

From: Philip Safos
Sent: Fri 5/31/2013 6:39:10 PM
Subject: RE: UP - Check-in kiosks - Ridership figures

Hi Glen,

We anticipate that customers' arrival time to the stations would vary depending on the level of amenities and retail opportunities at the individual stations. With train service operating every 15 minutes, we anticipate passengers will on average wait approximately 7.5 minutes before boarding a train to the airport. However, this would likely increase if customers could expect to interact with potential amenities/services such as a lounge, retail, and of course airline self-serve check-in kiosks. Unfortunately we do not have any hard data around passengers' arrival times into the individual stations. If we come across any data from other air rail links I will keep you in the loop.

Hope this helps.

Phil

From: Stephan Mehr
Sent: Friday, May 31, 2013 2:09 PM
To: Philip Safos; Greg Malicki
Cc: Alex de Lorimier; Minocher, Kurush; Henderson, Glen
Subject: RE: UP - Check-in kiosks - Ridership figures

Phil / Greg:

We need to inform Glen about the travel times from each of our stations to Pearson Station. That should be either in the configuration summary or in the draft operations plan.

Stef

From: Henderson, Glen [<mailto:glen.henderson@gtaa.com>]
Sent: Friday, May 31, 2013 2:07 PM
To: Alex de Lorimier; Minocher, Kurush
Cc: Philip Safos; Greg Malicki; Stephan Mehr
Subject: RE: UP - Check-in kiosks - Ridership figures

Greg / Phil,

Would you have any understanding of the passengers arrival distribution at the Union, Weston and Bloor stations?

For example: If the train departs Union at 15:00 what percentage of pax arrive -30 min, -20min, -10min, 0min before departure? This type of information would aid in determining the peak demand for kiosks.

Thanks,

Glen Henderson

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From: Alex de Lorimier [<mailto:Alex.deLorimier@upexpress.com>]
Sent: Wednesday, May 08, 2013 1:57 PM
To: Henderson, Glen; Minocher, Kurush
Cc: Philip Safos; Greg Malicki; Stephan Mehr
Subject: UP - Check-in kiosks - Ridership figures

Hello Glen and Kurush:

Please find attached the UP Express ridership figures to determine the number of check-in kiosks required at the UP Express stations. Note that these are per hour.

Let me know if you have any questions.

Regards,

Alex

Alex de Lorimier MCIP

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