



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION ON NOTICE

Mr Mark Parton MLA: To ask the Minister for Transport and City Services

Ref: Portfolio area, Transport Canberra

Hearing Date: 18 July 2023

In relation to: TCCS Staff and Passenger Safety

Regarding the recent campaign about workplace violence and incidents that threaten staff safety:

- 1) How many bus passengers have suffered an act of violence toward them from another passenger while travelling onboard or at a stop, in the past three years.
- 2) How many tram passengers have suffered an act of violence toward them from another passenger while travelling onboard or at stop, in the past three years.
- 3) How many times the police have been called to an incident on board a bus, in the past three years.
- 4) How many times have the police been called to an incident on board a tram, in the past three years.
- 5) Apart from the current campaign, what steps is Transport Canberra taking to ensure all people including passengers and staff are kept safe using bus and tram services.
- 6) How many Transport Canberra Bus Drivers were issued infringement notices by ACT Policing for failure to wear a seatbelt in:
 - a. FY22-23
 - b. FY21-22

CHRIS STEEL MLA: The answer to the Member's question is as follows: –

- 1) 157 instances have been reported through the Transport Canberra Incident Management System.
- 2) Canberra Metro Operations (CMET) has recorded 149 reports of harassment, verbal and/or physical abuse:
 - a. 60 in 2022-23.
 - b. 46 in 2021-22.
 - c. 43 in 2020-21.
- 3) 301 instances have been reported through the Transport Canberra Incident Management System.
- 4) CMET has recorded 31 requests for police attendance:
 - a. 8 in 2022-23.
 - b. 14 in 2021-22.
 - c. 9 in 2020-21.

- 5) Transport Canberra has a range of measures in place to ensure safety of staff and passengers on board buses. This includes:
- i. CCTV at interchanges.
 - ii. CCTV onboard each vehicle.
 - iii. Field Transport Officers are based at each interchange across the bus network and provide support to passengers and drivers.
 - iv. Drivers having access to Transport Canberra Communications Centre to seek assistance via radio. This enables appropriate support to be dispatched such a Field Transport Officers or Emergency services such as ACT Policing and ACT Ambulance.
 - v. In instances where the driver requires immediate assistance, they can activate a duress alarm inside the driver's cabin. This prioritises their call through to the Communications Centre.
 - vi. In cases of extreme or repeat behaviour, Transport Canberra actively pursue Workplace Protection Orders (WPO) against offenders.

CMET has a range of measures in place to ensure safety of staff and passengers on board light rail. This includes:

- i. 10 Emergency Help Points located on board all light rail vehicles (LRV) at each door and wheelchair accessible space, and one Emergency Help Point at each light rail stop platform. Passengers can press an Emergency Help Point to speak with the CMET Operations Control Centre (OCC), which will also bring up the location on CCTV so that the situation can be monitored in real-time.
- ii. All frontline staff have direct radio communication with the OCC to report incidents and request assistance, such as police and emergency services.
- iii. There are 442 Closed Circuit Television (CCTV) security cameras in total, located on board all LRVs and at every stop to monitor safety across the network 24/7.
- iv. Announcements can be made to passengers using the Public Address (PA) system and Passenger Information Displays (PIDs) at stops and on board LRVs.
- v. There is appropriate lighting at light rail stops and on board LRVs operating at all times.
- vi. Customer service officers travel in pairs throughout the network to assist passengers at stops and on-board services. Passengers can expect to see a customer service officer team at least once on their trip when travelling more than 50% of the network after 7.00pm, and dedicated security personnel on the network every Friday and Saturday evening.
- vii. CMET runs regular safety campaigns and works closely with ACT Policing to patrol the light rail network to discourage antisocial behaviour.
- viii. Additional customer service officers and security personnel are engaged during major special events within proximity to the network to maintain a high level of customer service and safety.
- ix. Frontline staff are trained to identify and assist passengers who may be feeling vulnerable, or at risk, and in managing antisocial behaviour. These staff also hold national accreditation in first aid and CPR.
- x. Customer service officers are authorised to issue infringements to passengers committing antisocial behaviour offences.

- 6) Transport Canberra does not have oversight of infringement notices issued by ACT Policing to employees. Employees are required to disclose to Transport Canberra matters that may impact their ability to hold required licences for their job. There are no such reports for the requested period.

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature: 

Date: 31/7/23

By the Minister for Transport and City Services, Chris Steel MLA