

12.4(e)

From: Ali Sabourin

Sent: February 13, 2020 3:10 PM

Subject: Advisory Committee for Persons with Disabilities
Outstanding Business List Item 2018-D re: Automated Pre-Boarding Announcements on HSR Vehicles

Hello Alicia

Thank you for your email. Below is an update on the Automated Pre-Boarding Announcements on HSR Vehicles.

The resolution of the automated pre-boarding announcements on HSR Vehicles is underway and will fully take effect by the end of Q1-2020:

- Operations management has added a daily speaker test to ensure the internal/external announcement system is functioning (i.e.: added to the Operator's daily circle check).
- Fleet management has upgraded the monthly and semi-annual inspection and preventative maintenance checks to ensure the speaker system is functioning; any identified failures will be ordered and repaired ASAP.
- HSR information technology is installing a new version of the control software by the end of Q1-2020 so that announcements will take place earlier in advance of the stop.

Please let me know if you have any questions.

Best,

Ali Sabourin

Manager

Customer Experience & Innovation
Transit (HSR), City of Hamilton