

April 1st, 2026

City of Mississauga
300 City Centre Drive
Mississauga, ON L5B 3C1

Dear Members of Mississauga City Council,

My name is Pat Graham, General Manager of Bird Canada. I'm here representing our staff and riders in Mississauga—many of whom are here today or have written in to share their perspectives—regarding the proposed e-scooter ban and its impact on mobility, economic access, and equity.

At its core, this decision is about whether residents—particularly those vulnerable residents without access to a car—will retain the ability to move freely within their own city. For thousands of riders, e-scooters are not a novelty; they are a practical, affordable way to bridge the gaps in transit and reach jobs, services, and daily needs. Removing this option will make it materially harder for many residents to participate fully in the local economy.

This impact is not evenly distributed. Based on a recent survey of Bird riders in Mississauga, over 60% of users who rode more than five times last year reported earning less than \$50,000 annually, that's a group of close to 3,000 residents within Bird's rider cohort alone. These are residents who are far less likely to own a car and are more dependent on affordable transportation options.

When compared to the cost of car ownership, the importance of this option becomes clear. According to Ratehub, the average all-in annual cost of owning a car in Canada in 2026 is approximately \$16,476. For someone earning under \$50,000, that's about one-third of their pre-tax income—making car ownership simply unaffordable and leaving e-scooters as one of the few viable alternatives.

Now I know that hearing this argument directly from a for-profit organization can come with some bias attached to it. Which is why I have included some rider stories and quotes here for you to listen to.

- *"i have a car now but 2 years ago when i didn't have one i used bird scooters and bikes to get to work almost everyday. what would have been a 30+ min walk or 20+ min skateboard ride became maybe a 10 min scooter or bike ride. it saved me time and energy on my way to or back from working 10 hour shifts and i can't express how infinitely grateful i would be when the scooters came back out after winter. it also helped me bring back groceries multiple times when i was having foot pain. e-scooters can yes be dangerous if used recklessly & with unsafe devices that go. above 50 KM but they're overall a huge help to those who can't afford a car and i think we should be taking the happiness/comfort of the working class into consideration" - Ria Chahar*
- *" I am a resident in Meadowvale Mississauga, and I Think the Bird Program for scooters has been VERY VERY helpful! I've been able to get from Meadowvale to Port Credit or Square One safely and timely, faster than a public bus and cheaper than using a ride share or taxi program.." - Quinn Horner*

I would encourage council to read all of these stories in the appendix of my deputation document. These are actual accounts from Mississauga residents.

Rather than pursuing a ban, we believe there is a better path forward—one that we have already begun to explore collaboratively. We share the view that stronger regulation is needed, particularly to address



high-speed devices and unsafe equipment. Across Canada, municipalities are working with operators and provincial partners to establish clearer rules that keep unsafe devices off the streets while preserving access to shared, regulated options.

As a reminder, only shared operators can:

1. Automatically implement, through technology, the rules desired by a municipality
2. Provide rentable helmets on all devices
3. Ensure fire safety through regulated, CSA-certified batteries

Shared operators also play a key role in education and community engagement. In 2025, Bird hosted 11 rider safety pop-up events in Mississauga—promoting safe riding, proper parking, and distributing free helmets. If a ban is implemented, these programs disappear, even though devices will still be used. The question becomes: who educates riders, especially when police have said they lack the capacity?

The technical abilities & rider education of shared micromobility programs have proven to lead to a marked increase in safety of riders, as is evidenced by rider data here in Mississauga and across Canada. As a percentage of trips, Bird Canada's incident rate has fallen every single year we have operated since 2019, and that trend held true in our second year in Mississauga, with a decrease in incidents per KM travelled to .56 safety incidents per 100,000 KM travelled.

A ban removes not just a mode of transportation, but also the infrastructure—both physical and educational—that helps ensure it is used safely and responsibly.

Toronto should serve as a cautionary example. The ban did not eliminate e-scooter use—it simply pushed it toward unregulated private devices, where enforcement is inconsistent and safety concerns remain. As a Toronto resident, I've seen firsthand that bans don't reduce risk—they reduce the City's ability to manage it.

We encourage Council to take a more collaborative approach—focused on stronger regulation, enforcement, and partnership with responsible operators—to preserve mobility while maintaining control vs. an outright ban of e-scooters in this city.

Thank you for your time and consideration.

Respectfully,
Pat Graham

Appendix Rider Stories:

<p>AJ Nassir</p>	<p>This was the best program ever getting anywhere Got easy close to home but with a ban we're getting screwed</p>
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<p>Luc Dela</p>	<p>I used bird to get to my job interview. It was in a dead zone of Mississauga and birds was a cheap accessible way to get there.</p>
<p>Arman</p>	<p>I've always loved Bird because it gives me a sense of freedom and connection to my city that I never experienced before. Riding a Bird allows me to explore neighbourhoods I might have otherwise skipped, feel the breeze on my face, and see the world at a slower pace than driving. It's not just transportation; it's an experience that makes everyday errands and commutes enjoyable.</p> <p>If the program were banned, it would feel like losing a piece of my routine and a part of what makes my city vibrant. I would miss the spontaneity of picking up a Bird on a sunny day and the environmental benefits of choosing a greener way to get around. For me, Bird isn't just convenient—it represents a small slice of joy and freedom that would be hard to replace.</p>
<p>Quinn Horner</p>	<p>I am a resident in Meadowvale Mississauga, and I Think the Bird Program for scooters has been VERY VERY helpful! I've been able to get from Meadowvale to Port Credit or Square One safely and timely, faster than a public bus and cheaper than using a ride share or taxi program. The ending of this program would not only affect me but also many others and would end up wasting Mississauga Ward 10 Tax dollars, as we've implemented Bike/Scooter Lanes. I think it's crucial for Mississauga to keep these and be considered a world class city. Many cities in the world I've been to have the Bird or Lime Program, Milan, Lisboa, London UK, Barcelona, Marseille France, and even Zurich. Those are just European cities, I felt a sense of pride knowing we accepted the program 2 years ago. It should continue</p>
<p>Jay Sim</p>	<p>One day I woke up very late and that day I had an exam my exam started at 9 AM and I woke up 8:45 AM. I was super stressed, I don't have any cars so I booked a Bird scooter and I reached my college which is 20 minutes by walking and it helped me to reached on time. Bird is convenient and cheaper in my opinion thank you so much.</p>
<p>RaeK</p>	<p>This was a fun outing with friends to explore further than we would have walking. Living here in the city center with high density we shouldn't need cars to live, play and thrive. Bird offers an excellent on demand option for going further than your legs can carry you without having to get in a</p>

	car.
Jakob Williams	Why is this even a thing, this improves the efficiency of people's everyday lives
Grace Czyski	I have no license and am a low income teenager, bird is my affordable and safe way to get around the city. I don't know what I would do without it.
Omar Fattal	They're very efficient to get around on your own routes that buses don't service, when you don't own a car. It's cheap, great in value, and fun. Blowing past the wind in an escooter and ebike is great and fun.
Simran	Bird is an amazing thing! For students who need to catch the bus from far away places, i used to travel 2 hours to Toronto early morning. Bird helped me so much. Walking alone 20 mins in the dark at 4:00 am is not fun. Not only is it faster, but also feels safer.
David Wong	If scooter program was banned, I would not have the flexibility to commute to and from work easily as I would need to wait for scheduled time for a compatible bus route and possible wait again to change bus route, adding significant time to my commute.
Ria Chahar	I have a car now but 2 years ago when i didn't have one i used bird scooters and bikes to get to work almost everyday. what would have been a 30+ min walk or 20+ min skateboard ride became maybe a 10 min scooter or bike ride. it saved me time and energy on my way to or back from working 10 hour shifts and i can't express how infinitely grateful i would be when the scooters came back out after winter. it also helped me bring back groceries multiple times when i was having foot pain. e-scooters can yes be dangerous if used recklessly & with unsafe devices that go. above 50 KM but they're overall a huge help to those who can't afford a car and i think we should be taking the happiness/comfort of the working class into consideration
Katy Elson	I'd be sad to see the local transit option go. The access Bird gives people to equitable transport is necessary.
Naudia	With Bird I was able to get around Mississauga without having to wait on an unreliable transport system. I was looking forward to taking this service to/from work.

Husein	Gets me home from places inaccessible from public transport
Reema	I need it to get to places it's the only way I can afford to go around .
Thomas D	Bird helps me get around town
Cereniti	It helps for easy access to get around town for school aged students creates more help for jobs such as uber as well.
Daniel	I love taking the birds I use it for work, my family and other stuff like that. Honestly, the bird and soul bike program is a great way for people that don't have reliable transportation to get her around the city. I honestly think you guys should keep the bird program.
Vikram kang	I use it to go to work as i cant walk cause of past injury (not related to bird)
Anisha	Bird is my way of transportation. I don't have a car but bird is the way i get to where i need to go
Michael T	I rely on Bird to get to my part-time job after school. Transit doesn't always line up with my shifts, and without a car, this is the only reliable way I can get there on time. Losing it would make working much harder for me.
Sofia R	Bird has been a huge help for running errands around the city. Simple trips that would take 30-40 minutes walking are cut down to 10 minutes. It saves me time and makes daily life way more manageable.
Ethan K	I don't own a car and can't afford one anytime soon. Bird fills that gap for me. It's affordable, quick, and lets me stay independent without relying on others for rides.
Olivia G	I've used Bird to get to interviews, appointments, and even just groceries. It's affordable and reliable, which is something I can't always say about other transportation options.
Maya Lowe	As someone who works late shifts, Bird has been really important for getting home safely when buses are less frequent. Without it, I'd have to wait long periods or spend money I don't have on rideshares.

<p>Jason</p>	<p>I live in Cooksville and work near Square One, and Bird has been a huge part of my daily commute. The buses don't always run when I need them, especially early in the morning, so being able to grab a scooter helps me get to work on time. Without it, I'd be stuck either walking long distances or paying for rides I can't afford.</p>
<p>Emily Roberts</p>	<p>living in port credit i use bird all the time to get around the waterfront and up to hurontario its way faster than waiting for a bus esp in the summer when its busy it just makes getting around way easier and without it honestly itd be way harder to get places</p>
<p>Henry Teves</p>	<p>Would lose my ability to move around efficiently</p>
<p>Jess</p>	<p>Bird brings accessible travel, and enjoyment to a variety of age cohorts. Contributes to the local economy, as it allows people to easily travel to different areas that may not be within walking distance.</p> <p>My husband and I love to ride Bird Scooters to go into Port Credit. It's an easy way for us to get into the area, go to a new restaurant, then get home.</p> <p>Taking these would away would create more traffic, limit accessible and easy travel, and be a step behind all other major cities.</p>
<p>Brooklyn</p>	<p>I LOVE BIRD DONT BAN WE NEED BIRD SCOOTER ITS MY MEANS OF TRANSPORTING</p>
<p>Gabriel</p>	<p>I used bird to get to and from school and work because the busses were super unreliable the bird got me their very fast</p>
<p>Akira</p>	<p>Bird is a program that greatly increases outdoor activity and engagement among people of all ages. Young people are getting off of screens in my city to go for rides with their friends, couples are integrating bird rides into their dates, and people newer to outdoor activity are using it as a stepping stone to new experiences. Electric scooters are improving recreation and access to the outdoors, and are already very popular in many European nations. We are behind in that regard, and removing Bird would be a further step in the wrong direction.</p> <p>City recreation, exploration, and engagement are improved with Bird— a program that should be</p>

	kept.
Ahmed	in malton transit isnt great depending where ur going ive used bird to get to work and connect to buses that barely run without it my commute would be way longer and way more stressful its honestly one of the only things that works out here if u dont have a car