

January extended track closures - impacts all lines

✕

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# Safety & security

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Passenger safety is one of our main priorities.

We're able to maintain safety across the network with help from:

## Senior Network Officers and Queensland Rail Authorised Officers

[Senior Network Officers](#) and Queensland Rail Authorised Officers patrol our network. They are dedicated to decreasing fare evasion and encouraging positive travel behaviour.

They have the authority to:

- ask you to show your ticket and, if applicable, your concession ID
- issue on-the-spot fines for ticket and behaviour offences
- request proof of name, age, and address
- remove anyone who is a nuisance or danger to fellow passengers.



## Authorised officers and guards

There are other teams working across our network to ensure passenger safety, including:

- network officers and customer service officers who are dedicated to decreasing fare evasion and encouraging positive travel behaviour on bus and tram services
- busway safety officers who patrol busways 24 hours a day, seven days a week
- guards patrolling designated train services and train carriages (check your train timetable for guardian train information)
- senior protective service officers, patrolling bus infrastructure
- customer service staff assisting customers on CityCats and ferries
- network officers work on our urban and school bus services operated by Kinetic Sunshine Coast, Gold Coast, Cairns and Townsville in the regions, Kangaroo Bus Lines and Caboolture Bus Lines (Moreton Bay), Clarks (Logan), Hornibrook Bus Lines (Redcliffe) and Transdev (Redland Bay).



*Senior Protective Service Officers*



*Network Officers*

## Help phones/buttons

These facilities are available:

- on busway station platforms
- inside all trains
- at train stations in the core safety zone\*
- at tram stations
- at the University of Queensland terminal.

## Security cameras—closed-circuit televisions (CCTV)

Security cameras operate:

- at busway stations
- to monitor trains and stations\*
- on all CityCats
- on all trams and at every tram station.

\*Core safety zones are designated areas at train stations. These areas have enhanced lighting and emergency phones. They are clearly marked with a blue and white striped line behind the yellow safety line.

## Related links

- [Safe school travel](#)
- [Revenue Protection](#)

# Was this page helpful?

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## Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on 13 12 30, 24 hours a day | Feedback form | More options

## Information in your language

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