

January extended track closures - impacts all lines

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Revenue protection

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Up to \$31 million is lost to fare evasion on our network each year. Lost revenue could be reinvested in new and improved public transport services which benefit all users.

There are a range of authorised trained officers who are the face of revenue protection, customer service and [safety](#) on our network.

Senior Network Officers (SNOs)

These officers are employed by us and have been trained to use [extended powers](#) available under section 111(3) of the *Transport Operations (Passenger Transport) Act 1994* and *Transport Infrastructure Act 1994*.

As authorised officers, they enforce [Translink's conditions of travel](#) for passengers on the network. Infringement notices, including fines, may be issued for [public transport offences](#).



Authority and powers

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Under the acts, SNOs have the power to:

- require customers to produce a valid ticket
- require customers to show evidence of concessional requirement
- require customers to provide information such as name, address, age and evidence of these under certain situations
- require customers to leave public transport infrastructure
- use force to remove a person from public transport infrastructure.

They're authorised to:

- direct a person to leave or not to enter a public passenger vehicle
- issue warning notices and penalty infringement notices
- detain a person who has committed a detainable offence.

With additional power to:

- use handcuffs to detain a person
- search a detained person
- take and retain particular articles.

Relevant legislation

- [Transport and Infrastructure Act 1994](#)
- [Transport Operations \(Passenger Transport\) Act 1994](#)
- [Transport Operations \(Passenger Transport\) Regulation 2018](#)
- [Transport Infrastructure \(Rail\) Regulation 2017](#)

Related links

- [Conditions of travel](#)
- [Public transport offences](#)
- [Safety and security](#)

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