



MiWay's Service Change Process

Presented by:

Alana Tyers, Manager Service Development

MiWay Five: Transit Service Master Plans



MiWay Five - successfully completed (2016-2020)

The Service Plan focused on:

- ✓ Moving Mississauga's transit system from a design that radiates from the city centre to a grid network.
- ✓ Created more frequent and direct service along main roads.
- ✓ Strengthening service, quality and reliability
- ✓ Growth in ridership



MiWay's Five – The Next Five (2021- 2025) was delayed due to the pandemic and reduced funding for future transit services. This master plan will build on the success of the first five years and will guide the route refinements and support service improvements to reinforce continued rider growth.

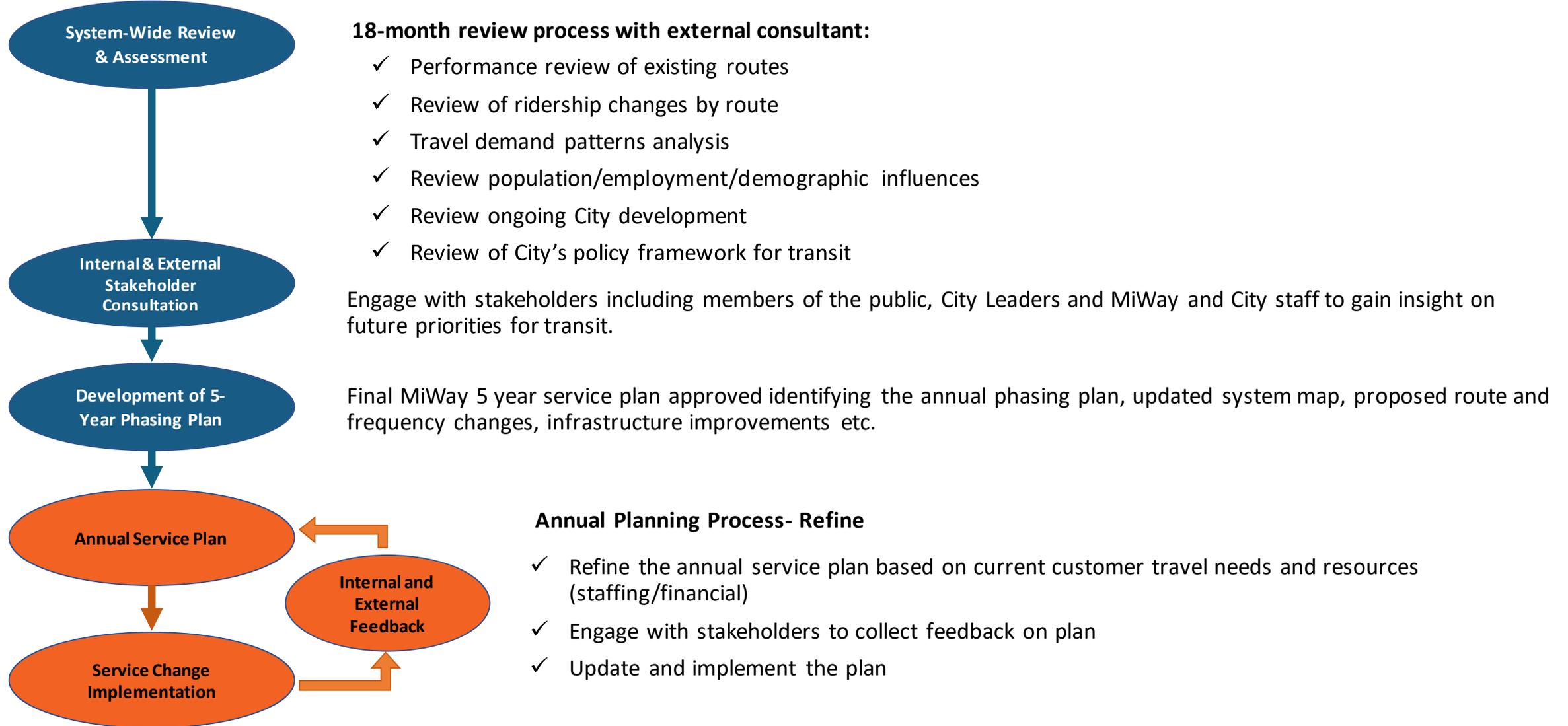
This Service Plan will focus on:

- ✓ Guiding the refinement and expansion of the transit network towards full integration
- ✓ Adjusting services to support and integrate with the Transitway, planned HuLRT, future rapid transit projects (Dundas, Lakeshore)
- ✓ Refining the hierarchy of services
- ✓ Incorporating the Transitway and MiWay's infrastructure initiatives in route network and service improvements.

MiWay Five: 10 Key Benefits



MiWay Five: Overall Service Master Plan Process



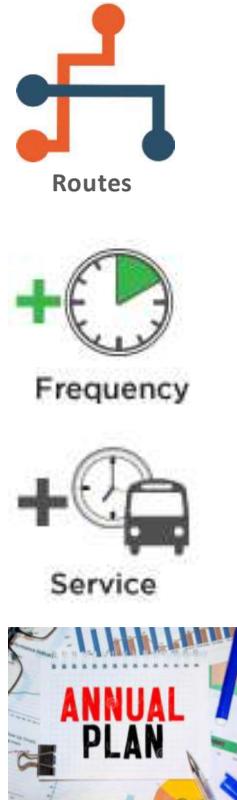
Service Change Process

MiWay's Board Period Cycle = 96 Days

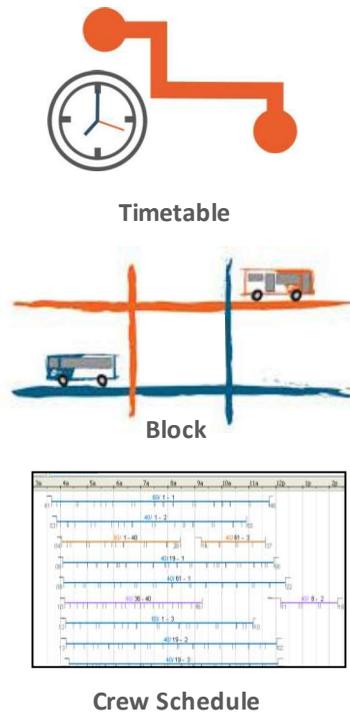
Data Analysis



Service Planning



Scheduling



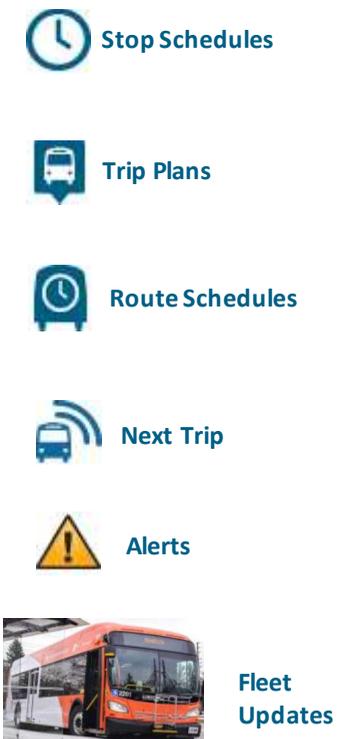
Operations



Infrastructure Management



Service Information



Technology on MiWay Buses



Automatic Vehicle Location (AVL) System:

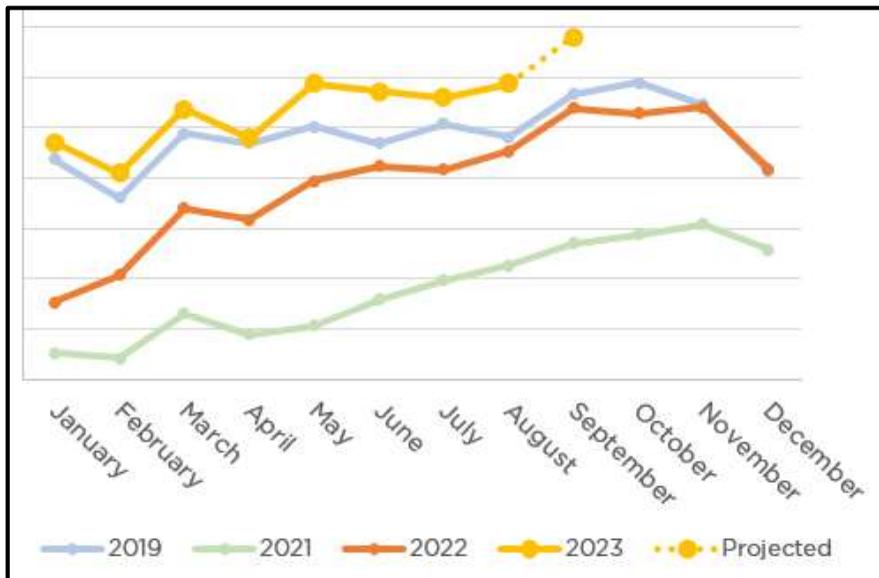
- ✓ All MiWay buses are equipped with AVL
- ✓ AVL data is acquired from vehicles every 30 seconds
- ✓ Travel time of a route is determined based on the actual location of the vehicle

Automatic Passenger Counters (APC) System:

- ✓ 80% MiWay buses are equipped with APC
- ✓ All passenger boardings and alightings from the front and rear door of buses are recorded for every day/route/trip/stop.
- ✓ APC provides detailed ridership data including passenger loads

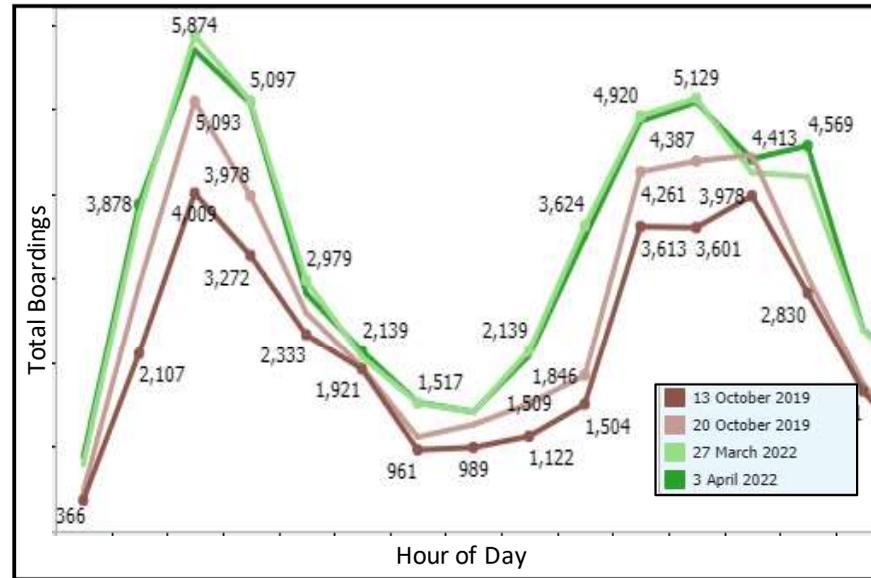
Ridership Data from APC

System Level Ridership



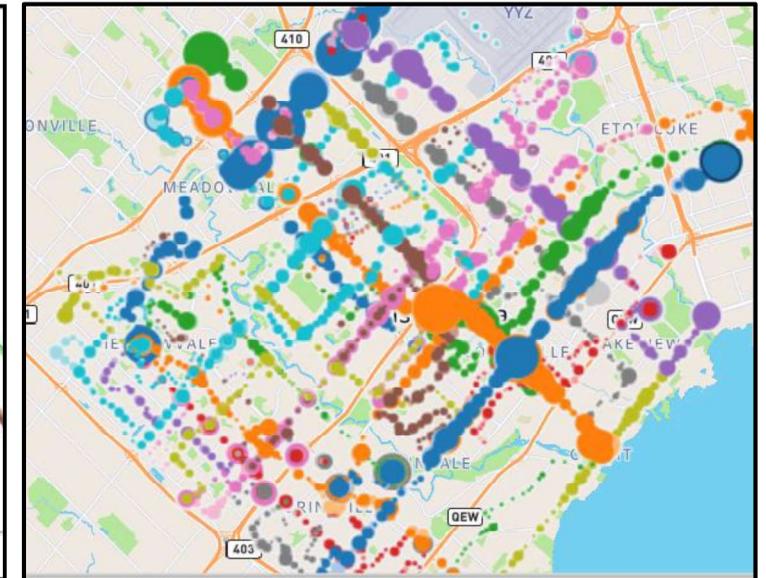
Example of system level ridership showing overall network ridership trends by month & year

Route Level Ridership



Example of route level ridership showing overall ridership increase on a specific route by time of day

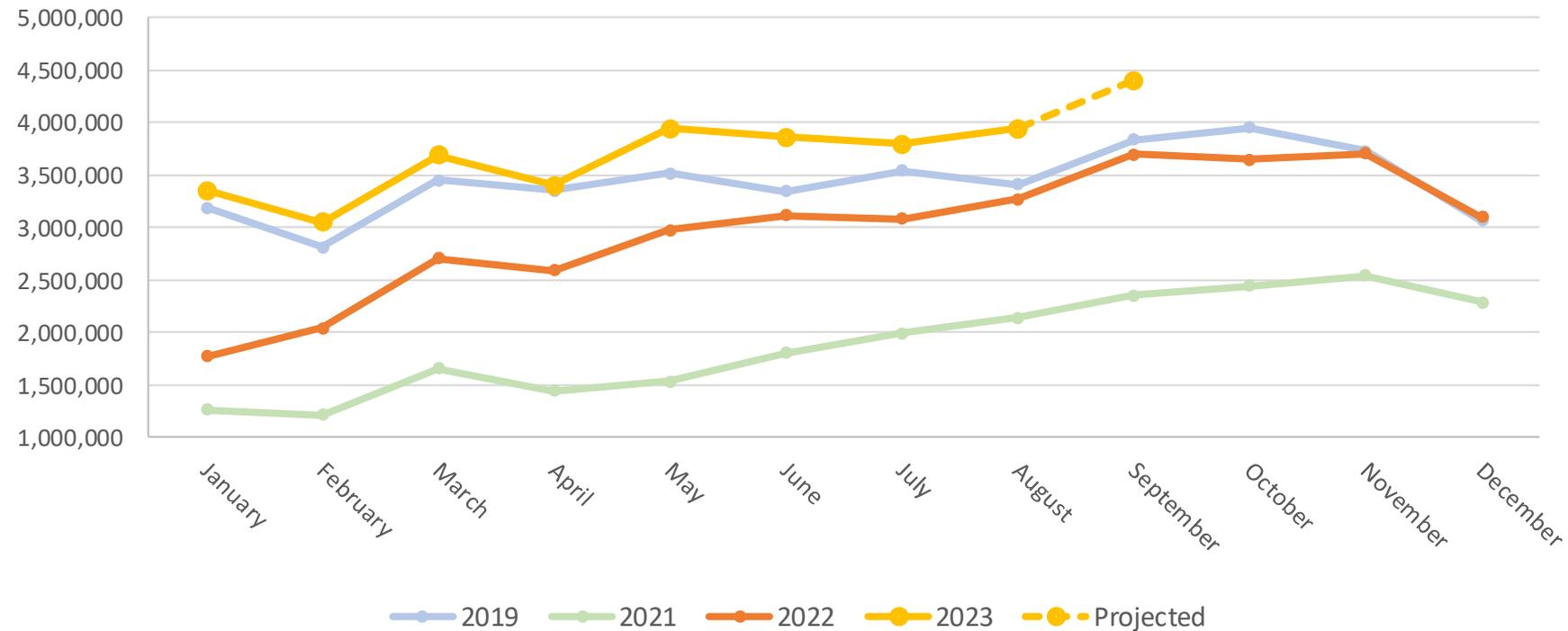
Stop Level Ridership



Example of stop level activity (boardings & alightings) for all stops within the network

Current Ridership Growth Trends (System Level)

Monthly Revenue Ridership Comparison



Overall ridership has surpassed pre-pandemic levels.

Current Ridership Trends (Route Level)



Top Performing Route/Corridor	% Growth over Pre-COVID (based on Aug.2023)
57 Courtneypark	68%
Derry Rd. (Rts 18/42/104)	59%
15 Drew	54%
24 Westwood	44%
53 Kennedy	42%
61 Mavis	40%
11 Westwood	34%
7 Airport	26%
39 Britannia	24%
51 Tomken	20%
30 Rexdale	17%
71 Sheridan-Subway	12%
22 Finch	9%
26 Burnhamthorpe	4%
5 Dixie	4%
25 Traders Loop	3%
38 Creditview	4%
66 McLaughlin	1%

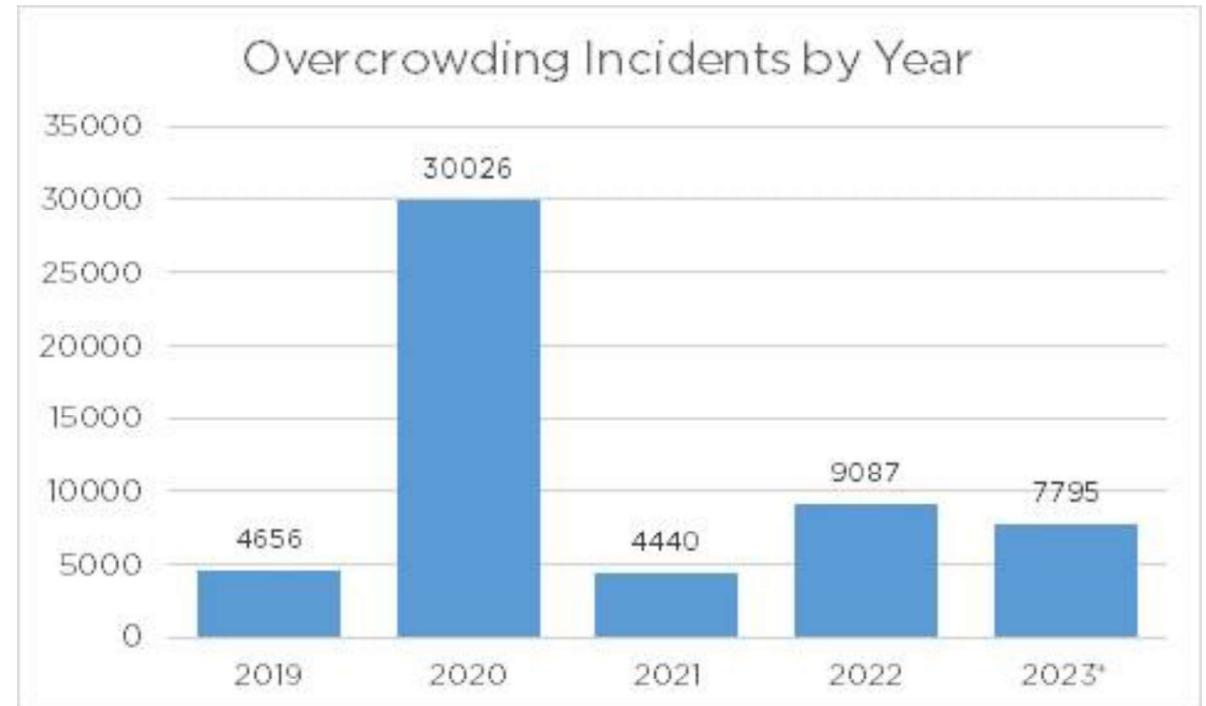
Legend:

- Route showing ridership Growth (surpassing pre-covid)

Current Overcrowding Trends (Closed Doors)

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 further along the route.

- Prior to the pandemic, MiWay experienced an annual total (2019) of 4,656 incidents of overcrowding.
- The pandemic required loading standard to be reduced for safety and physical space on the bus. As a result, MiWay experienced a significant increase in closed door occurrences in 2020.
- Although ridership had dropped in 2021 to nearly 25% of pre-pandemic levels, overcrowding on many routes continued causing closed doors.
- As restrictions were removed and ridership returned to 100% in 2022, closed doors began to grow with 9,087 incidents; almost double compared with 2019.
- Currently, ridership continues to grow in 2023. To date, MiWay is on track to surpass total 2022 overcrowding levels.



*2023 Includes data until September 4th 2023

Examining Route Performance

Route performance is analyzed based on Key Performance Indicators (KPIs) such as :

- ✓ Total route ridership
- ✓ Trip Level & Stop Level ridership
- ✓ # of incidents of overcrowdings (including time of day, location, duration, & cause)

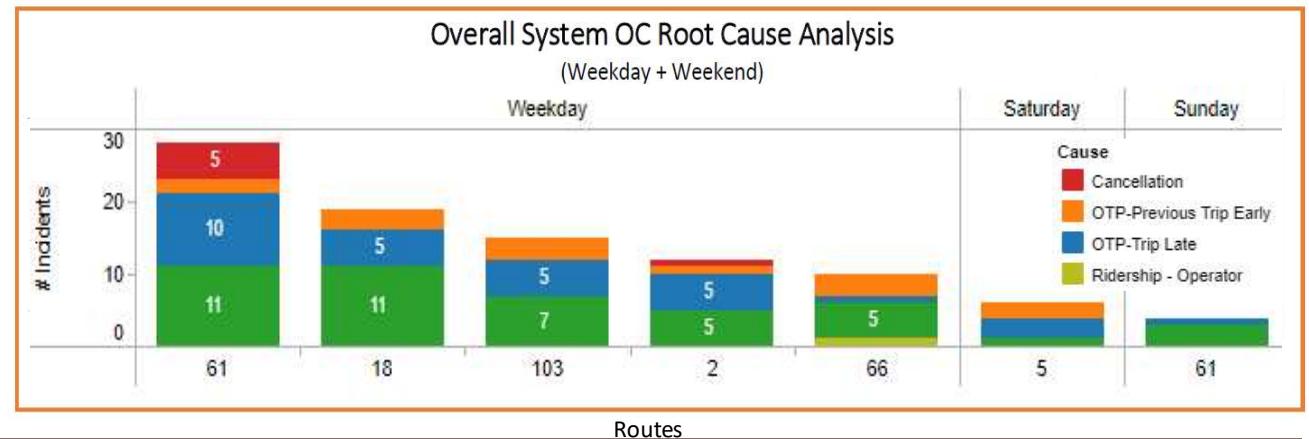
Analyzing overcrowding incidents by location (stop)



Comparing yearly ridership increase along a route



Analyzing weekly overcrowding incidents by route



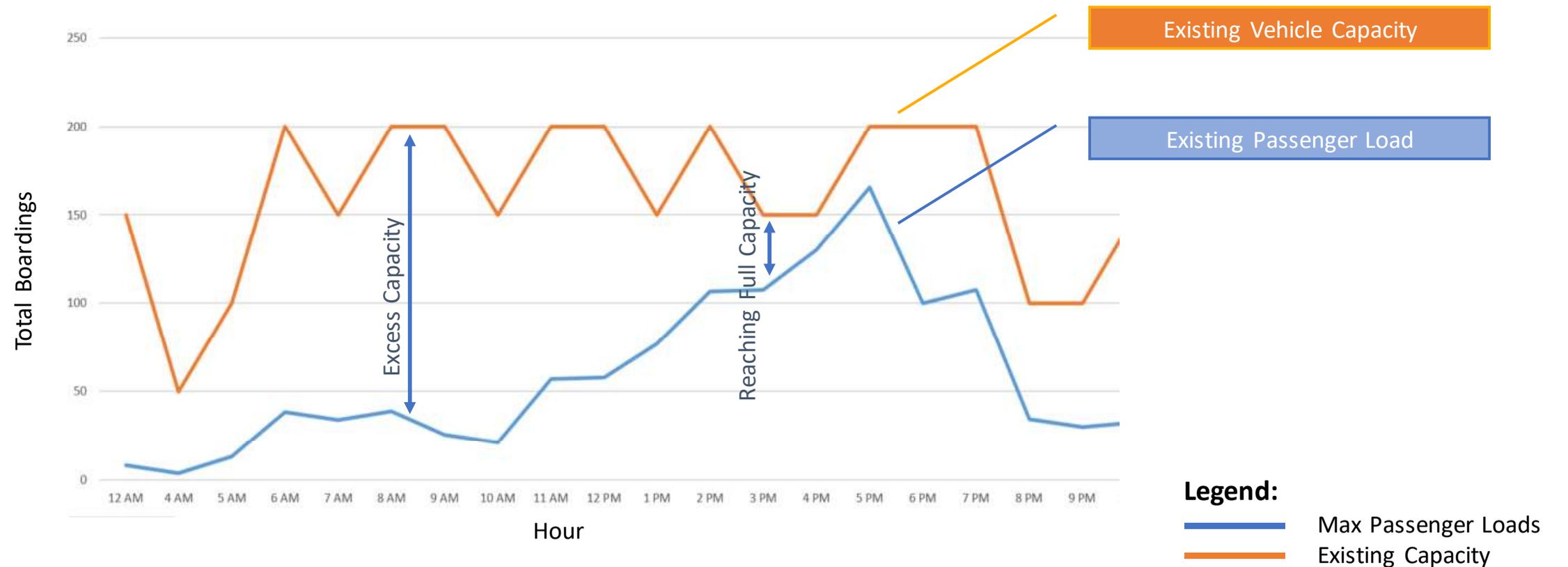
Service Feedback

- ✓ Customer Outreach
- ✓ MiWayHelps - Customer feedback
- ✓ Customer Service Representatives Feedback
- ✓ Transit Operator Feedback
- ✓ Mildea – Internal Feedback Platform



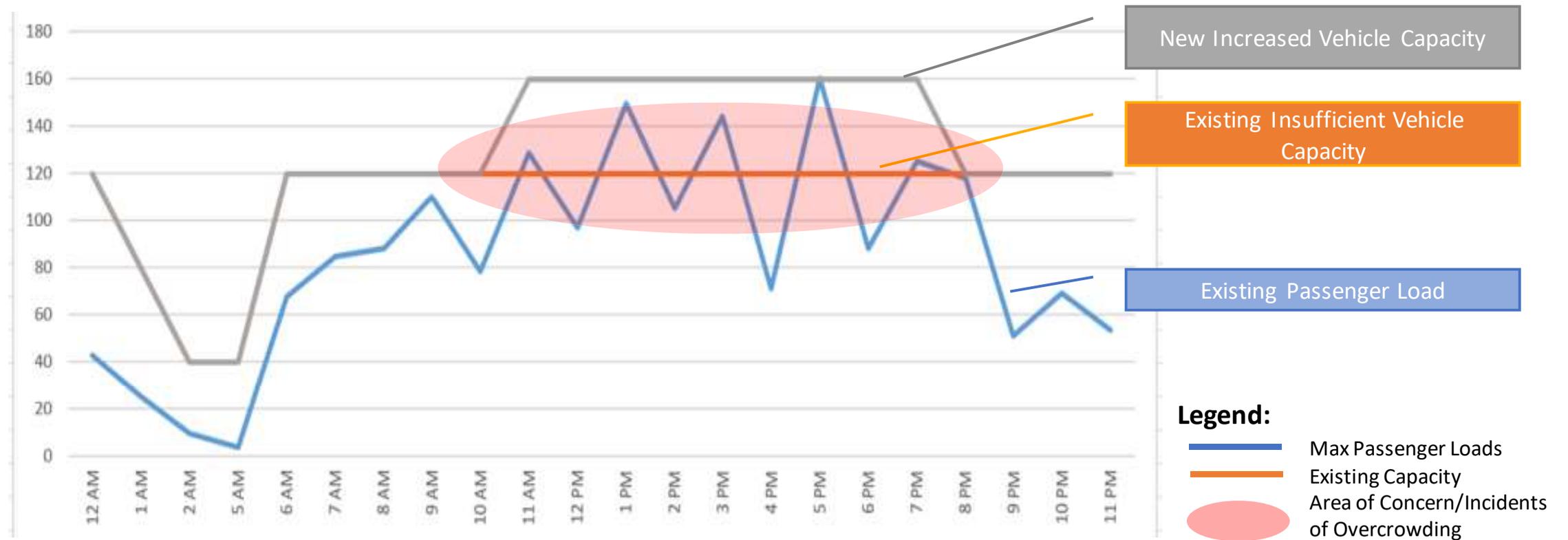
Responding to Ridership Growth

- ✓ When maximum passenger loads are significantly lower than existing route capacity (i.e. # of trips per hour & size of bus), the route is considered to be over-serviced.
- ✓ Resources from over-serviced routes are removed (i.e. frequencies widened or trips cancelled) and resources are reallocated to other routes where additional capacity is required to meet growing passenger loads.



Responding to Ridership Growth

- ✓ When maximum passenger loads surpasses existing route capacity (i.e. # of trips per hour & size of bus), the route is considered under-serviced. This results in incidents of overcrowding (closed doors)
- ✓ Resources are added to the route to increase overall capacity to alleviate overcrowding (these resources are acquired from other low performing routes).



Responding to Ridership Growth

To address increased ridership, MiWay continues to make adjustments to service (using existing resources):

- Additional articulated buses have been assigned to busy corridors, maximizing artic utilization (MiWay has limited number of artics within current fleet)
- Routing changes to shorten routes and provide more frequent service
- Reducing frequency on low performing routes to improve service and address overcrowding elsewhere
- Reducing frequency or cancelling service at specific times of the day to improve service in a different time period (i.e reducing midday to improve peak)



Route	Service	Recommendation
Route 26	Saturday	RTA, Rerouting to no longer Service Glen Erin Drive, +1 bus
Route 26	Sunday	RTA, Rerouting to no longer Service Glen Erin Drive, +1 bus
Route 7	Saturday	+1 Late night bus
Route 35	Sunday	RTA and +1 all day bus
Route 39	Saturday	RTA and +1 all day bus
Route 39	Sunday	RTA and +1 all day bus
Route 61	Sunday	+1 bus (1p-11p) Improve headway to 20 mins
Route 26	Weekday	RTA, Rerouting to no longer Service Glen Erin Drive
Route 29	Weekday	Terminating at South Common, RTA, & Evening Reductions
Route 29	Saturday	Terminating at South Common, RTA, & Evening Reductions
Route 29	Sunday	Terminating at South Common, RTA
Route 13	Weekday	RTA, W-Matrix, Sheridan Centre Rerouting, Evening Reduction
Route 13	Saturday	RTA, W-Matrix, Sheridan Centre Rerouting, Evening Reduction
Route 13	Sunday	RTA, W-Matrix, Sheridan Centre Rerouting, Evening Reduction
Route 9	Weekday	RTA, GO Service Adjustments & Evening Reduction
Route 9	Saturday	RTA & Evening Reduction
Route 14	Weekday	RTA + Washroom Matrix
Route 25	Weekday	Washroom Matrix
Route 90	Weekday	Washroom Matrix
Route 20	Weekday	Evening Reductions
Route 76	Weekday	Evening Reductions

Legend:

Service Decreased; resources reallocated
Service Increased



2024 Business Plan – Service Growth

1% Service Increase	2% Service Increase	3% Service Increase	4% Service Increase
<ul style="list-style-type: none"> ✓ Address ongoing service impacts including overcrowding, service delays, additional running time due to traffic congestion, construction impacts, detour requirements. 	<ul style="list-style-type: none"> ✓ Address ongoing service impacts including overcrowding, service delays, additional running time due to traffic congestion, construction impacts, detour requirements. 	<ul style="list-style-type: none"> ✓ Address ongoing service impacts including overcrowding, service delays, additional running time due to traffic congestion, construction impacts, detour requirements. 	<ul style="list-style-type: none"> ✓ Address ongoing service impacts including overcrowding, service delays, additional running time due to traffic congestion, construction impacts, detour requirements.
<p><u>No Service Growth Improvements</u></p>	<p>Service Growth Improvements*:</p>	<p>Service Growth Improvements*:</p>	<p>Service Growth Improvements*:</p>
<p>Total Annual Serv. Hrs: +15,000</p>	<ul style="list-style-type: none"> ✓ Introduce new Mavis express <p>Total Annual Serv. Hrs: +30,000</p>	<ul style="list-style-type: none"> ✓ Introduce new Mavis express ✓ Reinstatement of Route 104 Derry Express to connect to Finch West LRT (with reallocation from local service) ✓ Reinstatement and revise 185 Dixie Express with Brampton Transit (proposed 30min service) <p>Total Annual Serv. Hrs: +45,000</p>	<ul style="list-style-type: none"> ✓ Introduce new Mavis express ✓ Reinstatement of Route 104 Derry Express to connect to Finch West LRT (with reallocation from local service) ✓ Reinstatement of Route 185 Dixie Express with Brampton Transit (proposed 30min service) ✓ Introduce Eglinton Express (with reallocation from local service) ✓ Reinstatement of Route 100 Airport Express (proposed 30min service) <p>Total Annual Serv. Hrs: +60,000</p>

* Service Growth Improvements mentioned above are proposed and subject to change based on ridership demand.

Please Note: In 2020, at the start of the pandemic, MiWay's 2020 Approved Budget was reduced by over 5% with the cancellation of GO Shuttles, Routes 100 & 185. Reinstating these approved service hours would significantly benefit the network today and help to address growing ridership demands.

GTHA Fare Rate Comparisons

GTHA Fare Rate Comparison

2023 Current Prices	MISSISSAUGA	BRAMPTON	YORK REGION	DURHAM	OAKVILLE	BURLINGTON	TTC	AVERAGE
	2023							(Exclude MiWay)
Adult								
Cash	\$4.00	\$4.50	\$4.25	\$4.35	\$4.00	\$3.50	\$3.35	\$3.99
Monthly pass	\$131.00	\$141.25	\$154.00	\$120.00	\$136.50	n/a	\$156.00	\$137.94
PRESTO	\$3.20	\$3.40	\$3.88	\$3.35	\$3.25	\$2.75	\$3.30	\$3.32
Youth								
Cash	\$4.00	\$4.50	\$4.25	\$4.35	\$4.00	\$3.50	\$2.40	\$3.83
Monthly pass		\$118.00	\$118.00	\$96.50	Free		\$128.15	
PRESTO	\$2.45	\$2.80	\$3.03	\$3.00	Free	\$1.90	\$2.35	\$2.62
Senior								
Cash	\$1.00	\$4.50	\$4.25	\$2.75	\$4.00	\$3.50	\$2.30	\$3.55
\$1 fare off peak	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Monthly pass	\$65.00	\$0.00	\$65.00	\$48.25	Free	n/a	\$128.15	\$60.35
PRESTO	\$1.00	\$1.75	\$2.40	\$2.20	Free	\$1.90	\$2.25	\$2.10
Child (under 12 years)								
Cash		\$4.50	\$4.25					\$4.38
Monthly pass	Free	\$84.00	\$65.00	Free	Free	Free	Free	
PRESTO		\$2.00	\$2.40					\$2.20
GO Co-Fare								
GO Co-Fare	Free	Free	Free	Free	Free	Free	Free	Free

Indicates Mississauga rates that are higher than the GTA average

Brampton Senior rate of \$4.50 cash and \$1.75 in PRESTO is for Non-Brampton residents only and for all travel

BRAMPTON TRANSIT: To be eligible and use the new free annual senior pass, Brampton senior residents must have the following items:
 A Brampton Transit Senior Identification Card, expired senior ID cards will be accepted until further notice
 A PRESTO card, loaded with the free annual senior pass





Thank You !

Questions?