



Hamilton
Public Works

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Media Release

FOR IMMEDIATE RELEASE

Bus Check hits an all-time high!

HAMILTON, ON – May 30, 2007 – The Transit Division of the Public Works Department is excited to report on the success the new Bus Check system has had in its first year of operation. The Bus Check automated telephone information system was installed last June and handles approximately 85,000 calls a week and since its launch on June 23, 2006 the Bus Check system has handled more than three million calls. Usage hit an all-time high during the week of the Valentine's Day storm when the system surpassed 100,000 calls.

"With this Bus Check system, we have made it easier for Transit riders to find the information they need to get around the City, 24 hours a day," says Don Hull, Director of Transit for Hamilton's Public Works Department. "We are very pleased with the performance of this technology to-date and look forward to implementing more planned technology enhancements to make taking transit even more convenient."

This new system allows callers to make more complex requests such as getting information for multiple stops, times or days, all in one phone call. In response to customer requests, further improvements to the Bus Check system have been made in this initial year of operation. One such feature enables a caller to immediately enter a desired bus stop number without going through all the menu options. This enhancement saves callers time on the telephone and minimizes cell phone charges.

For all telephone enquiries, riders can call 905 527-4441 to access Bus Check or speak to an Information Clerk. With Bus Check, callers can enter a four digit bus stop number to find out current and future trips from that bus stop, listen to recorded fare and special events information, or speak directly to an Information Clerk. Bus Check information is available 24 hours-a-day. Information Clerks are available 8:00 a.m. to 8:00 p.m. daily except Christmas Day.

Internet users can visit www.hamilton.ca/hsr for information on bus schedules, stop numbers, locating a bus stop or plan a trip on public transit. The new trip planning function will generate all possible trip options and even a map using inputted information such as trip origin, destination and the time of day the rider wants to travel.

HSR, the City of Hamilton's Public Works Transit Division, provides access to the community and GTA municipalities through an affordable and environmentally advantageous public transportation alternative that is safe, reliable, convenient and professionally delivered.

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