

Proposed Service Standards and Application

Proposed HSR Service Standards			
Coverage	Weekday	Saturday	Sunday
System Wide Minimum	90% of residents / workplaces within Urban Transit Area to be within 400 metres of Weekday Peak service.		
Span <small>(Start of trip)</small>	Weekday	Saturday	Sunday
Route Maximum	5:00 AM – 2:00 AM	5:00 AM – 2:00 AM	6:00 AM – 12:00 AM
Frequency <small>(Time between buses)</small>	Weekday <small>Peak / Non-Peak/ Evening</small>	Saturday <small>AM / Day / Evening</small>	Sunday <small>AM / Day / Evening</small>
Route Minimum	30 / 30 / 60	30 / 30 / 60	30 / 30 / 60
Productivity <small>(Boardings per Service Hour)</small>	Weekday <small>Peak / Non-Peak/ Evening</small>	Saturday <small>AM / Day / Evening</small>	Sunday <small>AM / Day / Evening</small>
Route Minimum	25 / 15 / 15	15 / 15 / 15	15 / 15 / 15
Loading <small>(Expressed as Percentage of Seated Capacity)</small>	Weekday <small>Peak / Non-Peak/ Evening</small>	Saturday <small>AM / Day / Evening</small>	Sunday <small>AM / Day / Evening</small>
Route Maximum	125 / 100 / 100	100 / 100 / 100	100 / 100 / 100

The above standards are interrelated and will be used in conjunction with each other to objectively manage service levels.

System Coverage – The coverage standard will enable the HSR to address the accessibility of transit by targeting a maximum walking distance that a customer will have to travel to reach a transit route. Decisions about where HSR bus services operate currently and in the future will be guided by a policy that 90% of residents and workplaces within the Hamilton Urban Transit Area will be within 400 metres of an HSR bus route on weekdays during peak hours. Coverage at non-peak times is scaled to customer demand and service productivity expectations. Locations that currently are beyond the distance threshold may be considered for new or restructured service in the context of short range planning objectives and available operating budget.

Service Span – Span of Service defines the operating hours for the services. The days and hours during which HSR services are provided will be guided by a policy that the maximum service span for any route is 21 hours on weekdays, 21 hours on Saturdays, and 18 hours on Sundays. Minimum service span thresholds are not specified; however all routes must attain minimum service productivity thresholds applied by service day and time period. *Service on statutory and non-statutory holidays will be determined by HSR staff and based on either a Saturday or a Sunday service level as appropriate.*

Service Frequency - Decisions about how often HSR routes operate will be guided by a policy that sets minimum frequency (time between buses, expressed in minutes) thresholds to ensure that customer wait times at bus stops are within reasonable limits. Separate thresholds are proposed for weekday, Saturday, and Sunday schedules. Changes in frequency will be evaluated in conjunction with loading and productivity standards. High frequency routes (e.g., five minutes or better) that also exceed the range defined for service productivity may be considered for higher order transit options. *Service on statutory and non-statutory holidays will be determined by HSR staff and based on either a Saturday or a Sunday service level as appropriate.*

Service Productivity - This measure quantifies the number of passengers boarding per vehicle-hour for individual transit routes. The objective of this standard is to identify routes that are underperforming as well as being instrumental in evaluating existing and new routes. It is recommended that all HSR routes operate within a range defined by minimum productivity thresholds set for weekday, Saturday and Sunday/holiday schedules. Routes that fall below the minimum productivity thresholds should be subject to monitoring, route reconfiguration, span and frequency reductions, consolidation with other routes, or discontinuation.

Service Loading - This standard sets a maximum load for a bus based on average seated capacity during busiest hour and direction in each time period, expressed as a percentage of seated capacity. It sets a standard for customer comfort and establishes a trigger for routes that should be reviewed for added capacity. A variety of methods will be considered to add capacity including increased frequency, increased span and use of alternative vehicles (e.g. articulated bus).

The figure below illustrates the process of developing an Annual Service Plan. An Annual Service Plan will be prepared to assess performance of the system and make recommendations for service changes in context of the Ten Year Local Transit Strategy. This will take place in conjunction with the budget process every year.

Figure 1 - Annual Service Plan Development Process

