

**Ross Walker**

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**From:** Taifalos, Theo  
**Sent:** Wednesday, 15 January 2014 4:07 PM  
**Subject:** MY COMPLIMENTS TO THE TEAM IN THE SOUTHERN CROSS COACH TERMINAL

Good Afternoon All,

As I mentioned in my blog yesterday I am absolutely delighted with the way our train replacement coach operation has been going during the Regional Rail Link works.

It's no mean feat to provide alternative transport when we have no trains on two of our busiest rail corridors.

This becomes an even greater task when we get a once-in-a-century run of hot weather like we're experiencing at the moment.

Yesterday afternoon I took the opportunity to visit the Southern Cross Coach Terminal to see how we were serving our customers amid the dual challenges of RRL closures and the extra demand for replacement coaches caused by heat-related issues.

Let me tell you I was totally impressed by what I saw.

The operation was like a well-oiled machine and it was clear that our customers appreciated the service they were getting from V/Line staff and our coach drivers.

In addition to the efficient management of the queues, customers were being provided with cool water as they waited to board their air-conditioned coaches.

When one customer became separated from another member of his family, V/Line was quick to ensure that the situation was resolved to everyone's satisfaction.

It is such moments of truth that our customers judge us on and I was pleased to see that we passed with flying colours.

To you and every member of the team at the coach terminal, congratulations on a first class job.

I am very proud of your commitment to customer service. It is a credit to you all.

Please pass on my compliments to all involved.

Best regards and stay safe,

Theo

Theo Taifalos | Chief Executive  
V/Line Pty Ltd