

PUBLIC TRANSPORT AUTHORITY — INFRINGEMENT NOTICES FOR INVALID TICKETS

2142. Hon Ken Travers to the Minister for Transport

- (1) How many people appealed infringement notices issued by the Public Transport Authority (PTA) for travelling without an appropriate valid ticket last year?
- (2) Of these, how many appeals were successful in getting the infringement withdrawn or the prescribed penalty waived, either fully or partially?
- (3) What is the cost to the PTA of handling and processing such appeals, both on an individual and collective level?
- (4) What were the main reasons for waiving and/or withdrawing penalties last year?

Hon SIMON O'BRIEN replied:

- (1) The information for the complete financial year was not captured on the data base. System modifications have now enabled this data to be recorded. A sample for the current financial year indicated that 22.3 per cent of infringements are appealed.
- (2) 68.7 per cent of infringements that are appealed are withdrawn, and 31.3 per cent of appeals are rejected.
- (3) The PTA has six employees who currently work in its Infringement Administration Office who are directly involved with the processing of infringement notices. The specific task of handling and processing appeals is carried out by one Level 1 and one Level 2 salaried officer on a full time basis, with the Coordinator Transit Support Manager Level 5 providing approximately 50 per cent of his time in handling more complex appeals as well as undertaking other office management duties.

The direct labour costs to the PTA for these officers is in excess of \$200 000 per annum with additional undefined costs for items such as office equipment, computer hardware, telephones, stationery, and postage.

- (4) The main reasons for fare evasion related infringement notices being withdrawn are — production or verification of a valid proof of concession entitlement that was valid on the day of the infringement but was not being carried by the person when infringed; production of lost or misplaced tickets for the journey undertaken when infringed; errors with Smartrider cards or unfamiliarity with the ticketing system due to being a tourist or similar.