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Coroners Registrar
Coroners Court of Victoria
Level 11, 222 Exhibition Street
MELBOURNE VIC 3000



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Dear Registrar

COR 2012 001486: INVESTIGATION INTO THE DEATH OF CHRISTOPHER J CLOUGH

I refer to your letters dated 2 December 2013 to Public Transport Victoria (PTV) and Metro Trains Melbourne Pty Ltd (MTM) regarding the above matter, and in particular to the recommendation made by the coroner in the published findings concerning the unfortunate death of Mr Clough, a copy of which was provided with your letters.

The findings contained the recommendation:

"That rail authorities consider the development of a campaign similar to that developed by Tram operators to remind pedestrians about dangers of rail track environs and in particular, the danger to pedestrians of distraction from earphones and other devices which may impede the ability to perceive or identify that a train is approaching."

PTV and MTM were identified as the relevant rail authorities required to respond to the recommendation. This letter is the joint response from PTV and MTM to that recommendation.

PTV is the statutory authority responsible for managing the public transport system on behalf of the State of Victoria. Delivery of public transport services is, however, the responsibility of private transport operators (save for V/Line services, which are delivered through a State authority). PTV, as the agency responsible for the funding of most aspects of the public transport system and, in administering the contracts it has with the operators, works closely with them on all aspects related to the delivery of the services, including regarding safety and safe travel campaigns.

MTM is the current operator of the Melbourne metropolitan railway network.

PTV and MTM regard the safety of the public and those working in the public transport industry as their highest priority.

Both MTM ('Dumb Ways to Die') and Yarra Trams ('Beware the Rhino') have high profile and well recognised campaigns that specifically target safety awareness around public transport.

The MTM 'Dumb Ways to Die' campaign was released following an incident in November 2012. The campaign reminds pedestrians about dangers of rail track environs and in particular, one of the characters included in the campaign is distracted by earphones which impede his ability to perceive the edge of the platform and an approaching train.

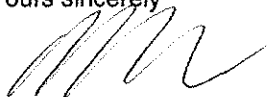
The 'Dumb Ways to Die' campaign is ongoing and is currently available on the internet at www.dumbwaystodie.com. The campaign has been internationally awarded and recognised as a leading rail safety campaign. The campaign will be extended in 2014.

V/Line also has a campaign known as "Don't push your X-ing luck" which focusses on pedestrian and motor vehicle safety at rail crossings. Further information about this campaign can be seen on V/Line's website (at: <http://www.vline.com.au/community/safety/levelcrossings.html>), In addition, V/Line works closely with Victoria Police to remind motorists and pedestrians of the dangers of distractions around the railway.

Through its contracts with MTM and other operators, PTV will continue to lead the industry in its focus on safety, and will support campaigns such as those mentioned above. PTV will also lead industry wide consideration of messaging focussed on the wearing of earphones and headphones around public transport.

This will be reflected in the "Operator Marketing Plan" and the "PTV Marketing Plan" for 2014/15.

Yours sincerely



MARK WILD
Chief Executive Officer

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cc. Andrew Lezala; CEO - MTM
Theo Taifalos; CEO - V/Line