

SMARTRIDER CARDS — TAGGING OFF

682. Hon KEN TRAVERS to the minister representing the Minister for Transport:

- (1) What is the default fare charged for people who fail to tag off their SmartRider on all Perth rail lines?
- (2) How many people fail to tag off Perth trains each week?
- (3) Does Transperth monitor tag-on and tag-off behaviour across the network to identify any faults with the SmartRider system; and, if not, why not?
- (4) If yes to (3), have people ever been refunded money on their SmartRider cards due to a fault being identified with the system as a result of the monitoring?
- (5) If yes to (4), in the last financial year, how many people were refunded, what was the amount refunded and did some complain prior to the money being refunded?

Hon SIMON O'BRIEN replied:

I thank the member for some notice of this question.

I have only just received this answer from the minister whom I am representing in this matter and I think there might be a problem with the answer to part (5) of the question. I will seek to follow up on whether it has been misinterpreted. I would have thought the typo in part (5) of the written copy of the member's question would have been picked up, but I do not think it has. I will therefore answer parts (1) to (4).

- (1) Passengers receiving a default fare are charged the cash ticket price of the longest journey possible from their tag-on location.
- (2) There is an average of 17 671 untagged journeys per week.
- (3) No, Transperth uses a real-time equipment monitoring system.
- (4) Yes, people have been refunded.

The answer to part (5) is "Not applicable" but, as I indicated in my opening remarks, I think we can do better than that and I will follow up that question and provide an answer.