
Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee

Date: March 31, 2025
Time: 1:30 PM
Location: Online Video Conference

Members

Moneira Salic	Citizen Member (Chair)
Asim Zaidi	Citizen Member
Carol-Ann Chafe	Citizen Member
Clement Lowe	Citizen Member
Naz Husain	Citizen Member
Steven Viera	Citizen Member

To Request to Speak on Agenda Items - Advance registration is required. To make a Deputation please email Martha Cameron, Legislative Coordinator at martha.cameron@mississauga.ca or call 905-615-3200 ext. 5438 no later than **Thursday, March 27, 2025 before 4:00 PM.**

Questions for Public Question Period – To pre-register for Public Question Period, questions may be provided to the Legislative Coordinator at least 24 hours in advance of the meeting. Following the preregistered questions, if time permits, the public may be given the opportunity to ask a question on an agenda item. Virtual participants must pre-register.

Virtual Participation - All meetings of the Facility Accessibility Design Subcommittee are virtual and will not be streamed. To speak during the virtual meeting or if you do not have access to the internet, contact the Legislative Coordinator and you will be provided with directions on how to participate. Comments submitted will be considered as public information and entered into the public record.

Contact:

Martha Cameron, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5438 | Email: martha.cameron@mississauga.ca

1. **CALL TO ORDER**

2. **INDIGENOUS LAND STATEMENT**

“We acknowledge the lands which constitute the present-day City of Mississauga as being part of the Treaty and Traditional Territory of the Mississaugas of the Credit First Nation, The Haudenosaunee Confederacy the Huron-Wendat and Wyandotte Nations. We recognize these peoples and their ancestors as peoples who inhabited these lands since time immemorial. The City of Mississauga is home to many global Indigenous Peoples.

As a municipality, the City of Mississauga is actively working towards reconciliation by confronting our past and our present, providing space for Indigenous peoples within their territory, to recognize and uphold their Treaty Rights and to support Indigenous Peoples. We formally recognize the Anishinaabe origins of our name and continue to make Mississauga a safe space for all Indigenous peoples.”

3. **APPROVAL OF AGENDA**

4. **DECLARATION OF CONFLICT OF INTEREST**

5. **DEPUTATION**

Any member of the public interested in making a deputation to an item listed on the agenda must register by calling 905-615-3200 ext. 5438 or by emailing martha.cameron@mississauga.ca by March 27, 2025 before 4:00 PM.

Each Deputation to Committee is limited to speaking not more that 10 minutes.

Pursuant to Section 57.1 of the Council Procedure By-law 0044-2022, as amended:

Deputations shall be received and the matter shall be referred to staff for a report, unless there is a resolution or recommendation passed to “receive” the Deputation. After a Deputation is completed, Members shall each have one opportunity to make a preamble statement and ask questions to the Deputant(s) or staff for clarification purposes only, and without debate.

- 5.1 Eric Zhao, Active Transportation Coordinator and Matthew Sweet, Manager Active Transportation regarding Shared Micro-mobility Program - 2025 Pre-launch Season Update

6. PUBLIC QUESTION PERIOD

Public Comments: Members of the Public that have a question about an item listed on the agenda may pre-register by contacting the Legislative Coordinator at least 24 hours in advance of the meeting. Following the registered speakers, if time permits the Chair will acknowledge members of the public who wish to ask a question about an item listed on the agenda. Virtual participants must pre-register.

Pursuant to Section 58 of the Council Procedure By-law 0044-2022, as amended:

The Facility Accessibility Advisory Subcommittee may grant permission to a member of the public to ask a question of the Facility Accessibility Design Subcommittee with the following provisions:

1. Questions may be submitted to the Clerk at least 24 hours prior to the meeting;
2. A person is limited to two (2) questions and must pertain specific item on the current agenda and the speaker will state which item the question is related to;
3. The total speaking time shall be five (5) minutes maximum, per speaker, unless extended by the Mayor or Chair; and
4. Any response not provided at the meeting will be provided in the format of a written response.

7. MATTERS TO BE CONSIDERED - Nil

8. PROJECT UPDATES

9. DATE OF NEXT MEETING

May 26, 2025 at 1:30 PM

Virtual Online Meeting

10. ADJOURNMENT

Shared Micro-mobility Program

2025 Season Pre-launch Update

Facility Accessibility Design Subcommittee

March 18, 2025

Agenda

- 2024 Review
 - Winter Operations
 - Rider Profile
 - Origins and Destinations
 - Post-secondary Partnerships
 - Progressive Discipline
- 2025 Program Changes
 - Parking Model Changes
- Other Program Details
 - Service Levels
 - Monitoring and Evaluation
 - Education

Winter Operations Overview

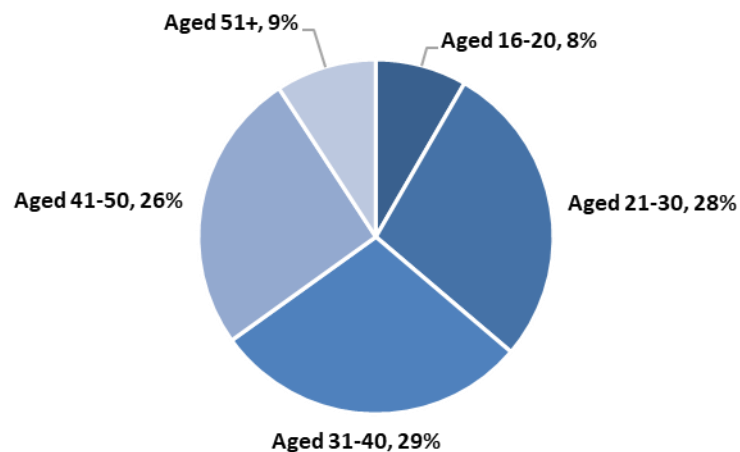
- As of December 8, 2024
 - e-scooter fleet removed for the winter
 - e-bike fleet deployed throughout the winter (reduced fleet size)



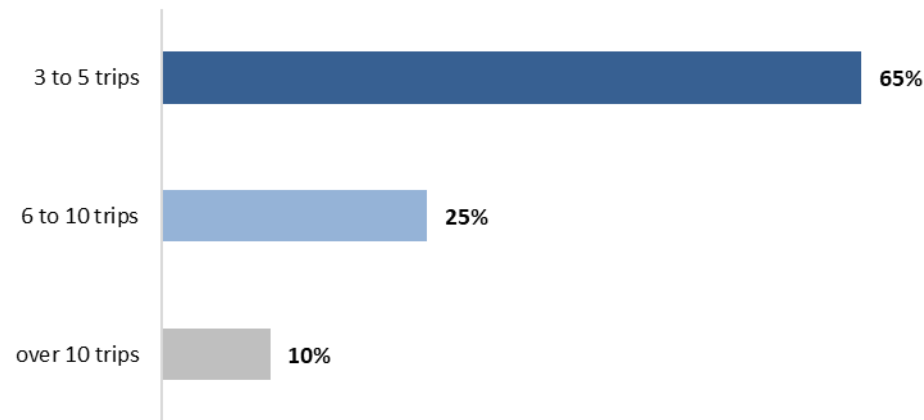
Lime's winter equipped e-bikes at International Bike to Work Day Community Ride

Rider Profile Analysis

Proportion of Unique Riders*



Trip Distribution of Repeat Riders**



* Bird Canada data only

** Data in the chart does not capture cross-provider trips

Top Origins and Destinations

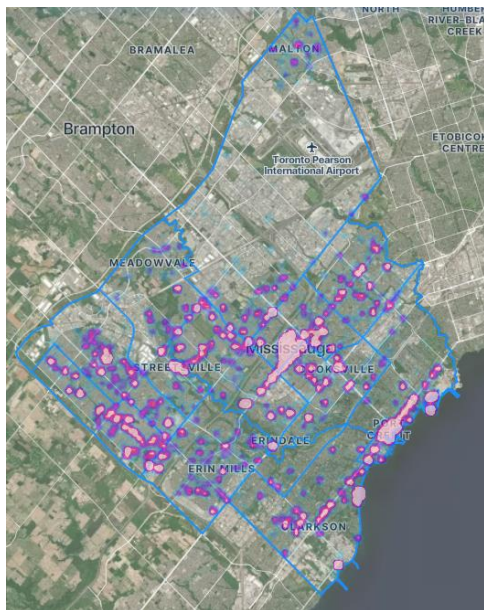


Image Source: Vianova Platform

- Riders utilized the Program to :
 - **Access transit:** concentration of trips observed at City Centre Transit Terminals, Mississauga Transitway Stations, GO Stations, MiWay express bus stops.
 - **Shop locally:** Square One and Erin Mills Town Centre are top destinations; about 13% of all shared micro-mobility trips arrived in an BIA.
 - **Stay active:** Jack Darling Memorial Park and Lakefront Promenade remained hot spots throughout the season.

Post-secondary Institution Usage

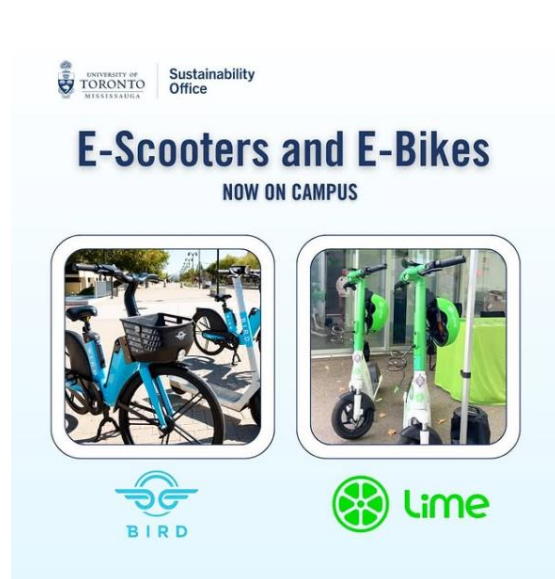
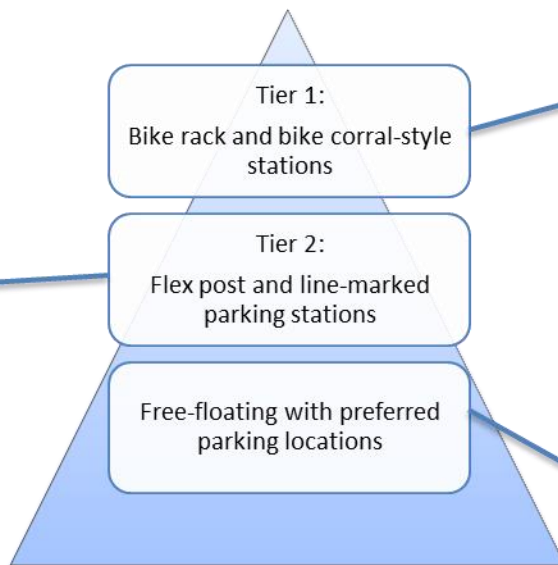


Image Source: UTM Sustainability Office

- Both service providers established agreements with the University of Toronto Mississauga (UTM) and launched services on campus in September 2024.
- During the 2024 season both UTM and Sheridan College – Hazel McCallion (Mississauga) Campus observed significant ridership.

Parking Model Changes

A tiered parking station approach will be used.



Tier 1 and 2 locations can house over 1,200 shared micro-mobility devices.

Rider Violations



Operator Interface

Operational Alerts	Description
Parking	Birds in a no-parking zone.
Downed Birds (Tip Detection)	Birds that have been tipped over.
Marked for Inspection	Birds manually flagged for inspection through Community Mode or by our on-the-ground teams.
Clutter	Too many Birds parked near each other.
City Complaint	Any issue reported by City officials.
Rebalancing	Birds in need of rebalancing (idle and/or not likely to get a ride in the next 4 hours).
Charging	Birds in need of charging (less than 15% battery remaining).
Maintenance	Birds in need of maintenance (triggered by kilometre thresholds or diagnostic sensors).

Screenshot: Service Provider Operation Alert

- Among over 120,000 trips completed during 2024, service providers issued a total of 4,356 warnings for all types of rider violations, indicating over 96% overall compliance rate.
- Among all warnings, only 372 riders were further escalated to fines as repeat offenders.
- For 2025 season, both service providers will double their fines to \$20.

Service Levels

Non Compliance Types

(Mandated response times vary, from ASAP to 60 minutes, unless otherwise noted)

Device obstructing

- Transit lane or LRT track
- Emergency / fire area
- Bus, vehicle or bicycle lane
- Pedestrian path of travel
- City maintenance vehicles

Device parked (not blocking path of travel)

- Outside of a designated parking zone
- On private property without an agreement

- Activity in no-ride zones; devices parked or abandoned in a no-ride or no-park zone

Proactive Monitoring and Evaluation

For the 2025 season, staff will

- Conduct bi-weekly in-field auditing between May and August
- Conduct real-time monitoring through Vianova platform
- Assess service provider performance based on KPI metrics
- Measure program achievements using the Monitoring and Evaluation Framework



Engagement and Education



Business Improvement Associations (BIA)

City Staff and service providers will continue engaging with BIAs and seek more opportunities for the Program, service providers, and BIAs to further collaborate.

Local School Boards

Staff are working with local school boards to launch an educational campaign informing students and parents about the minimum e-scooter riding age of 16 and other safety regulations.



Community Events

City staff, Bird and Lime will attend community events, host pop-up booths on City trails and at City facilities to educate residents on “Share the Trail” etiquettes and deliver program information.

Question

Matthew Sweet, Manager, Active Transportation

matthew.sweet@mississauga.ca

Eric Zhao, Active Transportation Coordinator

eric.zhao@mississauga.ca