

TRAIN STATIONS — SMARTRIDER TERMINALS – FAULTS

2614. Hon Ken Travers to the Parliamentary Secretary representing the Minister for Transport:

- (1) How many SmartRider terminals at train stations were reported faulty each week in 2013–14?
- (2) How often are SmartRider terminals at train stations checked for faults?
- (3) When a SmartRider terminal is reported faulty, what is the average time before the terminal is repaired?

Hon Jim Chown replied:

- (1) Weekly figures are not available as fault reports are compiled on a monthly basis. To put the question in perspective, there are 435 SmartRider devices at train stations. Faults on average per day for 2013–14 (July to June): 2.45, 2.54, 2.06, 1.70, 2.70, 1.87, 2.90, 2.82, 3.61, 2.63, 2.70, 2.70.
- (2) All SmartRider terminals are inspected daily when the station opens and are monitored throughout the day by the Public Transport Authority's Central Monitoring Room.
- (3) 41 minutes