

To: Philip Safos[/O=GOTRANSIT/OU=POSTOFFICE/CN=RECIPIENTS/CN=Philip.Safos]
From: Gary McNeil
Sent: Wed 6/22/2011 2:25:59 AM
Subject: FW: ARL Market Research

fyi

-----Original Message-----

From: Waechter, Eileen [mailto:eileen.waechter@gtaa.com]
Sent: Tue 6/21/2011 9:30 PM
To: Gary McNeil
Cc: Turpin, Marc; Corazzola, Gene
Subject: Re: ARL Market Research

Thanks Gary. It is Gene and Marc that can coordinate this with our own research.

From: Gary McNeil [mailto:Gary.McNeil@gotransit.com]
Sent: Tuesday, June 21, 2011 06:46 PM
To: Waechter, Eileen
Subject: Fw: ARL Market Research

Fyi. Mystery solved.

Sent from my BlackBerry

From: Gary McNeil
To: 'marc.turpin@gtaa.com' <marc.turpin@gtaa.com>
Cc: Paula Edwards; Philip Safos
Sent: Tue Jun 21 18:01:32 2011
Subject: Fw: ARL Market Research

Marc, it was one of our contractors/subcontractors. Who is the best contact person for Metrolinx to deal through?

Gary

Sent from my BlackBerry

From: Paula Edwards
To: Gary McNeil; Vasie Papadopoulos; Mary Proc
Sent: Tue Jun 21 16:23:42 2011
Subject: Re: ARL Market Research

Gary this our vendor for the ARL market assessment we are doing. We're following up with Northstar as to why they contacted GTAA directly. This should not have happened. Phil has been trying to find a contact at GTAA, through Vasie, to coordinate our survey work.
Paula

Sent from my BlackBerry

From: Gary McNeil
To: Vasie Papadopoulos; Mary Proc
Cc: Paula Edwards
Sent: Tue Jun 21 15:36:54 2011
Subject: FW: ARL Market Research

Is Northstar/Logit related to us?

From: Turpin, Marc [mailto:marc.turpin@gtaa.com]
Sent: Tuesday, June 21, 2011 9:41 AM
To: Gary McNeil
Subject: Fw: ARL Market Research

As discussed.

From: Waechter, Eileen
Sent: Monday, June 20, 2011 05:05 PM
To: Turpin, Marc; Corazzola, Gene
Cc: Hodgkinson, Maria; Kanji, Aleem
Subject: FW: ARL Market Research

Gene, Marc - Are you aware of this effort - presume it is related to the MX SDG work? This needs to be fully coordinated through the two of you in order to ensure there are no conflicts with any of our own survey work (harassing the guests!) and that we also benefit from the work (any savings to be had on our own survey work?).

Maria - suggest that Gene or Marc contact Logit to coordinate from here and they will advise you when a permit can be issued

Thanks all

Regards,

Eileen Waechter
Director, Airport Planning
Strategic Planning & Airport Development

Greater Toronto Airports Authority
Toronto Pearson International Airport
P.O. Box 6031, 3111 Convair Drive
Toronto AMF, ON L5P 1B2
www.GTAA.com
<[http://www.gtaa.com\(416/](http://www.gtaa.com(416/)> (416) 776-3013

eileen.waechter@GTAA.com <<mailto:eileen.waechter@GTAA.com>>

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From: Hodgkinson, Maria
Sent: Monday, June 20, 2011 2:07 PM
To: Waechter, Eileen
Subject: FW: ARL Market Research

Hi Eileen,

I wanted to also provide some additional information. Darin Juby last week was contacted by the Logit Group wanting to survey at the airport and he has passed the company to me. I also received a voicemail message from Logit's director Thursday evening. I just got off the phone with one of Logit's representatives. It appears the Logit Group is a subcontractor of Northstar for this survey.

Please let me know should you have any concern before Logit contacts me Thursday to follow up and before they complete our forms to apply for a survey permit.

Thanks,

Jody Hodgkinson
Community Engagement Officer
Corporate Affairs and Communications
6-7398

Jody.Hodgkinson@GTAA.com

From: Kanji, Aleem
Sent: Monday, June 20, 2011 1:15 PM
To: Hodgkinson, Maria
Subject: FW: ARL Market Research

Fyi

From: Kanji, Aleem
Sent: Monday, June 20, 2011 1:07 PM
To: Waechter, Eileen
Subject: FW: ARL Market Research

Eileen-

Over to you on this request. Not sure if there are concerns about the potential impact this survey could have on ARL negotiations, but I will leave it with you to address any sensitivities.

If you are in agreement to a survey, please let Jody know so that she can issue a permit.

I will reply back to Philip with a CC to you on this one.

From: Philip Safos [mailto:Philip.Safos@metrolinx.com]
Sent: Sunday, June 19, 2011 9:29 AM
To: Kanji, Aleem
Subject: RE: ARL Market Research

Hi Aleem,

We are undertaking a market assessment study with our research partner Northstar. Who is the best person to speak to with regards to accessing GTAA data and channels (customer satisfaction survey

results, your online advisory panel) and review our upcoming survey that we plan to deploy to residents and passengers?

Thanks for your help.

Phil

Philip Safos

Senior Project Officer, Research and Business Solutions

416-869-3600 Ext. 5449

Philip.Safos@metrolinx.com

From: Vasie Papadopoulos
Sent: Friday, June 17, 2011 4:29 PM
To: Kanji, Aleem; Philip Safos
Subject: ARL Market Research

Aleem,

My co-worker Phil will be in touch with you to discuss the development of a survey for the ARL to assist in market research for us and require some data. I've cc'ed him on this e-mail.

Thanks,

Vasie