



## Minister for Transport and Main Roads

Our ref: PET3603-21  
Your ref: A792134

10 December 2021

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Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
BRISBANE QLD 4000

Dear Mr Laurie

I refer to petition 3603-21 lodged with the Legislative Assembly by Mr Mark Boothman MP, Member for Theodore on 16 November 2021 about public transport fare evasion and driver assaults.

The Palaszczuk Government is serious about providing a safe work environment for bus drivers and other frontline transport workers. A five-point safety package has been progressively rolled out for bus drivers statewide. This included the Bus Driver Safety Scheme, which allocated funding for driver safety barriers and anti-shatter window film. Installations have been completed under the scheme, and most of Queensland's contracted urban bus fleet now have a driver barrier and anti-shatter film.

An independent assessment of future driver barrier options has also been undertaken and the Palaszczuk Government are now considering a best practice approach to take forward. This work will support investment in fleet which meets high safety standards for drivers.

The Department of Transport of Main Roads (TMR) continues to work with industry and key stakeholders on bus driver safety, including through the Bus Safety Forum.

Bus driver safety also continues to be supported through:

- the deployment of senior network officers in areas where incidents are occurring
- delivery partner-led enforcement trials using customer service officers, including in Townsville and Cairns
- implementation of a smart ticketing system that will limit the driver's role in cash handling
- a de-escalation training resource for drivers, developed jointly with industry
- delivering a refreshed 'Step Up' initiative in schools to promote appropriate behaviour on public transport to school students, which has recommenced following COVID-19 restrictions being relaxed for visitors in schools.

Reducing fare evasion is another key focus for the Palaszczuk Government and we are committed to addressing this issue. It is critical that all passengers pay the correct fare when using public transport to ensure the fairness of the system for everyone.

TMR's TransLink Division employs a frontline enforcement workforce of senior network officers who work alongside Queensland Rail authorised officers, Queensland Police Service rail squad officers and staff employed by light rail and bus delivery partners to undertake targeted patrols across the public transport network. To deter potential fare evaders, authorised officers have powers to issue Warning Notices and Penalty Infringement Notices.

It is not possible for officers to monitor all services across the south-east Queensland network, however, TMR is working closely with its public transport delivery partners and using data collected through the TransLink ticketing system to identify and target those areas and services with high rates of fare evasion and antisocial behaviour.

TMR will continue to work with its delivery partners and other stakeholders to ensure that Queensland's public transport system is fairly supported by all who use it and safe for all passengers and staff.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Bailey', with a long, sweeping tail stroke extending downwards and to the right.

**MARK BAILEY MP**  
**Minister for Transport and Main Roads**