




Hamilton

INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	February 20, 2024
SUBJECT/REPORT NO:	Hamilton Street Railway Annual Service Plan Enhancements - Year 8 of the 10-Year Local Transit Strategy (PW24010) (City Wide)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

COUNCIL DIRECTION

N/A

INFORMATION

The purpose of this information report is to provide Council with an update on the intended transit service enhancements in Year 8 of the 10-Year Local Transit Strategy.

In 2015, Council approved Hamilton’s 10-Year Local Transit Strategy (PW14015(a)). This strategy was designed to address system deficiencies after years of service cuts, and ultimately provide operating and capital funds to grow the transit system. The strategy also included updated Service Standards attached as Appendix “A” to Report PW24010 to ensure that transit service frequencies, spans, coverage, productivity, and loading standards were established to meet required thresholds to maximize the efficiency of the service.

Year 8 of the 10-Year Local Transit Strategy focuses on equity and improved access to service, improving service on evenings and weekends, as well as filling system wide service gaps in area, span, and frequency. From a strategic perspective, many of the Year 8 proposed service enhancements serve as the impetus of future BLAST(E)

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.

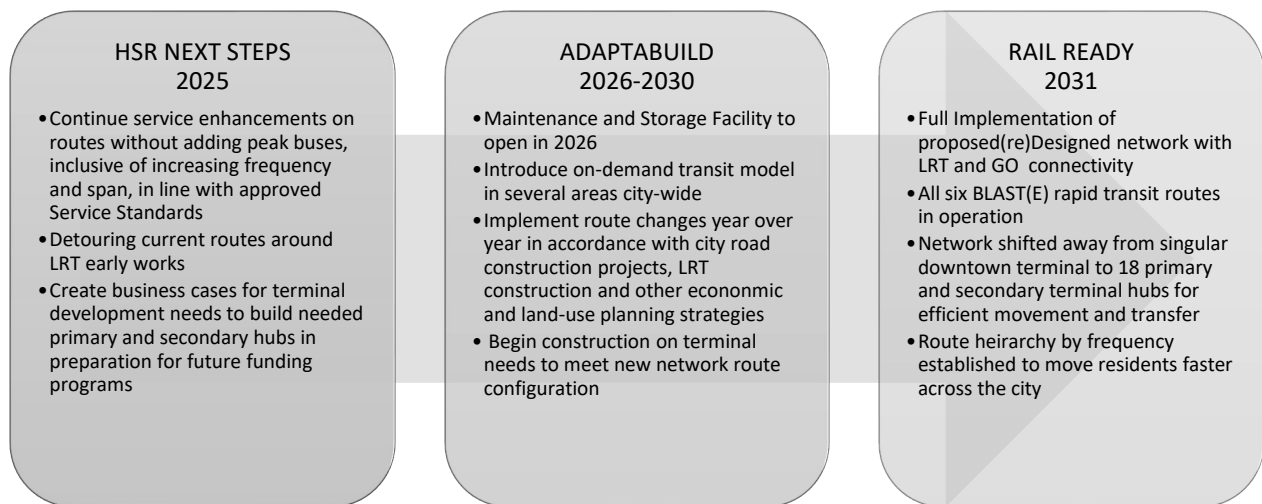
OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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network growth, help to meet the objectives of the future (re)Designed network and connect to City economic action plans all while recognising the current fleet capacity and space limitations at the existing Mountain Transit Centre.

Year 9 of the 10-Year Local Transit Strategy will transition into the new Transit Growth Strategy in 2025 with the goal of full implementation of the (re)Designed network by 2031.

Figure 1: Transitioning the Transit Division from the 10-Year Local Transit Strategy to the 2031 Rail Ready Transit Growth Strategy



On January 2, 2021, (Re)envision the HSR Update and Guiding Principles (Report PW20005(a)) established an updated guiding principles document to create a framework to help shape the foundation of future HSR action plans such as new features for HSR service, a reconfigured network and routes that will be implemented over time, as well as customer experience improvements. These six guiding principles, created with feedback from residents, customers, and various stakeholder groups, were as follows:

- **Passion:** We put customer experience at the heart of what we do
- **Belonging:** We honour equity, diversity and inclusion
- **Promise:** We deliver on our promise
- **Growth:** We connect, innovate and evolve
- **Connection:** We engage with employees to improve customer experience
- **Community:** We make a positive impact on communities, the environment and our economy

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HSR's established guiding principles, specifically belonging and community, in conjunction with term of Council priorities involving sustainable economic and ecological development, safe and thriving neighbourhoods, and responsiveness and transparency, are at the forefront of how HSR intends to meet the growing needs of the Hamilton community.

With a total increase of 49,000 service hours and 43 FTE, the proposed Year 8 Service Plan, effective September 2024, subject to the approval of the 2024 Operating Budget, focuses on equity, diversity, and inclusion in all wards by making enhancements in needed service areas and increasing both the amount of time buses are on the road as well as the frequency between these buses. The enhancements reach communities that have been historically underserved, have lower incomes, have higher instances of residents with mobility and accessibility needs or areas in which employment growth has presented a need for improved service. Another expected benefit of expanding services hours throughout the City is that ridership should increase on these routes as we are extending the hours of service, making transit a more viable choice through longer operating hours and more frequent service for convenient travel.

HSR's goals to grow ridership are to connect more community members, faster and more frequently, to productive routes and align with the City's Climate Action Plan by improving service in areas traditionally served by more single occupancy vehicles due to infrequent transit service. These enhancements also align with HSR's Guiding Principles of Passion, Community, Growth and Connection and are connected to term of Council priorities for Safe and Thriving Neighbourhoods, Responsiveness and Transparency and Sustainable Economic and Ecological Development.

Additionally, the proposed Year 8 service enhancements allow HSR to better align its routes with the Council approved service standards per the 10-Year Local Transit Strategy. The enhancements continue investments in service hours, which allow for a longer span (time from start of day to end of day that a route operates) and frequency (how often the bus comes). Year 8 highlights include introducing Sunday service for four new routes, additional weekday, Saturday and Sunday late night service on some routes and frequency improvements from 60-minute service to 30-minute service. Attached as Appendix "B" to Report PW24010 is a summary of these route changes.

Some of the notable highlights of the Year 8 Service Plan Enhancements as they relate to Ward boundaries are as follows:

Ward 2

Transit service enhancements for Ward 2 include improvements to the 10 B-Line, 51 University, 3 Cannon, 4 Bayfront, 22 Upper Ottawa, 23/24 Upper Sherman and Upper

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Gage, 25/26 Upper Wentworth and Wellington, 27 Upper James and the 34 Upper Paradise.

With a population of 37,080, 19% of Ward 2 residents currently take transit to get to work each day. With a visible minority population of 30%, 50% more residents with a need for Ontario Works Assistance than the Hamilton average, and 35% of residents spending more than 30% of their income on housing, an increase in transit span and frequency are essential for residents with a need for accessible active transportation. Further, the ability for Ward 2 transit customers to make trips to key employment sectors where many residents work within Hamilton is essential to the City's economic growth.

Wards 7 and 8

Transit service enhancements for Wards 7 and 8 include improvements to the 22 Upper Ottawa, 23/24 Upper Sherman and Upper Gage, 25/26 Upper Wentworth and Wellington, 27 Upper James, 34 Upper Paradise, 41 Mohawk, 43 Stonechurch and the 44 Rymal.

With a combined population of 197,130 residents and a visible minority population of 32%, 16% of west and central mountain residents commute utilizing HSR. With environmental concerns regarding the long-term stability of the escarpment and increased density along future development and transit nodes, Ward 7 and 8 residents continue to need growing north-south service to reduce the number of vehicles utilizing mountain accesses and forge connections to major employment centres such as CF Limeridge Mall and the Ancaster Business Park.

Wards 12 and 15

Transit service enhancements for Wards 12 and 15 include improvements to the 16 Ancaster, 18 Waterdown, 34 Upper Paradise, 41 Mohawk, 43 Stonechurch, 44 Rymal, 51 University and MyRide service in Waterdown.

With a total of 76,605 residents, those living in the former townships of Ancaster and Flamborough have both urban and rural transit needs, many of which are still to be actioned. The increased service hours, specifically in frequency, help to achieve increased levels of ridership based on enhanced reliability and usefulness. Residents in these areas have noted that infrequent service puts them at a disadvantage in terms of mode choice with just under 2% of residents relying on transit to commute to work.

Further, many residents in this community employ Hamilton residents from other communities in service areas such as childcare and personal support care who have a

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need to access Ancaster and Flamborough by bus. These increased service hours are inclusive of the MyRide on-demand service model in Waterdown which has been highly successful in helping HSR adopt an increasing fully integrated transit system.

All Wards

While the above listed service spans and frequencies are some of the major achievements of the Year 8 service enhancements, it should be noted that all Wards will see the benefit of these changes city-wide across the network.

- Ward 1 - 34 Upper Paradise, 51 University
- Ward 3 - 3 Cannon, 10 B-Line
- Ward 4 - 3 Cannon, 4 Bayfront, 10 B-Line, 41 Mohawk
- Ward 5 - 4 Bayfront, 44 Rymal
- Ward 6 - 22 Upper Ottawa, 23 Upper Gage, 24 Upper Sherman, 41 Mohawk, 43 Stonechurch, 44 Rymal
- Ward 9 - 43 Stonechurch, 44 Rymal
- Ward 10 - Better connections to 44 Rymal and 10 B-Line
- Ward 11 - 22 Upper Ottawa, 27 Upper James, 34 Upper Paradise,
- Ward 13 - Better connections to 10 B-Line
- Ward 14 - 34 Upper Paradise, 41 Mohawk, 43 Stonechurch, 44 Rymal

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24010 – Transit Service Standards

Appendix “B” to Report PW24010 – Table Summary of Route Enhancements