



MEDIA RELEASE

Embargoed: 12.01am 11 December 2014

Victoria's new Public Transport Ombudsman announces complaints are down in 2014 Annual Report

Victoria's new Public Transport Ombudsman, Treasure Jennings, took up the position this week and today released figures from the 2014 Annual Report which showed that complaints are down.

The Office handled 4,142 cases in 2013/2014, down 5% from 4,377 cases in 2012/2013 (3,555 in 2011/12). The 2014 decrease is mostly due to a decrease in the area which attracts the most complaints – myki. Decreases were also recorded for most major operators.

"A decrease in complaints is always pleasing," said Ms Jennings. "Cases related to myki are down 19% and we are averaging only six new cases each day in our office."

"After 10 years in operation as an independent and impartial dispute resolution scheme for public transport users in Victoria, we know that the numbers can ebb and flow. However, Victoria is uniquely positioned – the fact our State has a PTO means that independent data can be analysed and feedback can be used to improve the system for all public transport users," she explained.

"In addition, we provide a clear and impartial reference point for public transport customers who need support to resolve a dispute with an operator."

The PTO undertook 527 investigated complaints, down from 708 in 2012/2013 when myki investigations peaked. Of the 527 investigated complaints, 84% were resolved through an agreed outcome between the consumer and the public transport operator.

Consumers contacting the PTO often raise complaints that involve more than one issue. In 2013/2014 consumers raised 5,764 issues with us, lodged in 4,142 cases. The top five issues by major category in 2013/2014 were:

myki	1,999
Service delivery	923
Infringement notices	746
Staff	725
Infrastructure and rolling stock	584

Decreases in case numbers compared to 2012/2013 for operators were:

- PTV (ticketing) 1,396 cases down from 1,720 (19% decrease)
- Metro Trains 723 cases down from 862 (16% decrease)
- Yarra Trams 231 cases down from 243 (5% decrease)
- V/Line 193 cases down from 241 (20% decrease)
- Bus Vic 189 cases down from 219 (14% decrease)

"The customer experience – ease of access including access to resolving any complaint they may have – will remain front and centre for my office in the year ahead. I am impressed with the effort made by our members who have been working to do more to develop effective internal complaints resolution processes.

"No doubt those improvements have contributed to the decrease in cases to my office. We remain an unconflicted honest broker for those complaints that cannot be resolved through operator complaint processes," Ms Jennings said.

Ms Jennings was previously the General Manager (Operations) of the Victorian Energy and Water Ombudsman, before which she held leadership positions at VicRoads as well as within not for profit and commercial organisations.

"Everyone has the right to have their complaint heard, and our public transport system can only be improved if people speak up – for themselves, or for others."

"I am thrilled to be appointed Victoria's PTO. Everyone across the State is keenly interested in the development of our multi-faceted public transport system which threads its way across our regional, country and metropolitan areas. I acknowledge the great shape the Scheme is in thanks to my predecessor Janine Young, and look forward to working with members, stakeholders and the community," Ms Jennings concluded.

The PTO can be contacted in the following ways:

Free call	1800 466 865
TTY/Voice calls/Speak & Listen	1300 555 727 (then ask for 1800 466 865)
Interpreter	131 450
Email	enquiries@ptovic.com.au
Web	www.ptovic.com.au

Media inquiries:

Sophie Scully - 03 8623 2121 or sscully@ptovic.com.au