

MEETING MINUTES

UP/GTAA Product Design Coordination Meeting #16

Date:	April 18, 2013
Time:	15:30
Location:	Toronto Pearson, Admin Building, Calgary Meeting Room (1120)
Prepared by:	Alex de Lorimier
Distribution:	In attendance: - GTAA: Janik Reigate, Ali Hassan - Mx/UP: Alex de Lorimier, Greg Malicki, Phil Safos, Stephan Mehr Additional distribution: - GTAA: Glen Henderson, Phil David, Patrick Liddle - Mx: - UP: Kathy Haley, Mike Cyr, Judi Cohen, Michael O'Neill, Jannine Krish, Darren Hardenbrook, David Kesler - System Safety: Lorie Threader - Capital Infrastructure: Daryl Barnett, Garnet Greatrix, David Ballantyne - IT: Robert Power - Customer Care: Paula Edwards - PMPS: Karla Avis-Birch - Station Ops: Suzanne Mackey, Karen Stevenson

ITEM	DESCRIPTION	ACTION BY:	DUE DATE:
1	General		
1.1	Exchange of Information (since last meeting) - GTAA provided UP with: - Data requested for UP passenger forecasting (see 5.7) - UP provided GTAA with: - Fare-vending Planning Map (draft) - Languages briefing note	Info	
1.2	Product Design Work Team Integration Table The Integration Table will be submitted in soft copy after another round of updates.	UP (A de Lorimier)	May/13
2	Review of Customer Experience Projects		
2.1	Project – Branding - New panels informing LINK passengers were coordinated between GTAA and UP. - UP to consider other signage opportunities at the airport during construction.	Info UP (J Cohen)	
2.2	Project – Baggage Carts UP to resend the Baggage Carts briefing note for recommendation.	UP (A de Lorimier)	ASAP
2.3	Project – Signage and Wayfinding - Entro to begin UP signage work for Pearson Station in the summer. - UP to confirm timeline for signage workshop between Entro, UP and GTAA.	Info UP (A de Lorimier)	May/13
2.4	Project – Station Threshold UP presented proposed threshold and end-wall treatment renderings at the meeting. More details to be provided to GTAA as they become available.	Info	

ITEM	DESCRIPTION	ACTION BY:	DUE DATE:
2.5	Project – Lost and Found UP to provide next steps on Lost and Found in the coming weeks.	UP (A de Lorimier)	May/13
2.6	Project – Languages UP tabled the draft Languages Spoken by Travellers at Pearson International Airport briefing note. GTAA to provide comments on its experience with foreign languages for airport customers.	GTAA (J Reigate)	May 2/13
2.7	Project – Passenger Counting System/GTAA Access Fee UP to draft counting methodology. It needs to account for both patron and GTAA employees that may end up using the UP (and reconcile any subsidy with the GTAA access fee).	UP (S Mehr)	June/13
2.8	Project – APM Closure and Temporary bussing Temporary bussing scheme is going well for both employees and customers.	Info	
3	Review of Technology Projects		
3.1	Project – Airline Check-in Kiosk - Meeting was held between UP and GTAA regarding kiosk agreement in principle. - UP to include baggage tagging as an optional feature in the agreement. - GTAA will continue its efforts to obtain exception status with Transport Canada for remote baggage tagging. - UP to provide ridership figures for GTAA to determine number of kiosks required.	Info UP (G Malicki) GTAA (G Henderson) UP (A de Lorimier)	ASAP May 2/13 ASAP
3.2	Project – Wi-Fi - GTAA confirms that integration of Wi-Fi service between the airport and UP Express is not planned for launch. - GTAA confirms that Wi-Fi service is not planned in the APM station at Terminal 1.	Info Info	
3.3	Project – FIDS and wait-times UP to provide draft Briefing Note within next two weeks.	UP (G Malicki)	May 2/13
3.4	Project – Interactive Voice Response (IVR) integration UP currently reviewing opportunities for IVR integration.	Info	
4	Review of Operations/Facilities Management Projects <i>These projects are discussed in detail in the UP/GTAA Operations workstream.</i>		
4.1	T1 Station Maintenance - A meeting was held between UP and Kent Doering on Apr 12/13. - K Doering to provide updated T1 Station Maintenance Schedule and cost breakdown within the next three weeks.	Info Info	
4.2	Safety and security - A meeting was held between UP and Jarrett McDonald on Apr 5/13. - J McDonald to schedule meetings with SMEs regarding various topics related to safety and security. UP to coordinate on its end. - Communication protocols and emergency response plans will be the main deliverables for this workstream.	Info Info Info	
5	Other business		
5.1	Space requirements - UP tabled the draft Fare Vending Planning Map, which details potential UP Express fare-vending locations; updated draft and potential workshop with GTAA to be scheduled in coming weeks - GTAA to comment on initial draft shared at meeting. - General rule for CBSA spaces: "if it cannot be consumed on site, it cannot be sold there". - GTAA to provide information on rental of counter space in international arrivals halls (public side).	Info GTAA Info GTAA	May 8/13 May 8/13

ITEM	DESCRIPTION	ACTION BY:	DUE DATE:
5.2	Exterior ID Sign - UP provided renderings of the exterior sign at Pearson Station, and photos of a mock-up. - UP to provide additional information as it becomes available. - UP to establish a plan for the sign between its installation and launch of the service. "Coming soon" signs may be added to building façade.	Info UP (A de Lorimier) UP (A de Lorimier)	ASAP
5.3	Services offered in airport terminal UP to determine business needs for employee services at the airport and provide to GTAA for comments.	UP (A de Lorimier)	June/13
5.4	UP "Show and Tell" for GTAA team members UP to confirm purpose of "regroup" meeting scheduled for Apr 29.	UP (S Mehr)	ASAP
5.5	Communication with airport employees for market research - UP to determine airport community communication strategy. - UP to share draft questionnaire for airport employee survey in the coming weeks. - The survey is to be administered online, with staff handing out postcards at strategic locations to guide employees to the survey website.	UP (P Safos) UP (P Safos) Info	ASAP ASAP
5.6	Data requests UP to follow up with GTAA regarding pending data request.	UP (A de Lorimier)	ASAP
5.7	SDG ridership study UP found discrepancies between GTAA data provided in past requests (2010) and the most recent data provided. GTAA to confirm the validity of data.	GTAA (A Hassan)	ASAP
5.8	Retail Choreography UP to share findings from report on retail choreography as soon as available.	UP (S Mehr)	Mid-May
6	Next Meeting: scheduled for May 2 @ 15:30.	Info	

If you notice any errors or omissions in this document, please advise within seven calendar days of the issuance of these minutes.