
From: Rose Butler [/O=GOTRANSIT/OU=POSTOFFICE/CN=RECIPIENTS/CN=ROSE.BUTLER]
Sent: 5/17/2012 1:43:22 PM
To: Jessica Kosmack [jessica.kosmack@metrolinx.com]
CC: Kim Hopps [kim.hopps@metrolinx.com]; Philip Safos [philip.safos@metrolinx.com]
Subject: RE: French Language Services Complaint

Thanks Jessica. And yes, it does.

Rose

Rose Butler
FOI Coordinator and Policy Research Analyst

Metrolinx

From: Jessica Kosmack
Sent: Thursday, May 17, 2012 8:47 AM
To: Rose Butler
Cc: Kim Hopps; Philip Safos
Subject: RE: French Language Services Complaint
Thanks Rose – also, not a problem.

Can you please clarify what you mean by “in our facilities”? Do you mean ads at our stations?

Thanks,
Jessica

From: Rose Butler
Sent: Wednesday, May 16, 2012 3:15 PM
To: Jessica Kosmack
Cc: Kim Hopps; Philip Safos
Subject: RE: French Language Services Complaint
Importance: High

Hi Jessica,

I am also seeking information regarding advertisement on our vehicles and in our facilities. Is any of it bilingual? Are there future plans for bilingual advertising? Sorry to bombard you!

Thanks,

Rose

Rose Butler
FOI Coordinator and Policy Research Analyst

Metrolinx

From: Rose Butler
Sent: Wednesday, May 16, 2012 2:18 PM
To: Jessica Kosmack
Cc: Kim Hopps; Philip Safos
Subject: French Language Services Complaint
Importance: High
Hi Jessica,

I am contacting you regarding a complaint received by Metrolinx from the Office of the French Language Services Commissioner. The complaint is as follows:

"During his train and bus travels, the complainant has noticed that most of Go Transit's signs and schedules, both on platforms and onboard trains and busses, along with the attendant's announcements, are in English only."

As a result of this complaint MTO has asked us to provide them with information regarding the measures that GO Transit has taken or will take to ensure that signage, schedules and announcements both on platforms and aboard its vehicles are bilingual. Since Marketing and Communications is responsible for printed timetables, please explain the measures that have been taken or will be taken to ensure that they are bilingual. If measures for compliance are to be implemented please provide specific timelines where possible.

I would appreciate a response by **Wednesday, May 23**. I apologize for the short notice however MTO has given us very little time to respond. If you have any questions or require assistance please do not hesitate to contact me at ext. 5318. Thanks so much for your cooperation.

Regards,

Rose

Rose Butler
FOI Coordinator and Policy Research Analyst
Corporate Administrative Services

Metrolinx
600 - 20 Bay Street, Toronto ON M5J 2W3
(t) 416-869-3600 ext. 5318 (c) 647-231-5338