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Mr Steve Beardon  
Merinda Park Stationeers  
P.O. Box 7127  
**CRANBOURNE VIC 3977**

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22 August 2002

Dear Mr Beardon

This letter is to pass on my thanks to the Merinda Park Stationeers and the Residents Against Graffiti Everywhere (R.A.G.E.) volunteers for their commitment to improving the surroundings of the station and for enhancing the environment and overall amenity of the suburb of Cranbourne.

As a public transport service provider, we share similar aims and endeavour to convey all of our customers in a friendly and pleasant atmosphere. However, to a large extent we rely on passengers behaving reasonably when using our trains and stations. Sadly, there always seems to be a small minority determined to cause problems for everyone else.

M>Train places a high priority on passenger comfort and safety and we work in close co-operation with the Victoria Police, the authority responsible for all law enforcement on public transport, to combat anti-social behaviour.

To further enhance passenger safety and security a number of initiatives have been taken, including the introduction of security guards to provide a visible nightly security presence at Cranbourne and Merinda Park stations.

We also greatly appreciate the efforts of R.A.G.E. volunteers and the Merinda Park Stationeers in providing a valuable deterrent against wilful damage and graffiti defacement at these two locations. By acting as caretakers of these community assets, RAGE and the Stationeers set an exceptional example of community spirit for others to emulate.

Thank you once again for your commendable accomplishments.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Trevor Greer', written in a cursive style.

**TREVOR GREER**  
Head of Safe Travel & Network Security