

Ross Walker

From: Maric, Errol
Sent: Monday, 12 August 2013 1:40 PM
Subject: Saturday 10/08/2012 PM - Supplementary shift report.

Picture the scenario.

The 1920 Bendigo departure was full and ready to depart and at 1921, I then receive a call that there is a fatality at Ginifer and that all Bendigo services will be cancelled UFN.

The Carlton and Bulldogs game had just finished at Etihad stadium and there is NO 1948 football special a/c the fatality.

A phone call to CARS advised me that they will do their best to get coaches and eventually a subsequent call revealed that no coaches can be ordered due to nothing available. (Dysons- Crown and Drivers, could not supply anything).

We were certainly under a lot of pressure as hundreds of passengers came to the coach terminal en-masse looking for alternate transport.

I would like to thank the RRL crew, Andrew, Ross, in the control centre and Joe and Elaine on the ground who assisted me moving the sea of passengers.

Without the coaches that the RRL team provided we would have had at least 1000+ passengers stranded at SCS.

On a side note, I had to use a Maxi-cab to Castlemaine for a family of 10 that could not fit on the last of the 1948 footy coach's.

We had to wait for coaches ex the fatality scene for passengers on the 2050 departure as we exhausted all of the RRL available coaches.

This was around 30 minutes for around 90 passengers. The customers were all kept informed and they were in fairly good spirits considering.

Conductor Lewis Portelli did a great job assisting us all during this hour long period of movement.

Thanks again Ross and your team!!!