

SMARTRIDER CARDS — TAGGING-OFF PROCEDURE

4659. Hon Ken Travers to the Minister for Finance representing the Minister for Transport

- (1) When a commuter fails to tag off correctly, why is the default fare charged — the cash fare not the smartrider fare?
- (2) If a complaint is raised and it is identified that technology was at fault, are other users of the service refunded automatically?
- (3) Can technology identify people who normally exit at a particular station?

Hon SIMON O'BRIEN replied:

The Public Transport Authority advises:

- (1) The cash fare is charged as the default fare to ensure that those SmartRider users that do tag off are rewarded with a discount of the cash fare rate.
- (2) When a significant SmartRider equipment failure occurs, all users that have received a default fare during the period of the failure are automatically refunded.
- (3) When a SmartRider user tags off, the SmartRider technology can identify where the user exits the Transperth network.