
From: Tara Doolan [/O=GOTRANSIT/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=TARA DOOLAN]
Sent: 11/12/2012 8:06:38 PM
To: Mary Martin [Mary.Martin@metrolinx.com]
CC: Erica Schieda [Erica.Schieda@metrolinx.com]
Subject: FW: Customer Service Committee - December 4, 2012 re: Item #13 - Action Log
Attachments: CSC Action Log (TD Comments 12Nov2012).docx

Mary,

Attached please find some comments to the Customer Service Committee Action Log.

In addition to these comments, I wanted to suggest that it may be possible to simplify the whole Action Log by just grouping the items into three colour-coded categories: "Newly Closed Items", "Outstanding Items" and "New Follow-Up Items." This may be simpler than the current structure, which separates the items by meeting date. If you think this would be helpful, I am happy to make the necessary changes.

Thanks,
Tara

From: Lilian Abad
Sent: Monday, November 12, 2012 1:30 PM
To: Mary Martin
Cc: Tara Doolan; Erica Schieda; Jenell Hylton
Subject: Customer Service Committee - December 4, 2012 re: Item #13 - Action Log

Mary,
Mary P has asked me to forward the attached to you for review.

Thanks,
Lilian