



TORONTO TRANSIT COMMISSION



PAUL CHRISTIE
CHAIR

HOWARD MOSCOE
VICE-CHAIR

BRIAN HARRISON
BLAKE KINAHAN
CASE OOTES
JOE PANTALONE
ALAN TONKS

COMMISSIONERS

DAVID L. GUNN
CHIEF GENERAL MANAGER

VINCENT RODO
GENERAL SECRETARY

Mr. Calvin Henry-Cotnam

Scarborough, ONT
M1E 5E6

July 22, 1996

Reference No.: 96009261

Dear Mr. Henry-Cotnam:

This is to acknowledged receipt of your letter dated July 5 regarding one of our Birchmount 17 operators.

I regret to learn of our employee's performance on this occasion and extend my apologies for any apprehension you were caused in this connection. I am at a loss to explain why our operator would not be aware of his passengers' intention to offboard and I understand the safety implications you raised. In light of your concerns, a copy of your report to was forwarded to our Senior Operations staff for full review with the employee involved.

Thank you for taking the time to bring this matter to our attention.

Yours very truly,

A handwritten signature in blue ink, appearing to read "Roman Muetz".

Roman Muetz
Customer Services Co-ordinator

03.115.42

