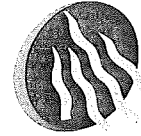




Hon Rachel Nolan MP
Member for Ipswich



**Queensland
Government**

Our ref: MC45935
QR ref: CCU-09-1780
Your ref: Petitions

Minister for Transport

10 FEB 2010

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
Brisbane Qld 4000

Dear Mr Laurie

Neil

I refer to petition number 1356-09, lodged with the Legislative Assembly by Ms Susan Perry on 25 November 2009, about graffiti on QR Limited property and the negative impact it causes to the community's perception of safety.

QR Passenger Pty Ltd acknowledges the negative impact graffiti has on its customers' perception of safety and on its reputation and advises the following.

QR Limited has allocated more than \$5.5 million dollars this financial year to its comprehensive Graffiti Management Program (the Program). The Program is both preventative and responsive and is in partnership with the community and government.

QR Limited employs 26 people to clean graffiti from its rollingstock, rail corridors, stations and other property. Any graffiti deemed inappropriate, is generally removed within four hours of it being reported.

A coordinated rapid removal program has also been implemented by QR Passenger Pty Ltd for its stations, with the vast majority of graffiti removed within 24 hours of being reported. This includes all graffiti that is readily accessible and does not require a track closure.

Furthermore, QR Limited's maintenance staff inspects the entire metropolitan rail network every two days. As part of these inspections, corridor security breaches, vandalism and graffiti are identified and steps are taken to rectify them.

In addition to the above, QR Limited has developed a *Memorandum of Understanding (MoU)* with Brisbane City Council, Australia Post, Energex, Department of Transport and Main Roads and Telstra and separate MoUs with local councils, to ensure that the removal of graffiti is cooperatively programmed and prioritised.

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QR Limited, in partnership with the Queensland Police Service, operates the Trainwatch Hotline. The Trainwatch Hotline is a toll-free number (1800 643 443) operating 24 hours a day, 7 days a week that enables callers to report safety or security concerns such as graffiti incidents.

Should Ms Perry wish to discuss this matter further, she can call Mr James Bailey, QR Passenger Pty Ltd's Security Relations Manager on (07) 3235 7468.

I trust this information will assist in addressing the concerns raised by Ms Susan Perry.

Yours sincerely

A handwritten signature in black ink, appearing to be 'R. Nolan', with a long horizontal stroke extending to the right.

RACHEL NOLAN MP
Minister for Transport