

COMMUNICATION UPDATE

то:	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:	Debbu Dalle Vadove

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.

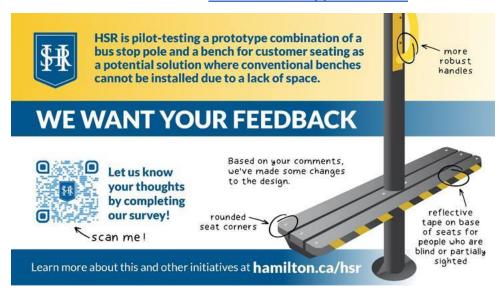
The release summarizes the bus stop and bench combination we are currently piloting to improve the customer experience. The bus stop bench is being explored as a potential solution for existing bus stops where conventional benches cannot be installed due to lack of space. The initiative stems from feedback 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 <u>completing our survey</u>.

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.



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