



02/08/2011

Ross Walker  
Roscar Management Consulting  
PO Box 216,  
Burpengary  
QLD 4505

Dear Ross,

**Coach Replacements for Regional Rail Link Track Occupation 02-17 July 2011**

I want to thank you personally for the tremendous effort that you put in as one of the key principals in the Trotters Joint Venture consortium.

This was the biggest Rail to Coach replacement service undertaken in Victoria to date and was, by any measure, a great success. The co-ordination of over 200 coaches a day, transporting V/Line customers, in lieu of trains, on the Ballarat and Bendigo lines, was a fantastic achievement.

At Southern Cross, V/Lines premier Melbourne hub, the sight of scores of coaches being marshalled in and out of the Coach Terminal to move thousands of our customers during the evening peak was poetry in motion!

Thank you once again and I look forward to working with you during the next closure.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'Mark Whitehead', is written over the 'Yours sincerely,' text. The signature is stylized and extends to the right.

**Mark Whitehead**  
**Manager Southern Cross Passenger Terminal**