



Hamilton

HSR NEXT: MOVING HAMILTON FORWARD

Special General Issues Committee

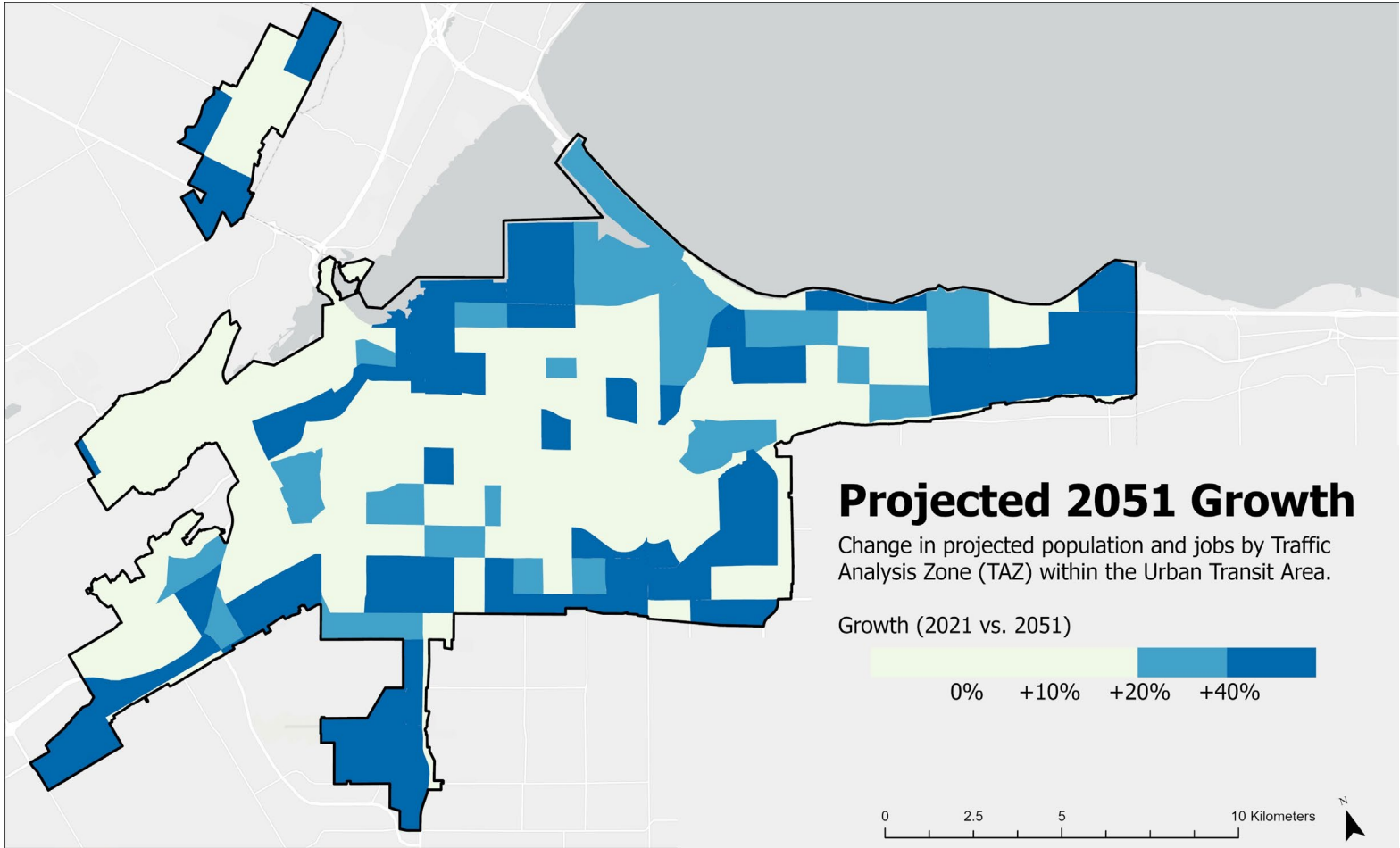
September 15, 2025

Setting the Stage for Growth

Hamilton is gearing up for significant growth by 2051 – the City is projected to add nearly **240,000 people and 140,000 jobs by 2051**¹.

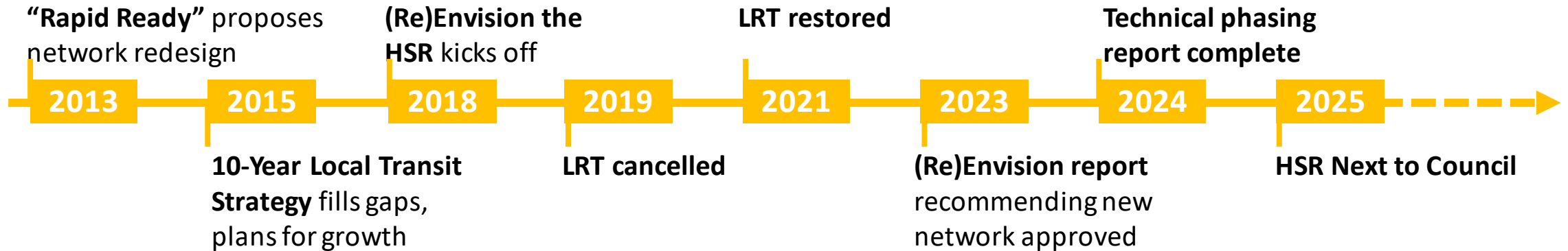
Growth is not concentrated evenly across Hamilton, and **where housing and employment growth is directed affects transit demand.**

Strong growth areas – like **Stoney Creek, Heritage Green, and Ancaster** - are aligned with where transit use is increasing through the 10-Year Local Transit Strategy and are where HSR Next directs increases in transit service.



1. Per prior Ministry of Finance projections – August 2025 update falls between UHOP and Fall 2024 update.

Background: Getting to HSR Next



- **HSR Next reflects over a decade of work to build a better network suited to Hamiltonians' needs.**
- Following Council's approval of HSR's (Re)Designed Transit Network, Transit developed HSR Next as the implementation plan.
- The HSR Next report lays out how we will deliver the network over the course of seven years, including details on annual service changes, funding opportunities, communications strategy, and more.

Hamilton's Future Transit Network – HSR Next

Hub Connectivity

Hubs at trip generators, linked for fewer transfers

Rapid Transit

New rapid routes (BLAST^x) throughout Hamilton

Service Levels

Later Sunday service; 30min frequency

Route Types

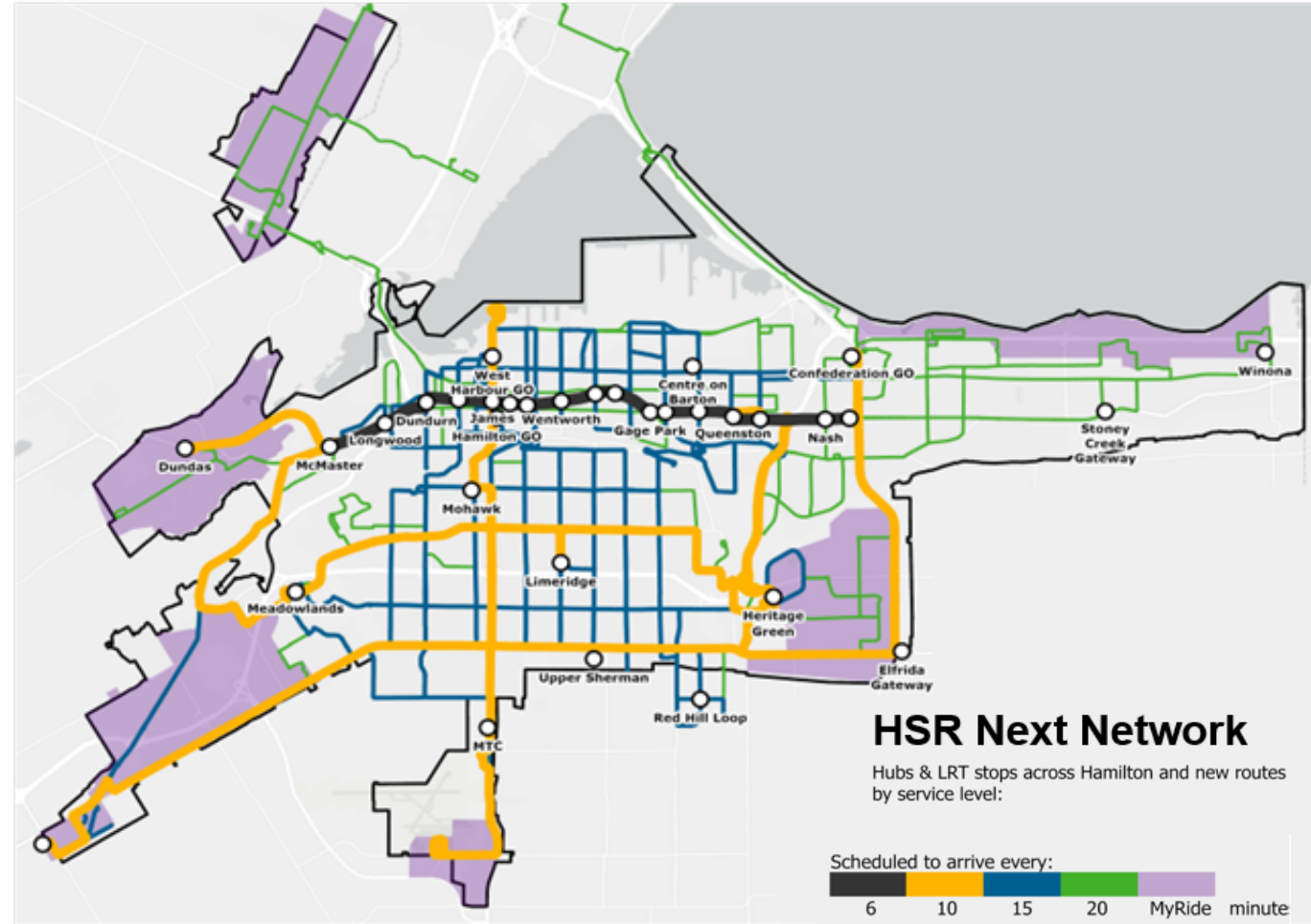
New Rapid, Collector, Local and On-Demand

LRT Connectivity

All LRT stops serviced; more direct service

Regional Transit Connectivity

Improved links to GO; focused on West Harbour










Upgraded Transit Service Standards

Staff accept recommended service standards defined by Arcadis. New service standards reflect a new route structure, service span, frequencies, and connectivity.

As Hamilton builds back better, staff are developing new systems to track and report on these service standards.

Equity-based standards focus on protecting service in low-income neighbourhoods. Staff continue to explore options to capture service impacts for different equity-deserving groups across the City.

Service Standard	Rapid	Collector	Local	On-Demand
 Service Span (Mon-Sat, Sun)	5:00 – 2:00am			
	6:00-1:00am			6:00-12:00am
 Service Frequency	10-20min	15-30min	20-30min	N/A
 On-Time Performance	No more than 1 minute early nor 5 minutes late, 90% of the time. No early departure from hubs.			
 Crowding (Peak / Off-Peak)	125%	150%	150%	100%
	100%	100%	100%	100%
 Productivity (Peak / Off-Peak)	60	45	30	7
 Connectivity	90% of population and jobs within 400m of bus 95% of population and jobs within 800m of bus 100% of routes connect to GO Train in 1 transfer			
 Stop Placement (Ave)	800m	300m	250m	N/A

HSR Next Overview: Big Moves City-Wide

	2026	2027	2028	2029	2030	2031	2032
Rapid Routes	20 A-Line	30 S-Line 40 E-Line	60 L-Line	74 B-Line East			50 T-Line B-Line LRT
MyRide On-Demand	Stoney Creek Glanbrook	Ancaster Heritage Green			Dundas		
Hubs	Centre on Barton Parkdale (1/2) Red Hill Loop	Ancaster Elfrida Heritage Green	Mohawk College Stoney Creek	King & James Parkdale (1/2) Winona Crossing Eastgate	Dundas	Meadowlands Upper Sherman West Harbour	

Annual service changes, including collector and local route changes, will be confirmed through the budget process. Rapid Routes continue to build service levels throughout HSR Next.

Ridership Growth & Fare Policy



Ridership forecast accounts for population growth and growth from service increases.



Additional factors will impact ridership, including shifts in growth areas, post-secondary enrolment, fare strategies, and socio-economic factors.



Fare policy is maintained at outset of HSR Next, pending completion of consultant-led User Fee Review.

	Service Hour Increase	Linked Trips Increase (000s)
2026	20,400 (+2.0%)	334 (+1.4%)
2027	113,950 (+11.1%)	934 (+3.8%)
2028	119,700 (+11.7%)	1,916 (+7.5%)
2029	102,470 (+10.0%)	1,916 (+7.0%)
2030	64,470 (+6.3%)	1,598 (+5.4%)
2031	89,370 (+8.7%)	1,830 (+5.9%)
2032	57,500 (+5.6%)	1,906 (+5.8%)
NET INCREASE	567,860 (+55.4%)	10,435 (+36.8%)

The full realization of ridership also does not occur the same year that service increases occur as it takes time for people to shift their travel habits, and the introduction of changes occurs in the Fall of each year. Numbers reflect staff projections for ridership growth.

HSR Fare Policy

Base Fare:
Adult Ticket Fare (\$2.85)

Youth / Senior Ticket Price:
83% of Base Fare (\$2.35)

Monthly Pass Pricing:
Equivalent to 44 tickets

Cash Fare Premium:
128% of Base Fare (\$3.75)

Annual Increases:
Per Consumer Price Index, rounded to nearest \$0.05
Senior Monthly Pass by \$3.00

Operating Costs of Implementing

HSR Next significantly expands service across Hamilton and expands the Transit Division by 50% over seven years.

Impacts of HSR Next relative to 2025 budget are concentrated in direct cost of delivering service.

By end of HSR Next, net municipal spend on Transit is projected to increase by \$59.2m.

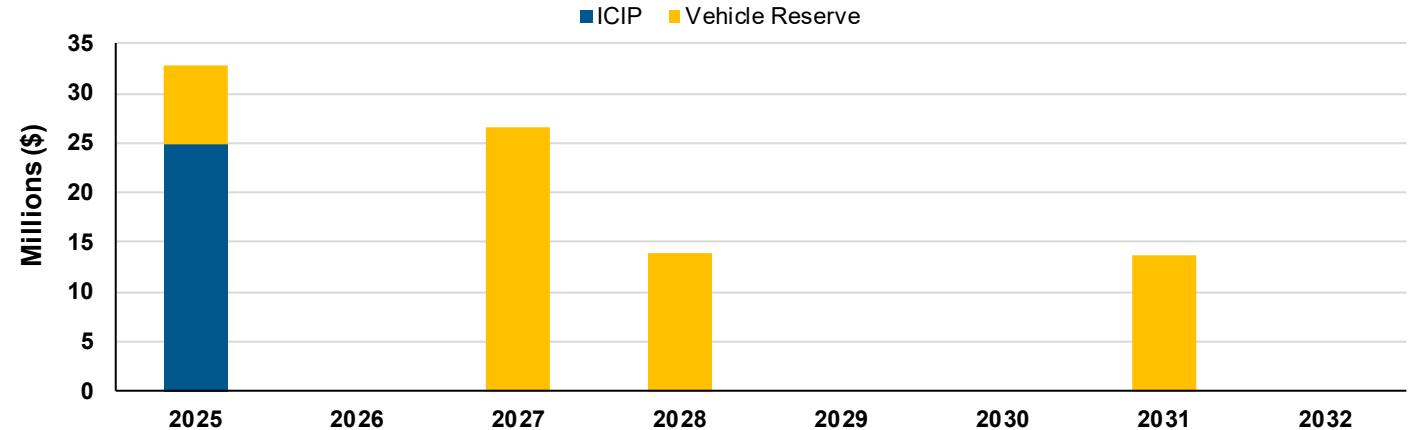
Cost	2026	2027	2028	2029	2030	2031	2032	2033	TOTAL
Service Hours (000s)	20	114	120	102	65	89	58	-	568
Total Linked Trips Forecast (000s)	334	934	1,916	1,916	1,599	1,830	1,906	1,140	11,575
Net New Transit Division FTEs	37	94	93	72	48	65	41		450
OPERATING REVENUES (000s)									
Fare Revenue	769	2,282	4,638	4,713	4,022	4,727	4,951	2,953	29,055
OPERATING EXPENDITURES (000s)									
TOTAL	(\$2,158)	(\$9,396)	(\$17,736)	(\$16,409)	(\$13,118)	(\$11,936)	(\$11,555)	(\$5,970)	(\$88,278)
NET OPERATING SPENDING (000s)									
Net Municipal Spend	(\$1,389)	(\$7,115)	(\$13,098)	(\$11,697)	(\$9,096)	(\$7,209)	(\$6,603)	(\$3,017)	(\$59,224)
Est. Levy Impact	0.11%	0.55%	1.01%	0.90%	0.70%	0.55%	0.51%	0.23%	4.56%

Capital Costs of Implementing

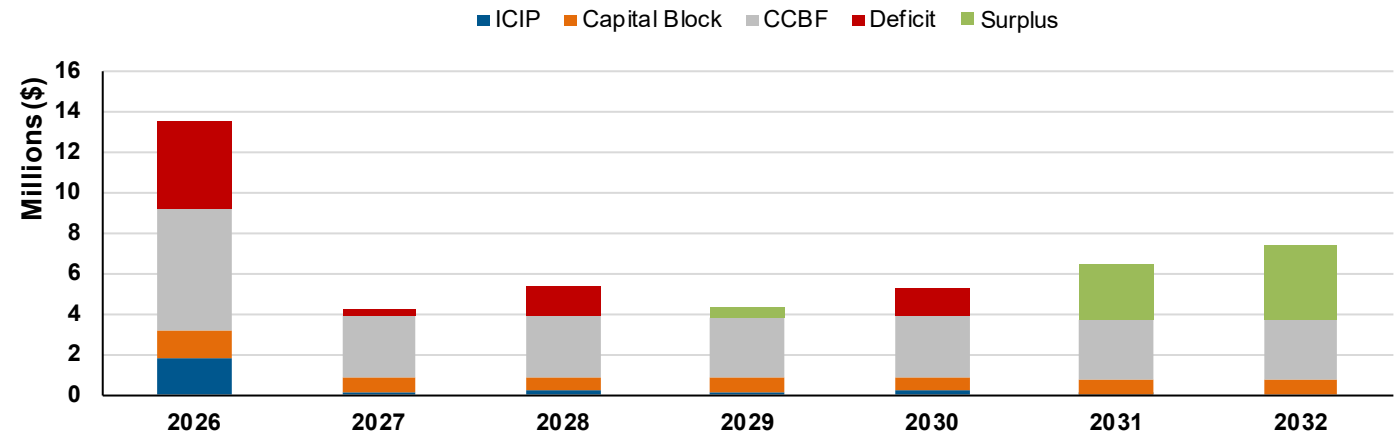
Over the course of HSR Next, 79 new buses will enter service – Bus purchasing is bundled to accommodate lead times required for ordering.

Stop and hub costs are concentrated in early years. While some years have excess funding and others are short, overall, \$664,000 requires another form of financing.

Bus Investment – Capital Funding by Year



Hub & Stop Investment – Capital Funding by Year



Staffing (Full-Time Equivalents)

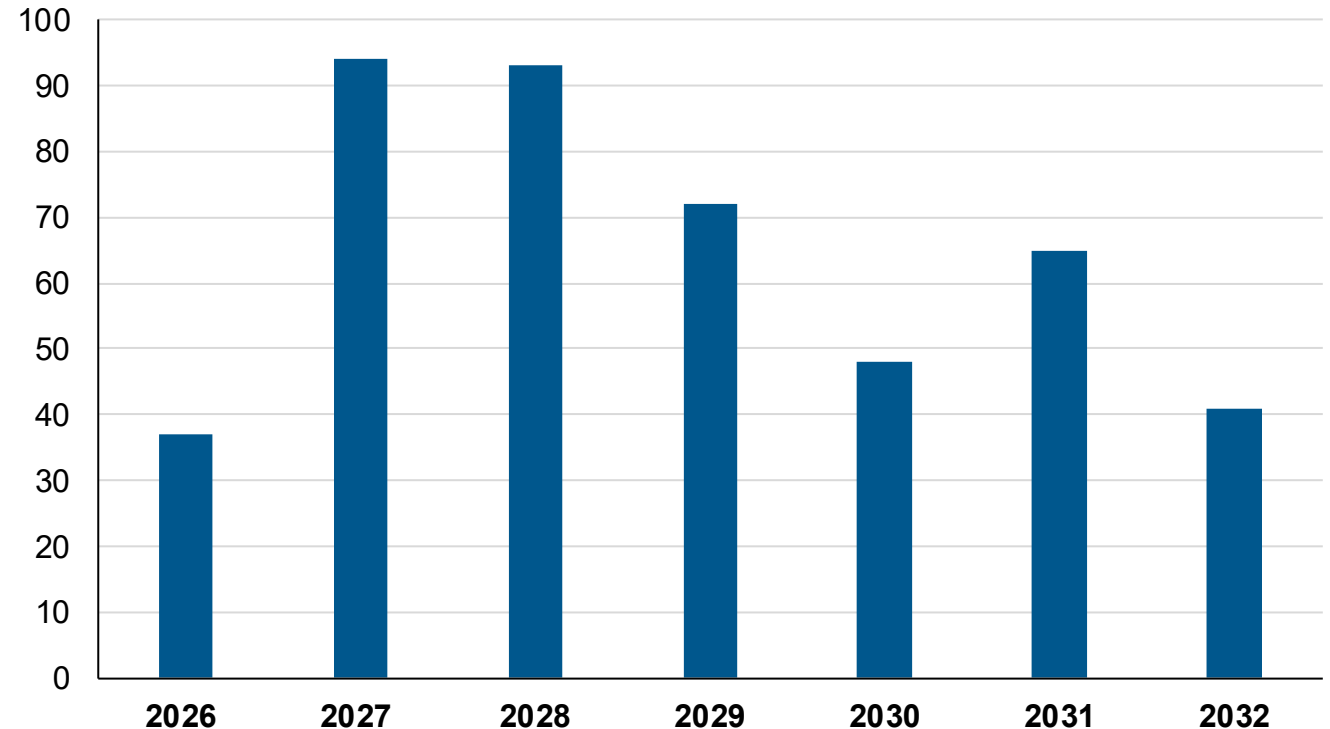
As Transit delivers HSR Next, additional staffing is required.

This includes front-line (operators, mechanics), administrative (clerks, project managers), and supervisory (superintendents, managers) staff.

Over the course of HSR Next, an additional 450 FTEs are required.

In addition to the sizing of Transit, a new structure may be required. Ensuring sufficient senior oversight across HSR functions - like Transit Operations, Fleet Maintenance, and Business Initiatives - will be key as HSR scales up operations.

HSR Next FTE Additions – By Year





Second Transit Garage

- **Hamilton's investment in Birch Ave. unlocks ability to grow Transit**
- Current garage over capacity for several years, **limiting ability to add peak service**
- A new and expanded bus garage is **essential** for adding more transit service
- Fully operational for **Fall 2026**

Birch Ave. – Summer 2025



Managing Change – Keeping HSR Next on Track

Rolling out the HSR Next network involves more than changing lines on a map – how HSR Next is phased reduces complexity and provides opportunity to react.



Service changes are coordinated to avoid affecting routes twice



Transit hub design is front-loaded, delivery spread across HSR Next



Costs spread as evenly as possible across HSR Next



Capital & operating needs confirmed annually through budget process



Updated service guidelines to monitor and manage added service

Managing Change – Annual Service Plan Process

Staff have developed a draft Annual Service Plan process to move HSR Next changes through outreach, analysis, and approval cycles. Transit anticipates this report to shortly follow HSR Next.

Staff have multiple switches to flick should HSR Next need to be accelerated or slowed down – like maintaining seasonal service reductions or starting with peak service. **Each can adjust hours, buses, and staffing required in a given year.**

Key stages are informed by the budget process and HSR service change deadlines. Staff will begin preparing Annual Service Plan recommendations approximately 18 months prior to service date.

Key performance metrics, informed by HSR Next service standards, will be reported annually through the Annual Service Plan process.

Key performance metrics

Ridership
Boardings / Revenue Rides
Crowding
Service Productivity
On-Time Performance
On-Time Performance
Satisfaction
Customer Satisfaction
Service Offer
Service Proximity & Connectivity
Service Delivery
Access by Transit
Safety
Customer Perceptions
Collisions

Managing Change – Communications Strategy

Challenges and Opportunities

Community-wide impacts

Customer impacts

Attracting new customers

Targeted communications to unique audiences

Communications will be critical given that there will be major construction projects happening simultaneously with annual routing changes through HSR Next.

Existing customers must be informed to avoid confusion as routing/travel patterns will be disrupted.



Investing in Transit is Investing in Hamilton

Investing in transit means:

- **More access to workers and markets** for Hamilton employers and business parks
- **More amenities** – groceries, doctors, and parks a short ride from home
- **More transit for intensifying neighbourhoods** – more choice for new households
- **Targeted benefits to key City priorities,** demographic groups



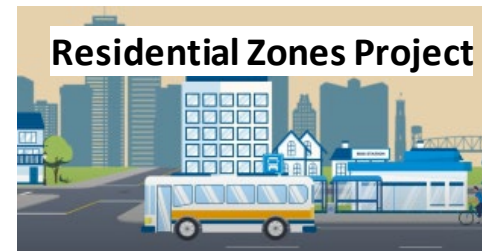
16X

The average increase in access for Hamilton's business parks



1.15X

The average increase in access for seniors across Hamilton



2.6X

The average increase in access for upzoned R1, R1A, and R2 zones



1.28X

The average increase in access for Hamilton's youth under 20

HSR Next supports key City priorities

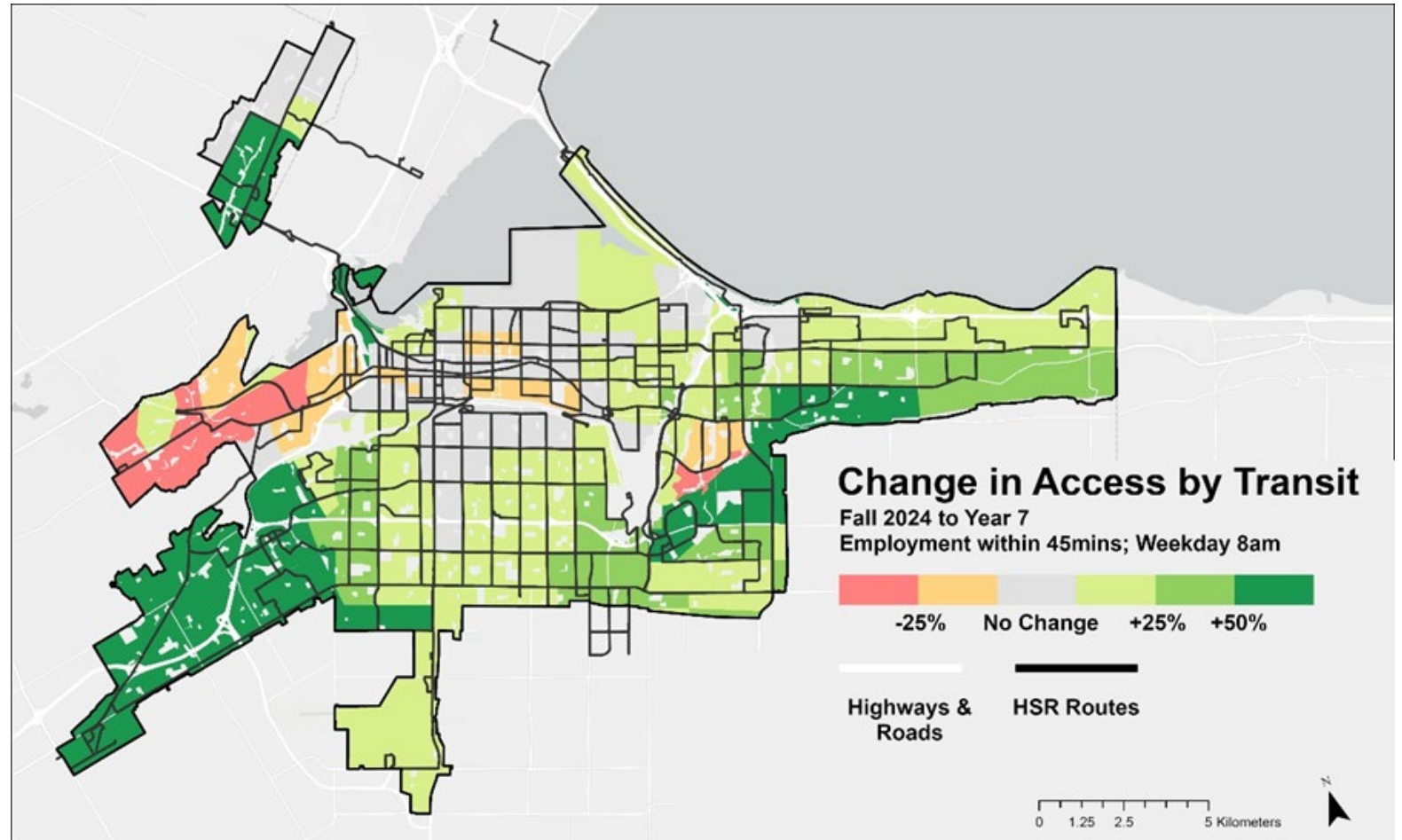
HSR Next: Service Level Improvements

“**Access by Transit**” metrics describes transit service levels and what different Hamilton communities can reach by HSR.

Compared to HSR's current network, **the HSR Next Network strongly improves transit's offerings in Hamilton's high-growth areas.**

Service level increases are aligned with high growth areas under the 10-Year Local Transit Strategy and projected growth through 2051.

At HSR Next completion, Hamiltonians will be able to reach 12% more jobs & 14% more people.



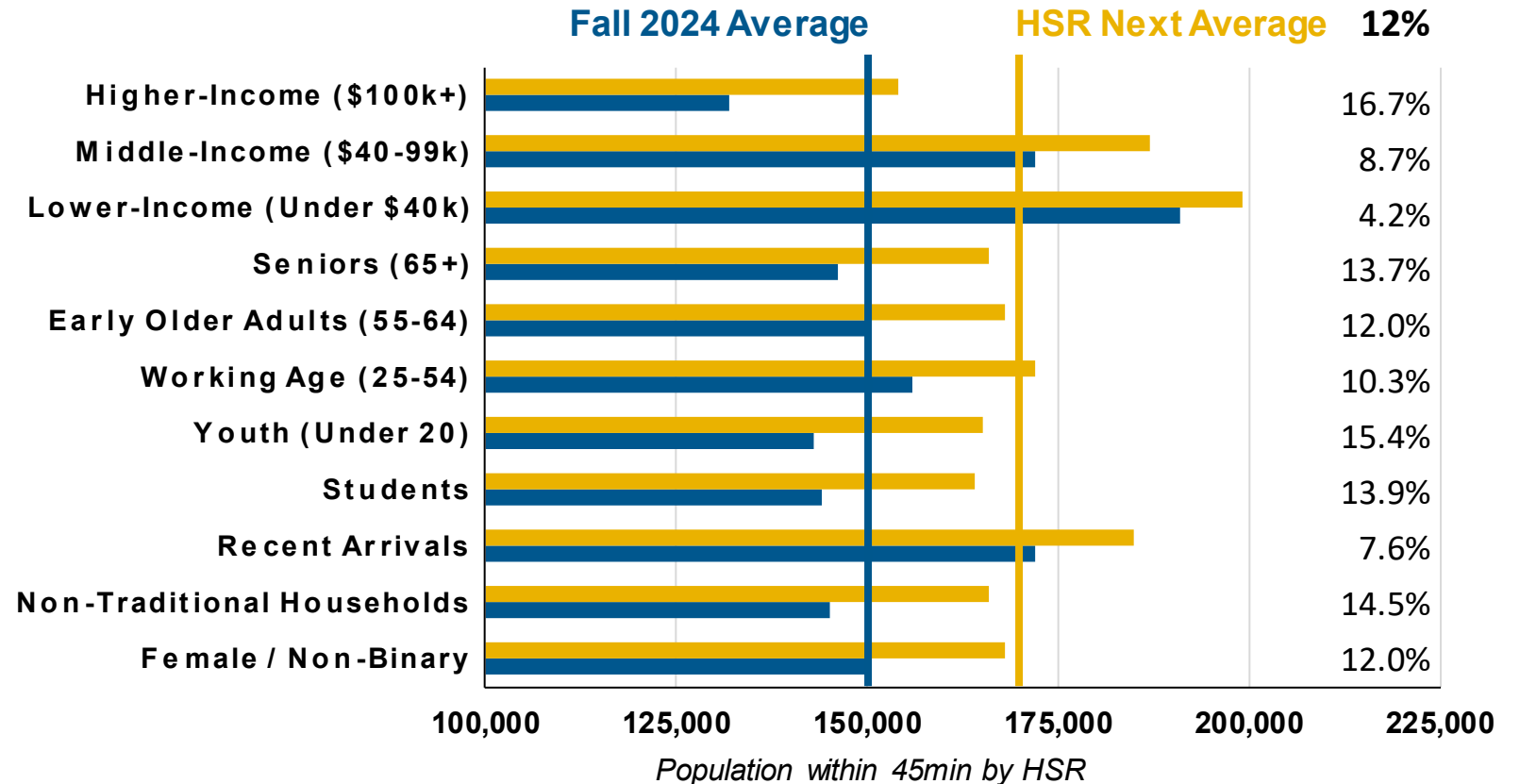
Service Level Improvements – Demographic Impacts

HSR Next significantly improves access by transit for equity-deserving groups and maintains high levels of access for groups with strong transit use.

HSR Next supports Hamiltonians as they age while accessing all Hamilton has to offer - access varies less across age / life stage because of HSR Next.

HSR Next offers better transit service for middle- and higher-income households to incentivize mode switch in the midst of a climate emergency.

SERVICE LEVEL BY DEMOGRAPHIC GROUP



Built for the Future – HSR Next

Easier Connections

Hubs at trip generators, linked for fewer transfers

Better Rapid Access

New rapid routes (BLAST^x) throughout Hamilton

New Route Types

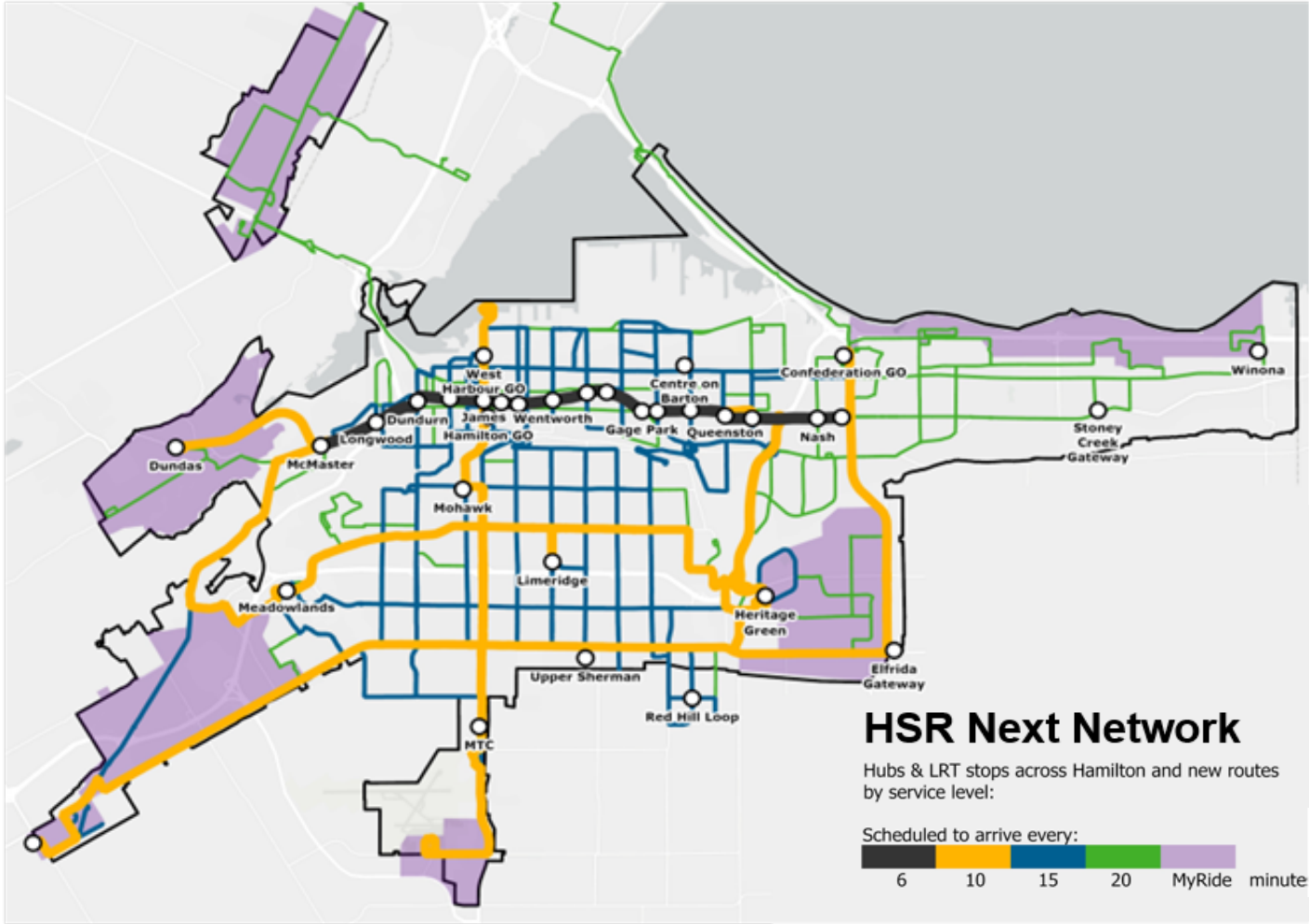
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Seamless LRT Connections

All LRT stops served by HSR; more direct service

Improved Regional Transit Connections

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THANK YOU!