

**Presentation to General Issues
Committee
Hamilton City Council
RE: HSR Operating LRT**

**By: Arthur Gallant
@ArthurJGallant
December 18, 2017**



#HSRAAlert: #HSR27 running 32 mins late with a full bus; working to correct at the end of the line

3:09 PM · Nov 30, 2017



alex
@alex_wilms

Running to class because my bus didn't show up this morning was definitely NOT on my to do list @hsr

11:51 AM · Nov 24, 2017



Paula Potter
@RuddyPruddy

Hey @hsr , no 6:30pm-44 bus again! Waiting another full hour, hope you are all nice and warm in your overpaid management beds, you jerks!

6:41 PM · Nov 21, 2017



Craig Burley
@craig_burley

Replying to @craig_burley @LauraBabcock and @FredEisenberger
My own perception is that the HSR's most recent lack of capital funding requests is indicative of the absent desire to improve service for riders.

7:20 PM · Nov 27, 2017



Karl Andrus
@karl_andrus

Replying to @JoeyColeman @mirhagk and 3 others
I was at @EastgateSquare shopping on Sunday. Wanted to then go to @CFLimeRidge for more shopping. I took a cab because @HSR would have taken half a day.

3:52 PM · Nov 28, 2017



Chris #ThanksJose
@chrisweaver316

Replying to @LauraBabcock @HamiltonToday and @hsr
The scary thing is the HSR wants to run the LRT. How many of them will be late or not show up???

9:53 PM · Nov 29, 2017



Kathleen Dougan
@KatD55

\$3.00 for a bus to go get another bus to head to work only to find out I'm going to spend \$30 more dollars to take a taxi to work because of a no-show bus again. Thanks @hsr for starting my day off on a bad note & for #lettingthepeopleofHamiltondown! #pissesoffwithhsr #HSR11

7:07 AM · Nov 29, 2017



Aaron
@ChezBoogie

Replying to @JoeyColeman @LarryDilanni and @hsr
Apparently we're running single segment B-lines westbound this morning. Already full at Ottawa St. Good luck, Mac students trying to make your 8:30 classes.

7:44 AM · Nov 30, 2017



((Sophie Geffros))
@sgeffros

I love public transit but myself, a woman with two children and an infant, and an older man with a walker and no jacket just waited for @HSR for 45 minutes at a stop that is supposed to be serviced every 15 minutes. Time for #HamOnt council to #fixtheHSR.



HSR
@hsr

#HSRAAlert: #HSR27 NB from Mountain garage missed service from 3:06pm until 3:57pm; will resume SB from Mohawk terminal at 3:57pm

3:34 PM · Nov 30, 2017



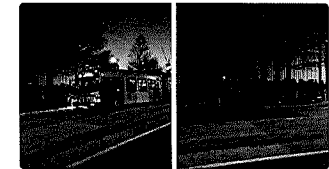
HSR
@hsr

#HSRAAlert: #HSR44 SB is out of service at 8:42am, Eastgate Square. Next bus in 30mins.

9:37 AM · Nov 30, 2017



Phippen & Fiona @PhippenandFiona · 21h
@MSU_McMaster students trying to get on an already packed @hsr bus. Second pic, he ones who are left behind. These are paying customers.



1

6


7



HSR
@hsr


Replying to @PhippenandFiona and @MSU_McMaster
Hi Phippen & Fiona, we've sent this to staff to look into. We had some cancellations last night that may have added to this issue. Thank you for this feedback and the photos to illustrate. Have a great day! #hsrsta

10:03 AM · Nov 30, 2017

 **Dana**
@dana7210


i hate the feeling of not knowing if my bus is just a few min late or @hsr has cut the bus.
#plzdonfiremework

7:44 AM · Nov 28, 2017

 **Joey Coleman in 140**
@JoeyColeman


Right now, there are no buses operating westbound on 1-King. The transit crisis continues, with no end in sight. @HSR

8:39 PM · Nov 25, 2017

 **HSR**
@hsr

#HSRAAlert: #HSR21 Upper Kenilworth out of service at Fennell and E15th due to mechanical issues.





11:08 AM · Dec 3, 2017


 **tom pepper**
@tompeppre

Replying to @hsr
Hey what happened to the b line to jones today, I'm late for work right now because it just didn't come.




8:42 AM · Nov 24, 2017


4 Retweets 4 Likes

 **HSR** @hsr · Nov 24


Replying to @tompeppre
Hi Tom, the 6:15am B-line EB from Eastgate was cancelled this morning. This bus is still out of service. Thanks

3   

 **HSR**
@hsr


#HSRAAlert: #7 Locke out of service 9:40am downtown to Dundurn loop. Back in service at 10:30am

10:01 AM · Dec 3, 2017

 **HSR**
@hsr


#HSRAAlert: #33 Sanatorium out of service 6:45pm at MacNab terminal. Next bus 30 minutes.

6:48 PM · Dec 2, 2017

 **HSR**
@hsr


#HSRAAlert: #33 Sanatorium out of service 6:45pm at MacNab terminal. Next bus 30 minutes.

6:48 PM · Dec 2, 2017

 **HSR**
@hsr


#HSRAAlert: #HSR 2 Barton out of service at 5:15 at GO station. Back in service at 6pm at Bell Manor Loop

5:31 PM · Dec 2, 2017

 **HSR**
@hsr


#HSRAAlert: #HSR23 Upper Gage out of service at Upper Ottawa and Rymal due to mechanical issues. Next bus 30 minutes.

8:39 AM · Dec 2, 2017

 **HSR**
@hsr


#HSRAAlert: #HSR10 B-Line out of service 645 at Eastgate west bound. Next bus 20 minutes.

6:59 PM · Dec 1, 2017


Matt Jelly Max+
 @mattjelly


I hope everyone grills council incumbents and candidates in 2018 on what they'll do to fix our fucked HSR. Any councillor who voted to suspend the 10 year transit plan shouldn't have a job this time next year. #HamOnt

12:50 PM · Dec 3, 2017


Rick Calder
 @calder12


Replying to @JoeyColeman and @hsr
 I still find it horribly disturbing that our public transit stops running before the bars close on ANY night. This shows an utter disregard for trying to stop drinking and driving.

2:02 PM · Dec 2, 2017


KJ
 @KaitlynJardine


@hsr Was waiting at Main & Macklin @ 7:00 PM today... #5 stopped and wouldn't open the doors... ignored me and a family... not because the bus was full, and no bus behind them. Wouldn't make eye contact. Why?!

7:04 PM · Dec 1, 2017


Dana
 @dana7210


just phoned @hsr to find out where 7:39 u james bus is. got told "it should have been there". thanx. now 7:53. 2 days of no bus. answers plz!!!! guess im leaving 2 hrs b4 shift.

7:53 AM · Nov 29, 2017


HSR
 @hsr


#HSRAAlert: #HSR23 NB is out of service at 7:04am, Upper Gage and Rymal.

6:35 AM · Nov 29, 2017


Courtney Sheppard
 @trilo_bytes


Full buses again. Pregnant lady and young man on crutches stuck waiting for the next bus. That said, when we did get on a bus (#929), our driver was fantastic. @hsr @JoeyColeman #HamOnt

4:54 PM · Dec 1, 2017 from Hamilton, Ontario


Dana
 @dana7210


Replying to @JoeyColeman @LarryDilanni and @hsr
 its sad. i have no idea what time ill get to places. the u james bus hasnt shown up so ill be late for a 5pm apt. shoyldnt have to leave 2hrs b4. get to toronto faster..

4:50 PM · Nov 28, 2017


Kathleen Dougan
 @KatD55


\$3.00 for a bus to go get another bus to head to work only to find out I'm going to spend \$30 more dollars to take a taxi to work because of a no-show bus again. Thanks @hsr for starting my day off on a bad note & for #lettingthepeopleofHamiltondown! #pissesoffwithhsr #HSR11

7:07 AM · Nov 29, 2017


Brian
 @brian6466

@hsr missed the 15:03 Upper James bus going north, ended up walking home. Yet in that time I managed to see 3 southbound up James bus in the span of ten minutes. How is this fare? What's the point of having a bus pass?


3:57 PM · Nov 29, 2017



alex
@alex_wilms

Running to class because my bus didn't show up this morning was definitely NOT on my to do list @hsr


11:51 AM · Nov 24, 2017



Car
@CarlyxWong

The hsr is the primary reason why I hate Hamilton


10:00 AM · Nov 24, 2017



tom pepper
@tompeppre

Replying to @hsr
Hey what happened to the b line to jones today, I'm late for work right now because it just didn't come.


8:42 AM · Nov 24, 2017



Marc Skulnick
@MarcSkulnick

Hey @hsr - what happened to the 9:10 WB B-line Express bus at Main/Ottawa?? Never showed. Still waiting- will 9:20 bus actually arrive?? #HamOnt #EnoughAlready


9:22 AM · Nov 24, 2017 from Hamilton, Ontario



Lizulya
@leeza_k82

Replying to @hsr and @tompeppre
Always good to get the notice after the fact. Following this account is a daily reminder of why I had to buy a car.


9:08 AM · Nov 24, 2017



Toni
@Thick_Hips

When @cityofhamilton residents start losing their jobs or getting written up for tardiness BECAUSE @hsr drivers do NOT show up to the JOBS they HAVE! #livid #angry #fixthisnow #dosomething yesterday am Upper James bus driver as per anotenella "just didn't show up" WTF???


8:26 AM · Nov 23, 2017



Callie B
@canadiancal30

@hsr Yet again the 908 king bus at Sanford heading east- super late. Every night we have to endure this. Wanna pay my cab on top of my bus pass? Pathetic service for this sized city.


9:18 PM · Nov 21, 2017



Steve D.
@CanadianSteveD

@hsr so nice to see the first 33 north bound not even bother showing up to Garth and mohawk


5:36 AM · Nov 22, 2017



Callie B
@canadiancal30

4th night in a row @hsr - this time the 858 king at Sanford heading east didn't even bother to show up. Pathetic excuse for public transit. LRT will NOT fix this issue just exasperate it.


9:03 PM · Nov 22, 2017



Pippen & Fiona
@PippenandFiona


Packed #51@hsr at 2pm. But all the buses are empty when it's not rush hour 🙄

2:10 PM · Nov 22, 2017


Brea
 @bulldogbreezyxo


@hsr #HSR1 EB 710 is already 5 minutes late from just leaving the go station. HAPPENS EVERYDAY when I try to catch it at main & king. Never can catch my connecting bus because of this.

7:14 PM · Nov 21, 2017


CanadianInvestigator
 @CDNInvestigator


Replying to @JoeyColeman and @hsr
 I used to own a labour staffing firm. Reliance on public transit was seen as a major red flag. It equaled lateness and unreliability

7:04 PM · Nov 21, 2017


Paula Potter
 @RuddyPruddy


Hey @hsr , no 6:30pm-44 bus again! Waiting another full hour, hope you are all nice and warm in your overpaid management beds, you jerks!

6:41 PM · Nov 21, 2017


Myke Hutchings
 @hentor


4 @hsr buses OOS at Hamilton GO Center. The two King buses that are close to the 5:45 train arrival are missed trips cc @JoeyColeman

6:00 PM · Nov 21, 2017


chuck mansfield
 @chuckhockey7


@hsr would be nice if the 5:10 34 bus ever showed up 3 days running no bus!!!

5:25 PM · Nov 21, 2017


HSR
 Other


#HSRAAlert: #HSR51 11:23 departure from West Hamilton Loop cancelled, next departure at 11:43

8:41 AM · 14 Oct 2017


Ian Fox
 @whytock79


So the @hsr has a ton of missing buses tonight leaving people stranded. Obviously @cityofhamilton Cllrs don't give a dam about people getting home on time. #craptransit #hsr

4:55 PM · Nov 21, 2017


HSR
 Other


#HSRAAlert: #HSR33 6:07pm NB departure from Scenic and Lavender Loop cancelled, next departure 6:37pm.

4:00 PM · 21 Oct 2017


El Tel
 @gatorTFC


Replying to @JoeyColeman and @hsr
 Maybe money spent on unrealistic Amazon bid could have been better spent on HSR service?

4:36 PM · Nov 21, 2017


HSR
 Other


Replying to @chuckhockey7
 Sorry about that Neal. An 11 was cancelled this morning pushing the time between buses to 60mins. Working on a solution. Thank you for your patience.

6:13 AM · 15 Nov 2017


HSR
@hsr
Follow


#HSRAAlert HSR35 College N/B trip from St Elizabeth to Downtown via Garth cancelled. Next N/B trip via Garth will dep. St Elizabeth at 3:41pm

2:37 PM - 18 Sep 2017


HSR
@hsr
Follow


#HSRAAlert: #51 University trips cancelled: W/B 4:59pm, 6:33pm and 8:03pm from Go Station. E/B 5:44pm and 7:17pm from West Hamilton.

3:38 PM - 15 Sep 2017


HSR
@hsr
Follow


#HSRAAlert: #HSR1 WB 9:29am departure from Eastgate Square cancelled.

8:14 AM - 21 Oct 2017


HSR
@hsr
Follow


#HSRAAlert #51University 6:51pm departure from Go Station cancelled.

5:56 PM - 28 Oct 2017


HSR
@hsr
Follow


#HSRAAlert: #HSR 51 Trips cancelled: W/B 4:07 pm and 5:29pm from the Go Station and E/B 4:51pm from West Hamilton will not operate.

3:23 PM - 15 Sep 2017


HSR
@hsr
Follow

#HSRAAlert: #HSR3 5pm EB departure from Hamilton GO cancelled, next departure 5:30pm.

3:21 PM - 21 Oct 2017



HSR
@hsr
Follow


#HSRAAlert: #HSR11 5:30p departure from Burlington GO cancelled, next departure 6:00p

3:47 PM - 13 Oct 2017

1


Tweet your reply


Hamilton Transit @HSRTransit · Oct 13
Replying to @hsr
Route 11 PARKDALE does not service Burlington GO Station. This route operates out of the downtown Burlington Bus Terminal. ^Jn


HSR
@hsr







#HSRAAlert: #HSR10 EB is out of service at 6:07am, University Plaza.







6:06 AM - Dec 5, 2017



HSR
@hsr
Follow

#HSRAAlert #HSR42 11:36am eastbound departure cancelled


10:48 AM - 23 Sep 2017

 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR41 EB is out of service at 7:18am, Brow Building.</p> <p>7:06 AM · Dec 5, 2017</p>	 <p>HSR @hsr</p> <p>#HSRAAlert: HSR 3 Cannon. E/B 6:00 pm departing trip from Go Station cancelled.</p> <p>6:05 PM · 16 Sep 2017</p>
 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR51 EB is out of service at 7:43am, West Hamilton Loop.</p> <p>7:11 AM · Dec 5, 2017</p>	 <p>HSR @hsr</p> <p>#HSRAAlerts #HSR51 11:21 westbound departure cancelled 40 minutes between buses</p> <p>10:32 AM · 23 Sep 2017</p>
 <p>HSR @hsr</p> <p>#HSRAAlert; #HSR1 WB is out of service at 7:15am, Eastgate Square.</p> <p>7:23 AM · Dec 5, 2017</p>	 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR2 WB is out of service at 6:07am, Bell Manor.</p> <p>6:13 AM · Dec 5, 2017</p>


 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR2 EB is out of service at 8:30pm, GO Station.</p> <p>2017-12-08, 7:11 PM</p>	 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR51 WB is out of service at 6:07pm, GO Station.</p> <p>2017-12-08, 6:09 PM</p>
 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR51 WB is out of service at 5:07pm, GO Station.</p> <p>2017-12-08, 4:56 PM</p>	 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR2 EB is out of service at 6:00pm, GO Station.</p> <p>2017-12-08, 5:58 PM</p>
 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR1 EB is out of service at 4:18 PM from Main and MacNab.</p> <p>2017-12-08, 4:07 PM</p>	 <p>HSR @hsr</p> <p>#HSRAAlert: #HSR1 EB is out of service at 5:48pm, GO Station.</p> <p>2017-12-08, 5:06 PM</p>




#HSRAAlert: #HSR51 EB is out of service at 2:36pm, West Hamilton Loop.
2017-12-07, 2:11 PM




#HSRAAlert: #HSR51 WB is out of service at 1:42pm, GO Station.
2017-12-08, 1:29 PM




#HSRAAlert: #HSR51 WB from GO Station out of service at 5:52pm
2017-12-07, 5:17 PM




#HSRAAlert: #HSR20 SB is out of service at 1:25pm, Mountain Garage
2017-12-08, 1:27 PM




#HSRAAlert: #HSR2 EB from GO station out of service from 6:45pm to 7:29pm at Bell Manor
2017-12-07, 5:41 PM




#HSRAAlert: #HSR4 EB is out of service at 1:20pm, James at Main.
2017-12-08, 1:24 PM




#HSRAAlert: #HSR1 EB from GO Station at 4:24pm out of service
2017-12-06, 4:36 PM




#HSRAAlert: #HSR25 SB for 8:20am is running 25 minutes late. Will miss stops to get back on schedule.
2017-12-07, 8:40 AM




#HSRAAlert: #HSR4 EB is out of service at 8:30am, James and Main.
2017-12-10, 8:42 AM




#HSRAAlert: #HSR25 SB from MacNab Terminal at 7:20 out of service
2017-12-06, 7:23 PM



#HSRAAlert: #HSR2 at 8:30am from Barton and Bell Manor is not going out on time due to being out of service. Another #HSR2 will be running early to compensate.
2017-12-10, 7:47 AM



#HSRAAlert: #HSR1 EB from GO station at 6:00pm out of service
2017-12-06, 6:12 PM



#HSRAAlert: #HSR2 WB from Bell Manor at 5:21pm out of service
2017-12-06, 5:31 PM