



January 15, 2020

Hamilton City Council  
Hamilton, ON

**Attention: General Issues Committee Members**

**Re: Improved Transit**

We are sending this letter on behalf of Maple Leaf Foods – Heritage, Hamilton, ON to provide an outline of our organization and the reliance on public transit for staff at this location.

The Heritage facility is located at the end of Glover Road just past the intersection of Twenty Road in Hannon. It has been in operation since 2013 and employs approximately 1000 staff, 85% of which are hourly. Our staff rely heavily on public transit and because we are a 24 hour operation and work in some capacity 7 days/week, it is imperative that public transit be available and reliable.

In September 2019 changes were made to available Transit which allowed for the bus to come directly to the plant. This added significant benefit to our day shift riders as it saved them up to 1 hour each way in getting to and from work. The offset to this benefit is the change that was made to the Trans-Cab system rather than the shuttles previously provided. Staff now are required to pay and obtain a bus pass as well as incur additional costs for the Trans-Cab service which has a direct negative financial impact.

Our current struggle with transit is primarily around the afternoon shift for which we have over 140 riders. If production runs late and overtime is required then team members have no way of getting home, even with Trans-cab service. Last week (Jan. 6 – 10, 2020) 25 team members were stranded after their shift, resulting in team leaders and leadhands transporting people back and forth to home using their own vehicles to ensure that staff made it safely home. This is not sustainable and puts significant stress on our organization from a recruitment and retention perspective. In addition to the concern around afternoons, we also experience significant difficulty in filling vacancies, of which we have over 100 that are not Bus Accessible, for early morning shifts and off shifts.

This letter is being sent to formally request that increased funding be diverted to transit to provide additional capacity to better service transit needs to our facility and others in the surrounding business park. We appreciate your consideration and attention to this matter.

If you have any questions or concerns in regards to this letter please contact Michele Defrain at (905) 692-8050 ext. 8907.

Sincerely,

Jim Brown  
Site Leader  
Heritage Site, Maple Leaf Foods

Michele Defrain  
People Leader, Employee Services  
Heritage Site, Maple Leaf Foods