



April 12, 2010

RE: Reference for BC Roadsafe

Dear Sir or Madam:

This letter serves as a reference for BC Roadsafe (BCRS) who provided traffic management services to the Vancouver Airport Authority for the Olympic Games period from February 1 to March 23, 2010.

During this time, many airport operations were disrupted and modified to accommodate the influx of Games related traffic including the VANOC transportation system consisting of a large volume of buses and automobiles. Due to the added volume of passengers and vehicles, safety and security were a primary concern. To minimize these risks, the services of BC Roadsafe were engaged to ensure traffic continues to flow in a safe and orderly manner at all times. The operational plan employed by YVR included a daily crew from BCRS ranging from 16-21 personnel daily, with coverage from 06:00-24:00.

For YVR, quality, consistent service and the flexibility to modify and adjust the staffing plan/schedules were all important criteria. BCRS was accommodating in our requests for staffing level and schedule adjustments with changes implemented immediately or by the next day. The onsite supervisors were reliable and knowledgeable. Their ability to schedule the same personnel at each position daily was beneficial as the staff became knowledgeable about the airport environment.

The BCRS management team demonstrated their expertise in traffic management systems in providing YVR with a traffic plan for the busiest day in YVR's history, March 1. Historically, the day after the Games ending is the busiest travel day for any Olympics event. To prepare for this day, many months of planning took place to ensure a smooth departure experience for passengers. BCRS management team worked closely with the YVR team to plan for traffic diversions, lane modifications and flow management to ensure traffic to Sea Island moved continuously and safely. In total, there were 31 BCRS staff and the full management team onsite to execute the traffic plan flawlessly.

Overall, BCRS did a tremendous job in fulfilling their obligations to YVR during the Games. Not only did they demonstrate their expertise in traffic planning, the management team understood the importance of customer service by obliging our requests for schedule and positional changes at a moment's notice. Their onsite crew was able to work side by side with the regular YVR staff easily and efficiently. The frequent site visits by BCRS management throughout the 51 day period of the contract were appreciated, just as their continued level of engagement at YVR throughout this period.

Should you require additional information, please contact me directly at 604-276-6378 or by e-mail to Dave.Harkness@yvr.ca

Sincerely,

Vancouver Airport Authority

A handwritten signature in black ink, appearing to be 'DH', written over a white background.

Dave Harkness
Director, Parking and Ground Transportation

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