

Question on Notice

No. 55

Asked on 14 February 2024

MR R MOLHOEK ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)—

QUESTION:

Will the Minister advise how many times TransLink Senior Network Officers have used their extended powers (power to detain s129A and power to use reasonable force to remove a disorderly person from public transport infrastructure s143AHA of the Transport Operations (Passenger Transport) Act 1994) since the role was created (reported separately by calendar year)?

ANSWER:

I thank the Member for Southport for the question.

Since 2019, senior network officers (SNOs) have undergone new training with the Queensland Police Service (QPS), focused on incident de-escalation. This is supported by further training from Griffith University which focuses on managing and defusing customer aggression. Since the implementation of these measures, TMR has observed a downward trend in the need to utilise force to resolve matters on the public transport network.

SNOs became operational on the Translink network on 29 September 2010. Since then, SNOs have used their power to detain persons where necessary:

- nil times in 2010, from 29 September 2010
- once in 2011
- twice in 2012
- nil times in 2013
- five times in 2014
- five times in 2015
- once in 2016
- five times in 2017
- once in 2018
- six times in 2019
- once in 2020
- twice in 2021
- twice in 2022
- nil times in 2023.

SNOs used their power to remove anyone who is a nuisance or danger to fellow passengers:

- nil times in 2010, from 29 September 2010
- nil times in 2011
- once in 2012
- nine times in 2013
- six times in 2014
- 23 times in 2015
- 21 times in 2016

- 11 times in 2017
- 13 times in 2018
- 13 times in 2019
- 19 times in 2020
- 15 times in 2021
- 14 times in 2022
- six times in 2023.

To tackle fare evasion and make the transport network safer, Translink has implemented several additional security initiatives including:

- installing more fare gates at a number of railway stations
- targeted deployments on bus and rail services, stops and stations
- 'Step Up' education program targeting schools with high fare evasion and behavioural offences.