
Environmental Action Committee

Date: October 6, 2020
Time: 9:30 AM
Location: Online Video Conference

Members

Councillor Matt Mahoney	Ward 8 (Chair)
Councillor Stephen Dasko	Ward 1 (Vice-Chair)
Councillor George Carlson	Ward 11
Brad Bass	Citizen Member
Chelsea Dalton	Citizen Member
Lea Ann Mallett	Citizen Member
Pujita Verma	Citizen Member
Carina Suleiman	UTM (University of Toronto Mississauga) Student
Nandini Menon	PEYA (Peel Environmental Youth Alliance) Student
Alice Casselman	Association for Canadian Educational Resources
Britt McKee	Ecosource
Jeff Robertson	Partners in Project Green
Melanie Kramer	Credit Valley Conservation
Andrea Rowe	Greening Sacred Spaces (Non-Voting Member)
Brad Butt	Mississauga Board of Trade (Non-Voting Member)
Sid Gendron	Sawmill Sid Inc. (Non-Voting Member)

Participate Virtually

Any member of the public interested in speaking to an item listed on the agenda may register at dayna.obaseki@mississauga.ca or call 905-615-3200 ext. 5425 by Friday, October 2, 2020 before 4:00 P.M.

Please note the Environmental Action Committee will not be streamed or video posted afterwards. If you are interested in attending the meeting virtually, please contact dayna.obaseki@mississauga.ca or call 905-615-3200 ext. 5425 by Friday, October 2, 2020 before 4:00 P.M. in order to join the meeting.

Contact

Dayna Obaseki, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5425
Email dayna.obaseki@mississauga.ca

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1. Environmental Action Committee DRAFT Minutes – September 15, 2020

5. **DEPUTATIONS**

5.1. David Ferreira, Manager, City Marketing and Planning to present the Citizen Satisfaction Survey

5.2. Jacqueline Hunter, Transportation Demand Coordinator to present on the Pedestrian Master Plan

5.3. Leya Barry, Climate Change Specialist to present on the Green Fleet and Equipment Policy

5.4. Leya Barry, Climate Change Specialist and Teresa Chan, Climate Change Specialist to present on the Home Energy Retrofits Program

5.5. Pujita Verma, EAC Citizen Member to speak on EAC's Adopt-A-Park Participation and upcoming October Litter Clean-Up

6. **PUBLIC QUESTION PERIOD - 15 Minute Limit**

Public Comments: Any member of the public interested in speaking to an item listed on the agenda may register at dayna.obaseki@mississauga.ca or call 905-615-3200 ext. 5425 by Friday, October 2, 2020 before 4:00 PM.

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:

Environmental Action Committee may grant permission to a member of the public to ask a question of Environmental Action Committee, with the following provisions:

1. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. **MATTERS TO BE CONSIDERED**

7.1. Environmental Action Committee (EAC) Work Plan

8. **INFORMATION ITEMS**

9. OTHER BUSINESS

10. ENQUIRIES

11. DATE OF NEXT MEETING

Tuesday, November 3, 2020 at 9:30am

Online Video Conference

12. ADJOURNMENT

Environmental Action Committee

Date: September 15, 2020
Time: 9:30 AM
Location: Online Video Conference

Members	Councillor Matt Mahoney	Ward 8 (Chair)
	Councillor Stephen Dasko	Ward 1 (Vice-Chair)
	Councillor George Carlson	Ward 11
	Brad Bass	Citizen Member
	Chelsea Dalton	Citizen Member
	Lea Ann Mallett	Citizen Member
	Pujita Verma	Citizen Member
	Nandini Menon	PEYA (Peel Environmental Youth Alliance) Student
	Alice Casselman	Association for Canadian Educational Resources
	Melanie Kramer	Credit Valley Conservation
	Britt McKee	Ecosource
	Jeff Robertson	Partners in Project Green
	Andrea Rowe	Greening Sacred Spaces (Non-Voting Member)
Members Absent	Carina Suleiman	UTM (University of Toronto Mississauga) Student
	Brad Butt	Mississauga Board of Trade (Non-Voting Member)
	Sid Gendron	Sawmill Sid Inc. (Non-Voting Member)

Staff Present

Dianne Zimmerman, Manager, Environment
Lisa Urbani, Supervisor, Environment Initiatives
Diana Suzuki-Bracewell, Supervisor, Environmental Outreach
Teresa Chan, Climate Change Specialist,
Jim Doran, Project Leader, Planning & Building
Heliya Babazadeh-Olegghi, Environmental Outreach Coordinator
Catherine Nguyen-Pham, Communications Coordinator
Samantha Dilorio, Environmental Assistant

1. CALL TO ORDER

Councillor Mahoney, Chair called the meeting to order at 9:32am.

Councillor Mahoney, Chair introduced Jeff Robertson as the new community representative for Partners in Project Green as well as introduced Nandini Menon as the new Peel Environmental Youth Alliance student representative as Shazerah Qureshi has now graduated from the program.

2. APPROVAL OF AGENDA

That the order of the September 15, 2020 Environmental Action Committee Agenda be amended to have Public Question Period follow Item 5.1 on the agenda.

Approved as amended (B. Bass)

3. DECLARATION OF CONFLICT OF INTEREST**4. MINUTES OF PREVIOUS MEETING****4.1 Environmental Action Committee DRAFT Minutes – March 3, 2020**

Approved (P. Verma)

5. DEPUTATIONS

Note: The meeting order was amended. Item 5.1 was followed by Item 6: Public Question Period and then back to Item 5.2. The minutes below reflect the order of the agenda.

5.1 Update on District Energy in the City of Mississauga

Teresa Chan, Climate Change Specialist and Jim Doran, Project Leader

Ms. Chan and Mr. Doran presented on District Energy at the City of the Mississauga. They highlighted the benefits associated with District Energy including the reduction in greenhouse gases, which is in line with the City's Climate Change Action Plan. They also spoke to the major considerations associated with district energy, such as the upfront capital costs, retrofits and the surrounding governance. Mr. Doran and Ms. Chan noted that The City has a unique opportunity to utilize and operate District Energy in the Lakeview area from the nearby Water and Wastewater Treatment Plant (GE Booth).

Members of the Committee spoke to the matter and raised the following questions and comments;

- Inquired if deep water cooling would be utilized as district energy to cool the corresponding buildings;
- Noted that the interest rates are currently low as an advantage when borrowing for capital funding; and
- Inquired about infrastructure cost.

Mr. Doran and Ms. Chan responded to the questions from the Members of the Committee;

- Noted that the water near GE Booth Lakeview Waste Water Treatment Plant is shallow, which would require longer piping and infrastructure to capture the colder water. The waste water will be utilized for both heating and cooling.
- A significant cost would be designated to piping infrastructure.

RECOMMENDATION EAC-0011-2020

Moved By C. Dalton

That the deputation and associated presentation by Teresa Chan, Climate Change Specialist and Jim Doran, Project Leader with respect to the City's District Energy Update be received for information.

Received

5.2 Online Public Education and Engagement Tools for Climate Change
Diana Suzuki-Bracewell, Supervisor, Environmental Outreach

Ms. Suzuki-Bracewell presented on Environmental Outreach with regards to Climate Change Online Public Education and Engagement Tools. She spoke to the Climate Change Vision for 2020, the focus on digital engagement, and the statistics pertaining to 2020 environmental outreach as well as the upcoming plans for the remainder of 2020 into 2021.

Members of the Committee spoke to the matter and raised the following questions and comments;

- Inquired about the toolkit deliverable methods;
- Inquired how the messaging is being delivered to the residents; and
- Noted the public's COVID-19 health and safety concerns riding public transportation and the uptake in cycling.

Ms. Suzuki-Bracewell Chan responded to the questions from the Members of the Committee;

- The toolkit will be an online engagement tool with a number of interactive features with a few downloadable PDFs.
- The main forms of public messaging surrounding the engagement opportunities have been through social media, targeted emails and working with internal and external partnerships.
- Addressing the pandemic concerns, during Phase 1 and 2 the engagement opportunities were solely based online, however as we currently in Phase 3 and any further phases will be more active in the community adhering to the health and safety guidelines.

RECOMMENDATION EAC-0012-2020

Moved By Councillor Carlson

That the deputation and associated presentation by Diana Suzuki-Bracewell, Supervisor, Environmental Outreach with respect to Online Public Education and Engagement Tools for Climate Change be received for information.

Received

6. PUBLIC QUESTION PERIOD - 15 Minute Limit

Rosemary Martin, Resident/Lakeview Ratepayer's Association Member inquired about the proposed Lakeview District Energy plan. She further inquired if the Lakeview Ratepayer's Association has been advised and/or been involved with the future district energy plans for the Lakeview area. Ms. Martin also provided a brief verbal deputation surrounding her knowledge on sustainability and suggested an upstream solution based on conservation and energy performance as well as the benefits of Passive House.

Teresa Chan, Climate Change Specialist responded by noting that webinars have taken place and emails have been sent regarding the Lakeview District Energy Project.

DIRECTION to staff to connect with Rosemary Martin offline to reaffirm the inclusion of the Lakeview residents and Lakeview Ratepayer's Association.

7. MATTERS CONSIDERED**7.1 Volunteer Engagement Update (Verbal)**

Dianne Zimmerman, Manager, Environment

Ms. Zimmerman provided an update regarding Volunteer Engagement noting that COVID-19 protocols have been drafted and were tested in August with approximately nine (9) staff members that participated in litter clean up at R.K. McMillian Park. Ms. Zimmerman further noted that beautification volunteer opportunities, such as litter clean ups and tree planting have resumed with lower capacity limits.

Members of EAC discussed potential dates in October to participate in an Adopt-A-Park Clean Up. Legislative Coordinator will email the EAC Members to poll their availability to partake in an Adopt-A-Park Clean-Up for a weekend date in October. Melanie Kramer, Community Group Representative inquired if Members could include friends and/or family members in the Clean-up. Ms. Zimmerman advised against this request due to the current pandemic and to ensure COVID-19 protocols are adhered to.

DIRECTION to staff was given for Clerk's staff to poll the committee's availability to partake in an Adopt-A-Park Clean-Up.

RECOMMENDATION EAC-0013-2020

Moved By B. McKee

That the verbal update by Dianne Zimmerman, Manager, Environment on Volunteer Engagement be received for information.

Received

7.2 Environmental Action Committee (EAC) Work Plan

Lisa Urbani, Supervisor, Environmental Initiatives provided a brief verbal update by noting that the Carina Suleiman, Student Representative and Shazerah Qureshi, previous Student Representative did a great job presenting to Council in July 2020 on the Committee's background and the Committee's accomplishments outlined in the EAC Work Plan.

RECOMMENDATION EAC-0014-2020

Moved By B. Bass

That the Environmental Action Committee Work Plan be approved as discussed at the September 15, 2020 EAC meeting.

Approved

8. INFORMATION ITEMS – Nil.

9. OTHER BUSINESS

Alice Casselman, Community Group Representative provided a verbal update on Project Crossroads. Ms. Casselman invited the Members of EAC to come out and observe the tree planting in the Bramelea area from September 26 through to October 2020 by registration through Association for Canadian Educational Resources (ACER).

10. ENQUIRIES

Melanie Kramer, Community Group Representative inquired about the status on the Bird-Friendly City update. Dianne Zimmerman, Manager, Environment responded by noting that the conversation were initially placed on pause due to the COVID-19 Pandemic, however will schedule to have staff return to provide an update at an upcoming EAC meeting.

DIRECTION to staff was given to provide an update on the Bird-Friendly City feasibility at subsequent Environmental Action Committee meeting.

11. DATE OF NEXT MEETING

Tuesday, October 6, 2020 - 9:30am – Online Video Conference

12. ADJOURNMENT

10:38AM (M. Kramer)

City of Mississauga Citizen Satisfaction Survey

Final Research Results

Prepared for: **City of Mississauga**

August 2, 2019

Executive Summary

- A survey has been conducted using Computer-Assisted-Telephone-Interviewing (CATI) methodology of randomly selected Mississauga residents over the age of 18. The key findings are highlighted in this summary.

Overall Satisfaction & Quality of Life

- There is continued high satisfaction among residents regarding the quality of life in Mississauga. Overall, 72% of residents are satisfied with the municipal government and 81% are satisfied with the services provided by the City.
- This high level of satisfaction is also seen with 89% of respondents rating their quality of life as excellent or good.
- Mississauga also saw a steady increase in scores relating to Mississauga being an open and welcoming community (90%, up 3%), resident pride and saying they are from the City (88%, up 4%), the City's vibrancy (85%, up 3%) and that the City is moving in the right direction (77%, up 1%).
- A majority of residents (82%) believe that diversity in Mississauga is one of its strengths.
- Most quality of life aspects have either remained statistically the same since 2017 or have slightly increased.

Value for Taxes

- Mississauga residents showed a slight decrease in their satisfaction levels regarding value for taxes relative to the service s provided by the City, with 58% indicating they are somewhat or very satisfied (down 5% from 2017).
- A trend has appeared where there has been a continued growth of preference regarding the increase of taxes at the rate of inflation to maintain services (56%, up 1%), and a decline in the proportion of respondents that prefer to reduce taxes and cut services (9%, down 2%).
- There continues to be a relatively equal proportion of those that believe the City services and programs should be paid for by everyone through general tax revenue (55%, an increase of 7%), and those that felt they should be paid primary through user fees (45%, a decrease of 7%).

Executive Summary

Communication & Citizen Engagement

- A significant proportion of residents expressed satisfaction with the amount of information received from the City (62%, an increase of 11%). Respondents continue to be most interested in getting information about City taxes and budget (30%, a decrease of 6%), general news/information and updates (25%, an increase of 4%) and building/zoning and development information (21%, a decrease of 1%).
- There is an increase with satisfaction regarding the meaningful opportunities offered by the City to engage or to be consulted on important matters (59%, an increase of 4%).
- Residents were most engaged with surveys organized by the City (31%), public meetings (22%) and both open houses organized by the City and meetings organized by their Ward Councillors (15%).
- Of those who participated in citizen engagement activities, residents were most satisfied with open houses organized by the City (77%, up 2%), meetings organized by ward councilor (74%, up 8%) and roundtable events organized by the City (71%, up 4%).

Road Services

- Satisfaction with Mississauga's Road Services remains relatively the same at 69% who are satisfied (down 1%).
- Road safety (73%) and snow removal (68%) experienced a decline of 6% and 4% respectively.
- Satisfaction with experience using roads in Mississauga is highest among those who are a passenger in a friend or family member's car (79%).
- The lowest satisfaction rating was with those who are cyclists, however, it should be noted that 50% of respondents were very satisfied or somewhat satisfied.

Executive Summary

MiWay

- Satisfaction with MiWay transit services remained steady at 66% (down 2%). The majority of aspects regarding the quality of transit services remained at a similar level as 2017, demonstrating stability in transit services. Residents were most satisfied with safety (89%, down 1%), cleanliness (81%, up 2%) and customer service (79%). There was a notable significant increase with satisfaction regarding the reliability of buses at 76%, compared to 69% in 2017.
- An area of improvement would be the frequency of buses; however it is noted that satisfaction remain relatively high at 62% for this particular service.

Library Services

- There is a continued high level of satisfaction with library services with 90% (unchanged) who are satisfied. All aspects with the quality of library services saw an increase in satisfaction. Residents were most satisfied with customer service (93, up 3%), convenience of locations (92%, up 1%) and quality of physical materials (89%, up 4%).
- There was a significant increase in satisfaction with quality of ematerials with 83% who are satisfied, up 10% from 2017.

Stormwater

- Mississauga residents indicated broad satisfaction with the City's stormwater services with 77% being satisfied or extremely satisfied.
- Respondents were most satisfied with the drainage of rain water as a stormwater service with 77% who are satisfied.
- The indicator with the lowest satisfaction was the City's flood prevention information with 59% indicating they were satisfied or very satisfied.

Executive Summary

Land Development Services

- There was a modest decrease in satisfaction regarding land development services from 64% to 59%.
- Though there was a decrease in the overall satisfaction rating, there was an increase in most categories associated with Land Development Services. Respondents were most satisfied with the variety of restaurants/shopping districts/social paces and events at 83%, an increase of 7%. There was an increase of 4% with public gather spaces (68%) and anticipating future needs of the City (56%).
- The lowest level of satisfaction was affordability of housing in Mississauga with a 28% satisfaction rating. However, that is an increase of 3% from 2017.

Regulatory Services

- Satisfaction with regulatory services has seen an increase since 2015. 70% are satisfied with regulatory services in 2019, compared to 68% in 2017 and 66% in 2015.
- Though there has been an overall increase in satisfaction, there was a decrease in most categories associated with regulatory services. Residents are most satisfied with maintaining order and safety (83%, down 3%).
- Though the ease of business licensing and permit process has the lowest satisfaction rating of 66%, that is an increase of 2% from 2017.

Arts, Culture and Heritage

- There is a high level of satisfaction with arts, culture and heritage services with 75% who are satisfied (an increase of 4%) .
- All aspects with the quality of arts and culture services remained steady with the exception of identification and preservation of heritage properties, which has a satisfaction increase of 6% from 61% to 67%.

Executive Summary

Recreation Services

- Satisfaction with recreation services is high at 85% (down 1%). The satisfaction rating regarding quality of recreation services remains steady. Respondents were most satisfied with the helpfulness of staff (87%) and convenience of location (86%).
- The lowest level of satisfaction was regarding the affordability of programs and activities. However, the level of satisfaction was still high at 74%.

Parks and Forestry

- Most residents are satisfied with Parks and Forestry Services in Mississauga (84%), statistically unchanged from 2017.
- Protection of the City of Mississauga's tree canopy and habitats saw the largest increase (4%) over 2017 results with 78%.
- Most other categories for the quality of parks and forestry services have a satisfaction level that is similar to the results from 2017.
- Washroom facilities remains as the area with the lowest satisfaction level at 57% (unchanged since 2017).

Environment

- 82% of residents think the air, water and land quality is excellent or good, an increase of 4%.
- There was a significant increase in the satisfaction level regarding the job Mississauga is doing to protect the environment from 84% in 2017 to 92% in 2019.



Project Overview

Background, Objectives and Methodology

Background, Objectives, and Methodology

- The City of Mississauga required a professional market research firm to carry out a high-quality survey research concerning citizen satisfaction of various public services.
- Forum Research carried out the research study utilizing a telephone survey research methodology (CATI).
- This survey was conducted from June 3rd to June 22nd, 2019.
- Surveying was conducted with adult (18+) respondents.
 - Surveying was conducted with n=1124 Mississauga residents.
 - The volume of surveys ensured that an MoE of +/- 2.92% was obtained for the sample group.
- The survey was 30 minutes in length.
- Results of this survey are weighed by Ward, age and gender, therefore, results are representative of the population.
- This report will focus on the final results of this survey.
- Results may not equal to 100% due to rounding and the data shows total valid responses only.

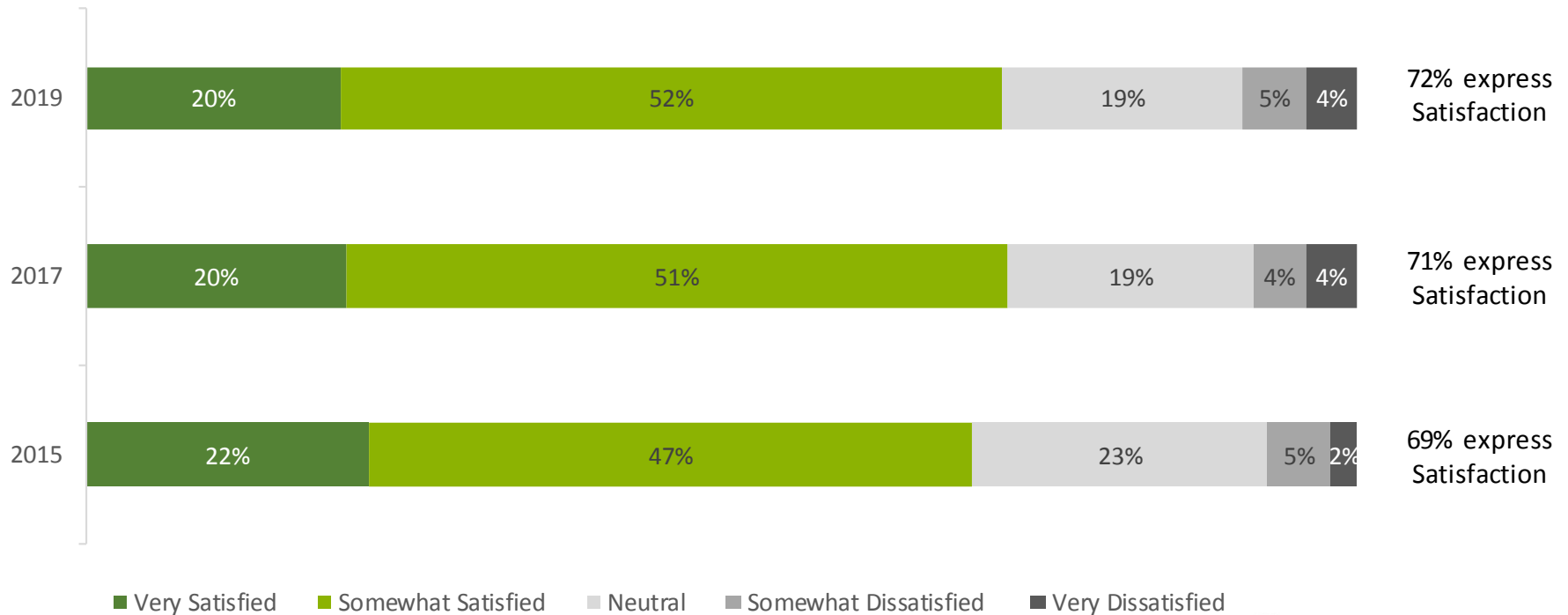


Detailed Findings
Overall Satisfaction

Overall Satisfaction

- There has been no statistically significant change since 2015 regarding the level of satisfaction with Mississauga's municipal government.
- 7 in 10 (72%) are satisfied with Mississauga's municipal government with 1 in 5 (20%) who are very satisfied and half (52%) who are somewhat satisfied.

Satisfaction with Municipal Government



Q4. How satisfied are you with the City of Mississauga municipal government? Please use a scale of 1 to 10, where 1 means "not at all satisfied" and 10 means "very satisfied".
(n=1124)

Note: Q4 was listed as Q5 in the 2017 survey.

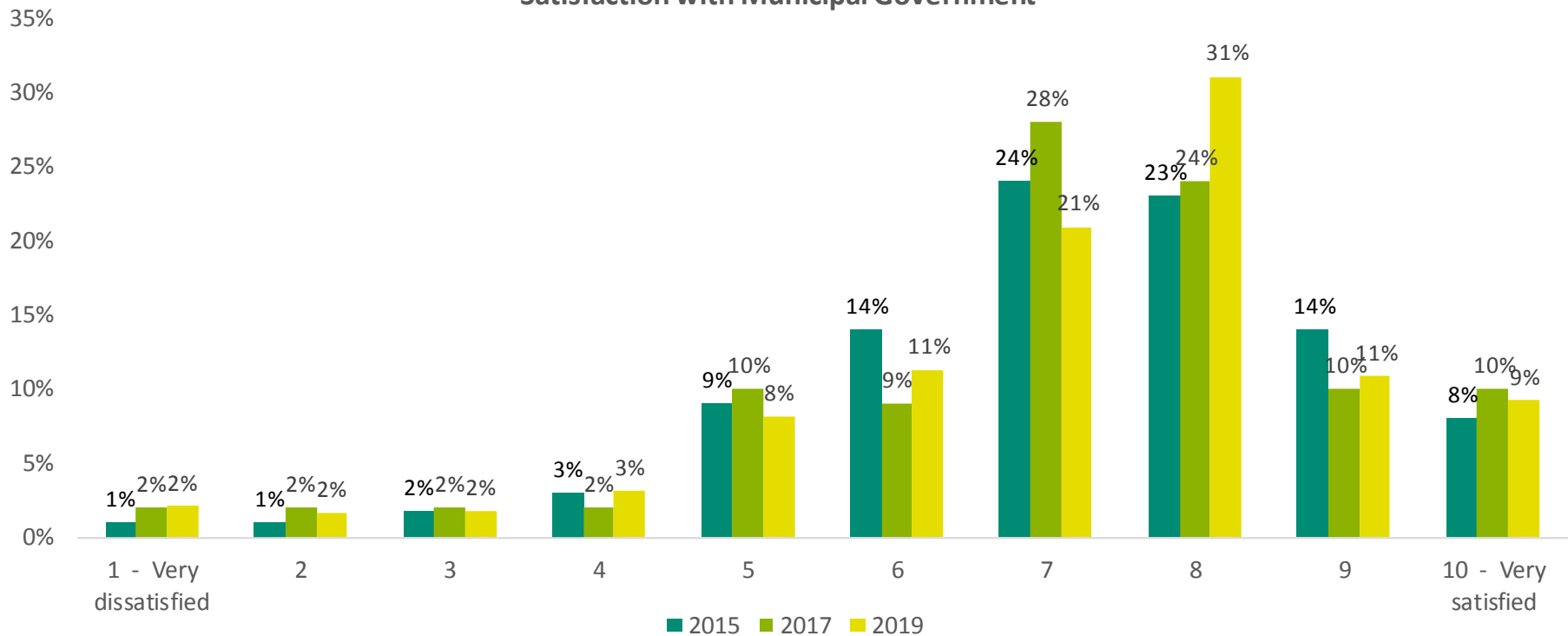


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Overall Satisfaction

- The figure below shows the complete distribution of responses for the question about satisfaction with the municipal government
- 3 in 10 (31%) rated their satisfaction level as an 8, a comparable difference when looking at 2017 where quarter (24%) rated their satisfaction as an 8.

Satisfaction with Municipal Government



Q4. How satisfied are you with the City of Mississauga municipal government? Please use a scale of 1 to 10, where 1 means "not at all satisfied" and 10 means "very satisfied".
(n=1124)

Note: Q4 was listed as Q5 in the 2017 survey.

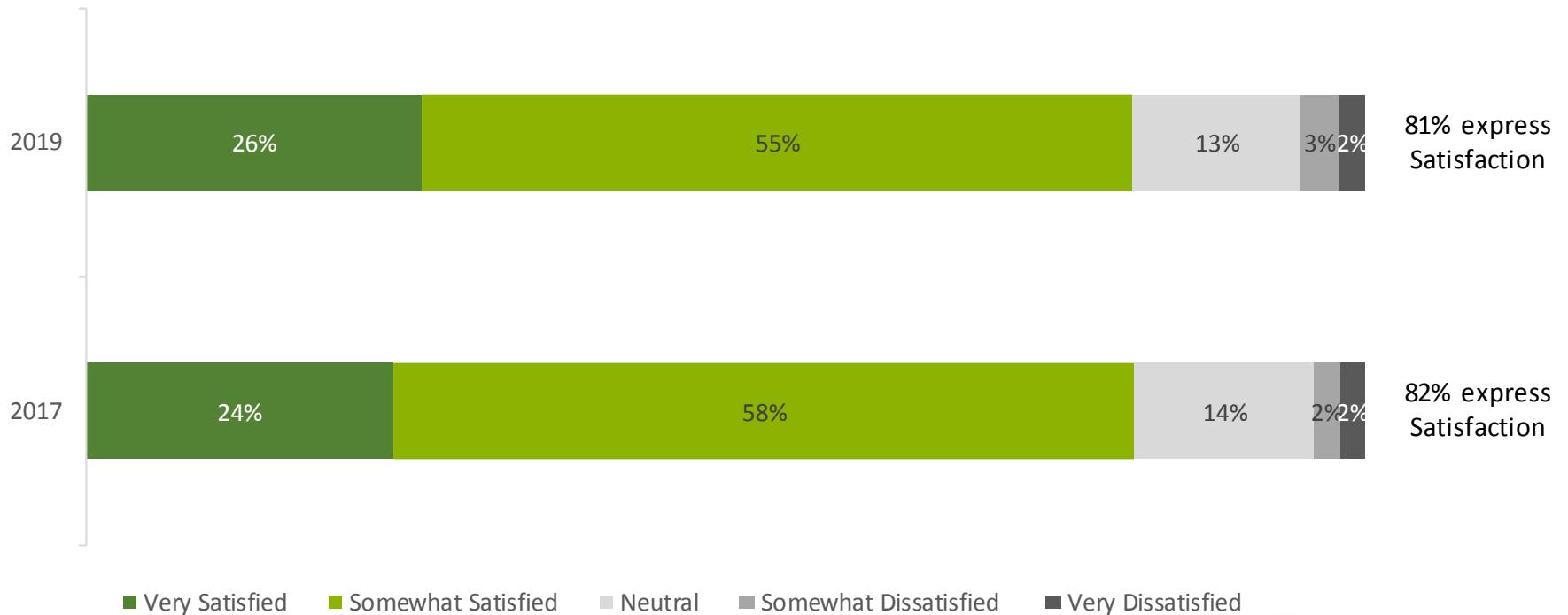


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Overall Satisfaction

- Overall satisfaction levels with the services provided by the City of Mississauga have remained steady since 2017.
- 8 in 10 (81%) are satisfied with the services provided by the City with half (55%) who are somewhat satisfied and over a quarter who are very satisfied (26%).

Overall Satisfaction with Services Provided



Q3. Overall how satisfied are you with the services provided by the City of Mississauga using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied"? (n=1124)

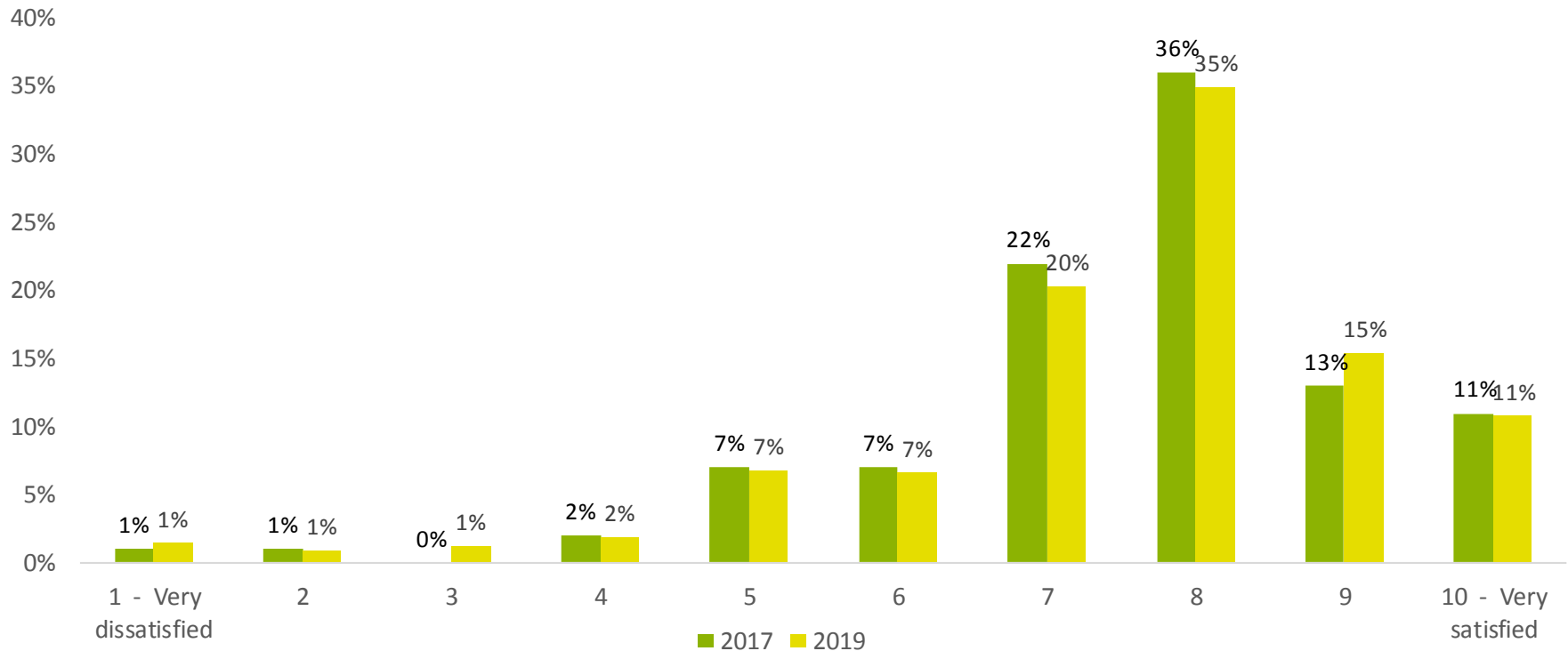


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Overall Satisfaction

- The figure below shows the complete distribution of responses for the question about satisfaction with the services provided by the City of Mississauga.
- The results for 2019 are similar to the results from 2017, with very little notable differences between the two surveys.

Overall Satisfaction with Services Provided



Q3. Overall how satisfied are you with the services provided by the City of Mississauga using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied"? (n=1124)



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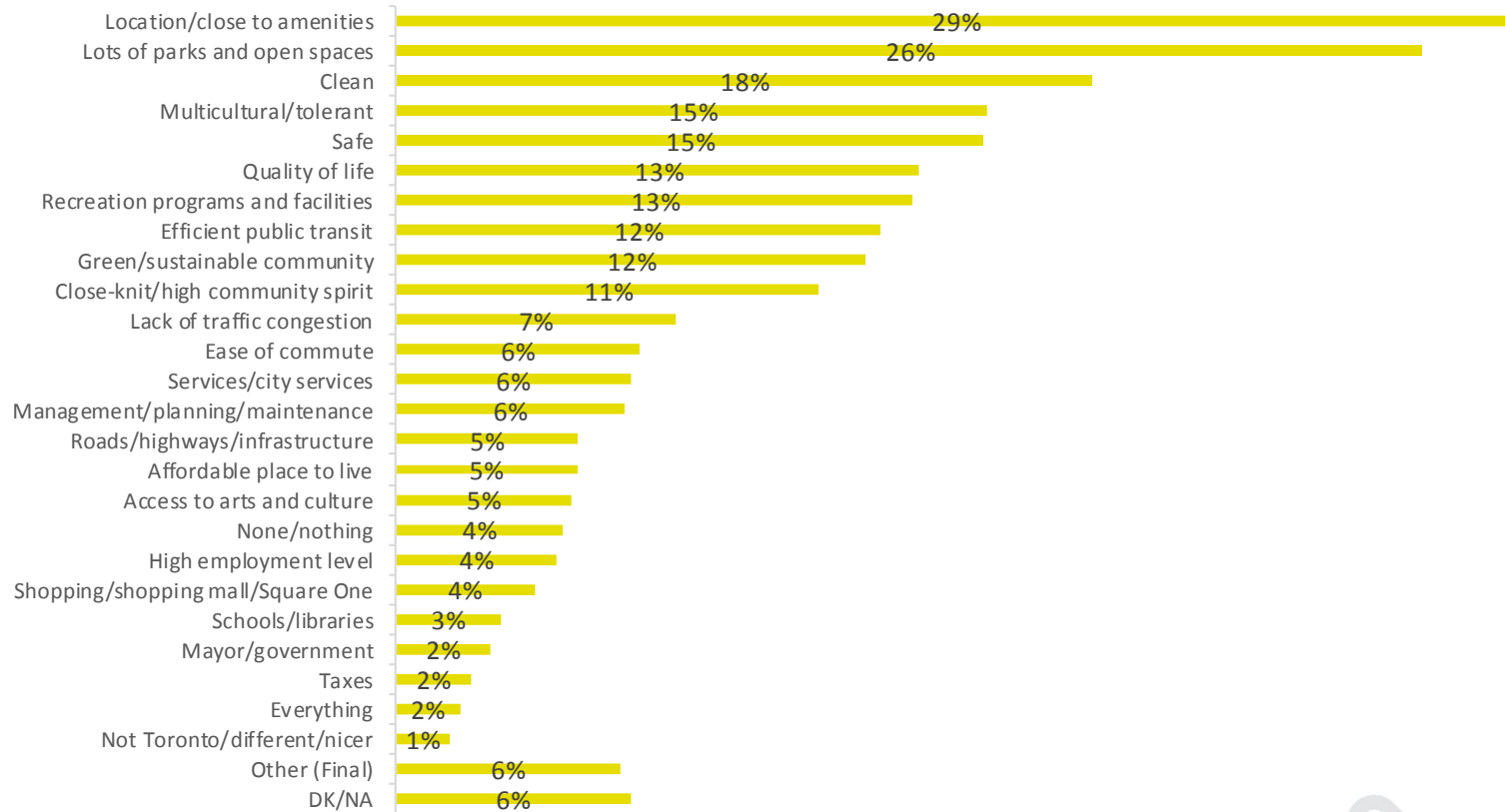


Detailed Findings
Quality of Life

Quality of Life

- The top 3 elements that makes Mississauga so appealing has remained the same since 2017. Location/close to amenities (29%), lots of parks and open spaces (26%) and cleanliness (18%) remain as the most appealing items about Mississauga.

Most Appealing Elements of Mississauga



Q1. What, in your opinion, would you say are the most appealing things about Mississauga?
(n=1124)

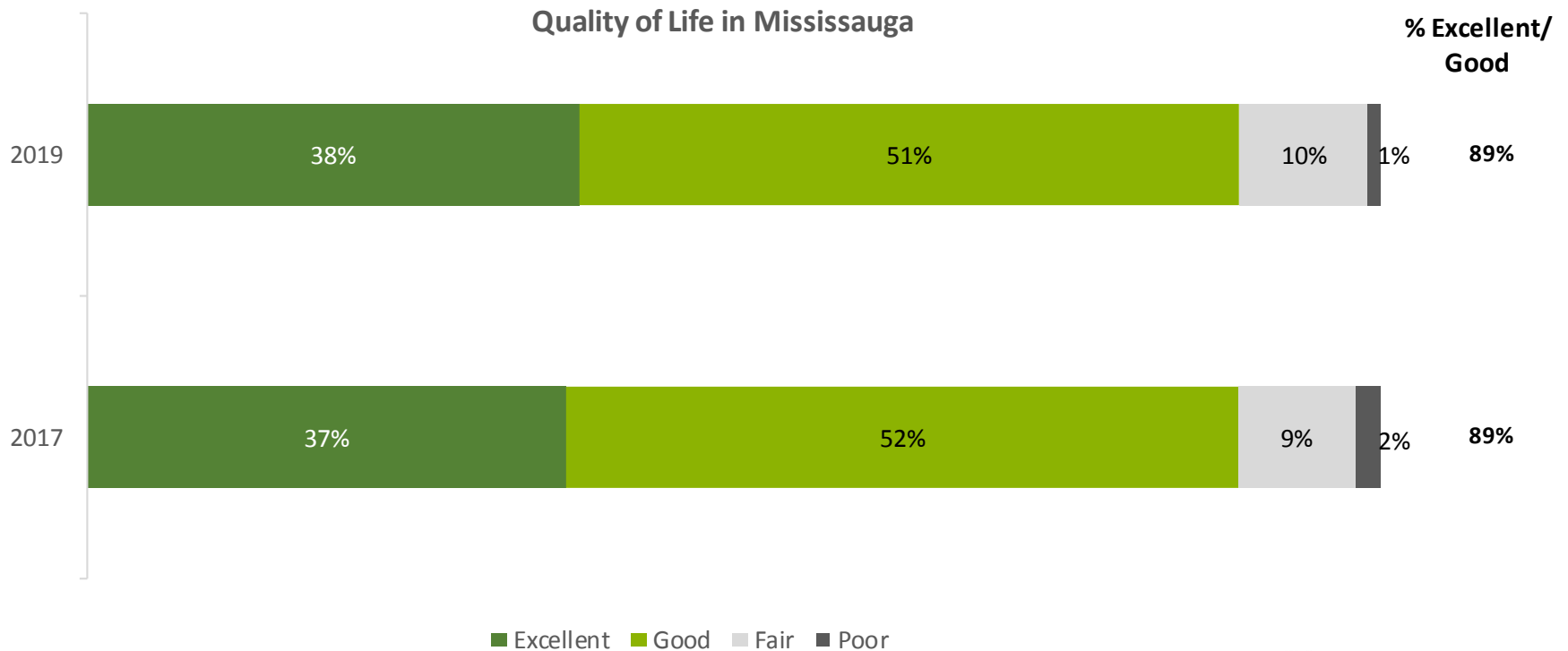


MISSISSAUGA



Quality of Life

- Overall, the level of satisfaction with Mississauga's Quality of Life has remained the same since 2017. 89% of residents rate the Quality of Life as excellent or good.
- Half of respondents (51%) rate the Quality of Life as good while over a third (38%) rate it as excellent.



Q2. Please think about the overall quality of life in Mississauga for you and your family.
 Would you say, overall that the quality of life in Mississauga is?
 (n=1124)

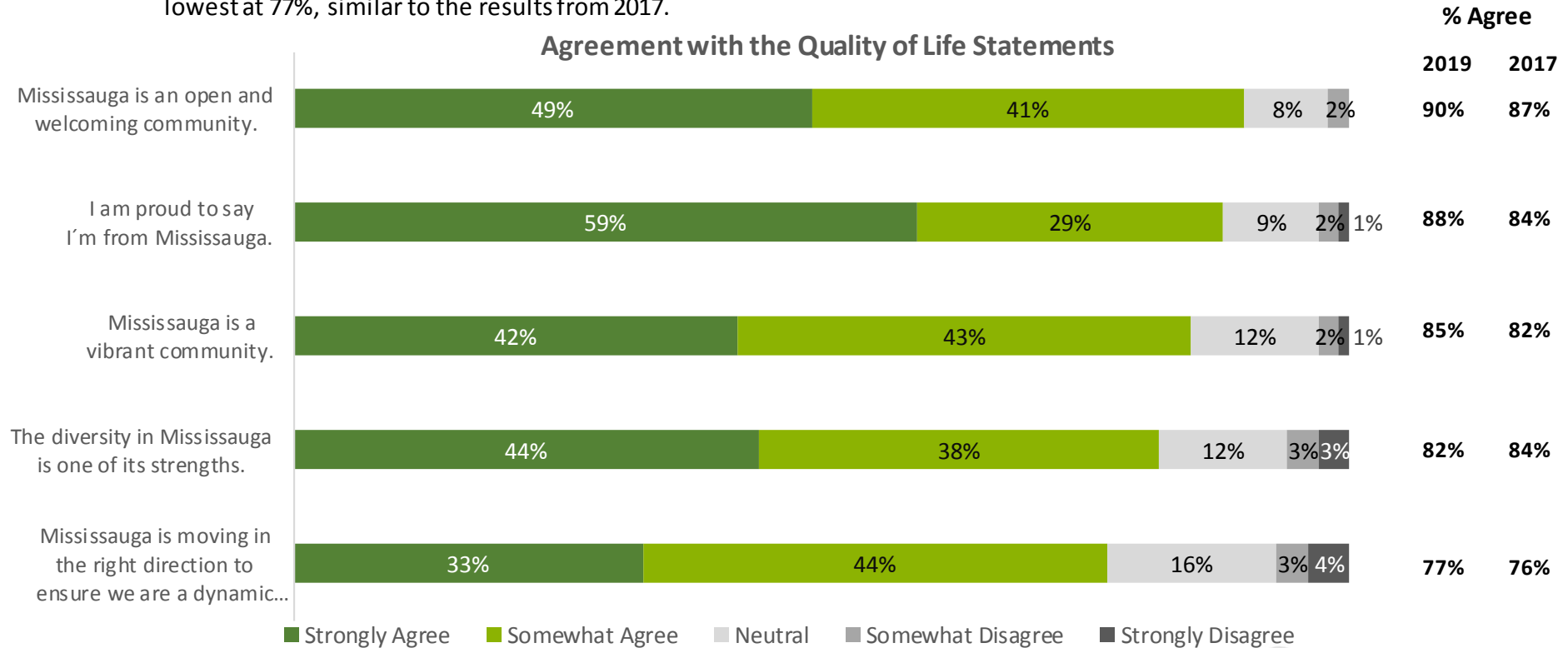


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Quality of Life

- The statement, *I am proud to say I'm from Mississauga*, saw a steady growth in the level of agreement from 2017 (84%) to 2019 (88%). *Mississauga is an open and welcoming community* and *Mississauga is a vibrant community* saw a 3% growth from 2017 to 2019.
- Mississauga is moving in the right direction to ensure we are a dynamic and beautiful global city* has been rated the lowest at 77%, similar to the results from 2017.

Agreement with the Quality of Life Statements



Q5A to Q5E. Using a scale of 1 to 10 where 1 means "strongly disagree" and 10 means "strongly agree," Please indicate the extent to which you agree or disagree with the following statements

(n=1124)

Note: Q5 was listed as Q4 in the 2017 survey.



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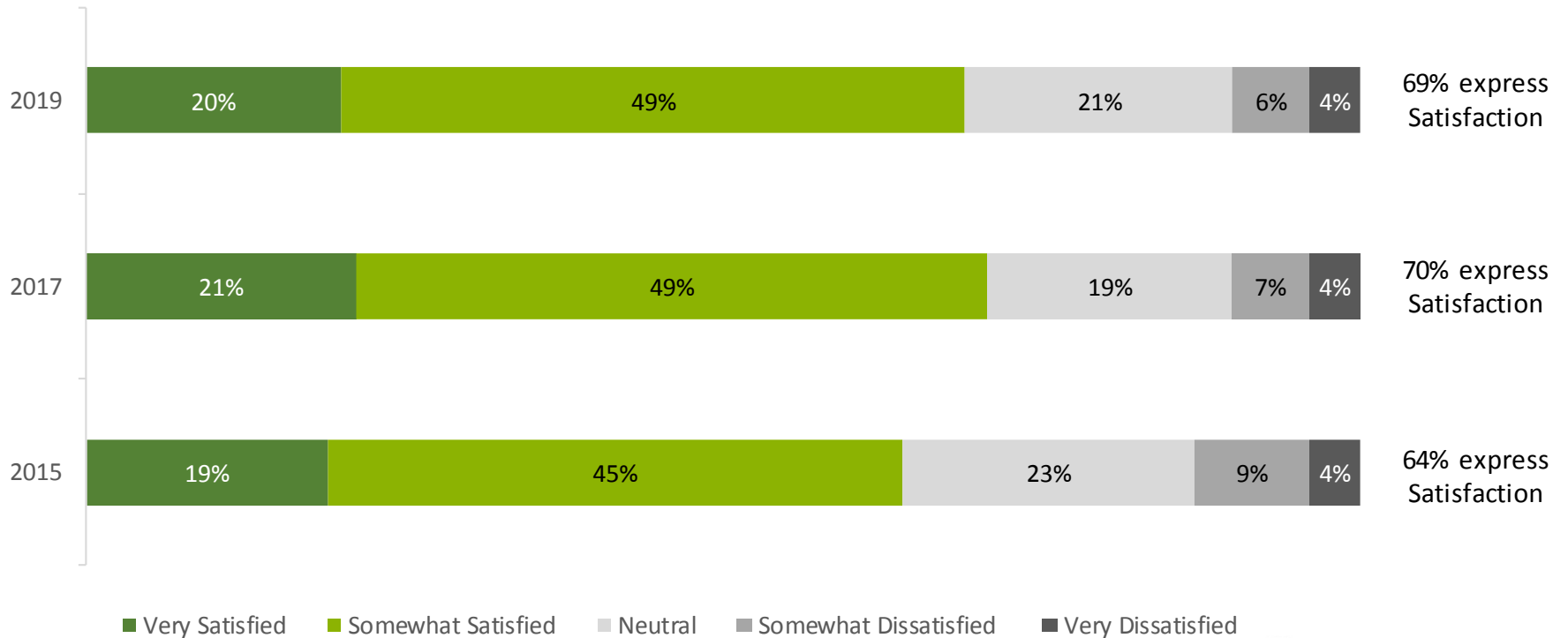


Detailed Findings
Road Services

Road Services

- 7 in 10 (69%) are satisfied with the road services in Mississauga which is a similar result as the 2017 survey.
- Half (49%) are somewhat satisfied with the road services in Mississauga and 1 in 5 (20%) are very satisfied.

Satisfaction with Road Services



Q6. Using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied" Please indicate how satisfied you are with road services in Mississauga? Road services include ensuring the City's roads are maintained, efficient and safe.

(n=1124)

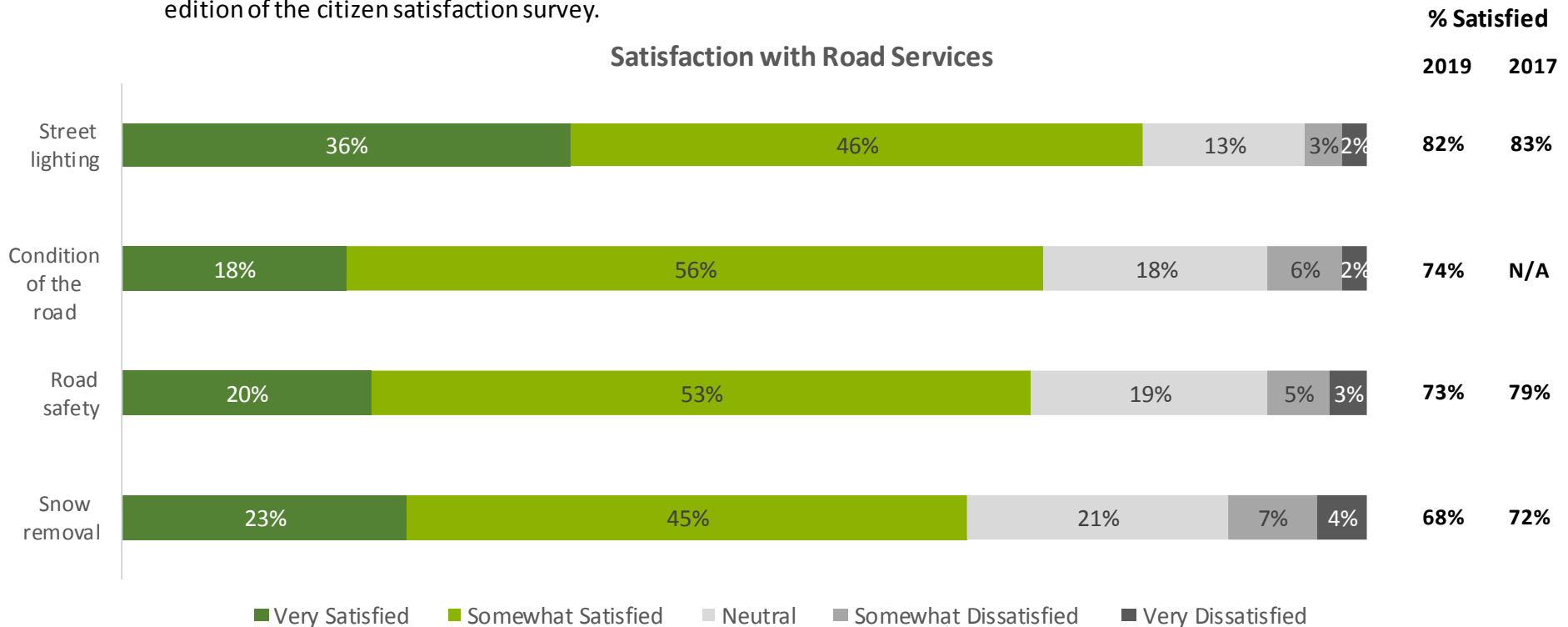


MISSISSAUGA



Road Services

- Overall, 8 in 10 (82%) respondents are satisfied with street lighting with almost half (46%) who are somewhat satisfied and a third (36%) who are very satisfied.
- 7 in 10 (73%) are satisfied with road safety, a 6% decreased from 2017 (79%).
- The level of satisfaction regarding the condition of roads in Mississauga was 74%. This question was new for the 2019 edition of the citizen satisfaction survey.



Q7A to Q7D. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following road services in Mississauga?

(n=1124)



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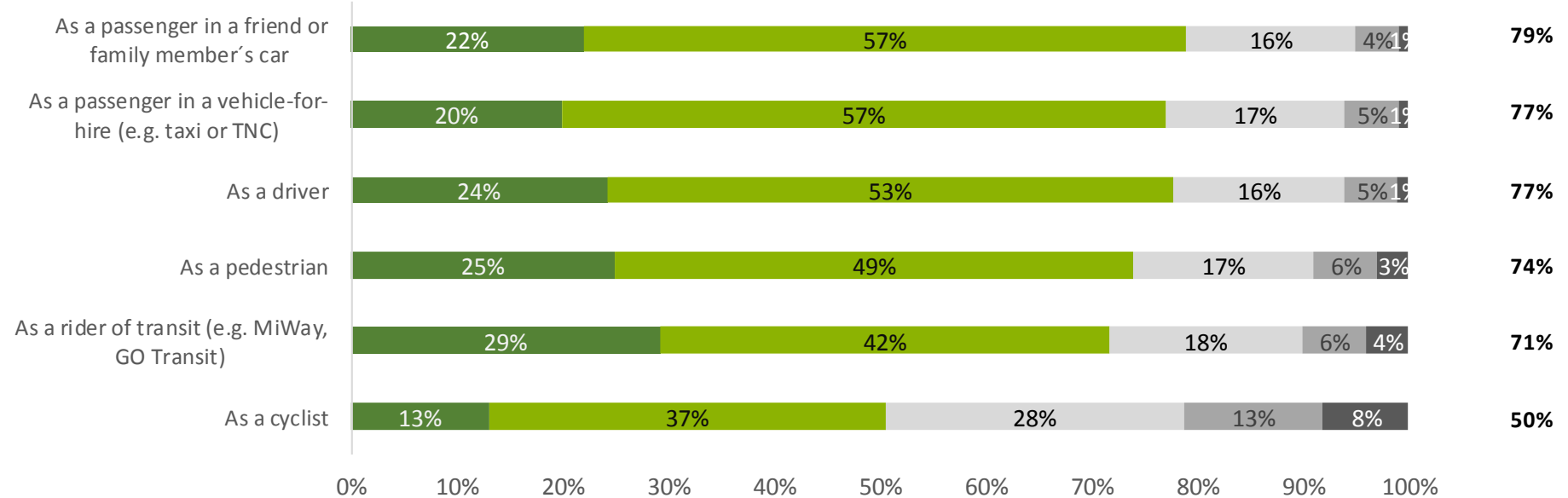
Road Services

- The level of satisfaction for using roads in Mississauga was highest for those who are a passenger in a friend or family member's car at 79%.
- Passenger in a vehicle-for-hire and drivers also had a high level of satisfaction with over three quarters (77%) who are satisfied with their experience using roads in Mississauga.
- Cyclist had the lowest level of satisfaction with half (50%) rating their experience as somewhat satisfied or very satisfied.

Satisfaction with Using Roads in Mississauga

% Satisfied

2019



Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied



Q8A to Q8E. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied," overall, how satisfied are you with the experience of using roads in Mississauga in the following ways?

(n=1124)

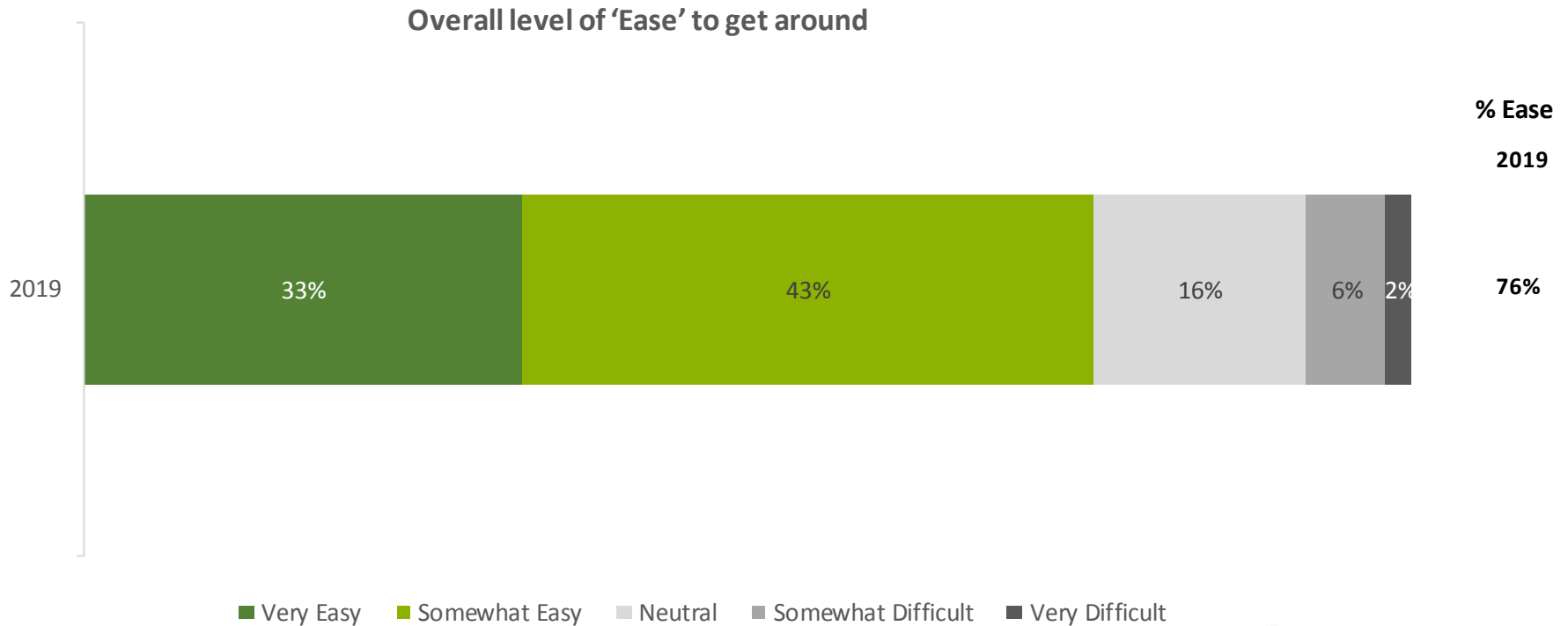
Note: The 2017 survey employed a different methodology and had different wording in the question. The 2019 results are not comparable to the 2017 survey.



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Road Services

- 76% of residents find it 'Easy' to get around in Mississauga, which is a high level of satisfaction.
- 4 in 10 (43%) find it 'somewhat easy' while a third (33%) find it very easy to get around Mississauga.



Q9. Using a scale of 1 to 10 where 1 means "Very difficult" and 10 means "Very easy," please indicate how easy it is for you to get around in Mississauga?

(n=1124)

Note: No comparable results in 2017 survey as this is a new question.



MISSISSAUGA



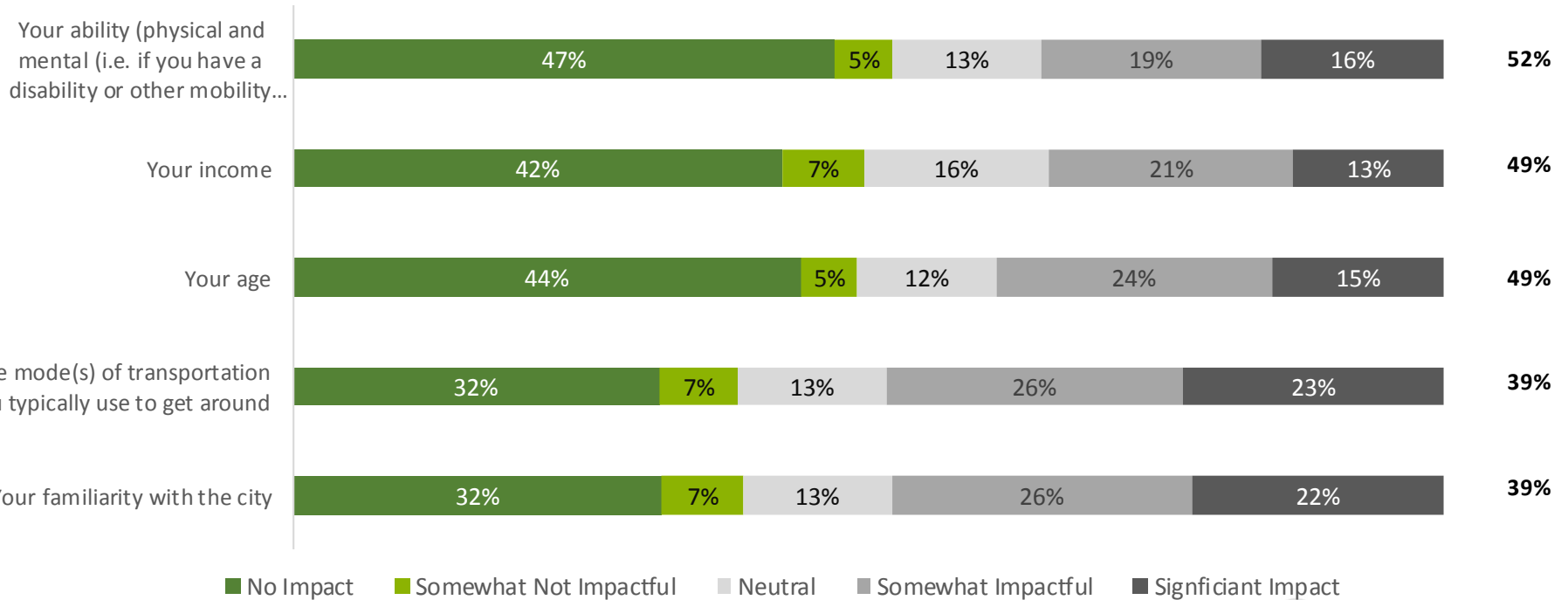
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Road Services

- The factors that had the most amount of impact is the mode of transportation typically used to get around (52%) and their familiarity with the City (51%).

Level of Impact to get around due to various factors

% Little to No Impact
2019

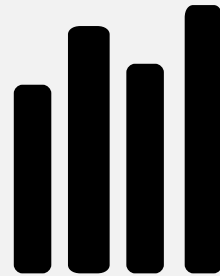


Q10A to Q10E. Using a scale of 1 to 10, where 1 means "no impact" and 10 means "significant impact" how do the following factors affect how easy it is for you to get around in Mississauga?

(n=1124)

Note: No comparable results in 2017 survey as this is a new question.





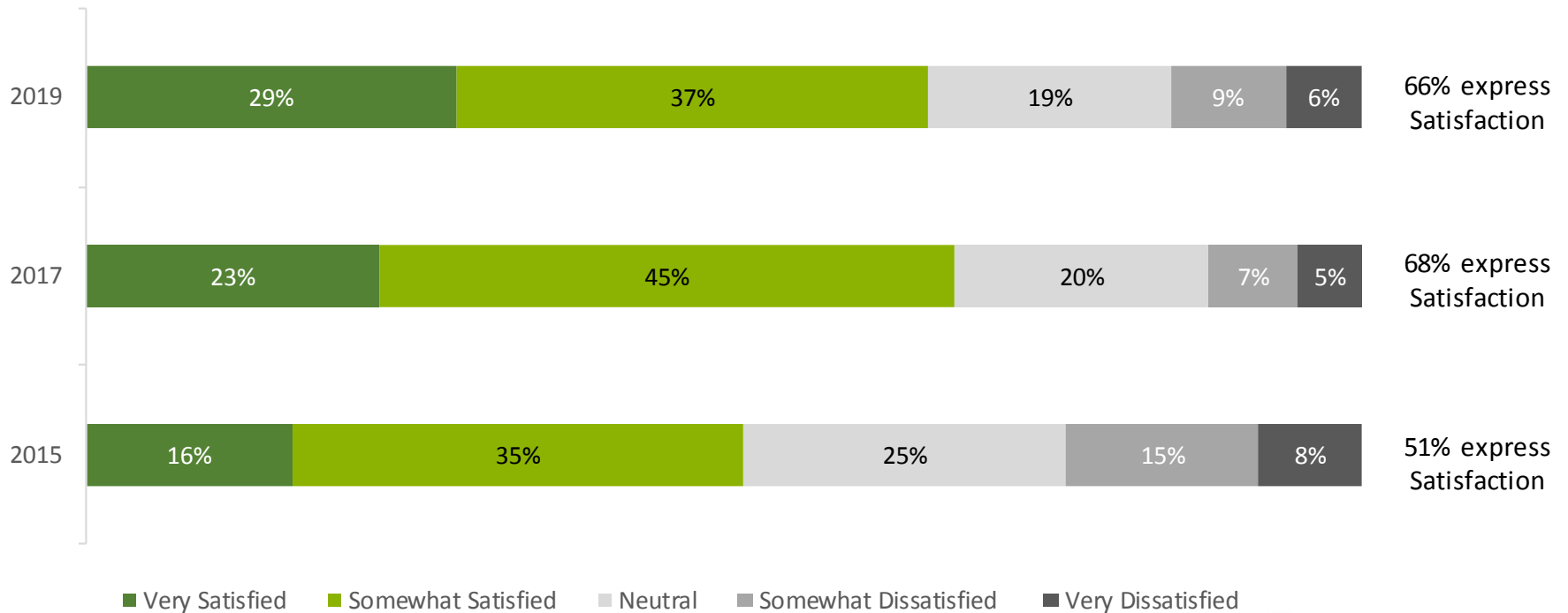
Detailed Findings

MiWay Services

MiWay Services

- Overall satisfaction with MiWay Transit services has remained steady with 66% of respondents who are satisfied with MiWay services in 2019 compared to 68% who were satisfied in 2017.
- When comparing those who are 'very satisfied', there has been a significant improvement with 29% who are very satisfied in 2019 compared to 23% in 2017 and 16% in 2015.

Satisfaction with MiWay Transit



Q11. Using a scale of 1 to 10, where 1 means "not at all satisfied" and 10 means "very satisfied" how satisfied are you with MiWay transit services in Mississauga?

(n=1124)

Note: Q11 was listed as Q9 in the 2017 survey.



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MiWay Services

- There was a significant improvement with the *reliability of buses (on-time)* with 76% of respondents indicating they were satisfied in 2019, compared to 69% in 2017.
- Most MiWay indicators have remained at a similar level to the 2017 results. An exception is the *presto fare payment system* where there was a 6% decrease in the level of satisfaction since 2017.



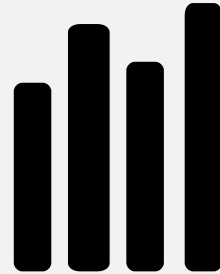
Q12A to Q12H. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of these elements of transit services in Mississauga?

(n=1124)

Note: Q12 was listed as Q10 in the 2017 survey.



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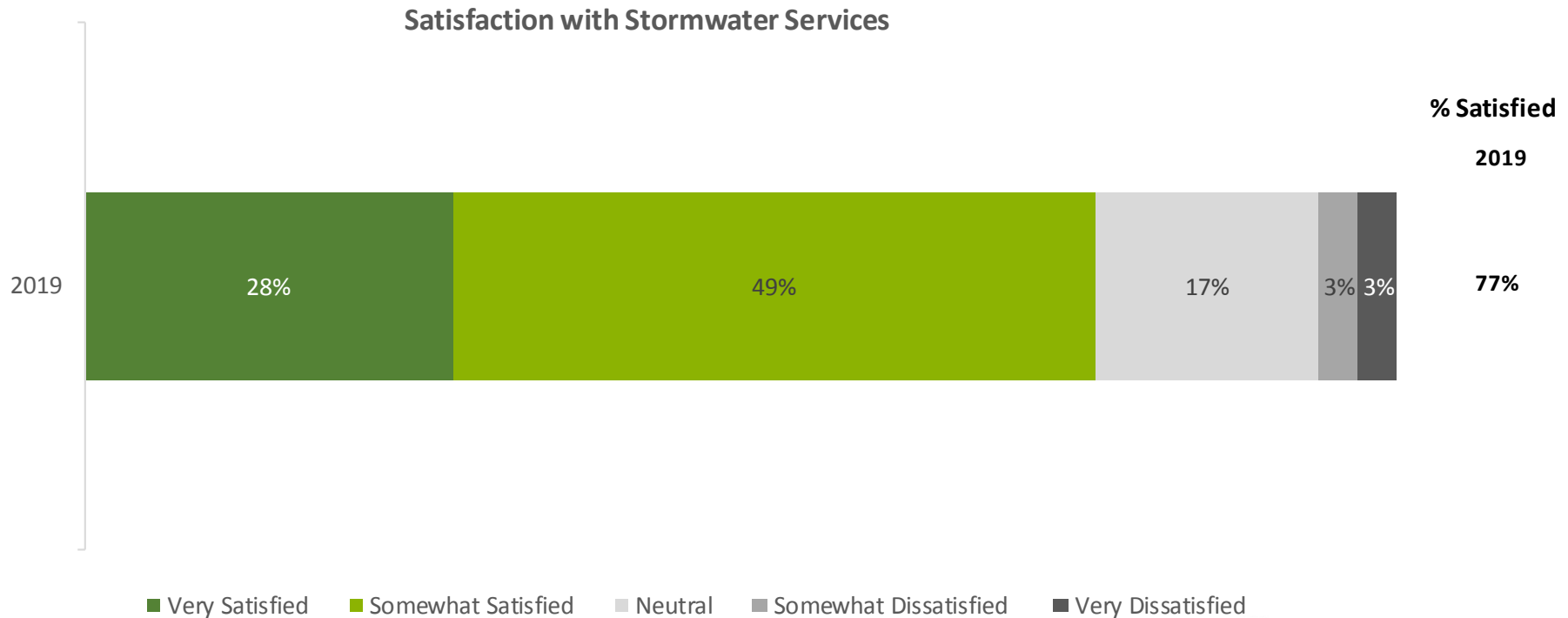


Detailed Findings

Stormwater Services

Stormwater Services

- Overall satisfaction regarding Stormwater Services in Mississauga is high with 7 in 10 (77%) who are satisfied with the service.
- Half of respondents (49%) who are somewhat satisfied and 3 in 10 (28%) who are very satisfied.

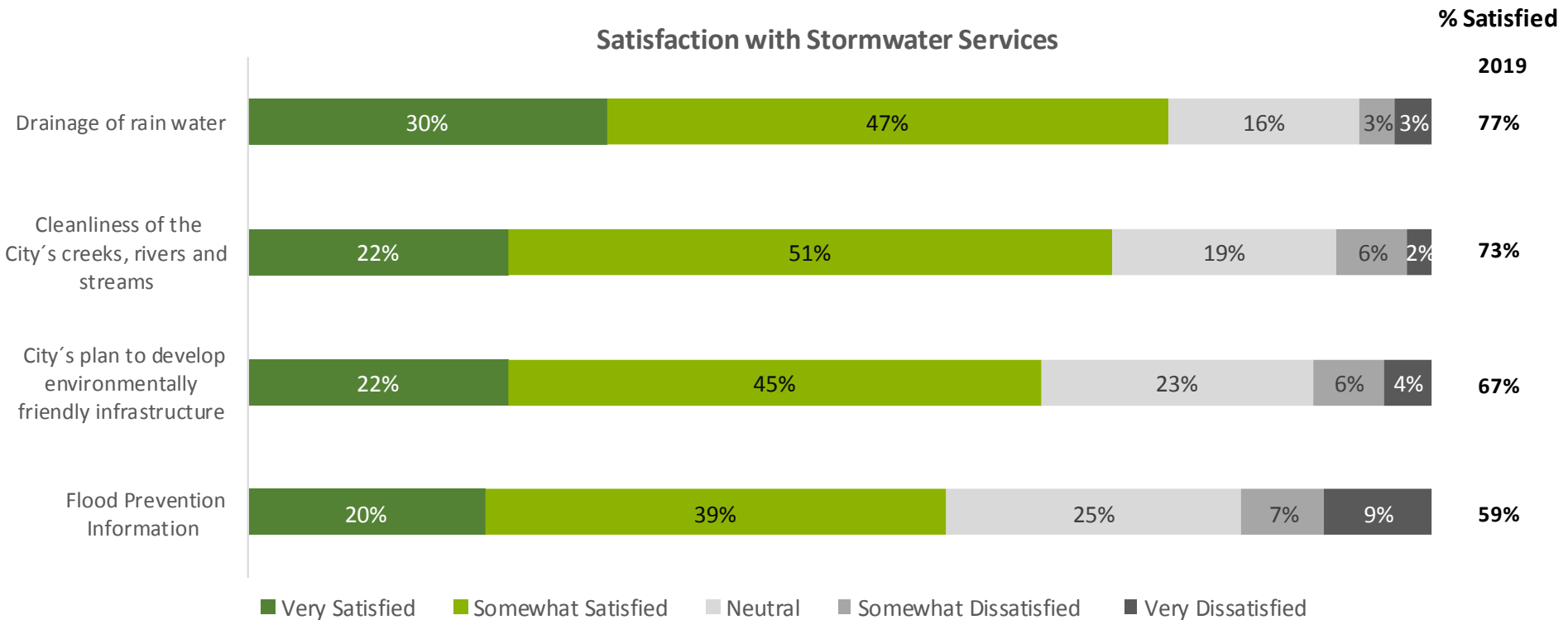


Q13. Using a scale of 1 to 10, where 1 means "not at all satisfied" and 10 means "very satisfied" how satisfied are you with Stormwater Services in Mississauga? The Stormwater Services includes the development and maintenance of the system which protects property, infrastructure and the natural environment from erosion and flooding and enhances water quality. (n=1124)

Note: No comparable results in 2017 survey

Stormwater Services

- Respondents were most satisfied with the drainage of rain water as a stormwater service with 77% who are satisfied.
- An area for improvement is with *Flood Prevention Information*. 6 in 10 (59%) are satisfied with *Flood Prevention Information*.



Q14A to Q14D. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the following:

(n=1124)

Note: No comparable results in 2017 survey

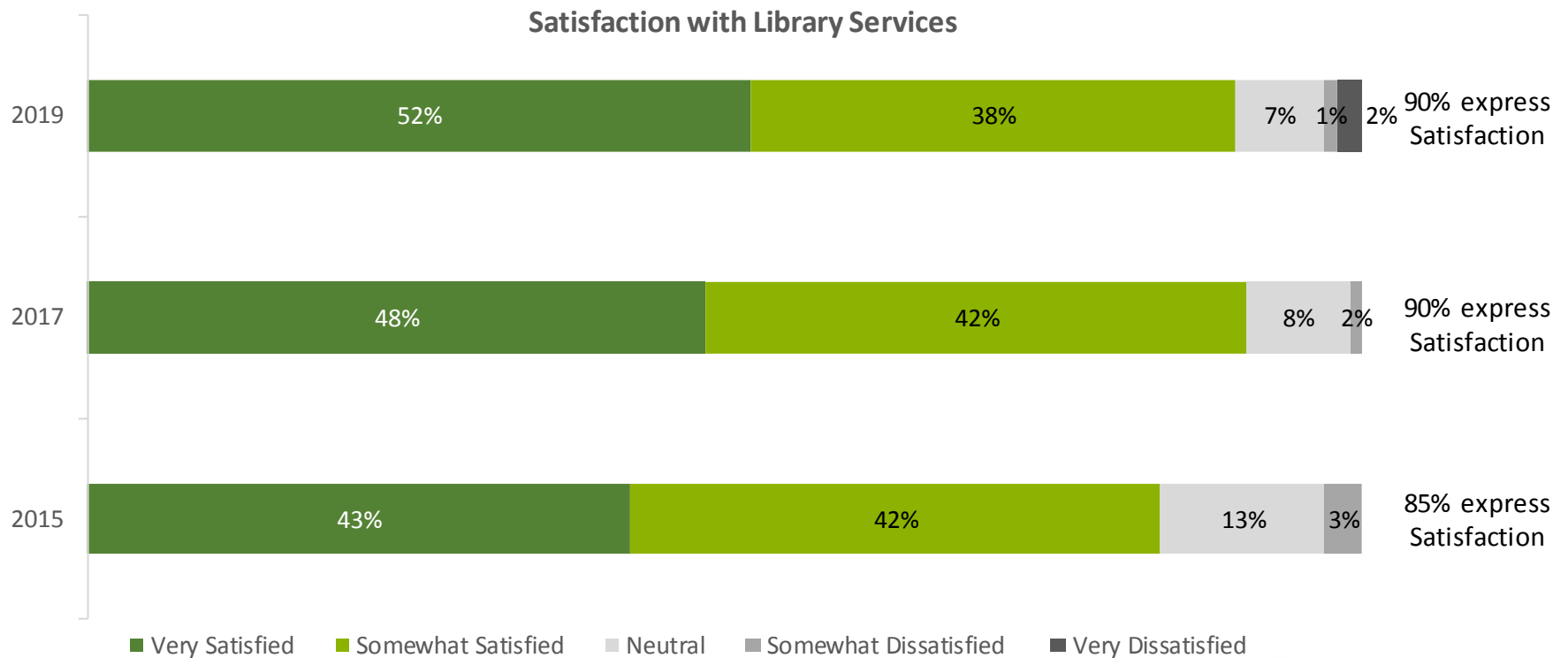




Detailed Findings
Library Services

Library Services

- Library services remain a high value for Mississauga's residents, with 90% who are satisfied with the services.
- Satisfaction with library services has remained steady with a 5% increase in satisfaction from 2015 to 2019.
- Over half of respondents (52%) are very satisfied with the library services provided.



Q15. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with library services in Mississauga?

(n=1124)

Note: Q15 was listed as Q11 in the 2017 survey



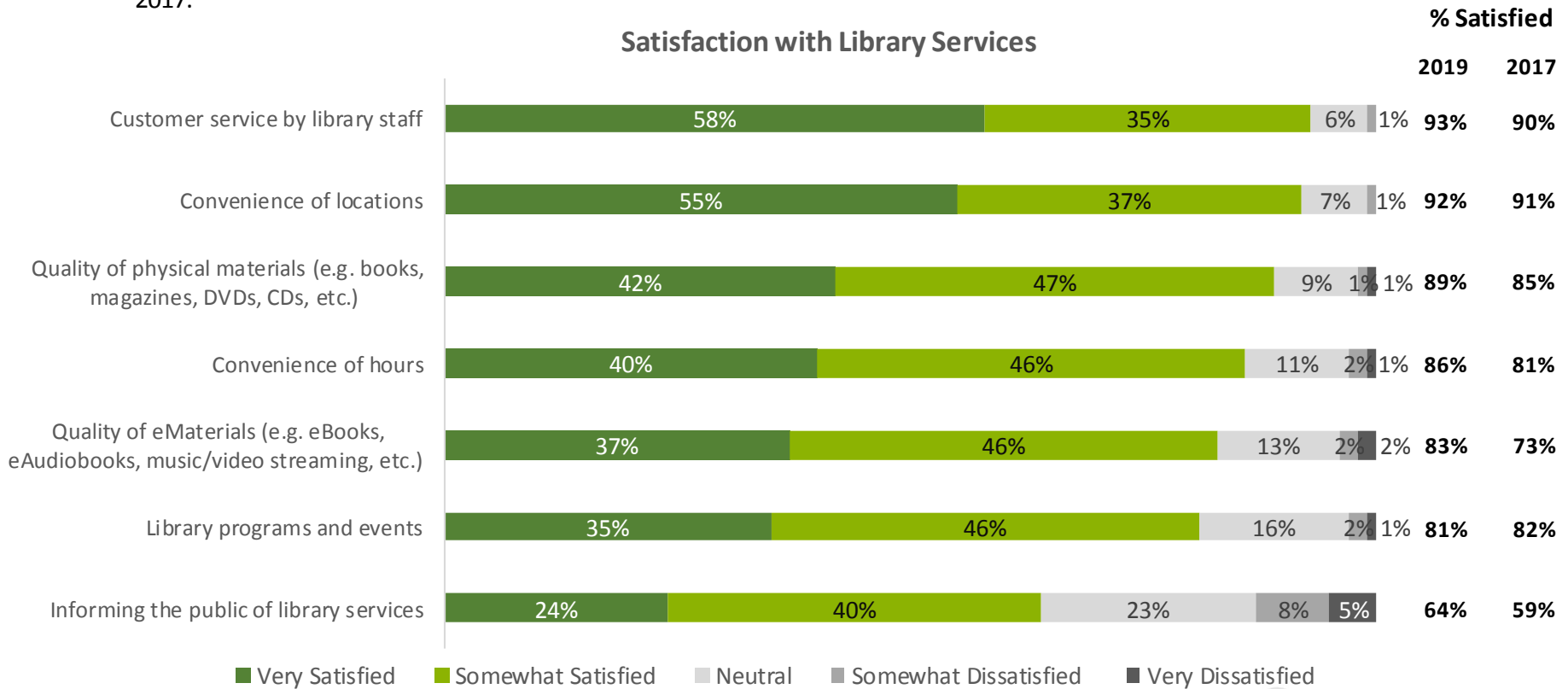
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Library Services

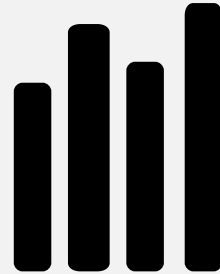
- All library services satisfaction have remained at a similar level or have increased since 2017. There is a statistically significant increase of 10% for Quality of eMaterials.
- Though *information the public of library services* received the lowest satisfaction rating of 64%, that is a 5% increase since 2017.



Q16A to Q16G. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following library services in Mississauga?

(n=1124)





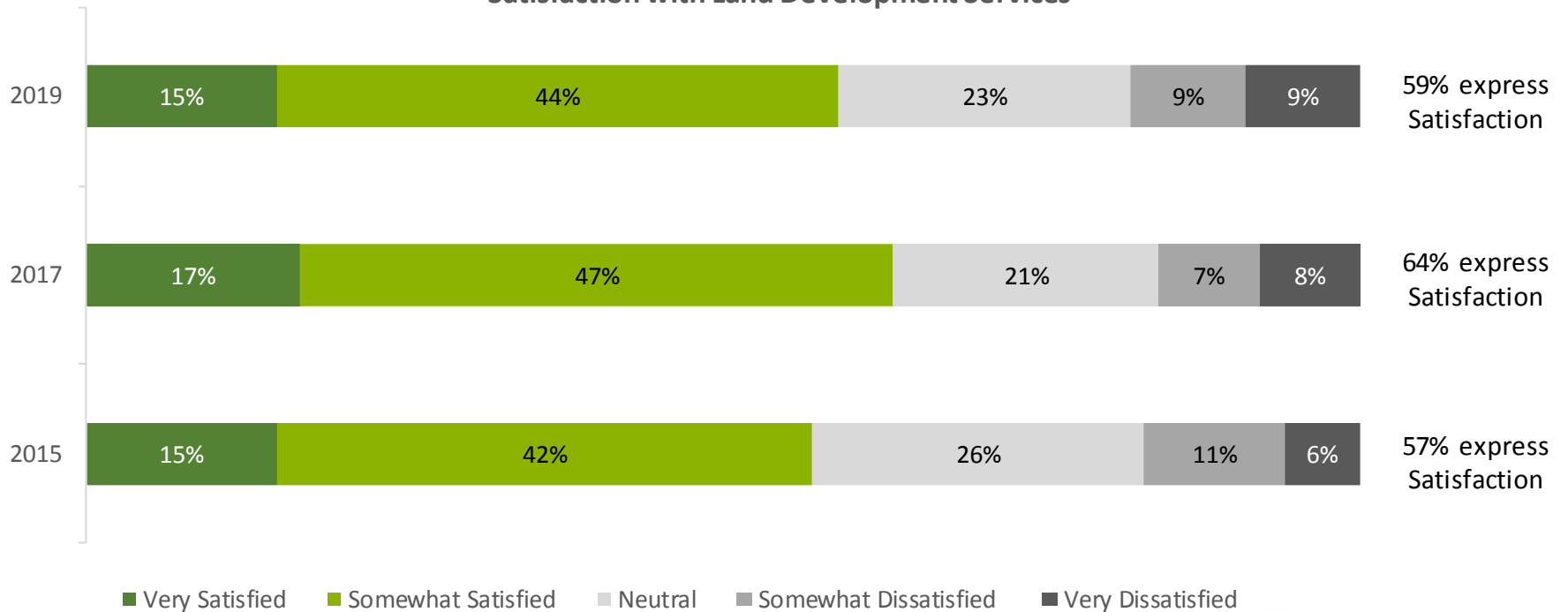
Detailed Findings

Land Development Services

Land Development

- Satisfaction regarding land development services has modestly decreased 5% since 2017 from 64% to 59%.
- 4 in 10 (44%) are somewhat satisfied with the land development services and 1 in 7 (15%) are very satisfied.

Satisfaction with Land Development Services



Q17. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with land development services in Mississauga? Land development services include the planning of neighbourhoods, business and shopping areas, as well as building permits and codes.

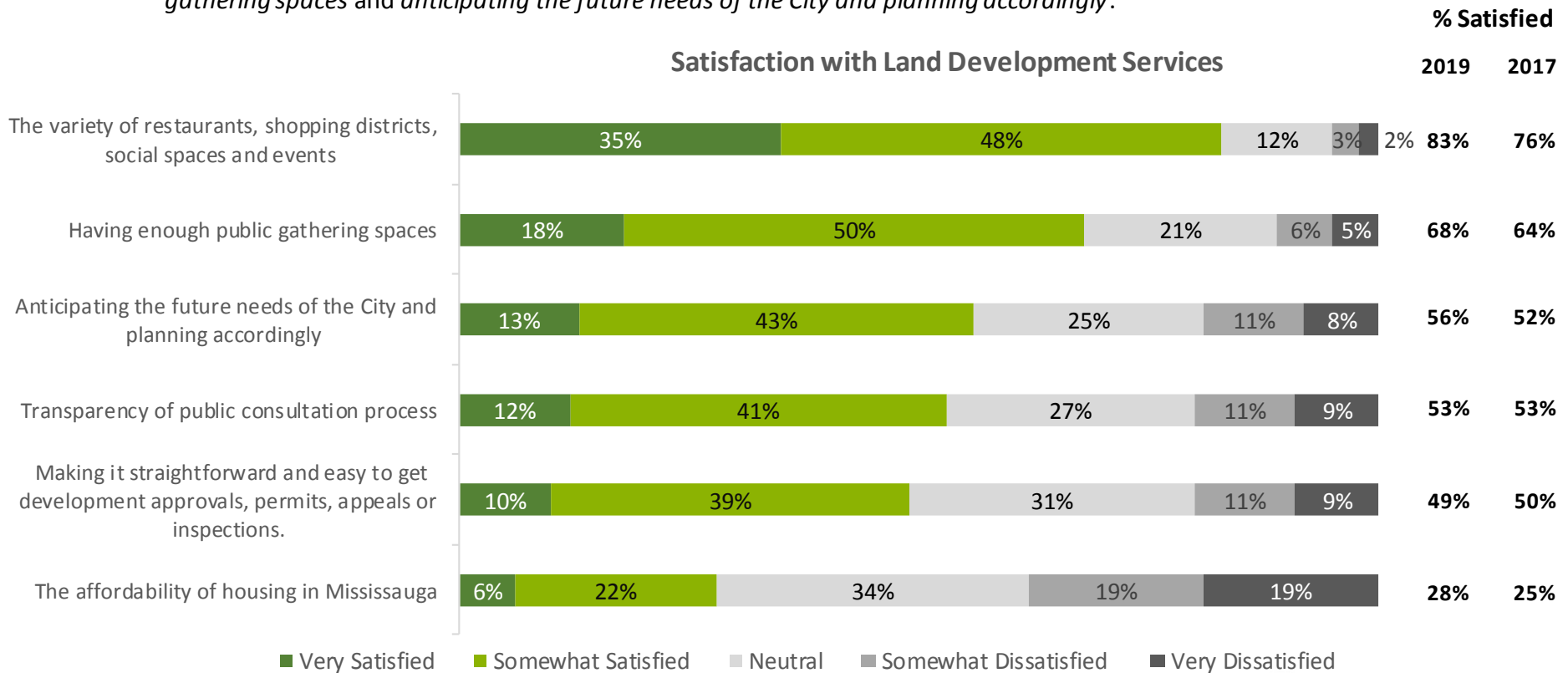
(n=1124)

Note: Q17 was listed as Q13 in the 2017 survey



Land Development

- There is a notably significant increase regarding *variety of results, shopping districts, social space and events* from 2017 (76%) to 2019 (83%).
- Most land services had a similar satisfaction level as the 2017 survey. There was a 4% increase with having *enough public gathering spaces* and *anticipating the future needs of the City and planning accordingly*.

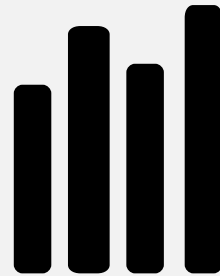


Q18A to Q18F. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following land development services in Mississauga?

(n=1124)

Note: Q18 was listed as Q14 in the 2017 survey





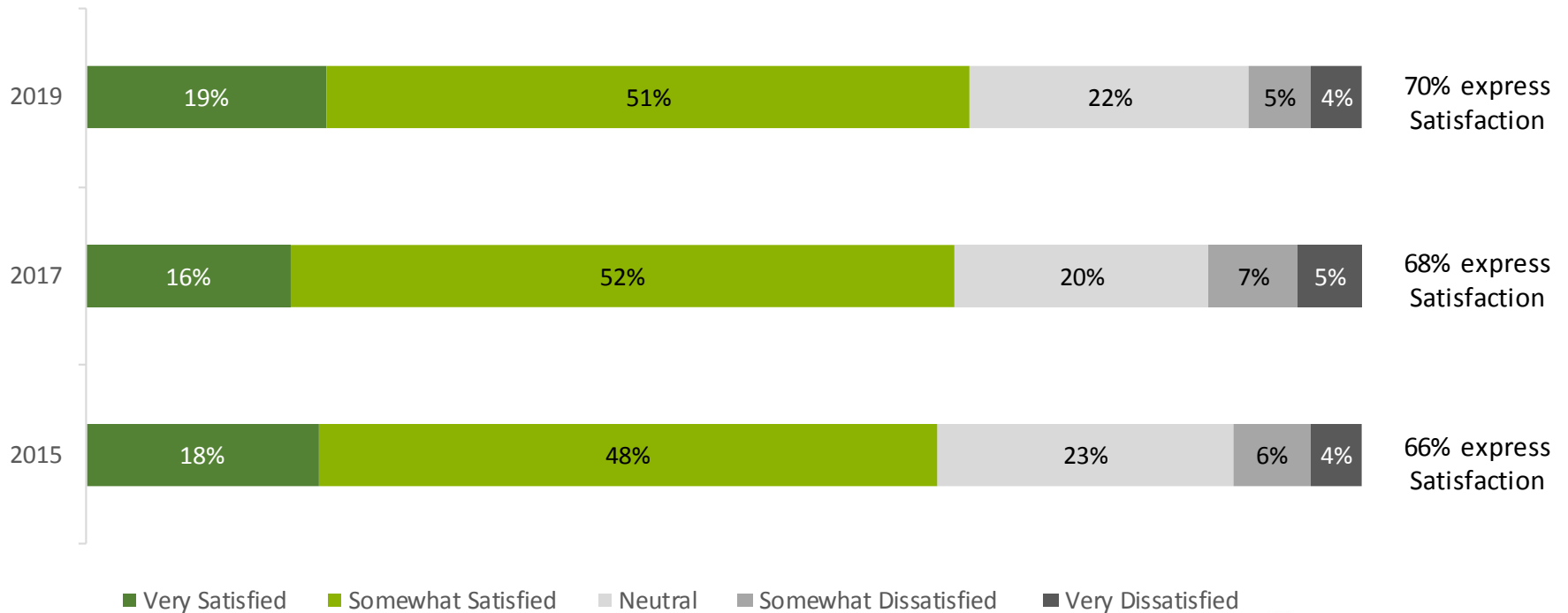
Detailed Findings

Regulatory Services

Regulatory Services

- Residents expressed a satisfaction level of 70% with regulatory services in the City. This is a slight increase from 2017 and 2015 results where satisfaction levels were 68% and 66% respectively.
- Half of residents (51%) are somewhat satisfied while 1 in 5 (19%) are very satisfied.

Satisfaction with Regulatory Services



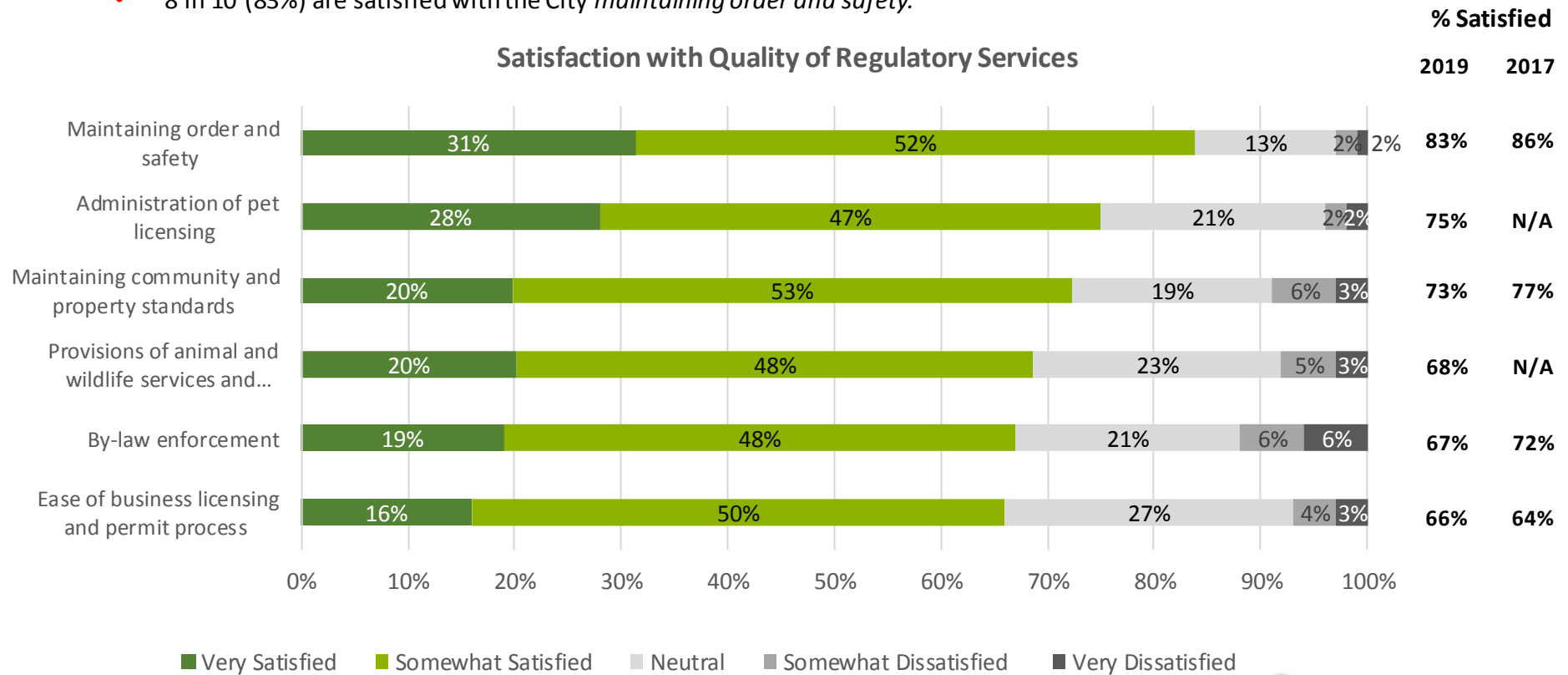
Q21. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with regulatory services in Mississauga? Regulatory services achieve compliance with municipal by-laws to maintain order, safety and community standards in the City in the areas of animal services, compliance and licensing enforcement and charity gaming, mobile licensing enforcement and parking enforcement.

(n=1124) Note: Q21 was listed as Q17 in the 2017 survey



Regulatory Services

- All comparable results saw a slight decline in satisfaction levels with the exception of *ease of business licensing and permit process*, where there was a 2% increase from 64% to 66%.
- The most significant decline was in *by-law enforcement* where there was a 5% decrease.
- 8 in 10 (83%) are satisfied with the City *maintaining order and safety*.

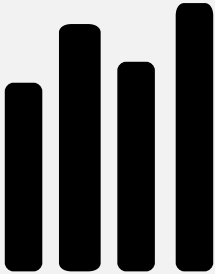


Q22A to Q22F. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following regulatory services in Mississauga?

(n=1124)

Note: Q22 was listed as Q18 in the 2017 survey



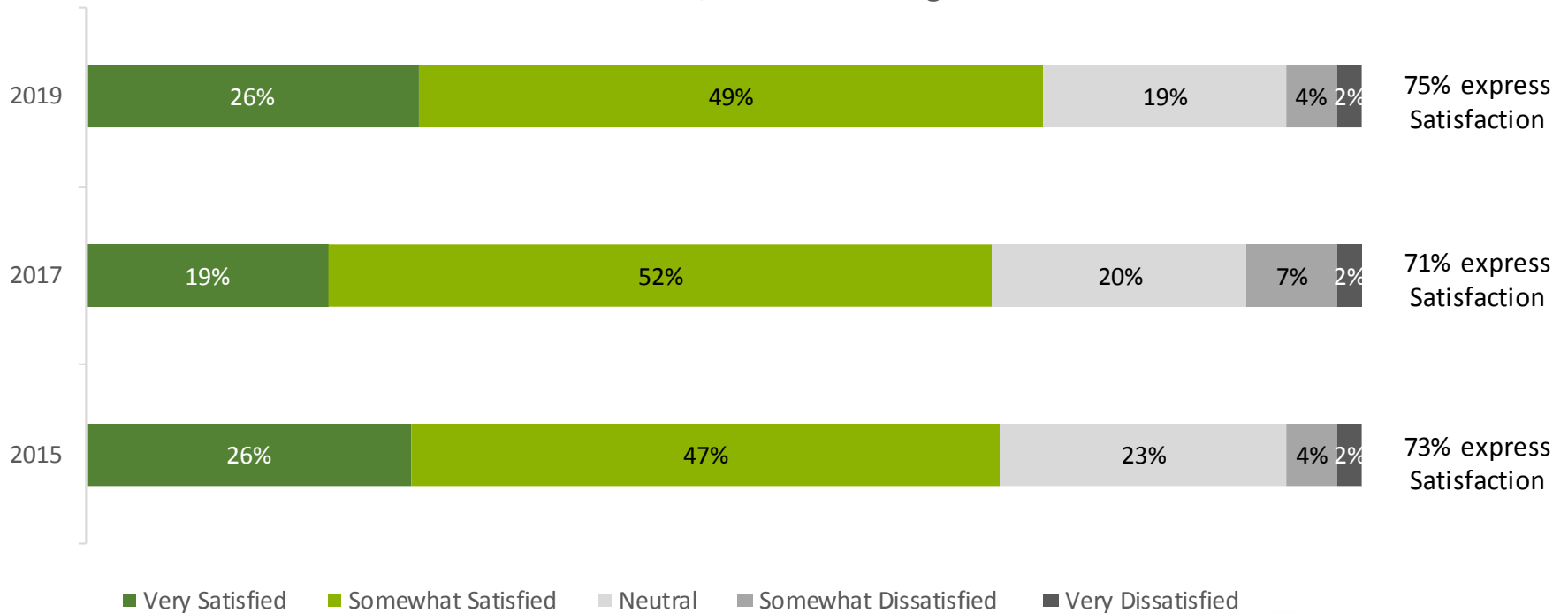


Detailed Findings
Arts and Culture Services

Arts, Culture & Heritage

- Satisfaction with arts, culture and heritage remains high with three quarters who are satisfied (75%), a 4% increase since 2017.
- Half of respondents (49%) are somewhat satisfied and a quarter (26%) who are very satisfied.

Satisfaction with Arts, Culture & Heritage Services



Q19. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with arts, culture and heritage services in Mississauga?
Arts culture and heritage services include such things as the support and delivery of public squares, museums, theatres, festivals and events, programs, public art and the identification of heritage properties.

(n=1124) Note: Q19 was listed as Q15 in the 2017 survey

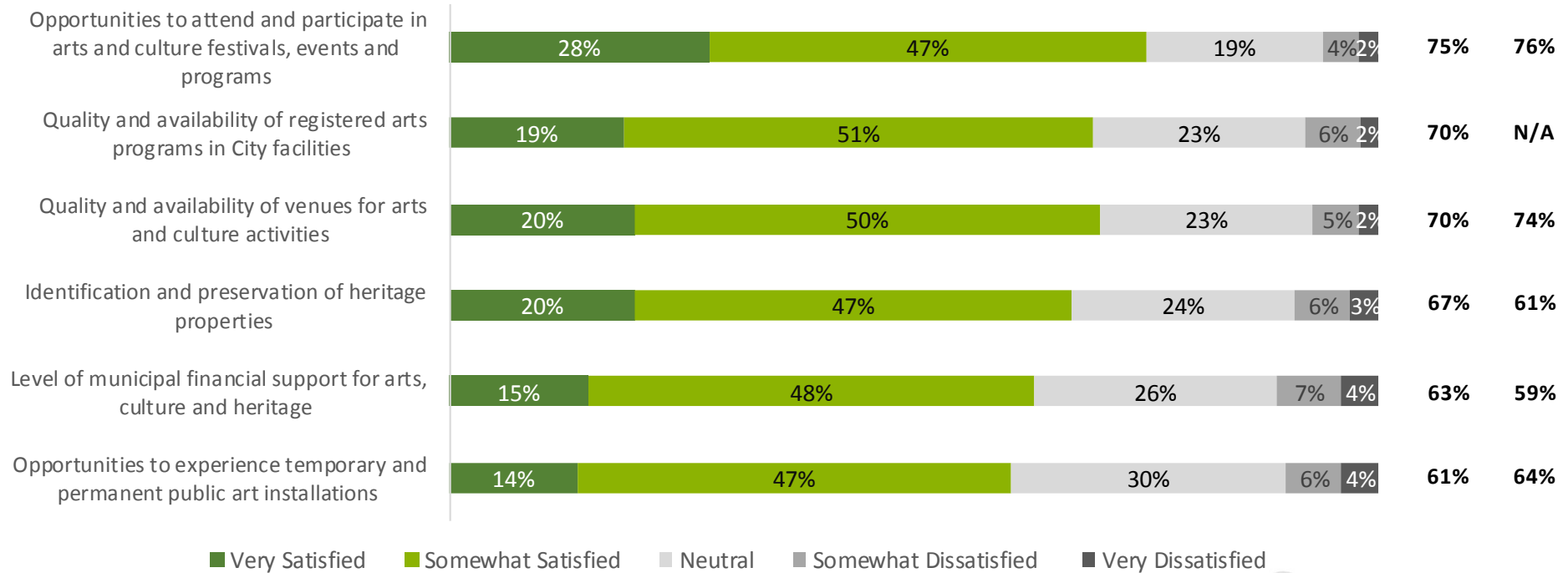


Arts, Culture & Heritage

- Overall satisfaction is lowest for *opportunities to experience temporary and permanent public art installations* at 61%.
- Three quarters (75%) are satisfied with *opportunities to attend and participate in art and cultures festivals, events and programs*.
- There was a notable increase in satisfaction regarding identification and preservation of heritage properties from 2017 (61%) to 2019 (67%).

Satisfaction with Arts, Culture and Heritage Services

% Satisfied
2019 2017

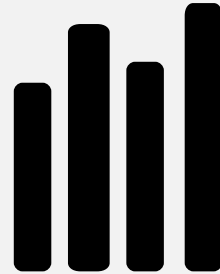


Q20A to Q20F. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" specifically how satisfied are you with the quality of the following arts, culture and heritage services in Mississauga?

(n=1124)

Note: Q20 was listed as Q16 in the 2017 survey



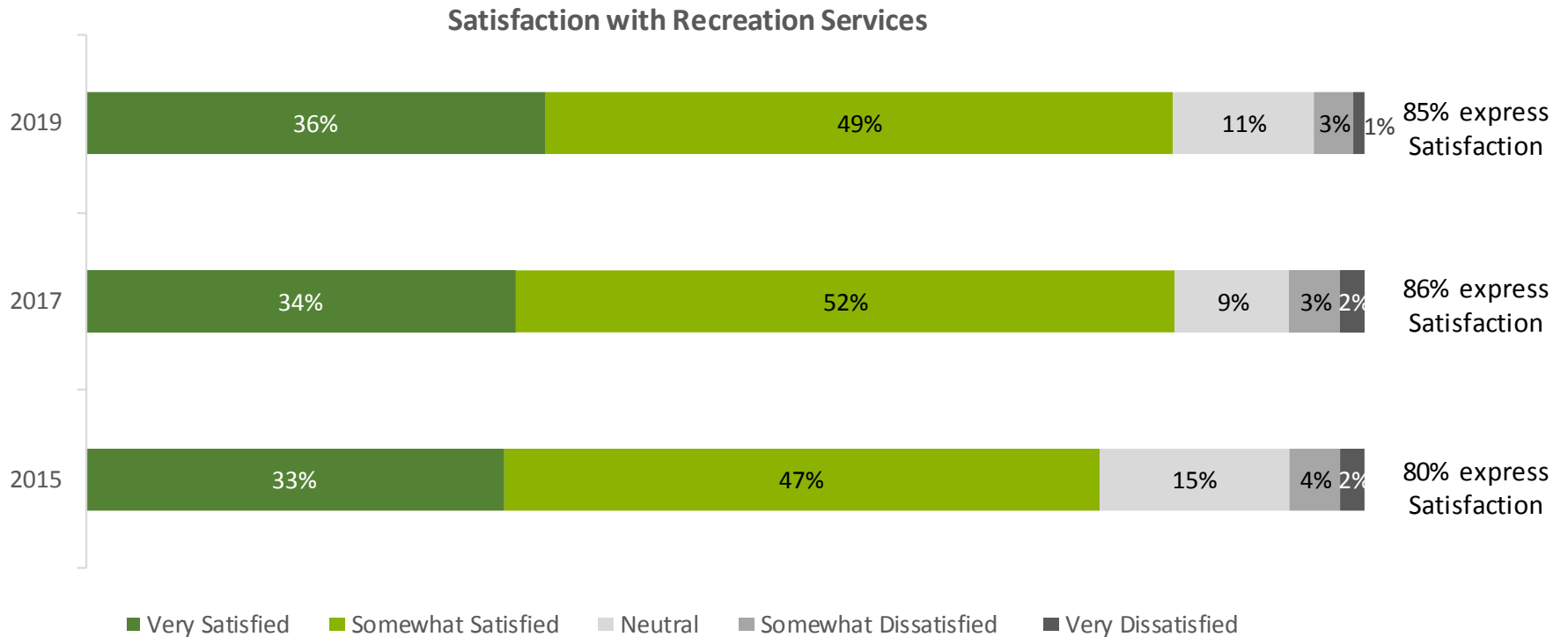


Detailed Findings

Recreation Services

Recreation Services

- The overall level of satisfaction with recreation services has largely remained the same with 85% who are satisfied. There is no statistical difference from the 2017 survey.
- Half (49%) are somewhat satisfied while over a third (36%) are very satisfied with recreation services.



Q23. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with recreation services in Mississauga? Recreation services include community and recreation centres as well as fitness and activity programs offered by the City.

(n=1124)

Note: Q23 was listed as Q19 in the 2017 survey



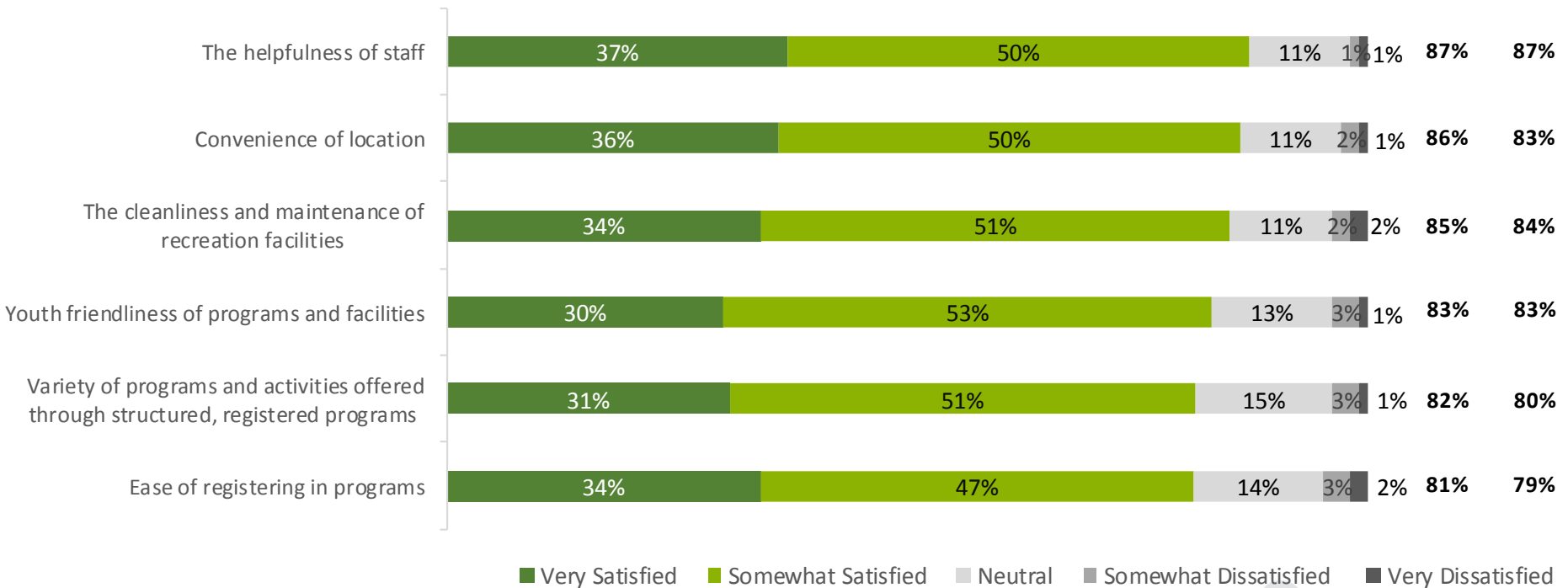
Recreation Services

- Overall satisfaction for each service remains high with the highest degree of satisfaction at 87% for *helpfulness of staff*.
- Most recreation indicators are at a comparably similar level as the 2017 survey with around half respondents who have rated each individual service as somewhat satisfied (47% to 53%) and a third as very satisfied (30% to 37%).

Satisfaction with Recreation Services

% Satisfied

2019 2017



Q24G to Q24L. Using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following recreation services in Mississauga??

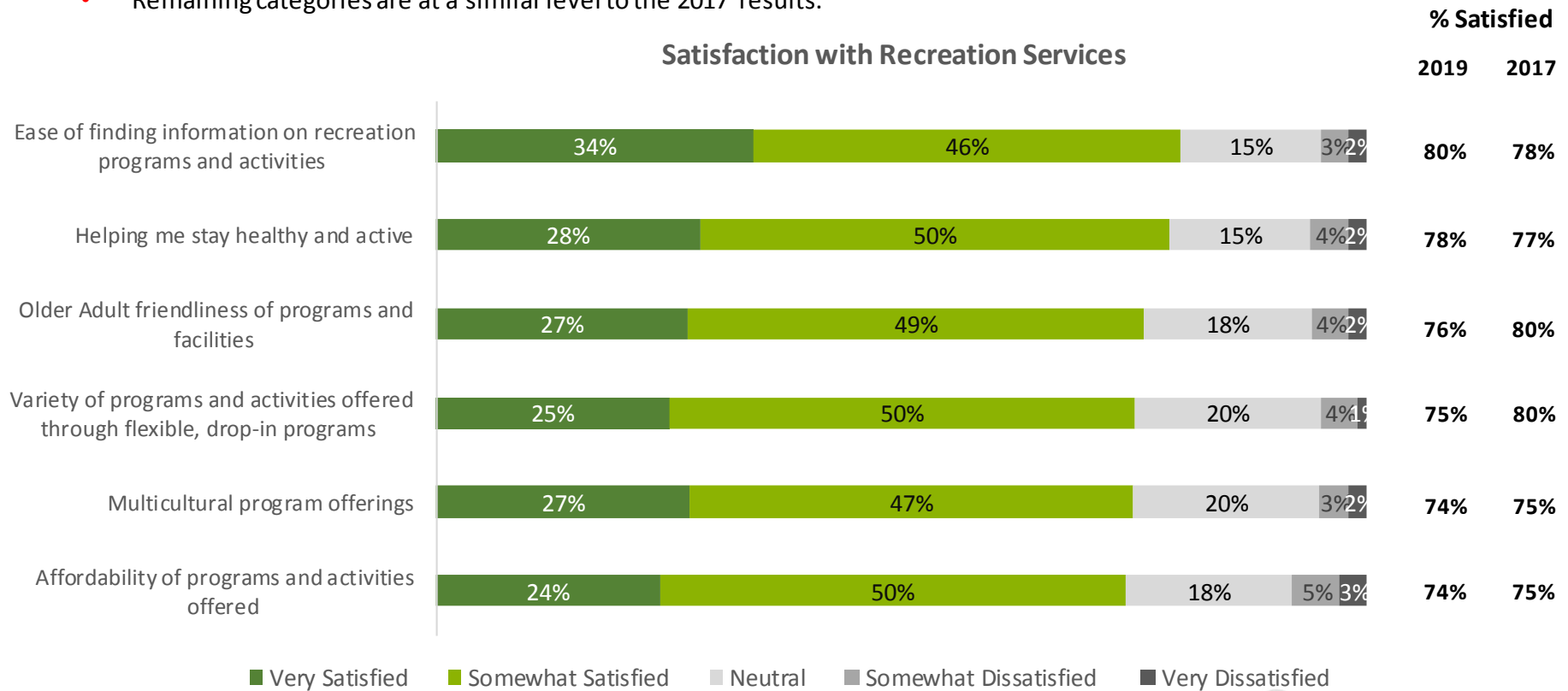
(n=1124)

Note: Q24 was listed as Q20 in the 2017 survey



Recreation Services

- Satisfaction remains high even with the lowest rated recreation indicators. Three quarters are satisfied with *affordability of programs and activities* (74%), *multicultural program offerings* (74%) and *variety of programs an activities offered through flexible, drop-in programs* (75%).
- Remaining categories are at a similar level to the 2017 results.

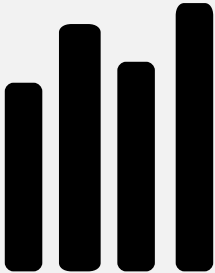


Q24A to Q24F. Using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following recreation services in Mississauga??

(n=1124)

Note: Q24 was listed as Q20 in the 2017 survey

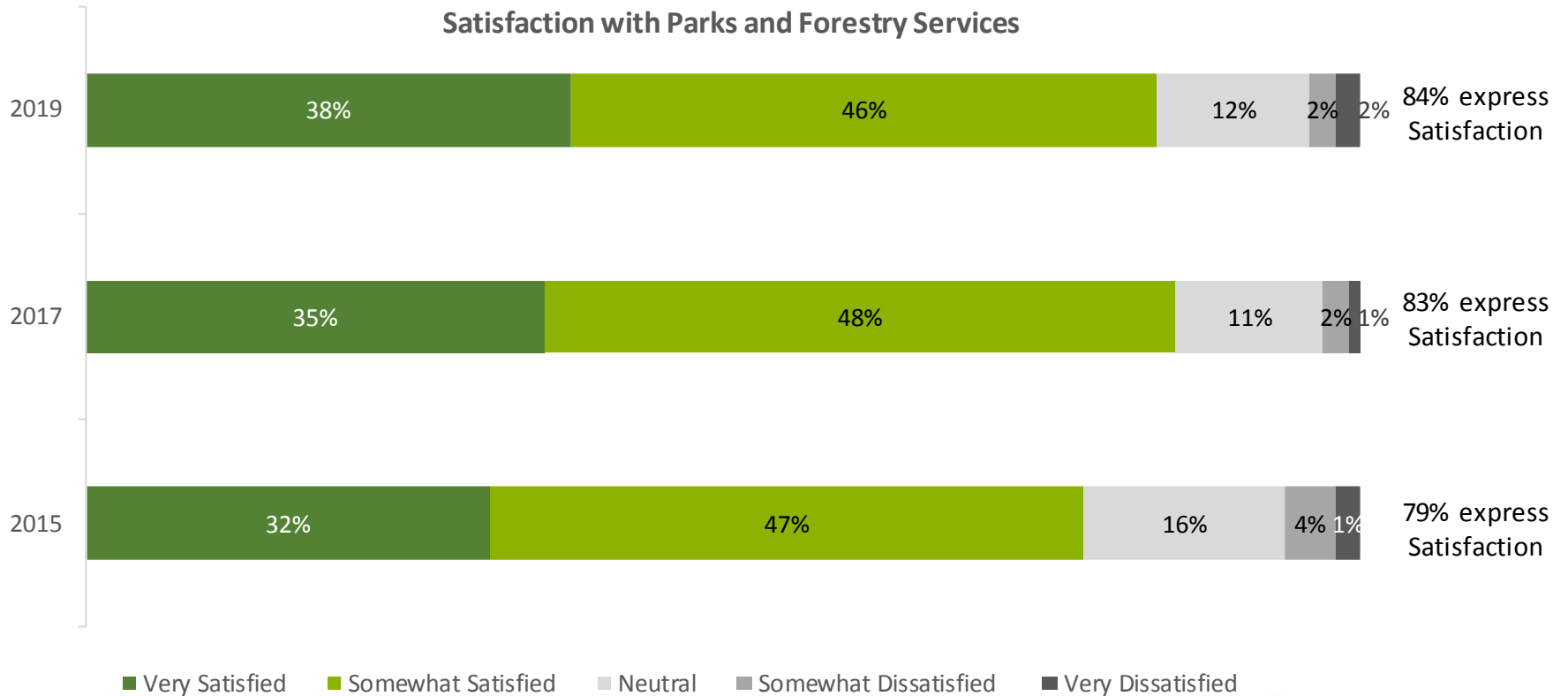




Detailed Findings
Parks and Forestry

Parks & Forestry

- Overall, satisfaction for parks and forestry services remains high at 84%. This is a 1% increase from 2017 (83%).
- Over a third (38%) are very satisfied with the service and nearly half (46%) are somewhat satisfied.



Q25. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with parks and forestry services in Mississauga? Parks and forestry services include parks, trails, sports fields and natural areas.

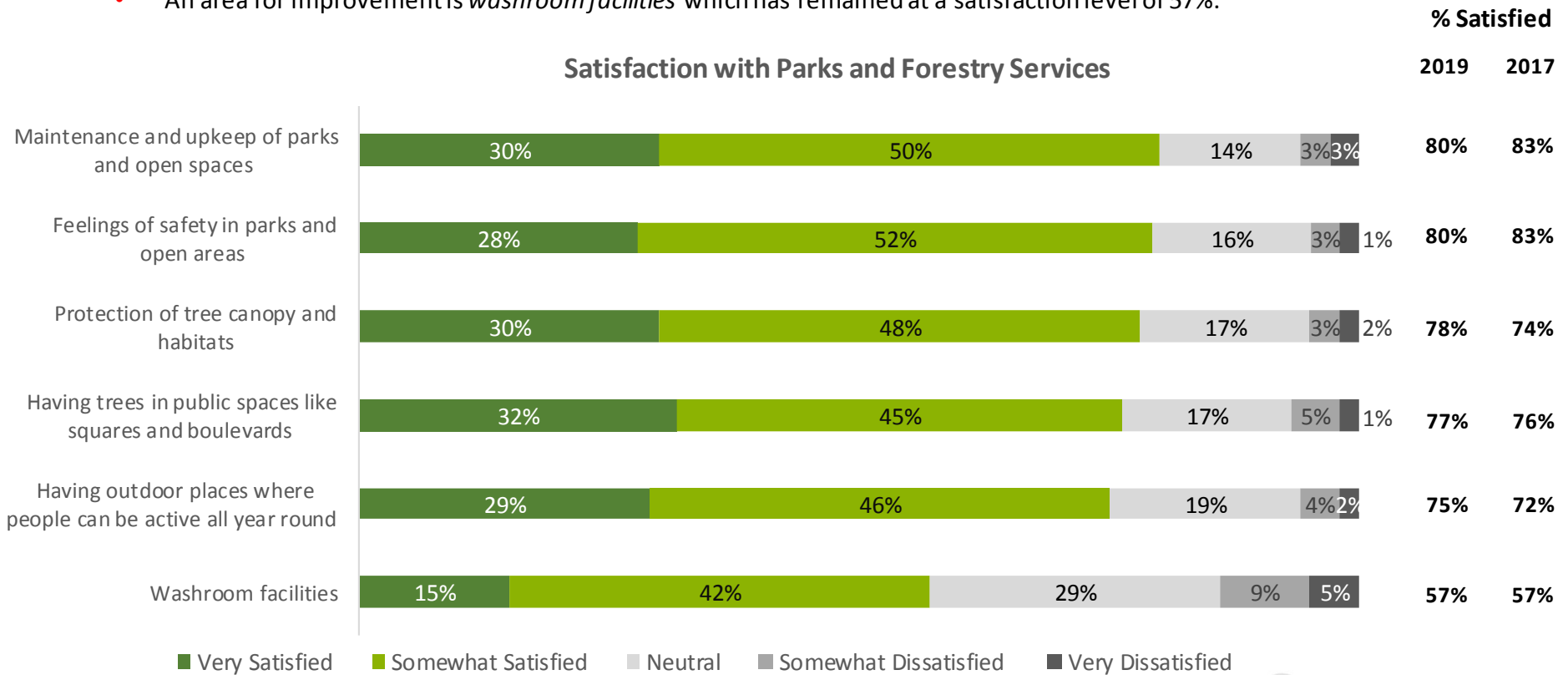
(n=1124)

Note: Q25 was listed as Q21 in the 2017 survey



Parks & Forestry

- Most categories for the quality of parks and forestry services have a satisfaction level that is similar to the results from 2017. There was a notable increase in satisfaction for *protection of tree canopy and habitats* from 2019 (78%) to 2017 (74%).
- An area for improvement is *washroom facilities* which has remained at a satisfaction level of 57%.

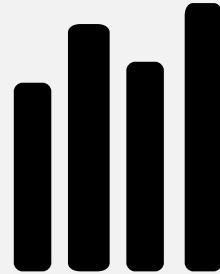


Q26A to Q26F. Using a scale of 1 to 10 where 1 means "very dissatisfied" and 10 means "very satisfied" overall, how satisfied are you with the quality of the following Parks and Forestry services in Mississauga?

(n=1124)

Note: Q26 was listed as Q22 in the 2017 survey





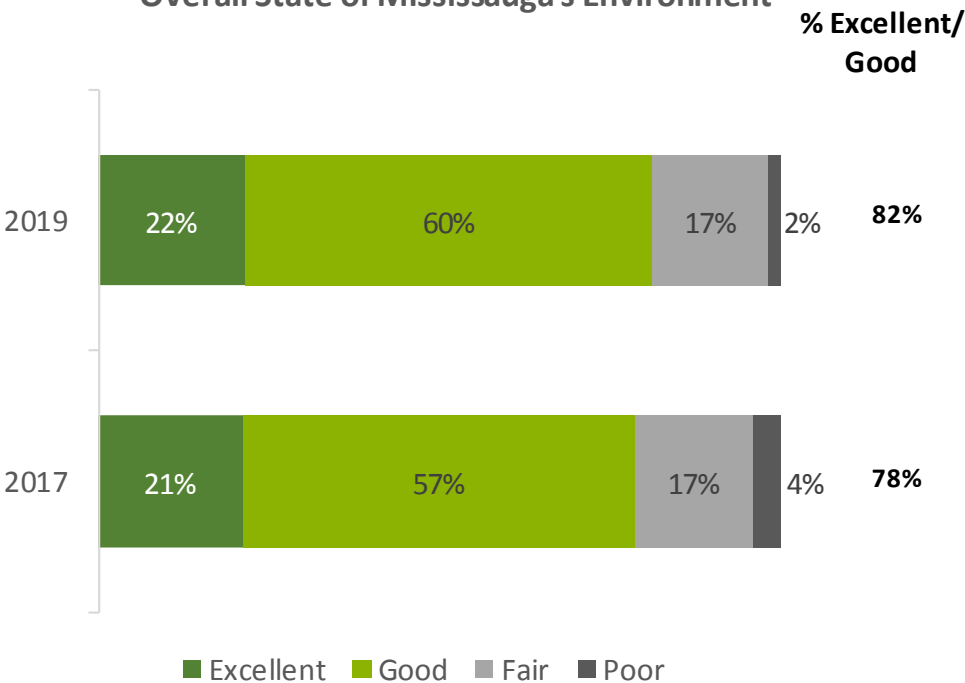
Detailed Findings

Environmental Quality

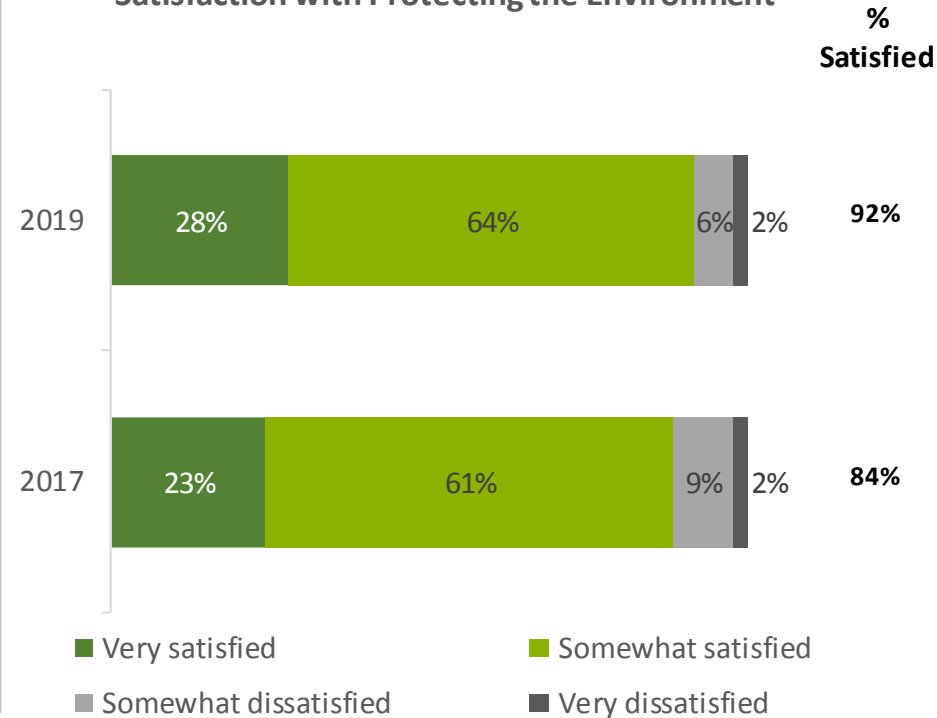
Environmental Position

- 82% believe the air, water and land quality is excellent or good.
- There was a significant increase in satisfaction with the job that Mississauga is currently doing to protect the environment from 2017 (84%) to 2019 (92%).

Overall State of Mississauga's Environment



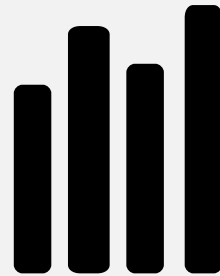
Satisfaction with Protecting the Environment



Q27. Thinking about things such as air, water and land quality in Mississauga, how would you rate the overall state of Mississauga's environment today? (n=1124) Note: Q27 was listed as Q23 in the 2017 survey

Q28. How satisfied are you with the job that City of Mississauga is currently doing to protect the environment? (n=1124) Note: Q28 was listed as Q24 in the 2017 survey



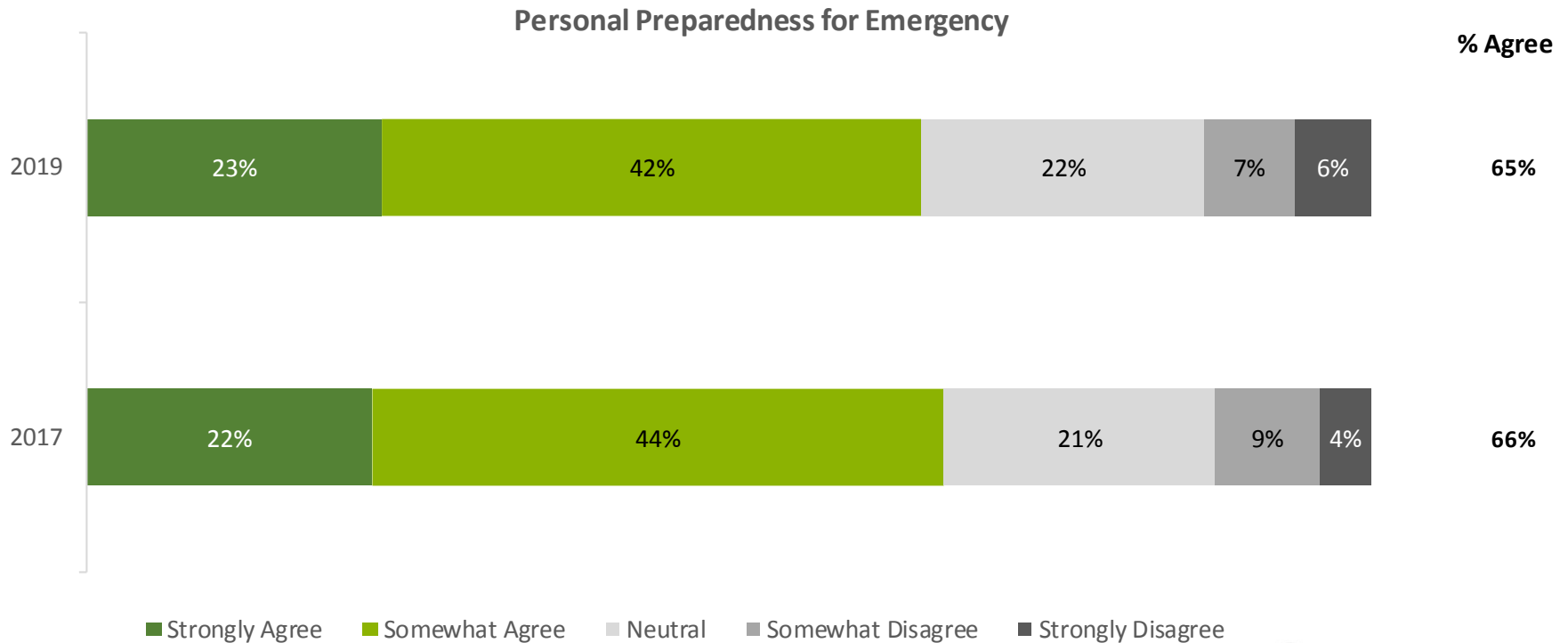


Detailed Findings

Emergency Management Preparedness

Emergency Management

- When asked if respondents personally feel prepared in the event of an emergency, 65% agreed with the statement which is a similar proportion in 2017 (66%).
- 4 in 10 (42%) somewhat agree with the statement while a quarter (23%) strongly agree.



Q29A to Q29B. Please tell me how much you agree with the following statements where 1 means you "Strongly disagree" and 10 means you "Strongly agree"? You personally feel prepared in the event of an emergency.

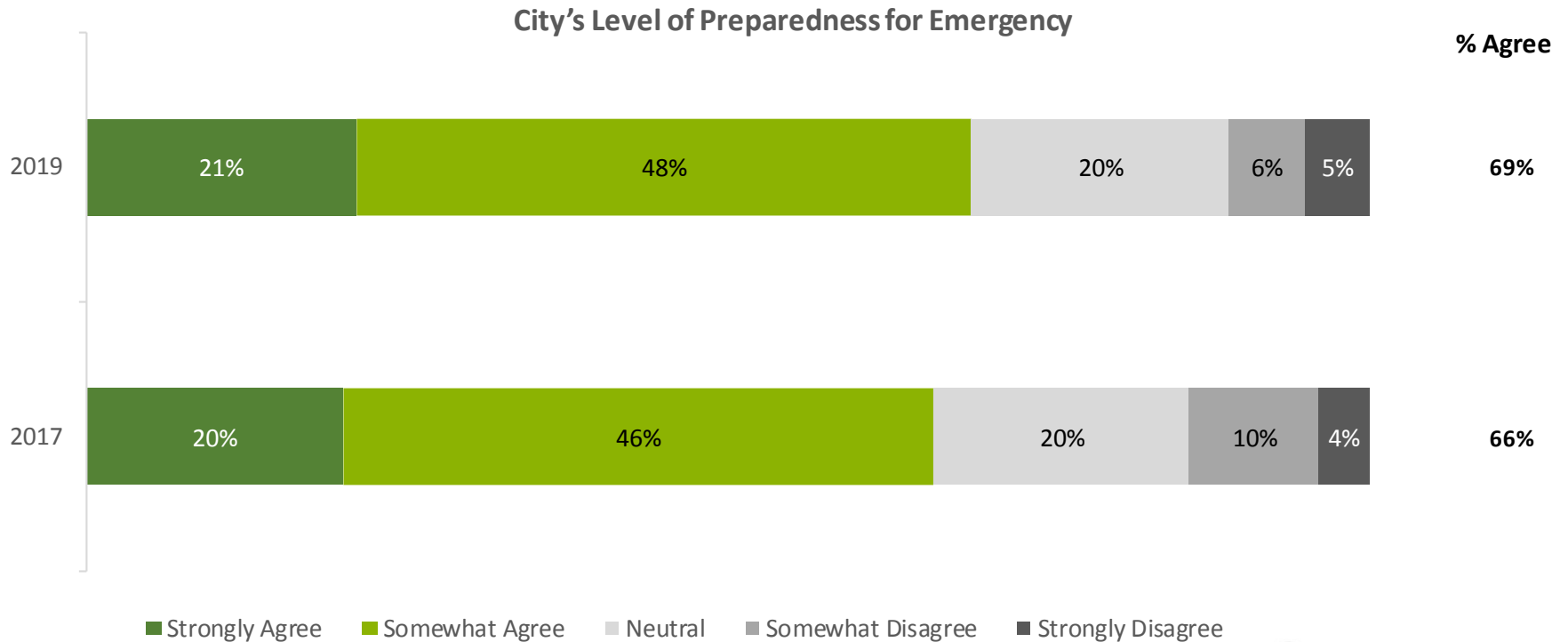
(n=1124)

Note: Q29 was listed as Q25 in the 2017 survey



Emergency Management

- When asked if respondents feel the City has effective plans and procedures to respond to a future emergency, 69% agreed with the statement. Once again, this is a similar proportion to the results from 2017 (66%).
- Half (48%) somewhat agree with the statement while a 1 in 5 (21%) strongly agree.



Q29A to Q29B. Please tell me how much you agree with the following statements where 1 means you "Strongly disagree" and 10 means you "Strongly agree"? The city has effective plans and procedures to respond to a future emergency

(n=1124)

Note: Q29 was listed as Q25 in the 2017 survey



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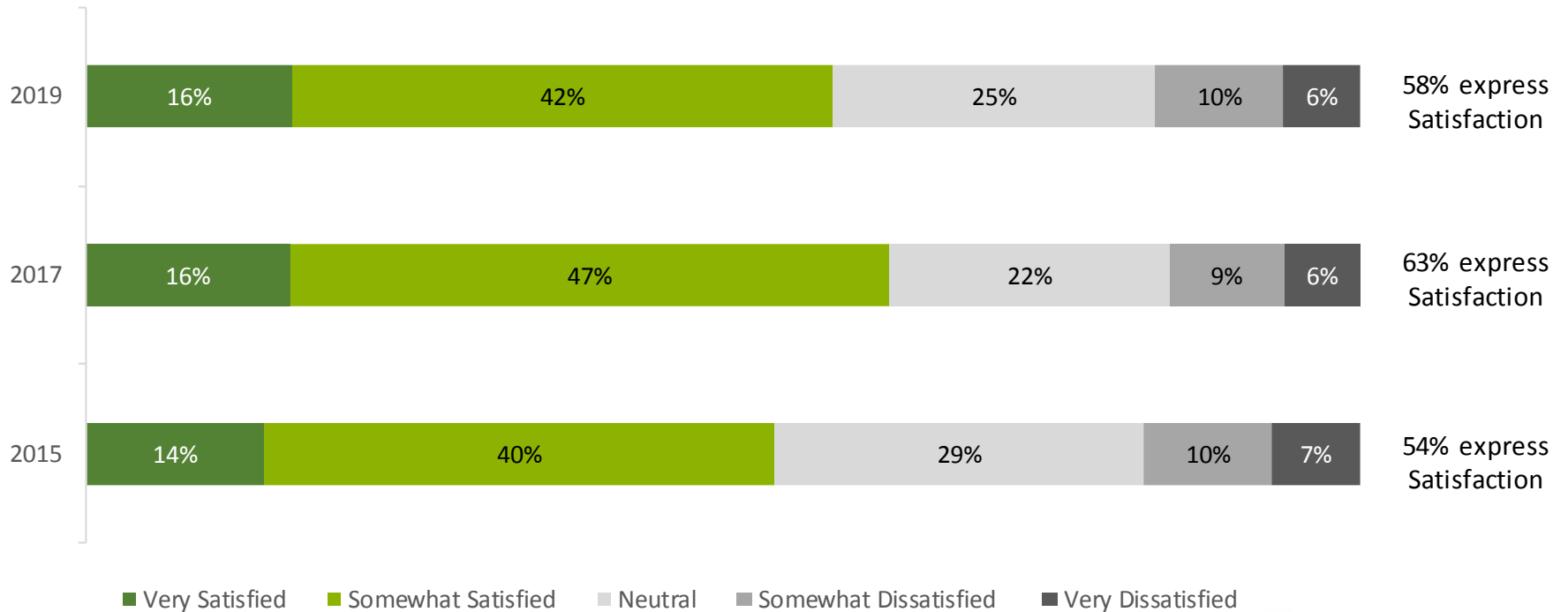


Detailed Findings
Value of Taxes

Value of Taxes

- There was a slight decrease in satisfaction regarding the value for tax dollars relative to services. 6 in 10 residents (58%) are satisfied with 42% who are somewhat satisfied and 16% who are very satisfied.

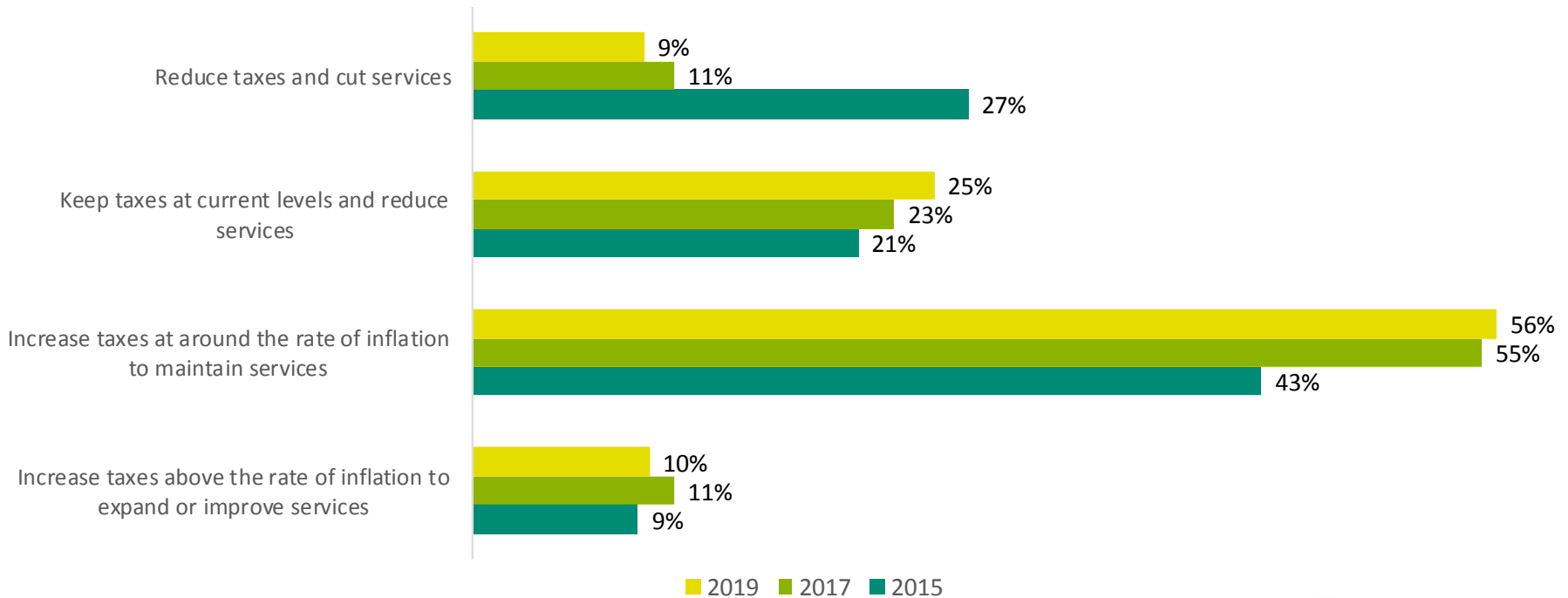
Satisfaction with Tax Dollars in Consideration of Services



Value of Taxes

- As in the 2017 results, a larger proportion of residents believe taxes should increase at the rate of inflation to maintain services (56%).
- There has also been a steady increase in those who believe that taxes can be kept at current levels with reduced services.
- Significantly less residents believe taxes should be reduced and cut services (9%).

Taxation and Service Option Preferences



Q31. Property taxes are the primary way to pay for services and programs provided by the City of Mississauga. Due to the increased cost of maintaining current services levels and infrastructure, the City must balance taxation and service delivery levels. Please indicate which of the following taxation and service options you would most prefer for the City of Mississauga. (n=1124)

Note: Q31 was listed as Q27 in the 2017 survey.



Value of Taxes

- A majority of residents believe that those who use municipal programs and services should pay for them through user fees (55%).
- Conversely 45% believe the municipal services and programs should be paid for by everyone through general tax revenues.

Opinion on Services and Programs Costs



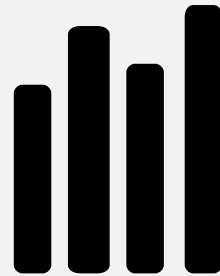
■ 2019 ■ 2017 ■ 2015

Q32. Which of the following statements is closer to your own opinion?

(n=1124)

Note: Q32 was listed as Q29 in the 2017 survey.



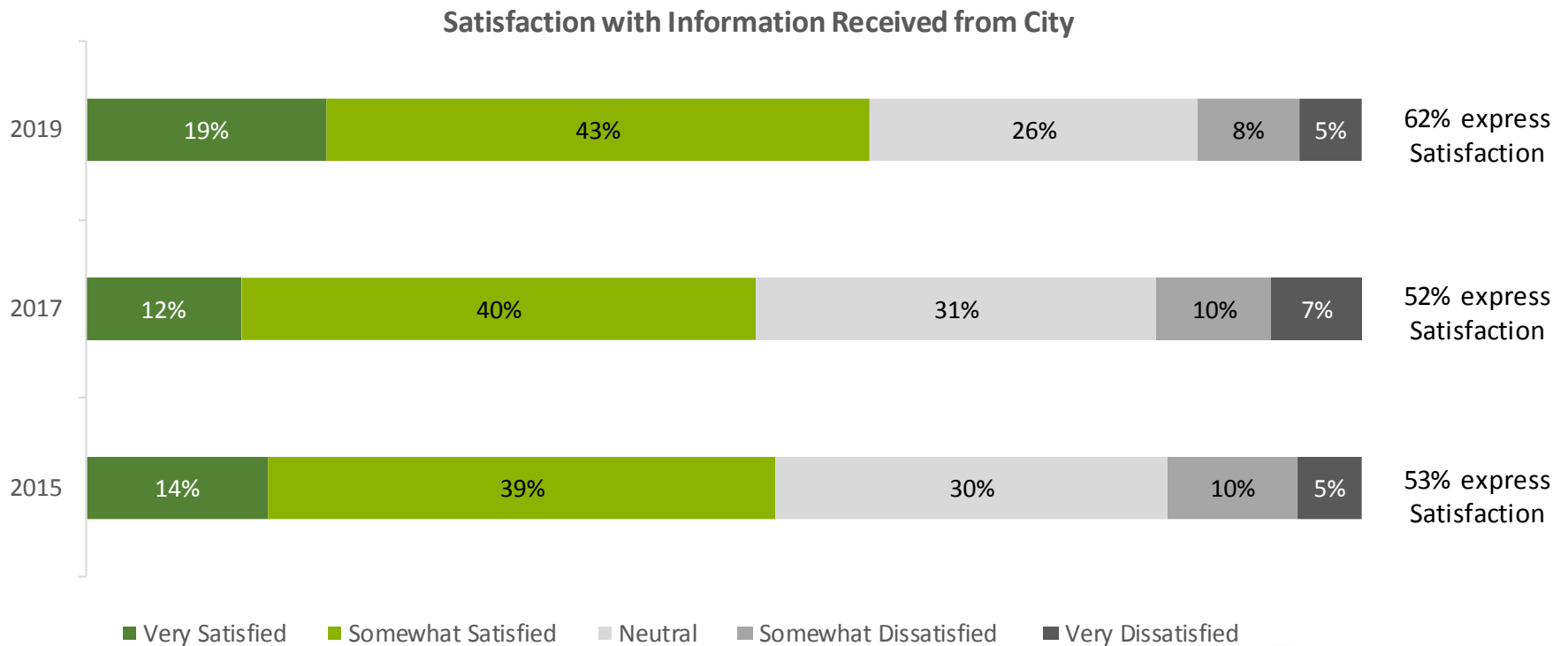


Detailed Findings

Perceptions of Communications and Citizen
Engagement

Communications & Citizen Engagement

- A significant proportion of residents expressed satisfaction with the amount of information received from the City.
- 62% are satisfied with the amount of information received compared to 52% who stated the same in 2017.
- 4 in 10 (43%) are somewhat satisfied while 1 in 5 (19%) are very satisfied.



Q33. Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied are you with the amount information you receive from the City of Mississauga? (n=1124)

Note: Q33 was listed as Q30 in the 2017 survey.



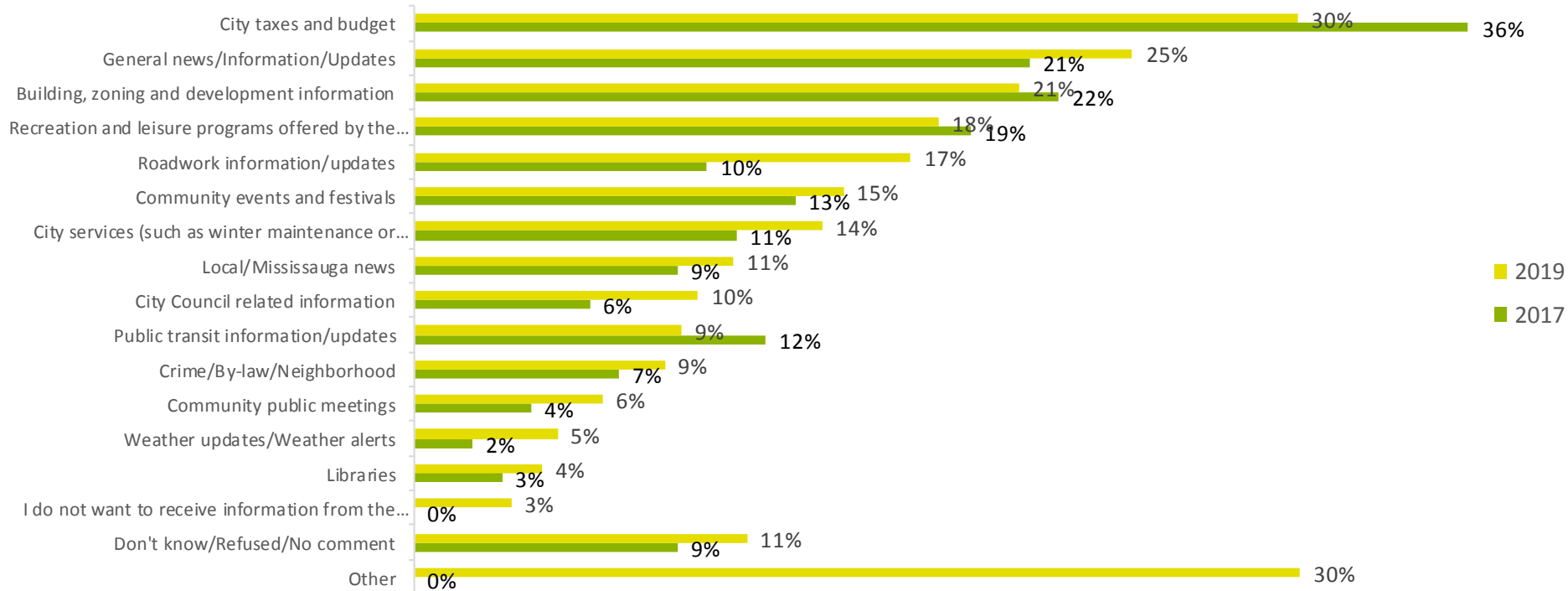
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Communications & Citizen Engagement

- 3 in 10 (30%) are interested in getting information about City taxes and budget while a quarter (25%) are interested to get general news information and updates from the City.
- 1 in 5 (21%) are interested in getting information about building, zoning and development.

Information Interested in Being Received from Mississauga



Q34. What type(s) of information are you most interested in receiving from the City of Mississauga?

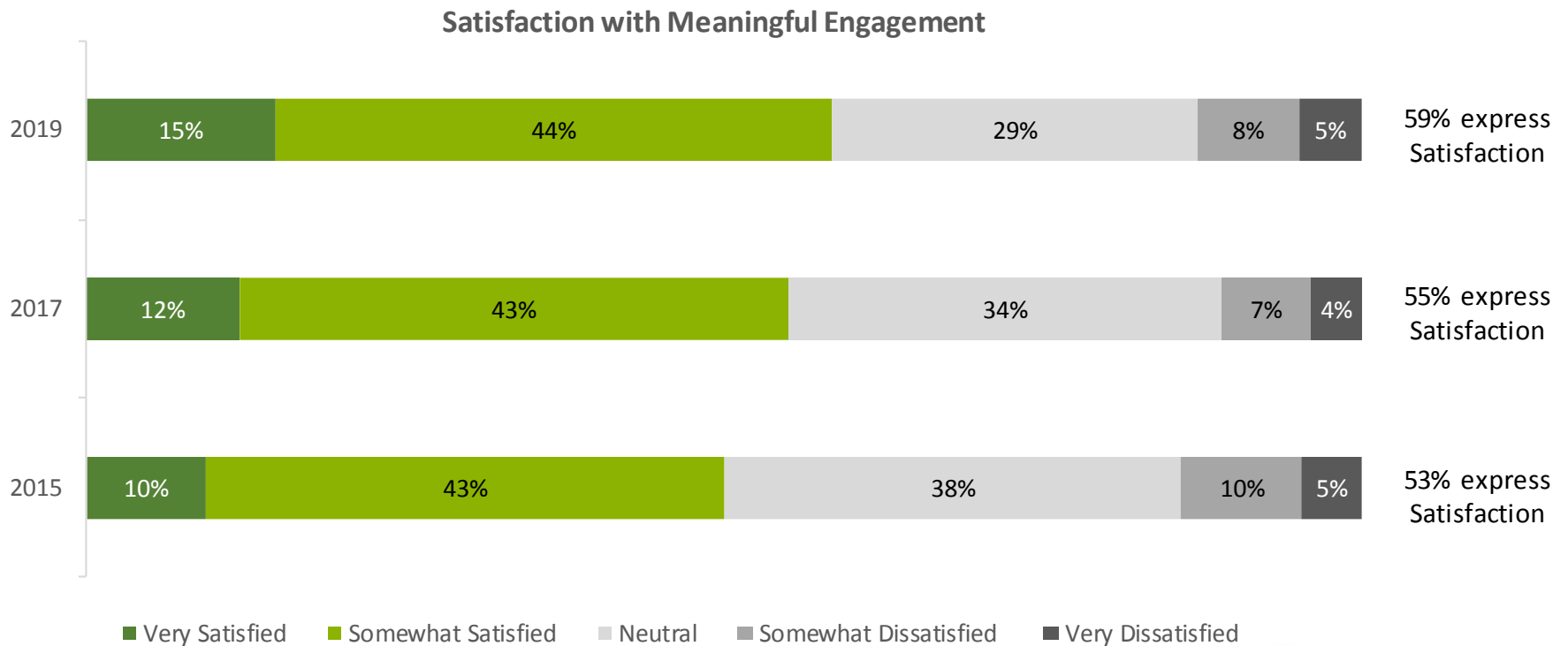
(n=1124)

Note: Q34 was listed as Q31 in the 2017 survey.



Communications & Citizen Engagement

- 6 in 10 (59%) are either somewhat or very satisfied with meaningful opportunities for engagement.
- There has been a significant change in satisfaction levels regarding meaningful opportunities to engage with or be consulted by the City when compared to the 2015 survey (up 6% from 53% in 2015).



Q35. Using a scale of 1 to 10, where 1 means "strongly disagree" and 10 means "strongly agree," please rate the extent to which you agree or disagree that there are meaningful opportunities, offered by the City, to engage with or be consulted on matters important to Mississauga. (n=1124)

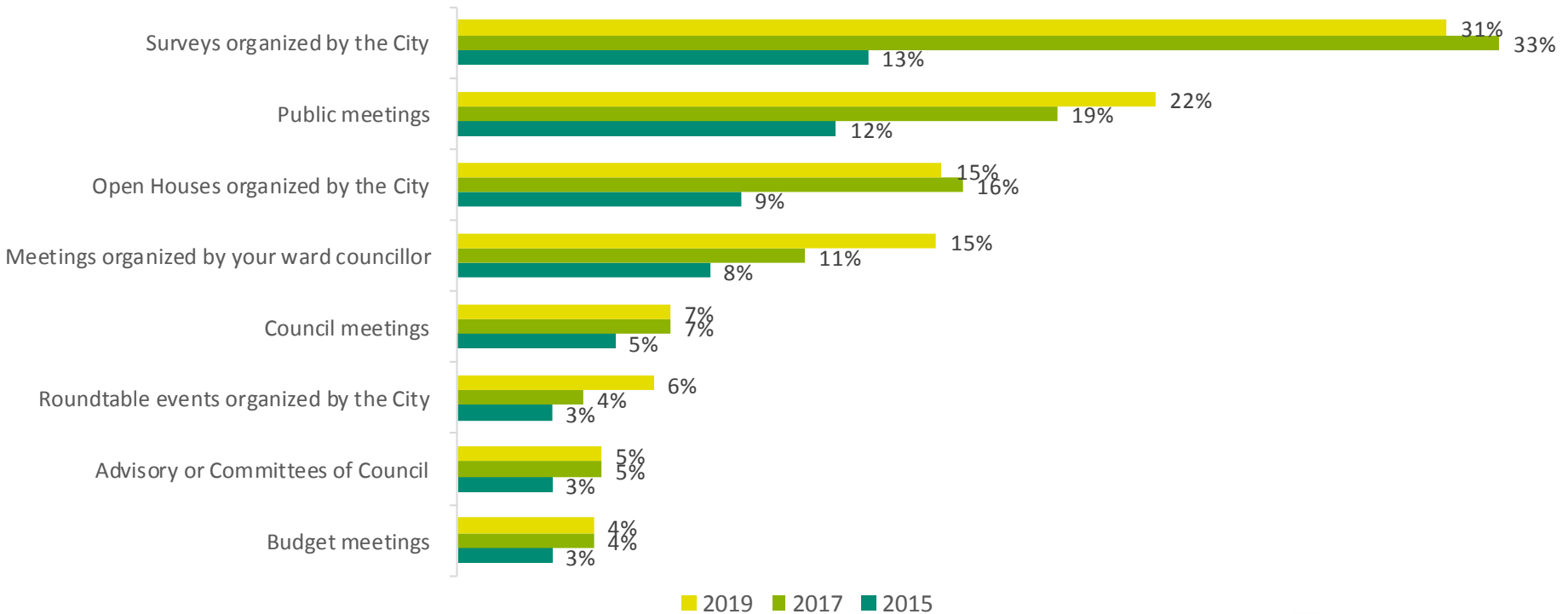
Note: Q35 was listed as Q32 in the 2017 survey.



Communications & Citizen Engagement

- 3 in 10 (31%) participated in survey organized by the City while 1 in 5 (21%) have participated in public meetings.
- There was a 4% increase in the number of participants for meetings organized by ward councillor from 11% to 15%.

Participation in Consultation within the Last 12 Months

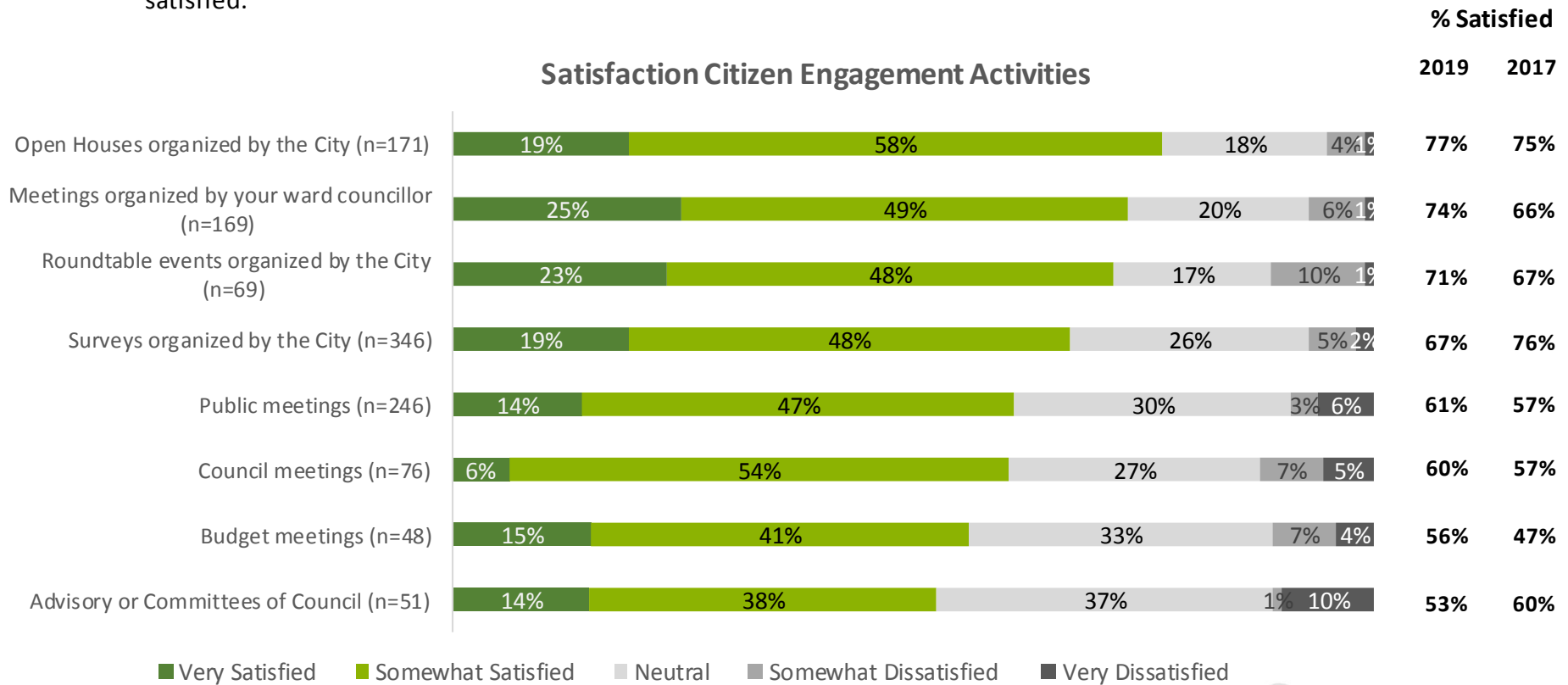


Q36A to Q36H. Have you ever participated in any of the following public engagement processes in the past 12 months? (n=1124)

Note: Q36 was listed as Q33 in the 2017 survey.

Communications & Citizen Engagement

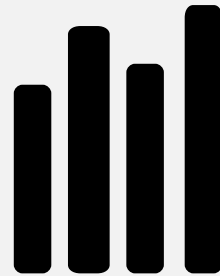
- Of those who participated in the following communication and citizen engagement events, those who attended Open Houses organized by the City are the most satisfied with over three quarters (77%) who have high level of satisfaction.
- Though advisory or committees of council received the lowest satisfaction scores, over half (53%) are somewhat or very satisfied.



Q37A to Q37H: Using a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied" how satisfied were you with the [insert event] you participated in.

Note: Q37 was listed as Q34 in the 2017 survey.





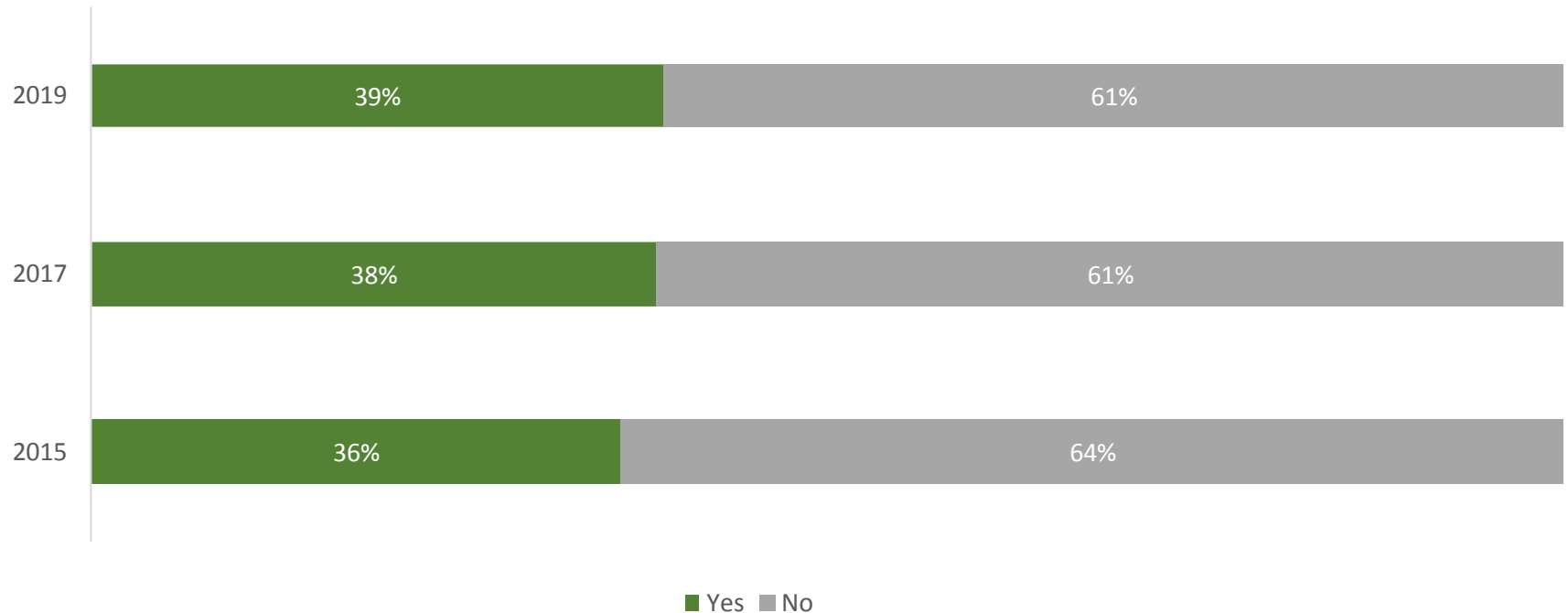
Detailed Findings

Customer Satisfaction

Customer Satisfaction

- There is no difference in the proportion of residents who have contacted the City of Mississauga within the past 12 months.

Contact with the City of Mississauga within the past 12 months



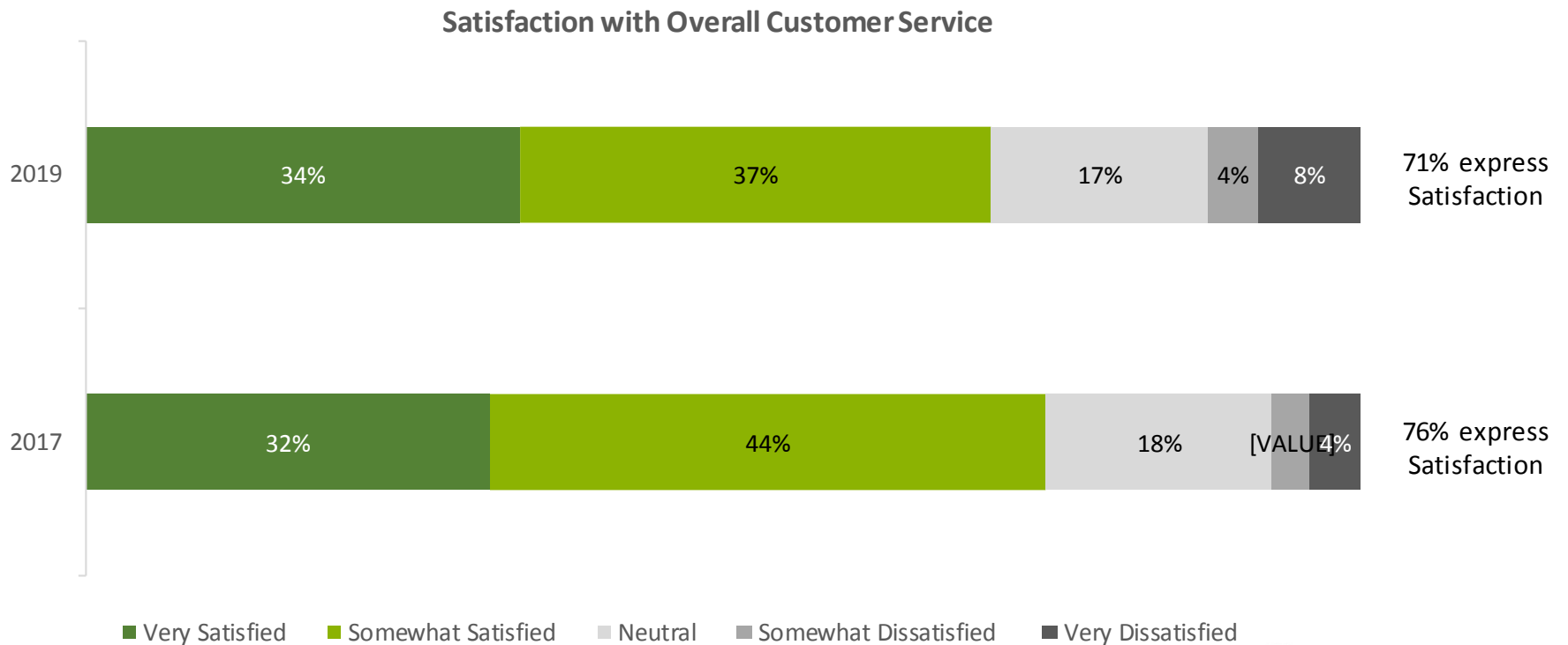
Q38. Have you had any contact with the City of Mississauga in the past 12 months?
(n=1124)

Note: Q38 was listed as Q35 in the 2017 survey.

*Results do not equal to 100 due to rounding

Customer Satisfaction

- Though there was a slight decrease in the overall satisfaction with the customer service provided by the City, the value for customer service remains high as 7 in 10 (71%) are satisfied with the service.



Q39. Using a scale of 1 to 10, where 1 means "Not at all satisfied" and 10 means "very satisfied" how satisfied were you overall with the customer service provided by the City of Mississauga?

(n=432)

Note: Q39 was listed as Q36 in the 2017 survey.



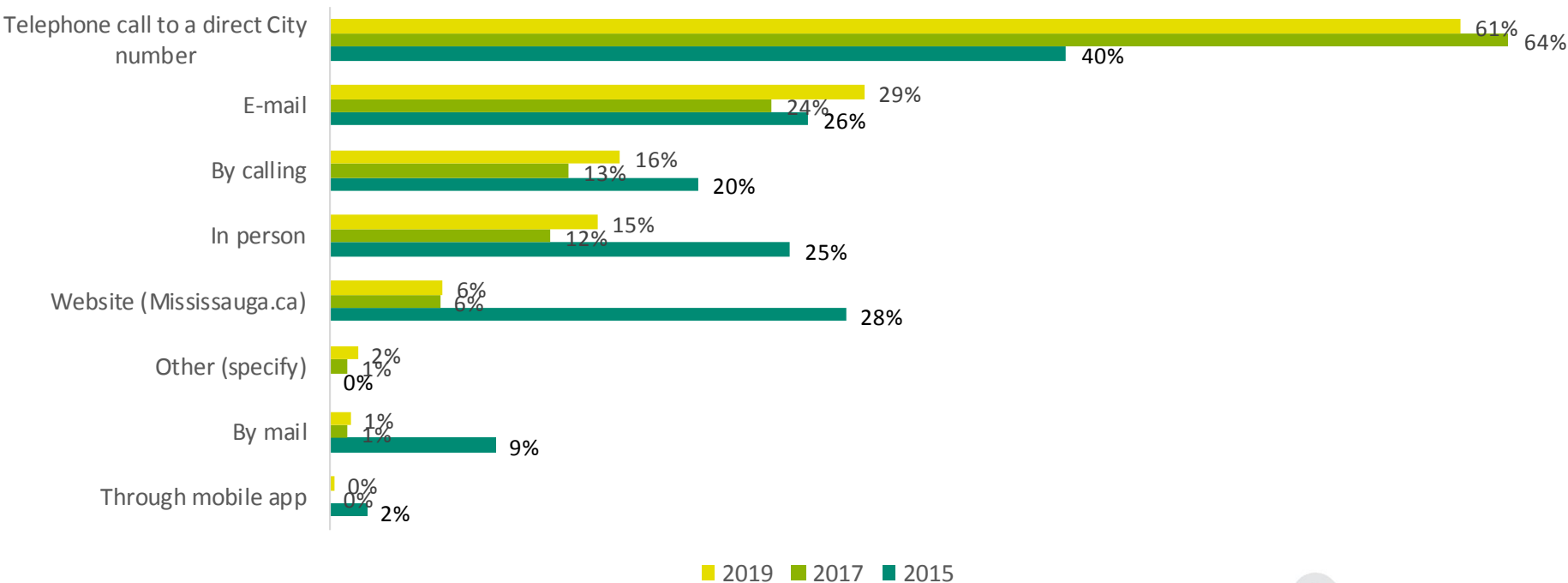
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Customer Satisfaction

- Telephone call to a direct City number remains as the most common method to contact the City at 61%.
- 3 in 10 (29%) of respondents preferred to use email while 1 in 7 (16%) prefer to call.
- There has been little to no use of the mobile app since 2015.

Method to contact City of Mississauga



Q40. What method did you use to contact the City of Mississauga? For instance telephone or email etc. (n=432)

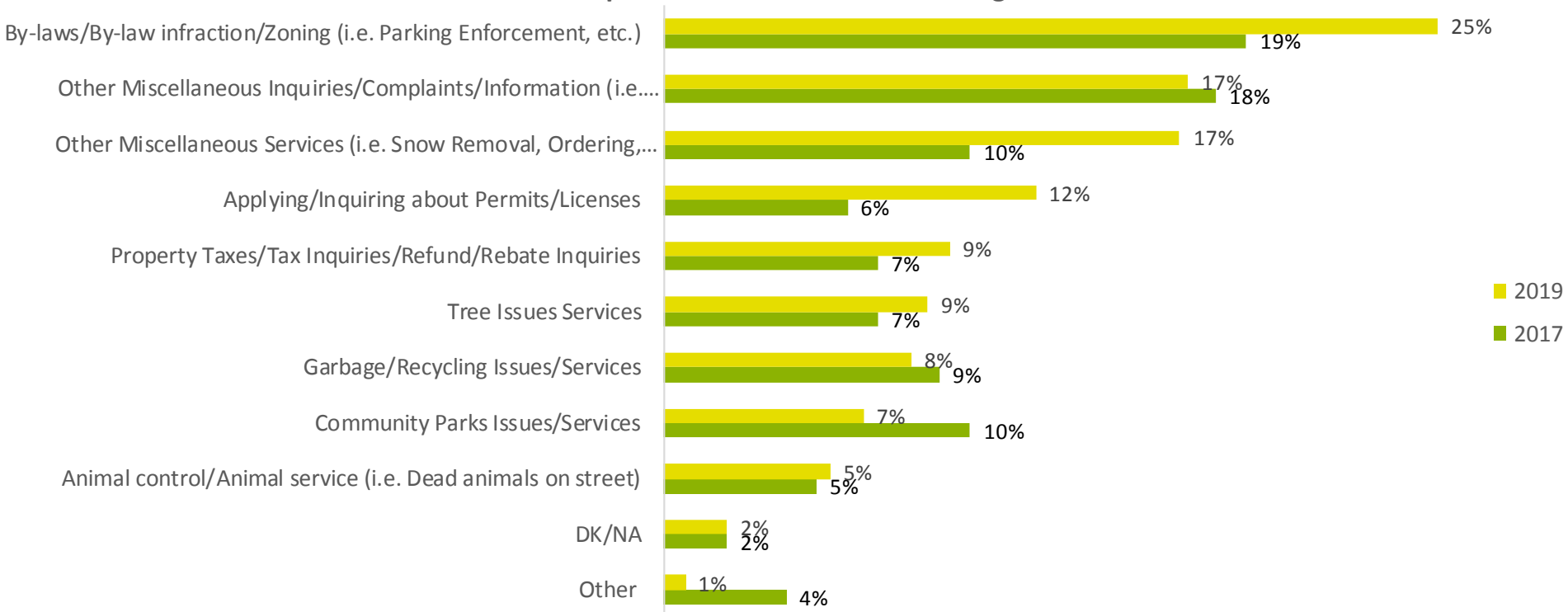
Note: Q40 was listed as Q37 in the 2017 survey.



Customer Satisfaction

- By-laws, by-law infractions and zoning remains the most common reason for contacting the City (25%).
- 1 in 7 (17%) contact the City for other miscellaneous inquiries such as complaints and information.

Purpose for Contact with Mississauga



Q41. What was the purpose of your most recent contact with the City of Mississauga?
(n=432)

Note: Q41 was listed as Q38 in the 2017 survey.

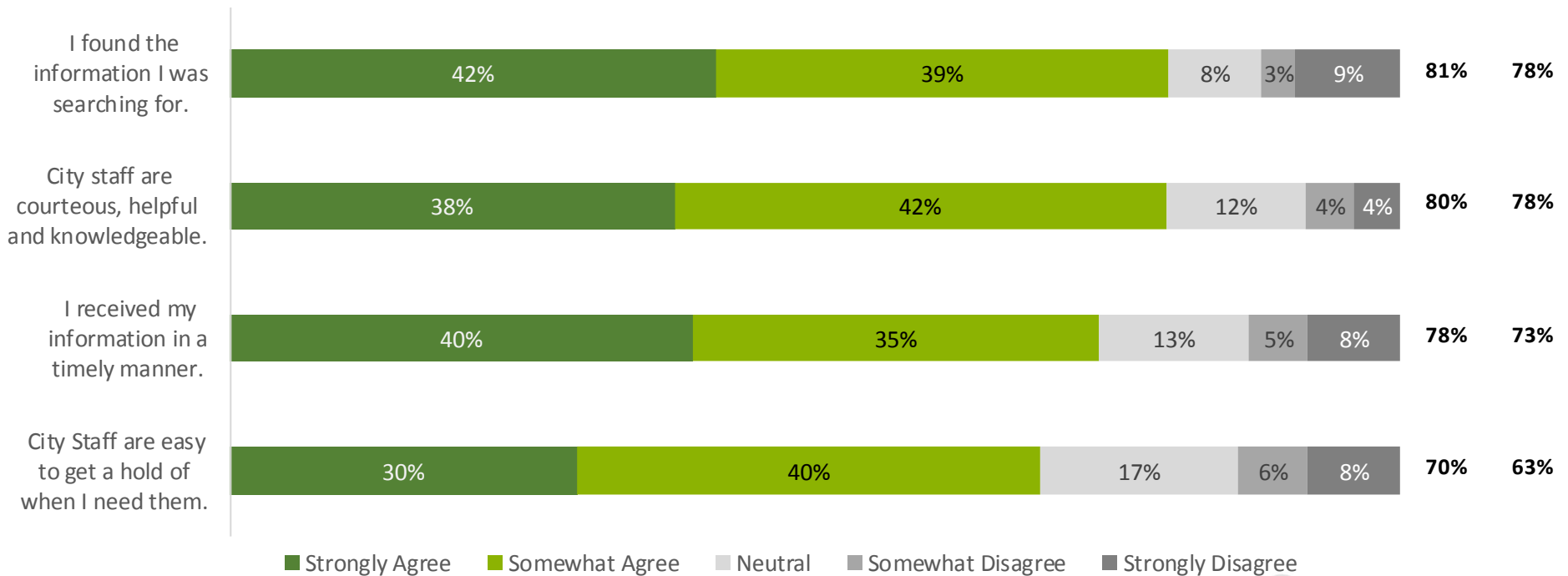


Customer Satisfaction

- There was a significant increase in satisfaction with *City staff are easy to get hold of when I need them*, from 63% in 2017 to 70% in 2019.
- 8 in 10 believe city staff are courteous, helpful and knowledgeable (80%) and they found the information they were searching for (81%).

Agreement on Statements about Customer Service

% Agree
2019 2017



Q42A to Q42D. Thinking about your recent contact with the City of Mississauga and your general impressions, and using a scale of 1 to 10, where 1 means "strongly disagree" and 10 means "strongly agree," please indicate the extent to which you agree or disagree with each of the following statements about the City.

(n=432)

Note: Q42 was listed as Q39 in the 2017 survey.



Pedestrian Master Plan City of Mississauga

Project Overview and Update
October 2020



What is the Pedestrian Master Plan?

- This project will:
 - Review and access the **existing pedestrian** network;
 - Recommend a **long-term** pedestrian network;
 - Review existing and recommend updates to pedestrian and walking related **policies and programs**; and
 - Review and update pedestrian **infrastructure design standards**

What is the Pedestrian Network?

- The **pedestrian network** includes infrastructure elements used by pedestrians such as **sidewalks**, **crossings**, and **crosswalks** at intersections and elsewhere, **walkways** between roads, and **multi-use trails**.



Pedestrian Master Plan Vision

People in Mississauga will choose to walk knowing they have access to a network of sidewalks and trails that are safe, connected, and accessible, enhancing the overall health, vibrancy, and quality of life in the City.



Pedestrian Master Plan Goals

The goals of the Pedestrian Master Plan are:

- Make walking safer and more comfortable.
- Build sidewalks and trails that are connected and accessible.
- Encourage walking as part of an active and healthy lifestyle.
- Increase the number of walking trips in Mississauga.

Project Timeline

- Project Started – **December 2019**
- Existing Condition Review and Technical Work – **Spring 2020**
- Public Launch – **September 2020**
- Project Completion – **Early 2021**



Public Project Launch

- Publicly Launched - September 2020
- Project Website - <https://yoursay.mississauga.ca/pedestrian-master-plan>
- Online Survey – Open Now!!
 - Help shape the pedestrian Master Plan and provide your input



Upcoming Engagement

- Virtual Workshop
- Online Survey #2
- Present the Pedestrian Plan
 - Sidewalk network and prioritization
 - Draft policies and programs



November
2020



Thank You!



GREEN FLEET AND EQUIPMENT POLICY

Environmental Action Committee

October 6, 2020

GOALS FOR TODAY

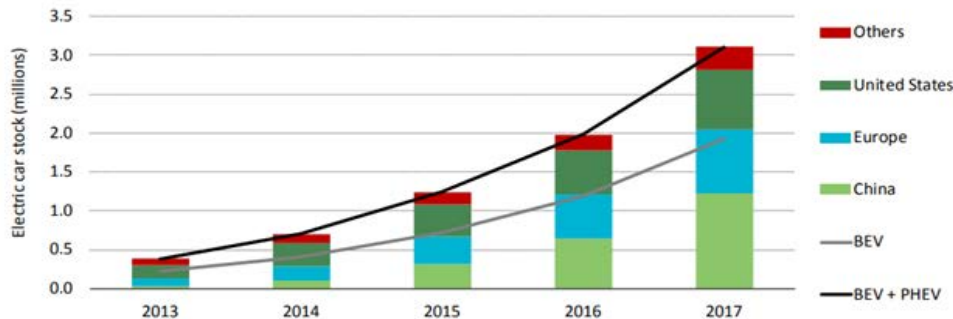
- ✓ Background and context including quick EV's 101
- ✓ Policy Overview
- ✓ Timelines
- ✓ Comments/Discussion

QUICK 101

EVS ARE QUICKLY BEING ADOPTED WORLDWIDE

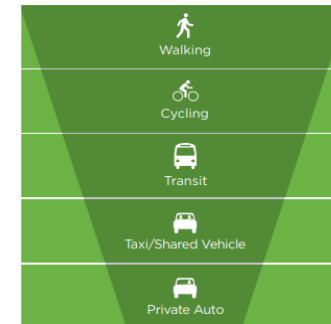
The Market Context

- Rapid growth in global EV market
- Automakers have committed \$300-\$400B to make available over 200 plug-in vehicle models by 2022-2023
- It is widely accepted in industry that personal vehicles in North America in the future will be larger vehicles, electric will become more common, and overall the market for personal vehicles will decrease.



Source: [IEA 2018](#)

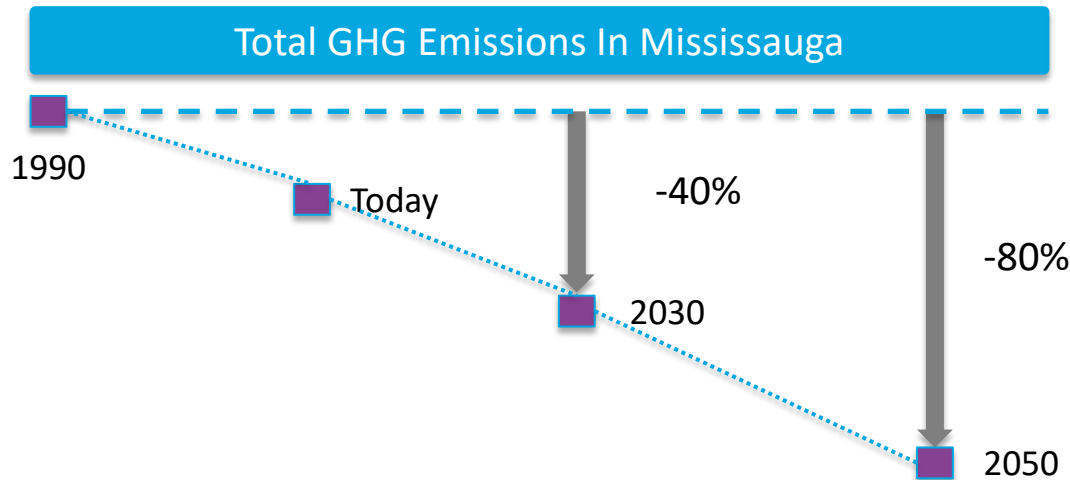
Many municipalities are prioritizing alternative modes of transportation to personal vehicles



Source: [City of Vancouver, Transportation 2040: Moving Forward](#)

CONTEXT

- Climate Change Action Plan approved by GC December, 2019
- GHG reduction targets for corporation and the community



LOW EMISSIONS MOBILITY

Action #17: Reduce Emissions from the City's Corporate and Transit Fleet

The City will lead by example by investing in low carbon and fuel efficient technologies and infrastructure, including electric vehicle charging infrastructure, for the City's corporate and transit fleets and equipment.

Goals Supported

Adaptation

Mitigation

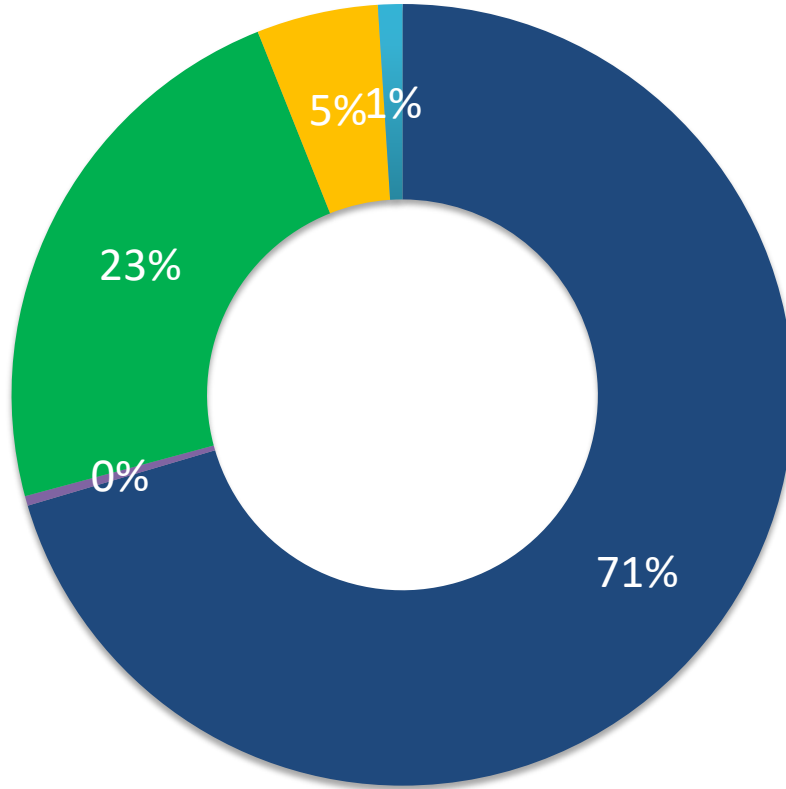


Supporting Actions		Action Type	Timeline	Cost	Status	Responsibility	
						Lead	Support
17-2	Develop a green fleet policy to (1) prioritize electrification opportunities for all City fleets and equipment; and (2) continue to identify opportunities for proper vehicle allocation, route optimization, and right-sizing fleet	Policy	---□	\$\$	Underway	Parks, Forestry & Environment (Environment/Works Operations and Maintenance (Fleet)* *Co-Lead	MiWay, Corporate Performance & Innovation, Facilities and Property Management, Fire and Emergency Services (Capital Assets)

Two areas of opportunity:
(1) Prioritize Electrification
(2) In-Service utilization, right sizing, etc.

The policy will involve multiple stakeholders across the City.

CORPORATE GHG'S (2017)

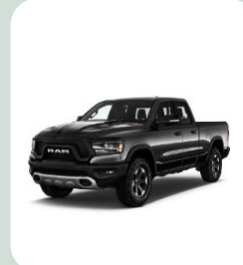
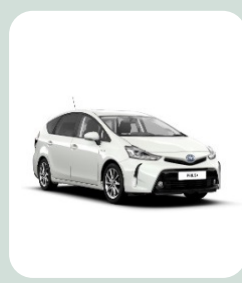
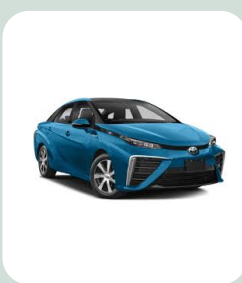


! We need to decarbonize
our fleets in order to meet
■ our GHG targets

- transit
- street lighting
- buildings
- fleet
- fire services

74,300 t/eCO₂ TOTAL

VEHICLE DEFINITIONS



BEV

Battery
Electric
Vehicle

FCEV

Fuel Cell
Electric
Vehicle
(hydrogen)

PHEV

Plug-in
Hybrid
Electric
Vehicle

MHV

Mild Hybrid
Vehicle

Non plug-in
hybrid vehicle

AFV

Alternative
Fuel Vehicle

Combustion
engine using
low-emission
fuels (i.e. CNG
or biofuels)

ICE

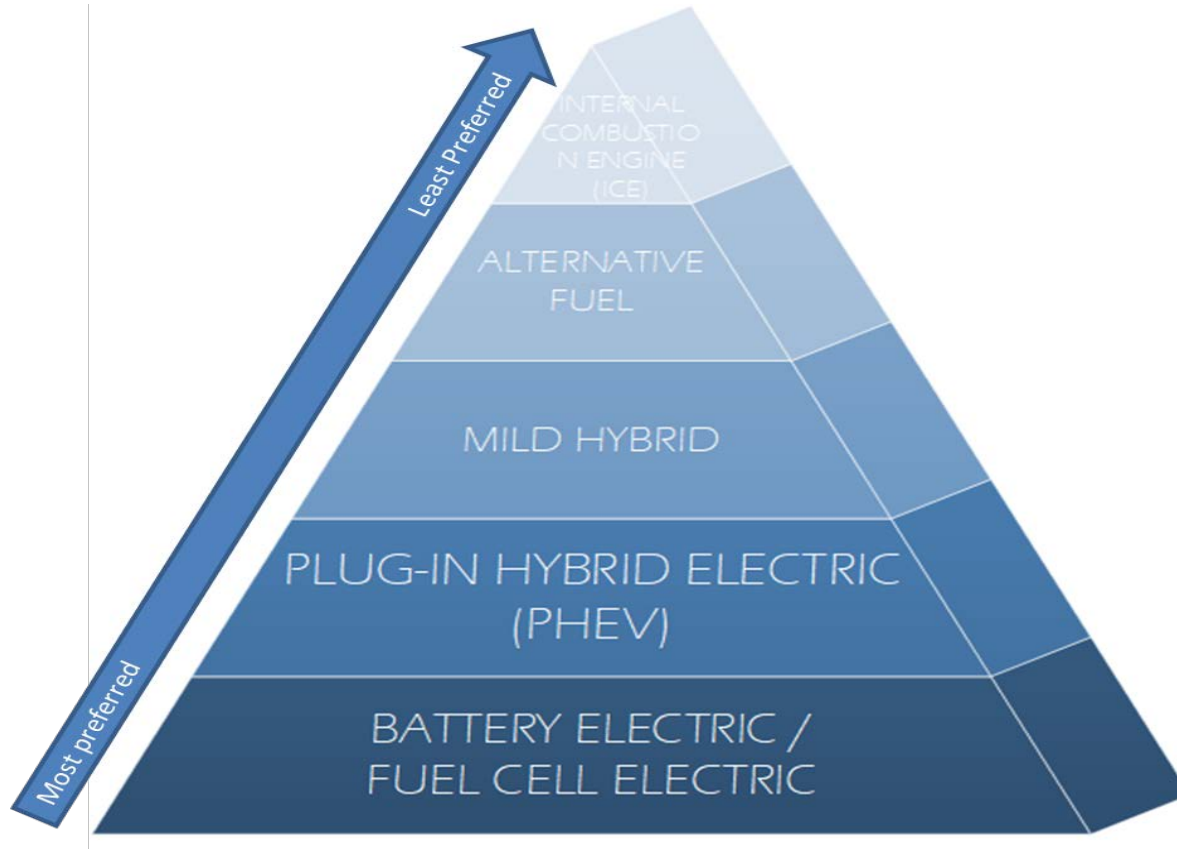
Internal
Combustion
Engine

(Gasoline,
diesel)

Zero-Emission Vehicle (ZEV)

Low-Emission Vehicle (LEV)

ZEV HIERARCHY



TYPES OF EV CHARGERS

Level 1 (One Hour of Charge ~ 8 km of Range)

All EVs come with a cord-set that plugs into a regular wall socket. This is the slowest speed of charging, but ensures that no matter where you are, you can always recharge.

Level 2 (One Hour of Charge ~ 30 km of Range)

The most common level of charging. Most EV drivers install a Level 2 charging station at home and many businesses install them for employees and/or customers. All EVs sold in North America, (with the exception of Tesla), use the same charging standard. This means that any car can use any Level 2 station across Canada and the United States.

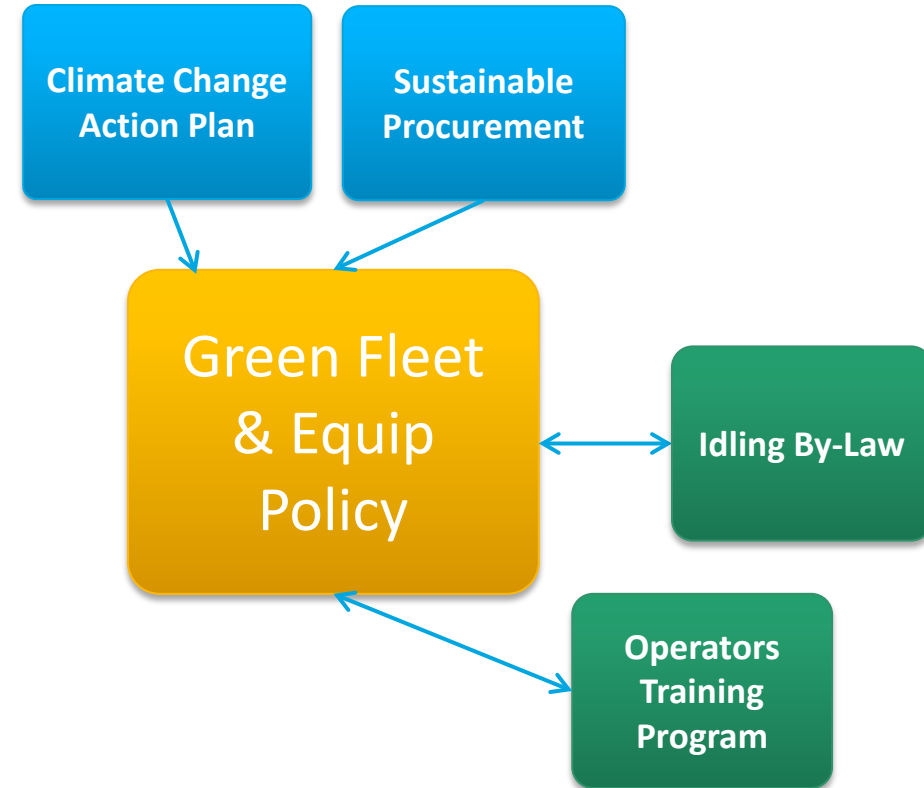
Level 3 Charging (One Hour of Charge ~ 250 km of Range)

Level 3, called DC-Quick, will recharge your battery from empty to 80% in 30-45 minutes. Level 3 stations can be found along major highways throughout Canada. There are three standards of Level 3 charging: **CHAdemo** which is used by the Asian auto manufacturers **CCS** which is used by the North American and European auto manufacturers **Supercharger** which is used by Tesla. Most Level 3 stations in North America, (with the exception of Tesla Superchargers), have both CHAdemo and CCS. Simply pull up to the station and pick the standard your car needs.

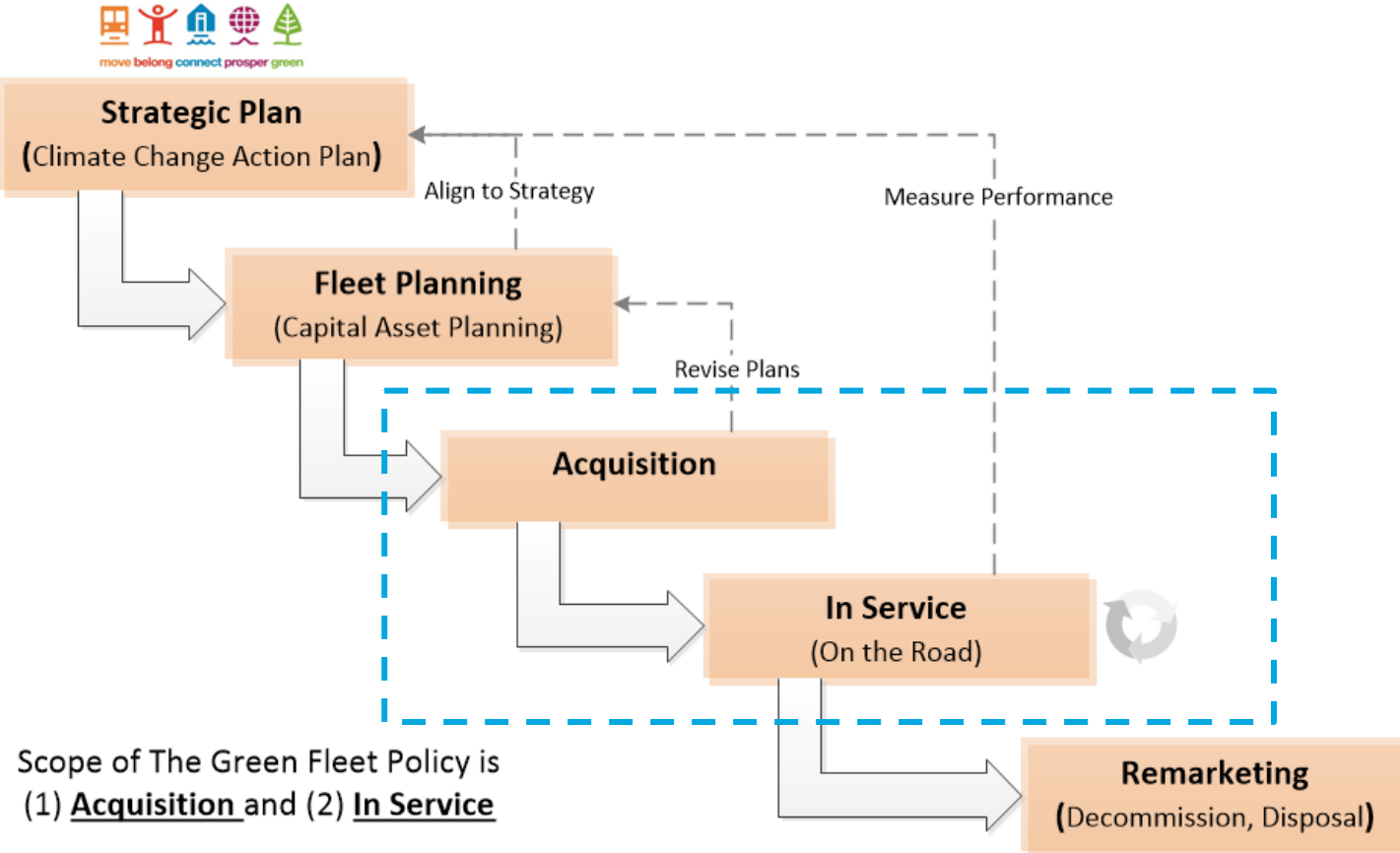
POLICY OVERVIEW

GREEN FLEET AND EQUIPMENT POLICY

- The Green Fleet Policy will complement other efforts in the City that contribute to reducing greenhouse gas (GHG) emissions.
- As a Corporate Policy, it aims to facilitate decision making that favours electrification opportunities of the City's fleet and equipment (including fire and transit).



ASSET (VEHICLE AND EQUIPMENT) LIFECYCLE



PURPOSE

This policy:

- Communicates the City's **commitment to Climate Change** and sustainable environmental stewardship (e.g. improved air quality and decreased noise pollution)
- Provides **direction to management and staff** to meet the goal of prioritizing investment in low or zero emissions City Fleet and Equipment, as defined in this policy, and improve in-service utilization of existing City Fleet and Equipment (e.g. driver behaviour training, right-sizing, upgrades to existing equipment) to reduce Greenhouse Gas emissions (GHG)
- Outlines the City's guiding principles and objectives in **managing Corporate GHG reductions from Fleet and Equipment**, and
- Identifies **roles and responsibilities** of staff for the electrification of the City's Fleet and Equipment and aligning Infrastructure (as needed)

GREEN FLEET & EQUIP POLICY

- GOALS

Green Fleet and Equipment Policy

1

Prioritize electrification opportunities for all City fleet and equipment (including fire and transit) to be sustainable, market ready, and meet operational requirements.

Acquisition of Assets

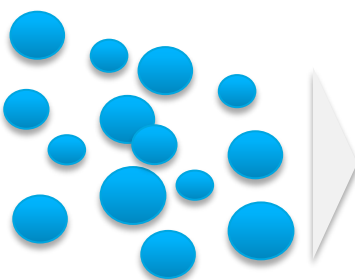
2

Continue to identify opportunities to enhance the sustainability of assets in service (e.g. proper vehicle allocation, route optimization, right-sizing).

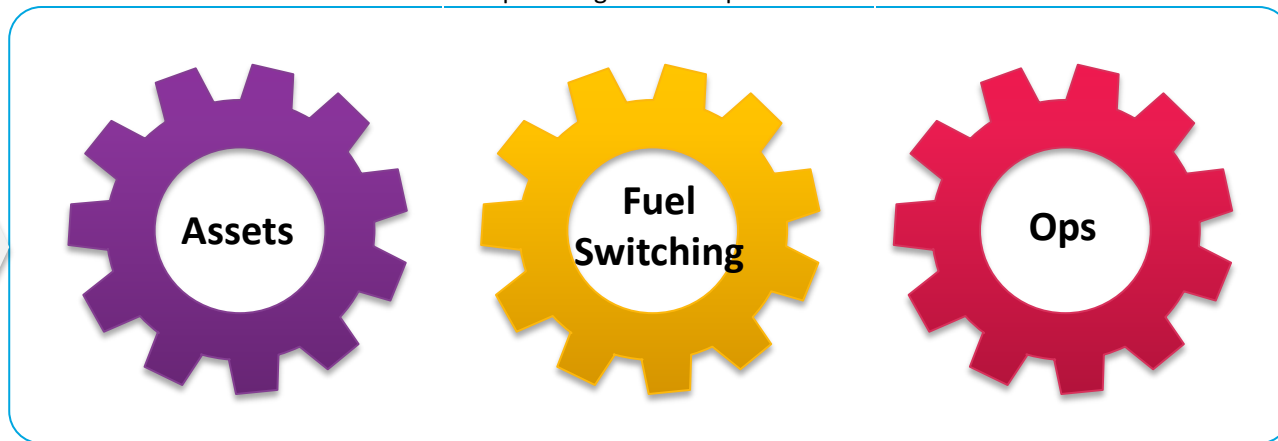
Optimizing Current Operations

OVERVIEW

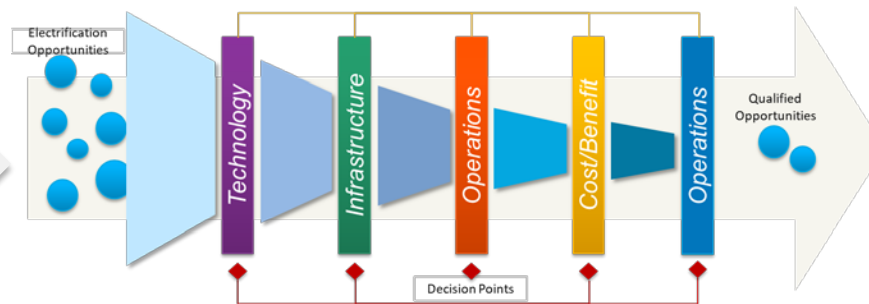
Current Assets in Service



Optimizing Current Operations



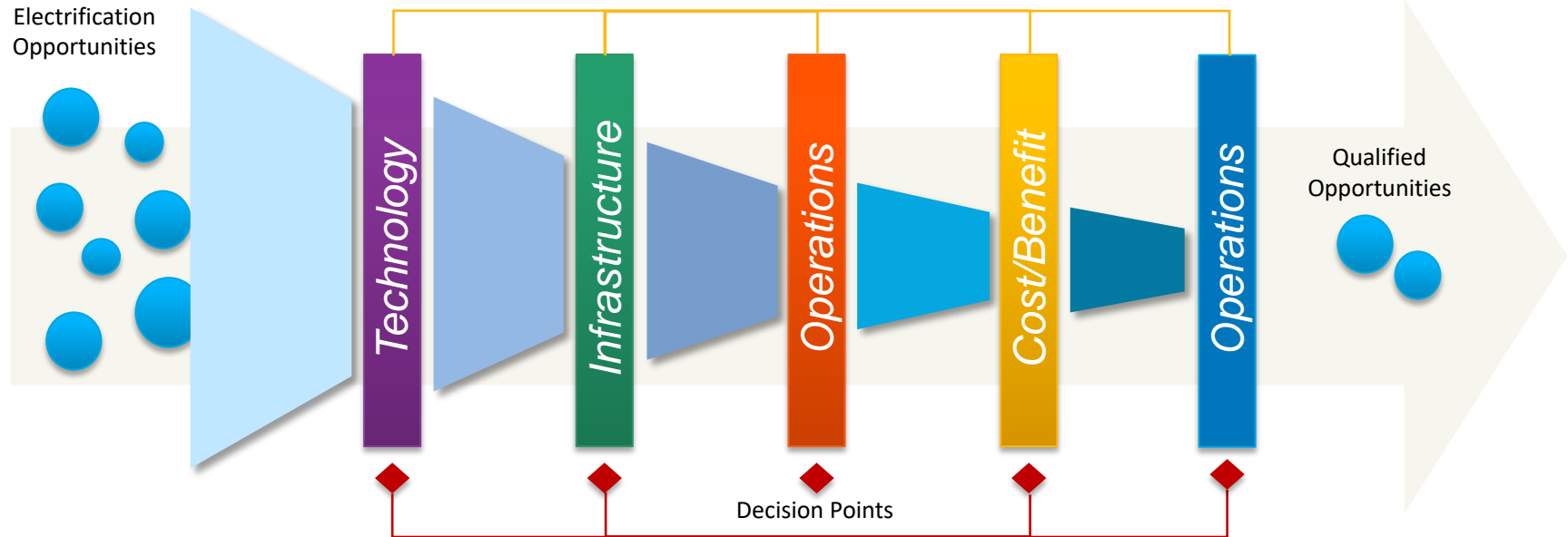
Acquisition of Assets



New Assets in Service

+ Infrastructure

PART 1 – ASSET ACQUISITION



PART 1 – ASSET ACQUISITION

Electrification Opportunities

Technology Readiness

- ✓ Proven Technology
- ✓ Assets Availability
- ✓ Vendor Support
- ✓ Parts Availability

Infrastructure Availability/ Readiness

- ✓ Readiness
- ✓ Energy load
- ✓ Energy Profile
- ✓ Cost
- ✓ IT/Networking

Operational Requirements

- ✓ Specifications
- ✓ Usability
- ✓ Skills Upgrade
- ✓ Ops Changes

Cost/Benefit

- ✓ Capital Costs
- ✓ Operational Savings/Impact
- ✓ GHG's saved
- ✓ Staff resources

Funding

- ✓ City Budget
- ✓ Government Grants/Funding programs

PART (2) OPTIMIZING CURRENT OPERATIONS

Optimizing Current Operations

Asset Management

- ✓ Vehicle Utilization
- ✓ Maintenance & Repairs
- ✓ Repurposing Assets
- ✓ Life Expectancy

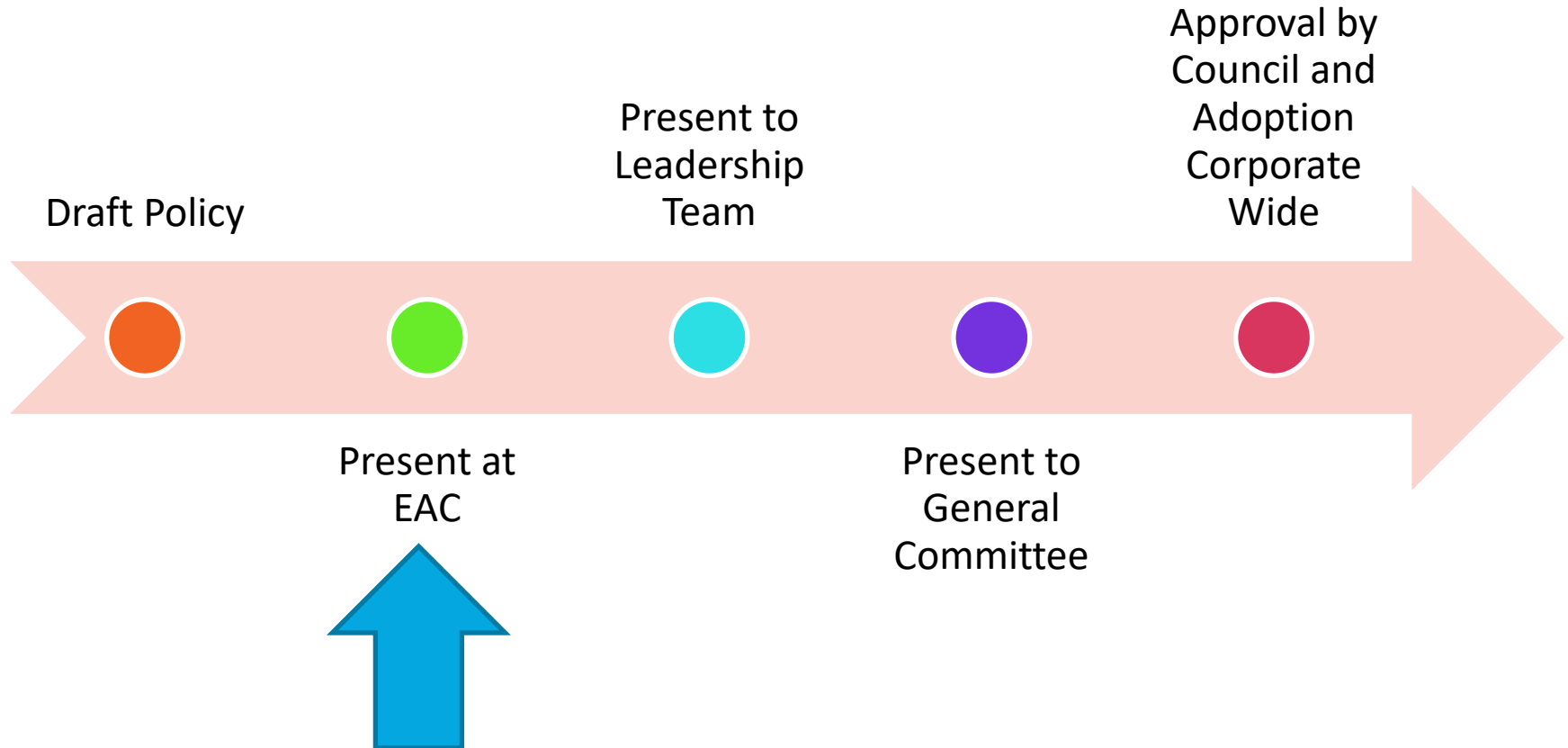
Operations Management

- ✓ Routes Optimization
- ✓ Driving Behavior/Idling
- ✓ Right Sizing
- ✓ Awareness & Training
- ✓ Updating By-Laws/Policies

Fuel Switching

- ✓ Sourcing Alternative Fuel

TIMELINE + NEXT STEPS



COMMENTS/QUESTIONS?

THANK YOU!

MISSISSAUGA IS TAKING ACTION ON CLIMATE CHANGE

**climate change
is real.**



we have a plan.

**REDUCE
EMISSIONS
80% BY 2050**



**BUILD
RESILIENCE
TO CLIMATE
EVENTS**



**everybody
has a role
to play.**



The Climate Change Action Plan is built around a central vision that Mississauga will be a low carbon and resilient community, with the long-term goal of becoming a net-zero community. It focuses on mitigation and adaptation – with 21 key actions delivered over 10 years.

THECLIMATECHANGEPROJECT.CA



the
**CLIMATE
CHANGE**
project


MISSISSAUGA



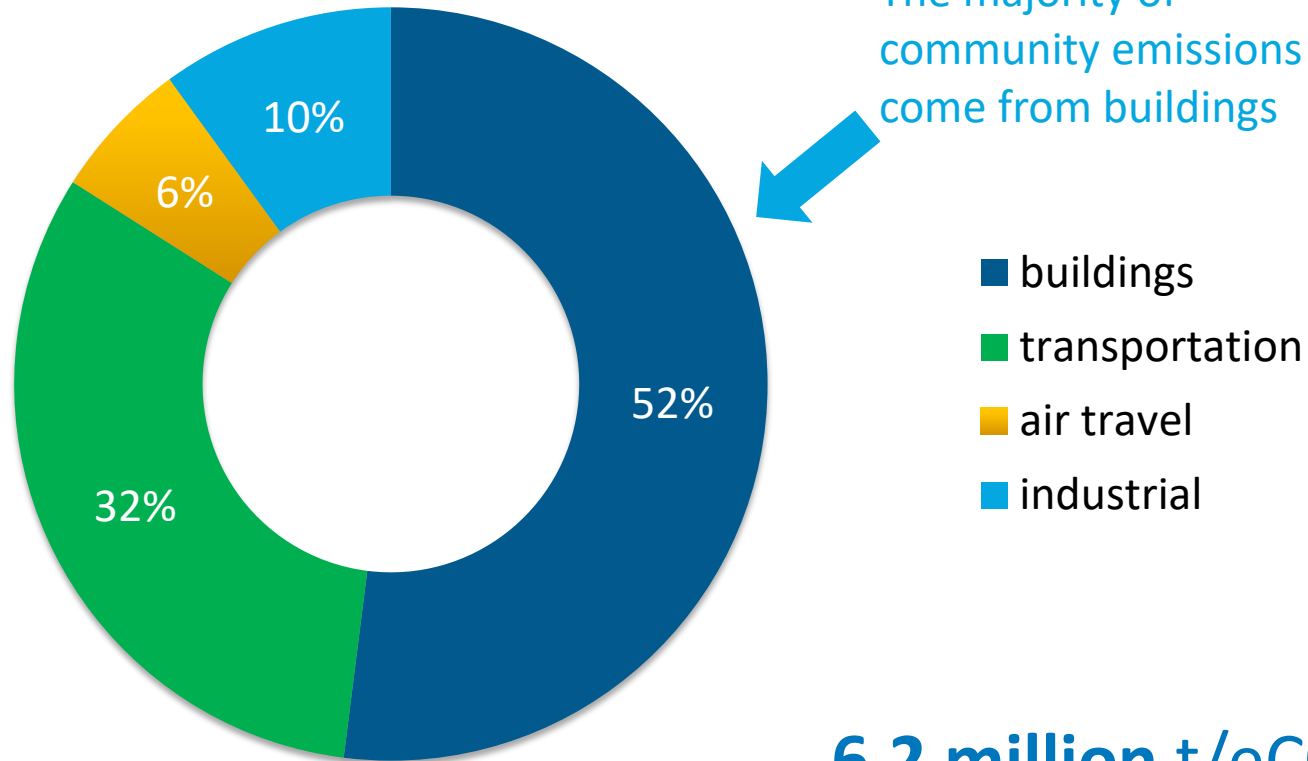
HOME ENERGY RETROFITS PROGRAM

Environmental Action Committee

October 6th

WHY HOME RETROFITS?

COMMUNITY GHG'S



6.2 million t/eCO₂ TOTAL

IN MISSISSAUGA TODAY... BUILDINGS

Homes in Mississauga cover 31% of built space, are large, and consume a lot of energy



Average Energy Use Intensity

0.7 GJ/m²

Non-residential buildings (e.g. commercial) in Mississauga use 3 times less energy than the average building in Ontario



Average Energy Use Intensity

0.4 GJ/m²

BUILDINGS FOOTPRINT, TODAY

RESIDENTIAL



SHARE OF BUILDING STOCK BY SQ FOOTAGE

TODAY
31%

AVERAGE RESIDENTIAL UNIT SIZE

TODAY
1,626 ft²
(151 m²)

TOTAL ELECTRICITY CONSUMPTION

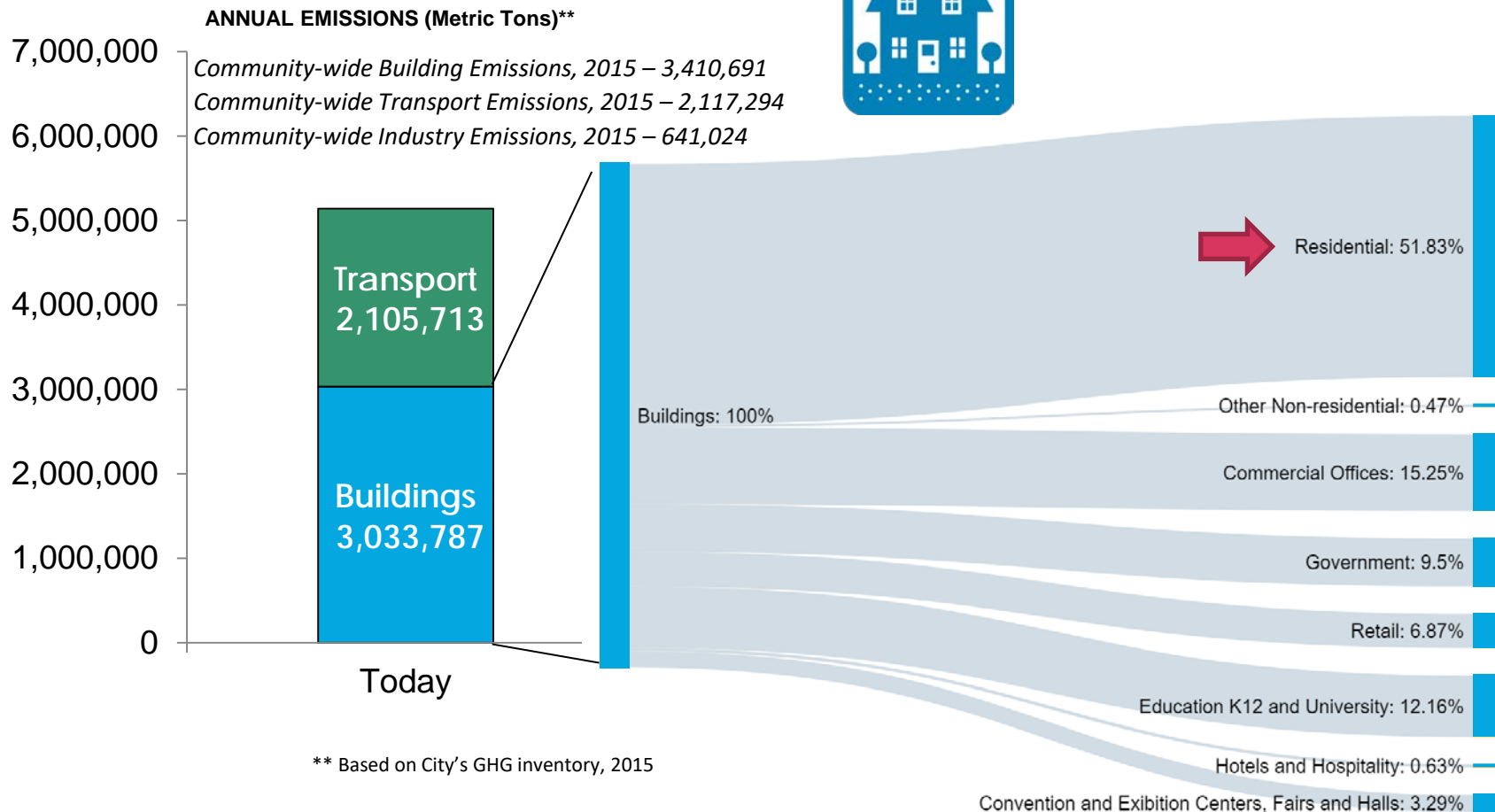
TODAY
2,188 GWh

AVERAGE ENERGY USE INTENSITY

TODAY
0.7 GJ/m²

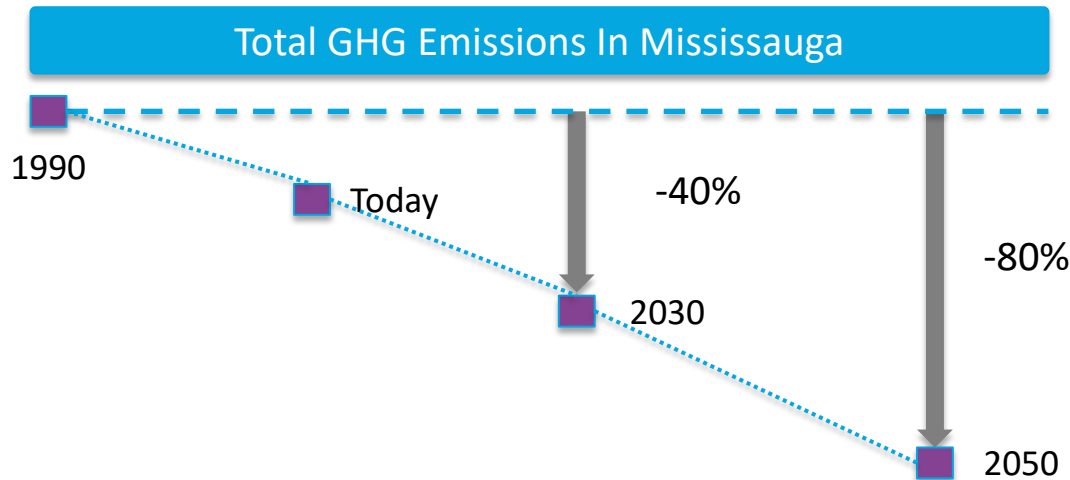


ESTIMATED GHG EMISSIONS, "TODAY"



CONTEXT

- Climate Change Action Plan approved by GC December, 2019
- GHG reduction targets for corporation and the community





BUILDINGS & CLEAN ENERGY

- Reduce greenhouse gases from homes and buildings
- Increase the supply of renewable energy
- Advance low carbon neighbourhoods
- Encourage energy conservation

BUILDINGS & CLEAN ENERGY

Action #6: Develop a Low Carbon and Resilient Retrofits Program

The City will pursue opportunities to educate land owners and promote the retrofitting of existing buildings (including residential and commercial) with low carbon and resilient technologies to support improved energy efficiency (e.g., through heat pumps, wall insulation, etc.) and resilience while extending the life of existing structures.

Goals Supported

Adaptation

Mitigation



Supporting Actions		Action Type	Timeline	Cost	Status	Responsibility		Additional Stakeholders
						Lead	Support	
6-2	Develop energy and resilience retrofit programs for homeowners and landlords to promote opportunities, existing programs, incentives, and technologies that improve resilience, drive energy efficiency, and reduce greenhouse gas emissions	Program/ Project	■■■	N/ A	Planned	City Planning Strategies/ Parks , Forestry & Environment (Environment)* *Co-Lead		The Atmospheric Fund, Utilities
6-4	Encourage the use of low carbon heating and cooling technologies (e.g., heat pumps) for space and water heating and cooling	Procedure	■■■	\$	Not initiated	Parks, Forestry & Environment (Environment)	Information Technology (Geospatial Solutions)	Utilities
6-5	Promote building envelope upgrades (e.g. wall insulation, energy efficient windows) in residential, commercial, and industrial buildings	Program/ Project	■■■	N/ A	Not initiated	Parks, Forestry & Environment (Environment)		Utilities

CLIMATE ACTION FRAMEWORK

Addressing the climate change emergency and achieving our climate targets requires:

- Urban transition
- Energy transition
- Community commitment and collaboration

There is an opportunity for Mississauga to make a clean energy transition by improving energy efficiency, lowering costs, and localizing energy production.



A HOME RETROFIT PROGRAM


- Funding Opportunity with the Federation of Canadian Municipalities (FCM) to design a home retrofit program
- Mississauga, in partnership with City of Brampton and Town of Caledon, is submitting a funding application to complete a **design study in 2021**.
 - The **Design Study** will use market intelligence and research to advance the design of a home retrofit program to meet the needs and priorities of the three regional partners



Green Municipal Fund
COMMUNITY EFFICIENCY
FINANCING FACTSHEET

Create local jobs and reduce GHGs with a home upgrade financing program

A municipal home upgrade financing program can encourage homeowners to make home energy performance upgrades, reducing energy use and community GHG emissions, improving home value and comfort, boosting the local economy and increasing climate resilience.



Housing is a critical aspect of community infrastructure that impacts the health and well-being of residents, the local economy, greenhouse gas (GHG) emissions, and adaptation to climate change. With much of Canada's housing stock constructed before the introduction of modern building codes, most communities have an opportunity to improve the energy performance, comfort and affordability of existing homes. In fact, the average Canadian single-family home uses about 20 percent more energy than new homes built today—costing residents an extra \$300 per year on their utility bills.¹ A home upgrade financing program can be a powerful tool in improving the quality and value of existing housing stock while generating local economic development opportunities, improving public health and contributing to climate change goals.

¹ Compared to new homes built to the latest standard for an ENERGY STAR® certified home. See Natural Resources Canada's web page: [ENERGY STAR® Certified Homes](#)


FCM

HOME RETROFIT PROGRAM

- **What is a home retrofit program?**

- A financial program that drives investment in home energy performance upgrades

- Three main types:

- 
1. **Property Assessed Clean Energy (PACE) – most popular option.** Uses a municipality's local improvement charge (LIC) mechanism for loan repayment. In this program, a homeowner hires a contractor to upgrade their home and the contractor invoice amount is financed with an annual charge on the property tax bill.
 2. **On-bill repayment financing** allows the cost of the home energy upgrade to be repaid via the homeowner's utility bill. This type of program requires the close participation and partnership of a utility company.
 3. **Direct lending** occurs when a municipality works with a credit union or bank to offer a financial product customized for home energy upgrades. Municipalities can often offer a partial loan guarantee to a lending institution in exchange for attractive rates, good terms, and a convenient homeowner application process

BENEFITS OF A HOME RETROFIT PROGRAM



Value for homeowners

- An energy-efficient home is more **comfortable, healthier and affordable**
- A well-designed financing program can offer a comprehensive suite of services **to make upgrading a home simple and easy**
- Municipalities are uniquely positioned to offer services and programs that give homeowners **confidence and peace of mind to undertake a home energy retrofit**



Climate action and economic recovery

- Home retrofit programs can have deep **and lasting environmental and economic benefits**
- They can **drive significant investment in the local economy** by engaging local energy advisors, suppliers, and contractors to help homeowners save energy



Community resiliency

- A home retrofit program can encourage homeowners to invest in measures that will **protect homes from extreme weather events** like wind storms, heavy rain, flooding and heat waves **while improving energy efficiency**

VALUE PROPOSITION

A **HOME RETROFIT PROGRAM** that can reduce energy consumption and GHG emissions while addressing a number of other public policy goals:

- **Economic development and job creation:** Local contractors complete the home energy upgrades, which means more money circulates in the community.
- **Addressing energy poverty and social equity concerns:** Programs can target low-income homeowners, offering an opportunity to lower energy bills.
- **Neighbourhood revitalization:** Programs can focus on improving the health and vitality of specific neighbourhoods, achieving savings on energy upgrades by targeting groups of homes to create economies of scale.
- **Public health:** Retrofitted homes have better comfort and indoor air quality, improving the health and well-being of residents.

FEEDBACK AND QUESTIONS

THANK YOU!

MISSISSAUGA IS TAKING ACTION ON CLIMATE CHANGE

**climate change
is real.**



we have a plan.

**REDUCE
EMISSIONS
80% BY 2050**



**BUILD
RESILIENCE
TO CLIMATE
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**everybody
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The Climate Change Action Plan is built around a central vision that Mississauga will be a low carbon and resilient community, with the long-term goal of becoming a net-zero community. It focuses on mitigation and adaptation – with 21 key actions delivered over 10 years.

THECLIMATECHANGEPROJECT.CA



the
**CLIMATE
CHANGE**
project


MISSISSAUGA

Environmental Action Committee (EAC) October 2020 Litter Cleanup

Deputation October 6, 2020

Location, Date and Time

Location: R.K. McMillan Park (830 Aviation Rd., Mississauga, ON)

Meeting Place: Pavilion at 10:00 a.m.

Parking: Located off of Hampton Crescent

Date: October 17, 2020

Time: 10:00 a.m. – 12:00 p.m.

Participants: Limited to EAC Members to adhere to social gathering limits

Agenda

Time	Item
10:00 a.m. – 10:10 a.m.	Sign-in and COVID-19 screening
10:10 a.m. – 10:15 a.m.	Safety tips review
10:15 a.m. – 11:50 a.m.	Litter cleanup
11:50 a.m. – 12:00 p.m.	Wrap up, weighing, what did we find/learn, group photo

Required Action Prior to Cleanup

Note: The following will be provided in advance

- Review documents
 - Resource 1 Cover Your Cough
 - Resource 2 Core Four
 - Litter Safety Sheet
- Read and sign form(s)/waiver(s)
- Complete self assessment morning of the litter cleanup

What to Bring

- Mask
- Fluids to drink
- Wear closed toe shoes
- Wear long sleeves, long pants (protect against brush, prickles, poison ivy)
- Wear bright colours

What Will Be Provided

- Gloves
- Pickers/Tongs
- Clear garbage bags
- Hand sanitizer

2019-2022 Environmental Action Committee Work Plan

WORK PLAN ITEM	ACTION FOR EAC MEMBERS	TIMING	PROGRESS	
			Action Taken or Date Completed	
Climate Change	Support approval and implementation of the Climate Change Action Plan.	Ongoing	May 29, 2019	At the May 29, 2019, General Committee meeting, students from Camilla Road Senior Public School requested the City of Mississauga declare climate change an emergency. The following recommendation was issued; <i>That a motion provided by the students of Camilla Road Senior Public School regarding the City of Mississauga declaring climate change an emergency be referred to the Environmental Action Committee for further consideration. GC-0306-2019</i>
			June 11, 2019	Referred from the May 29, 2019 GC meeting, the Eco Team Students from Camilla Road Senior Public School provided an overview on the crisis surrounding climate change and requested that the City of Mississauga declare a Climate Emergency at the June 11, 2019 EAC meeting. The following recommendation was issued; <i>That the Environmental Action Committee supports Camilla Road Sr. Public School Eco Team's position that the City of Mississauga will declare a Climate Emergency and create an action plan to help achieve net zero emissions and increased renewable energy by 2050. EAC-0016-2019</i>
			June 19, 2019	At the June 19, 2019 Council, the following EAC-0016-2019 recommendation was amended and approved as; <i>Climate change is a real and urgent crisis, driven by human activity, that impacts the environment, biodiversity, human health and the economy.</i> <i>The City of Mississauga is committed to taking action on climate change, therefore the City if Mississauga declares a climate emergency and direct staff to develop and bring forward a climate change action plan to Council for approval by the end of 2019.</i> <i>That the students of Camilla Road Senior P.S. be thanked for their initiative on this matter.</i> 0149-2019
			July 9/2019	Deep dive discussion surrounding the Climate Change Action Plan with the EAC members gaining insightful comments and feedback for consideration during the finalization of the overall plan.
			July 25/2019	The Climate Change Stakeholder Panel workshop was held, where several EAC members participated. Comments received at this workshop were incorporated in the draft Climate Change Action Plan (CCAP). The updated CCAP will go to Council at the September 18th meeting for information. If public consultation for this draft CCAP is approved by Council at this meeting, public consultations will run from Mid-September to October.

2019-2022 Environmental Action Committee Work Plan

Climate Change	Support approval and implementation of the Climate Change Action Plan.	Ongoing	Sept. 9/2019	The Corporate Green Building Standard for New Construction and Major Renovations Building Projects takes into account the Climate Change Action Plan to reach 80% GHG Reduction by 2050.
			Sept. 19/2019	An email was sent to EAC members to share public consultation opportunities (e.g., open houses, survey) for the draft Climate Change Action Plan. Consultation opportunities available between September 18, 2019 and October 18, 2019.
			Nov. 12/2019	At the November 12, 2019 EAC meeting – A deputation and memo related to the final draft version of the Climate Change Action Plan were presented to the EAC members and the Committee approved the following recommendation; <i>That the Environmental Action Committee are in support of the Climate Change Action Plan and bringing it to General Committee on December 4, 2019 for endorsement. EAC-0041-2019</i>
			Dec. 4/2019	At the December 4, 2019 General Committee meeting – The Climate Change Action Plan was unanimously supported and approved by the Members of Council. <i>That the Climate Change Action Plan (CCAP), and its supporting vision, goals, and actions, attached as Appendix 1 to the Corporate Report dated November 22, 2019 entitled “Climate Change Action Plan” from the Commissioner of Community Services be approved, subject to the City of Mississauga’s annual budget process. GC-0650-2019</i>
			Sept. 15/2020	City staff presented on the Climate Change Online Public Education and Engagement Tools.
Volunteering	Participate in volunteering opportunities as members of the Community Green Leaders volunteer program.	Spring 2020	Sept. 26/2019	Opportunities for EAC members to participate in the program will be brought to the Committee in spring 2020.
		Ongoing	Oct. 8/2019	Adopt-a-Park deputation and discussion around the members of EAC participating in a litter pick-up at a local park. Pujita Verma, EAC Citizen Member will be coordinating the details of the next volunteer event (date to be determined).

2019-2022 Environmental Action Committee Work Plan

Volunteering	Participate in volunteering opportunities as members of the Community Green Leaders volunteer program.		Mar. 3/2020	<p>Pujita Verma, EAC Citizen Member is coordinating the details of Adopt-A-Park Clean Up for the Members of the Committee. The Committee decided on the following;</p> <p>2. That the Environmental Action Committee selected the proposed dates of April 18, August 22, and October 17, 2020 at 10:00AM to participate in the Adopt-A-Park Clean-Up Program.</p> <p>a. That the April 18, 2020 Adopt-A-Park Clean Up be located at the R.K. McMillan Park along the banks of the Cooksville Creek from Lakeshore Road to Lake Ontario.</p> <p>b. That the locations of the August 22 and October 17, 2020 proposed Adopt-A-Park Clean-up dates be determined at a future date. EAC-0009-2020</p> <p>Due to the COVID-19 Pandemic – the April and August dates for the Adopt-A-Park Clean Ups have been postponed.</p>
			Aug. 14/2020	City staff have developed COVID protocols for safely reengaging volunteers and on August 14, 2020 conducted a trail litter clean up at R.K. McMillan Park with the Environment staff to test these protocols. Based on this, a date to conduct a litter clean-up with EAC members will be discussed on September 15, 2020 EAC Meeting.
Support City Action on Environment	Be prepared to comment on City-led items brought forward to EAC meetings (E.g., strategic plans, by-laws).	At EAC meetings	Sept. 9/2019	The Corporate Green Building Standard for New Construction and Major Renovations Building Projects was presented to EAC and recommended by the members of Environmental Action Committee to General Committee for endorsement.
			Sept. 9/2019	The Downtown Strategy was presented at EAC, where the members provided comments and feedback. An email was sent post meeting asking for participation from the EAC members to fill out the survey to provide more insightful feedback.
			Nov. 12/2019	The Stormwater Master Plan was presented at EAC, where the members provided comments and feedback.
			July 7/2020	An email was sent to the EAC members requesting feedback on the Stormwater Master Plan.
			Sept. 15/2020	City staff presented an Update on District Energy in the City of Mississauga.
Report on Committee Progress	Report to General Committee bi-annually on the progress of the EAC's work plan and activities. (Includes the EAC Actions Summary as an appendix)	Twice per year	Mar. 3/2020	<p>At the March 3, 2020 EAC Meeting – the Committee approved the following recommendation;</p> <p>1. That Carina Suleiman and Shazerah Qureshi, Environmental Action Committee Student Members have been selected to present on the Committee's Progress and Achievements outlined in the Environmental Action Committee Work Plan to Members of Council at the June 10, 2020 General Committee.</p>

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Report on Committee Progress	Report to General Committee bi-annually on the progress of the EAC's work plan and activities.			2. That the Environmental Action Committee Work Plan be approved as discussed at the March 3, 2020 Environmental Action Committee meeting. EAC-0010-2020
			July 22/2020	At the July 22, 2020 Virtual Council Meeting - Carina Suleiman and Shazerah Qureshi, Environmental Action Committee Student members presented (deputation) the Committee's Progress and Achievements based on the Environmental Action Committee Work Plan.
Additional/Other			Nov. 12/2019	At the November 12, 2019 EAC meeting – the Committee supported going paperless and approved the following recommendation; That the Legislative Coordinator for the Environmental Action Committee (EAC) eliminates the distribution of paper copies of the agenda and will only provide electronic copies of the agendas for all EAC meetings starting December 10, 2019. EAC-0042-2019
Next Steps	Upcoming suggested environmental actions and initiatives to be implemented.	Ongoing	Feb. 4/2020	At the February 4, 2020 EAC Meeting – Two external deputations presented on the decline of birds as result of unfriendly bird glazing. The Committee requested that staff contact FLAP (Fatal Light Awareness Program) Canada to gather birds of prey statistics and report back to EAC. The Committee approved the following recommendation; 2. That staff be directed to report back to a future Environmental Action Committee meeting to investigate the feasibility of becoming a Bird City. 3. That Animal Services staff be requested to provide a list of programs and services related to injured animals and wildlife rehabilitation to be circulated to the Environmental Action Committee and Members of Council. EAC-0002-2020