

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
Transportation, Energy & Facilities Division

TO: Chair and Members Public Works Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: June 4, 2012	
SUBJECT/REPORT NO: Extension of Bus Transfers for Neighbour 2 Neighbour Centre Clients (PW12047) - (City Wide) (Outstanding Business List Item)	
SUBMITTED BY: John Mater, C.E.T. Acting General Manager Public Works Department	PREPARED BY: Nancy Purser Manager, Transit Support Services 905-546-2424, Extension 1876
SIGNATURE:	

RECOMMENDATION

- (a) That the request received from Neighbour 2 Neighbour to extend Transit's two hour bus transfer for their clients be declined;
- (b) That the item "Extension of bus transfers for Neighbour 2 Neighbour clients" be identified as completed and removed from the Public Works Committee's Outstanding Business List.

EXECUTIVE SUMMARY

Correspondence dated March 6, 2012 from Ms. Krista D'Aoust, Director of Family Services at Neighbour 2 Neighbour was received by the Mayor and Hamilton City Councillors at the March 28, 2012 Council meeting and is attached as Appendix "A". Council directed that the item be referred to the General Manager, Public Works for a report to the Public Works Committee to respond to the request for an extension of bus transfers for Neighbour 2 Neighbour clients.

Staff has followed up on the request directly with Ms. D'Aoust.

As extending transfers in general is not something that Transit can do and particularly for one target group agency, staff is recommending the denial of the request.

FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial: The estimated cost of extending the transfers is \$1,000.

Staffing: None

Legal: None

HISTORICAL BACKGROUND

This is a new request, attached as Appendix "A" to this report.

POLICY IMPLICATIONS

None

RELEVANT CONSULTATION

Staff discussed the request directly with the requestor, Krista D'Aoust, Director of Family Services, Neighbour 2 Neighbour. Ms. D'Aoust stated that this is not isolated to her agency but that it also occurs at other food banks in Hamilton.

Community Service Staff, including the Co-Chair of the Emergency Food Strategic Planning Committee, were consulted. They have no knowledge of this being an issue and therefore can not confirm if there is a trend at all food banks in regards to wait times. This item should have been discussed at an Emergency Food Strategic Planning meeting, prior to any request being made, so that it could be addressed in an integrated and coordinated manner as previously directed by Council.

ANALYSIS / RATIONALE FOR RECOMMENDATION

The two hour transfer is there to ensure passengers have ample time to reach their destination; it is not intended to be a return ride. Furthermore, Transit does not support differentiating one group of riders from another, except by age, so as to prevent a stigma from developing.

ALTERNATIVES FOR CONSIDERATION

Council could direct staff to have this item added to an Emergency Food Strategic Planning Committee meeting.

CORPORATE STRATEGIC PLAN

Focus Areas: 1. Skilled, Innovative and Respectful Organization, 2. Financial Sustainability, 3. Intergovernmental Relationships, 4. Growing Our Economy, 5. Social Development, 6. Environmental Stewardship, 7. Healthy Community

Growing Our Economy

- ◆ An improved customer service

Social Development

- ◆ Residents in need have access to adequate support services
- ◆ People participate in all aspects of community life without barriers or stigma

Healthy Community

- ◆ Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)

APPENDICES / SCHEDULES

Appendix A: Letter from Krista D'Aoust, Director of Family Services, Neighbour 2 Neighbour dated March 6, 2012

March 6, 2012

Andrew Grozelle, City Clerk
The City of Hamilton
71 Main Street W.
Hamilton, Ontario L8P 4Y5

Re. Extension of bus transfers for Neighbour to Neighbour Centre clients

Dear Mr. Grozelle,

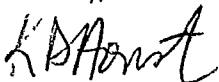
I am writing this letter to request that Council consider extending HSR 2 hour bus transfers for Neighbour to Neighbour clients in special circumstances. The Neighbour to Neighbour Centre is a community based agency on Hamilton Mountain, which serves low income families.

Each month, Neighbour to Neighbour Centre serves approximately 1100 families in its foodbank. Despite our commitment to efficiency, there are days in our foodbank where the volume of clients is so high that people have to wait more than 2 hours and therefore there bus transfers run out. This can be an extreme hardship for families who find it difficult to pay the extra \$2 for another bus ticket home. Due to budget restrictions, Neighbour to Neighbour is not always able to provide extra bus tickets to families whose bus transfers have expired.

Given this need, we are asking if the HSR would be willing to accept bus transfers that have a Neighbour to Neighbour Centre stamp on them. This would only be provided by a designated Neighbour to Neighbour Staff member and would not be something easily duplicated by someone outside of the agency. It is estimated that **this would assist about 25 families** each month, at very little cost to the HSR.

Your consideration in this regard would be greatly appreciated. I look forward to hearing from you.

Sincerely,



Krista D'Aoust
Director of Family Services