

To: Thomas Stesco[Thomas.Stesco@upexpress.com]
Cc: Michael.ONeill@ch2m.com[Michael.ONeill@ch2m.com]
From: Stephan Mehr
Sent: Tue 3/12/2013 12:58:20 PM
Subject: FW: SMT Presentation

Hi Tom:

Could you prepare the additional slides related to the headway/operation reductions with the following text included:

Slide 1:

Exclusion per Committee Direction

- The Options are as follows:
 - o 1 – Reduction in service by increasing the headway from 15 minutes (4 per hour) to 20 Minutes (3 per hour)
 - o 2 – Reduction in service by maintaining the headway at 15 minutes (4 per hour) but significantly lowering the customer level to base with little or no interaction with the customer
- These two options are compared with our current Business Plan results
- All values (operating costs and ridership) are preliminary and subject to further verification

Slide 2:

Option 1 - Reduction in service by increasing the headway from 15 minutes (4 per hour) to 20 Minutes (3 per hour)

- Increasing the headway time to 20 minutes will have a significant impact on Ridership
- A drop of 10 to 15% in ridership is expected as wait times in station can be up to 20 minutes,
- This is relative to a travel time of 25 minutes
- Biggest loss will be business travelers as they will make a quick alternate decision to go to the airport given the easy access to other competing transport modes (taxis, Limos)

Exclusion per Committee Direction

Slide 3:

Option 2 – Reduction in service by maintaining the headway at 15 minutes (4 per hour) but significantly lowering the customer level to base with little or no interaction with the customer

- This option significantly reduces the level of service to the customer – a barebones basic service akin to commuter rail with no planned assistance to the passenger

Exclusion per Committee Direction

- Further cuts to operations include:
- Deletion of future Marketing Services
- Significant reduction in Advertising
- Significant reduction in ongoing Customer Research

- Reduction in overall Operations Management Team
- Deletion of the following customer experience elements:
 - Airline kiosks and baggage tagging
 - Call center IVR
 - Trip planner and trip manager
 - Smartphone based wayfinding
 - Airline and third party feeds
 - eNews Updates
 - WiFi
 - Tablets for GSRs
 - Business Intelligence
- Significant reductions in the following elements
 - Website and Mobile App
 - Customer Relations Management

Tom: Please send the revised version of all the slides to Michael and me. Michael may come to see you with any changes before 3pm today.

Thanks

Stef

-----Original Message-----

From: Michael.ONeill@ch2m.com [mailto:Michael.ONeill@ch2m.com]

Sent: Friday, March 08, 2013 11:08 AM

To: Stephan Mehr
Subject: FW: SMT Presentation

Stephan - sorry for the delay in getting back to you - crazy week.

For the reduced service options I would suggest the following:

Deletion of future Marketing Services and significant reduction in Advertising Significant reduction in ongoing Customer Research Reduction in overall Operations Management Team Deletion of the following customer experience elements:

- Airline kiosks and baggage tagging
- Call center IVR
- Trip planner and trip manager
- Smartphone based wayfinding
- Airline and third party feeds
- eNews Updates
- WiFi
- Tablets for GSRs
- Business Intelligence

Significant reductions in the following elements

- Website and Mobile App
- Customer Relations Management

For the 20 min headway

Reduction to 3 trains per hour - reduced system capacity Increased average waiting period - reduced customer satisfaction Possible need to have a public timetable (this

would need to be researched)

-----Original Message-----

From: Stephan Mehr [<mailto:Stephan.Mehr@upexpress.com>]

Sent: Wednesday, March 06, 2013 9:16 AM

To: Kathy Haley; Mike Cyr

Cc: O'Neill, Michael/TOR; Shyvonne Lawrence

Subject: Re: SMT Presentation

Michael is pulling together the list of assumptions for each scenario we have created.

He will pass them to me and I will work with one of our students to put together a deck with the results.

Let me get on this and get back to all of you with a draft by Friday.

Thanks

Stef

Stephan Mehr, P.Eng

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----- Original Message -----

From: Kathy Haley

Sent: Wednesday, March 06, 2013 07:20 AM Eastern Standard Time

To: Mike Cyr; Stephan Mehr

Cc: Michael O'Neill; Shyvonne Lawrence

Subject: Re: SMT Presentation

Mike, We have to create it.

K

----- Original Message -----

From: Mike Cyr

Sent: Wednesday, March 06, 2013 07:18 AM

To: Kathy Haley; Stephan Mehr

Cc: Michael O'Neill; Shyvonne Lawrence

Subject: RE: SMT Presentation

Good morning Shyvonne. Can you send a copy of the presentation? I haven't seen the final version. Thanks.

Mike Cyr

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-----Original Message-----

From: Kathy Haley

Sent: Wednesday, March 06, 2013 7:17 AM

To: Mike Cyr; Stephan Mehr

Cc: Michael O'Neill; Shyvonne Lawrence

Subject: SMT Presentation

Can we please review storyline for SMT presentation?