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## Message from the City Manager

### Mayor and Members of Council:

Inspiration comes in many different forms. It encourages us to excel in our day-to-day operations and deliver the services that make us a world-class city and global urban centre. As a municipal leader, we continue to inspire the world as a dynamic and beautiful city. Therefore, I am pleased to share with you the progress we have made to date with the City of Mississauga Business Plan and Budget.

You will see as you review our plan update that over the past year, we have achieved success through the four priorities of the Business Plan and Budget: *Deliver the Right Services; Implement Cost Containment Strategies; Maintain our Infrastructure; and Advance on our Strategic Vision.* Keeping in mind the goals of our Strategic Plan, we have made considerable investments in accomplishing our goals.

Our Business Plan and Budget provides a comprehensive framework of where, when and how public dollars are spent. However, even despite the best planning, we must anticipate and be prepared for unknown challenges and new issues that may arise along the way. This makes good planning even more important. In our economic climate, it is crucial to remain resilient. Although resiliency can be tough to achieve at times, we must be ready to take advantage of funding programs when opportunities arise and ensure that we make the best choices and compromises, when needed, for the City.



The City of Mississauga remains committed to providing quality services and maintaining infrastructure while continuing to build our City for the future in a fiscally responsible manner. For the 10<sup>th</sup> year in a row, Standard and Poor's Rating Services has reaffirmed the City's 'AAA' credit rating. This rating refers to our "strong economic fundamentals, very positive financial management and liquidity and low debt burden."

In the pages that follow, you will see in greater detail how our plan is moving forward in areas such as our waterfront, downtown, culture, economic development, transit and the environment. You will also see the work we are doing to plan and manage our challenges around storm water and the highly destructive Emerald Ash Borer (EAB) insect. This progress is giving life to our vision of Mississauga as "a place where people choose to be."

Our Business Plan and Budget affects everyone, which is why we encourage our stakeholders to get involved. We welcome public input. Residents can visit the City's website, attend a Budget Committee meeting or contact their ward councillor for more information.

A handwritten signature in black ink that reads "Janice Baker". The signature is written in a cursive, flowing style.

**Janice M. Baker, FCPA, FCA**  
**City Manager and Chief Administrative Officer**  
**City of Mississauga**