

5 June 2025

Ms Sanderson
Coroner's Registrar
65 Kavanagh Street
Southbank VIC 3006

BY EMAIL: cpuresponses@coronerscourt.vic.gov.au

Dear Ms Sanderson

COR 2022 005507 - Investigation into the death of Andrea Milner

We refer to your letter to Metro Trains Melbourne (MTM) dated 5 March 2025 enclosing Coroner John Cain's Finding into the death of Andrea Milner – COR 2022 005507.

We wish to express our sincere condolences to the family and friends of Ms Milner.

Pursuant to section 72(2) of the *Coroners Act 2008* (Vic), Coroner Cain made the following recommendation:

That Metro Trains Melbourne review and update its CCTV viewing infrastructure to include appropriate labelling of all camera angles and/or a geographical representation.

MTM confirms that:

1. it has completed the review of its CCTV viewing infrastructure; and
2. that it has implemented updated labelling across 95% of the cameras across MTM's network.

We also advise the following:

- There are almost 14,000 cameras on MTM's network, this includes all stations and Station Car parks, Tunnels, Train maintenance Facilities, Buse Interchange, and Train Sidings. All cameras' labelling will be updated as part of this review;
- The updated labelling of CCTV includes labelling by location and platform number. At larger sites such as Flinders Street Station where there are greater volumes of cameras, the updated labelling also includes grouping the cameras into platform number and the relevant concourse that the camera faces;
- The work to update the labelling commenced in 2022 prior to the Coroner's findings;
- MTM has also introduced visual tracking technology for network cameras. Currently approximately 75% is complete. This allows operators to see which cameras also show a

view of the initial cameras that they have brought up on their screen (i.e. they are linked).
This initiative commenced in February 2023, prior to the Coroner's findings.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Duvel'.

Robert Duvel
Executive Director – Safety & People
Metro Trains Melbourne Pty Ltd