



Town of Milton
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To Whom It May Concern:

RE: Diversified Transportation Ltd – PWTransit

The Town of Milton is one of the fastest growing communities in Canada. Over the past five (5) years, Milton has experienced significant residential, retail, and industrial growth, with a 2012 population surpassing 100,000. Milton's young and diverse population is expected to continue to quickly increase, reaching 124,645 in 2016, 164,750 in 2021, 195,735 in 2026 and 228,084 in 2031. Currently, Milton Transit serves the urban area of Milton, with a fleet of 13 transit buses operating over 21,000 annual service hours.

PWTransit has provided conventional transit services for the Town of Milton for over two (2) years, within a six (6) year service delivery contract. In general, their responsibilities include: on-street operations and supervision, maintenance and servicing of Town-owned transit fleet, providing customer service information, as well as supporting the development of service programming / scheduling. During that time period, they have embraced annual growth pressures and have succeeded in delivering a "customer-first" transit service that has instilled pride on the Town and its residents. Since PWTransit has been retained, Milton Transit has witnessed annual ridership growth at a double-digit pace.

Their innovative approach to hire "attitude" and train "skills" has created an environment that maintains positive customer relationships. Moreover, management and staff have continued to support and participate in various transit promotional activities, events and outreach programs, strengthening the Milton Transit brand at a grassroots level. PWTransit has also become a regular community partner, financially supporting various local fund raising initiatives, including the Milton Centre for the Performing Arts and the United Way of Milton. Their professionalism, involvement and contribution toward the local community have certainly elevated the prominence of Milton Transit.

I would not hesitate in recommending PWTransit to plan, operate, and maintain conventional transit systems. If you have any further questions, please do not hesitate to contact me at 905-878-7252 ext 2548.

Sincerely,

Tony D'Alessandro
Coordinator, Transit
Town of Milton