

Speech by

## Hon. Anastacia Palaszczuk


MEMBER FOR INALA

Hansard Thursday, 1 December 2011

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### MINISTERIAL STATEMENT

#### Public Transport

 **Hon. A PALASZCZUK** (Inala—ALP) (Minister for Transport and Multicultural Affairs) (9.50 am): The Christmas and New Year period is a time when many thousands of people hold celebrations in the city area and rely on public transport to get them home safely. It is a time when we need to ensure that not only do we have the resources to keep commuters safe but we also have the capacity to transport those thousands of revellers. Today I can announce that our government will be acting to ensure we have both.

With Christmas just around the corner, 13 new senior network officers are due to graduate in time to be on our network just as office parties are in full swing. They will be out and about over Christmas and the new year undertaking customer safety and customer service roles on the TransLink network. They are a group of highly trained officers authorised to use extended powers to detain and frisk when dealing with some of the more serious issues. Including the new officers, there will now be 33 senior network officers working in conjunction with the Queensland Police Service's rail squad, TransLink transit officers and security guards to provide a safer system.

The latest trainees will be the third group to graduate from the eight-week training course this year and the fourth since the first senior network officers appeared on the TransLink network in September last year. The existing senior network officers issue an average of more than 200 infringement notices a month and nearly 700 warnings each month. When you consider that they speak to nearly 50,000 passengers each month, this shows the strong customer focus role these officers undertake. This came to the fore during the January floods as they helped customers deal with the disrupted public transport network.

In the lead-up to Christmas, we will also double the usual number of NightLink bus services operating from Brisbane's entertainment precincts. This will help to ensure customers get home safely. These new services, along with the presence of the newly graduated transit officers and existing uniformed staff, will help ensure a safe journey and ensure acceptable behaviour is maintained on our public transport system this holiday season.