



May 29, 2020

Nancy Purser
Manager, Transit Support Services
Hamilton Street Railway

Dear Nancy:

Thank you for your continued partnership in providing a Municipal Bus Program to the full-time undergraduates at McMaster University.

The COVID-19 pandemic has caused many challenges and interruptions to the McMaster experience along with service delivery within the City of Hamilton, specifically around mass transit. Many of our students have returned home and left the City of Hamilton when classes ceased on campus, in and around March 10th. Also, as announced May 26, 2020, the academic offerings in September will continue to remain predominately on-line thereby minimizing the need for students to be on campus.

In addition, from our understanding the following changes has been made to the HSR service offerings:

- The HSR is currently offering free transit service;
- The HSR is operating on a reduced schedule.

Therefore, the MSU is requesting that the University/College Transit Pass program, for MSU students be amended as follows:

- A credit be provided to Full-Time Undergraduate for services paid for and interrupted the month of April;
- A credit be provided to Full-Time Undergraduate students for the summer months (May-August) as these were services already paid for and now interrupted
- The fee for the 2020-21 year be amended to reflect service for the University/College Transit Pass program commence when students can return to campus, ideally for the winter semester

Regarding the April and summer disruption we would refer to Section 5 1(b) to assist in calculating the value of the funds owed to Full-Time Undergraduate students. This is a unique time and we are open to further discussions to resolve this matter. To adjust fees for the 2020-21 cohort of students we would need confirmation of these amendments by late June.



Every commercial contract is premised on the concept that the parties will act in good faith while fulfilling their responsibilities under the agreement. Clearly the recent events were not contemplated by either party and therefore the impact of the pandemic specifically was not part of the contract. Section 5 was included to allow for the fact that MSU students would not receive commensurate value for their financial contribution due to bus service reduction or interruption. Although it is not the fault of the HSR our students have not been receiving fair value for their financial contribution and it is submitted that in this instance good faith dictates the above concessions be granted to the MSU.

These requests are not unreasonable and would allow the MSU students to be treated fairly by the HSR in response to these unprecedented events which have negatively affected all parties.

We appreciate your consideration and look forward to continuing our partnership for the benefit of our students, the HSR and the broader Hamilton community.

Sincerely,

Giancarlo Da-Ré
President

John McGowan
General Manager

CC: Debbie Dalle Vedove
Hamilton Street Railway, Director (Transit)

Sean Van Koughnett
McMaster University, Associate Vice President (Students and Learning) & Dean of Students

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