



COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	April 15, 2021
SUBJECT:	HSR Bus Stop Bench Pilot (TRN2105) (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Debbie Dalle Vedove Director of Transit Public Works Department
SIGNATURE:	

Further to our Information Update (TRN2102) shared with you on February 12, 2021, attached to update TRN2105 as Appendix A, we are pleased to provide updated speaking points regarding HSR's bus stop bench pilot attached to update TRN2105 as Appendix C. We are sharing these documents with you as an additional resource, should you receive any questions from your constituents.

We will share the release, attached to update TRN2105 as Appendix B, with local media on April 16, 2021.

The release summarizes the bus stop and bench combination we are currently piloting to improve the customer experience. The bus stop bench is being explored as a potential solution for existing bus stops where conventional benches cannot be installed due to lack of space. The initiative stems from feedback we received through (Re)envision.

The bench prototype has temporarily been installed at the bus stop on Upper James at Rymal (northbound side) for customers to test and provide feedback. Additional benches will be installed later this month throughout the city.

Customers and residents are encouraged to submit their feedback by [completing our survey](#).

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

This information will be posted at the pilot locations and has been shared with HSR customer service representatives and the City's Customer Contact Centre reps.

If you have any questions, please do not hesitate to reach out to my Administrative Assistant Rae Blanchard at Rae.Blanchard@hamilton.ca or extension 1861.

HSR is pilot-testing a prototype combination of a bus stop pole and a bench for customer seating as a potential solution where conventional benches cannot be installed due to a lack of space.

WE WANT YOUR FEEDBACK

Let us know your thoughts by completing our survey!

scan me!

Based on your comments, we've made some changes to the design.

more robust handles

rounded seat corners

reflective tape on base of seats for people who are blind or partially sighted

Learn more about this and other initiatives at hamilton.ca/hsr

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" – Information Update TRN2102

Appendix "B" – Bus Stop Seat Pilot Media Release

Appendix "C" – Bus Stop Seat Pilot Key Points and Background