

Transit Service on Ogden Ave

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Presentation to the City of Mississauga's Transit Advisory Committee

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Transit Service on Ogden Ave: The Problem

Issue:

- Transit service has been reduced along Ogden Avenue, without neighbourhood consultation, an impact study or reasonable notice to the community
- Removal of Route 5 from Ogden Ave, replaced with Route 31 resulted in:
 - Loss of transit southbound along Ogden Ave from Dixie Mall to Long Branch Station
 - Route 31 loop results in less frequent, less predictable service

Why did the service change?

- Intersection reconfiguration at Dixie Rd & South Service Rd prevents a bus from travelling north on Dixie Rd and turning left onto South Service Rd. This was an unforeseen consequence of the transit project.

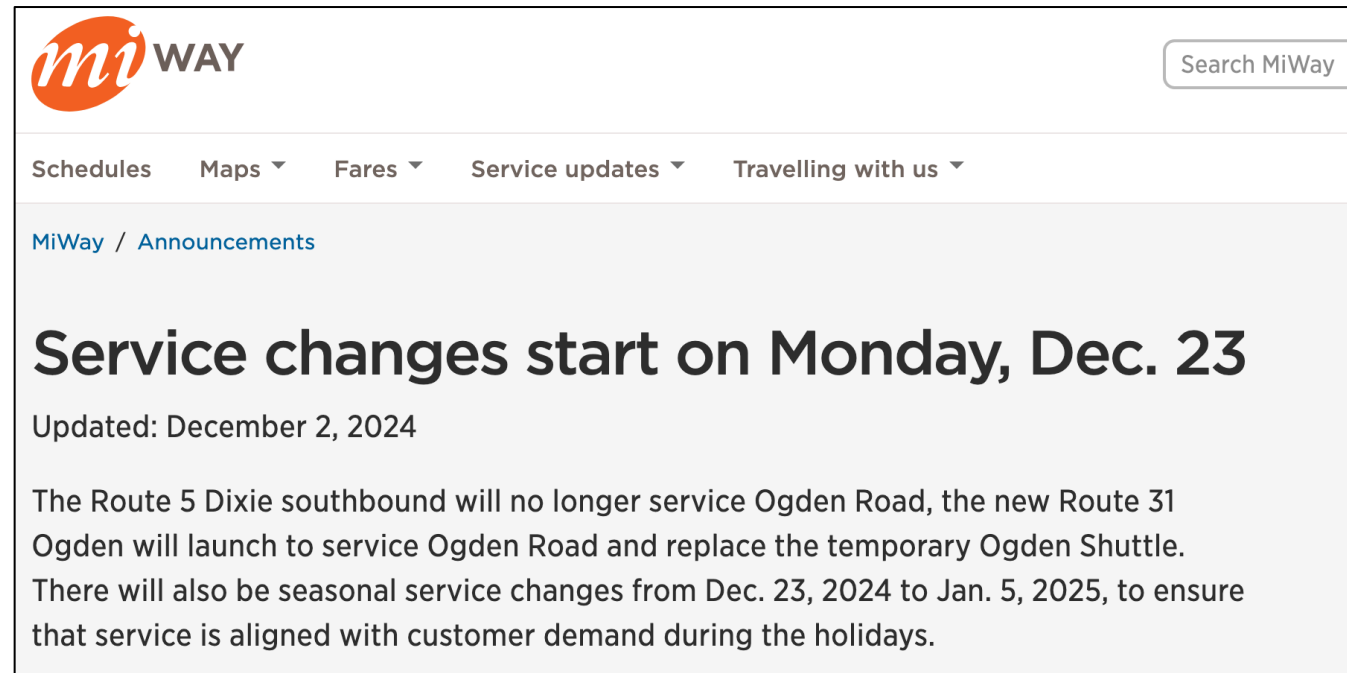
The Ask:

- Full restoration of transit service along Ogden Avenue, that was in place with service by route 5N and 5S.

Transit Service on Ogden Ave

How were these changes implemented?

- No consultation with Ogden Ave residents
- No impact assessment was conducted
- No reasonable notice was provided
 - Notices suggested changes, including Ogden shuttle, were temporary
 - Route 31 was made permanent on Dec 23, during winter holidays



The screenshot shows the MiWay website interface. At the top is the MiWay logo and a search bar. Below the logo is a navigation menu with links: Schedules, Maps, Fares, Service updates, and Travelling with us. The main content area is titled "MiWay / Announcements" and features a large heading "Service changes start on Monday, Dec. 23". Below the heading is the text "Updated: December 2, 2024". The body of the announcement states: "The Route 5 Dixie southbound will no longer service Ogden Road, the new Route 31 Ogden will launch to service Ogden Road and replace the temporary Ogden Shuttle. There will also be seasonal service changes from Dec. 23, 2024 to Jan. 5, 2025, to ensure that service is aligned with customer demand during the holidays."

Transit Service on Ogden Ave: Impact

Loss of transit ridership

- People opting to drive more or engage in community less

One-fare program

- Success of program is limited because Lakeview residents are opting out of MiWay

Property Value

- Reduction in transit service reduces property values with no reduction in property taxes

Congestion at Long Branch station

- Increased vehicle traffic at station as people opt to drive to Long Branch instead of MiWay
- Puts pedestrians at increased risk

Increased impact on low-income residents, students, seniors and recent immigrants

Transit Service on Ogden Ave

Who have we worked with?

We've engaged with:

- MiWay
 - Customer support
 - Customer experience and innovation
 - Transit planning
- Councillor Stephen Dasko's office
- MPP, Rudy Cuzetto's office
- Mayor Carolyn Parrish's office
- Other concerned neighbours

What have we learned?

- There are no bus stops along Dixie Rd., where the Route 5 is now going parallel to Ogden Ave.
- City staff indicated it will be too expensive to restore full service to Ogden
- MiWay and MTO have conducted a retrospective on changes to the intersection at Dixie Rd and South Service Rd to prevent these mistakes for future projects

Transit Service on Ogden Ave: The Ask

Full restoration of transit services to Ogden Ave

- Proposal 1: A bus stop on the east side of Dixie Rd, south of South Service Rd will allow a bus to turn onto South Service Rd without turning into the Dixie Mall terminal.
- Proposal 2: Have a bus travel alongside South Service Rd on Dixie Mall property to create a new access point to South Service Rd
- Proposal 3: Fix the intersection to allow buses to turn onto South Service Rd.

Transit Service on Ogden Ave: Testimonials

Resident at Ogden Ave & Pelham Ave

I arrived in Canada a few months ago and have been taking the bus to my English classes at Sheridan College Square One. What used to take me an hour maximum now can take close to two hours, sometimes even longer, because of delays or no-show buses along Ogden.

This has made my commute much more stressful and time-consuming. I'm already adjusting to a new country and language, and now I have to deal with the added frustration of unreliable public transit. It's discouraging how something as basic as getting to school has become such an obstacle, especially when I'm just trying to get the education I came here for.

Transit Service on Ogden Ave: Testimonials

Ogden Ave & Garrard Ave

I am a 40-year-old... with two young children, aged 3 and 5. My family and I moved to this area specifically because of its reliable transit system, which was a key factor in our decision to settle here. However, with the recent changes to the bus schedule, we have been significantly impacted, and I am here to express my deep frustration with how these changes have made commuting unnecessarily difficult for residents like me.

I live just a five-minute drive from Long Branch GO, and before, with the 5S, I could get there in about 5–6 minutes. Now, with the new schedule, that same trip takes over 30 minutes—if the bus even shows up at all. Worse yet, the new timing does not align with the GO Train schedule, which is critical because the majority of riders are heading downtown. This is a major disruption, and it has made what was once a smooth commute an exhausting daily struggle.

In the mornings, I now have to pack my kids in the car so my wife can drive me to the station, then she has to rush back home to get them fed and ready for school. In the evenings, the situation is just as frustrating—after my kids are picked up from school, have dinner, and settle in, they all have to get back in the car just to come pick me up. The alternative? Paying \$10 each way for an Uber, which adds up quickly and is an unreasonable burden after already investing so much in a home and property taxes in this area.

To make matters worse, the buses are not only misaligned with the train schedule, but they are also unreliable. The service frequently runs late or fails to show up at all. Your job is to make transit more efficient and accessible for residents, but these changes have done the opposite. I urge you to reconsider this schedule and restore a system that actually works for the people who depend on it.

Transit Service on Ogden Ave: Testimonials

Resident at Ogden Ave & Pelham Ave

My neighbour [at Ogden Ave & Pelham Ave] is over 80 years old and uses the bus to get him from place A to place B, when his wife is unable to drive him. He used to work at a furniture store on Dundas and always took the bus to get him there, to meet with friends to grab coffee, get haircuts. Now his commute is completely extended when he needs to get from A-B.

Transit Service on Ogden Ave: Testimonials

Resident at Ogden Ave & Atwater Ave

Greatly affected by the closure of the 5N & 5S bus service routes along Ogden.

The recent closure of a bus route I relied on has made my life a lot harder. I don't drive, so public transit is my only option to get to work. What used to be a 50-minute commute now takes over an hour and a half with three buses instead of two. I also have to plan for delays or no-show buses, which adds even more stress.

This extra time cuts into my day, leaving me exhausted and with less time for rest or other responsibilities. On top of that, it's frustrating knowing how much this impacts my ability to balance work, family, and my budget.

I know I'm not the only one struggling with this. Public transit is a lifeline for people like me, and it feels like these decisions are made without considering how much they disrupt our lives.

Transit Service on Ogden Ave: Testimonials

Resident at Ogden Ave & Pelham Ave

The closure of the 5N and 5S bus routes has made my 67-year-old mom's commute from Dundas and Dixie to Ogden and Atwater incredibly difficult. We purchased this home due to the convenience and proximity for my mother to be able to arrive in a decent amount of time using transit. What used to be a simple 20-minute bus ride now takes over an hour and a half. In the mornings, she waits in the cold for buses that either don't show up or claim they aren't going along Ogden, even though they display the 31 number. When a bus does come, it's very often completely empty.

In the evenings, things aren't much better—she regularly waits up to 45 minutes for the 31 bus to arrive, and when it finally arrives, it's empty. This added time and stress is exhausting for her, especially at her age, and it's frustrating to watch her go through this when she's only trying to help me by watching my kids. Public transit should make life easier, not harder, especially for seniors.

Transit Service on Ogden Ave: Testimonials

Resident at Ogden Ave & Fourth Street

I've lived in Lakeview for 18 years and have been taking the #5 Dixie bus from Ogden to Long Branch GO station all this time. In all these 18 years, the transit has never been so bad. A 5-minute car ride is anywhere from 40 to 60 minutes [by bus] on a regular basis now.

I am thankful I can get a ride in the morning, if not I leave my house at 6:20am to catch the 7:10am GO train, (7:00am if by car). After work I get to Long Branch at 5:00pm, wait anywhere from 15-25 minutes, and get home at 5:50. Again, almost an hour for a 5-minute car ride. My neighbors are also complaining about this, and one actually takes an Uber home every day now.

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Thank you!