Question on Notice

No. 1071

Asked on 15 September 2021

MR R STEVENS ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

Will the Minister provide the number of work hours that TransLink network officers have performed fare evasion detection and enforcement activities since January 2019 (reported separately by month)?

ANSWER:

I thank the Member for Mermaid Beach for the question.

The Palaszczuk Government understands the importance of providing safe and comfortable public transport services for Queenslanders. For this reason, the Department of Transport and Main Roads has 59 TransLink senior network officers (SNOs) to assist with deterring fare evasion and anti-social behaviour on the network.

These SNOs operate alongside 28 Queensland Rail authorised officers, 84 Queensland Police Service rail squad officers, and 42 customer service officers, to target fare evasion hot spots, provide customer service, and keep our transport network safe.

SNOs are classified as shift workers and work 9.5 hour shifts on a seven-day rotating roster (eight-day fortnight) including nights, early morning starts, weekends and some public holidays. Being shift workers and operating in a field-based role means that no two working days are the same. For example, due to the COVID-19 pandemic, several SNOs have been performing Queensland border compliance activities working alongside Queensland Police to keep our borders secure.

The below tables outline the working hours of SNOs.

Month	Total hours per month	Number of shifts per month	Month	Total hours per month	Number of shifts per month
Jan 2019	1367	209	Jan 2020	1758	266
Feb 2019	1480	233	Feb 2020	1678	260
Mar 2019	1684	256	Mar 2020	1827	277
Apr 2019	1133	178	Apr 2020	1475	238
May 2019	1708	239	May 2020	1849	288
Jun 2019	1570	240	Jun 2020	1388	237
Jul 2019	1524	232	Jul 2020	1638	267
Aug 2019	1619	259	Aug 2020	1375	232
Sep 2019	1527	241	Sep 2020	1035	180
Oct 2019	1225	187	Oct 2020	1099	195
Nov 2019	1641	263	Nov 2020	1725	267
Dec 2019	1335	212	Dec 2020	1614	246

Month	Total hours per month	Number of shifts per month
Jan 2021	1664	255
Feb 2021	1858	285
Mar 2021	2011	306
Apr 2021	1826	259
May 2021	2026	295
Jun 2021	1625	247
Jul 2021	1773	268
Aug 2021	1595	242

* Total hours per month rounded to the nearest hour