

Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Annual Customer Boardings (millions)	48	59	60 ¹	64 ¹
Overcrowding instances	8,568	11,663	9,198	6,900
Revenue to cost ratio	36%	45%	47%	44%
Percentage of on-time buses	65%	64%	73% ²	75% ²
Customer complaints	4,284	6,543	5,826	5,000
Customers satisfied with MiWay Information	N/A ³	69%	83%	88%
Customer service satisfaction	N/A ³	72%	77%	82%
Customers who feel MiWay is reliable and on time	N/A ³	58%	78%	85%
Percentage of customers who feel safe while riding MiWay buses	N/A ³	80%	85%	90%

¹New methodology to count boardings using automated passenger count (APC) data

²Window for on-time buses has changed to two minutes early and four minutes late to accommodate extended light-cycle time (previously, the window was one minute early and five minutes late)

³2022 values are not available as data collection began in 2023