

January 12, 2010

**C-2**

Corporate Officer Faye Salisbury  
 Peace River Regional Hospital District  
 Box 810  
 Dawson Creek, B.C. V1G 4H8



**RE: NH Connections Service Changes**

Dear Ms. Salisbury,

I would like to advise you that Northern Health Connections will be making changes to the routes currently serving the Northeast Health Service Delivery Area. These changes are intended to provide better service to residents of the Northeast who need to travel outside of their home communities to access healthcare services.

The number of riders travelling between Hudson's Hope and Grande Prairie has remained extremely low throughout the duration of the service. There has been an average of only 1 client making a round-trip per month in both the 2006/07 and 2008/09 fiscal years, and in 2007/08 only 2 clients utilized the service. Operating on a weekly basis throughout the year, the service has the capacity to accommodate 1250 passengers. In the last 12 months only 9 riders utilized the service - a service utilization of a mere 1%.

Based on these numbers, we have made the decision to reallocate the resources from this route to provide an alternative travel service within the Northeast. Current route structure provides several options for Northeast residents to travel from West to East, as well as South to Prince George. However, there are no NH Connections routes which provide same-day bus service in the opposite direction, to Fort St John. Given that there are several medical services (i.e. dialysis, visiting specialists) for which Fort St John is the only provider in the Northeast, we will be implementing the Northeast Circle Route. This route will allow clients from Hudson's Hope, Chetwynd and Dawson Creek to access services in Fort St John and return to their home communities on the same day. Though Hudson's Hope clients would no longer have same-day service to Grande Prairie, they would be able to connect with the Fort Nelson to Grande Prairie long-haul bus in Dawson Creek on Tuesdays to access services in Alberta.

The last Hudson's Hope to Grande Prairie trip will take place on Tuesday, January 26<sup>th</sup>. The new Northeast Circle Route will begin service the following Tuesday (February, 2<sup>nd</sup>). The approximate circle route schedule will be:

Location	Time	Location	Time
Hudson's Hope D&T Centre	8:15am	Ft St John Hospital	4:00pm
Chetwynd Hospital	9:45am	Hudson's Hope D&T Centre	5:30pm
Dawson Creek & District Hospital	11:00am	Chetwynd Hospital	7:00pm
Ft St John Hospital	12:00pm	Dawson Creek & District Hospital	8:15pm

Further information on NH Connections, including routes and schedules, is available at [www.northernhealth.ca/NHConnections](http://www.northernhealth.ca/NHConnections) or by phoning the call centre at 1-888-647-4997.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,



Ashley Stoppler - Regional Manager, Patient Transportation

cc: Angela DeSmit, Health Service Administrator  
 Karen Davis, Health Service Administrator

**January 28, 2010**