

Marc Marotta
Divisional Secretary
RTBU Locomotive Division
Level 6, 1 Elizabeth St
Melbourne VIC 3000



20 April 2018

Dear Marc

Re: Metro Go ref 20881

Thank you for your recent correspondence in relation to Metro Go dated 16 April delivered on 18 April. In your letter you outlined the RTBULDs position on some key matters that are of importance to you.

You have claimed ***“The Metro Smart Phone proposal is in direct conflict with the regulators current ruling on using electronic devices whilst performing safety critical duties on the railways in Victoria.”***

Metro takes its safety responsibilities very seriously and has carefully considered the use of this technology in an active cab environment. A thorough risk analysis and human factors evaluation was conducted in accordance with the Management of Change process at MTM and with the regulator, which requires us to ensure safety so far as is reasonably practicable. This includes consultation with the Office of the National Rail Safety Regulator (ONRSR), who has not expressed any objections for us to proceed with this initiative. I have repeatedly asked you to furnish the evidence you claim that ONRSR are not supportive of this initiative and to date this has not been forthcoming.

The procedure governing its use is not designed to interfere with the driver's primary task of safety critical duties. This was the information relayed to you and your representatives on 12 April 2018. The procedure has been provided to the RTBULD and work instructions were to be presented in detail at the meeting on 19 April 2018; unfortunately the RTBULD chose not to participate.

Driver distractions

I acknowledge your concerns around driver distraction; however you have not afforded Metro the opportunity to demonstrate how this technology will be utilised in the operational environment. This includes presenting the requested risk analysis and human factors review to enable you to get a better understanding of the risks and associated controls.

Your assertions that drivers will be required to “continually check the screen for updates whilst in motion” are incorrect. The use is not to interfere with the primary safety critical duties which are reflected in the procedure and work instructions. The device placement is designed to be utilised within the cab layout to enable drivers to view any required information when safe to do so, as they would view any other gauges. Metro plans to undertake further testing in line with the human factors review and recommendations to determine the optimum outcome for drivers.

Procedure for deposit and retrieval

Drivers are issued with a Metro mobile phone as part of their normal equipment, to provide a secondary back up to the Digital Train Radio System (DTRS) portable handset and to ensure drivers are contactable. There is no planned alteration to the current process and metro will not be developing a procedure for deposit and retrieval of the mobile phone.

Privacy concerns

In December 2017 during a Fair Work Commission conference, Metro committed to respond to any concerns the RTBULD held in relation to privacy, we maintain that commitment. Over 60 questions have been answered and several of these were related to privacy concerns. Furthermore we provided several policies and procedures requested to provide the RTBULD with information on how Metro manages privacy and technology.

To date we have not received a response to these questions nor have we received specific information about your concerns relating to privacy. Please articulate your concerns relating to privacy to enable Metro to adequately respond.

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As you are aware we are in the final stages of implementation with training scheduled to commence soon. Our drivers are supportive of this initiative and we are continuing to work closely with the driver user group. We have received some concerning reports from our drivers that they have been harassed by some of their colleagues for participating. We will not tolerate any such behaviour in our workplace and I look forward to the RTBULD's support in stamping out this behaviour.

Whilst we acknowledge that there are some unresolved issues between MTM and the RTBULD in relation to Metro Go, the RTBULD's refusal to participate until these issues are resolved to your satisfaction will only be at the detriment of your members.

Metro is committed to work with Drivers and their representatives to ensure the best outcome is achieved and I look forward to further discussions on this matter.

If you have any queries in the meantime please do not hesitate to contact me.

Yours sincerely

A blue ink handwritten signature, appearing to be 'Ali Elbouch', is located below the 'Yours sincerely' text.

Ali Elbouch
General Manager Train Services