

Following a fatality at Asquith on Sunday 9 August, RailCorp arranged emergency buses to transport passengers using CityRail and CountyLink services disrupted by the incident. One passenger, Mr Jerome Conway, later complained to the media that he had been directed to board the wrong bus and that instead of being taken to Gosford, he ended up in Brisbane.

RailCorp's subsequent apology to Mr Conway was based on our acceptance at face value that he had been taken to a destination he did not want to go to. He said the bus he was on did not stop at Gosford and described his experience as a major inconvenience. We apologised to Mr Conway personally and through the media for any part we may have played in this misunderstanding and agreed to look into the circumstances that allowed this to happen.

Our investigations have now established that the bus did in fact stop at Gosford with appropriate announcements being made by the driver. This has been confirmed by others on the bus. The driver also denies that he made the unhelpful comments attributed to him by Mr Conway.

Why Mr Conway failed to alight at Gosford is not known to us. What is clear is that marshalling arrangements at Hornsby were performed thoroughly by our staff under difficult circumstances and that the bus company, Pegasus, performed its role to the high standards expected.