




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	June 16, 2025
SUBJECT/REPORT NO:	Hamilton Street Railway (HSR) Alert Dashboard (HSR2503) (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Nancy Purser Acting Director, Transit Public Works
SIGNATURE:	

The purpose of this Communication Update is to advise Council on an upcoming improvement to HSR bus detour communications.

On January 2, 2025, the Transit Division launched a new tool to improve detour communications to customers. This tool leverages the General Transit Specification Feed (GTFS), hosted by the City's Open Data program, as outlined in [Report PW24086](#). Transit staff now use a real-time alert tools in the Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) system to enter the detour information to directly notify Hamilton Street Railway (HSR) customers about planned and unplanned service disruptions. These alerts are delivered through third-party trip planning tools, such as Transit App and Google Transit, which accesses GTFS real-time data from Transit's software to Open Data.

The GTFS real-time alerts have been well received by customers. Customer satisfaction with HSR service information improved by seven percentage points, rising from 77% in 2024 to 84% in 2025 (January to April).

Currently, customers can only see service disruptions when planning a trip on a specific route. To improve access to this information, HSR will launch a new Alert Dashboard on Monday, June 16, 2025. Modelled on the platform used by the Fire Department and built using the City's Geographical Information Software (GIS) and Open Data platform,

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.

SUBJECT: Hamilton Street Railway (HSR) Alert Dashboard (HSR2503) (City Wide) - Page 2 of 2

this web-based tool will allow customers to view all planned detours and unexpected service disruptions in one place.

The new dashboard will display text with details about the alert as well as a map that highlights the affected routes. The HSR Alert Dashboard can be accessed online using the following links:

- www.hamilton.ca/HSRalert
- www.hamilton.ca/HSRschedules

This dashboard provides clear, reliable and accessible information to the public. It reflects the HSR's commitment to continuous improvement.

Transit will continue to monitor communication tools and performance and remains committed to ongoing improvements that enhance the customer experience.

For further information, please contact Nancy Purser, Acting Director, Transit, at Nancy.Purser@hamilton.ca or (905) 546-2424 ext. 1860.

APPENDICES AND SCHEDULES ATTACHED

N/A