

Question on Notice

No. 887

Asked on Thursday 26 May 2011

MR EMERSON asked the Minister for Transport and Multicultural Affairs (MS PALASZCZUK) —

QUESTION:

Will the Minister detail the budget of the TransLink fare revenue protection team for 2008-09, 2009-10 and 2010-11 (to date) (reported separately)?

ANSWER:

I thank the Member for Indooroopilly for the question.

Under the TransLink Transit Authority's Revenue Protection strategy objectives include:

- maximising TransLink revenue through delivery of a year on year reduction in the percentage of fare evasion across the TransLink network
- to educate all TransLink customers on the importance of obtaining valid authority to travel the across the transport system;
- to implement fare protection measures, including fare gates and revenue protection staff.

Revenue Protection budgets are split between Queensland Rail and TransLink. TransLink's revenue protection budget commenced in line with the establishment of the front line operational workforce of the Senior Network Officers, commencing in the 2010/2011 budget at \$2.7 million. For this reason there is no Senior Network Officer revenue protection budget for 2008/2009 and 2009/2010.

Fare evasion is also managed through go card fixed fares. For users who deliberately avoid touching off, fare gates are in place at Central, Roma Street, Fortitude Valley, South Brisbane, Toowong, Ipswich, Varsity Lakes, Helensvale, Robina and Richlands rail stations. Also Queensland Rail manages the entry and exit of go card and paper ticket holders, which actively reduce the incidence of fare evasion.