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Cc: Alex de Lorimier[Alex.deLorimier@upexpress.com]; Devon Khusial[Devon.Khusial@metrolynx.com]; Nick Allen[Nick.Allen@metrolynx.com]
From: Philip Safos
Sent: Fri 7/19/2013 9:11:02 PM
Subject: RE: UP Express Airport Workers Study - Questionnaire
Metrolynx UP Express Meeter Greeter Study Draft 6 Clean NIA.DOCX

Hi everyone,

We are now almost ready to go in-field with our next piece of market research which is aimed to help us better understand the Meeter and Greeter market. Attached is a draft of the survey questionnaire. Similar to the airport employee research, the survey objectives and methodology for this one are included in the attachment. We would appreciate your comments by next Thursday July 25 (if you have any), and plan to be in-field beginning August 5. We are also circulating the questionnaire with our partners at the GTAA for their review.

FYI - the airport employees survey is still in-field, and will close on September 1. We are executing on a number of different recruitment tactics to boost response rates as much as we can.

Thanks,

Phil

From: Philip Safos
Sent: Wednesday, May 08, 2013 10:03 AM
To: Kathy Haley; Stephan Mehr; Judi Cohen; Jannine Krish; Tanya Dubar
Cc: Alex de Lorimier; Devon Khusial; Nick Allen
Subject: RE: UP Express Airport Workers Study - Questionnaire

Thank you to everyone who provided feedback on the airport employee survey. Attached is a final draft. We have until Friday of this week to make any tweaks.

GTAA has also provided feedback into the questionnaire, and we have secured June 1-9 as the in-field survey dates at the airport.

The survey invitation card/poster and questionnaire introduction are currently being finalized between RABS, Jannine, and Alex and I.

Thanks,

Phil

From: Philip Safos
Sent: Friday, April 12, 2013 3:52 PM
To: Kathy Haley; Stephan Mehr; Judi Cohen; Jannine Krish; Tanya Dubar
Cc: Alex de Lorimier; Devon Khusial; Nick Allen
Subject: FW: UP Express Airport Workers Study - Questionnaire

Team,

As many of you know, RABS is leading two market research activities on behalf of UP Express: 1. Airport Employees research and; 2. Meeters and Greeters research. These research studies are primarily driven to help us size potential new markets and to help inform the pricing strategy and fare system requirements.

Attached is a first draft of the Airport Employee survey questionnaire. The survey objectives and methodology are included in the attachment. We would appreciate your comments by next Friday April 19, and plan to be in-field in early April. Once we have gathered our internal feedback, we will circulate with our partners at the GTAA.

If you have any questions, please don't hesitate to ask.

Thanks,

Phil

From: Nick Allen

Sent: Friday, April 12, 2013 11:53 AM

To: Philip Safos

Cc: Devon Khusial

Subject: UP Express Airport Workers Study - Questionnaire

Hi Phil

Please see attached the questionnaire draft for the upcoming Airport Workers study.

Exclusion per Committee Direction

Please feel free to add any questions or comments to this draft by Friday 19th April.

Many thanks,

Nick

