

## Question on Notice

No. 976

Asked on 1 September 2021

**MR D PURDIE** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

### QUESTION:

Will the Minister provide a quarterly breakdown on the number of reported incidents on Townsville public transport bus services for the period of January 2018 to June 2021 (broken down by incident type for each quarter)?

### ANSWER:

I thank the Member for Ninderry for the question.

The Palaszczuk Government is committed to providing a safe work environment for bus drivers across Queensland.

The vast majority of trips completed on the TransLink network are without incident. The rates of incidents which occur on the Townsville network are comparable to those which occur on TransLink's South-East Queensland network.

For the specified 3.5-year period, 483 incidents were reported on Townsville Urban Bus Services. The number and categories of incidents by quarter for each year is shown in the table below.

Quarter	Category	2018	2019	2020	2021
1	Physical	8	8	16	9
	Verbal	9	11	10	15
	Object Thrown	5	2	10	3
	Other	12	5	13	4
	<b>Total Q1</b>	<b>34</b>	<b>26</b>	<b>49</b>	<b>31</b>
2	Physical	7	3	13	7
	Verbal	9	5	9	10
	Object Thrown	12	3	1	1
	Other	12	3	4	5
	<b>Total Q2</b>	<b>40</b>	<b>14</b>	<b>27</b>	<b>23</b>
3	Physical	5	6	12	-
	Verbal	19	10	24	-
	Object Thrown	9	3	6	-
	Other	7	11	6	-
	<b>Total Q3</b>	<b>40</b>	<b>30</b>	<b>48</b>	-
4	Physical	9	10	13	-
	Verbal	9	10	14	-
	Object Thrown	19	9	3	-
	Other	8	6	11	-
	<b>Total Q4</b>	<b>45</b>	<b>35</b>	<b>41</b>	-
<b>TOTAL</b>	<b>159</b>	<b>105</b>	<b>165</b>	<b>54</b>	

The Department of Transport and Main Roads has committed to ensuring the safety of all bus drivers and passengers through funding security services. In Townsville, this includes the introduction of customer service officers over a 12-month period, which commenced in November 2020. All 54 buses in the Townsville urban fleet have a driver safety barrier installed.