



INFORMATION UPDATE

TO:	Mayor and Members City Council
DATE:	February 12, 2021
SUBJECT:	Transit Stop/Bench Combo Prototype (TRN2102) (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Debbie Dalle Vedove Director, Transit Public Works Department
SIGNATURE:	

The Transit Division, through the (Re)envision project, heard from customers that comfort and amenities at bus stops are important factors when choosing to use transit services.

Through the Transit Division's Guiding Principles, we have committed to connecting, innovating and evolving, to improve customer experience by increasing customer satisfaction and meeting customer expectations.

Requests for additional shelters and benches throughout the City are received by the Transit Division frequently, however, in certain circumstances when the suggested or requested locations are reviewed there is a lack of space within the public right of way prohibiting the installation of these types of traditional transit amenities.

The Transit Division is therefore testing a prototype combination of a bus stop pole, and a bench for customer seating, as a solution for locations where space is limited.

A picture of the prototype, recently installed at the intersection of Upper James and Rymal, is shown below. The prototype will allow customers to test and provide feedback on the feasibility and practicality of this type of innovative solution for their travelling needs.

Upon completion of the initial customer feedback phase, should the feedback result in support for this initiative, the Transit Division will proceed with installing additional prototypes at nine more locations throughout the City as a second customer feedback phase.

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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.

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Staff will provide future updates on this initiative throughout the feedback phases, along with a funding plan for future expansion if applicable and an expansion is recommended.

Should you have any questions regarding this initiative, please contact Jason VanderHeide, Manager of Transit Planning and Infrastructure via email at Jason.VanderHeide@hamilton.ca or (905)546-2424 extension 2390.



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