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Monday, 18 October 2010

The Daily Advertiser
48 Trail Street
Wagga Wagga NSW
2650

Dear Editor,

I'm writing in response to your article 'Despair as passengers left stranded' that appeared in Monday's edition of the Daily Advertiser.

As anyone who was in the Riverina on Friday night would attest, the region was hit with extreme weather conditions that impacted both roads and rail.

The floodwaters that prevented our trains and coaches from getting to their final destinations rose very quickly.

Unfortunately, the weather also interrupted communications between our operational staff and coach drivers. This made a difficult situation even harder.

There was difficulty securing accommodation in Wagga for customers due to a military event being held in the town.

We approached local representatives to help find accommodation for our customers, but due to the unavailability locally we were directed to the emergency accommodation set up by the SES. We helped our customers access this accommodation.

We do our absolute best to inform our customers of circumstances that will impact their travel, including making regular announcements at stations along the Sydney-Melbourne route and opening our call centre to 24 hour operations.

Our customer service staff also made calls direct to customers booked on weekend services to inform them of the situation and our website was constantly updated with new information.

I understand the frustration felt by the affected customers but I'd like to assure you we did the best we possibly could given the extremely challenging circumstances on Friday night.

Yours Sincerely,

Greg McLeod
General Manager CountryLink and Hunter