



Minister for Transport and Main Roads

Our ref: PET47012

Your ref: A967248

24 November 2022

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

1 William Street Brisbane 4000
GPO Box 2644 Brisbane
Queensland 4001 Australia
Telephone +61 7 3719 7300
Email transportandmainroads@ministerial.qld.gov.au
Website www.tmr.qld.gov.au

Dear Mr Laurie

I refer to petition 3800-22, lodged with the Legislative Assembly by Mr Mark Boothman MP, Member for Theodore on 25 October 2022 about fare evasion and bus driver safety.

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, including the Bus Driver Safety Scheme which allocated up to \$3.93 million in funding for driver safety barriers, and \$1.54 million for anti-shatter window film. Most of Queensland's contracted urban bus fleet now have a driver barrier and anti-shatter film, with bus driver barriers now mandatory for all new contracted urban bus fleet purchased from 1 July 2022.

The Department of Transport and Main Roads (TMR) also continues to work with industry and key stakeholders on other bus driver safety measures. This includes discussions as part of the Queensland Bus Safety Forum, the most recent of which was held on 27 October 2022.

Bus driver safety continues to be supported through:

- deployment of senior network officers (SNOs) in areas where incidents are occurring
- delivery partner-led enforcement 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.

Ensuring all public transport passengers pay the correct fare can be challenging at times. Most passengers do the right thing, but there are some who choose to fare evade at the expense of the broader community. In response, TMR has implemented a range of initiatives to reduce fare evasion and anti-social behaviour on the network, including targeted actions on the Gold Coast.

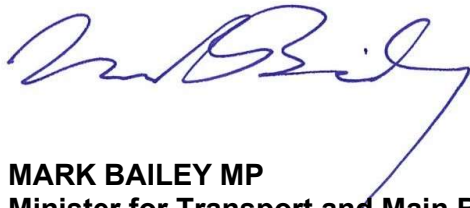
To deter potential fare evaders, authorised officers such as Translink's SNOs have powers to issue Warning Notices and Penalty Infringement Notices (\$287). SNO deployments have been increased across the network, and a second local SNO team was established on the Gold Coast in May 2022.

From 1 May until 30 October 2022, Gold Coast based SNOs have been deployed on 4256 bus services and issued 957 Penalty Infringement Notices and 3863 Warning Notices. Gold Coast SNOs have also conducted 25 joint police operations targeting fare evasion and anti-social behaviour across the Gold Coast bus network since January 2022 to date. These officers will continue to work with police to target fare evasion and anti-social behaviour on bus and rail services across South East Queensland.

TMR has also expanded its 'Step-Up' program, which educates and reminds children of the behaviour expected of them on the public transport network. Three new roles will focus on delivering the program to schools in areas with high rates of fare evasion and anti-social behaviour.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Bailey', with a long, sweeping underline that extends to the right and then curves back down towards the text below.

MARK BAILEY MP
Minister for Transport and Main Roads