

Appendix "B"
Sudbury Transit Centre
Ticket and Information Booth Kiosk
Staffing and Hours of Operation

Minimum Staffing Requirements for Kiosk

1. Annually, during the months of January, February, March, April, May, June, September, October, November and December, the Operator shall provide two (2) staff members for the provision of service to the public. For the last and first week of each month described herein, while bus passes are being sold, the Operator shall provide a third staff member to assist in providing service to the public.
2. Annually, during the months July and August, the Operator shall provide one (1) staff member for the provision of service to the public. For the last and first week of each month described herein, while bus passes are being sold, the Operator shall provide a second staff member to assist in providing service to the public.
3. The Operator shall engage suitable personnel to fulfil the need of such level of bilingual services in the French and English languages as may be required by the members of the public making use of the Facility and as determined by and to the satisfaction of the General Manager. In the event of non-compliance with any bilingual requirements of this Agreement, the City may terminate this Agreement by giving the Operator thirty (30) days written notice of its intention to terminate, during which time the Operator will no longer be permitted to cure the breach of non-observance unless reasonable steps have been taken to cure any such breach within thirty (30) days from the date of notice in writing thereof from the City to the Operator and signed by or on behalf of the General Manager; and thereupon after the expiration of such period of notification this Agreement shall be determined and ended without any further notice or delay.

Hours of Operation

	Monday to Friday	Saturday	Sunday
Hours of operation	7:30am - 7:30pm	9:00am - 4:00pm	CLOSED