

Question on Notice

No. 772

Asked on Tuesday, 24 May 2011

MR EMERSON asked the Minister for Transport and Multicultural Affairs
(MS PALASZCZUK)-

QUESTION:

Will the Minister detail the number of go card machine faults for 2008, 2009 and 2010 (reported separately)?

ANSWER:

I thank the Member for Indooroopilly for the question.

The go card has been voted by the Tourism and Transport Forum as Australia's most successful smartcard ticketing system.

From January 2008 to December 2010 inclusive there have been a total of 363,197,519 individual go card transactions.

There have been less than 0.01% of device failures against the total number of go card transactions over the three year period.

2008 – 0.017%

2009 – 0.009%

2010 – 0.003%

These figures include reported faults where no fault was found.

As soon as TransLink and its delivery partners are made aware that go card equipment is reported with a fault, all endeavours are made to immediately replace or repair the go card equipment with minimal inconvenience to customers where possible.

Should customers feel that an error has been made, they can request an adjustment on their go cards online by visiting www.translink.com.au or by calling the TransLink call centre on 13 12 20, 24 hours a day 7 days a week.