

PUBLIC TRANSPORT AUTHORITY — OVERCHARGES

2612. Hon Ken Travers to the Parliamentary Secretary representing the Minister for Transport:

- (1) Does the Public Transport Authority have a “three strikes” policy regarding automatic reimbursement of default overcharges?
- (2) Does this mean that when a commuter is charged a default fare on three occasions, even through no fault of their own, they are not able to verbally request a reimbursement over the phone?
- (3) Why must commuters write to the Public Transport Authority on the third notification that they have been overcharged even when the overcharge is not their fault?

**Hon Jim Chown replied:**

- (1) No, there is no three strike policy regarding automatic reimbursement, however Transperth call centre operators do have the discretion to request passengers who regularly incur default fares by not tagging off to apply in writing to have their fare reimbursed. This practice has been adopted to help encourage and educate passengers who regularly do not tag off.
- (2) A default fare incurred by a commuter due to a system fault will be reimbursed.
- (3) There is no requirement for a commuter to apply in writing to have a default fare rectified when it has been caused by a system fault.