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Please Quote: VRPC004125
(File No: PC013921)

Ms Leah Johnson
Coroner's Registrar
Coroners Court of Victoria
Level 11, 222 Exhibition Street
MELBOURNE VIC 3000

Dear Ms Johnson

CORONERS REPORT 5023/08

I refer to your letter dated 26 March 2012 and enclosed copy of the inquest finding (Report 5023/08) and recommendation(s) made by the Coroner under the Coroners Act 2008 (Vic).

Responses to the Coroner's recommendations (Pursuant to section 72(2) of the Act) are outlined below for your consideration;

Recommendation 1: That VicRoads implement an automated system, which extracts the information from SCATS and generates an RAI (maintenance job) as a matter of urgency

Response:

Currently there are over 3,500 traffic signal sites with pedestrian crossing facilities managed by VicRoads. The SCATS system can only provide traffic signal lamp failures for signal sites with current generation controllers. VicRoads does undertake scheduled visual checks of these sites. However, due to the number and geographical distribution of the 3,500 sites it is not practical to physically monitor all sites on the Victorian road network daily or on a shorter periodic cycle time.

It is noted that VicRoads' equivalent in NSW, Roads and Maritime Services (RMS), use lamp failure alarms to rectify lamp failures across the network. This is attributed to it having the same controllers across the entire network and also that the controllers are configured in the same manner i.e. RMS are able to monitor lamp failures as their fleet of controllers are similar, and have been configured in the same manner.

The RMS configuration provides it more substantive statistics on many aspects related to traffic signal control maintenance and control its hardware and software. RMS is also able to monitor and rectify lamp failures using SCATS LF alarms without burn out runs.

Burn out runs is where a contractor attends the site to verify that all signal lamps are working (ie. an on-site lamp inspection).

The implementation of a similar, automated system (to the RMS model) to monitor lamp failures through SCATS and Road Asset Inventory database (RAI), through Victoria may be the most efficient option. This is likely to require significant upgrading and replacement of existing management systems and traffic control hardware and software.

To implement any automated diagnostic system to monitor hardware failures would require a trial of approximately 100 sites at an estimated cost of $1M. Any future funding submissions for the implementation of this system would need to compete against other submissions across the state. At this stage, it would be highly unlikely, given funding available across all levels of Government, that that this project would receive funding.

Not withstanding the above, please note that a trial of selected sites which have the appropriate hardware and software for lamp monitoring is currently being investigated to monitor lamp fault alarms via SCATS. These jobs will then be forwarded to VicRoads' maintenance contractor for investigation and rectification.

Technical specifications will also be developed to ensure compatibility with hardware and software for accurate lamp monitoring.

VicRoads has also been undertaking a program of replacing traffic controllers across the arterial road network over the past few years. Further, VicRoads is currently nearing the completion of the delivery of the LED retrofit program, where lanterns at approximately 840 signal sites are being upgraded from incandescent to LED lanterns. This program seeks to improve efficiency and the whole of life conditions of signal assets.

Recommendation 2: That VicRoads issue a media release informing members of the public to report lamp and signal failures on the 131170 Fault Reporting Number to the Traffic Management Centre

Response:

VicRoads currently advertises the telephone number for the reporting of all traffic signal faults (including lamp failures), at each traffic signal site. The traffic signal controller cabinet has a large sticker advising the public to report traffic signal faults to 131170. During 2011, the VicRoads' Traffic Management Centre recorded over 8,000 reports from the public in relation to lamps failures alone. Further contact details are also available via the rear of vehicle registration stickers, and VicRoads' webpage.

VicRoads generally issues media releases in conjunction with other programs or projects being delivered. This, and the information provided as outlined above, is considered to provide the most effective method of communication to the general public.

Should you wish to discuss this matter further, Mr Steve Brown, Executive Director Regional Services (Tel: 9854 2155) would be pleased to assist.

Yours sincerely

BRUCE GIDLEY
ACTING CHIEF EXECUTIVE

5 / 6 **/2012**