

PUBLIC TRANSPORT AUTHORITY — SMARTPARKER SYSTEM

**359. Hon KEN TRAVERS to the parliamentary secretary representing the Minister for Transport:**

- (1) Does the minister agree that because the SmartParker system does not provide a receipt, a customer has no way of proving they registered on a particular day?
- (2) Does the minister agree that a loyal customer who has a record of paying the SmartParker fee every day should be given the benefit of the doubt if they claim they registered on the day they received a fine?
- (3) Will the minister instruct the Public Transport Authority to apply good customer service principles and waive fines for their loyal customers who have a good payment record?
- (4) If no to (3), why not?
- (5) Can the minister confirm that a SmartRider machine at Edgewater train station has been playing up for the last six months and often does not allow people to tag off?
- (6) If yes to (5), why has it not been fixed?

**Hon JIM CHOWN replied:**

I thank the honourable member for some notice of this question.

- (1) After each successful parking transaction, the message “Payment OK” is displayed on the machine.
- (2)–(4) A condition of parking at a Transperth station car park is that a customer must either display a valid cash parking ticket or pay the parking fee via a linked SmartRider card for the vehicle. This requirement is clearly displayed on signage at all stations. If a Transperth user is found to have not paid the parking fee, they are infringing in accordance with the current Public Transport Authority Regulations. The PTA also fully investigates any claims of faulty SmartParker technology at a particular station to ensure this is not the reason the passenger was unable to pay the prescribed parking fee. It should be noted that when a fault occurs from time to time with the SmartParker equipment, more than one singular customer will be affected by the fault and any infringement notices issued as a result are withdrawn. Given that there are approximately 900 000 SmartRider transactions each day and approximately 16 000 SmartParker transactions every day, the majority of Transperth’s customers have a good payment record and are regular users of the system. To simply withdraw infringement notices on the basis that a passenger is a loyal customer, without a thorough investigation into the circumstances of each infringement notice, the PTA could not be consistent in its application of the regulations. Accordingly, the minister approves of the PTA continuing to review each infringement notice on a case-by-case basis.
- (5)–(6) Edgewater station has five SmartRider smart card processors that enable customers to tag on and off at the station. Over the past six months, three faults have been reported, noting that on each occasion a technician attended and the fault was rectified the same day. On 21 March 2015, the fault was related to an incomplete communications session. On 21 January 2015 and 17 February 2015 the smart card processor could not read all cards.