

BR #12140 – MiWay Service Increase

Description of Budget Request

MiWay recommends an eight per cent increase in service hours (120,483) in 2025 to meet growing demand for transit service in Mississauga. This increase includes 93 new Transit Operators, 38 maintenance positions, and 22 other staff in Operations, Business Development, Business Systems, and Transit Enforcement. MiWay has reached a stage of ridership where more internal support positions are needed to reliably and safely deliver the service required to meet the needs of riders.

Why Staff Recommend this Initiative

Consistent with the City's Strategic Plan, this initiative will allow MiWay to increase service levels along major transit corridors, align service with growing customer demand that has surpassed 2019 levels by over 10 per cent, enhance service reliability and improve operator shift work. To effectively deliver service, MiWay requires Transit Operators, maintenance staff, and other staff to support network planning, on-board technology, bus maintenance, and safety on MiWay services.

Details of Service Change

MiWay recommends an eight per cent increase in service hours (120,483) starting in 2025. The buses required to support this service growth are available through a rebalancing of existing fleet and through funding from the Investing in Canada Infrastructure Program.

In addition to the 93 Transit Operators and four operations service delivery support staff, there are many other roles required to support service growth in order to avoid service disruptions and to provide information to customers. Twenty Mechanics and 18 maintenance support staff are required to address the increased maintenance demands of MiWay's growing hybrid-electric bus fleet and advance the procurement of hydrogen and other zero-emission fuel technologies in support of the City's Climate Change Action Plan. Nine Transit Enforcement Officers and three enforcement support positions, along with three new transit enforcement vehicles that are requested through the capital budget, are required to effectively respond to enforcement calls. These additional staff and equipment will help reduce lost service time, of which there were 2,500 hours in 2023 as a result of 18 on-road incidents. Four business systems support staff will support expanded hours of service to ensure buses are available at the peak period of the day. Two full-time Customer Service Representatives will also provide greater coverage for face-to-face interaction with customers.

Service Impact

With this increase, MiWay can more effectively provide access to major employment areas near Toronto Pearson Airport, serve new growth areas such as Brightwater and Lakeview, connect to new TTC rapid transit, build a network to support the Hazel McCallion Line and future Dundas/Lakeshore Bus Rapid Transit projects, and better connect to post-secondary institutions such as UTM. The staff required to support