

## How has Bus Web Improved?

Previously, our old website would give you times at major bus stops along the routes for a Weekday, Saturday and Sunday /Holiday schedule. It also had Bus Check numbers and route maps. Our new system will still give you that information but it can be customized to match your travel needs. You can find out what routes you need to get to and from your destination, what times the bus will be at your particular bus stop, how many transfers you need and the total length of your trip.

[www.hamilton.ca/hsr](http://www.hamilton.ca/hsr) is the one and only address you will need when looking for HSR Information. It is simple to use and the information is available 24 hours a day!

You can plan a trip, look at a route schedule, find out your bus stop number, see when the next few buses will be arriving at your bus stop or look up a location to see where the closest bus stop is.

## How Easy is it to use the new Bus Web System?

Connect to [www.hamilton.ca/hsr](http://www.hamilton.ca/hsr) to plan your next trip on the HSR and explore the many options you have to find the transit information you need.

**Trip Planning** - If you don't know what route(s) you need use this option. You need to type in where you are starting from (Origin), where you want to go to (Destination), what day and what time. You can sort your results based on trip time or accessibility.

You can even plan your trip based on what time you need to be at your final destination. It will figure out when you need to leave your house to be at work for 9 a.m. for example.

You can type in a specific address (123 Upper Ottawa), an intersection (Main & Parkdale) or landmark (Fiesta Mall).

Once your information is complete, you will receive your results. It will show you what route(s) you can take, where to catch the bus, when to catch the bus, if you need a transfer & what time you will get to your destination. It will also show you a map and how far you need to walk.

**Schedules** - By using this option you can find out the entire schedule for a certain route. You can also narrow it down to a particular time of day or to specific bus stops along the route.

**Next Bus** - This option gives you specific information about your particular bus stop. By typing in your four digit bus stop number, you can find out what route(s) the bus stop services, where the bus stop is located, the direction of travel and the times the bus will be there. You can also change the date and time to get information on future trips.

**Location Lookup** - If you don't know where your closest bus stop is or what the bus stop number is, use this option. Just type in your location and bus stop location information will appear. From there you can plan a trip or look up bus times.

Bus Check and Bus Web are available 24 hours a day. Try these new systems and delight in the amount of information that is right at your fingertips.

**Bus Check 905-527-4441**

**Bus Web**  
[www.hamilton.ca/hsr](http://www.hamilton.ca/hsr)



**Bus Check & Bus Web**

**HSR's Interactive Telephone & Web Services for all your transit questions. 24 hours a day !**

**Just call HSR Bus Check at 905-527-4441 or click onto [www.hamilton.ca/hsr](http://www.hamilton.ca/hsr)**

Providing Services that bring our City to Life!



Hamilton  
Public Works

## How Easy is it to use the new Bus Check System?

**905-527-4441** is the one and only telephone number you will call when looking for HSR Information. If you know your four digit bus stop number that you are starting your trip from, you can press that right away. If not, please listen to the message and choose what type of information you need to hear.

**1** → for HSR Schedule Information

**2** → for HSR Fare and Pass Information

**3** → for HSR Detours and Special Events

**0** → for HSR Information Clerks

If you need to speak to an Information Clerk, have the following information handy: where you are starting from, where you need to go and at what time you will be travelling. They can answer questions about bus stop locations, detours or HSR policies, help you plan a trip or even locate your closest HSR Ticket and Pass vendor.

## What Happens when I Call for Schedule Information?

Call **905-527-4441** and listen to the instructions. For Schedule Information you press the number '1'. You have the option of finding current bus times, bus times for later that day or bus times for another day. Press the corresponding number you want. '1' for current, '2' for later today and '3' for another date.

If you want times for when you call, press '1' and then enter your bus stop number. You will be given the next three times.

If you want times for later that day, press '2', enter in the time, choose a.m or p.m and then enter in your bus stop number. You will be given your times.

If you want times for another day, press '3', enter the day ('1' for Monday etc.) or enter the date, enter the time, choose a.m or p.m and enter your bus stop number. You will be given your times.

Bus stop numbers are found on the bus stops, in the timetables, on the Bus Web and by speaking to an Information Clerk. If you don't know your bus stop number you can obtain it by pressing '#9' and following the instructions.

## What if I want Information on Fares or a Detour?

Call **905-527-4441** and listen to the instructions. For Fare Information you press the number '2'. You will listen to a pre-recorded message that will explain our fare structure. For Special Services Information you press the number '3'. Here you will have options to listen to a number of news items that have been pre-recorded.

## What if I want Lost & Found or Customer Services?

Call **905-527-4441**, press '0' to speak to an Information Clerk and ask to be transferred. Information Clerks are available daily between 8 a.m. & 8 p.m. except on Christmas Day. You can also call our HSR Administration line at 905-528-4200 & ask to be transferred.

## What if I want to talk to an Information Clerk?

Call **905-527-4441**, press '0' to speak to an Information Clerk. They are available daily between 8 a.m. & 8 p.m. except on Christmas Day. Our friendly staff can help you plan a trip, explain detours and our policies or locate an HSR Ticket & Pass vendor.

## How has Bus Check Improved?

Previously, our old Bus Check system would only give you the arrival times for the next two buses. Our new system will still give you information on your next bus arriving, but it has the capability of doing much more. It allows you to do future trip planning, talk to an Information Clerk, find out about our Fare structure and more!

**905-527-4441** is the one and only telephone number you will call when looking for HSR Information. It is simple to use and the automated information is available 24 hours a day!

If you need information for your bus stop, just use your four digit bus stop number. This number can be found on your bus stop, in a timetable, on the website or from an Information Clerk. The good news is that your bus stop number is the same as your old Bus Check number. So if you previously called 905-548-1234, your bus stop number is 1234.

It's that easy!