

SMARTRIDER CARDS — FAULTY TECHNOLOGY

4601. Hon Ken Travers to the Minister for Finance representing the Minister for Transport
- (1) How many complaints or reports did the Public Transport Authority (PTA) receive about faults with Smartrider technology in the 2010–11 financial year?
 - (2) How many of these faults are related to Smartrider machines located in areas exposed to direct sunlight?
 - (3) How many of these faults related to technology at the McIver station?
 - (4) What was the location of the Smartrider machine that received the most complaints or faults and how many did it receive?
 - (5) How many reports did PTA staff or contractors make regarding faulty Smartrider technology or fare gates in the 2010–11 financial year?
 - (6) What investigations have the PTA or its contractors undertaken into the effect on Smartrider technology of exposure to high heat conditions and what was the result of those investigations?

Hon SIMON O'BRIEN replied:

The Public Transport Authority advises:

- (1) 319. It should be noted there are about 130 million public transport boardings per year, therefore 319 represents 0.000245 per cent of total boardings.
- (2) Records are not kept by the SmartRider service technicians relating to direct sunlight on SmartRider devices.
- (3) Eight
- (4) Automatic Fare Gate — MPH MAG51 at the Horseshoe Bridge.
- (5) 2 567. It should be noted there are about 130 million public transport boardings per year, therefore 2 567 represents 0.001974 per cent of total boardings.
- (6) Tender evaluations produced no faults with Smartrider processing technology due to all operational temperature conditions.