

From: Philip Safos
Sent: Mon 11/4/2013 1:53:34 PM
Subject: Research Reports - Meeter and Greeter and Airport Employees
[UP Express Airport Employee Research Report_Oct 30.pptx](#)
[UP Express Meeter Greeter Report REV October 31.pptx](#)

All,

Attached are the initial reports from Northstar on the meeter and greeter and airport employee research studies. Please let me know if you have questions or comments. We can ask Northstar to come in and present the results to us if it adds value – would be interested in your thoughts. The research objectives can be found in each report – [\[Exclusion per Committee Direction\]](#)

Exclusion per Committee Direction

Thanks,

Phil

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