the Chair of the Fire Two Way Communication Team, and Co-chair of the Community Services Two Way Communication Team.

Through his work, Al has emphasized the importance of communication and teamwork, both in the office and in the community. To staff, friends and members of the community, he has been a true mentor in every sense of the word. He inspires others by example – whether it be by being the first to open the lines of communication, or by being the first to volunteer for a project that will improve the work life of his employees.

Of his many initiatives, Al began the *Firefighters without Borders* not-for-profit organization, whose goal is to assist and educate fire personnel around the world, who are not equipped to handle emergencies, with the proper resources and training to keep their communities safe.

Al also sits on the board of Killarney Park, a not-for-profit group that helps preserve natural and cultural resources.

Al is a perfect example of the type of leader that an employer of choice strives to obtain. He contributes by applying himself wholeheartedly in everything he does for the benefit of others.

TEAM EFFECTIVENESS AWARD

The Team Effectiveness Award is given to a team that has successfully achieved superior results through group efforts. The team has consistently shown a high level of cohesion, participation, communication and commitment to the team's objectives. All members played an active role in achieving the team's success and stayed focused on its mission. This exemplary team should serve as an example throughout the corporation.

National Public Works Week Committee

(Scott Holmes, Joe Pitushka, Kealy Dedman, Donna Waters, Mike Russo, Marco Ricci, Jaak Todhunter, Dan Ferguson, William Lee, Ryan Cureatz, Terry Dubois, Jeff Smylie, Bruno DiMichele)

The National Public Works Week Committee is comprised of individuals representing the six different sections of the Transportation & Works department, all collaborating to plan and evaluate programs and new ideas for the National Public Works Week.

Held annually in May, the City of Mississauga has participated in this event for seven years. This year, the City's National Public Works Week program was recognized by both the Ontario Public Works Association and the Canadian Public Works Association and received awards for exemplifying leadership and excellence in the program.

The week-long event was kicked off with an open house, which was a huge success providing residents with information on public works operations and showing the importance of this service in the community. The event featured public tours of the operations and facilities, a family fun day, equipment demonstrations and a food drive.

Other initiatives included educating the public on various topics through school visits and information displays, and demonstrations arranged through partnerships with other City teams.

This committee has demonstrated the City's corporate values of trust, quality and excellence in the development and implementation of this highly regarded program.

PARTNERSHIP AWARD

The Partnership Award is given to team who engages in a joint project or event with an external organization, association, service group or level of government where the outcome has demonstrated mutual benefits.

The contribution must be critical to the success of the project and the collaboration must result in one or more of the following outcomes: a significant improvement in service to both partners, development of new or improvement of processes, and raise the profile of the City of Mississauga in both the public and private sector.

Integrated Municipal Enforcement Team

(Peel Regional Police Chief Mike Metcalf, Region of Peel Chief Administrative Officer David Szwarc, Fred Bertucca, Dan MacDonald, Elaine Buckstein, Dan Phillips, Andrew Cose, Brad Rutz, Christine Ross, Colette Maurice, Dean Curtis, Gary Martin, George Douglas, Glenn Clement, John Allan, Michael MacMullen, Michael Trauzzi, Rick Allpress, Virginia Armour, Bruno Colavecchia, Danny Martin, Gaynor Moore, Lee Crawford, Mary-Jo MacCrae, Paula Dall'Osto, Teresa Pita, Brad Foster, Carla Noseworthy, John Hesch, Stephen Durham, Trevor Joseph, Heather Thompson, Andrew Pierre, Brian O'Halloran, Barbara Johnstone, Angela DiLegge, Karen Hardison, Gino Nucifora, Barbara Leckey, Cathie Evans, Douglas Meehan, Andy Wickens, Joanne Foote, Jamie Hinton, Valerie Hagelaar)

The Integrated Municipal Enforcement Team (IMET) was assembled in 2006 and consists of various municipal, regional and provincial agencies, whose goal is to join forces and identify and resolve community issues through a co-ordinated, multi-agency approach.

The mandate of the IMET is to foster positive relationships between each of the represented agencies and work collaboratively to solve and monitor ongoing community problems that typically require the involvement of two or more of the participating parties.

This team has developed into a cohesive group with each partner aware of the others' scope of influence and together, the team's ability to identify problems, and work in a concise manner, has resulted in greater efficiencies.

One of the most significant achievements of the IMET is the ability of By-Law Enforcement and Business Licensing to impose certain operating conditions on business licences that restrict establishments with liquor licences, where the Alcohol and Gaming Commission of Ontario is unable to do so.

In 2008, an IMET sub-committee called Safer Communities and Neighbourhoods (SCAN) was also formed to monitor progress and legislation, and the team is currently reviewing the concept of implementing local municipal by-laws to affect improved processes.

Through this joint partnership, the IMET is committed and dedicated to ensuring the safety and protection of our residents and community, and helping build a stronger and more secure future for our City.

KIRK FRENCH SPIRIT AWARD

The Kirk French Spirit Award honours the memory of Kirk French. The award is given to an individual who exemplifies a love of life, adds laughter and vitality to the workplace and enriches the lives of others.

This individual is a dedicated employee who consistently goes above and beyond the call of duty. Their positive outlook is an inspiration to others. This person makes the workplace pleasant and fun, and personifies a love of people, work and life. This individual is also willing to take risks for the betterment of the City and the community.

Cathy Mills

Cathy Mills is the Mississauga Transit Operations Specialist whose great attitude, professionalism and positive outlook on life are an inspirational to all.

Cathy provides invaluable assistance to her entire team and is always the first to recognize and congratulate staff on their achievements. She works in a manner that builds commitment, trust and satisfaction, and through her actions and behaviour, builds strong, long-lasting relationships with her peers.

She is also responsible for co-ordinating the charter services for Mississauga Transit and has made significant impacts on the Mississauga marathon and Carassauga events.

Her ability to implement plans effectively and ensure service is running as smoothly as possible, have contributed to Transit's success.

Cathy also manages the challenging responsibility of handling employee uniforms, and has always gone beyond her role to ensure even the "hard-to-fit" operators are provided with the best fitted uniforms that comply with the professional uniform requirements.

Cathy embodies a love for life and adds vitality to the workplace, enriching the lives of everyone around her.

CITY MANAGER'S AWARD OF EXCELLENCE

The City Manager's Award of Excellence is presented to the employee or team that has demonstrated outstanding qualities of excellence in their work. Their work performance reflects a superior level of service in all areas, including team effectiveness, customer service, continuous improvement, and leadership and empowerment. By being proactive, their attitude and performance best exemplifies the vision of the corporation and helps set the standard for excellence in public service.

Building a City for the 21st Century Team

(John Ariyo, Sonja Banic, Dolores Bartl-Hofmann, Bruce Carr, Ella Basic, Melissa Bruno, Linda Creighton, Joanne Curtis, Ben De Santis, Paul Damaso, Ivana Di Millo, Jim Doran, Bonnie Dowhaniuk, Teresa Goncalves, Sue Hinton, Jana Kelemen, Lori Kelly, Gary Kent,

Gavin Longmuir, Ruth Marland, Tina MacKenzie, Andrew McNeill, Pia Poblete, Melissa Slupik, Larry Tyndall, Gary Williams, Greg Elliott, Alex Lo-Basso, Marianne Salvati, Tom Peters, Karyn Stock MacDonald, Tony Biagi, Kevin Mellors, Richard Stone)

The Building a City for the 21st Century team is an inter-disciplinary and inter-departmental group consisting of passionate and committed employees from across the corporation.

The team worked diligently to develop an innovative and inclusive process to engage residents and communities in helping build a city for the future.

The campaign's results were impressive, with more than 100,000 people connecting to the *Our Future Mississauga: Be Part of the Conversation* campaign through a four-part speakers' series, a two-day visioning symposium, a special three-part Rogers television series, the City's website, at City and community events, school presentations, and stakeholder meetings.

The consultation that took place has already fed other plans and provided input to other studies.

This team not only exemplifies the vision of the corporation, but also demonstrates all of the grand qualities of team effectiveness, customer service, leadership, and continuous improvement.

The team embodies the City's corporate values of trust, quality and excellence, and has worked collaboratively with staff and the community in an extensive, innovative and creative process that has set a new high standard of excellence for public consultation at the City of Mississauga.

With the support of Council and the tremendous input from the community and staff, this team has helped redefine the vision for our city.