

Question on Notice

No. 302

Asked on Tuesday 26 March 2019

MS F SIMPSON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to the Translink website which advises that 'busway safety officers who patrol busways 24 hours a day, seven days a week'—

Will the Minister advise (a) how many busway safety officers are employed by Translink, (b) where the busway officers are located, (c) which busways do officers patrol and (d) what was the actual cost of their services in the years 2016-17 and 2017-18 and the budgeted cost for 2018-19?

ANSWER:

I thank the Member for Maroochydore for the question.

- (a) TransLink currently employs 28 full-time officers, which includes four shift coordinators, 22 busway safety officers (BSOs) and two busway customer safety officers.
- (b) BSOs are mobile officers based at the busway operations centre which is part of the multi-agency Brisbane Metropolitan Transport Management Centre (BMTMC) located in the Brisbane CBD. BSOs conduct proactive patrols of the busway and associated stations, as well as providing TransLink's response capability to incidents on the busway.
- (c) BSOs patrol the entirety of Brisbane's dedicated 27-kilometre busway network, which includes 25 stations and 22 tunnels/overpasses. They also monitor the busways via 750 CCTV cameras, 239 help phone/duress points on a 24/7 basis from the BMTMC.
- (d) Total costs for services delivered through the busway operations centre, including wages, were as follows:
 - \$4,972,322 in 2016–17
 - \$4,899,832 in 2017–18
 - \$4,850,492 (budgeted) in 2018–19.