

# ROTARY INTERNATIONAL



One Rotary Center  
1560 Sherman Avenue  
Evanston, IL 60201-3698 USA

2 September 2003

Mr. Paul Matthews,  
Senior Consultant,  
McCormick Rankin Cagney  
89 Grey Street,  
South Brisbane, 4101, Australia

**McCORMICK RANKIN**  
CORPORATION

SEP 8 2003

MISSISSAUGA OFFICE

Dear Paul:

It is my sincere pleasure to write this letter to express my gratitude to you for your diligence and effort put forth in the extensive bid process that led to the ultimate award for transportation equipment as provided by Caboolture Bus Lines PTY [in conjunction with Roscar Management Consulting Pty. Ltd.]

The team of Grant Craike managing on-site operations, Ross Walker managing overall logistics, Russell Black managing traffic flow and Deborah Chatwin managing airport transfers, RSL needs and disabled needs in addition to the expertise of the MRC consultant team provided the most extensive coverage and professional service that RI has yet to experience in the delivery of our transportation shuttle program.

The Caboolture team was at all times prepared and professional in their demeanor. Their obvious experience and industry knowledge of service delivery for large scale events was clearly evident in their devotion to advance planning, training and briefing of all their staff from bus drivers, telephone operators, booth staff, and traffic directors. Most notable was the dedication of the management team, their consistent visible presence, their adherence to the traffic schedule and consistent flexibility to make adjustments as necessary and to respond to the inevitable problems that arise from such a major undertaking.

I realize that thank you is a small gesture for all the hours of diligent hard work that the Caboolture team put in on our behalf, but it is with my sincere gratitude that I offer these words for all the effort they put forth. Surely the business practices of Caboolture exemplify the significance of the Rotary 4-Way Test. Congratulations to all of you on a job well done.

With kind regards,

Deborah Kujbida  
Transportation & Banqueting Administrator, International Meetings Division, RI

cc; L.J. Williams, Manager, International Meetings, Rotary International  
Shari Wilson, Manager, Meetings Logistics, Rotary International

Phone: 847-866-3000

FAX: 847-328-8554