

2025 Report to the Community



Presented to the Transit Advisory Committee
March 3, 2026



How did we make transit better in 2025?

MiWay's Vision 2029 and Beyond: Transforming Mississauga

MiWay of the Future
Providing the transit we need, to be the City we want.

- Great Relationships
- Bold Service and Infrastructure
- Investment Support
- Innovative Revenue Generation

I Love MiWay
We will be the mobility option that people prefer, every time.

- Elevated Customer Experience
- Seamless Community Engagement
- Inspired Employee Experiences

Levelling Up MiWay
We're strengthening the organization and our capacity to lead.

- Robust Business Planning
- Operational Maturity
- Innovative Mindset
- Inspirational Brand, Visual Identity and Marketing

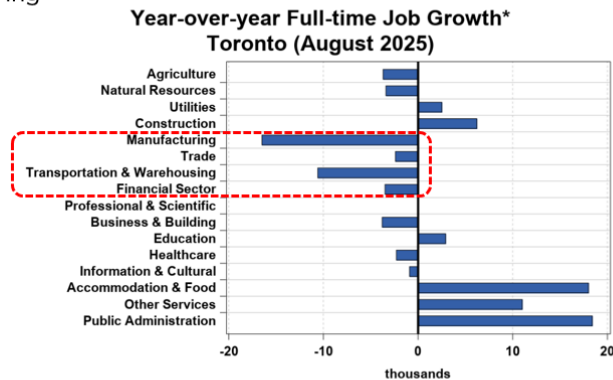


"I've been taking MiWay for years and I can really see the improvements. The buses are cleaner, and the service feels more reliable." — MiWay 2025 Customer Satisfaction Survey

2025 influences on transit ridership

Employment/Job Growth

- ✓ Decline in employment growth across Transportation & Warehousing, Trade and Manufacturing

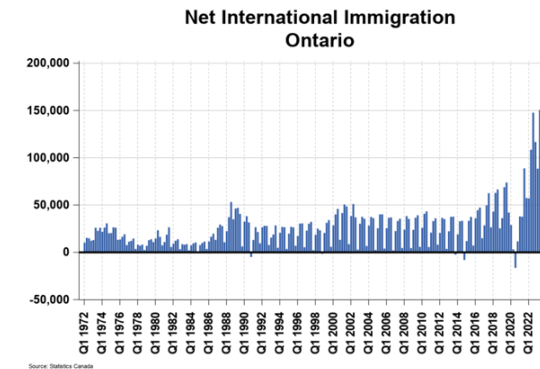


Source: Mississauga Employment Trends | CREA Statistics



Immigration Policies

- ✓ International immigration added 983 people to Ontario's population in the first quarter of 2025. This was a decrease of 99% from the same period in 2024.



Source: Migration Trends | CREA Statistics



Return to Office

Surge in routes connecting to GO stations

+28% increase in passenger activity at Streetsville GO

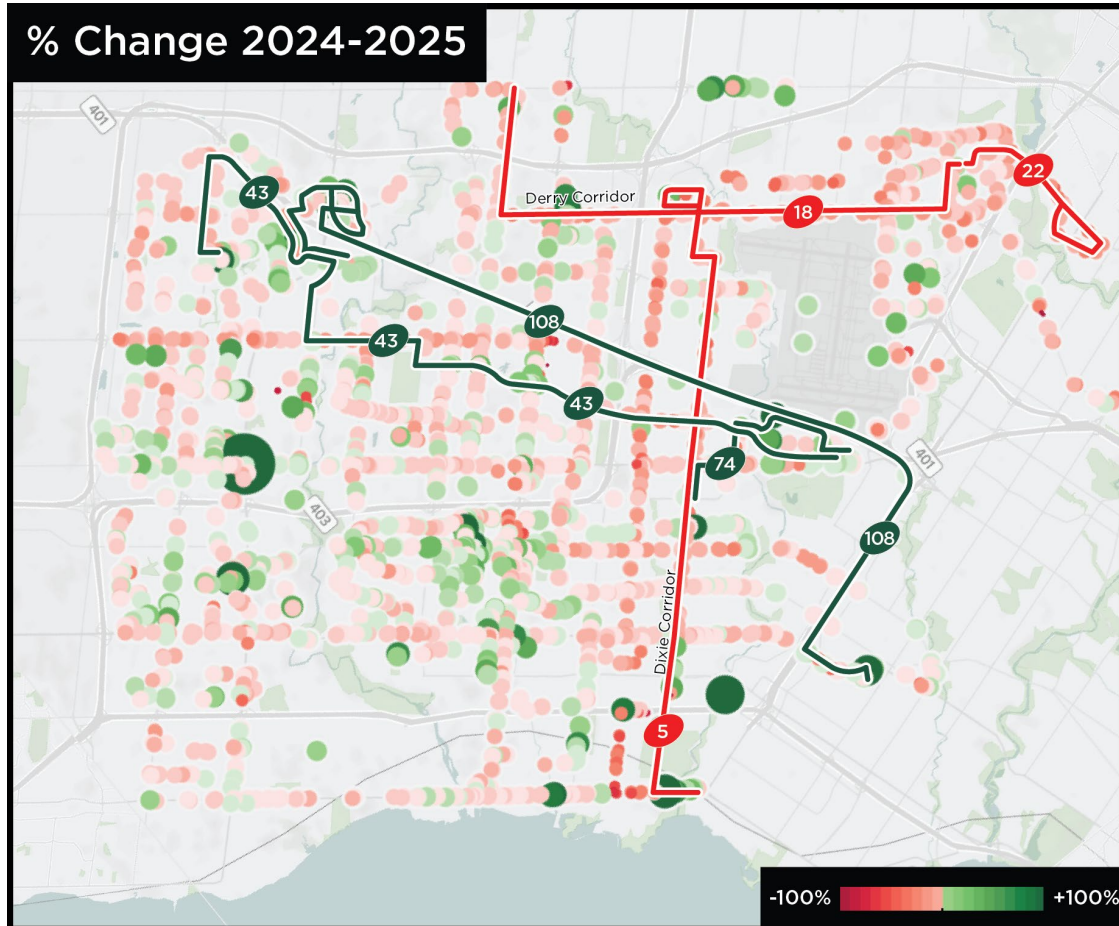
+23% increase in passenger activity at Bramalea GO

+23% increase in passenger activity at Cooksville GO

Residential Growth

Completed projects in the City Centre drove localized **growth up to 14%**. New housing on Burnhamthorpe Road, Confederation Parkway, and Eglinton Avenue brought new riders.

Shifts in Travel Reduces Ridership by 10%^{6.3}



Ridership Changed from 2024 to 2025

- 10% drop in total ridership
- 24% decline in post-secondary ridership
- 37% of riders used the two-hour window to transfer buses on a single fare
- 22% increase in senior ridership
- Decrease in ridership does not correlate to a decrease in demand

2025 Measurements: 52.1 M MiWay Trips

Key Statistics

498 buses

(210 hybrid-electric; 288 clean diesel)

1.6 million service hours

52.1 million total passenger trips

67 routes

(58 regular; 9 school)

3,166 stops

-10% year-over-year change in ridership

Performance Measures

Annual boardings

On-time bus performance

Senior passenger trips

Overcrowding/closed door instances

Customer complaints

Collisions per 100,000 km

Revenue

2024

58 M

72%

2 M

9,000

6,000

1.2

\$107 M

2025

52 M

73%

2.5 M

4,100

6,000

1.2

\$98 M

Customer Satisfaction

Overall satisfaction

Safety first

Reliable and on time

Excellent customer service

Keep you informed

Net promoter score

2024

80%

85%

78%

77%

83%

5

2025

72%

81%

70%

63%

71%

9

City-wide Investments on Local & Express

Overcrowding on our busiest routes dropped by **53%**.

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.

"The new express service on Eglinton is fantastic! It saves me 15 minutes every morning."

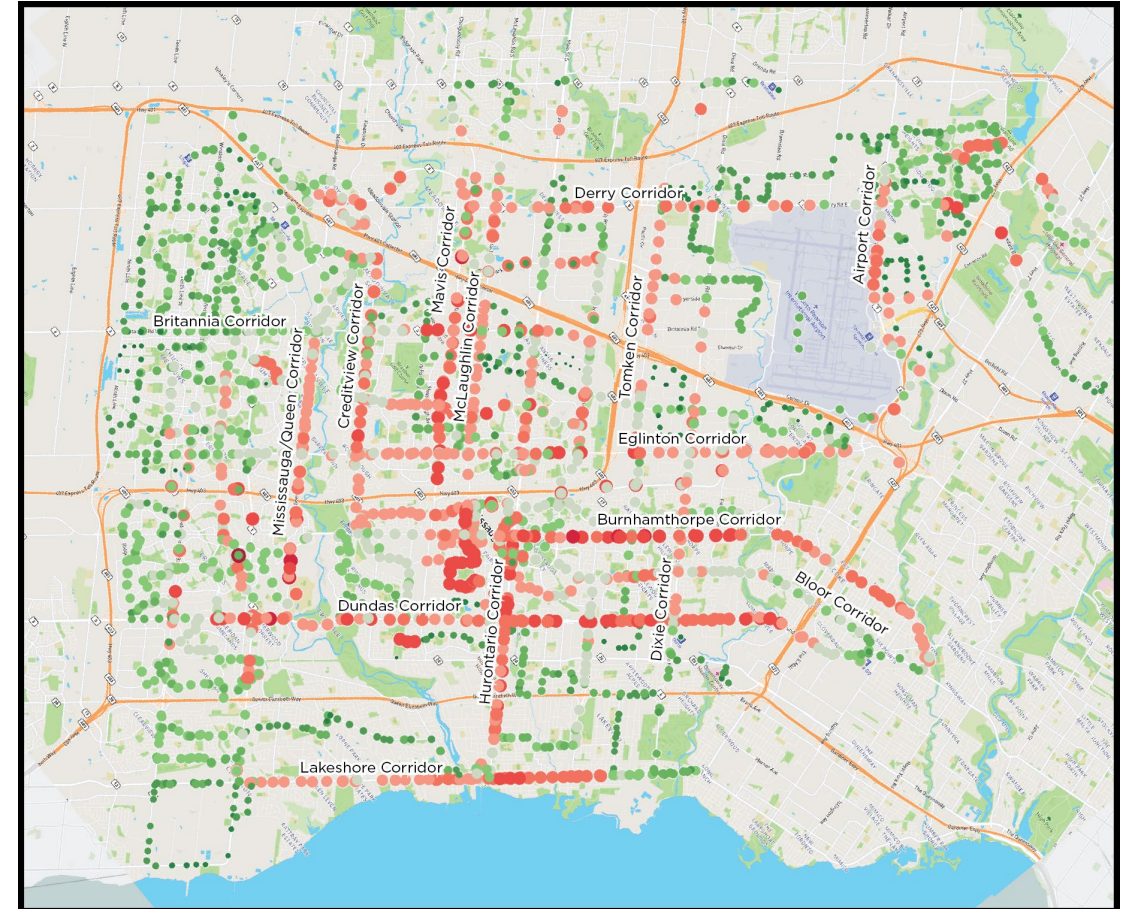
— MiWay 2025 Annual Transit Service Plan Survey

Monitoring Crowded On Board Conditions

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

Top 10 routes experiencing crowding:

Route	Action Item
110 University Express	Targeted for improvement in 2026
101 Dundas Express	Implemented Feb 2026
44 Mississauga Road	Monitoring
126 Burnhamthorpe Express	Monitoring
1 Dundas	Implemented Feb 2026
109 Meadowvale Express	Implemented Jan 2026
26 Burnhamthorpe	Implemented Jan 2026
61 Mavis	Monitoring
11 Westwood	Implemented Jan 2026



Map illustrates PM rush hour crowding data based on Sept. 2025 data

Shaping the Customer Experience

Accessibility

- 155 landing pads added/upgraded for slope and sidewalk connections
- 99.4% of bus stops are now accessible

Bus Shelters

- 70 new standard shelters
- 15 new enhanced shelters
- Nearly 40% of all bus stops have a shelter

Wayfinding and Safety

- Wayfinding study completed for 9 transit stations
- Glass barriers on TransitWay to increase pedestrian safety

Affordability

- Seniors ride free with PRESTO
- 166,000 boardings/month benefit from the One Fare program



Engagement

- 7,200 visits to MiVoice
- 3,000 MiVoice survey responses
- 66 in-person community events
- 27,000 interactions with individuals

Customer Care Improvements

- Roaming ambassador presence at key terminals, on buses and platforms
- Physical presence at key locations communicating significant service changes
- Lost and found improvements from 3-days to next day service

Customer Care Support

- 132,000 customer visits to the City Centre Transit Terminal Fares Booth
- 632,000 inquiries using Citylinx for next bus information
- 86,000 customer phone calls
- 9,000 email inquiries

Student Ambassador program

- 56 schools represented
- 84 student ambassadors
- 430 volunteer hours
- 15 activities delivered

Shaping the Employee Experience

30 employees participated in inspirational leadership development program

Introducing the new MiWay Peer Support Program



Return of the MiWay bus roadeo: 130 employees participated in the skills-based competition



Transit Operator and Worker Appreciation Day is March 18



The Road Ahead - 2026 and Beyond

Even with economic uncertainty, our focus remains steadfast: deliver safe, reliable, and responsive service that enables people to **participate fully in the vibrancy of community life - economically, socially and environmentally.**

- Bus rapid transit lanes on Dundas, Lakeshore and Derry
- Prepare to integrate with the Hurontario Light Rail Transit
- Strengthen inter-regional travel connections
- Plan and fund the work for a third transit maintenance facility to support future fleet and network growth
- Pilot alternative fuel program
- Foster human-centered and accessible transit experiences for a diverse community
- Harness transit technology advancements to improve the effectiveness, safety and reliability of our service
- Provide customers with the information and options they need to plan and ride every trip with confidence

Every trip matters. Every voice counts.
