



**Greater City of Sudbury  
Transit Kiosk Tender**

**November 4, 2003**



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## EXECUTIVE SUMMARY

Falcon Wings is submitting this proposal with an eagerness and zeal to succeed. We have thoroughly analyzed the RFP and the scope and conditions attached.

We at Falcon Wings have every confidence that we will continue to run a successful operation for the City of Greater Sudbury based primarily on our history of success and on our experience as the current proponent of the transit kiosk. Our four years of providing service to 15 million riders has grossed approximately 8 million dollars in sales. In that time period we have never defaulted on repayment. This is an indication of our character and strength in our partnership.

The duties require a keen eye and creative thinking and open communication channels. We have exercised all that we have just stated. We have prevented fraud, confiscated illegal passes and assisted those in distress. We communicate daily and effectively with Maureen and Anne to circumvent situations to avoid upper management interruptions. The knowledge we have gained takes time and cannot be achieved in an instant. To gain the knowledge that we have comes at an expense to others, mainly the Transit, if it has to be approached by the other proponents.

Our greatest strength is dealing with our customers. As you know, the environment we are in can sometimes be extremely hostile and aggressive considering the clientele we service. Yet we treat all our customers fairly. In dealing with this job, it's more than handing out tickets and passes. Some of our customers require extra care, mainly the ones on disability. We have worked out a

good rapport with the elderly and the disabled riders. For example, one of our clients, who is mentally challenged, requires daily guidance from us to aid him on the bus to work and then on the bus to go home. We made this commitment to his mother. We have gone beyond the substance of the previous RFP.

It is hard not to allow the human content to interfere with the daily activities of this job. What we have achieved, cannot be continued by the next bidder overnight. The relationship with the riders we have will need to be rebuilt over again if recovered at all. The City has to closely examine what they will receive from us above and beyond the service fee and the requirements of the RFP.

We carry on business at the kiosk as Zio's; a name is well known, well recognized and well respected in the community. We are known also for our community involvement and for supporting local events and businesses. Our stand and beliefs have drawn very positive endorsement from influential people in the community who have the same goals and objectives as Zio's. Our key strengths are our business knowledge, our marketing skills and our awareness of our client's needs, and our willingness to service our clients who are the principals of our success.

We consider ourselves to be the right bidders for City of Greater Sudbury Transit Kiosk because we are confident that we can succeed and we have proven to be right for the downtown transit terminal and the Sudbury Airport.