

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,

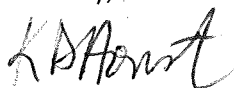
I am writing this letter to request that Council consider extending HSR 2 hour bus transfers for Neighbour to Neighbour clients in special circumstances. The Neighbour to Neighbour Centre is a community based agency on Hamilton Mountain, which serves low income families.

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