

TRANSPERTH CALL CENTRE — OPERATOR DUTIES

4949. Hon Ken Travers to the Minister for Finance representing the Minister for Transport

- (1) Can the Minister confirm that it is a requirement for the operators of the Transperth Call Centre to record the details of anyone seeking a reimbursement of a fare due to a failure to tag off and to then process the reimbursement of the fare once verification of the default fare is available?
- (2) Is this a requirement of their contract with the Public Transport Authority?
- (3) Can the Minister confirm that people are not requested to call back later once verification is available?
- (4) Is the Public Transport Authority aware of any occasions when people have been requested to call back?
- (5) If yes to (4), on how many occasions has this happened?

Hon SIMON O'BRIEN replied:

The Public Transport Authority advises:

- (1) Transperth Call Centre Operators are instructed to record the passenger's request for reimbursement for a default fare within the Transperth Route Information System (TRIS) program which is used to record all customer comments. In the case of a request for reimbursement, the default fare is verified, notes are recorded against the claim and the reimbursement is applied.

Where a cardholder fails to tag on/off, it is the policy of Transperth to charge a default fare and not to apply a refund. However, given that genuine mistakes can be made; Transperth apply commonsense and reimburse the initial default fare and record this action in the notes field of the SmartRider system. If a mistake is claimed by the cardholder and there are similar regular occurrences noted in the SmartRider system, the claim will not be processed. It is the responsibility of the passenger to use their SmartRider card properly in order to access the discounted fares offered.

Where a default fare is charged due to equipment or card failure, the fare is reimbursed once verification of the fault has been determined.

- (2) Transperth's contracted call centre provider is required to process all transactions in accordance with Public Transport Authority (PTA) policy and procedures, as amended from time to time.
- (3) Call Centre staff should not advise the cardholder to call back.
- (4) The PTA is not aware of any times where a cardholder has been asked to call back the Call Centre. However, if this action was identified, the staff member concerned would receive immediate coaching to confirm the correct procedure to prevent repeat occurrences.
- (5) Not applicable