

Question on Notice

No. 114

Asked on 24 February 2022

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

QUESTION:

With reference to TransLink Senior Network Officers (SNOs)—

Will the Minister advise the minimum and maximum number employed (FTE) in each financial year since 2015–16?

ANSWER:

I thank the Member for Theodore for the question.

The Palaszczuk Government is committed to providing a safe public transport network for everyone. For this reason, the Department of Transport and Main Roads employ a frontline enforcement workforce of Senior Network Officers (SNOs) to assist with deterring fare evasion and anti-social behaviour on the South East Queensland (SEQ) passenger network.

There are five teams of SNOs that cover all modes of passenger transport from the Gold Coast to Noosa on the Sunshine Coast. These teams operate and deploy from Brisbane CBD and the Gold Coast. Regardless of work location, SNO resources are deployed based on operational requirements across the SEQ network and teams regularly work in different areas, as required.

The below table outlines the number of SNOs employed as at 1 July each year. It should be noted that this is a stable workforce with very low rates of attrition, so the numbers do not vary greatly throughout the year. Determining maximum and minimum numbers over multiple years would require a resource intensive analysis of Human Resources data for limited results.

Number of SNOs employed by TransLink

Year	Number employed annually as at 1 July
2015–16	51
2016–17	60
2017–18	59
2018–19	57
2019–20	55
2020–21	57
2021–22	61

To increase efforts to stamp out fare evasion and anti-social behaviour across the SEQ public transport network, enforcement activities are also performed by frontline workforces employed by TransLink service delivery partners – namely Keolis Downer (G:Link) customer service officers (CSOs) and Westside/Park Ridge CSOs.