



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: BSEC-1-25-4612
Your ref: COR 2023 000754

Coroner Catherine Fitzgerald
C/O Mikaela Meggeto, Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

By email only: cpuresponses@coronerscourts.vic.gov.au

Dear Coroner Fitzgerald

DTP Coronial Investigation Response - Nancy Doreen Hay (COR 2023 000754)

I refer to your letter of 2 June 2025 and the enclosed findings and recommendation.

The Department extends its sympathy to the family and friends of Ms Hay.

Pursuant to section 72(2) of the *Coroners Act 2008* (Vic), it was recommended:
"That by September 2025, Yarra Trams and the DTP complete the current network-wide assessment of legacy tram stops that may require safety modifications."

Response to Recommendation 1

The Coroner's recommendation is accepted.

Following the Coroner's recommendation, the Department of Transport and Planning has undertaken a desktop assessment to identify locations with similar characteristics.

As of September 2025, the desktop assessment has identified that there are 163 locations on the network that present the same lack of space between the road traffic and tram lines, where pedestrians need to cross segregated tram tracks.

While some of these sites are related to tram safety zone stops and previously upgraded stops, the majority are away from tram stops.

DTP has incorporated the information from these assessments into the tram network infrastructure pipeline. The pipeline facilitates planning and prioritisation of new or upgraded infrastructure investment, which includes the development of future business cases for consideration by Government.

In addition to the assessment identified above, since 2022, representatives from the Department of Transport and Planning have physically inspected more than 1000 of the 1600 legacy tram stops. This represents around 60 per cent of the tram network. There is a funded

initiative to make small scale improvements based on these inspections that will improve safety and accessibility.

In addition, to support the deployment of the new G Class Tram starting with routes 57, 59 and 82, changes are being made to stops to cater for the new tram specification and meet current safety standards.

Please do not hesitate to contact Lisa Kelly, Principal Lawyer, DTP Legal at [REDACTED] if you have any questions about the contents of this letter or if you require any further information.

Yours sincerely



Tighe Patching
Executive Director, Metropolitan Tram
Department of Transport and Planning

25/10/2025