

Question on Notice

No. 90

Asked on Wednesday 13 February 2019

MRS J STUCKEY ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to Senior Network Officer (SNO) allocations on the Gold Coast—

Will the Minister advise (reported separately by bus, rail and tram) how many (a) SNO's are permanently based on the Gold Coast, (b) additional SNO's were allocated to the Gold Coast over the Christmas/New Year holiday season and (c) additional SNO's are involved during targeted operations and special events?

ANSWER:

I thank the Member for Currumbin for the question.

There are currently nine senior network officers (SNOs) based on the Gold Coast who work alongside 31 GoldlinQ customer service officers, 27 Queensland Rail authorised officers and 78 Queensland Police Service (QPS) rail squad officers to perform revenue protection and enforcement activities on Surfside Bus, Queensland Rail, and G:link light rail services.

On New Year's Eve, the Gold Coast SNO team was rostered for additional hours to provide extra support for customers, with a key focus on major transport hubs such as Cavill Avenue, Southport, Helensvale and Broadbeach South.

During large-scale special events, Brisbane-based SNOs provide additional support to the Gold Coast SNO team. Brisbane-based SNO teams will also deploy with the Gold Coast team on targeted operations at the northern end of the Gold Coast on an as required basis. In addition to this, the Gold Coast SNO team regularly undertakes joint operations with Queensland Rail authorised officers, G:link customer service officers and the QPS.