



13 December 2013

Ms Janine Young  
Public Transport Ombudsman  
PO Box 538  
Collins Street West  
Melbourne VIC 8007

Dear Ms Young,

***Letter of response to the PTO 'Closing the Accessibility Gap' Report***

V/Line welcomes the PTO 'Closing the Accessibility Gap' Report as an important contribution to identifying opportunities to improve access to our services. The report highlights tangible steps aligned with our Accessibility Action Plan 2012-2015 which is available on our website [www.vline.com.au](http://www.vline.com.au).

We look forward to continued consultation with the PTO on accessibility issues and viable solutions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Theo Taifalos', is written over the 'Yours sincerely' text.

Theo Taifalos  
**Chief Executive**