



May 11, 2023

Mr. Arash Olia, Ph.D., P.Eng.
Manager, Transportation Engineering
Engineering Services Department
Town of Caledon
6311 Old Church Road
Caledon, ON L7C 1J6

Dear Mr. Olia:

Brampton Transit is pleased to provide a proposal for the operation of the Bolton Line service, currently planned to begin operation in the spring of 2024.

Based on the Town's proposed service design that provides for a 60 to 75 minute frequency operating ten (10) hours per day, and estimated ridership of 80 daily boardings, the net cost to the Town of Caledon for this service is estimated at \$320,000 per year. This net cost was calculated in accordance with our existing agreement for the Mayfield West (Route 81), Tullamore (Route 30) and Dixie Road (Route 18) services, whereby Caledon only pays the operating costs for the portion of the service which is currently outside Brampton Transit's service area, with fare revenue for boardings within Bolton credited to the Town of Caledon and deducted from the operating cost.

Brampton Transit operation of the Bolton Line brings a number of customer-focused benefits to Bolton and other Town of Caledon residents, including:

- PRESTO electronic fare payment, which allows for:
 - Elimination of the double fare between Bolton Line service and Brampton Transit (currently \$4.00 for Bolton Line plus \$3.40 (with PRESTO) to transfer to Brampton Transit)
 - Fare and service integration agreements allows for free transfers to almost all other Transit agencies in the GTHA, including York Region Transit, MiWay, and GO Transit
 - Ability for customers use a credit card, debit card, or cards in a mobile wallet on a phone or watch to pay for transit.
- Integrated trip planning throughout the GTHA with Triplinx
- One-stop customer service for trip planning, general inquiries, lost & found, etc.
- Service levels scalable in future as the ridership demand grows.

As well, the Brampton Transit team will continue to work closely with Town of Caledon Staff to continue to provide support with marketing and customer service, stops administration, and service and operational planning, including assisting Caledon staff in assessing ridership and travel patterns when reviewing future service changes.

We are looking forward to working with you on this initiative. Please feel free to contact me if you have any questions or require additional information.

Regards,

Doug Rieger
Director, Transit Development
Brampton Transit

cc: Carey Herd, Chief Administrative Officer, Town of Caledon (carey.herd@caledon.ca)
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