

Question on Notice

No. 1142

Asked on 2 December 2020

MS F SIMPSON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to continuing violent incidents at the Maroochydore Bus Station—

Will the Minister advise what the department is proposing to do to keep bus passengers and drivers safe, including employing additional Senior Network Officers, Security and upgrades to CCTV as well as joint operations with police?

ANSWER:

I thank the Member for Maroochydore for the question.

The Palaszczuk Government takes the issue of anti-social behaviour on public transport seriously and is committed to providing a safe work environment for bus drivers and other frontline transport workers.

The Department of Transport and Main Roads (TMR) employs a frontline operational workforce of senior network officers (SNOs) who are trained to undertake fare compliance, manage anti-social behaviour, ensure passenger safety, and provide customer service across the TransLink network on all modes of public transport.

TransLink has recently recruited 11 new SNOs, bringing the total number of officers to 61.

Under the Palaszczuk Government, there are more senior network officers on the network in comparison to the previous LNP government. TransLink SNOs work jointly with the Queensland Police Service (QPS) to target juvenile fare evasion and anti-social behaviour at Maroochydore, Noosa and Caloundra bus interchanges, as well as other locations across the Sunshine Coast.

SNOs have increased patrols of the Maroochydore bus station/interchange in the past two months, spending a further 30 hours of static patrols at the interchange itself, in addition to numerous deployments onto local 600 and 620 bus services. A recent blitz undertaken with QPS at the interchange resulted in two arrests and the issuing of multiple infringement notices.

TransLink will continue to work collaboratively with both Maroochydore and Coolum Police Service who are conducting additional patrols of the interchange. Private security staff will also patrol the interchange during the evenings on weekends.

TransLink is also party to the Community Safety Precinct, focusing on connecting CCTV images from the Maroochydore Bus interchange into the QPS Maroochydore Station. TMR North Coast is currently providing technical advice on the preferred option to connect the CCTV images.

In addition to this, a five-point safety package has been progressively rolled out for bus drivers state-wide. This includes the Bus Driver Safety Scheme, which allocated funding for driver safety barriers and anti-shatter window film. The installations were completed by 30 June 2020, and over half of Queensland's contracted urban bus fleet now have a driver barrier and anti-shatter film. TMR has also commissioned an independent expert review of driver barrier options to inform future decisions having regard to design and risk factors.