

**Item 7.3**  
**General Issues Committee**  
**January 17, 2014**



**Public Works**  
**Transportation Division**

**Information Update - Transit**  
**Customer Service Enhancement**  
**(Report PW14005)**

January 17, 2014

*Providing services that bring our City to life !*

# HSR Open Data and Real-time Info Flowchart

## Update/Review timelines

- HSR – Transportation Division work with Web-redevelopment team continues.
- Real-time data at the MacNab terminal is now available

## *Next steps:*

1. Real-time data on the trip planner web-site and on the bus check telephone system will be available in approx. 4 months
2. Open Data will be available in approximately 6 months with the approval/implementation of the capital Trapeze upgrade

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- People
- Processes
- Finance



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# Web Redevelopment Project

**Transit is one of the selected City services to be updated first.**

- Looking at our Old Site:
  - Difficult to use, hard to find addresses, ugly, not intuitive, not AODA compliant
- Moving forward on New Site:
  - incorporate new website design and focus on mobile
  - Use Google Mapping tools, stores user's recent queries, AODA compliant
  - Need to review updated usage metrics, comments and continue to improve our service delivery

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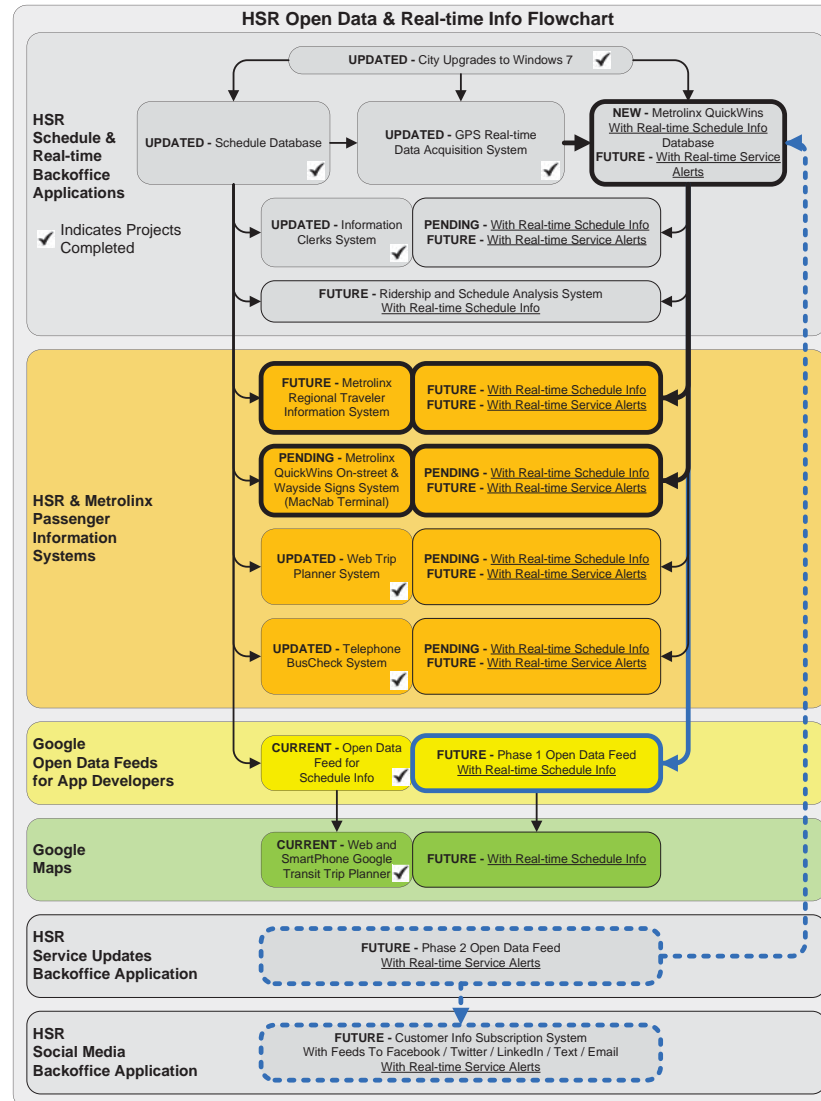
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New Trip Planner

# HSR Open Data and Real-time Info Flowchart

Appendix A in report



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# HSR Open Data and Real-time Info Timelines

## Appendix B in report

- Historical and future timelines

Timelines	2013				2014				2015			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Background Requirements</b>												
City PCs to Windows 7												
Upgraded Schedule Database System												
Upgraded GPS Real-time System		*	*	*								
New Metrolinx Quickwins Real-time/Schedule Info Database				*								
Updated Information Clerks System												
Future Ridership and Schedule Analysis System					*	*						
<b>Passenger Information Systems</b>												
Metrolinx RTTIS								*	*	*		
Metrolinx Onstreet and Wayside Signs (MacNab Terminal)				*								
Web Trip Planner					*	*						
Telephone BusCheck System					*	*						
<b>Open Data Feeds</b>												
Open Data Feeds					*							
<b>Google Maps</b>												
Green Box - Google Maps					*							
<b>Future Passenger Information Updates (not approved)</b>												
Open Data Info Feed Phase 2 - Real Time Service Alerts							*?	*?	*?	*?		
Customer Information Subscription System									*?	*?	*?	*?

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The Hamilton Street Railway Company  
...wherever life takes you!



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**Trip Planning**

**FROM:**  
Address Landmarks

Enter Address, Intersection, or Stop #

[Reverse](#)

**TO:**  
Address Landmarks

Enter Address, Intersection, or Stop #

**WHEN:**  Depart  Arrive

Date: 01-06-2014

Time: 1:29 pm

**OPTIONS:**  
Sort by Trip Time

[Reset](#) [Get Trip Plan](#)

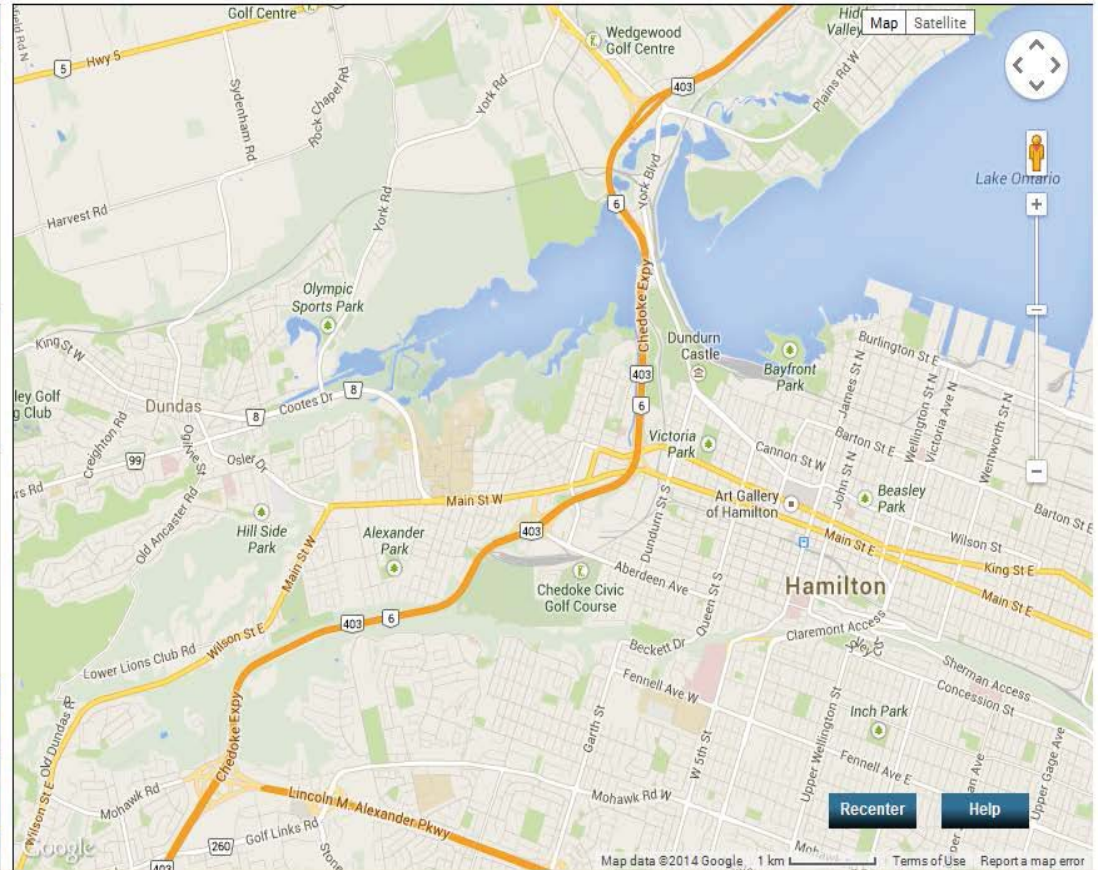
**Route Schedules**

**Next Departures**

**Landmarks**

**Stop Finder**

**My Profile**



New Trip Planner



The Hamilton Street Railway Company  
...wherever life takes you!



HSR Info 905.527.4441



- Trip Planning
- Route Schedules
- Next Departures
- Landmarks
- Stop Finder

Find businesses, addresses and places of interest.

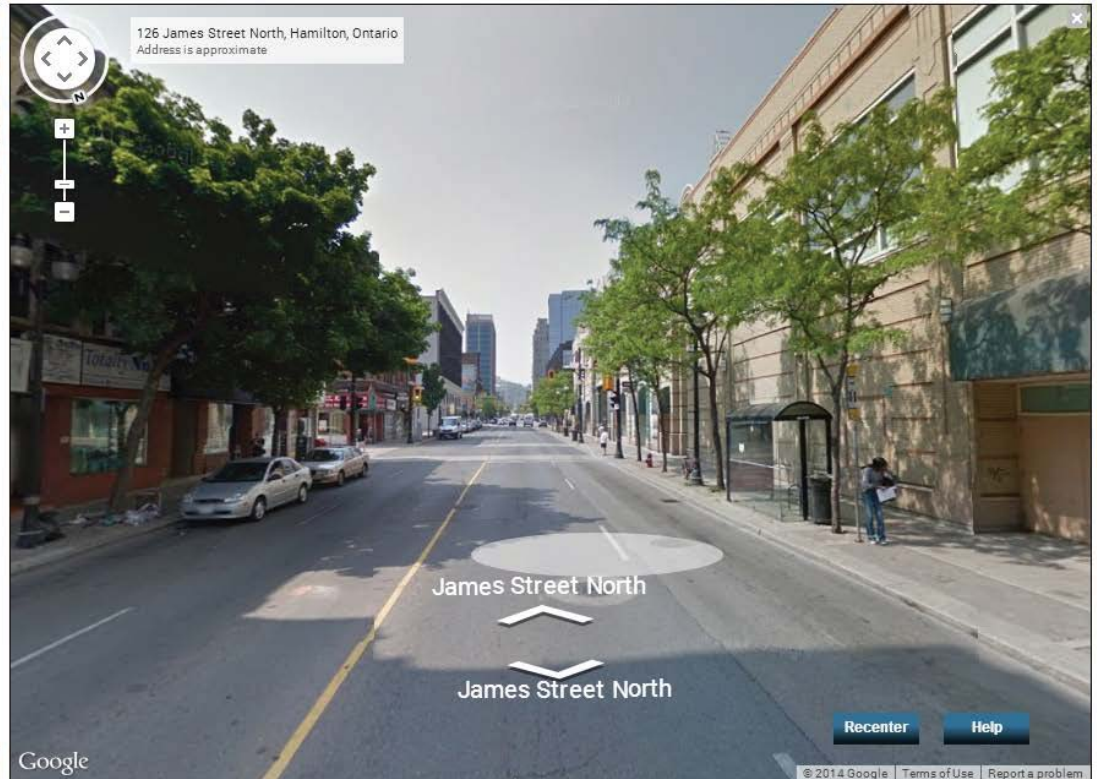
Stop  Address  Landmark

Enter Stop #  
1234

Stop #: 1750 - JAMES at YORK

[Find Location](#)

[My Profile](#)



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New Trip Planner – Google Maps Satellite View

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 <b>1:03 pm</b>		<b>Monday, Jan. 6, 2014</b>			<b>-3°</b> Monday 6 Jan		 Snow Wind: 12 kmph W.	 <b>Tuesday</b> -20°/-15°	 <b>Wednesday</b> -18°/-8°	 <b>Thursday</b> -17°/-5°	 <b>Friday</b> -8°/3°
Route	Stop Name	Departures			Destination						
		1st	2nd	3rd							
20 - A-LINE EXPRESS	MACNAB TERMINAL PLATFORM 6	2:11p	N/A	N/A	HAMILTON AIRPORT via MOHAWK COLLEGE						
21 - UPPER KENILWORTH	MACNAB TERMINAL PLATFORM 7	1:10p	1:30p	1:50p	MOUNTAIN BROW LOOP						
22 - UPPER OTTAWA	MACNAB TERMINAL PLATFORM 1	1:10p	1:30p	1:50p	UPPER OTTAWA at RYMAL						
23 - UPPER GAGE	MACNAB TERMINAL PLATFORM 2	1:10p	1:30p	1:50p	UPPER GAGE at RYMAL						
24 - UPPER SHERMAN	MACNAB TERMINAL PLATFORM 2	1:20p	1:40p	2:00p	UPPER GAGE at RYMAL						
25 - UPPER WENTWORTH	MACNAB TERMINAL PLATFORM 3	1:20p	1:40p	2:00p	LIME RIDGE MALL						
27 - UPPER JAMES	MACNAB TERMINAL PLATFORM 5	1:10p	1:30p	1:50p	MOUNTAIN TRANSIT CENTRE						
33 - SANATORIUM	MACNAB TERMINAL PLATFORM 7	1:20p	1:40p	2:00p	SCENIC LOOP						
35 - COLLEGE	MACNAB TERMINAL PLATFORM 6	1:20p	2:00p	N/A	ST. ELIZABETH VILLAGE via GARTH						
35 - COLLEGE	MACNAB TERMINAL PLATFORM 6	1:40p	2:20p	N/A	ST. ELIZABETH VILLAGE via UPPER JAMES						
<b>Nearby Transfer Points</b>											
01 - KING	KING opposite MACNAB	1:09p	1:21p	1:33p	1A McMASTER MEDICAL CENTRE						
01 - KING	MAIN at MACNAB	1:06p	1:18p	1:30p	EASTGATE SQUARE						
05 - DELAWARE	KING at JAMES	1:10p	1:40p	N/A	52 PIRIE at GOVERNORS						
05 - DELAWARE	KING at JAMES	1:20p	1:50p	2:30p	52 HEAD STREET						
05 - DELAWARE	KING at JAMES	1:30p	2:00p	N/A	5C MEADOWLANDS						
05 - DELAWARE	KING at JAMES	2:10p	N/A	N/A	52 HEAD STREET						
05 - DELAWARE	KING at JAMES	2:20p	N/A	N/A	52 PIRIE at GOVERNORS						
05 - DELAWARE	MAIN at MACNAB	1:10p	1:40p	2:10p	5E QUIGLEY at GREENHILL						
05 - DELAWARE	MAIN at MACNAB	1:20p	1:50p	2:20p	JONES at KING						
05 - DELAWARE	MAIN at MACNAB	1:30p	2:00p	2:30p	5A GREENHILL at COCHRANE						
10 - B-LINE EXPRESS	KING at JAMES	1:07p	1:37p	2:07p	UNIVERSITY PLAZA						
10 - B-LINE EXPRESS	KING at JAMES	1:22p	1:52p	2:22p	10A McMASTER MEDICAL CENTRE						
10 - B-LINE EXPRESS	MAIN at MACNAB	1:18p	1:48p	2:13p	EASTGATE SQUARE						
10 - B-LINE EXPRESS	MAIN at MACNAB	1:33p	2:03p	2:23p	EASTGATE SQUARE						
51 - UNIVERSITY	KING at JAMES	1:14p	1:29p	1:44p	WEST HAMILTON LOOP						



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# Questions ?