

Stop Annunciation

HSR has installed equipment on all buses to provide automated stop annunciation and display for all stops. As an HSR bus approaches a stop along a route, the stop name is announced over the bus speakers and displayed on the LED signs.

This meets the Ontario Human Rights Commission's requirement for transit Operators to provide audio and visual announcements of all transit stops.

Should the next stop announcement system not be operational on a bus, our Operators have been instructed to tell individuals with an identifiable visual or hearing disability that, "The automated next stop announcement system is not working on this bus, can I assist you by announcing your stop." The bus will be removed from service as soon as possible and replaced with a bus that has a working system.

If any passenger approaches an Operator and asks for their stop to be called out, the Operator will also honour their request.

Our Operators are a wealth of transit information. Don't hesitate to ask questions about their route, schedule or bus stop locations. They can assist you with connections between buses. If the buses are timed only minutes apart, let the Operator know where you will be transferring when you board. It takes a few calls, but if possible, the other Operator will be asked to wait to make the connection.

Support Persons Policy

Starting on January 1, 2010, one (1) Support Person will be able to travel free of charge on HSR buses when accompanying any person with a disability who has an identified medical requirement for support.

As a result of this change in policy, any passenger with a disability who requires the assistance of a Support Person in order to travel on the HSR will need to show proof of their requirement for a Support Person.

The HSR Support Person Identification Card is a Photo ID Card that identifies a person who, because of their disability, requires regular or occasional assistance while traveling on HSR buses.

In order to obtain the HSR Support Person ID card, persons with disabilities must complete an application form, which includes medical certification of a requirement for a Support Person, and must submit this form by mail to Accessible Transportation Services (ATS) for review.

Application forms are available:

In Person:

ATS Office - 2200 Upper James St.;
HSR Ticket Office - 36 Hunter St. E.;
or any local Municipal Service Centre

By Mail: Call 905-528-4200 Ext. 1830

By Internet: Click on www.hamilton.ca/hsr

Spring 2010 Edition BUS NEWS

Sunday March 28th Changes

Route 1 - King (Weekdays) and
Route 10 - B Line (Weekdays)
Minor trip time changes to minimize recovery time at McMaster Medical Centre due to upcoming construction.

Route 2 - Barton (Weekdays)
Minor trip time changes for better schedule adherence.

Route 16 - Ancaster (Weekdays)
Trip leaving Meadowlands at 4:46pm will now leave at 4:50pm.

Route 18 - Waterdown (Weekdays)
GO Transit has changed their rail arrival and departure times from the Aldershot GO Station. Minor trip time changes to make connections.

Route 20 - A Line (Weekdays)
Minor trip time changes to make route more efficient.

Route 23 - Upper Gage (Weekdays)
First two Northbound trips shifted to arrive downtown earlier to improve connections with GO buses.

Route 43 - Stone Church (Weekdays)
Minor trip time changes in the afternoon from Meadowlands for better schedule adherence.

Welcome to PRESTO

The Government of Ontario, GO Transit and nine municipal transit partners in the Greater Toronto and Hamilton Area and in Ottawa, are introducing PRESTO – a new electronic fare system. The PRESTO card uses the latest technology to make it easier to pay your fare while travelling within and between transit systems.

The PRESTO card is the size of a debit card so it fits easily into your wallet, purse or pocket. Simply tap your card on the reader on the bus or at the station. In a split second, the system deducts the fare from the balance on your card, and you're on your way. Unlike paper tickets or passes, the card is made of durable plastic so you can use it for years to come.

Customers can load their cards online, at Customer Service Outlets or by calling the PRESTO office. Customers who choose to register their cards will be able to replace the value on lost or stolen cards unlike tickets and passes.

PRESTO will be rolled out in phases across the GTHA area and in Ottawa. It will be available in Hamilton Fall of 2010.

Convenience, simplicity, and amazing possibilities — that is PRESTO.

For more information visit the PRESTO card website at www.prestocard.ca

Passport to Hamilton

A group travelling with a Day Pass is able to use this pass to ride any bus in the HSR system all day. When you first board a bus on your day of travel, the bus Operator will punch the pass for that calendar day. Once punched, the pass is only valid that day. Simply show the Operator the pass for your group each time you wish to board.

Show your valid HSR Day Pass at participating locations that are offering discounts to our passengers. Places like Canadian Football Hall of Fame, Whitehern Historical House & Garden, Freeway Café, YMCA, YWCA, Chedoke Twin Pad Arena, and Huntington and Dalewood Recreation Centres.

Pick up a Passport to Hamilton Map from Environment Hamilton or get more details by visiting their website at www.environmenthamilton.org.

Seasonal Services

Route 9 - Rock Gardens will start Sunday May 9th & finish Sunday November 14th.

Route 56 - Confederation Park will start on Saturday June 5th and finish Monday September 6th.

Route 99 - Waterfront Shuttle will start on Sunday June 27th and finish Monday September 6th. There are new bus stops added on James at Guise and on James north of King. This is a 'free' service from Downtown to the Waterfront.

Celebrate Earth Day

Earth Day is April 22nd so celebrate it by participating in one of the many events taking place in Hamilton.

Visit Earth Day Hamilton's website at www.earthdayhamilton.ca for more information on their Community Tree Planting Festival taking place on Saturday April 24th at Churchill Park (Westdale). There will be exhibits, entertainment, CSA Farmers' Tables, face painting and more!

Report Vandalism

There are more than 500 bus shelters throughout the HSR transit system. Our modern shelters offer protection from the elements and provide our customers with a safe and comfortable waiting area.

The HSR has over 200 buses in its fleet, most only a few years old. They provide a safe and comfortable ride to and from your destination. However, vandalism is increasing in our shelters and on our buses. It reflects negatively on our system, on our communities and in our City.

With your help, we hope to bring escalating taxpayer costs for vandalism under control. If you witness an act of vandalism in progress to any property, please call 911 or Crime Stoppers at 905-522-TIPS.

For more information on Hamilton's Clean City Strategy, click on the City's website at www.hamilton.ca/cleancity.