

# Why do we have this lottery number system?

## In a first-come, first-served system:

- It takes up more of your time: People line up for hours before the program even opens and the average wait time for every person is much longer. In the lottery system... You will never have to wait longer than it takes to serve the people in front of you.
- The same people are usually first in line: some people will never be able to wait for hours outside (E.g. People with disabilities or parents with small children). In the lottery system... Everyone has an equal chance of getting to go through the food bank first.
- Extra waiting time is outside the building during closed hours, where nobody can access coffee, snacks, chairs or I&R support. In the lottery system... You can move around and have a snack, wait comfortably in a chair indoors, or get I&R help if you need it while you wait for your number to be called.
- Far more fights and disagreements happen outside in a line. Things can go from bad to worse quickly. We want to make this a safe environment for you, but we also can't help if we're not there. The food bank during program hours is fully staffed with volunteers here to assist you.

## Frequently Asked Questions

### But what about an appointment system?

At New Toronto Street Food Bank, we never want to turn anyone away. We often serve as many as 150 people per day. Some people need more time to go through the food bank than others, and an appointment system would mean we would have to start turning people away because there are only so many time slots available .

### What about a sign up system?

A sign up system means that before the food bank opens, you can sign up for your place in line. The sign up sheet still involves more waiting time, and people have to make two trips to the food bank when one trip is hard enough. Staff might not be able to monitor the sign up sheet, which sometimes leads to people scratching out other peoples' names to try and skip ahead.

Any other questions or suggestions on how to make our system work better for you?  
Please talk to us in person, or write a suggestion card and put it in the suggestion box.  
We love your feedback!



**Daily Bread**  
Food Bank