

HSRnow Trip Planning Tools

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HSRnow trip planning tools include:

- Phone/IVR system (no change) – 905-527-4441
- Text us for your next bus (launched spring 2019) – send “HSRnow ####” to 25370, where #### is the stop number
- Online trip planner (upgraded fall 2018) – <https://hsrnow.hamilton.ca>
- Mobile app for iOS and Android phones (launched September 2020)
- Social media integration for cancelled buses (no change) - [@HSRnow](#)
- Wayside signs at MacNab Terminal (no change)

AODA milestones for HSR's web properties

- HSR's web properties will need to comply with WCAG 2.0 Level-AA on January 1, 2021
- Level-AA has always been the City's target, even though not yet required
- WCAG 2.0 does not specifically address mobile apps; however, the principles and success criteria are still relevant
- WCAG has evolved to 2.1 which is recommended (and 2.2 is drafted); however, these are not legislated at this time
- Wherever practicable, we will target to meet WCAG 2.1 guidelines
- World Wide Web Consortium (W3C) also created mobile web app best practices; however, these are not accessibility specific and not yet legislated by AODA at this time

Accessibility for HSR's trip planning tools

Methods we use for incorporating accessibility into HSR's digital tools:

- Training and development of staff involved in creating or supporting tools
- Internal collaboration with corporate accessibility and digital resources
- Procurement requirements for vendors and validation testing on their products
- Consultation with the ACPD
- Inclusion of people with disabilities in design and testing processes
- Collaboration with academia and students from accessibility and design programs
- Independent assessments and audits by qualified and experienced third-parties
- Consultation with community stakeholders and agencies who serve people with disabilities

Current activities to ensure compliance

- Vendor has confirmed that HSRnow online trip planner is compliant to Level-AA; staff are testing to verify
- Vendor has also confirmed that appropriate accessibility guidance was followed during the development of the mobile app and accessibility features are embedded; staff are testing to verify
- HSR is partnering with Mohawk's Accessible Media Production Program to review the online and mobile app trip planners as we seek to identify challenges and opportunities to improve the accessibility and usability of these tools
- This will include engaging with people with various types of disabilities to review the tools collaboratively

What's next for HSRnow?

- Now that the full suite of products is live, we will continue to learn from our customers about their trip planning and information needs, including customers with disabilities
- We plan to begin promoting HSRnow tools to our customers at stops and shelters sometime in 2021 (depending on COVID situation)
- We're continuing to assess and review opportunities as part of a roadmap for improving accessibility, usability and usefulness of the HSRnow suite of tools
- We're sharing our learnings and feedback with our vendor
- We're happy to return to ACPD with updates as we progress