

From: Michael.O'Neill@ch2m.com
Sent: Thur 5/3/2012 12:14:28 PM
Subject: FW: ARL Ridership March Final
[22393201 - TARL March 2010 REDACTED for Metrolinx June 2011.pdf](#)
[22393201 Comparison of Surveys and Forecasting Assumptions 11Nov2011 \(2\).pdf](#)
[22393201 Georgetown Corridor Airport Rail Link Final Report Mar2012 Read-Only.pdf](#)
[22393201 TARL Clarification Questions January2012 for Metrolinx \(2\).pdf](#)

Audit Working Papers

Daniel – this is just FYI so you know what has been issued.

Thanks,

Michael

From: O'Neill, Michael/TOR
Sent: Thursday, May 03, 2012 8:12 AM
To: 'Bartosz Amerski'
Cc: Kathy Haley; Stephan Mehr; 409949 Metrolinx
Subject: FW: ARL Ridership March Final

Bartosz,

Please find herewith the latest update to the Ridership Forecasts – report date 22 March 2012.

Exclusion per Committee Direction

Exclusion per Committee Direction

Page 25 includes a table with rail market share for a number of world airports against passenger volumes in millions – this compares both international and North American airports.

On page 14 – SDG have stated that the ramp up assumptions have been estimated based on other international rail services. This was also clarified in their memo of 27 January 2012 [page 4]. During our meeting last week you highlighted this as a potential concern. If, after reviewing the attached information, this is still a concern I would suggest that we set up a conference call with SDG to allow them to address your concerns first hand.

Please also find a copy of the SDG report dated 18 November 2011 titled – Toronto Airport Rail Link Updated Comparison of Surveys and Forecasting Assumptions. This is a comparison of the Northstar survey results with past ARL / airport user surveys to underpin the SDG forecasting assumptions.

Also included is a copy of the SDG Report Toronto Air Rail Link Redacted Version for Metrolinx to Remove Commercially Sensitive Sections June 2011 – the report provides a lot of background to the model and analysis carried out and the extent of the modeling and research carried out.

I will send on a copy of the Deloitte Report summarizing Customer Experience Best Practice shortly – this report highlights the key differentiating factors of leading ARL services internationally.

When you have a chance to review the attached information please let me know if you have any further questions and if you would like to set up a meeting to discuss.

Regards,

Michael