



MiWay Service Update

Transit Advisory Committee

November 11, 2025



Agenda

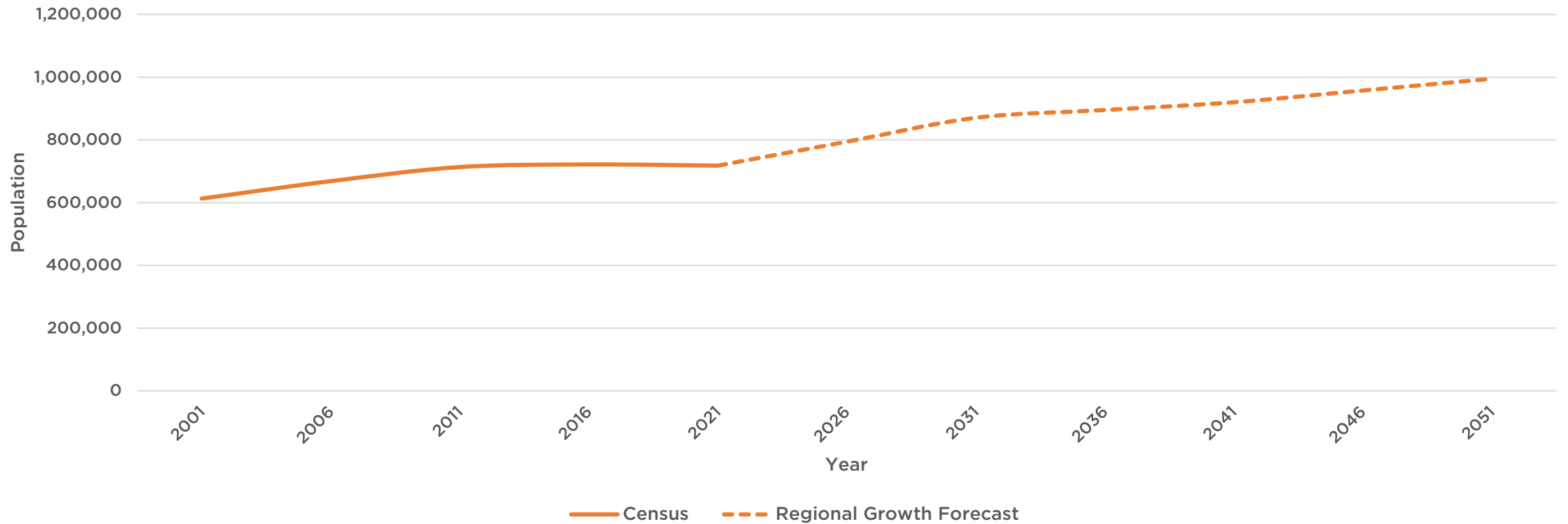
- Current state of transit network
- Who are our customers?
- What investments have been made in on-road service?
- What has happened so far in 2025?
 - Boardings, ridership and revenue
 - Service investments
 - Customer feedback
- What are we focusing on in 2026?
 - Service reliability (on time performance)
 - Improving the overall customer experience
 - Establishing clearly defined minimum service standards



Moving Mississauga

Mississauga Population (2001-2051)

Census Results and Population Projections



Sources: Statistics Canada and Region of Peel

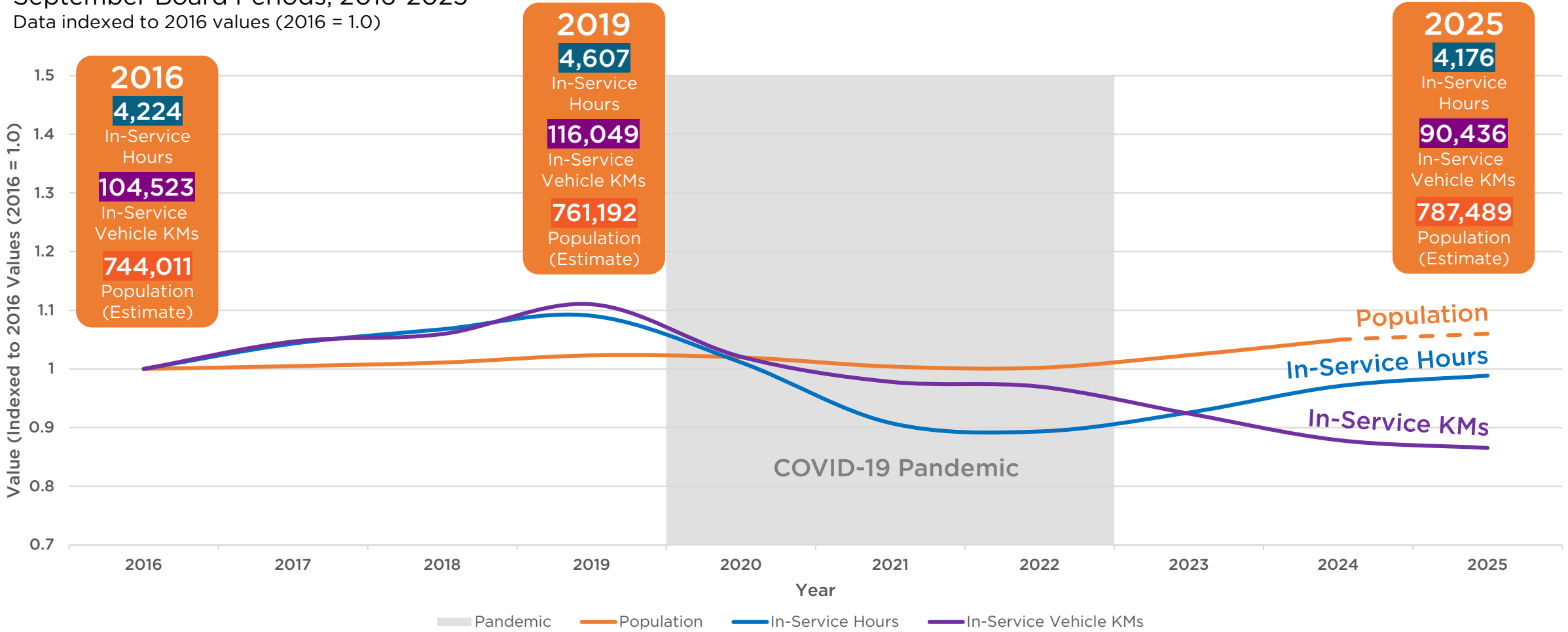


Yearly Key Performance Indicators

Daily Weekday Service Population, In-Service Hours and Kilometres

September Board Periods, 2016-2025

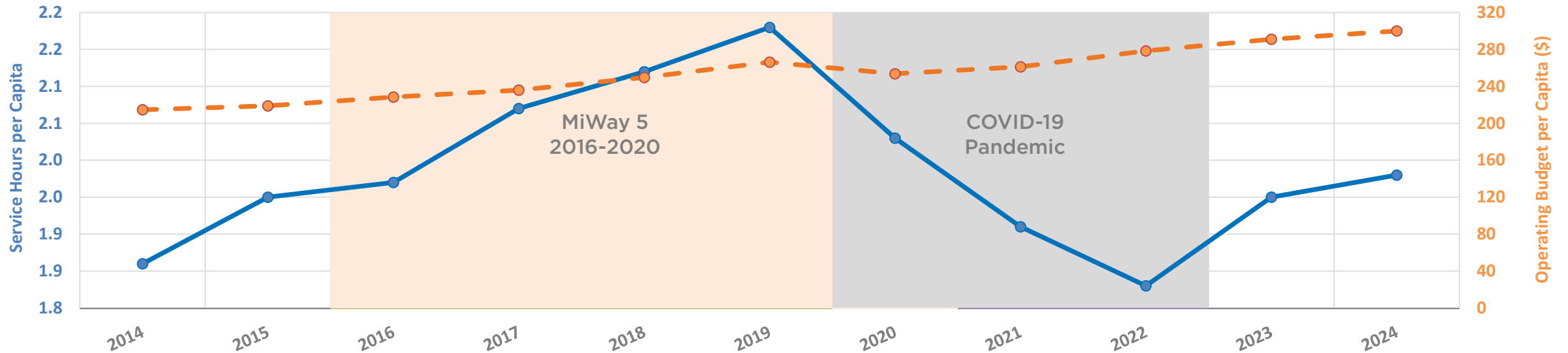
Data indexed to 2016 values (2016 = 1.0)



Investment in Transit

Annual Trend (2014-2024)

Reflects investment (operating budget per capita) and service delivery (hours per capita)



Transit investment and service hours per resident in Mississauga generally moved together over the past decade, with steady growth before 2020, a decline during the pandemic, and a notable increase in 2023.

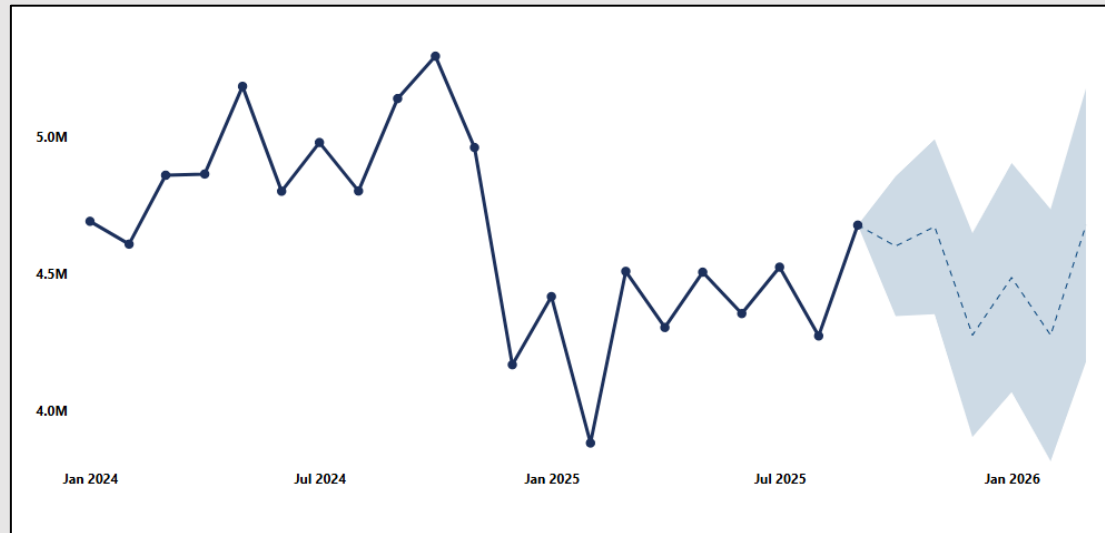
Overview of Transit Performance 2025

Passenger Boardings

2024 Actual: 58.4 million boardings

2025 Forecast: 52.3 million boardings

Year-to-date ridership is trending 10% lower than 2024

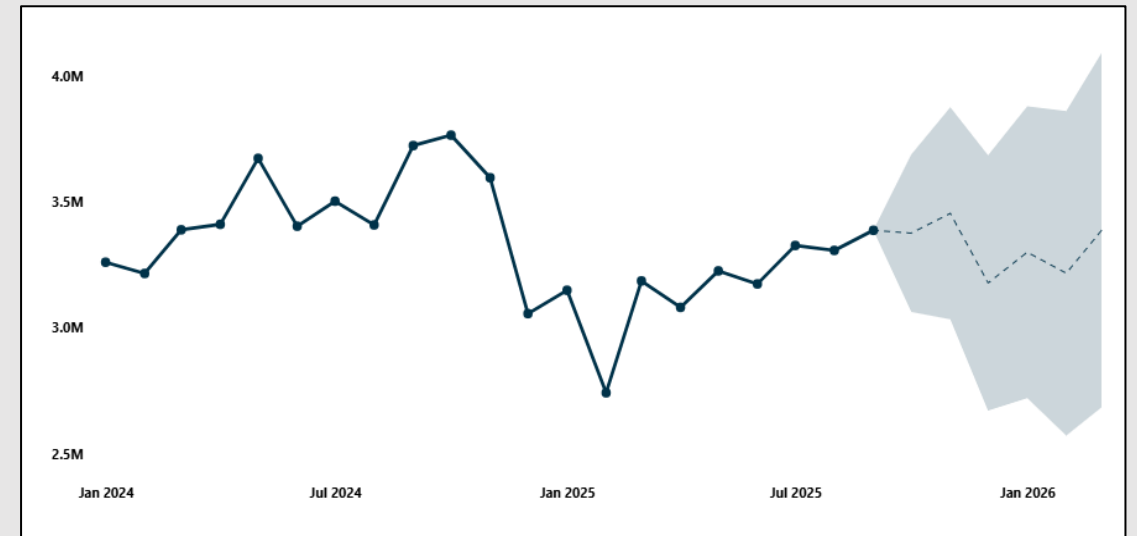


Revenue Rides

2024 Actual: 41.4 million Revenue Rides

2025 Forecast: 38 million Revenue Rides

Year-to-date Revenue Rides is trending 8% lower than 2024



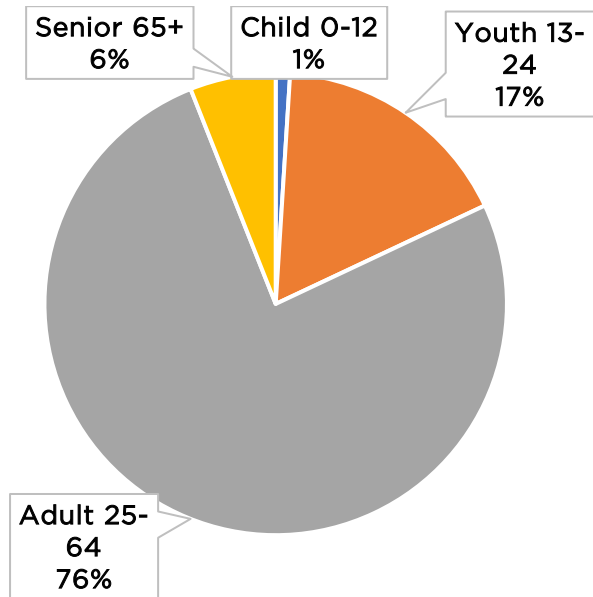
MiWay projects passenger boardings and revenue rides to grow **between 2.5% and 5%** for 2026, driven primarily by return-to-office trends, population growth and service increases.

*As of September 2025

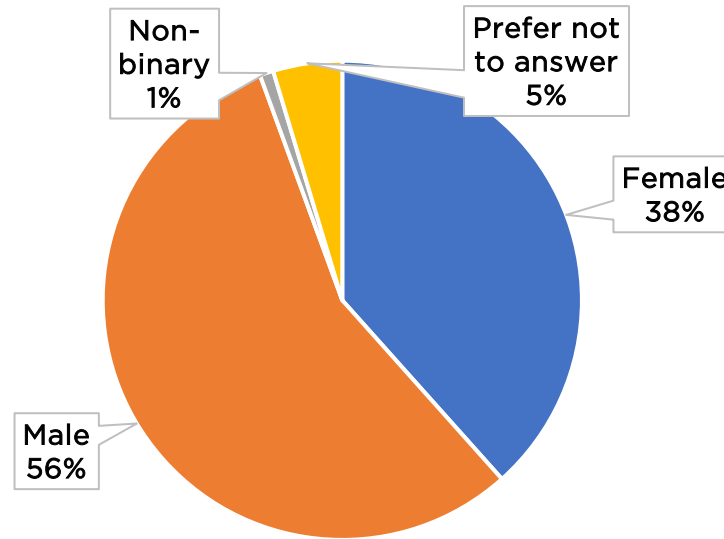
Customer Profiles

2025 Passenger Demographics

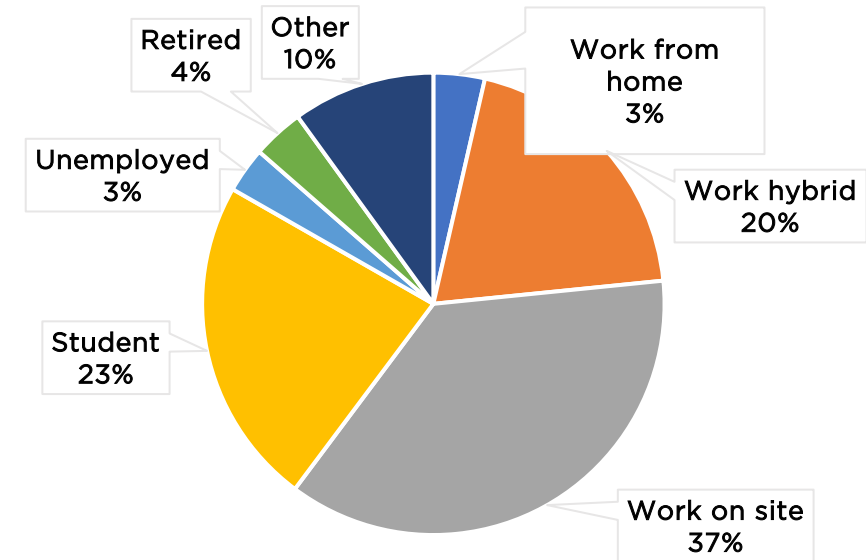
Age*



Gender Identity**



Employment Status**



*Source: PRESTO

**Source: 2025 Customer Satisfaction Survey

Customer Use Profiles

56% use the 2-hour transfer window.

62% ride transit
weekdays & weekends

33% with MiWay 3+
years

19% new MiWay riders

19% connect to other transit
providers

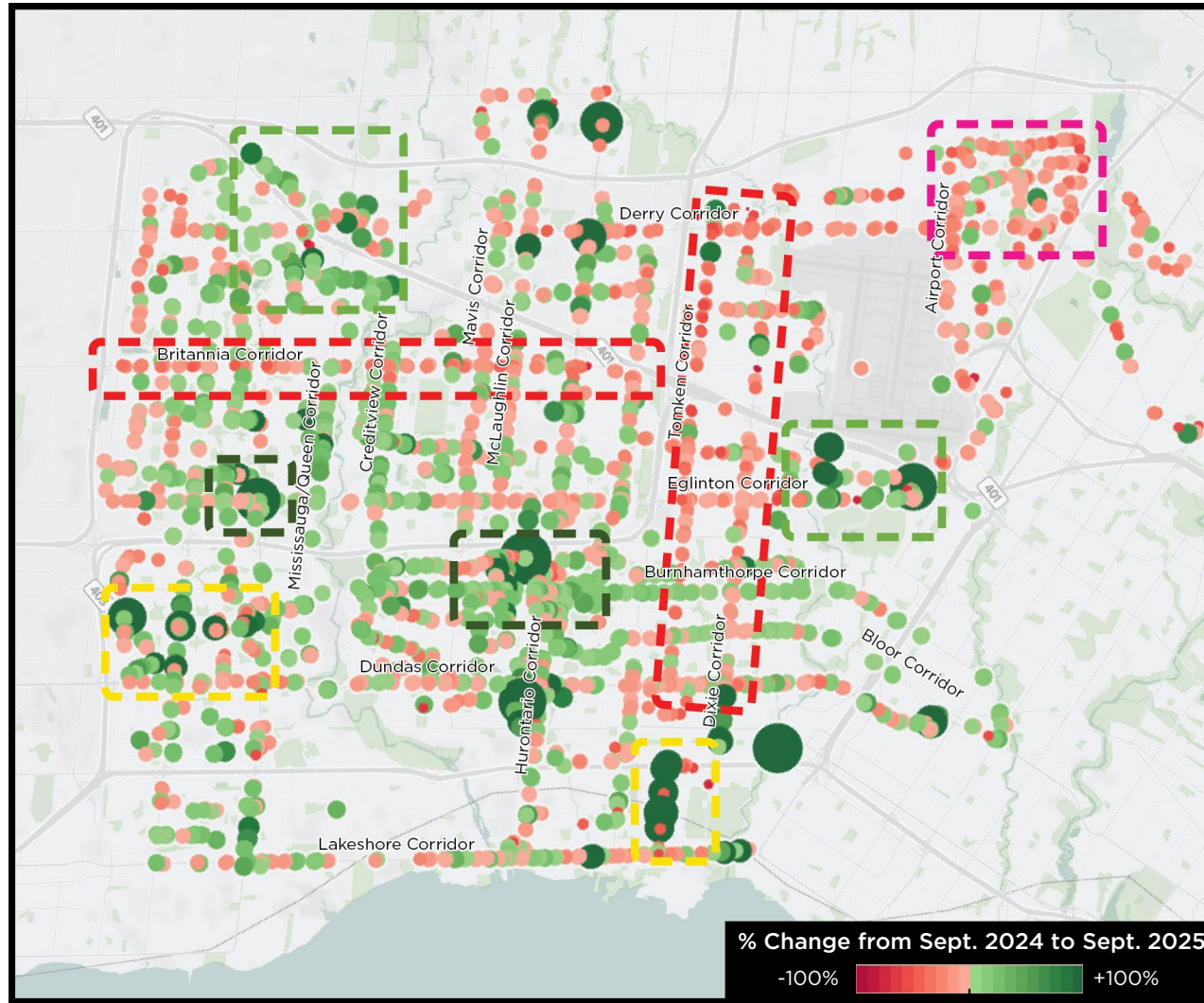
51% MiWay main
mode of transportation

10% occasionally use
MiWay



Ridership Trends

+/- Ridership Change by Area/Corridor (Sept.2024 to Sept.2025)



Ridership Trends

Key Drivers for Ridership Decline

- ❑ Industries such as manufacturing have declined
 - Unemployment rate in Mississauga rose to 8.9% (Sept. 2025) from 6.6% (Aug. 2024)
- ❑ Significant decline in immigration and post-secondary international student permits
 - Nationally, 60% drop in international student arrivals in 2025
 - Sheridan College has suspended over 40 programs due to enrollment drops

Key Drivers for Ridership Growth

- ❑ Increase in return-to-office mandates
- ❑ Increase in residential development along corridors like Burnhamthorpe Rd, Confederation Pkwy, & Eglinton Ave
- ❑ Singular cases of ridership growth from completion of construction projects and route cancellations
 - Dixie/QEW Interchange
 - Cancellation of Oakville Transit's Route 24.

Ridership Trends

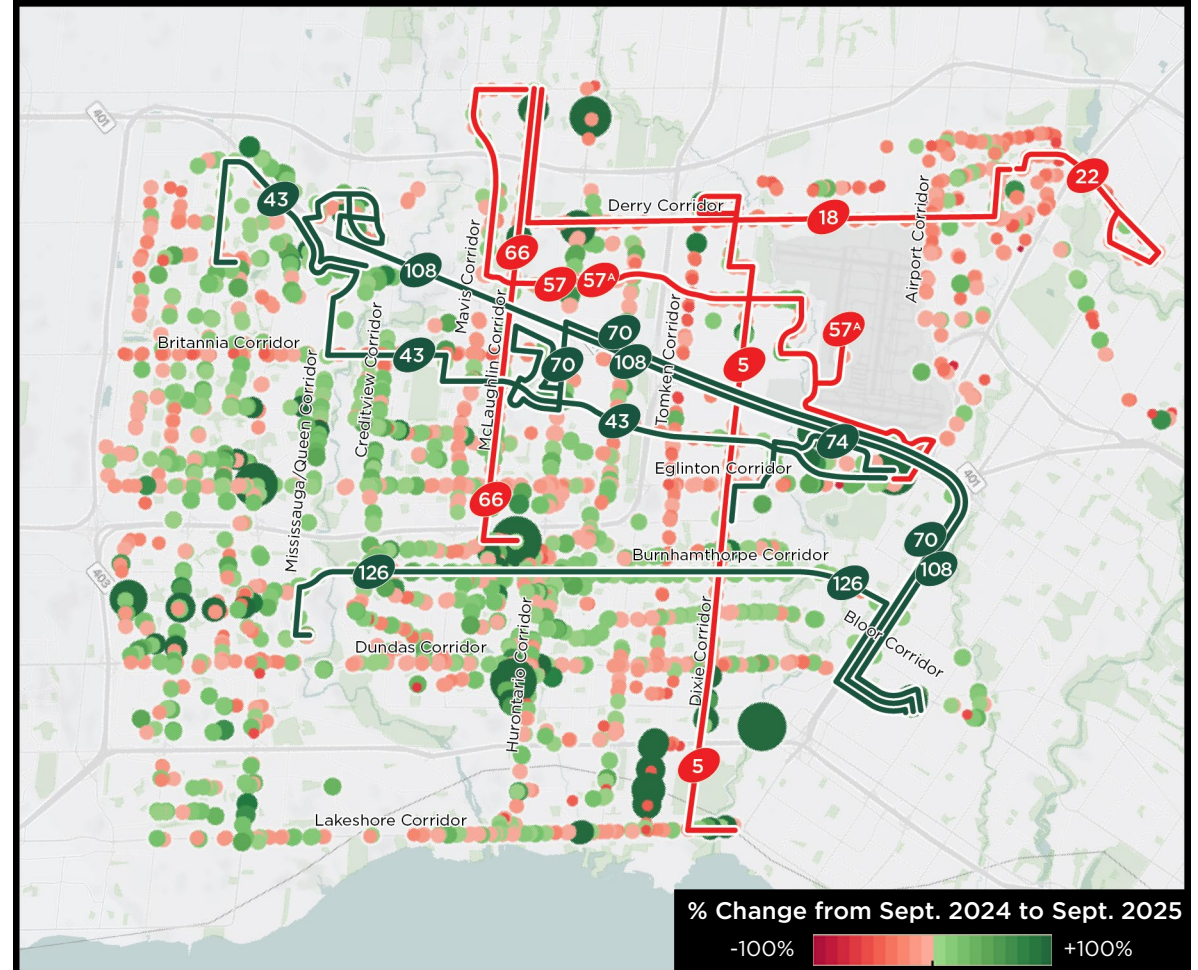
Greatest Ridership Growth by Route:

Rank	Route	% Change	Factor
1.	74 Explorer	+24%	Return to office
2.	126 Burnhamthorpe Express	+12%	Residential development, UTM activity
3.	108 Financial Express	+11%	Return to office
4.	70 Keaton	+10%	Return to office
5.	43 Matheson	+1%	Return to office

Greatest Ridership Decline by Route:

Rank	Route	% Change	Factor
1.	18 Derry	-26%	Employment/industry softening, student enrollment
2.	5 Dixie	-24%	Employment, routing change
3.	22 Finch	-23%	Student enrollment
4.	66 McLaughlin	-21%	Student enrollment
5.	57/57A Courtneypark	-21%	Employment

Sept. 2024 to Sept. 2025 Ridership Change



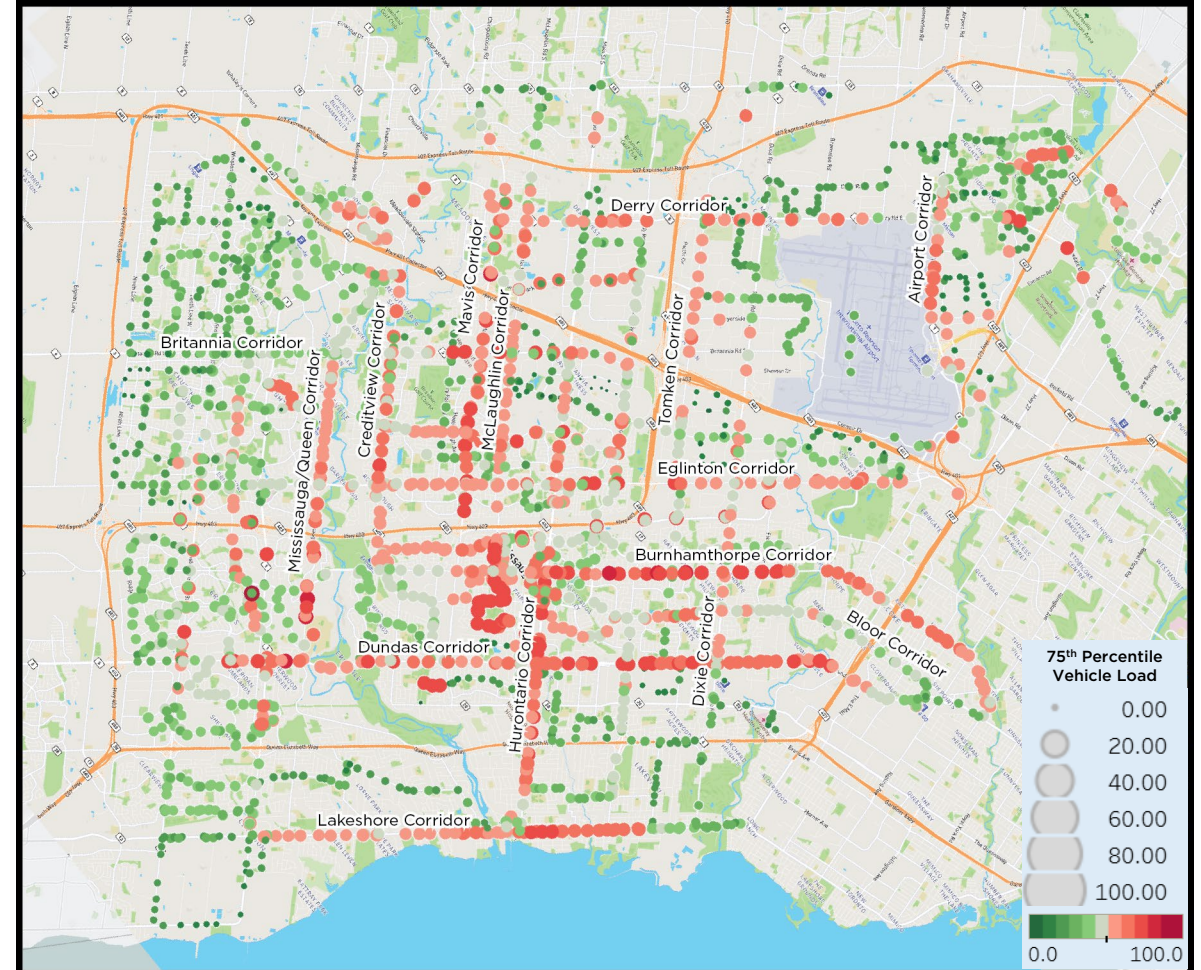
Capacity Concerns

Transit services on many corridors continue to operate between 80-100% of total route capacity, resulting in crowding issues.

Top 10 Routes Experiencing Capacity Issues:

Rank	Route	Action Items
1.	110 University Express	Targeted for Improvement in 2026
2.	101 Dundas Express	Targeted for Improvement in 2026
3.	44 Mississauga Road	Targeted for Improvement in 2026
4.	126 Burnhamthorpe Express	Targeted for Improvement in 2026
5.	1 Dundas	Targeted for Improvement in 2026
6.	109 Meadowvale Express	Planned for January 2026
7.	26 Burnhamthorpe	Planned for Jan. 2026 (more artics)
8.	2 Hurontario	Implemented in October 2025
9.	61 Mavis	Monitoring
10.	11 Westwood	Targeted for Improvement in 2026

Sept. 2025 PM Rush Vehicle Crowding



2025 Year in Review

Overcrowding Trends

MiWay defines 'overcrowding' when a bus reaches its maximum passenger capacity. When this occurs, the bus operator identifies 'closed doors' and is unable to pickup passengers at the next stop until space is available.

With ongoing improvements to service, the number of overcrowding incidents have declined by **53% in 2025**.



2025 Year in Review

Service Improvements

Major Express Improvements

- 103 Hurontario Express** Weekday rush hour improvements to reduce overcrowding.
- 107 Malton Express** Weekday rush hour, midday, and evening improvements to meet service standards.
- 108 Financial Express** New trips to support growing demand.
- 109 Meadowvale Express** Weekday rush hour, midday, and evening improvements to reduce overcrowding.
- 110 University Express** New Saturday and Sunday Express service.
- 135 Eglinton Express** New weekday peak Express route to reduce overcrowding and support ridership growth.

Major Local Improvements

- 2 Hurontario** Weekday rush hour and Saturday improvements to reduce overcrowding.
- 7 Airport** Saturday and Sunday improvements to reduce overcrowding.
- 11 Westwood** Weekday rush hour, midday and evening improvements to reduce overcrowding.
- 26 Burnhamthorpe** Weekday rush hour, midday, and evening improvements to reduce overcrowding.
- 31 Ogden** Route extension to Dixie GO Station and new two-way service on Ogden Avenue.
- 35 Eglinton** Saturday improvements to reduce overcrowding.
- 51 Tomken** Weekday rush hour improvements to reduce overcrowding.
- 61 Mavis** Weekday, Saturday, and Sunday improvements to reduce overcrowding.

2025 Year in Review

Infrastructure Improvements

Standard Transit Shelters:

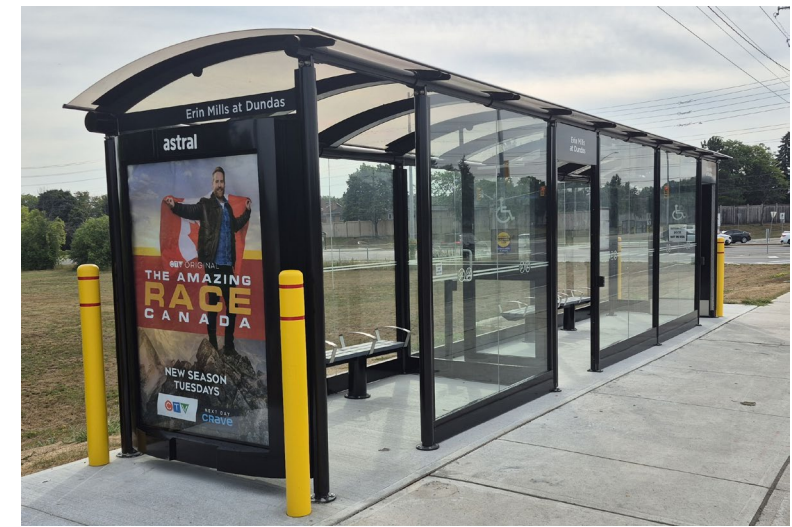
- 70 new standard shelters were installed in 2025 resulting in almost 40% of all MiWay stops now having shelters

Enhanced Transit Shelters:

- 15 new enhanced transit shelters will be installed by 2025 year end bringing the total number of enhanced shelters to 57.
- These larger shelters improve customer amenities by providing larger waiting areas, heating, and additional seating.

Improved Accessible Infrastructure:

- 62 concrete landing pad (front and rear pads) were installed across the City to improve accessibility.
- Based on these improvements, approximately 0.5% of stops serviced by MiWay do not feature an effective hard surface for customers to board and alight.



Waste Collection

Keeping our routes neat and tidy by managing the waste receptacles

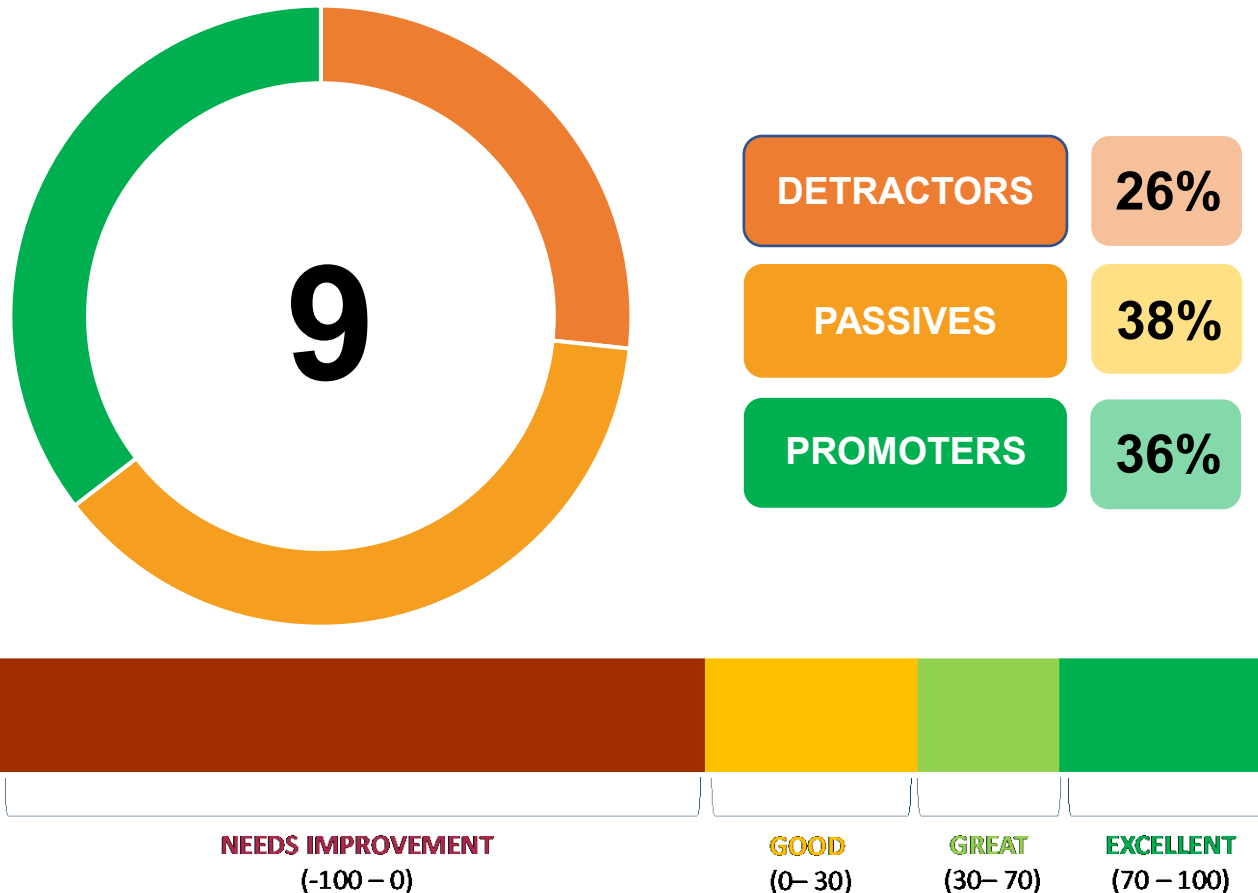
- As ridership increases along routes, we naturally tend to experience an increase in usage of the waste receptacles at transit terminals and stops
- **Region of Peel** provides waste collection services, including emptying the receptacles within the transit network
- **Astral Media** is responsible for the maintenance and cleanliness of transit shelters, including litter within the shelter
- We work hand in hand with our business partners to ensure timely and responsive waste collection



2025 Year in Review

Customer Satisfaction

MiWay's Net Promoter score increased by 4 points from 5 to 9 in 2025. Customer satisfaction scores are moderate with strong performance in safety.



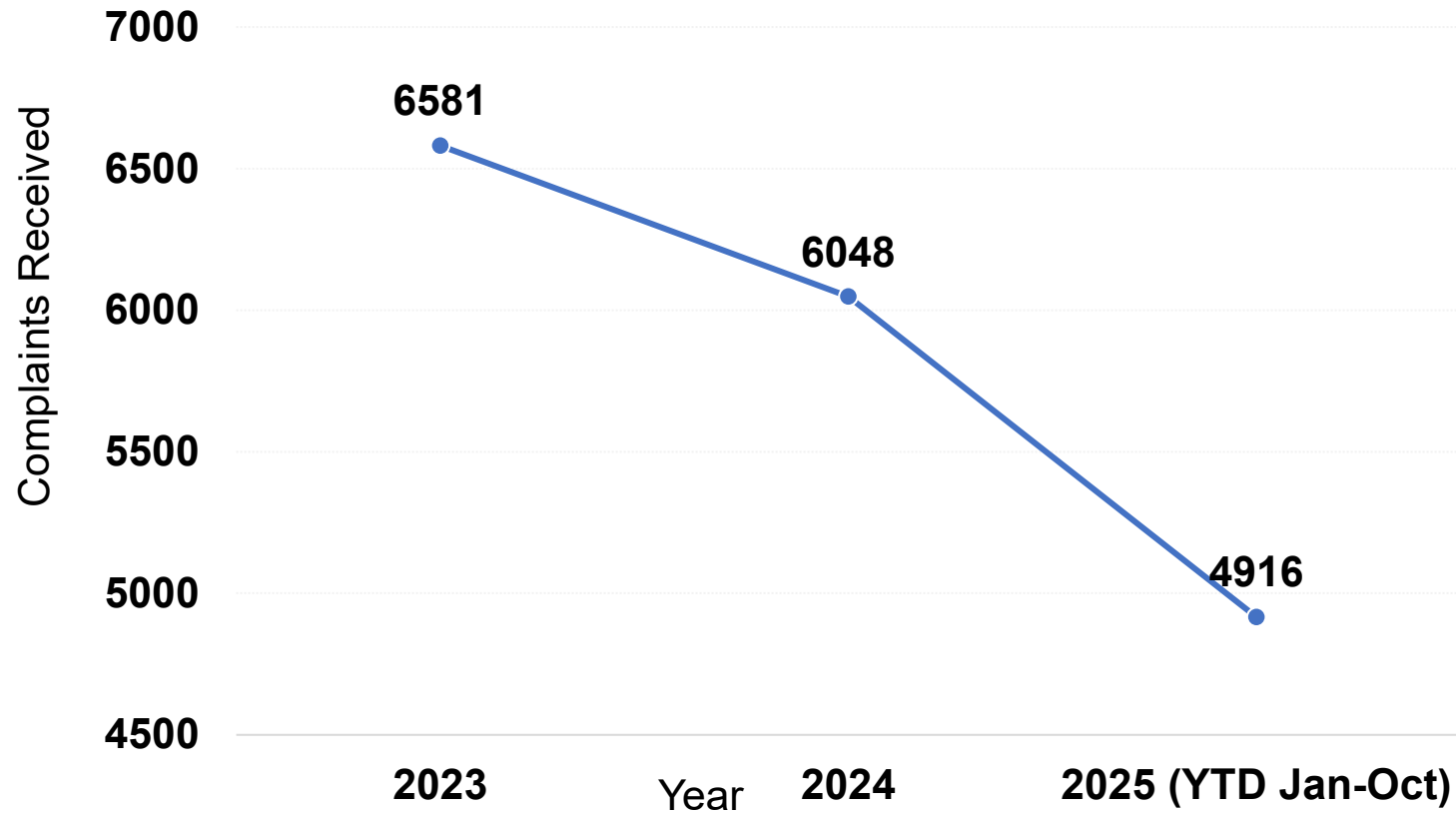
Charter Commitment	Satisfaction Rating
Overall satisfaction	72%
Safety	81%
Informed	71%
Reliability	70%
Customer service	63%

2025 Year in Review

Customer Feedback

Customer Complaints 2023-2025

Values shown for 2025 are year-to-date (Jan-Oct)



CUTA Award

MiWay has been recognized by the Canadian Urban Transit Association (CUTA) for the **Equity, Diversity and Inclusion Award** for our work on the **Sunflower Initiative for Hidden Disabilities**.

2025 CUTA AWARDS





Questions?

