

Appendix A:

Submissions and comments

We have consulted with the Department of Transport and Planning (including the Victorian Infrastructure Delivery Authority), Kinetic, CDC Victoria, Metro Trains Melbourne, VicTrack, V/Line and Yarra Trams, and we considered their views when reaching our audit conclusions. As required by the *Audit Act 1994*, we gave a draft copy of this report, or relevant extracts, to those agencies and asked for their submissions and comments.

Responsibility for the accuracy, fairness and balance of those comments rests solely with the relevant agency head.

Responses received

Agency	Page
Department of Transport and Planning (including Victorian Infrastructure Delivery Authority)	A-2
Kinetic	A-5
Metro Trains Melbourne	A-6
VicTrack	A-7
V/Line	A-8
Yarra Trams	A-9



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: BSEC-1-25-423

Mr Andrew Greaves
Auditor-General of Victoria
Victorian Auditor-General's Office
Level 31, 35 Collins Street
MELBOURNE VIC 3000

Dear Mr Greaves

Victorian Auditor-General's Office - Managing disruptions affecting Victoria's public transport network - Proposed report

Thank you for your letter of 3 February 2025 inviting a response to the *Managing disruptions affecting Victoria's public transport network* proposed report (the Report) provided to the Department of Transport and Planning (the Department) and Victorian Infrastructure Delivery Authority (VIDA).

The Department, VIDA and our partners plan, build and operate a transport network that keeps people moving now and into the future. Each year, we provide public transport services for more than 500 million passengers, and we're delivering 180 major transport infrastructure projects to build a better transport future for Victoria as part of the Big Build.

I welcome your conclusion that the impact of disruptions affecting Victoria's public transport have been minimised through effective scheduling and management.

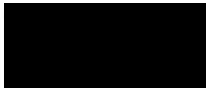
Providing accurate and timely information about disruptions on the public transport network is essential to delivering a high quality passenger experience. It is pleasing that the audit confirmed that the Department and its partners are keeping passengers informed about unplanned and planned disruptions, and that customer complaints have remained steady during a period of increased project activity.

I note your finding regarding obligations under the October 2021 *Public Transport Disruption Sub-Plan* (Sub-Plan). The Department is committed to fostering a sustainable and efficient emergency management system that minimises the likelihood, effect and consequences of a public transport disruption. While acknowledging that the language in the 2021 Sub-Plan was overly specific, the Department considers that it has provided suitable oversight and support to public transport operators and incident controllers in all instances. This view is supported by independent After-Action Reviews which have not identified deficiencies in the oversight and support provided by the Department, and by the absence of negative feedback or adverse outcomes identified by public transport operators or through this audit.



In 2024, the Department undertook a review and update of the Sub-Plan in accordance with the *Emergency Management Act 2013* and the *Ministerial Guidelines for Preparing State, Regional and Municipal Emergency Management*. The updated Sub-Plan was published in October 2024 and clarifies obligations for the Department as a support agency. The Department accepts your recommendation and has prepared an action plan which is enclosed with this letter.

Yours sincerely



Jeroen Weimar
Secretary

Date: 17 February 2025

Enc: Managing disruptions affecting Victoria's public transport network – DTP action plan



DTP action plan

Managing disruptions affecting Victoria's public transport network



Department of Transport and Planning (DTP) action plan to address recommendations from *Managing disruptions affecting Victoria's public transport network*:

No	VAGO recommendation	DTP response	Due date
1	Review why it did not always meet its obligations as a lead support agency under the <i>State Emergency Management Plan (SEMP)</i> and <i>SEMP Public Transport Disruption Sub-Plan</i> . Where necessary, the Department of Transport and Planning should update its policies and procedures to ensure it always meets its obligations in the future.	<p>Accepted</p> <p>DTP has amended policies and procedures to clarify obligations under the <i>State Emergency Management Plan (SEMP)</i> and <i>SEMP Public Transport Disruption Sub-Plan (Sub-Plan)</i>, including via update to Sub-Plan in October 2024. This update was in-progress during the course of the audit and was conducted to clarify arrangements and align with revised role statements under the recently updated SEMP (October 2024).</p> <p>DTP continues to review policies, plans and procedures and readiness instructions to ensure it meets its obligations, and will resolve any remaining issues by the next update of the Sub-Plan, due no later than the end of October 2027.</p>	31 October 2027

Response provided by the CEO, Kinetic



11 February 2025

Andrew Greaves
Auditor-General
Victorian Auditor-General's Office
Level 31, 35 Collins Street
Melbourne Vic 3000

[RE - Proposed report: Managing disruptions affecting Victoria's public transport network](#)

Dear Mr. Greaves,

Thank you for providing the Transport Disruptions – Proposed Report, received on Monday, 3 February 2025. Kinetic has reviewed the findings and welcomes the insights from the audit.

We are pleased that the report recognizes Kinetics' framework, systems, and processes for managing unplanned disruptions across the network. Ensuring reliable operations during such events is something we take great pride in.

It is also encouraging to see that our effective communication and coordination during planned disruptions have been acknowledged, particularly in minimizing the impact on passengers.

While the audit did not include specific recommendations for Kinetic, we remain committed to continuous improvement in how we manage both planned and unplanned disruptions, ensuring passengers receive clear and timely information.

We also welcome the recommendations regarding the Department of Transport and Planning's role in providing greater clarity and support to Public Transport Operators during emergencies. While we do receive support currently from the DTP, strengthening this framework will enhance coordination and accountability across all stakeholders.

Thank you again for the opportunity to review the report.

Yours sincerely,



Michael Sowards
CEO, Kinetic

info@wearekinetic.com / wearekinetic.com / 21 Scotchmer St, North Fitzroy VIC 3068



Ref: MTM-874

Mr Andrew Greaves
Auditor-General
Victorian Auditor General's Office
35 Collins Street
MELBOURNE VIC 3000

BY EMAIL [REDACTED]

13/02/2025

Dear Mr. Greaves,

Victorian Auditor General's Office proposed report on 'Managing disruptions affecting Victoria's public transport network'

Thank you for your letter of 3 February 2025, enclosing the proposed report for the Managing Disruptions Affecting Victoria's Public Transport Network (the Proposed Report).

Metro Trains Melbourne (Metro Trains) was pleased to note that it met its requirements in line with the Emergency Management Act 2013 (Vic) and its approach to emergency and crisis planning is consistent with its contractual obligations.

I also welcome your conclusion that while Victoria's Big Build has increased planned disruptions to the metropolitan rail network, Metro Trains (and Big Build contractors) have effectively scheduled and managed these to minimise the impact on passengers.

Thank you for the opportunity to comment on the Proposed Report.

Yours sincerely,

[REDACTED]

Raymond O'Flaherty
Chief Executive Officer, Metro Trains Melbourne

c.c. [REDACTED]

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Office of the CEO
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Our Ref: D/25/2942
Your Ref: 34879 25
3 February 2025

Andrew Greaves
Auditor-General
Victorian Auditor-General's Office
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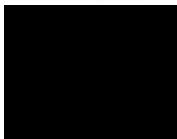
Dear Mr Greaves

Re: Proposed report: Managing disruptions affecting Victoria's public transport network

VicTrack has reviewed the proposed final report for the audit: *Managing disruptions affecting Victoria's public transport network*. We have no further comments or submissions.

We would like to thank [REDACTED] and the audit team for the level of consultation and assistance provided during the audit.

Yours sincerely



Mr Chris Olds
Chief Executive
VicTrack

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Response provided by the Chief Executive Officer, V/Line

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21 February 2025

Mr Andrew Greaves
Auditor-General
E: [REDACTED]

Victorian Auditor-General's Office
Level 31/35 Collins Street
MELBOURNE 3000

Dear Mr Greaves

Managing Disruptions affecting Victoria's public transport network – proposed (final) report for comment

I am writing in relation to Auditor-General's letter received via email on the 15 February 2025.

Thank you for considering V/Line feedback and providing a further updated version of the final report. V/Line are comfortable with these amendments.

Should you have any queries in relation to the above please do not hesitate to contact [REDACTED]

Yours sincerely

[REDACTED]

Matt Carrick
Chief Executive Officer

V/Line Corporation ABN 91 273 299 190

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Reference number: 34879 25
13 February 2025

Andrew Greaves
Auditor General
VAGO
Level 31, 35 Collins Street
Melbourne 3000

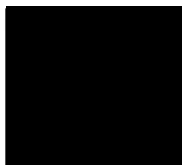
Dear Mr Greaves

Subject: Proposed report: Managing disruptions affecting Victoria's public transport network

Thank you for your invitation to provide comments on the report for the audit: *Managing disruptions affecting Victoria's public transport network*.

I can confirm that Yarra Trams has no further comments to make.

Yours sincerely,



Vincent Destot
Chief Executive Officer

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