

17 April 2013

Judge Jennifer Coate, Coroner
Coroners Court of Victoria
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Dear Coroner,

RE: CityLink Melbourne Limited Response to the Investigation into the death of GEOFFREY KENNARD, DARREN SPORN, DAMIAN MCDONALD (Court Refs: COR 2007 00 1126; COR 2007 00 1127; and COR 2007 00 1128)

We refer to your findings delivered on 30 January 2013 in the above matter and the associated recommendations, and respond as follows.

Recommendation 11

That CityLink in conjunction with all other relevant agencies regularly assess the CityLink emergency control computer systems to ensure that in emergency conditions, all emergency systems and operators are able to command the emergency in a safe, effective and timely manner.

The Coroner's recommendation will be implemented.

CityLink believes the most appropriate forum to facilitate the regular assessment recommended by the Coroner is the CityLink Emergency Management Planning Committee (**EMPC**) which consists of representatives from CityLink, VicRoads, the various emergency services agencies and Councils traversed by CityLink. The EMPC meets bi-yearly. It is CityLink's intention that an EMPC sub-committee would be formed to review information to hand on the CityLink emergency control computer systems and also to judge what further assessments might be required. The sub-committee would report up to the full EMPC. It is CityLink's intention that the first report by the sub-committee be prepared by the end of October 2013. The EMPC would decide the regularity of further periodic assessments to be carried out by the sub-committee.

CityLink also notes that in addition to the EMPC procedure contemplated above, CityLink currently undertakes a number of tasks that provides an assessment / review / test of its emergency management systems and operators, including:

1. Operational Evaluation Tests, which include the system responding to simulated incidents, after each software upgrade of the central computer control system;
2. CityLink's Operator, Translink Operations (**TLO**), requires all operators to complete a Statement of Attainment, Road Tunnel Operator – Skill Set course;
3. An annual emergency exercise (being a desktop exercise except every three years when it is a field exercise involving the emergency services);
4. Operator training including a minimum of 4 scenario exercises and separate group debriefs of these incidents, or real incidents that have occurred. The scenarios must involve at least one fire scenario that tests the operator on the use of tunnel life safety systems;
5. An annual test of the deluge system by CityLink's maintainer, Transfield Services in conjunction with TLO;
6. Regular tours during routine maintenance closures of the tunnels for MFB and other Emergency Services where a description and demonstration of life safety systems such as deluge, smoke extraction and evacuation are provided.

Recommendation 12

That CityLink and MFB (i) review the deluge system generally to ensure it is operating at its maximum in terms of speed and efficiency and (ii) develop an agreed plan to investigate and respond to the impact on hydrant pressure and volume, of three or more deluge zones operating simultaneously, to assist in preparing response plans for multiple incident (multiple deluge) events.

The Coroner's recommendation will be implemented.

The CityLink Project Scope and Technical Requirements, Part E – Southern Link – Domain and Burnley Tunnel Sections – Sn 2.4.4 Fire Detection and Protection Systems stipulates: *The hydraulic design of the fire main will be based on two adjacent deluge zones operating simultaneously plus one hose reel, but excluding fire hydrants. It is not intended that the fire deluge system and fire hydrants operate simultaneously.*

Following the Burnley Tunnel incident the subject of the Coroner's investigation, MFB commissioned a test of the deluge and fire hydrant systems in the Burnley Tunnel. The test, conducted on 16 June 2007, involved operating 2 deluge zones simultaneously with 3 hydrant outlets. The test validated the capability of the installed deluge and hydrant systems to operate simultaneously and at the required performance level.

CityLink will work with MFB to develop response plans for multiple deluge incident events.

Recommendation 13

That CityLink and VicRoads review the current directions as to messages to be broadcast in the event of an emergency in the Tunnel to ensure clear and simple directions are given to minimise confusion and maximise safe and orderly evacuation.

The Coroner's recommendation will be implemented.

CityLink conducted a review of its emergency evacuation messaging in the tunnels in 2009 and 2011. The changes flowing from the 2011 review have been implemented.

CityLink believes that the appropriate forum for further review by CityLink and VicRoads is the Operational Review Committee (**ORC**) which meets bi-monthly and involves representatives of both VicRoads and CityLink. It is CityLink's intention that the review would be finalised by the end of September 2013. Any further changes recommended by the ORC would be taken to the EMPC for "ratification".

Recommendation 14

That MFB satisfy itself, in consultation with the other relevant entities that all the relevant emergency communications systems operating inside the Burnley Tunnel have addressed the issues raised by the Dix report at 14.2.12

While not directly aimed at CityLink, CityLink notes that it is ready to assist the MFB in any assessment or test of the emergency communications systems.

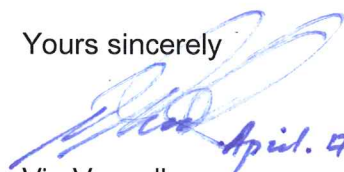
CityLink also notes that the emergency services communications system that operates within the trafficable tunnels, cross passages, emergency egress tunnels and refuges of CityLink's tunnels is not maintained by CityLink. Maintenance of the system by the authorised Emergency Services Telecommunications Authority (**ESTA**) contractor is facilitated through TLO by providing access to the required areas. In the event that the primary ESTA system fails, there are a number of other communication systems available within the tunnels, including:

1. Fire telephones located every 120 metres in the tunnels. These connect to the Traffic Control Room (**TCR**), or calls can be made between individual fire phones. During a tunnel emergency, an MFB coordinator attends the TCR;
2. Motorist Emergency Telephones – these blue phones are located every 60 metres within the tunnels and connect to the TCR;
3. Telstra external telephone lines are also available at each of the entry and exit portals of the tunnels as well as the Swan Street ventilation building and the Operations and Maintenance Building (**OMB**) carpark. These telephone lines can be patched into the tunnel to provide external telephone lines.

The systems outlined above are checked regularly (generally monthly) to ensure they are operational.

TLO facilitates tours of CityLink and delivers a training module to MFB recruits and station officers at the MFB training college at Burnley. During these tours and lectures the operation of these "extra" communication systems is explained. The MFB communication bus regularly attends the OMB to test the above systems.

Yours sincerely



April 7, 2013.

Vin Vassallo
Group General Manager, Victoria