

Pacific Western Transportation
6999 Ordan Drive
Mississauga, ON
L5T 1K6

Dear Terry,

Upon completion of the Olympic and Paralympic services contracts, I wanted to reach out and offer my sincere thanks for the great work that **Pacific Western Transportation** provided to Gameday Management Group and the 2010 Olympic Games.

The assembly of over 1200 buses, 2000 drivers and 1700 staff members; culminating in an effort to operate for a short term project with such high expectations is never an easy one. Despite our challenges and obstacles, the transport system was a huge success overall – thanks in no small part to your company's constant attention to detail.

During and at the end of the Games, several compliments on the transport systems were offered. Typically, we never hear compliments if things go right; only criticism if it does not. The following are samples of the testimonies to your great work:

"Of the twelve Olympics I have covered, the Media transportation system in Vancouver has been the best I have ever experienced."

Christie Blackford, Globe & Mail

"Everything from the T1, T2 and T3 systems, the shuttles and the bus services is perfect!"

Denmark NOC Chef de Mission

As a token of our thanks, please distribute the enclosed certificates of appreciation to your drivers and staff. **Pacific Western Transportation** should be proud of its role in this success and we hope to have the opportunity to work with you again. Good luck in all of your future endeavors!

Sincerely



Tony Vitrano
CEO & VANOC Project Executive