



October 13, 2004

To whom it may concern,

I had the great privilege of working with Tom Breton and his staff at Dynamic Flyer Distribution numerous times when I was employed as Communications Officer at the Town of Oakville. Tom's professionalism, customer service, and quality of service is, in my opinion, unmatched by other distribution services in the Burlington-Oakville area.

My primary contract with Dynamic was for the distribution of the Town of Oakville *Parks, Recreation & Culture Brochure*. As production manager for this guide to leisure services and programs in Oakville, it was my responsibility to identify a distributor who could not only deliver the *Brochure* to the 50,000-plus households in Oakville, but who could also provide the quality of service befitting this high-profile publication. In each of the three editions of the *Brochure* that Dynamic distributed for me, non-delivery rates and re-delivery rates were less than 1% of the total number delivered.

In each distribution period, Tom made sure to be in continuous contact with me. His response to my queries or re-delivery requests was prompt and courteous. His ability to be flexible and to work with me to reach the best solution for any eventuality—whether it was an unexpected winter storm delaying distribution, or an administrative hiccup—was a pleasure.

I will definitely choose Dynamic Flyer Distribution again for any distribution requirements, and I would unhesitatingly recommend his services.

Best regards,

Maria McDonald
Assistant, Marketing & Communications
Burlington Public Library