

## Transit Advisory Committee

**Date:** January 27, 2026  
**Time:** 6:02 PM  
**Location:** Council Chambers, Civic Centre, 2nd Floor  
300 City Centre Drive, Mississauga, Ontario, L5B 3C1  
and Online Video Conference

Members Present	Councillor Joe Horneck	Ward 6
	Councillor Alvin Tedjo	Ward 2
	Councillor John Kovac	Ward 4
	Councillor Natalie Hart	Ward 5
	Moaz Ahmad	Citizen Member
	Doris Cooper	Citizen Member
	David Fisher	Citizen Member
	Jonathan Giggs	Citizen Member
	Louroz Mercader ( <i>left at 7:00pm</i> )	Citizen Member
	Mark Song	Citizen Member
Steven Viera	Citizen Member	

Members Absent	Abbas Khambati	Citizen Member
	Julia Le	Citizen Member

### Staff Present

Maureen Cosyn Heath, Director, Transit  
Carolyn Ryall, Director, Rapid Transit Program Office  
Suzanne Holder, Manager, MiWay Customer Experience and Innovation  
Prabhjot Dhami, Manager, Transit Business Systems  
Philippa French, Public Art Curator  
Ani Grigoryan, Legislative Coordinator

1. CALL TO ORDER

Councillor Horneck, Chair, called to the meeting to order at 6:02PM.

2. INDIGENOUS LAND STATEMENT

Councillor Horneck, Chair recited the Indigenous Land Statement.

3. APPROVAL OF AGENDA

That the January 27, 2026, Transit Advisory Committee Agenda be approved as presented.

Approved (D. Fisher)

Carolyn Ryall, Director, Rapid Transit Program office made a brief introduction as a newly appointed director.

4. DECLARATION OF CONFLICT OF INTEREST

Nil

5. MINUTES OF PREVIOUS MEETING

5.1 Transit Advisory Committee Draft Minutes - November 11, 2025

J. Giggs, Citizen Member, inquired whether MiWay staff were planning to provide a report regarding Item 11.2 – MiWay Fare. In response, J. Horneck advised that Maureen Cosyn Heath, Director of Transit, connect with Mr. Giggs to determine whether this topic should be brought back to the Committee.

That the November 11, 2025, Transit Advisory Committee minutes be approved.

Approved - (J. Giggs)

6. DEPUTATIONS

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. 8437 or by emailing Ani Grigoryan by Monday, January 26, 2026 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.

6.1 Michael Jackman, Resident, regarding Signal Priority on Hazel McCallion Light Rail Transit

Michael Jackman, resident, spoke to the importance and benefits of rapid transit, including the Hazel McCallion Line and planned BRT projects. M. Jackman highlighted ongoing challenges related to transit signal priority, delays, and impacts on ridership. Carolyn Ryall, Director, Rapid Transit Program Office, thanked the resident for the deputation and noted that the City is working closely with Metrolinx and Mobilinx on transit signal priority. C. Ryall advised that further updates will be provided to the Committee and Council.

Committee Members engaged in the discussion of the following:

- Final decision-making authority regarding signal operations
- Signal performance and planned future stops
- Final signal configuration
- Signal governance model
- Sensitivity around signal priority

C. Ryall advised that the project agreement was between Metrolinx, the Province, and the City of Mississauga and committed to reporting back with further information. C. Ryall stated that significant work is ongoing throughout the corridor and that no information has yet been shared regarding the final operation of the system. More details will be provided as they become available.

RECOMMENDATION TAC-0001-2026

Moved By S. Viera

That the deputation from Michael Jackman, Resident, regarding Signal Priority on Hazel McCallion Light Rail Transit, be received for information.  
(TAC-0001-2026)

Received

6.2 Suzanne Holder, Manager, MiWay Customer Experience and Innovation and Jeannette Ladd, Anishinaabe-kwe Artist, regarding City Centre Transit Terminal Public Art Installation

Maureen Cosyn Heath, Director, Transit, presented an update on the two City-commissioned murals for the City Centre Transit terminal, outlining the project objectives, artist selection process, and community engagement. M. Cosyn Heath introduced artist Jeannette Ladd as the selected muralist. Jeannette Ladd spoke about the mural's design, meaning, and its importance within the transit system. Maureen thanked the artist for her participation and contributions.

Committee Members expressed appreciation for the artwork and thanked the artist for helping to make the terminal a more welcoming space. Committee Members noted that

the artwork will enhance quality of life for riders, suggesting that additional art installations in other terminals may also be beneficial. Questions were raised regarding the selection process, the mural protection against vandalism, and the format of the art display. M. Cosyn Heath and C. Ryall responded to the questions.

RECOMMENDATION TAC-0002-2026

Moved By S. Viera

That the deputation from Maureen Cosyn Heath, Director of Transit, and Jeannette Ladd, Anishinaabe-kwe Artist, regarding City Centre Transit Terminal Public Art Installation, be received for information.

(TAC-0002-2026)

Received

6.3 Suzanne Holder, Manager, MiWay Customer Experience and Innovation, regarding Customer Communications Tool

Maureen Cosyn Heath, Director, Transit, spoke to customer satisfaction as the key driver analysis, communications reliability, customer feedback, future focused communications and the communications platform.

Councillor Damerla joined the meeting at 6:47pm. Councillor Damerla inquired about the cost of the two- year pilot, the approval process, and whether the report would be brought back to Council. Maureen Cosyn Heath, Director, Transit, responded to the questions. Councillor Damerla left the meeting at 7:30pm.

Committee Members engaged in the discussion of the following:

- Pilot Launch timeline
- Temporary service application for riders
- Features of the new applications (real-time reporting and data, accessibility specific alerts, etc.)
- If MiWay will still be accessible though City's website
- Real-time screen installation at UTM and students' feedback of the platform
- Impact on the riders with accessibility needs given that the app will be discontinued.

MiWay staff confirmed that the pilot will launch in the first half of 2026 and that they are working with Metrolinx to extend Triplinx while exploring interim solutions to prevent service gaps. The new platform will include real- time data and allow riders to receive personalized information, with accessibility features continuing to be developed. MiWay staff clarified that the app will not replace Google Maps, which would still offer limited

trip- planning, and noted that Transit 55 was not affiliated with MiWay. A digital signage contract has been signed, with the option to add screens at UTM. MiWay staff also acknowledged concerns about continuity and reiterated their efforts with Metrolinx to maintain consistent service.

RECOMMENDATION TAC-0003-2026

Moved By D. Fisher

That the deputation from Maureen Cosyn Heath, Director of Transit, regarding Customer Communications Tool, be received for information.  
(TAC-0003-2026)

Received

6.4 Maureen Cosyn Heath, Director of Transit, regarding MiWay Multiyear Business Plan Highlights

Maureen Cosyn Heath, Director, Transit spoke to highlights of the MiWay Business Plan of 2026-2029, key objectives and services, 2026 operating budget and 10-year capital budget summary.

J. Giggs, Citizen Member, inquired about projected 2025 boardings and the potential impact on service levels. M. Cosyn Heath reported that ridership was down 10% compared to 2024 and noted that, through regular service planning, MiWay ensured adequate service levels for 2025, maintaining sufficient capacity and avoiding overcrowding.

D. Fisher, Citizen Member, requested an update on the bus replacement program. M. Cosyn Heath advised that staff were currently in discussions with vendors to determine next steps for upcoming bus replacements.

M. Song, Citizen Member, inquired which projects were included under the higher- order transit budget line. M. Cosyn Heath clarified that this category included initiatives such as the Dundas Bus Rapid Transit (BRT) project.

M. Ahmad, Citizen Member, requested clarification on the Item “Buildings” budget line. M. Cosyn Heath explained that the “Buildings” category comprised various infrastructure components, including bus terminals and related facilities.

RECOMMENDATION TAC-0004-2026

Moved By Councillor N. Hart

That the deputation from Maureen Cosyn Heath, Director of Transit, regarding MiWay Multiyear Business Plan Highlights, be received for information.

(TAC-0004-2026)

Received7. PUBLIC QUESTION PERIOD - 15 Minute Limit - Nil

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:

Transit Advisory Committee may grant permission to a member of the public to ask a question of Environmental Action Committee, 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.

8. CONSENT AGENDA9. MATTERS TO BE CONSIDERED - Nil10. INFORMATION ITEMS - Nil11. OTHER BUSINESS

D. Fisher, Citizen Member, raised concerns regarding snow clearing at bus stops, asking how accessibility was being maintained during winter conditions and whether there will be bus stop replacements along Hurontario. M. Cosyn Heath advised that bus stops are generally plowed within 24 hours; if a stop is not cleared, riders are encouraged to report it. C. Ryall explained that Mobilinx has begun the first phase of shelter implementation.

M. Ahmad, Citizen Member, inquired about the status of enhanced transit shelters, including heating, accessibility improvements, and the Central Parkway terminal project. M. Cosyn Heath advised that MiWay staff are working with Alectra on shelter upgrades and that an update on the terminal project will be provided at a future Transit Advisory Committee meeting. Discussion also addressed the former Region of Peel affordable transit pass, with M. Cosyn Heath noting there are no current plans to change the program and that the question of affordable mobile data will be taken back. J. Horneck confirmed that social services will remain with the Region of Peel.

M. Song, Citizen Member, requested clarification on which projects the Rapid Transit Office will lead and raised concerns about the cost and delivery timeline of the Dundas BRT, referencing comparisons to Waterloo. C. Ryall responded that multiple projects are underway, including Dundas BRT and Lakeshore BRT, with Lakeshore currently in the design phase and procurement to follow. C. Ryall noted ongoing coordination with Metrolinx and MTO and advised that while definitive timelines are not available due to project complexity, efforts are being made to improve delivery where possible.

12. DATE OF NEXT MEETING - March 3, 2026
13. ADJOURNMENT - 8:02PM (D. Cooper)

DRAFT