

7 December 2011



Westfield

**Westfield Shopping Centre
Management Co (Vic) Pty
Limited**

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Mr Liam McNaughton
Coroner's Registrar
Coroners Court of Victoria
Level 11
222 Exhibition Street
MELBOURNE VIC 3000

By email: cpuresponses@coronerscourt.vic.gov.au

Dear Mr McNaughton

**Deceased: Michael Joseph Brennan
Court Ref: 2443/08**

We refer to your letter dated 8 September 2011 enclosing the Finding into Death with Inquest in relation to the Deceased, and to your request for the Westfield Group's response to the Recommendation made by the Coroner to the Westfield Group.

The relevant Recommendation is as follows:

- "1. That Westfield Group review the current design and operation of that part of the bus terminal at Southland that exits on to Karen Street to consider whether or not safety could be enhanced by traffic lights or signs being used to control the movement of buses on to Karen Street and that the outcome of that review be provided to Transport Safety Victoria for its consideration."

Westfield's Response

Westfield responds to the Coroner's Recommendation as follows.

The Westfield Group has implemented the Recommendation.

In that regard, Westfield Shopping Centre Management Co (Vic) Pty Limited ("Westfield"), the property manager of Westfield Southland, has engaged Cardno Victoria Pty Ltd ("Cardno") to review the current design and operation of that part of the bus terminal at Southland that exits on to Karen Street to consider whether or not safety could be enhanced by traffic lights or signs being used to control the movement of buses on to Karen Street.

This work has now been completed and Cardno have issued a report to Westfield. In summary the report considers;

1. The subject site was inspected with representatives of Westfield and Cardno along with Mr Eric Moore and Mr Scott Hill of the Department of Transport on the 18th of November 2011.
2. Review of VicRoads accident history data for a 10 year period commencing the 1st of July 2001, identifies 1 recorded incident at the bus interchange departure, being the fatality on the 8th of June 2008.

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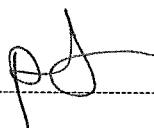
3. The intersection formed by the bus interchange and Karen Street provides adequate sight distance for bus drivers turning left into Karen Street to identify appropriate gaps in the approaching westbound traffic flow.
4. The current signalised operation of the intersection of Nepean Hwy and Karen Street generates a calming of westbound traffic flow, which combined with the existing "Keep Clear" line marking enhance opportunity for bus drivers to enter Karen Street, during peak periods.
5. Mr Eric Moore, Regional Manager of the Department of Transport will issue a statement to bus driver notice boards regarding awareness of pedestrian activity when picking up/alighting passengers and speed adjacent bus stops.
6. A safety awareness campaign including signage could be implemented by Transport Safety Victoria to alert bus passengers of the need to be aware of safety when within the bus interchange. The current campaign known as "Beware the Rhino" used by Yarra Trams was identified as a successful and relevant approach.
7. Following the meeting another relevant campaign adopted by the NSW Government in Sydney, was identified. The NSW campaign seeks to educate passengers about the dangers of attempting to board a bus once the bus has pulled away from the kerb. The campaign includes signage mounted within buses.
8. Pedestrian fencing was considered to address the specifics of the incident. However, fencing would hinder pedestrian activity that occurs to/from the zebra crossing, particularly when a bus is docked at bus stop #8 presenting new operational concerns.
9. Mr Eric Moore, Regional Manager from the Department of Transport provided a statement that the bus stop is appropriate under the Bus Safety Act 2009

Westfield has submitted the Report to Mr Andrew Chlebica of Transport Safety Victoria and can provide a copy to the Coroner if so requested.

If you have any questions in respect of the above, please do not hesitate to contact Phil Tanner, Westfield's General Manager of Life Safety, on direct line 02 9358 7370.

Yours faithfully

Westfield Shopping Centre Management Co (Vic) Pty Limited



Phil Tanner
General Manager, Life Safety