

SMARTRIDER CARD — VALIDITY WHEN UNACTIVATED

2144. Hon Ken Travers to the Minister for Transport

- (1) Is a Smartrider card a valid concession card for purchasing cash tickets even if it has never had any value added to it?
- (2) Does a Smartrider card always need to have some added value available for it to be a valid concession card?
- (3) How many people were issued infringement notices last year because they did not have a valid concession card because the Smartrider card they presented —
 - (a) had not been activated, or
 - (b) it did not currently have value on it?
- (4) How many of these infringement notices were cancelled following appeals?
- (5) Are there different rules for different groups of concession card holders, such as students and seniors or do all concession card holders fall under the same rules?

Hon SIMON O'BRIEN replied:

- (1) Yes, provided it is encoded as a concessional SmartRider card.
- (2) No. If a SmartRider card is a concession registered card it does not need value added to be proof of concession for a concession cash ticket.
- (3)
 - (a) The process for obtaining a concession SmartRider is clearly explained in the SmartRider brochure available in hard copy and online. There is no need for a card to be "activated" in order for the concession to be recognised; this term appears to be used occasionally by people who have not added value to their card, which is necessary if they wish to use the SmartRider card to pay for their fare.
 - (b) With regard to added value, value is required on the card and it must have been tagged on if the SmartRider itself is being used to pay for a trip. However, if the SmartRider is being used as proof of concession entitlement with an appropriate zonal cash concession ticket, then no value added is required. For example, Seniors SmartRiders do not have value added when they are issued but they can be used for proof of concession on cash ticket travel.

Infringements may be given if a SmartRider is unable to be read (i.e. cracked card) and therefore unable to verify concession. However, if this infringement is subsequently appealed with proof of concession, it will be withdrawn.
- (4) Not applicable. See answer provided for (3) (a) and (b).
- (5) All concession card holders are treated the same and appeals are individually viewed and responses to appeals are based on individual merit.