

SMARTRIDER CARDS — TAGGING-OFF PROCEDURE

4663. Hon Ken Travers to the Minister for Finance representing the Minister for Transport
In the 2010 and 2011 financial years —

- (1) How much was collected each year due to commuters not tagging off?
- (2) How many people requested refunds?
- (3) How many refunds were granted?
- (4) How many commuters called the Department of Transport and were advised to call back later regarding a refund?

Hon SIMON O'BRIEN replied:

The Member should be aware that public transport is a subsidised service provided to the community by the government. This means that the revenue received via fares does not cover the cost of providing the service. Currently the Liberal-National Government spends more than \$500 million to subsidise public transport passengers. In this context any "losses" flowing from patrons not tagging off as per the Members question is minor.

The Public Transport Authority advises:

- (1) It is not possible to determine the amount collected due to commuters not tagging off. If they do not tag off Transperth cannot know how far they travelled.
- (2)–(3) Transperth does not retain records of commuters that request refunds as a single call may include multiple issues and the call centre operator classifies the call according to the initial issue mentioned. However, Transperth does keep records of commuters that have received default fare reversals or reimbursements. The number of refunds arranged for commuters for the 2010 and 2011 financial years are:
2009/2010 — 25 687 which represents just 0.0197 per cent of the 130 million public transport boardings.
2010/2011 — 27 708 which represents just 0.0213 per cent of the 130 million public transport boardings.
- (4) Transperth Call Centre operators advise callers seeking a reimbursement that their request will be recorded and processed once verification of the default fare is available.