

Stop Annunciation

The Hamilton Street Railway

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 practical 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.