

## Who is on your Public Transport Safety Team?



Key transport staff and safety personnel you might see, and what they can do:

Role	Where You'll See Them	What They Can Do to Help
<b>Protective Services Officers (PSOs)</b>	Train stations, platforms, major bus/tram interchanges, on-board trains at times.	PSOs work for Victoria Police and patrol transport networks. They help prevent crime, support passengers, deal with anti-social behaviour and provide a visible safety presence.
<b>Transit Police (Victoria Police)</b>	On and around public transport network: at stations, onboard, plain clothes or uniform.	These are police officers assigned to public transport. They can respond to serious safety concerns, crime, or emergencies.
<b>Authorised Officers</b>	On buses, trains, trams; at stops and at station platforms.	These officers are employed by transport operators. They check tickets, offer passenger help, and are trained to handle safety or disruption issues.
<b>Customer Service Staff</b>	At stations, in customer service centres, in tram/train hubs and sometimes on big bus interchanges.	These staff help with information, directions, and safety. If you feel unsafe or confused, they are a good first point of contact.
<b>Emergency Assistance Points / Buttons</b>	Train station platforms, in train carriages, on trams, sometimes at bus stops.	These buttons connect you to staff or emergency services directly. Use them if you feel unsafe or need urgent help.

Link - [Public Transport Victoria - Safety You Can See](#) (Photos and videos of key transport staff, safety personnel and emergency assist buttons).