

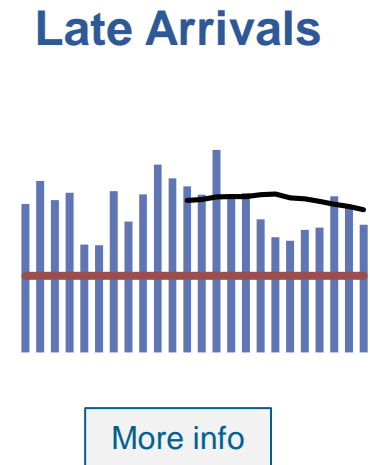
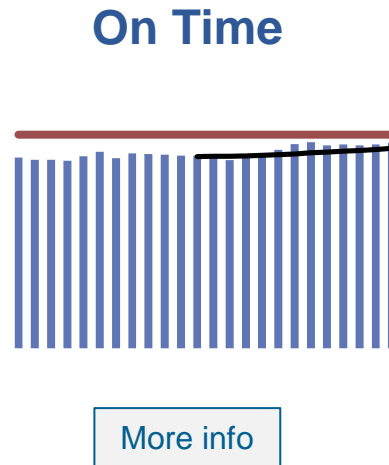
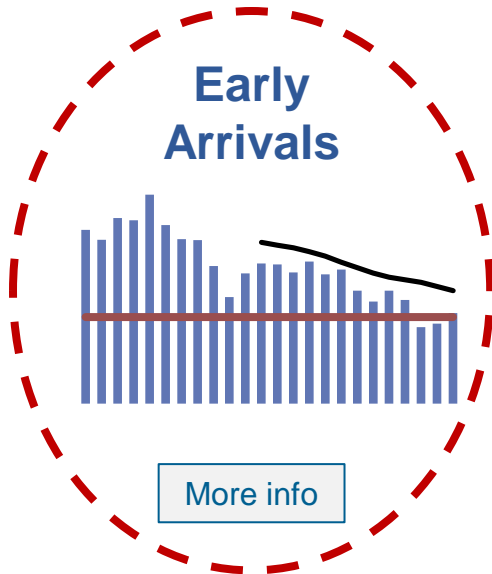
CITY OF HAMILTON TRANSIT (HSR) DASHBOARD MOCK-UP



How do we measure RELIABILITY?

Our goal of being reliable is made up of a number of key measures, including how often a bus arrives on time. We look closely at specific measurements such as how often a bus arrives early and how often a bus arrives late.

Click on one of the graphs below to learn more about what each of these measurement means, why they are important, and what we are doing to improve.

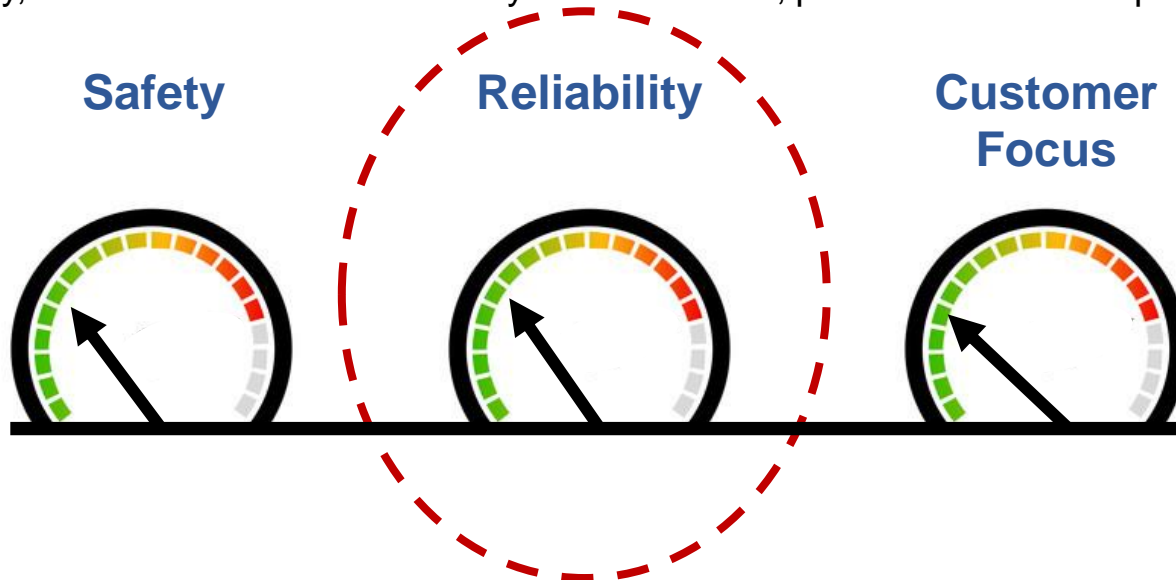




Tracking Performance of the HSR

There are about 22 million trips made by Hamilton transit riders every year. Keeping customers safe and secure, providing reliable service, and being customer-focused are top priorities for HSR.

The City of Hamilton is committed to making sure Hamilton residents and visitors get to where they need to go, when they need to go there. Council approved the Ten Year Local Transit Strategy in March 2015 that addresses the challenges and opportunities of public transit, including improving customer experience. These priorities – safety, reliability, and customer focus – are key to a consistent, positive customer experience.





Early Arrivals

Home > HSR Bus Schedules & Fares > Riding with HSR

SAMPLE

What does 'early arrival' mean?

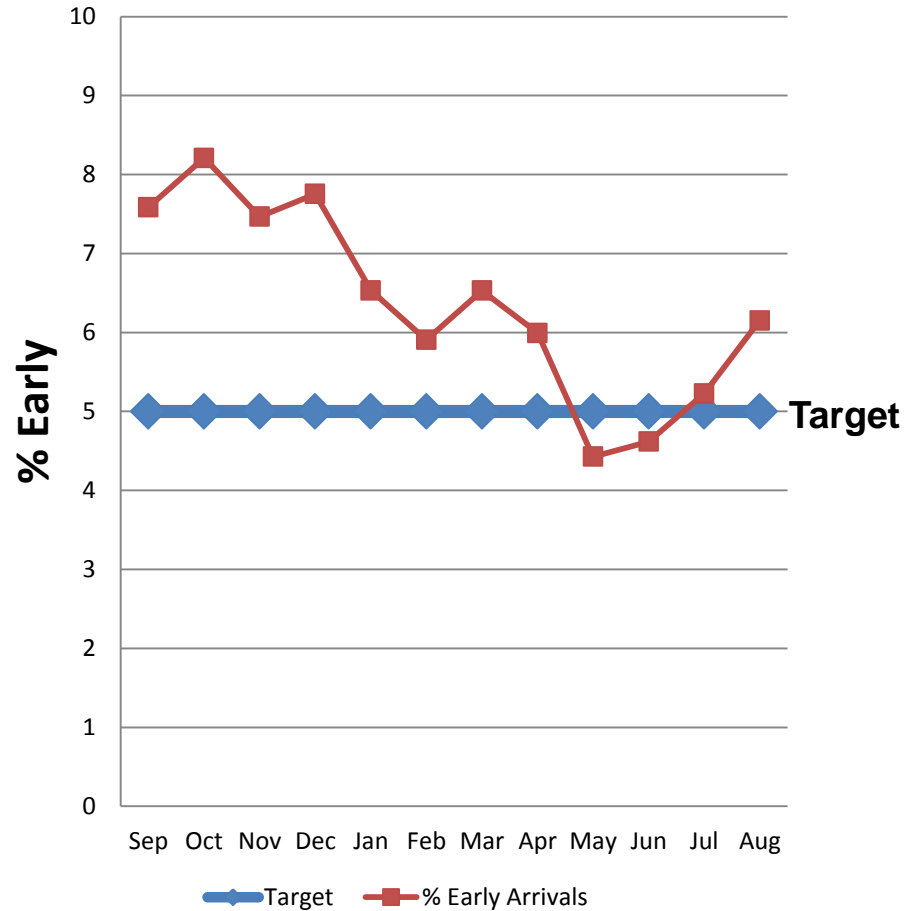
'Early arrival' means that the bus gets to the stop more than two minutes ahead of the scheduled time.

Why is this measure important?

Measuring arrival times is important because if we arrive too early, people may miss their bus. Riders need to know when to be at a bus stop in order to catch their bus at the right time. 'Scheduled' arrival times set expectations. Meeting expectations is key to providing a positive customer experience. One of HSR's top priorities is customer experience.

What are we doing to improve?

We track early arrivals for all of the stops that we make. So far in 2016, we have arrived no more than two minutes early 93.6% of the time, which is close to our target of 95%. To improve this rate, we work with drivers to constantly monitor their time and decide whether to slow down or wait at a stop to keep to the scheduled time.



CURRENT OPEN DATASET

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Sample taken from
<https://www.hamilton.ca/city-initiatives/strategies-actions/open-accessible-data>
September 7, 2016