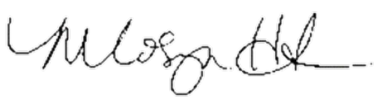




## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	October 18, 2022
<b>SUBJECT:</b>	New HSR myRide Hybrid Service in Waterdown (TRN2202) (Ward 15)
<b>WARD(S) AFFECTED:</b>	Ward 15
<b>SUBMITTED BY:</b>	Maureen Cosyn Heath Director, Transit Public Works Department
<b>SIGNATURE:</b>	

### HSR myRide in Waterdown is Changing to a Hybrid Service in November

The one-year HSR myRide pilot launched in September 2021 with the goal of providing expanded coverage, more direct trips, quicker journeys and shorter wait times. The pilot replaced Route 18 in Waterdown and saw early success as summarized on April 22, 2022 through Report PW22022 ([Public Works Committee - April 22, 2022 \(escribemeetings.com\)](#)). The same report shared that the pilot was extended to further monitor and improve the service in Waterdown.

Based on extensive service analysis and customer feedback, Waterdown's local transit service will be modified to provide a hybrid service that includes both a fixed route and on-demand offering to better meet the transportation needs of this diverse and growing community.

### The target date for the change is Monday, November 7.

The myRide on-demand service will continue to provide local trips within Waterdown in the area above the escarpment.

**A new fixed-route service, the Route 18 - Waterdown Mountaineer**, will connect Waterdown with the Aldershot GO Station and Burlington Transit with a predictable schedule, operating at a 30-minute frequency.

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OUR Vision: To be the best place to raise a child and age successfully.

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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Customers needing to transfer between the fixed route service and the myRide service area will be able to do so at multiple stops, while the eastbound and westbound stops located at Dundas at Main will be designated transfer points where the bus headed to Aldershot GO will hold for a few minutes to allow for a better connection.

The myRide customers may continue to book trips from the myRide application between approximately 5:00 am to 7:30 pm on weekdays and 8:45 am to 7:30 pm on Saturdays.

**The weekday and Saturday schedules for Route 18 - Waterdown Mountaineer are still in development and will be released shortly.**

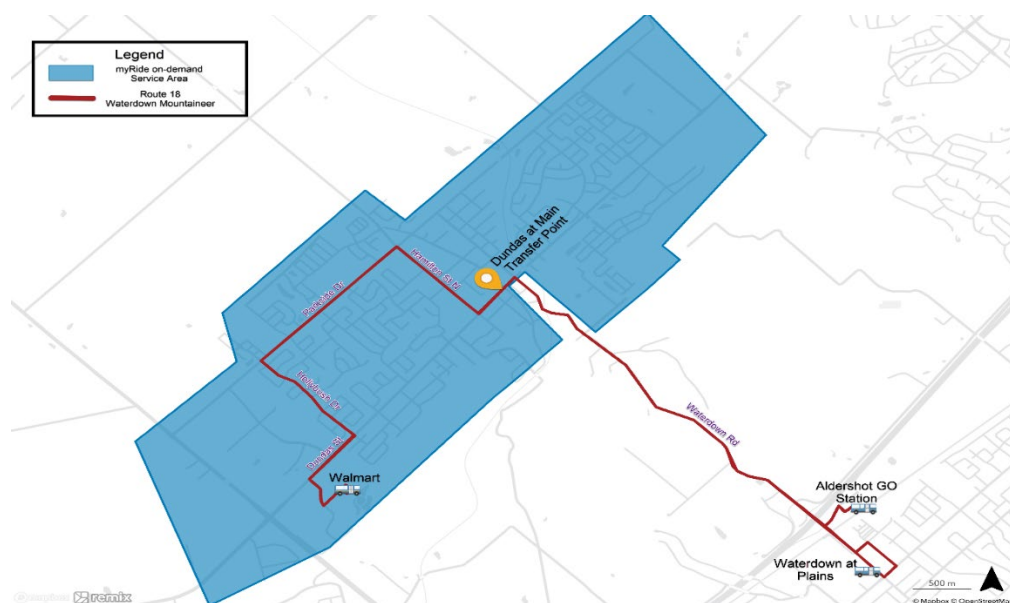
The service hours for Route 18 - Waterdown Mountaineer will closely mirror the myRide on-demand service between approximately 5:00 am to 7:30 pm on weekdays and 8:30 am to 7:30 pm on Saturdays.

The fixed-route service will operate between Waterdown Walmart and Aldershot GO/Waterdown at Plains Road roughly every 30 minutes and we will make every effort to synchronize the Route 18 - Waterdown Mountaineer schedule with the arrival and departure times of the Lakeshore West GO trains.

On weekdays, the last trip from the station will be synchronized with the ~7:00 pm GO train. Please refer to the map for route details.

Figure 1 below depicts the new hybrid service in Waterdown, effective November 7.

**Figure 1: HSR myRide Hybrid Service**



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More information will be available at [Hamilton.ca/HSRmyRide](https://hamilton.ca/HSRmyRide).

HSR continues to welcome customer feedback through the app and by contacting HSR customer care at [hsrserve@hamilton.ca](mailto:hsrserve@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

N/A