

To: Metrolinx Board of Directors
From: Kathy Haley, President, Union Pearson Express
Date: June 27, 2013
Re: UP Express President's Quarterly Report

Recommendation

That this report be received for information.

Introduction

Spring 2013 marks the two year count-down to the UP Express officially transporting guests rapidly and effortlessly between Canada's busiest transportation hubs – Toronto's Union Station and Toronto Pearson International Airport. A key initiative of the Metrolinx's *The Big Move* strategy, the UP Express will be the long awaited connection point which will help ease congestion and contribute to an integrated transportation system. Over the last quarter, as we continue our commitment to being on time and on budget, the momentum of the project has become visible as design and plans come to life and key infrastructure elements begin to shape the landscape at Toronto Pearson and Union Station. The following report outlines progress on the project over the last three months.

Highlights

Of notable mention this quarter, the UP Express project was awarded *Project of Year* at the Global AirRail Awards and was additionally recognized as a finalist in the category of *Concept of the Year*. Recognized as an exciting and inspiring project with a compelling vision, a winning customer focussed strategy, and significant progress on construction delivery, this award is international recognition in the global air-rail market. With 224 air rail links currently operating around the world, this is indeed an esteemed honour for the project and a proud milestone for the people involved across Metrolinx.



Project Work Stream Updates

1. Infrastructure

Infrastructure elements continue to be a significant area of focus with construction commencing at the various station locations. The accomplishments over the previous quarter include:



View west of spur pier 57

Spur Line: Perhaps the most visible sign of progress on the UP Express project is the construction of the 3 kilometer elevated spur line connecting the service from the Kitchener Corridor directly into Toronto Pearson. Since we broke ground only one year ago, the project has been moving quickly and is ahead of schedule. As of June 2013:

- All 70 caissons, columns and pier caps are complete;
- 80 per cent of the bridge girders have been installed; and
- 34 percent of the concrete decks have been poured.

The final structure will soar to heights of 28 meters above ground and will provide guests with panoramic views as they seamlessly travel from airport to Toronto.

Pearson Airport Station: A public event to announce the start of station construction was held in March with the Minister of Transportation and the GTAA, with construction work beginning on March 26. To facilitate the major construction works and the construction of the station shell, the planned temporary closure of the Toronto Pearson people mover, LINK Train, has commenced. Efforts are being taken to minimize impact on travellers and airport employees and bus service has been implemented. Additional workforce is being added to the project to ensure shell construction is completed within the six month time frame. The tower crane has been erected and the first station beam adjacent to the LINK Train station was poured. Inside the terminal hoarding has been erected. Once completed in 2014, the station will provide guests with a warm welcome in a design inspired by Ontario's natural beauty.



MPP Laura Albanese, Minister Glen Murray, Kathy Haley, President UP Express and Howard Eng, President & CEO GTAA, kick off construction for Pearson Airport Station

Weston Station: Designed with input from the community, and as part of the Weston Station Master Plan, Weston station will be a connection point to commuter services and will have an enclosed area for ticket sales, washrooms and space for future retail operations. Construction continues for the UP Express and GO island platforms (phase 2 works), and the UP Express and GO side platforms and pedestrian ramp (phase 3 works). These phases, which also include snowmelt platforms, canopies, shelters, station building and existing parking lot, are expected to reach substantial completion by December 2014. The design of the station building, landscaped plaza, pedestrian bridge and parking lot expansion (phase 4) is nearing finalization with the complete drawings and specifications submission expected in June 2013.

Bloor Station (Dundas West): The second commuter interchange along the UP Express route is built upon the Dundas West-Bloor Mobility Hub Study in partnership with the City of Toronto. The final design of the Bloor Station will incorporate elements that will not only enhance and benefit UP Express, but also contribute to the experience of commuters using this station. Significant progress has been made at this station with the completion of a preliminary works construction contract scheduled for the end of May. The main works contract was tendered in April and awarded in May of 2013.

Union Station: Once complete, Union Station will be the flagship location for the UP Express with a customer focused design that will impress and delight our guests. The detailed design has progressed swiftly and the 100 per cent design development drawings were finalized at the end of March for procurement review. The tender process commenced in May and will be awarded late June. In parallel with the design development, validation of the overall layout and device placement was carried out to optimize the guest experience.



Exterior UP Express Union Station

Wayfinding and Signage: The end-to-end wayfinding and signage strategy is a key element to ensure a seamless guest experience. Signage must not only be practical and informative, but must be coordinated with multiple stakeholders and existing signage schemes including GO Transit, Toronto Pearson, City of Toronto, TTC and the PATH. This is a significant undertaking and the initial stage involves identifying all wayfinding partners and cataloguing existing signage. The project plan and schedule have been established and design works have commenced across the system. The exterior signage design for Pearson Station has been completed.



Construction of front cab shell at Nippon Sharyo manufacturing plant

Vehicles: Impressive progress has been made on the vehicles. Design has been completed and construction is well underway on the first two UP Express cars at the Nippon Sharyo manufacturing plant. In less than a year (Spring 2014), the first two “A” cars are scheduled to arrive in Toronto, for testing and commissioning, with the balance of the “A” cars delivered by Fall 2014. The “C” cars (with the washrooms) are scheduled to be delivered by December 2014.

2. Operating Plan

The framework of the operating and maintenance plan has been developed to support full end-to-end service between Union Station and Toronto Pearson. Within the overall framework, detailed plans are being developed. Work has commenced with the individual teams to build out these plans which include Rail Corridor Maintenance, Vehicle Maintenance, Stations Services, Safety and Security and Train Service Recovery. The notice to proceed with recruiting of the train crews has been issued to the operator.

3. Technology

The UP Express will be supported by a comprehensive technology infrastructure that will enhance the overall customer experience, while differentiating the service in the global marketplace. Leveraging existing systems and resources, including PRESTO, the technology program has been grouped into twelve main project streams covering everything from the web and mobile applications customers will use before their trip, the electronic signage and displays they will see at the stations, the electronic fares they will purchase, and the infotainment and Wi-Fi services they will enjoy on the train.

Many of the technology enhancements being made for the Union Pearson Express will also benefit Metrolinx more broadly. For instance, new Customer Relationship Management technology will provide a foundation to enhance customer service for Union Pearson Express, as well as for GO Transit, across multiple channels (e.g. call center, self-service, social media). Similarly, PRESTO electronic fare enhancements will include new e-tickets. At present, all work streams are underway with the primary focus being on requirements development and solution architecture.

4. Communications

Over the last quarter, the UP Express was profiled in several media outlets including a two-page story in the April 1st edition of the [Toronto Sun](#). The UP Express was also mentioned in feature articles in the [Toronto Standard](#) (online) and [tonight Newspaper](#) profiling the 2015 Pan/Para Pan Am Games infrastructure.

In addition, the artwork and the UP Express [short animated video](#) were featured in the [Communication Arts magazine](#) and on its website.

Continuing outreach and engagement efforts, speeches on the UP Express project were given to a full house at the Railway Club on May 2, the Global AirRail Conference on May 16, and at Ryerson University on May 30.

The first-ever UP Express Internal Open House was held on May 3rd and was a great success with over 400 interested attendees. With key objectives of fostering a culture of open dialogue and inclusivity, the informative event provided employees with an ‘experiential ride’ through the project elements and various touch points and allowed them to engage directly with the team. The significant interest from across the organization demonstrates great team effort and enthusiasm for the UP Express project.

Respectfully submitted,

Kathy Haley
President, UP Express

