

From: Stephan Mehr
Sent: Mon 7/23/2012 1:12:07 PM
Subject: FW: Pearson Arrivals/Departures data
[Historical LBPIA Passenger Numbers 2011-2012.xlsx](#)

Adam/Matt:

See attached from Matthew Lattavo and Denny Yip.

If you have additional asks of them in terms of the graphs, please let them know and copy me.

Stef

From: Matthew Lattavo
Sent: Monday, July 23, 2012 9:04 AM
To: Stephan Mehr
Cc: Denny Yip
Subject: RE: Pearson Arrivals/Departures data

Hi Stephan,

The last graphs we sent to you are the same ones included here.

I was looking through the email thread and two down, the email from Adam Kramer on July 10th includes a few comments that may be what you're looking for, but I am having a hard time get my head wrapped around.

- The estimated journey time to/from the airport: is this in regard to flights? Or to things like travel and parking, check-in, security clearance, etc. If it's the later then this is the same concern that I expressed to you with regard to SDG's numbers in their

report; this information is not expressed clearly.

- If he would like the numbers approximated for connecting traffic, we can provide an estimate for that based on what SDG provided. I can see what the GTAA provides publically, but I am not sure if we will be able to get this granular.

Not sure if this is what you are referring to as being part of the updated graphs, but as I said earlier, I've included what we completed for last time. If you would like anything else, let me know.

Matt

From: Stephan Mehr
Sent: Friday, July 20, 2012 12:51 PM
To: Matthew Lattavo; Denny Yip
Subject: FW: Pearson Arrivals/Departures data

Hi Guys:

Could not recall if you sent me the updated graphs.

Let me know please.

Stef

From: Bakht, Anantika (CA - Toronto) [<mailto:anbakht@deloitte.ca>]
Sent: Thursday, July 19, 2012 7:11 PM
To: Stephan Mehr
Cc: Rossiter, Matthew (CA - Toronto); Kramer, Adam (CA - Toronto)
Subject: RE: Pearson Arrivals/Departures data

Hi Stephan,

Just wanted to follow up on whether the summer students were able to graph the numbers per your ask below and if so, what the findings were?

Thanks

Anantika

Anantika Bakht

Deloitte Inc.

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From: Kramer, Adam (CA - Toronto)
Sent: Tuesday, July 10, 2012 8:46 PM
To: 'Stephan.Mehr@metrolinx.com'
Cc: Bakht, Anantika (CA - Toronto)
Subject: Re: Pearson Arrivals/Departures data

Stephan,

Few things to note:

- We need to overlay an estimated journey time to/from the airport. Attached are only based on scheduled flight times. Assume transborder has longest duration (3hrs?), int'l next and domestic third. Same goes for arrivals and estimates on customs and baggage

- This doesn't include connections vs originating/departing traffic, but for our purposes I think that's alright for now
- You were going to check and reconfirm the SDG assumptions. Anything of note from them?
- When do you want to loop Mike C. back into the loop on this?

Let's chat further once your students have finished with the data

Adam Kramer
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From: Stephan Mehr [<mailto:Stephan.Mehr@metrolinx.com>]
Sent: Tuesday, July 10, 2012 01:42 PM
To: Denny Yip <Denny.Yip@metrolinx.com>; Matthew Lattavo <Matthew.Lattavo@metrolinx.com>
Cc: Kramer, Adam (CA - Toronto); Bakht, Anantika (CA - Toronto)
Subject: FW: Pearson Arrivals/Departures data

Hi Guys:

Can you graph the numbers from the attached spreadsheet in the following way:

Arrivals: Hourly by month for each category (domestic, transborder, international) in stacked bar style, so we can day peaks

Departures: Same idea

Total month so we can see busiest months for both arrivals and departures.

Thanks

Stef

From: Wiggins, Eve [<mailto:eve.wiggins@gtaa.com>]
Sent: Tuesday, July 10, 2012 1:35 PM
To: Kramer, Adam (CA - Toronto)
Cc: Stephan Mehr; Bakht, Anantika (CA - Toronto)
Subject: RE: Pearson Arrivals/Departures data

Hi Adam,

Attached is the passenger arrival and departure data in the format we discussed. Let me know if you require any explanation to follow it.

Below is the baggage delivery data.

AIRPORT WIDE

TERMINAL 1

TERMINAL 3

From January - June 2012

Average time of the First Regular Bag

From January - June 2012

Average time of the First Regular Bag

From January - June 2012

Average time of the First Regular Bag

Domestic

0:16:01

Domestic

0:15:35

Domestic

0:17:29

International

0:24:14

International

0:24:11

International

0:24:31

Transborder

0:18:03

Transborder

0:18:02

Transborder

0:18:07

Let me know if you require any further information.

Best regards,



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http://www.torontopearson.com/uploadedImages/Pearson/Content/Media/Images/TP_email.jpg

Eve Wiggins, Program Manager, Guest Experience Strategy

Greater Toronto Airports Authority | Marketing and Commercial Development

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From: Kramer, Adam (CA - Toronto) [<mailto:akramer@deloitte.ca>]

Sent: Friday, July 06, 2012 6:48 PM

To: Wiggins, Eve

Cc: 'stephan.mehr@metrolinx.com' (stephan.mehr@metrolinx.com); Bakht, Anantika (CA - Toronto)

Subject: RE: Pearson Arrivals/Departures data

Thanks Eve for the update.

Below are my responses to your questions

Happy to hop on a call on Monday to discuss; just let me know

Adam Kramer

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From: Wiggins, Eve [<mailto:eve.wiggins@gtaa.com>]

Sent: Friday, July 06, 2012 3:32 PM

To: Kramer, Adam (CA - Toronto)

Cc: 'stephan.mehr@metrolinx.com' (stephan.mehr@metrolinx.com); Bakht, Anantika (CA - Toronto)

Subject: RE: Pearson Arrivals/Departures data

Hello Adam,

My apologies for getting back to you at the end of the week with the following questions, however our Statistics and Forecasting people have been slogging through a lot of information and running reports specific to your request and looking at the results they've provided to me today, I'm concerned that we may be inundating you with what may not be useful to you. I just left you a long and detailed voice message regarding the following:

1. How would you like to receive the flight data – could you describe what it would look like to you? This can be provided in a variety of ways and there is considerable data to collect. While we have the past 12 months of passenger data by month, by hour, by sector, do you want the flights specifically according to the IATA flight schedules (as the Stakeholders Agreement indicates we will provide to Metrolinx twice yearly as the schedule changes) or do you want just the passenger numbers by month, by hour, by sector? Also, I assume although we discussed just what time the train should start in the morning, I'm assuming you're looking at the entire schedule across the full operating period? A weekly flight summary, running for a rolling 52, separated by time of day and sector would be ideal. Both for departures and arrivals. I'm not sure I fully understand your second question on the distinction between the IATA flight schedule or passenger numbers, but the key item is passenger volumes, so if that is what you're referring to, then that would be ideal. The purpose of this analysis is to understand the distribution during the hours of the day that people leave the airport/set-off for the airport. And yes, we need this for the full operating period in the day to work on both start- and end- time analysis.

2. When you ask for mean check-in times, do you mean what we would call the arrivals distribution curve? Are you looking for the time prior to flight that Guests arrive at the airport to catch it? Yes – but just a proxy that we can use to extrapolate assumptions. For example, if we know 'x' number of passengers catch flights at 9am, once we know the sector split (domestic, int'l, transborder) we can apply a discount to that time to estimate the approximate time they left to go to the airport. Of course, this is highly variable and depends on location, mode of transport, etc, but, if the average int'l leave to the airport 2.5 hours before their flight, we have a better sense of potential peak times for the ARL

3. We are unfortunately not able to provide parking information OK

4. We do not keep specific data for Corridor (assume you are referring to specifically Montreal / Ottawa) flights that we are able to share as it is proprietary information. OK

5. When you ask for baggage data and CBSA data in the form of wait times, I am assuming you are attempting to calculate when you can expect passengers to arrive on your platform? How do you want to see that data presented? Correct. This is now using the same proxy estimate we want to apply on question 2 above, but this time for **arriving** passengers.

Lastly, our coordinator in Slot and Facility Allocation informed me this afternoon that he has already provided flight data to a Mathew Mathew from Metrolinx a couple months ago? Yes, they did, but for our research effort, and if I recall, was only for 1 week in July and specific just to departures. I will check to confirm

Thanks,



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Eve Wiggins, Program Manager, Guest Experience Strategy

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From: Kramer, Adam (CA - Toronto) [<mailto:akramer@deloitte.ca>]

Sent: Tuesday, July 03, 2012 3:25 PM

To: Wiggins, Eve
Subject: RE: Pearson Arrivals/Departures data

Thanks Eve

Adam Kramer

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From: Wiggins, Eve [<mailto:eve.wiggins@gtaa.com>]
Sent: Tuesday, July 03, 2012 3:01 PM
To: Kramer, Adam (CA - Toronto)
Cc: 'stephan.mehr@metrolinux.com'; Bakht, Anantika (CA - Toronto)
Subject: RE: Pearson Arrivals/Departures data

Hello Adam,

I am working on getting this information for you.

Best regards,



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Eve Wiggins, Program Manager, Guest Experience Strategy

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From: Kramer, Adam (CA - Toronto) [<mailto:akramer@deloitte.ca>]

Sent: Tuesday, July 03, 2012 8:31 AM

To: Wiggins, Eve

Cc: 'stephan.mehr@metrolinx.com'; Bakht, Anantika (CA - Toronto)

Subject: Re: Pearson Arrivals/Departures data

Hi Eve

Hope you had a great long wknd!

Just wanted to check if you received my note below and an approximate ETA. Hopefully this info, at least the first 2 items, will be easy to source

Many thanks again

Adam Kramer
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From: Kramer, Adam (CA - Toronto)
Sent: Wednesday, June 27, 2012 04:11 PM
To: Wiggins, Eve <eve.wiggins@gtaa.com> (eve.wiggins@gtaa.com) <eve.wiggins@gtaa.com>
Cc: Stephan Mehr (Stephan.Mehr@metrolinx.com) <Stephan.Mehr@metrolinx.com>; Bakht, Anantika (CA - Toronto) (anbakht@deloitte.ca)
Subject: Pearson Arrivals/Departures data

Hi Eve

It was great seeing yesterday and catching-up

Thanks also for helping out with my data request for the ARL. I trust that the flight data is readily available, so if you could source this for us I'd really appreciate of it. Ultimately we're trying to ascertain peak times of travel to the airport, which at this point we'll be correlating with flight data.

Data request:

- 12 month data of flight **arrival** information (time of day), split out by Corridor, Domestic, Transborder and Int'l.
- 12 month data of flight **departure** information (time of day), split out by Corridor, Domestic, Transborder and Int'l.

If available:

- Passenger volumes for the above
- Mean check-in times for the 4 categories above – e.g. 90 minutes Domestic? 2.5

hrs Transborder?

- Mean wait times for baggage and CBSA (if applicable), again, for the 4 categories listed above
- 12 month parking garage 'check in' by time of day

If there have been any studies and/or data on your side that has been commissioned to also look at travel times to the airport, that would be in addition to the request above, it would be very helpful and hopefully you can send this way.

Please let me know what you think

Thanks again Eve – happy to chat via phone for further details if you require.

Adam

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