



**VICTORIAN GOVERNMENT RESPONSE
TO THE SECOND AND FINAL REPORT OF
THE CRIME PREVENTION COMMITTEE
INQUIRY INTO PERSONAL SAFETY ON
THE PUBLIC TRANSPORT SYSTEM**

"DEVELOPING A SAFER PUBLIC TRANSPORT SYSTEM"



1. INTRODUCTION

- 1.1** On 22 December 1992, the Victorian Parliamentary Crime Prevention Committee received a reference from the Governor-in-Council to enquire into and make recommendations upon personal safety on the public transport system (see Attachment A). The Minister responsible for the Reference was the Hon Alan Brown MP, Minister for Public Transport.
- 1.2** The inquiry included trains, trams, buses and taxis.
- 1.3** The Committee tabled its first report, "Developing a Safer Taxi Industry" in October 1993, and tabled its second and final report of this reference, "Developing a Safer Public Transport System" in November 1993.
- 1.4** The second report found that the biggest problem facing the Public Transport system was the public perception that it is not safe to travel on public transport at night.
- 1.5** The Committee acknowledged that the public transport system within this State is safe, relative to comparable services of other states or countries, but recognises that there remains potential to enhance the service and public perception of the safety level of the system, particularly in the difficult area of the "low level environment of threat" felt by some travellers.

- 1.6** The Committee has made 81 recommendations which it believes will rectify and overcome identified problems or discrepancies in existing service provision, regulation and enforcement.
- 1.7** This response to the second and final report of the reference is in two Sections. The first Section provides a brief overview of the Government's consideration of the report. The second Sections provides a detailed response to each of 81 recommendations made by the Committee.

2. THE GOVERNMENT'S GENERAL RESPONSE

2.1 The Government welcomes the second and final report of the Inquiry into Personal Safety on the Public Transport System as it not only provides an endorsement of the general approach being taken by the Government to improve safety and security on the public transport system, but also recommends a number of additional initiatives that complement current strategies.

2.2 The Government accepts the Committee's findings that the most significant security issue facing the public transport service is the **perception** that it is not safe to travel on public transport at night. The Government has already put in place a number of key initiatives to address this perception, and will, over the next two years, be introducing those recommendations that are supported by the Government that have not already been adopted. These are detailed in Section 3.

2.3 One of the principal initiatives recommended by the Committee was that the concept of "Premium" stations be introduced accross the metropolitan train system. In responding to the Committee's request, the Minister for Public Transport, the Hon Alan Brown, MP, announced on 9 June 1994 a comprehensive suburban train station safety program. The key features of the program include:—

- Establishment of 51 Premium Stations, that will be staffed from first train to last train, seven days a week. This will be an extra 16 stations that will be staffed at night. A 45 percent increase in stations staffed at night.

- 330 Customer Service Employees, who will regularly patrol the Met.
- Over \$20 million will be spent upgrading stations.
- Stations will be monitored by closed circuit television, have improved lighting around station platforms and carparks, public telephones, and will be linked to the closest Premium Station by push-button communications.

In launching the program, Mr Brown welcomed the input and co-operation of the Victoria Police Transit District, whose pro-active policing had already led to a decrease in the overall level of crime on the public transport service.

2.4 In addition, the Government has acted quickly to address the major finding of the Committee that the perception held by the community is that the level of safety on public transport is far lower than it actually is. The new Police Booth on the concourse at Flinders St Station, opened in May 1994, has given the Victoria Police a high profile and visible presence at Victoria's busiest station. Not only is this an active deterrent, but it also provides customers with a greater level of re-assurance.

2.5 In implementing the recommendations adopted by the Government, there will be close co-operation between the agencies concerned and on-going monitoring to assess the effectiveness of the measures introduced, and to identify where additional initiatives or revised strategies are required.



3. RESPONSES TO THE COMMITTEE'S INDIVIDUAL RECOMMENDATIONS

1. *That the authorised strength of the Transit Police District be altered to ensure that the actual strength of the District is 233 at all times.*

Response

Since October 1992, with the disbanding of the Transit Patrol, the authorised strength of the "transit" Police District has been increased to 234. Actual strength was increased to 172 by October 1993, when a moratorium on transfer was applied to the Force for the "Gordian" Review of Personnel Practices, which includes a review of staffing levels. Consideration is now being given to other measures that will further strengthen the District and ensure that the Committee's recommendation is achieved.

2. *That adequate public service support staff shall be attached to the Transit Police District to reduce administrative duties undertaken by sworn Police.*

Response

The authorised strength of public service support staff is 15 and the actual strength is currently at 15. Four additional positions have been identified along with positions for 2 telephonist/receptionists for the Watch House Reception area. This would bring staffing to a desired strength of 21. The level of public service support staffing is being reviewed and strengthened in line with the recommendation.

3. *That the primary focus of the Transit Police District be passenger safety*

Response

This was recognised by the Government when the Public Transport Corporation's Transit Patrol was replaced by Victoria Police. The primary purpose of the District is passenger safety. In addition, the PTC requires the services of the Transit District support squads with their specialist knowledge of the transport service and procedures:

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| CIB | - | investigation of thefts, burglaries and other matters; |
| District Support Group (DSG) | - | pro-active and re-active action to combat vandalism and unruly behaviour, also maintains a comprehensive data base on graffiti and other vandalism occurring on the system; |

However, all functions are continually reviewed in order to improve existing patrol capacity. It should be taken into account that night patrols of the Transit System and response to incidents are very much part of passenger safety in the reduction of vandalism to rolling stock and assets which impacts greatly on passenger safety perception.



4. *That all duties performed by the Transit Police which are not focused on passenger safety be reviewed and where possible devolved to other resource providers.*

Response

As indicated previously a continual review of duties and patrol capability of the District is undertaken to ensure a focus on passenger safety. The Watch House reception and other services undertaken still form an integral part of operational support to enhance patrol capacity.

5. *That protection of PTC property, especially after hours, be undertaken by District Police and private security companies.*

Response

It has long been accepted that asset protection of rolling stock and infrastructure is primarily the responsibility of the Public Transport Corporation (PTC). Previous reports have been forwarded to relevant District Commanders requesting patrol vehicles include PTC stabling areas and station facilities in normal patrols. This request is being enhanced as part of a special operation being conducted to heighten police presence on the transit system.

6. *That the Transit Police District conduct a performance review to identify factors which impinge on the level of uniformed patrols of trains.*

Response

Factors impacting on uniform patrol capability are the source of constant review. Currently a special operation is being run to heighten police presence on the transit system with staff from Transit Police District and the Operations Support District. "Operation Transafe" is to run until Transit Police District reaches full authorised strength, and may then be run as circumstances direct.

7. *That Transit Police District institute practices which will increase uniformed patrol of trains to a minimum 80% of patrol time.*

Response

Previous experience indicates that the most effective patrol format is a combination of uniform and plain clothes patrols, with a clear emphasis on uniform. Reviews are continually undertaken to improve patrol capability which clearly is the most effective source of increasing public safety.

8. *That the Victoria Police regionalise Transit Police in line with the first Service and Facility Enhancement program pilot for a trial period.*

Response

The concept of regionalisation could not be supported by Victoria Police. Problems which would mitigate against regionalising include:

Public expectation would be to have a police presence at such facilities at all times whilst the system is operating.

Security of police equipment and correspondence. Firearms, radios, uniforms, motor vehicles and other sensitive or valuable items pose a risk.

Difficulty of properly supervising police staff to acceptable levels of accountability.

Difficulties in deploying staff efficiently when broken into small groups. No economies of scales, problems in replacing staff lost through illness, court requirements etc.

The Public Transport System includes tram and bus, which would tend to be neglected if the District was regionalised to small groups at railway stations. In any case, the rail system is basically radial, and easily policed from the hub of the network.

9. *That regionalised Transit Police in line with the Service and Facility Enhancement Program pilot, operate from both staffed and unstaffed stations.*

Response

This is not supported for the reasons outlined in the response to Recommendation 8.

This concept would take scarce funding from the police budget to provide the facilities required, and would in turn, render unnecessary the facilities already provided at Reliance House in the central city.

10. *That an independent evaluation of the impact of Transit Police regionalisation be undertaken.*

Response

If regionalisation is undertaken in the future, it is agreed that an independent evaluation of the concept would be required to be undertaken.

11. *That Transit Police participate in station audits as part of the Service and Facility Enhancement Program.*

Response

Transit Police District have in the past and will continue to participate in PTC station audits in relation to safety and security aspects.

12. *That Transit Police be consulted regarding CCTV application, installation and operation.*

Response

Consultation regarding the location of CCTV monitoring has taken place in the past and will continue to take place. Such monitoring is a most effective security tool in assisting to reduce the perception of an unsafe environment.

13. *That the PTC provide timely and accurate incident information to the Transit Police.*

Response

This recommendation is accepted and describes one of the current functions of the PTC/Police Liaison Unit. This Unit provides the Police with daily information from a range of PTC sources including station staff, maintenance staff, contract cleaners, conductors, district business managers, regional managers, head office staff, contract security guards and carriage cleaners.

14. *That the Transit Police District provide incident analysis data to the PTC on a regular basis.*

Response

This initiative is currently being put in place. A program to facilitate supply of certain statistical information is currently being negotiated, and set in place with the Force's Statistical

Services Division. This required development of a specific computer program, as no existing program was suitable.

- 15. That the PTC have immediate access to incident data for the purpose of policy and program development.*

Response

This requires a formalised data flow and control. On an individual incident basis information in relation to various incidents has been, and will continue to be given, to various sections of the PTC to assist in policy and program development.

- 16. That the Transit Police provide training support to Customer Service Employees.*

Response

Although it has an impact on Transit Police capability, this recommendation is fully supported. It is important that Customer Service Employees understand the police role, and how to deal with incidents that might require police attention. It is also important that they fully understand that they are customer service and not law enforcement officers.

- 17. That the Victoria Police and PTC management work co-operatively to provide a safer transport system.*

Response

The Transit Police District have established co-operative lines



of liaison with the PTC to facilitate a closer working relationship. These have existed for some time and are being refined. It should also be noted that the majority of urgent response calls to incidents on the PTC transit system, are attended by geographical District patrol units. Traditionally it is the nearest available police patrol unit that responds to calls of an urgent nature by D24 at any given location, not only Transit District units.

18. *That a Service and Facility Enhancement Program be implemented.*

Response

This recommendation is supported. The PTC have for a number of years been implementing the "Station Investment Strategy" (SIS) which categorises stations into types (by size of customer base) and identifies specific facilities standards. The SIS provides a framework for station improvement and redevelopment works with the intention of achieving higher quality and greater consistency in station presentation, facilities and fit-out across the metropolitan system.

The SIS now includes all the elements of the Program recommended by the Committee, including the concept of Premium Stations. The emphasis over the next few years will be on implementing the SIS in tandem with the Automated Ticketing (ATS) system. ATS implementation requires physical changes at a number of stations to accommodate ticket

vending machines and validators. Security works and minor redevelopment works will be initiated either at the time of ATS works, or earlier.

- 19. That the PTC introduce a program to encourage appropriate commercial enterprises to establish business within or adjacent to stations in order to create a human presence.*

Response

This has been a major priority of the Government since coming to office. Already, a number of station sites have been offered for commercial development, with work commencing shortly at Frankston and South Yarra Stations. Work is underway within the PTC to identify further suitable sites and to develop appropriate guidelines for development.

- 20. That a CCTV monitoring centre be established.*

Response

The Government considers that at this time the most effective and efficient method of remote monitoring is the establishment of a number of "control" stations across the system, to assist in the implementation of the Met's automatic ticketing project. However, it is intended that in the longer term, a centralised monitoring centre will be established.

21. *That the central monitoring centre is to operate 24 hours a day and be staffed at a level to ensure all CCTV units installed at Premium stations be monitored.*

Response

Refer to response to Recommendation 20. The Government considers that the most efficient and effective use of CCTV units at stations is to ensure they are monitored at the 'control stations' from first train to last (approx 21 hours per day), as well as having the facility to record 24 hours per day.

22. *That all CCTV cameras be motion sensitive and record upon activation.*

Response

The Government considers that the technology required to enable cameras to record on activation is very expensive and is not yet proved in this type of environment. However, technology is advancing rapidly and the PTC will continue to monitor developments which could be used effectively in this environment.

23. *That the operation and serviceability of each duress alarm and CCTV unit be tested on a twice daily basis.*

Response

Reliability of this equipment is already assured as each unit is self-alarmed to alert the monitoring station if it is out of order.

In addition, automatic electronic testing occurs routinely and is linked to the control station alarm monitoring system.

24. *That all CCTV units be fitted with an alarm system so that the relevant monitoring office is automatically notified if damaged.*

Response

All currently installed CCTV units are not fitted with automatic alarms. However all future CCTV units installed will have in-built tamper alarms as recommended. Pre-existing units will continue to be manually tested each day to determine if any faults exist.

25. *That CCTV units on activation automatically record, and that recorded tapes be held for a period of not less than two weeks.*

Response

Action has been taken by the PTC to have all cameras record on a 24 hour cycle tape that is kept for 14 days before re-use, rather than being automatically recorded over at the end of the 24 hour cycle. The Government considers that holding a tape for 14 days before re-use is appropriate.

26. *That the PTC immediately conduct environment safety audits at all rail stations to ensure all areas have maximum visibility for passengers, staff and where applicable, surveillance cameras.*

Response

The PTC have already conducted safety audits at over 39 stations. As part of the PTC's Station Investment Strategy, pre-design audits will be conducted at stations as they are due for major improvement works. The findings of the audits will then be an input into the design of the improvement works.

27. *That the PTC institute an environment redesign program to address matters identified during safety audits*

Response

The findings of previous safety audits have been fed into the design process for new/renovated stations. This practice will continue. Future station designs will include work on the precinct surrounding the station in conjunction with local Councils.

28. *That the PTC upgrade the standard of lighting to a standard determined by safety audits at all stations, with particular emphasis being placed on platforms, pedestrian walkways, car parks and awaiting areas.*

Response

In recent times, the PTC has upgraded the lighting at some

80% of metropolitan stations to a standard that is in excess of normal public lighting requirements. However, the PTC has recently undertaken a trial at Caulfield station to identify an even higher level of lighting for stations. It is anticipated that as a result, general station lighting will be further upgraded at metropolitan stations over the next three years, with even higher lighting levels in core service areas.

29. *That all stations maintain full lighting levels until at least 30 minutes after the last train and 30 minutes prior to the first train, after which time lights revert to a minimum level.*

Response

The Government accepts this recommendation. Current practice is to leave the lighting on all night.

30. *That after hours lighting be controlled by motion sensors to illuminate environs when movement is detected.*

Response

See response to recommendation 29. Technical problems in relation to cool-down/warm-up times and shortened lifespan of globes make this recommendation not feasible at this time.

31. *That current and accurate timetables be clearly displayed in large print on all platforms, waiting areas, ticket areas and carparks.*

Response

The Government shares the view of the Committee that accurate passenger information is vital for customers. Following the Minister for Public Transport's statement "From a System to a Service – Providing Quality Services" in March this year, the PTC now display up to date timetables at all stations. In addition, brochure timetables are available at staffed stations, and bus timetables are available on all Met buses and at major station car parks.

32. *That the PTC ensure that timetables of all connecting transport modes are co-ordinated.*

Response

The PTC is constantly reviewing timetable services and implementing improved co-ordination where possible and in line with market demand. An example of this is the improved rail/bus connections that have resulted from the introduction of a revised timetable (on 1 May 1994) on the Frankston, Pakenham and Sandringham lines.

33. *That Service and Facility Enhancement Program waiting areas be established on all platforms.*

Response

This concept is being introduced at Premium Stations under the PTC's Station Investment Strategy which has been underway since 1992.

34. *That all waiting areas have installed direct dial phones with free call facility to emergency services and a local taxi company.*

Response

Core areas of all stations have free call access to emergency services (000) through the payphones that are installed at each station. The PTC is currently negotiating with Telecom and Computer Cab to introduce a direct dial taxi service.

35. *That the operation and serviceability of all telephones be tested daily.*

Response

Telecom are responsible for the maintenance of the payphones at stations. Telecom have a system of automatic testing and self diagnosis of technical faults of the phones to enable them to minimise any out-of-service time.



36. *That local Police shall patrol unstaffed stations.*

Response

Subject to availability, Victoria Police District units undertake patrols of PTC train stabling areas and other infrastructure, including stations. In addition, Victoria Police have developed a special operation to strengthen their effectiveness in this area.

37. *That all Waiting Areas be Fitted With a Duress Alarm.*

Response

The Government supports the concept of customers having immediate access to assistance. This is being achieved in a number of ways:-

- waiting areas at all 51 Premium Stations will be enclosed and will incorporate the station booking office providing easy and direct communication and visibility between staff and customers,
- at all stations there will be a free-call push button audio communication to the nearest control station, and
- payphones at all stations have free-call access to D-24 by dialling 000.

38. *That all duress alarms be connected to monitored CCTV cameras*

Response

See response to Recommendation 37 regarding duress alarms. CCTV cameras will be located at all Premium Stations and at other key stations to observe the core area of stations, which includes passenger waiting facilities and the payphone.

39. *That sufficient motion sensitive CCTV cameras are installed so that all public areas are visible*

Response

See response to Recommendation 22 regarding motion sensitive CCTV cameras. CCTV cameras are currently located at 52 stations, including all five central city stations. The program of installing CCTV cameras to monitor core areas at other stations is continuing.

40. *That "dummy" cameras shall not be used as part of the Service and Facility Enhancement Program*

Response

The Government accepts the view of the Committee and the use of "dummy" cameras is now discontinued.

41. *That all waiting areas and platforms be fitted with a speaker/microphone unit to enable direct communication between travellers and security staff in an emergency situation.*

Response

This is supported, see response to Recommendation 37.

42. *That a flashing green emergency dome light linked to the monitoring unit be installed at a high, clearly visible point on all stations.*

Response

It is considered that this initiative will have limited effectiveness. Experience in the past has shown that an alarm of this type must be linked to a guaranteed response mechanism, as a response from nearby residents or passing motorists cannot be relied upon. In addition, there are safety concerns that the flashing light could interfere with the sighting of signals by train drivers.

43. *That activation of a duress alarm will automatically and instantaneously alert the monitoring station for action.*

Response

As referred to in the response to Recommendations 34 and 41 the use of the 000 number on the payphone at each Station will provide a direct link to D-24.

44. *That when necessary, police shall be notified and a unit dispatched to the location.*

Response

The police will respond as soon as possible, subject to the availability of units and the allocation of priority. It is anticipated by Victoria Police that duress alarms will receive a priority response by police units.

45. *That Premium Stations will have the same safety features as other stations including direct dial telephones, duress alarms and lighting.*

Response

The PTC has developed a framework for station improvement and redeveloped works to achieve greater consistency in station fit-out and facilities across the metropolitan system. This covers stations in all categories, including "Premium Stations" which are those stations with the highest level of patronage.

Premium Stations will have:-

- Staffing from first to last train,
- a high level of lighting,
- CCTV monitoring of stations and surrounds,
- public telephones,
- full booking office facilities, and
- a central CCTV and communication monitoring centre for nearby stations.

46. *That Premium Stations be established on a line by line basis commencing with a trial line.*

Response

The PTC's Station Investment Strategy, which includes the establishment of "Premium Stations" is an exciting new initiative. Establishment of Premium Stations is continuing with the upgrading of stations taking place in accordance with the staged introduction of automatic ticketing facilities.

47. *That Premium Stations be staffed until at least 30 minutes after the last train.*

Response

Stations in the Premium Station category are staffed until after the last train. Lock-up procedures after this may take between ten and thirty minutes to complete. It is considered that it would not be cost-effective, nor would there be any substantial safety benefits in extending the staffing time further than at present.

48. *That the PTC ensure all Premium Stations have adequate access to convenient connecting transport.*

Response

Interconnecting services are provided at all Stations as conveniently as possible and where market demand warrants.

49. *That Premium Stations be installed with CCTV surveillance cameras on platforms and waiting areas.*

Response

Passenger security of Premium Stations is being enhanced by well-lit waiting zones that are able to be supervised by staff and are CCTV monitored.

50. *That Premium Station CCTV units shall revert to motion sensor and duress alarm activation one hour after the last train.*

Response

As stated in the response to Recommendation 22, the use of motion sensitive CCTV's is not currently considered to be reliable or cost-effective. CCTV cameras now record 24 hours per day and this will continue.

51. *That Premium Stations will have a CCTV surveillance unit suitably located in the carpark.*

Response

Under the PTC's Station Investment Strategy, the extent of CCTV coverage of stations and their carparks is dependent on the perceived level of risk and the level of recorded incidents at each location.

All Premium Station carparks will have CCTV coverage, as will other station carparks where a need is demonstrated.

52. *That Premium Station carparks shall be equipped with duress alarms.*

Response

The effectiveness of such an initiative is questionable given the number of false alarms likely to be generated and the dispersed nature of the activity at carparks being incongruous with one duress alarm. However, the benefits of such an alarm will be considered as part of the on-going monitoring of the effectiveness of the Premium Station project.

53. *That Premium Station carparks be expanded where required.*

Response

All station carparks are expanded (where space exists) in line with market demand and availability of funding. Commercial opportunities are being sought at selected locations to expand the level of car parking availability. Presently, the PTC has commenced negotiations with the preferred developer for the commercial re-development of the Frankston Station carpark. This will include a new multi-level carpark with significantly increased capacity over the existing site.

54. *That a security escort be made available to passengers from a Premium Station to the carpark and that the carpark be randomly patrolled between trains.*

Response

Mobile Customer Service Employees, as well as customer

service staff at Premium Stations will be available to escort passengers to their cars and to provide a visible uniformed presence in carparks on a random basis.

55. *That Premium Stations be signed and clearly marked on train timetables.*

Response

This is supported and will be done as train timetables are reprinted. In addition, Customer Service Employees have, since Mid-June 1994, been distributing brochures to train customers that show all 51 designated Premium Stations.

56. *That the Service and Facility Enhancement Program be extensively marketed both locally and statewide to ensure all patrons are aware of what the program entails.*

Response

This is supported and actively commenced in mid-June 1994 with the launch by the Minister for Public Transport of the suburban train safety program.

57. *That the Premium Station section of the Service and Facility Enhancement Program be independently evaluated and any necessary modifications made.*

Response

On-going evaluation and refinement will be carried out as a joint responsibility of the PTC and Victoria Police.



58. *That the Transport Act (1983) be amended to prohibit the carriage of prescribed graffiti implements on the public transport system.*

Response

Amendment of the Act is not required. Provision already exists so that Regulations can be introduced defining prescribed implements which must not be carried on the system without lawful excuse. The need for such Regulations is under consideration.

59. *That the Transport Act (1983) be amended to permit authorised officers to search persons and seize graffiti implements.*

Response

It is considered appropriate that search powers of this type should only be available to police officers as it is the Victoria Police that has the primary role in ensuring law enforcement on public transport. Police currently use search powers set out in the Crimes Act 1958. The authority to seize implements already exists in Section 223C of the Transport Act.

60. *That the Transport Act (1983) be amended to allow Victoria Police to gain a warrant to search property and seize suspected items used for offences against or on P.T.C property.*

Reponse

Police already have this power under the Crimes Act 1958.

61. *That the PTC shall cease funding graffiti programs*

Response

Agreed.

62. *That an immediate review be undertaken into existing prescribed weapons legislation with the intention of increasing the number and types of weapons prohibited on public transport.*

Response

The Department of Justice has recently completed a review of the Control of Weapons Act. Appropriate legislative amendments are now being prepared.

63. *That the Transport Act (1983) be amended to provide for mandatory restitution orders.*

Response

The majority of offenders charged with property related offences on the transport system are juveniles who are dealt with in the Childrens' Court. Whilst the primary focus of the Childrens' Court is rehabilitation, not punishment, the Childrens' Court has the power to order restitution against offenders if it considers it to be appropriate and effective.

64. *That parents of juvenile offenders be held financially accountable for their child's actions*

Response

At common law the possibility exists for courts to hold the parents of juveniles responsible for the actions of their children. In practice this is not pursued. Tests as to whether the parents took reasonable steps to control their children and/or any negligence in duty as a parent would make litigation very complex and costly. The extent to which liability could reasonably extend is another very real issue.

In light of the practical difficulties associated with the issue and doubts as to its effectiveness as a deterrent the recommendation is not supported.

65. *That CCTV cameras shall be installed on selected suburban trains.*

Response

The use of CCTV cameras is currently being trialled in six three-carriage train sets. Following further assessment of the benefits of these cameras, especially in the light of the increased presence of Police and C.S.E's on trains, consideration will be given to an extension of the trial.

66. *That the PTC shall install patron activated alarms on board all trains.*

Response

The PTC in conjunction with the Victoria Police will undertake appropriate research into this matter, especially focussing on the potential for "false alarms" to disrupt services and reduce the effectiveness of such alarms.

67. *That the PTC shall upgrade security at all train stabling locations.*

Response

The PTC has, for some time, been continually improving security at train stabling locations. This program is continuing.

68. *That the PTC develop a set of Standard Operating Procedures to deal with crime prevention and victim assistance.*

Response

Standing Orders already exist for station staff involved in banking and cash transactions. Local procedures also apply for victim assistance, generally involving Victoria Police. The inclusion of more formal procedures in training programs and Standing Orders will be initiated.

- 69 *That the PTC, the SEC, local Councils and the private sector be encouraged to work collectively to improve lighting standards at bus and tram stops throughout metropolitan Melbourne.*

Response

A project is currently underway to encourage local Councils and regional SEC offices to participate with the PTC in upgrading lighting at tram and bus stops where lighting problems have been identified by either customers or operational staff.

70. *That the PTC undertake a review and increase where possible the establishment of multi-modal interchanges.*

Response

A program is in place to construct additional interchanges or upgrade those in-place. The amount of works carried out each year is, however, dependent on the level of funding available.

71. *That the PTC provide an updated timetable facility at tram and bus stops throughout Melbourne.*

Response

As part of the Met Tram priority service enhancement program, up-to-date stop specific timetables will be installed at all tram stops by March 1995, in conjunction with the introduction of a revised and improved schedule of services. All tram stops on those routes that operate along Bourke St (Routes 88 & 96)

have had these new timetables since March 1994.

In addition, Met Bus is currently publishing timetables in local newspapers at regular intervals, making timetables available on board all buses and undertaking letter-box drops of timetables in those areas served by MetBus.

72. *That the Department of Transport encourage school councils to accept greater responsibility for the behaviour of their students on bus services.*

Response

The PTC has initiated a Safety Education Officer (SEO) program whereby customer-contact staff visit schools to educate students (and teachers) on safe and appropriate, behaviour while using public transport. The SEO's are backed up by a range of printed and video resources. In August 1994 the PTC launched a completely revamped schools education package in co-operation with the VicRoads Schools Education Program and the Police Schools Involvement Program.

73. *That when wilful damage to such bus services is attributable to identifiable students, those students or their parents pay for the damage to the bus.*

Reponse

As outlined in the response to Recommendation 63, it is not considered appropriate for this to be mandatory. However, whenever offending juveniles are identified, parents can and have been, requested to pay for damage.

74. *That an education program co-ordinated between the Police Schools Involvement Program, the Transit Police District and the PTC be provided to schools in Victoria.*

Response

See response to Recommendation 72.

75. *That the PTC shall provide training to staff in the areas of customer relations and crime prevention.*

Response

Customer relations training is current PTC practice for all customer-contact staff. Crime prevention through minimisation of criminal opportunities is also current operational practice. In particular, Customer Service Employees (who have a key role to play in customer relations and crime prevention) receive training in conflict management to enable them to "take the heat" out of a situation where an individual(s) may be threatening them or may have a grievance of some sort.

The Police also play a major role in crime prevention through their highly visible presence.

76. *That the Transit Police District ensure members receive additional court work training.*

Response

Members attached to the Transit District have in the past, and will in the future, be required to attend moot courts to enhance their brief preparation and performance before the various

Courts of competent jurisdiction. Transit District have an active training program in brief preparation and evidence presentation.

77. *That the Victoria Police Force and the Department of Justice work collectively to maintain records on repeat offender trends and frequency.*

Response

This issue is one that is relevant across the whole of the Police Force, and is not confined to offences on the transport system. The Victoria Police Force Statistical Division is working with the Department of Justice on how best to maintain and access information on repeat offender trends.

78. *That the penalty for fare evasion be increased to a two stage \$500 fine.*

Response

Maximum penalties for fare evasion offences provided in the Transport Act were increased to \$500 in December 1993 soon after the release of the Committee's report.

79. *That the Transport Act (1983) be amended to prescribe mandatory "Clean Up" orders for proven criminal damage offenders.*

Response

The Transport (Anti-Graffiti) Act currently provides for



"clean up" orders for offenders convicted of offences under this Act. However, the effectiveness of this legislation is currently being considered as part of a joint PTC/Victoria Police review of the Transport (Anti-Graffiti) Act 1990.

80. *That the PTC in co-operation with the Victoria Police conduct a detailed review into the appropriateness of existing fines for transport related offences.*

Response

The Victoria Police, with the Transit District, have in the past co-operated with the PTC in a review of the appropriateness of penalties for transport related offences. Further co-operation will take place as required to produce appropriate recommendations.

81. *That in the absence of adequate restitution orders, the PTC should actively seek vandalism repair costs against offenders through civil litigation where appropriate.*

Response

This matter is supported in-principle for adult offenders. If it is considered by the PTC's Loss Assessor to be economically beneficial, an attempt to recover the associated costs is made.

However, this is often difficult as the majority of offenders are juveniles. In addition, when cases go to court the costs attributable to offenders is in many cases less than the cost of the court action to the PTC.