

Goals of Service

- **Ensure** the safety of customers, employees and all other road users
- **Provide** reliable and on-time transit service and real-time, accurate information to customers
- **Develop** a strong and engaged workforce that is prepared and committed to delivering service excellence
- **Transform** Mississauga into a transit-loving city with a world-class transit system
- **Enable** the economic, social, and environmental aims of the City's citizens and businesses by providing mobility and creating opportunity in a socially equitable way

Guiding Plans

- [MiWay Customer Charter](#)
- [MiWay Infrastructure Growth Plan](#)
- [Transportation Master Plan](#)
- [Dundas Connects Master Plan](#)
- [Lakeshore Connecting Communities Master Plan](#)
- In progress: MiWay Customer Service Strategy, MiWay Strategic Plan, MiWay Service Master Plan

Key Services

