

**To:** Stephan Mehr[Stephan.Mehr@upexpress.com]; Philip Safos[Philip.Safos@metrolinx.com]; Richards, Jim[Jim.Richards@sdgworld.net]  
**Cc:** Tang, Katie[Katie.Tang@sdgworld.net]  
**From:** Berman, Sarah  
**Sent:** Wed 8/14/2013 4:36:10 PM  
**Subject:** RE: Updated UPE Ridership Forecasts

No problem Stephan, I will do that this week.

Regards,

Sarah

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Principal Consultant

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**From:** Stephan Mehr [mailto:Stephan.Mehr@upexpress.com]  
**Sent:** 14 August 2013 14:31  
**To:** Berman, Sarah; Philip Safos; Richards, Jim  
**Cc:** Tang, Katie  
**Subject:** RE: Updated UPE Ridership Forecasts

Hi Sarah:

Thanks for the response.

Phil is on vacation for the next two weeks. Could you update the spreadsheet tables to include ramp up as well as no ramp up as you suggested?

Thanks and Regards

Stephan Mehr

**From:** Berman, Sarah [<mailto:Sarah.Berman@sdgworld.net>]  
**Sent:** Wednesday, August 14, 2013 9:16 AM  
**To:** Philip Safos; Richards, Jim  
**Cc:** Tang, Katie; Stephan Mehr  
**Subject:** RE: Updated UPE Ridership Forecasts

Hi Phil,

Thanks for your email and apologies for the delayed response – both Jim and I have been on annual leave.

You're right that the daily ridership of 6,425 is high when compared to the 1.07m riders forecast for April-December 2015. The reason for this is that the 6,425 does not take account of ramp-up whereas the 1.07m does. Including ramp-up, the forecast average day ridership in 2015 is 4,176.

I can update the spreadsheet so the daily riders tables include ramp up in 2015 either instead of or as well as the 'no ramp up' figures. If this would be helpful then please let me know which you would prefer.

Regards,

Sarah

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**From:** Philip Safos [<mailto:Philip.Safos@metrolinx.com>]  
**Sent:** 06 August 2013 13:28  
**To:** Richards, Jim  
**Cc:** Berman, Sarah; Tang, Katie; Stephan Mehr  
**Subject:** RE: Updated UPE Ridership Forecasts

Hi Jim,

Hope you are doing well and enjoying your summer. I am looking to confirm a set of numbers from the 2013 report. The table below is a copy from the 'Daily Capture by Station' tab in the Excel file

| Exclusion per Committee Direction | <b>Exclusion per Committee Direction</b>                                                                                |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------|
|                                   | The reason I ask is because these avg daily #'s seem high considering the 1.07M Apr-Dec ridership in 2015, for example. |

|                                          |
|------------------------------------------|
| <b>Exclusion per Committee Direction</b> |
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# **Exclusion per Committee Direction**

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# **Exclusion per Committee Direction**

# **Exclusion per Committee Direction**

# Exclusion per Committee Direction

Thank you very much,

Phil

**From:** Richards, Jim [<mailto:Jim.Richards@sdgworld.net>]

**Sent:** Thursday, June 20, 2013 1:20 PM

**To:** Philip Safos; Stephan Mehr; Stephan Mehr; Daniel Haufschild

**Cc:** Berman, Sarah; Tang, Katie

**Subject:** RE: Updated UPE Ridership Forecasts

Phil

We have addressed the additional queries you had, and attach final versions of the spreadsheet and the powerpoint report of the latest update to the ridership forecasts.

We have addressed the comments from your 14<sup>th</sup> June 2013 email – brief responses are shown below in red font, and the specific points have been incorporated within the slide deck and data file as appropriate.

Report:

- Slide 5 shows 34.9M LBPIA traffic while slide 7 shows 35.9M for 2012. Are these meant to be the same figure? Yes this should have been 34.9m on slide 7 – we have amended this and updated the average growth rate accordingly.
- Slide 25: what “bus” services are included in the UPE + bus market share? This

includes all bus and minibus services to the airport, including but not limited to the Airport Express. However it should be noted that we have not made detailed forecasts of the size of the market for each out-of-scope mode (including non-Express buses) since this did not affect the UPE forecast, and hence this figure is an estimate. We felt it appropriate to show a LBPIA forecast including bus on the chart, for better comparison with the other NA cities where the transit market share is presented. Note we have also re-labelled “Express Bus” as “Bus or minibus” in the chart on p17 of the report (and the corresponding chart in the Excel file), since other buses are included in this figure.

- Slide 30: thank you for this additional analysis on Panam. Can you include an approximate “daily” additional ridership during the events? We have added a bullet noting what this represents in terms of daily ridership across the Games days and two days before and two after each Games. We don’t feel it would be appropriate to attempt a more detailed calculation involving predicting the profile of visitor arrivals and departures over the Games period – since the event schedules are not known, this would introduce spurious accuracy in the forecast.

- Slide 31: 3<sup>rd</sup> bullet - can confirm that Deloitte’s DC study used \$2012 Thank you – have updated the text to remove the words “likely to be”

Data file:

- Can you include the charts and associated data for all charts in the report. Noticed that charts on slides 9, 10, 11, 12, 24, 25, 26, and 27 are missing from the Excel file and would appreciate having all source charts and data included in the package. All charts are in the new version of the spreadsheet. The new sheets and charts are in orange tabs.

In addition to the responses and clarifications to your specific comments from the 14<sup>th</sup> June 2013 email, we have also made a couple of additional amendments:

- Updated the capacity on the chart on p24 and the commentary to the right to reflect the capacity information received last week
- Amended the benchmarking chart on p25 so that the air traffic and capture forecasts are both for 2020 (air traffic was 2015 before so they weren’t consistent)

I trust this material addresses all the points raised, and propose that we now issue the invoice for the completion of the latest phase of this project. Please confirm this is

acceptable.

Kind regards

Jim

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Associate Director

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**From:** Philip Safos [<mailto:Philip.Safos@metrolinx.com>]  
**Sent:** 14 June 2013 17:18  
**To:** Richards, Jim; Stephan Mehr; Stephan Mehr; Daniel Haufschild  
**Cc:** Berman, Sarah; Tang, Katie  
**Subject:** RE: Updated UPE Ridership Forecasts

Thank you Jim + team for making the requested revisions. I have a couple of additional questions and clarification points as outlined below.

Report:

- Slide 5 shows 34.9M LBPIA traffic while slide 7 shows 35.9M for 2012. Are these meant to be the same figure?
- Slide 25: what "bus" services are included in the UPE + bus market share?
- Slide 30: thank you for this additional analysis on Panam. Can you include an approximate "daily" additional ridership during the events?

- Slide 31: 3<sup>rd</sup> bullet - can confirm that Deloitte's DC study used \$2012

Data file:

- Can you include the charts and associated data for all charts in the report. Noticed that charts on slides 9, 10, 11, 12, 24, 25, 26, and 27 are missing from the Excel file and would appreciate having all source charts and data included in the package.

Thank you,

Phil

**From:** Richards, Jim [<mailto:Jim.Richards@sdgworld.net>]

**Sent:** Friday, June 07, 2013 2:16 AM

**To:** Philip Safos; Stephan Mehr; Stephan Mehr; Daniel Haufschild

**Cc:** Berman, Sarah; Tang, Katie

**Subject:** RE: Updated UPE Ridership Forecasts

All

We have noticed that the slides relating to seating capacity included in the slide pack of yesterday were not the correct ones – please find the revised slide deck with the amended slides (11 and 24) included.

Kind regards

Jim

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Associate Director

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**From:** Richards, Jim  
**Sent:** 05 June 2013 22:27  
**To:** 'Philip Safos'; Stephan Mehr; Stephan Mehr; Daniel Haufschild  
**Cc:** Berman, Sarah; Tang, Katie  
**Subject:** RE: Updated UPE Ridership Forecasts

Phil

Please see attached the revised powerpoint report and Excel spreadsheet as requested with the refinements and changes as requested.

Please let me know if you have any further queries.

Kind regards

Jim

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**From:** Philip Safos [<mailto:Philip.Safos@metrolinx.com>]  
**Sent:** 30 May 2013 21:45  
**To:** Richards, Jim; Stephan Mehr; Stephan Mehr; Daniel Haufschild  
**Cc:** Berman, Sarah; Tang, Katie  
**Subject:** RE: Updated UPE Ridership Forecasts

Hi Jim and Sarah,

Thank you for sending both the report and Excel data tables this past week. This work is very interesting and valuable for us as we move closer to our launch date.

I have summarized some comments below for your consideration. If you require any clarification, please do not hesitate to ask.

Powerpoint:

1. Slide 5 indicates 34.9M LBPIA passenger traffic; slide 7 shows 37.1M for 2012 actual. Which is correct?
2. Slide 15: Replace "There are no problems with crowding on the trains and the trains are not under any demand constraint." with "Capacity constraint will be that trains do not allow for standees except under very exceptional circumstances."
3. Slide 16: Remove the image from the behavioral research
4. Slide 18: First paragraph – typo (2013)
5. Slide 18: In the table, include the ramp-up, and the partial year for 2015 (instead of the note below the table)
6. Slide 20: Just looking for some clarification on the numbers. Can you help us understand the calculation behind these numbers? How does 2.46M ridership in 2020 remove 10.02M cars off the road? This table should also include ramp up and the

partial year for 2015

7. Slide 22: Can you included the blended average for seating capacity on the cart? Instead of 520, can you use the 617 blended average (4-3 car consists and 3-2 car consists with capacity of 60 per car); the paragraph on the right will also need to be updated to reflect the average capacity of 617 per hour

8. Slide 23: Can you include the year this table references? Also, can you include UP on this graph?

## Exclusion per Committee Direction

10. Slide 27: 3<sup>rd</sup> bullet, 3<sup>rd</sup> sub-bullet... Replace ARL with UP Express

11. Slide 27: Remove 4<sup>th</sup> bullet on Union Station

12. One new slides summarizing ridership by catchment zone by station, and another on flight sector and business/leisure and resident/non-resident splits would add value

Excel spreadsheet:

1. Annual Forecasts tab; Under Airport Traffic table: the “Total” line for domestic, transborder, international passenger counts do not sum to the right number. Is this the correct interpretation?

2. Capture and Mode Split tab; Number of car trips removed from the road: similar to concern raised above – is this the right approach?

3. Can you also include data tabs for general daily and peak hour ridership by year and by station, and the same for an August daily and peak hour? This should include total boardings and alightings at each station. This is the same output which was part of the last ridership update.

Thank you,

Phil

**From:** Richards, Jim [<mailto:Jim.Richards@sdgworld.net>]  
**Sent:** Friday, May 24, 2013 6:19 PM  
**To:** Stephan Mehr; Philip Safos; Stephan Mehr; Daniel Haufschild  
**Cc:** Berman, Sarah; Tang, Katie  
**Subject:** Updated UPE Ridership Forecasts

Stephan

Please find attached the updated ridership forecasts reflecting the changes that we have considered and made as a result of this refresh.

We note the following:

- there are placeholders for the Deloitte survey review and the Pan Am forecast, both of which will be included next week
- some of the maps/graphics still say ARL but they will also be updated
- a thematic map showing capture rates by zone will be included on slide 21 in place of the zone map

It may be worth a quick discussion next week to see whether this meets your requirements, and any changes/modifications that you feel would be helpful.

Have a good weekend,

Jim

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