

Public Transport Ombudsman

Customer Satisfaction Survey – Final Report

October 2013

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1 INTRODUCTION

In July / August 2013, Buchan Consulting conducted a survey on behalf of the Public Transport Ombudsman (PTO), gathering feedback from 340 public transport customers who had a complaint resolved between January 2012 and June 2013 on:

- How the PTO is performing in relation to customer satisfaction metrics;
- Emerging issues, opportunities and challenges for the PTO; and
- How the PTO interacts with customers during the investigation process.

It is anticipated that the survey findings will assist the PTO by:

- Providing immediate customer opinions in relation to performance and overall function;
- Providing insight into comparative opinions between customer groups; and
- Providing a benchmark of results from which to compare.

This report includes:

- The findings from the 2013 Customer Satisfaction Survey; and
- A comparison between 'myki complaint respondents' and 'operator complaint respondents' responses.

2 Methodology

2.1 Survey Recipients

Surveys were distributed to a database, provided by the PTO, of approximately 800 customers who had a complaint investigation finalised by the PTO between January 2012 and June 2013.

Respondents completed the survey based on the following five modes of public transport relevant to their specific complaint:

- Metro trains (39)
- myki (260)
- V/Line Trains (17)
- Yarra Trams (11)
- Bus (13)

2.2 Survey Distribution and Follow Up

Buchan developed a unique link to the survey, which was distributed to the database of potential respondents on 6 August, 2013.

Respondents received the survey as well as correspondence aligning with their mode of public transport.

Survey responses were able to be tracked, and a reminder email was sent on 15 August, 2013 to participants that had not yet responded.

2.3 Timing and Response

The survey was in the field for approximately two weeks before it was closed, resulting in 340 completed surveys from:

- Metro trains (39)
- myki (260)
- V/Line Trains (17)
- Yarra Trams (11)
- Bus (13)

The response rate exceeded the agreed target of 260 responses, needed to obtain a confidence level of 95%.

2.4 Anonymity

Buchan adheres to strict privacy guidelines to protect the identity of individual respondents. For this reason where Buchan felt a qualitative response had the potential for the PTO to identify its author, this response has been removed from the report.

2.5 Qualitative Responses

The survey included a number of qualitative questions. To aid in reporting qualitative responses have been categorised, which is a subjective process. Buchan has applied its best judgement and knowledge of the PTO's operating environment to accurately categorise responses.

2.6 Comparison – myki v Operators

Comparison analysis in this survey was between the 260 customers who responded on behalf of a 'myki complaint respondents' complaint, and the 80 customers who responded on behalf of 'operator complaint respondents' including:

- Metro trains (39)
- V/Line trains (17)
- Yarra Trams (11)
- Bus (13)

3 KEY STATISTICS

3.1 Initial Contact

- 'myki complaint respondents' rated 'the ease of making a complaint to the PTO' as the most important customer service attribute, with 92% responding 'critical' or 'very important', followed by 'your complaint is received positively and openly' (90%).
- 'Operator complaint respondents' rated 'your complaint is received positively and openly' as the most important customer service attribute, with 85% responding 'critical' or 'very important', followed by 'the ease of making a complaint to the PTO' (83%).
- When rating service attributes, respondents rated 'the conciliator was courteous, approachable and professional' most favourably, with 77% responding 'excellent' or 'good', followed by 'PTO contact information was easy to find' (68%).
- While 61% of respondents rated 'the Conciliator was able to deal with my concern' either 'excellent' or 'good', this service attribute received the highest amount of 'needs some improvement' or 'needs significant improvement' (25%).

3.2 Handling the Complaint

- Over 70% of respondents rated all aspects of handling their complaint as 'critical' or 'very important'.
- Respondents rated 'the person you talk to is knowledgeable about the area of complaint' as most important when handling their complaint, with 95% responding 'critical' or 'very important'.
- In relation to the performance of the PTO's complaint handling service, respondents rated 'the Conciliator was knowledgeable about the area of complaint' most favourably, with 73% responding 'excellent' or 'good', followed by 'the Conciliator kept me updated about the complaint progress' (70%).
- 'My complaint was resolved in a reasonable timeframe' was rated by both 'myki complaint respondents' and 'operator complaint respondents' least favourably, with 30% and 34% respectively responding 'needs some improvement' or 'needs significant improvement'.
- When asked what the PTO could improve in relation to the above statements, the majority (59) of respondents indicated that the 'current service was satisfactory', followed by 'timeliness' in relation to resolutions and 'more power' to enforce changes.

3.3 Outcome

- Over half (58%) of respondents said they were 'satisfied' or 'very satisfied' with the outcome of their complaint.
- 'Operator complaint respondents' were more likely to be 'dissatisfied' or 'very dissatisfied' (41%) with the outcome of their complaint than 'myki complaint respondents' (26%).
- When asked what the PTO could improve, the majority of respondents who were not satisfied with the outcome of their complaint indicated the PTO lacked 'power to impact change' and influence the policy of service providers or administer any punitive powers.

3.4 Interactions

- Over two-thirds (71%) of respondents were either 'satisfied' or 'very satisfied' with their interaction(s) with the PTO.
- 'operator complaint respondents' were more likely to be 'dissatisfied' or 'very dissatisfied' with their interaction(s) with the PTO than 'myki complaint respondents' (18%).
- When asked what the PTO could improve, the majority of respondents who were not satisfied with their interaction referred to 'improve training / process for staff' (9).
- The majority of respondents agreed with the statements 'it was a great relief to find someone who would listen to my complaint' and 'I felt understood by the Conciliator', with 74% responding 'agree' of 'strongly agree' to both.

-
- The majority (77%) of 'myki complaint respondents' 'agree' or 'strongly agree' with the statement 'my complaint was handled fairly and impartially by the Conciliator', followed by 'I felt understood by the Conciliator' (75%).
 - The majority (72%) of 'operator complaint respondents' 'agree' or 'strongly agree' with the statement 'it was a great relief to find someone who would listen to my complaint', followed by 'the Conciliator was very competent' (67%) and 'I felt understood by the Conciliator' (67%).

3.5 Comparison with Other Services

- Nearly half (45%) of all respondents have dealt with another complaints resolution scheme or Ombudsman service.
- Forty-three (43%) of respondents rated the PTO's service 'a little better' or 'much better' when compared with the other complaints resolution scheme.
- The majority (81%) of respondents would recommend the PTO service to a friend if they had a public transport complaint.
- When asked for any further suggestions about how the PTO can improve its services in the future, the majority of respondents (81) provided 'no suggestions', followed by more 'power to enforce / create change' (22).

4 OBSERVATIONS AND CONSIDERATIONS

4.1 Overall Results

Overall, Buchan believes the results of this survey were very positive, with customer service metrics rated favourably.

On average:

- the PTO received higher proportions of 'good' or 'excellent' responses than 'needs some improvement' or 'needs significant improvement'; and
- 'myki complaint respondents' were more favourable than 'operator complaint respondents'.

In particular, Buchan notes that while 58% of respondents were 'satisfied' or 'very satisfied' with the outcome of their complaint, 71% of respondents were either 'satisfied' or 'very satisfied' with their interaction(s) with the PTO. This suggests that despite the outcome, the PTO's service was rated favourably.

The following table provides the PTO with some insights into its comparative performance alongside other state-based and national regulators and statutory authorities. Buchan notes that we do not present these as direct comparisons due to three main reasons:

- The nature of each organisation for which we conduct survey's varies;
- Due to the differing nature of each organisation, there is a correlating difference in stakeholder populations; and
- Each questionnaire, while having many similarities, is essentially different.

In Buchan's experience conducting surveys on behalf of similar organisations, especially those that hand reports or investigations, 'timeliness' in particular is a comment metric that receives less favourable ratings.

The table highlights the PTO's three strongest performing areas and those of other state-based and national regulators and statutory authorities.

AUTHORITY/REGULATOR	HIGHEST PERFORMANCE CHARACTERISTICS
Public Transport Ombudsman	<ul style="list-style-type: none"> • Fulfilling its role • Professionalism
State regulator 1	<ul style="list-style-type: none"> • Honesty/integrity • Compliance within the legislative framework
State regulator 2	<ul style="list-style-type: none"> • Analytical • Professionalism
National regulator	<ul style="list-style-type: none"> • Professionalism • Conduct within the legislative framework
National authority 1	<ul style="list-style-type: none"> • Technical • Analytical competence • Reliability
National authority 2	<ul style="list-style-type: none"> • Conduct within the legislative framework • Trustworthiness • Professionalism

The second table below shows the PTO's weakest performing areas and those of other state-based and national regulators and statutory authorities which find 'timeliness' equally challenging.

AUTHORITY/REGULATOR	LOWEST PERFORMANCE CHARACTERISTIC
Public Transport Ombudsman	<ul style="list-style-type: none"> • Timeliness • Regulatory power
State regulator 1	<ul style="list-style-type: none"> • Timeliness • Proactiveness
State regulator 2	<ul style="list-style-type: none"> • Timeliness • Understanding the impact of decisions
National regulator	<ul style="list-style-type: none"> • Timeliness • Understanding the impact of decisions
National authority 1	<ul style="list-style-type: none"> • Innovation • Proactiveness
National authority 2	<ul style="list-style-type: none"> • Timeliness • Listening

4.2 Recommendation 1: Independent Survey Analysis

Noting the PTO would like to conduct and provide a more timely customer feedback function, Buchan recommends the following process for consideration.

This process will ensure customers are given an opportunity to provide feedback shortly after their complaint has been resolved by the PTO, while maintaining independent analysis of results.

Buchan notes the results of this survey support the development of this initiative, most notably:

- The percentage of respondents (41%) who were unaware of when their complaint was completed.
- Some respondents directly suggested a more timely questionnaire to aid in providing more informed responses. E.g. *"Nothing to improve. Just that this survey is too long after the event to recall details. Maybe the only improvement is make these surveys more timely. ie within 1-2 weeks of the complaint being closed."*

Buchan believes a more timely survey will provide informed results and feedback while offering an effective function for the PTO to routinely evaluate performance metrics.

To that end, Buchan recommends:

- Developing and providing the PTO with a unique link to a survey to be used in correspondence with customers.
- The PTO issue the link to each customer, shortly after a complaint has been resolved.
- Once responses are gathered over the course of a year, Buchan will draft an annual customer feedback report for the PTO to review.

In addition, we note:

- All results will remain confidential and will be managed by Buchan Consulting (ensuring independence).
- This method provides a web link that does not allow for responses to be tracked, and therefore followed up.
- A qualifying question will be required, asking respondents to identify which mode of transport their complaint was on behalf of.
- The results of this survey can be used a benchmark for comparison year on year.

4.2.1 Costs

Buchan Consulting would be pleased to submit a formal proposal, outlining fees and deliverables, for this initiative.

4.3 Recommendation 2: Internal Research Analysis

The PTO could establish its own research function, distributing surveys and analysing data internally.

This process would work in a similar fashion to the above, with the PTO distributing a survey link to customers shortly after an investigation has been completed.

Buchan notes that this method is not independent research.

For this option, Buchan recommends:

- The PTO subscribe to online survey program, SurveyMonkey (<https://www.surveymonkey.com/>).
- The PTO use this program to a) Produce a survey; and b) Create a survey web link.
- The PTO distribute this link to customers in correspondence after a complaint resolution.
- The PTO engage an independent firm every three years to produce a report, including analysis and data comparison to ensure rigour and independent analysis.

All results will be fed back in to the program for internal analysis.

4.3.1 Costs

As part of the fee for this assignment, Buchan will assist in establishing this initiative.

There are a number of subscription options available via SurveyMonkey. Buchan believes the 'select package' will be sufficient, costing \$19 / month or \$228 annually.

5 SURVEY RESULTS

6 Complaint Details

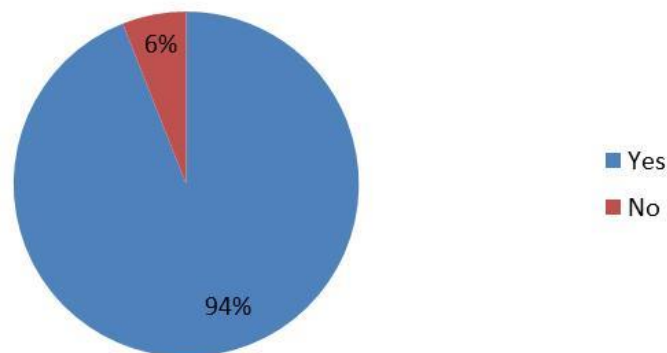
6.1 Question 1

1. Please confirm you made a complaint to the PTO and the process is now complete.

6.1.1 All Respondents

Almost all (94%) respondents confirmed they had made a complaint to the PTO and the process is now complete.

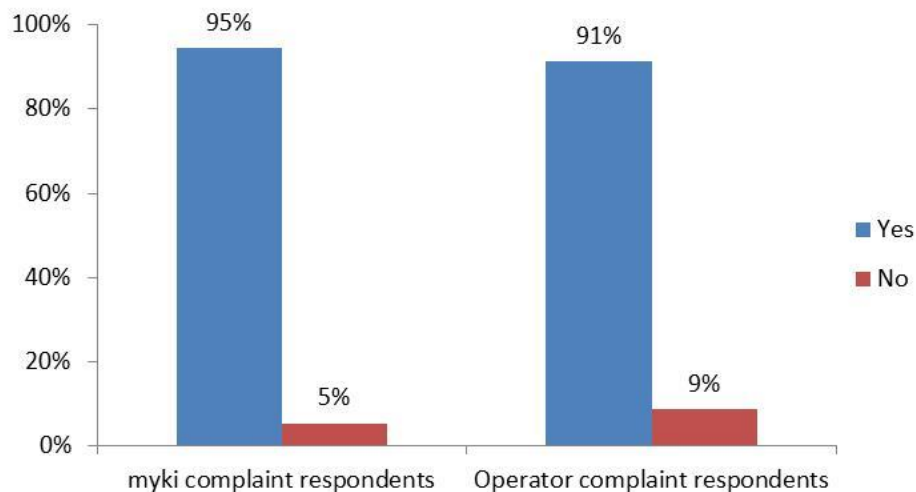
Please confirm you made a complaint to the PTO and the process is now complete.



6.1.2 Comparison – myki complaint respondents v Operator complaint respondents

Slightly more 'myki complaint respondents' (95%) confirmed they had made a completed complaint to the PTO than 'operator complaint respondents' (91%).

Please confirm you made a complaint to the PTO and the process is now complete.



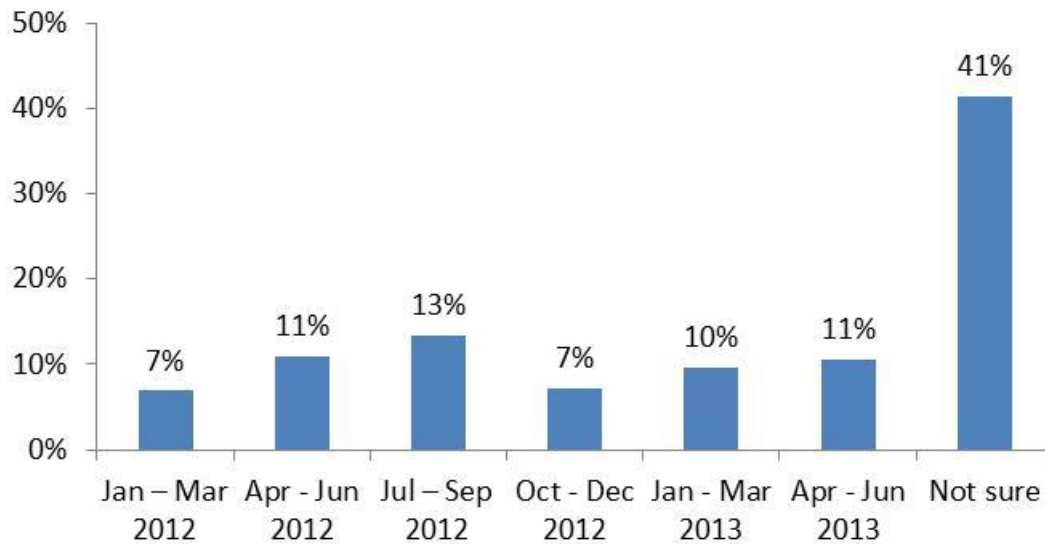
6.2 Question 2

2. Please confirm when your complaint was resolved:

6.2.1 All Respondents

The majority (59%) of respondents were able to confirm when their complaint was resolved.

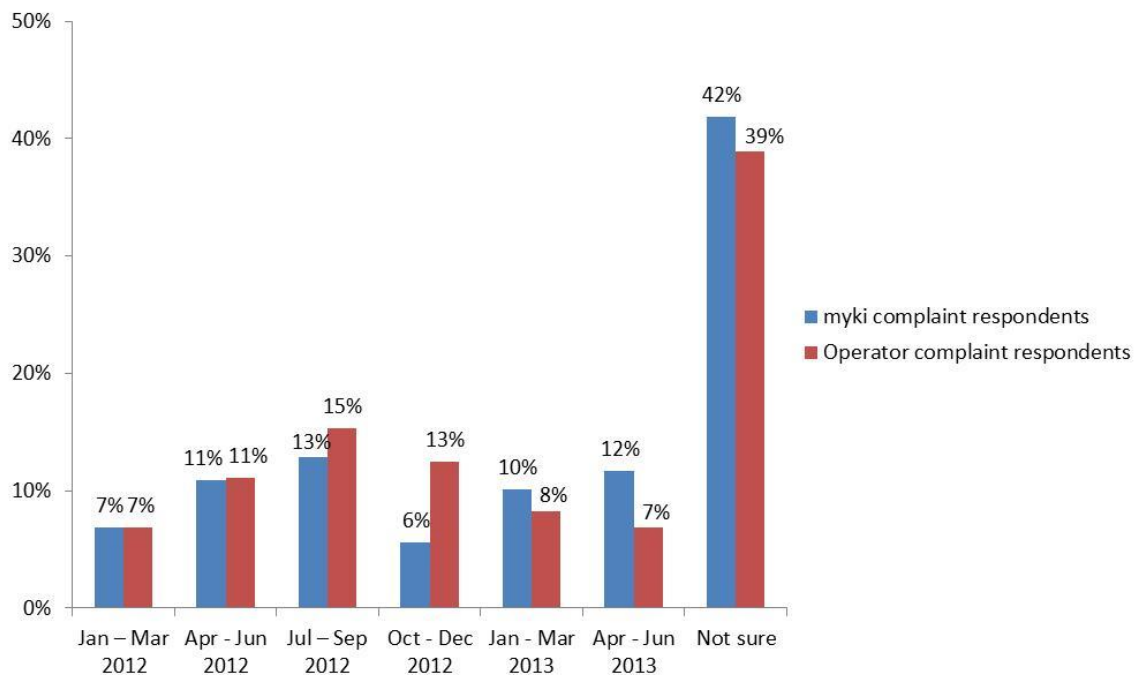
Please confirm when your complaint was resolved:



6.2.2 Comparison – myki complaint respondents v Operator complaint respondents

Almost two thirds (61%) of 'operator complaint respondents' were able to confirm when their complaint was resolved, compared to 58% of 'myki complaint respondents'.

Please confirm when your complaint was resolved:



7 Initial Contact

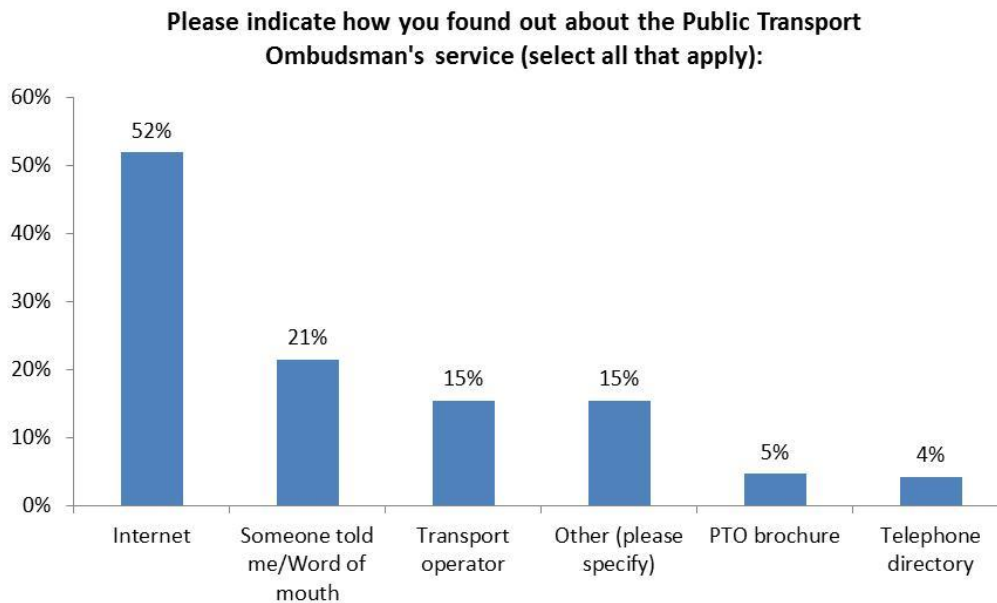
7.1 Question 3

3. Please indicate how you found out about the Public Transport Ombudsman's service (select all that apply):

7.1.1 All Respondents

Over half (52%) of respondents indicated they found out about the Public Transport Ombudsman's service via the 'internet', followed by 'someone told me / word of mouth' (21%).

Respondents could select more than one answer choice.

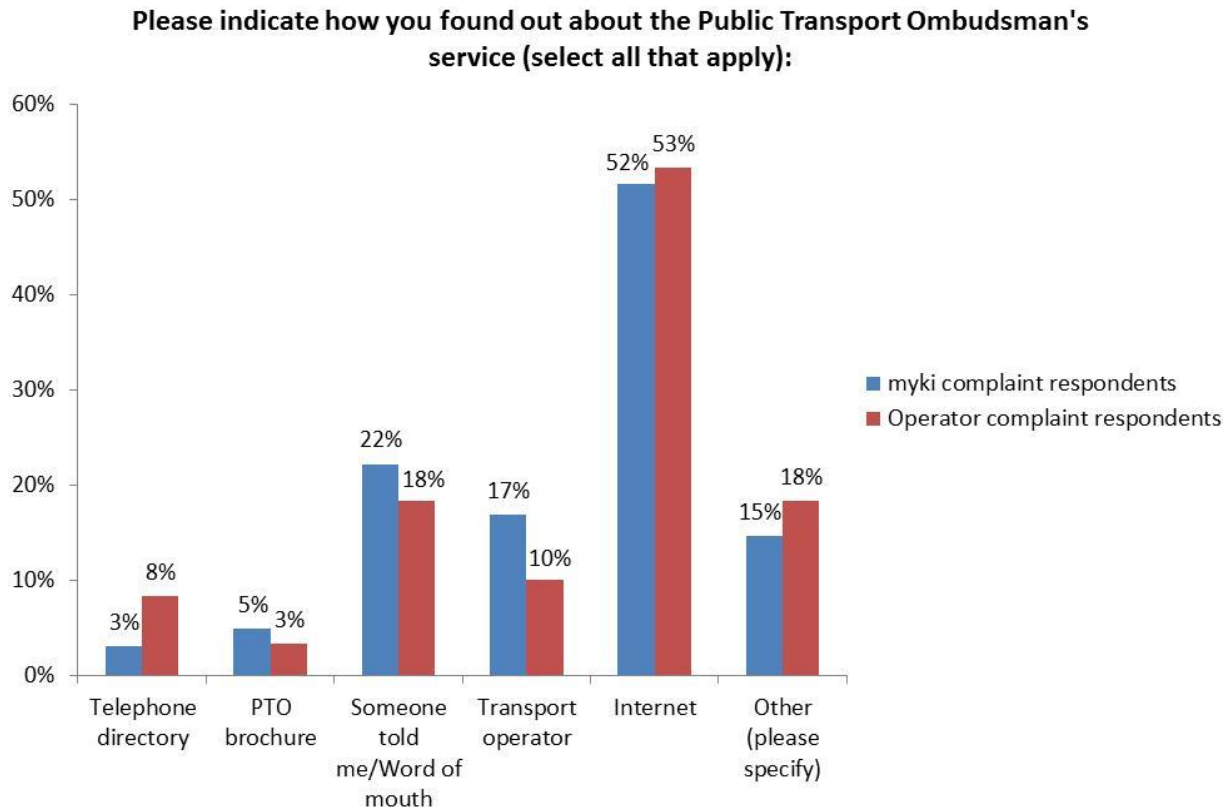


Forty-four respondents selected 'other (please specify)': The majority of respondents indicated they found out about the PTO's service through 'prior knowledge' of its existence (16), followed by 'engagement with PTO employee' (6) and 'workplace information' (6).

7.1.2 Comparison – myki complaint respondents v Operator complaint respondents

Over half of 'operator complaint respondents' (53%) and 'myki complaint respondents' (52%) indicated they found out about the Public Transport Ombudsman's service via the 'internet'.

This was followed by 'someone told me / word of mouth' for both 'operator complaint respondents' (18%) and 'myki complaint respondents' (22%).



7.2 Question 4

4. How important are the following customer service attributes to you:

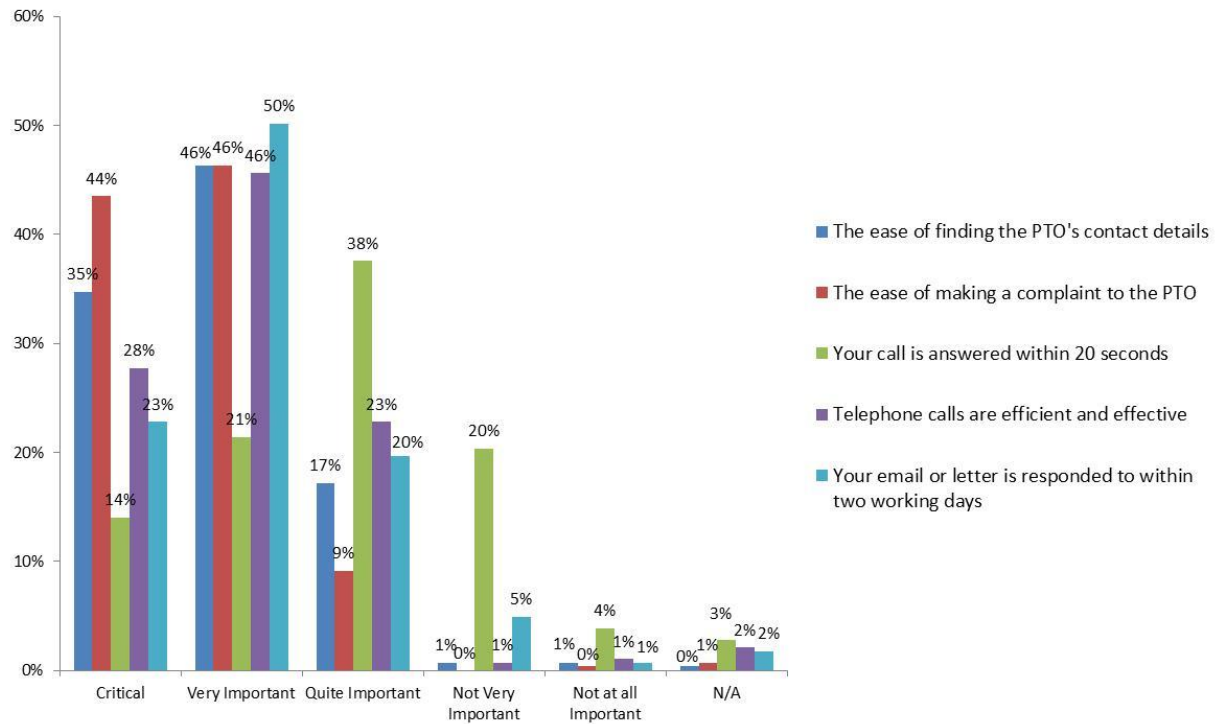
7.2.1 All Respondents

Respondents rated 'the ease of making a complaint to the PTO' as the most important customer service attribute, with 90% responding 'critical' or 'very important', followed by 'your complaint is received positively and openly' (89%).

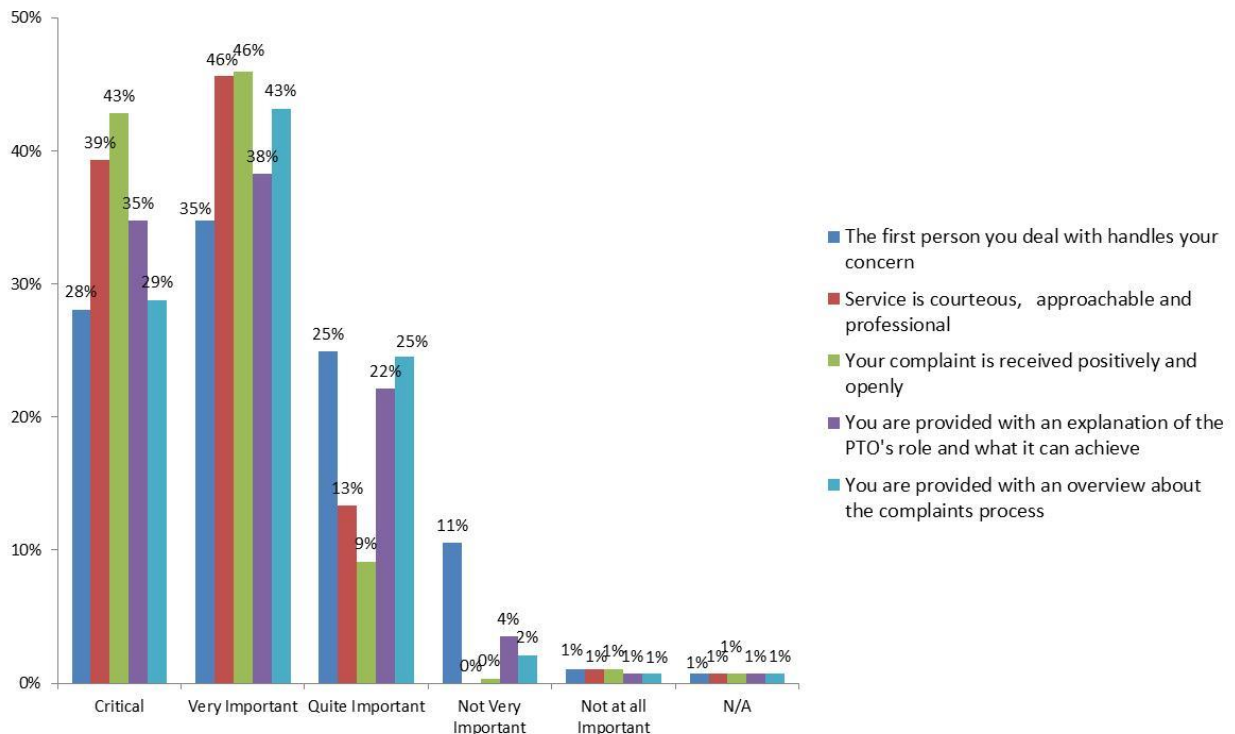
'Your call is answered within 20 seconds' was rated least important, with 35% responding 'critical' or 'very important' and 24% responding 'not very important' or 'not at all important'.

Over 50% of respondents across all customer service attributes responded 'critical' or 'very important', except for 'your call is answered within 20 seconds'.

How important are the following customer service attributes to you:



How important are the following customer service attributes to you:



7.2.2 Comparison – myki complaint respondents v Operator complaint respondents

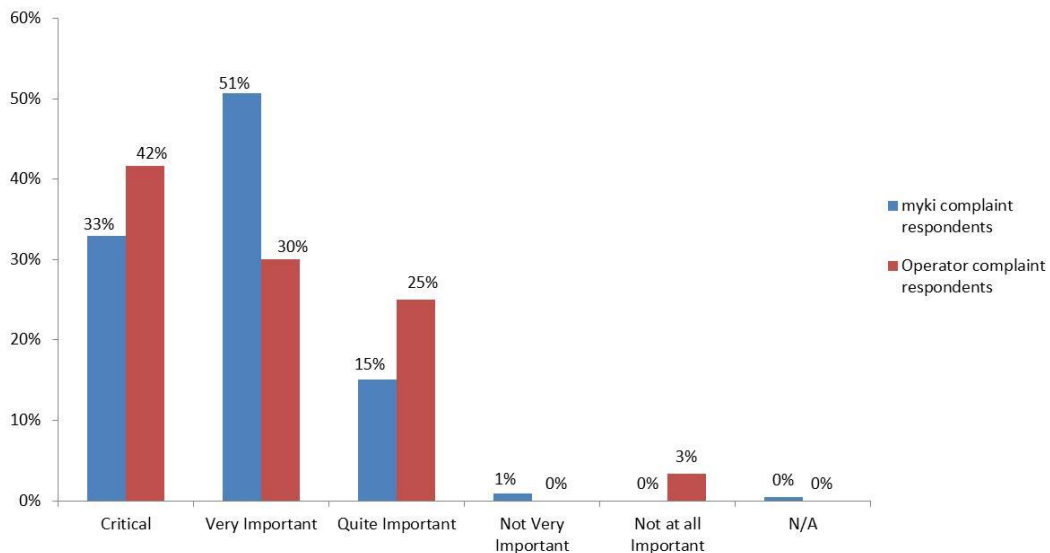
'myki complaint respondents' rated 'the ease of making a complaint to the PTO' as the most important customer service attribute, with 92% responding 'critical' or 'very important', followed by 'your complaint is received positively and openly' (90%).

'operator complaint respondents' rated 'your complaint is received positively and openly' as the most important customer service attribute, with 85% responding 'critical' or 'very important', followed by 'the ease of making a complaint to the PTO' (83%).

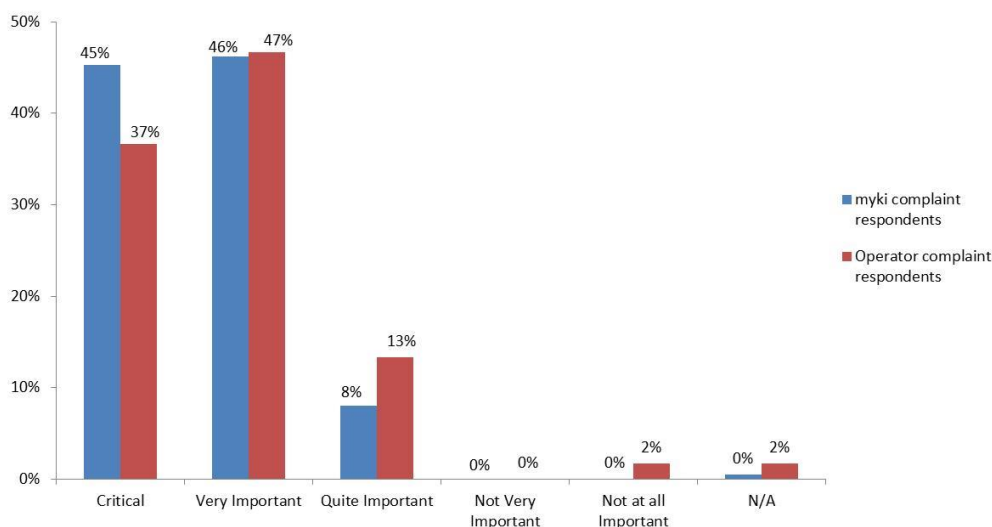
Both 'operator complaint respondents' and 'myki complaint respondents' rated 'your call is answered within 20 seconds' as the least important customer service attribute, with 40% and 20% respectively responding 'critical' or 'very important'.

Over 50% of 'operator complaint respondents' and 'myki complaint respondents' across all customer service attributes responded 'critical' or 'very important', except for 'your call is answered within 20 seconds'.

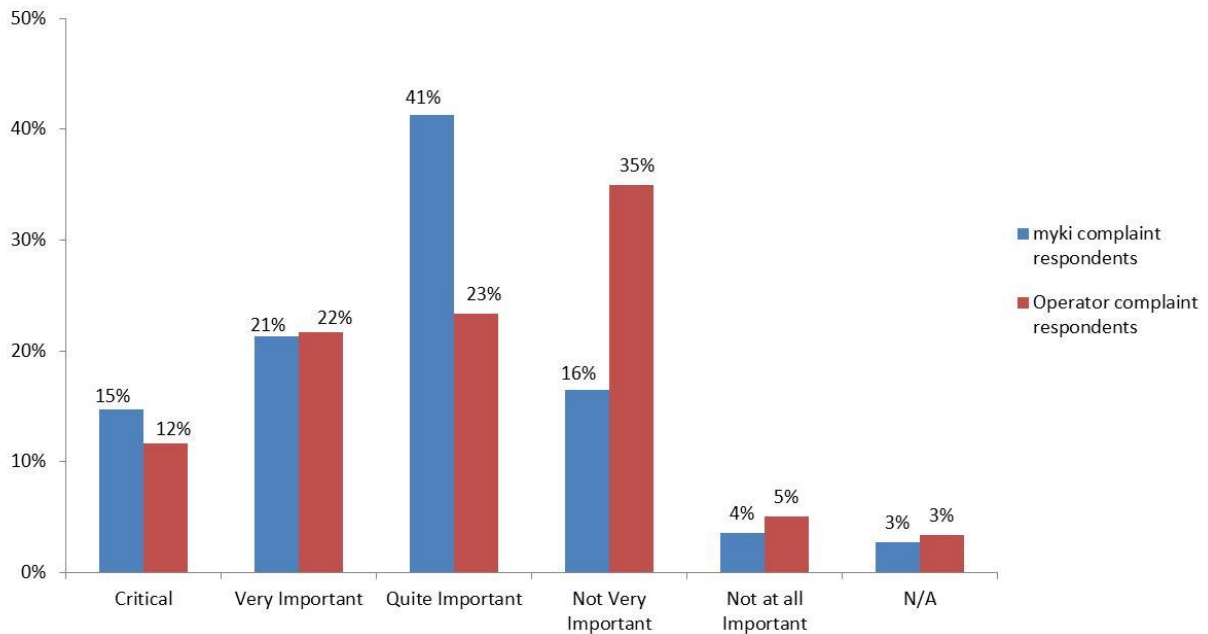
You are provided with an overview about the complaints process



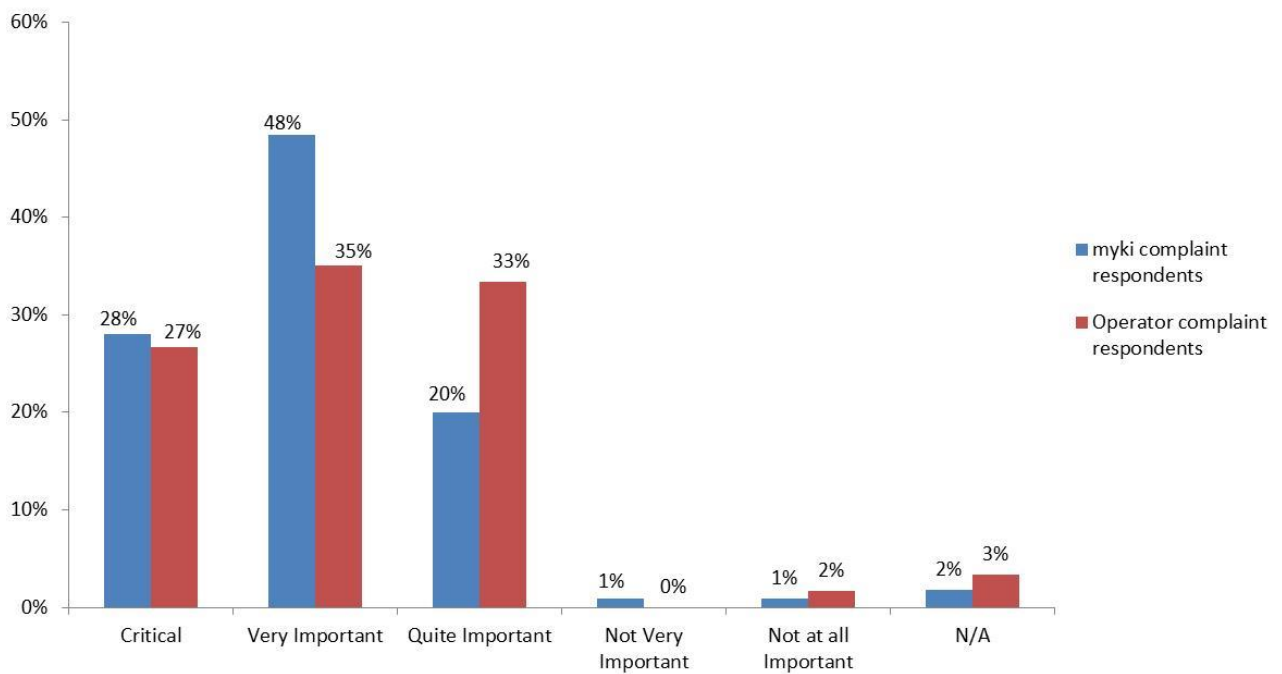
The ease of making a complaint to the PTO



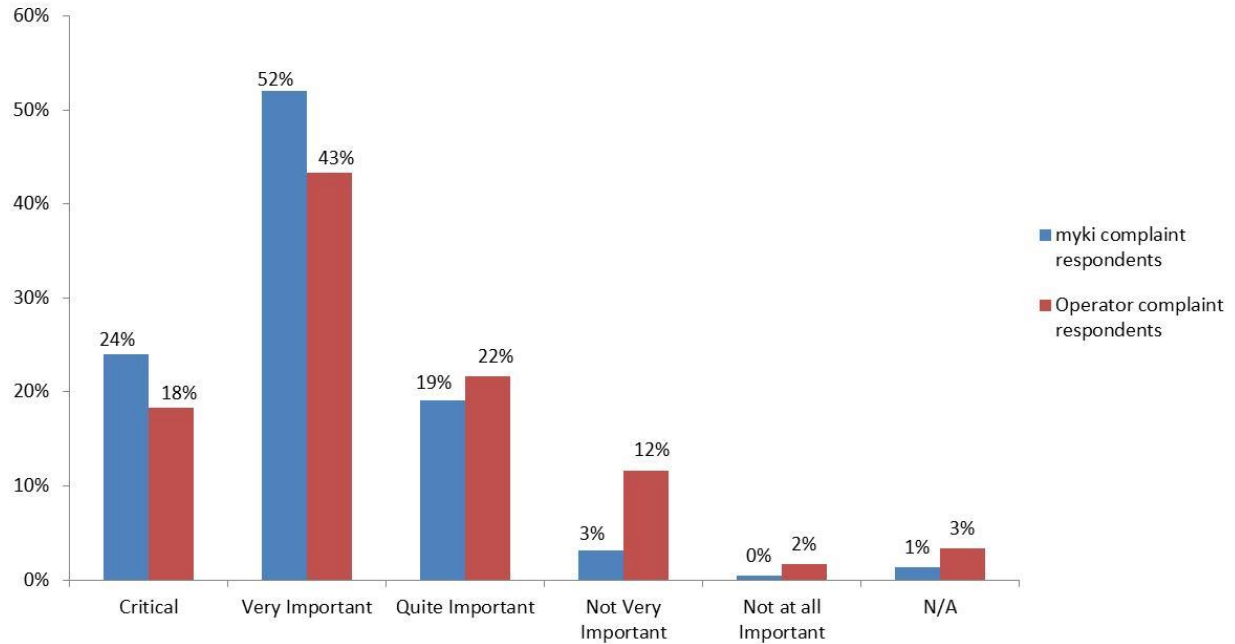
Your call is answered within 20 seconds



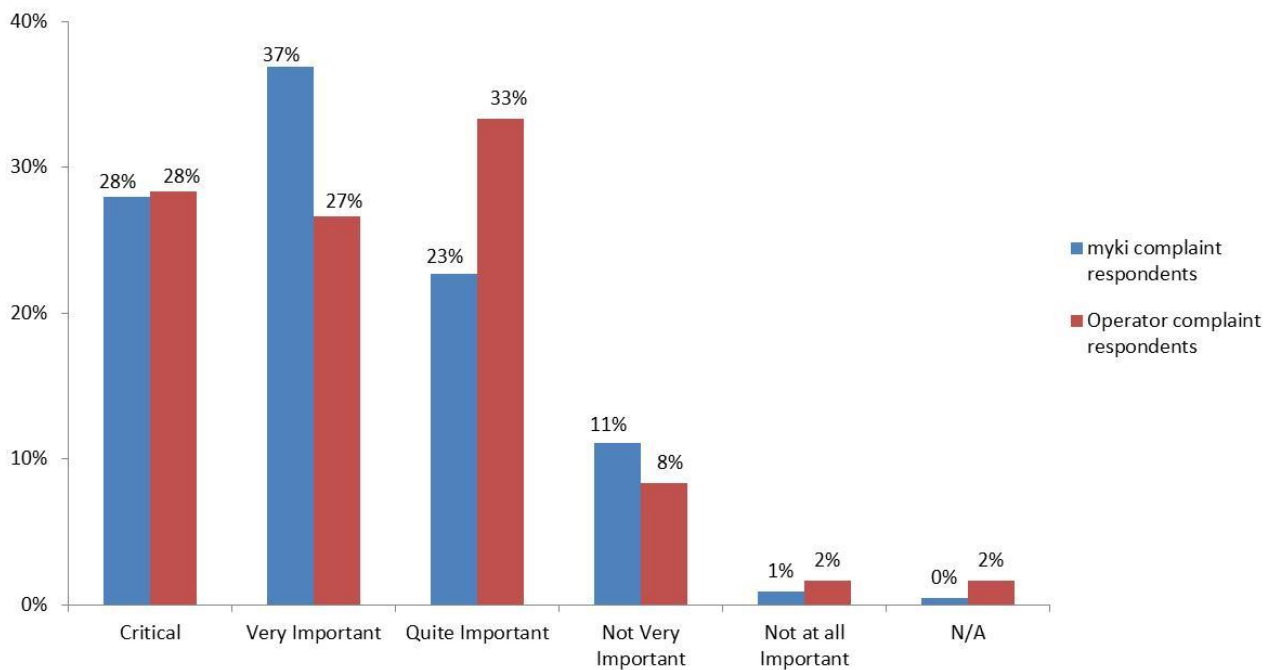
Telephone calls are efficient and effective



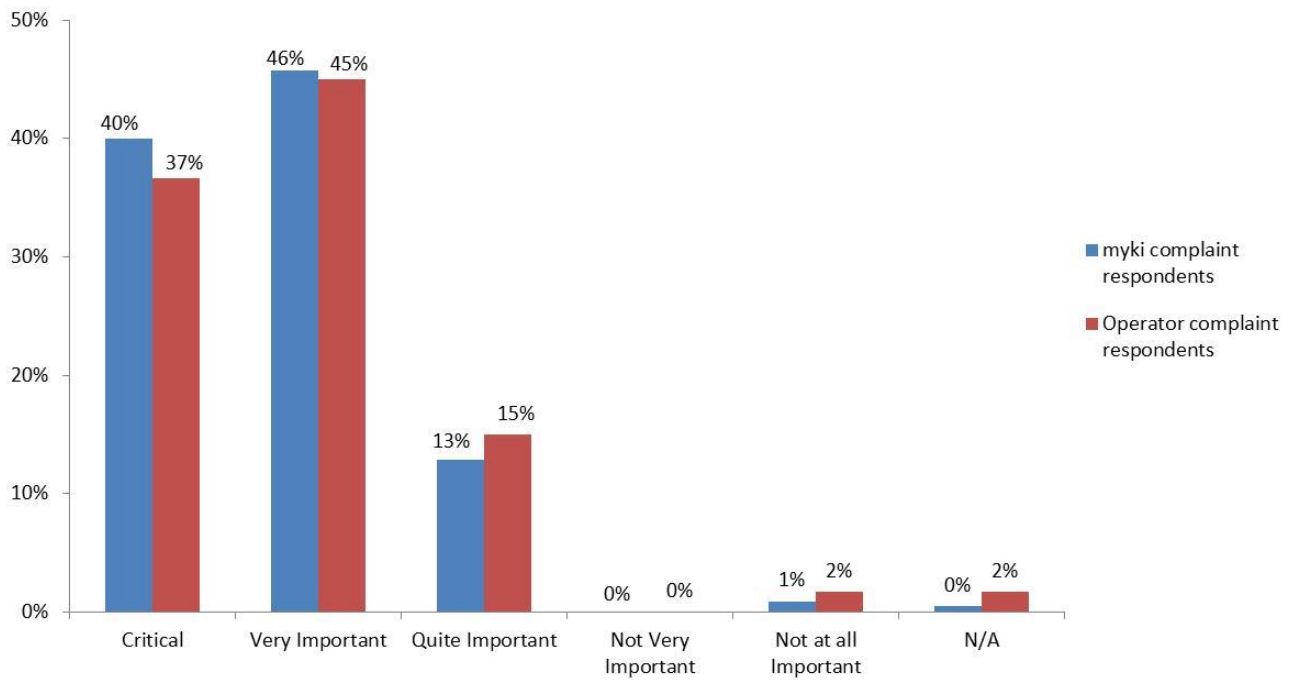
Your email or letter is responded to within two working days



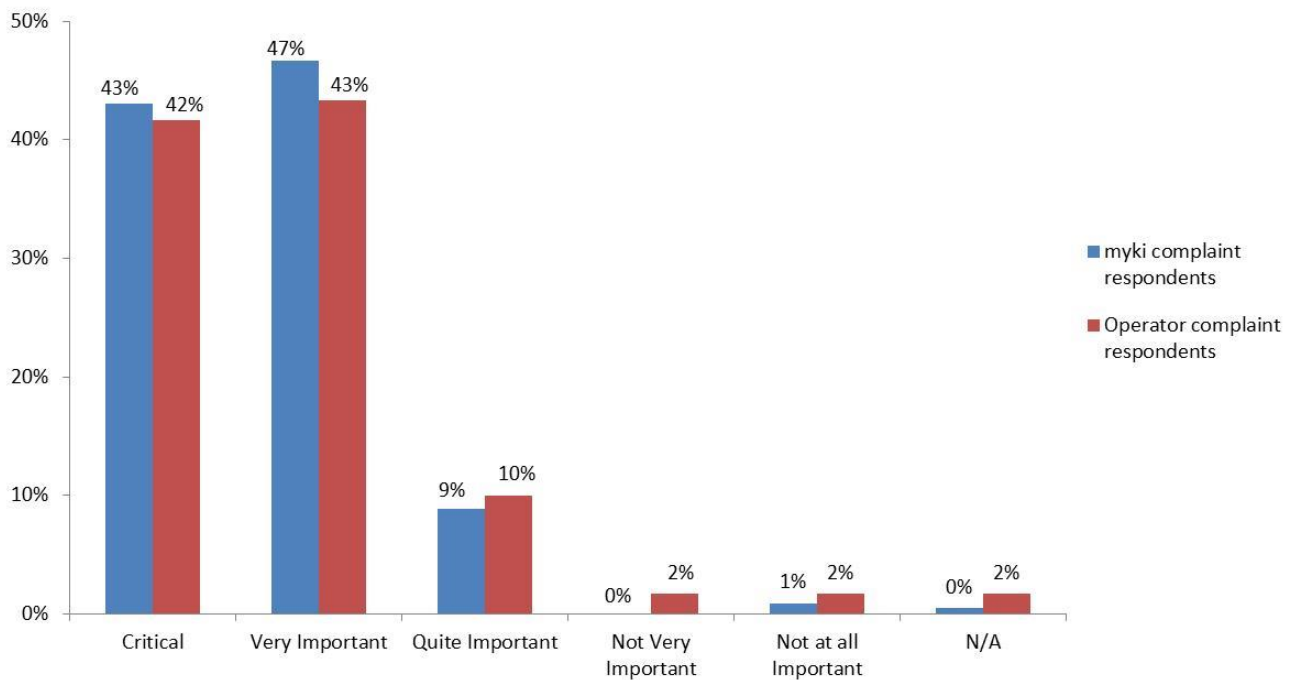
The first person you deal with handles your concern



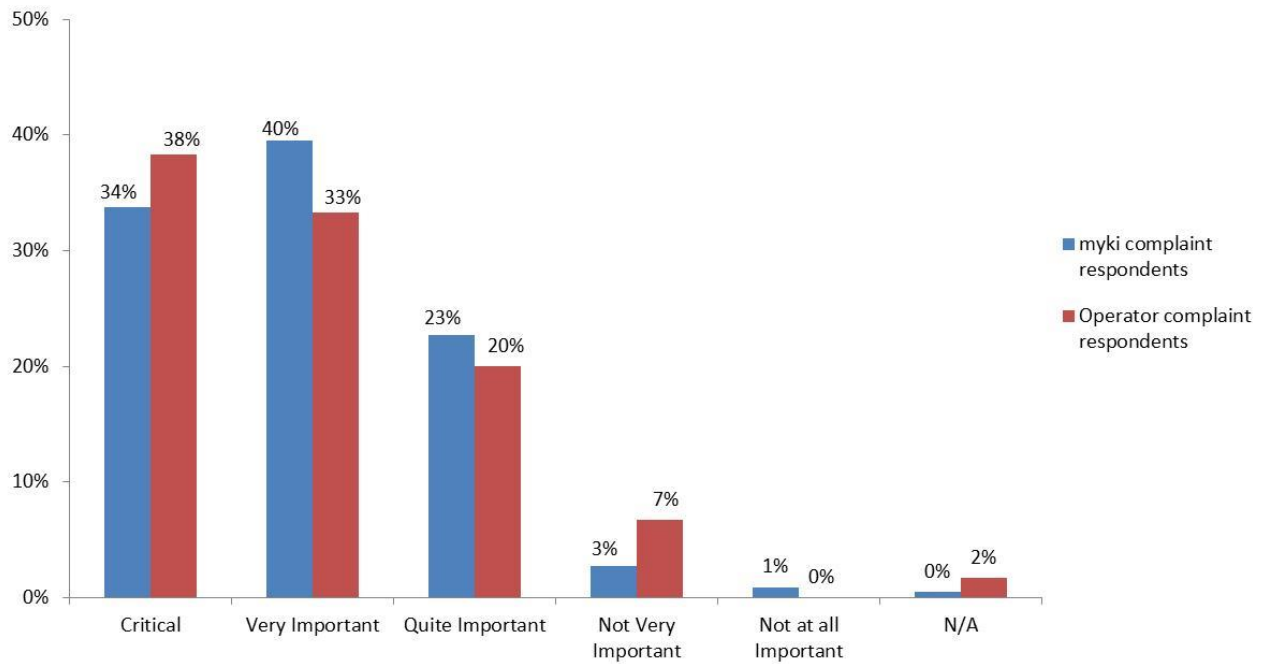
Service is courteous, approachable and professional



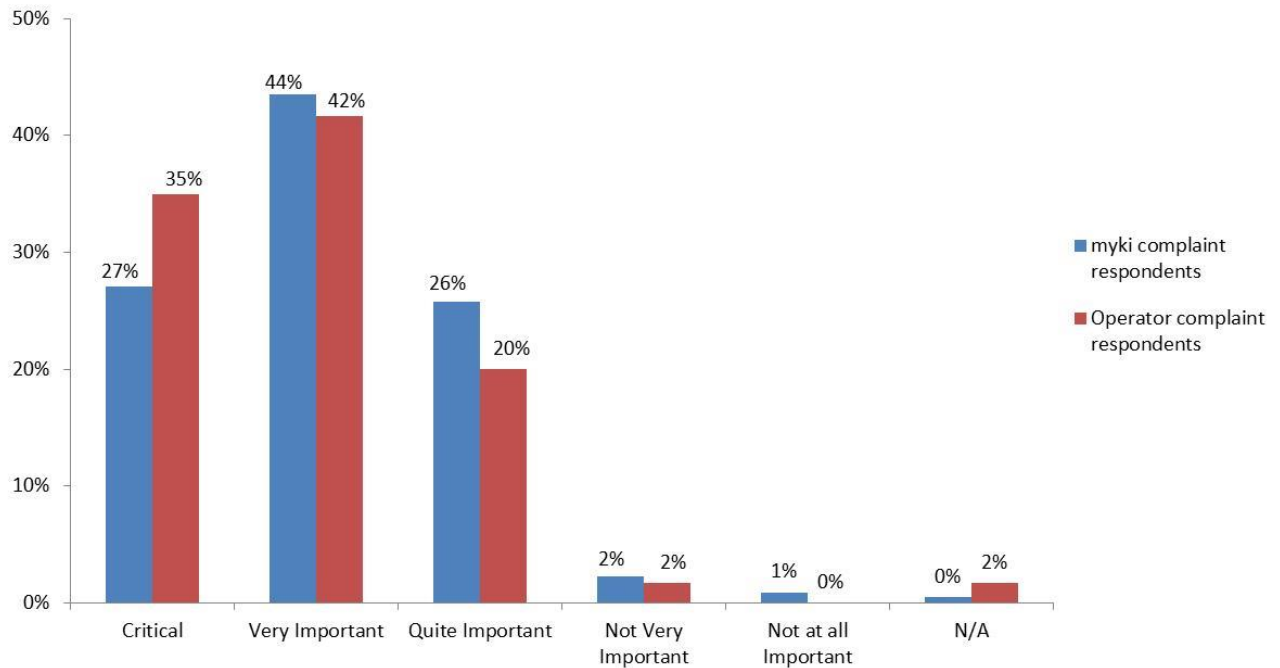
Service is courteous, approachable and professional



You are provided with an explanation of the PTO's role and what it can achieve



You are provided with an explanation of the PTO's role and what it can achieve



7.3 Question 5

5. Please rate the PTO's performance in relation to these service attributes:

7.3.1 All Respondents

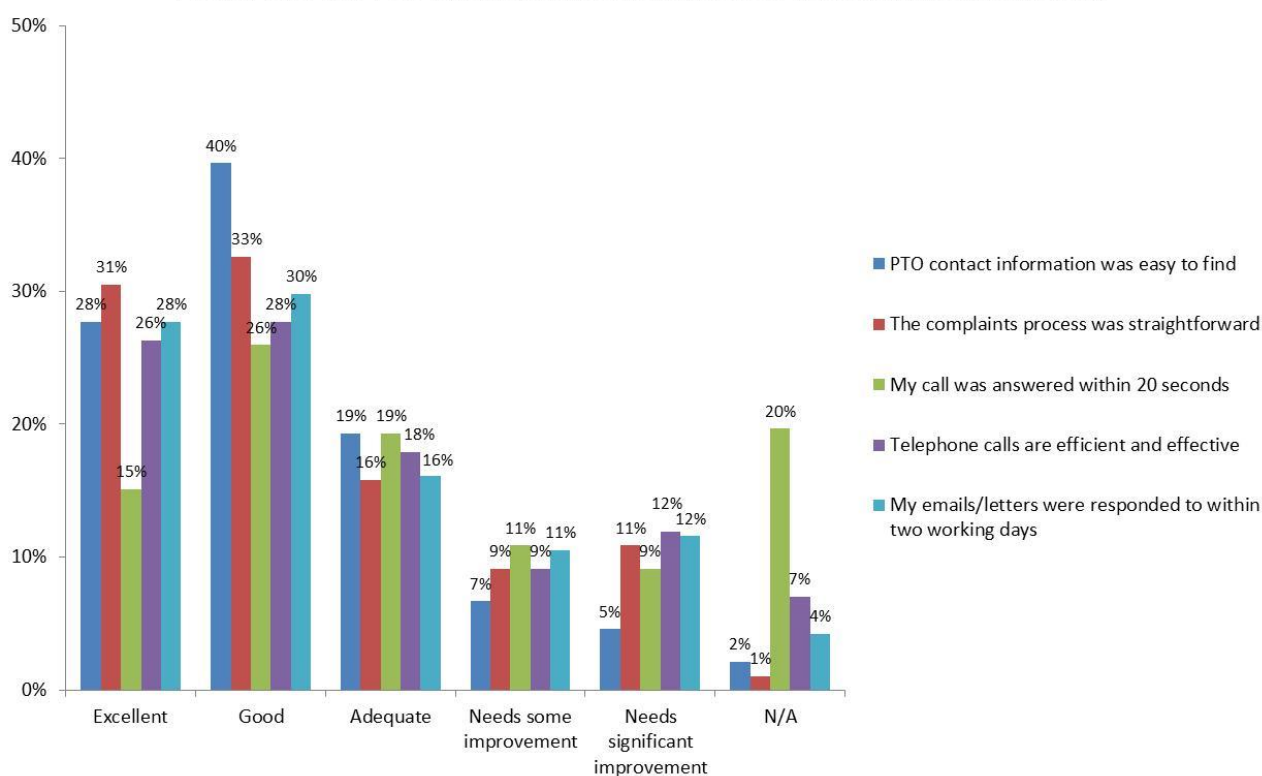
When asked to rate the PTO's performance in relation to service attributes respondents rated 'the Conciliator was courteous, approachable and professional' most favourably, with 77% responding 'excellent' or 'good', followed by 'PTO contact information was easy to find' (68%).

'My call was answered within 20 seconds' was rated least favourably with 41% responding 'good' or 'excellent' and 20% responding 'N/A'.

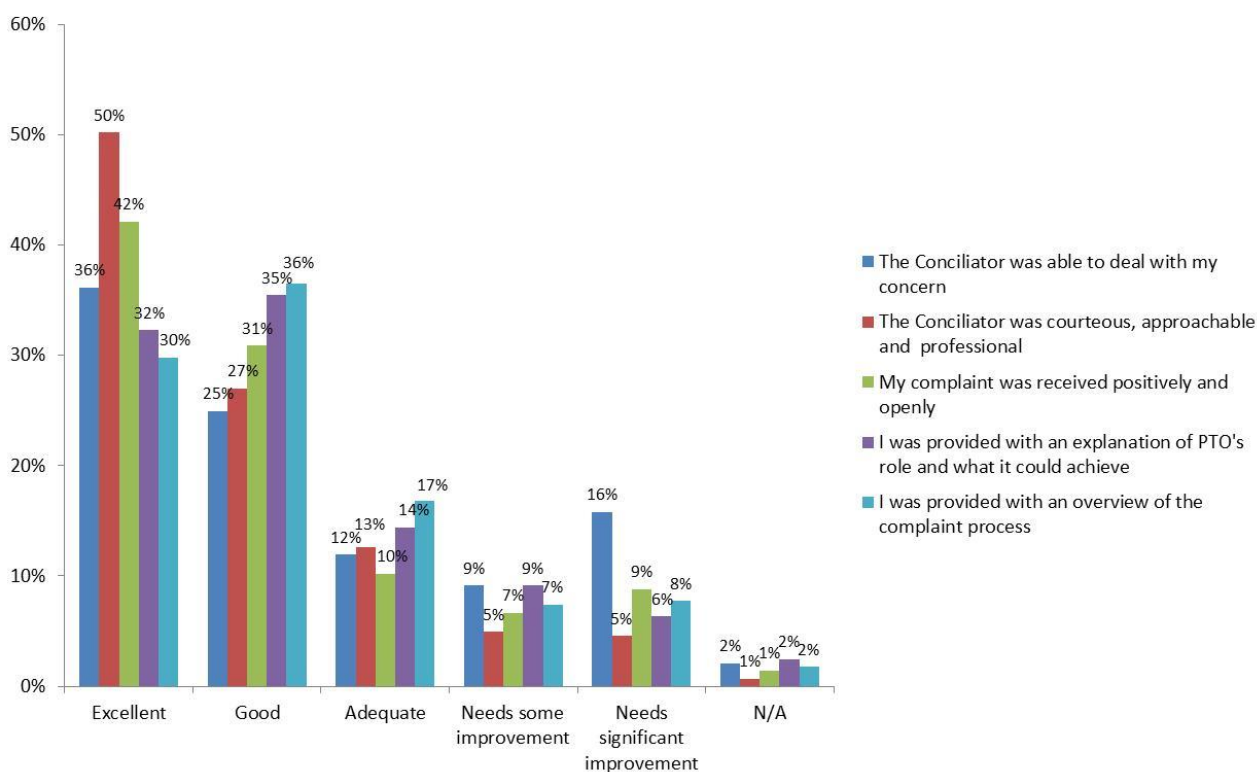
While 61% of respondents rated 'the Conciliator was able to deal with my concern' either 'excellent' or 'good', this service attribute received the highest amount of 'needs some improvement' or 'needs significant improvement' responses (25%), followed by 'my emails/letters were responded to within two working days' (23%).

Over 50% of respondents across all customer service attributes responded 'excellent' or 'good' when rating the PTOs performance, except for 'my call was answered within 20 seconds'.

Please rate the PTO's performance in relation to these service attributes:



Please rate the PTO's performance in relation to these service attributes:



7.3.2 Comparison – myki complaint respondents v Operator complaint respondents

When asked to rate the PTOs performance in relation to service attributes, 'myki complaint respondents' rated 'the Conciliator was courteous, approachable and professional' most favourably, with 80% responding 'excellent' or 'good', followed by 'my complaint was received positively and openly' (76%).

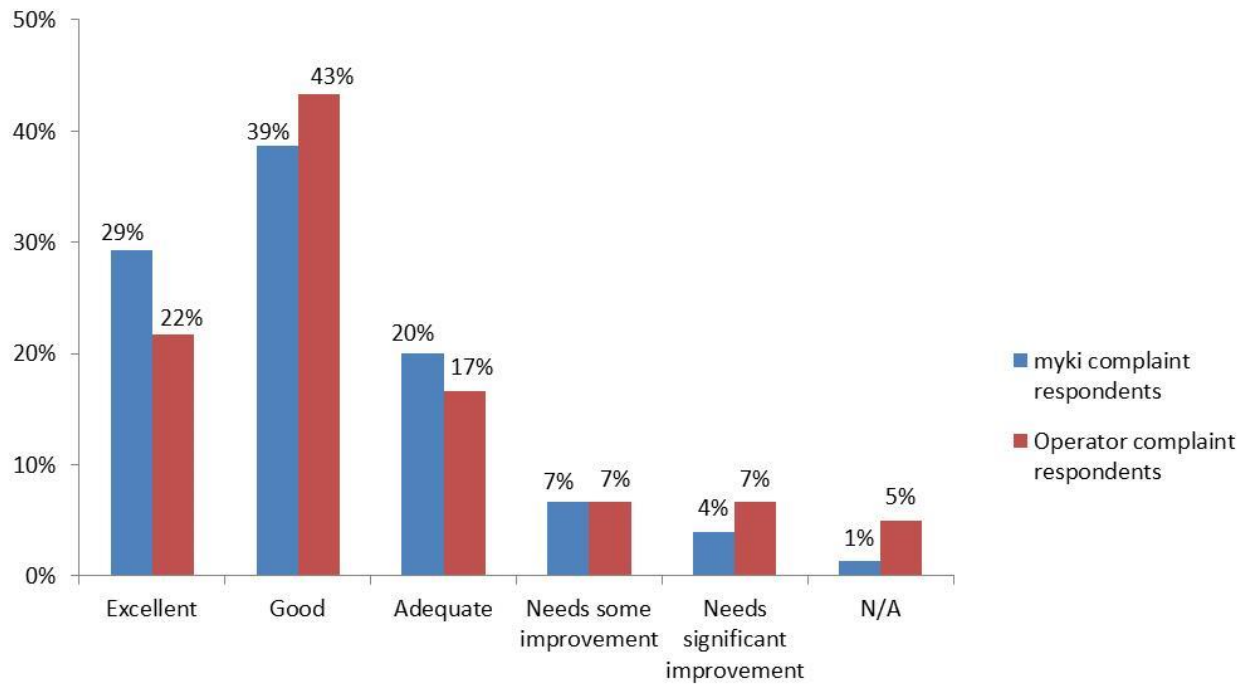
Almost two thirds (65%) of 'operator complaint respondents' rated the following services as 'excellent' or 'good':

- 'PTO contact information was easy to find';
- 'The Conciliator was courteous, approachable and professional'; and
- 'I was provided with an overview of the complaint process' most favourably as 'excellent' or 'good'.

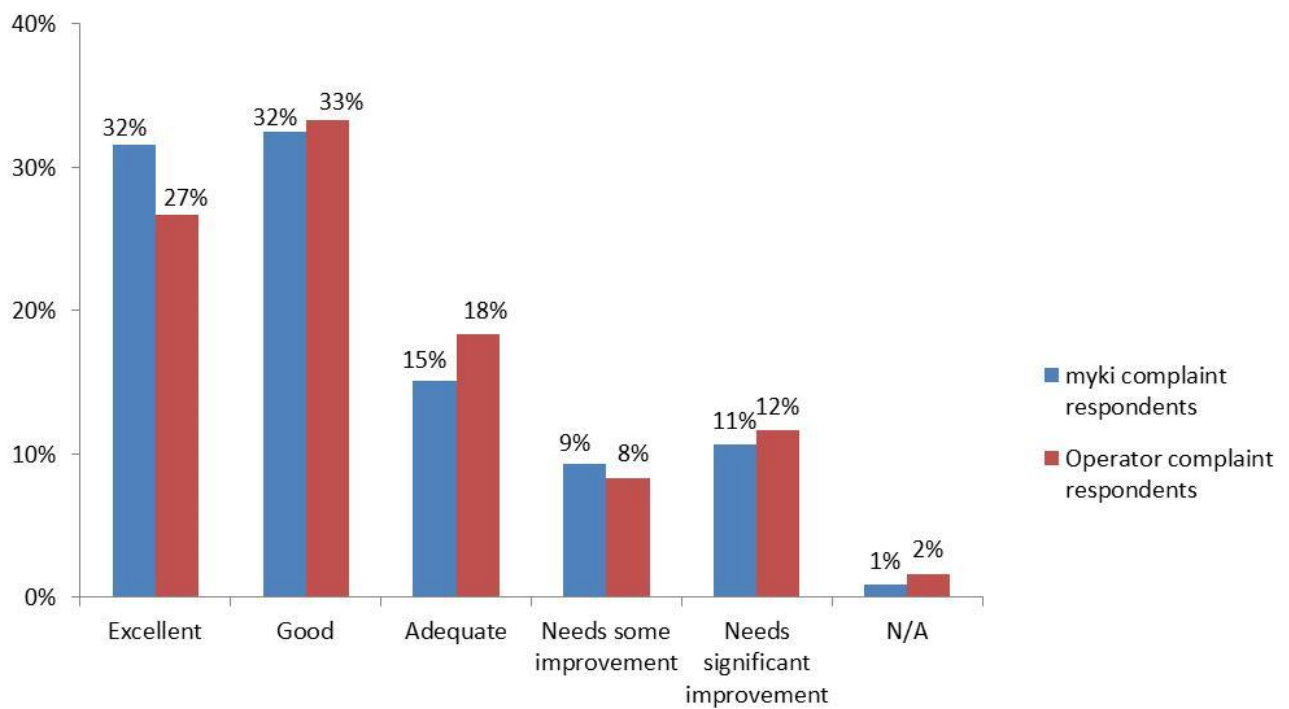
Both 'operator complaint respondents' and 'myki complaint respondents' rated the PTO's performance in relation to 'your call is answered within 20 seconds' least favourably, with the lowest percentage of 'excellent' or 'good' responses (41%).

While 64% of 'myki complaint respondents' and 50% of 'operator complaint respondents' rated 'the Conciliator was able to deal with my concern' as either 'good' or 'excellent', this service received the highest amount of 'needs some improvement' or 'needs significant improvement' responses from both 'myki complaint respondents' and 'operator complaint respondents' (33% and 23% respectively).

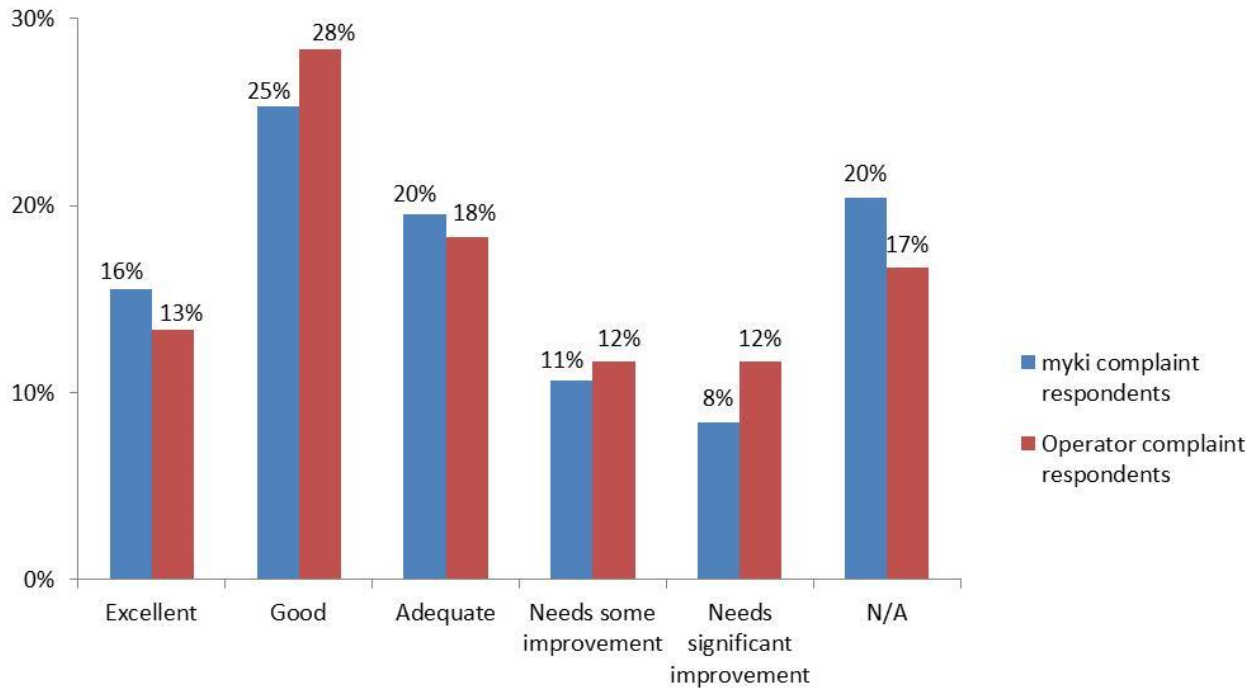
PTO contact information was easy to find



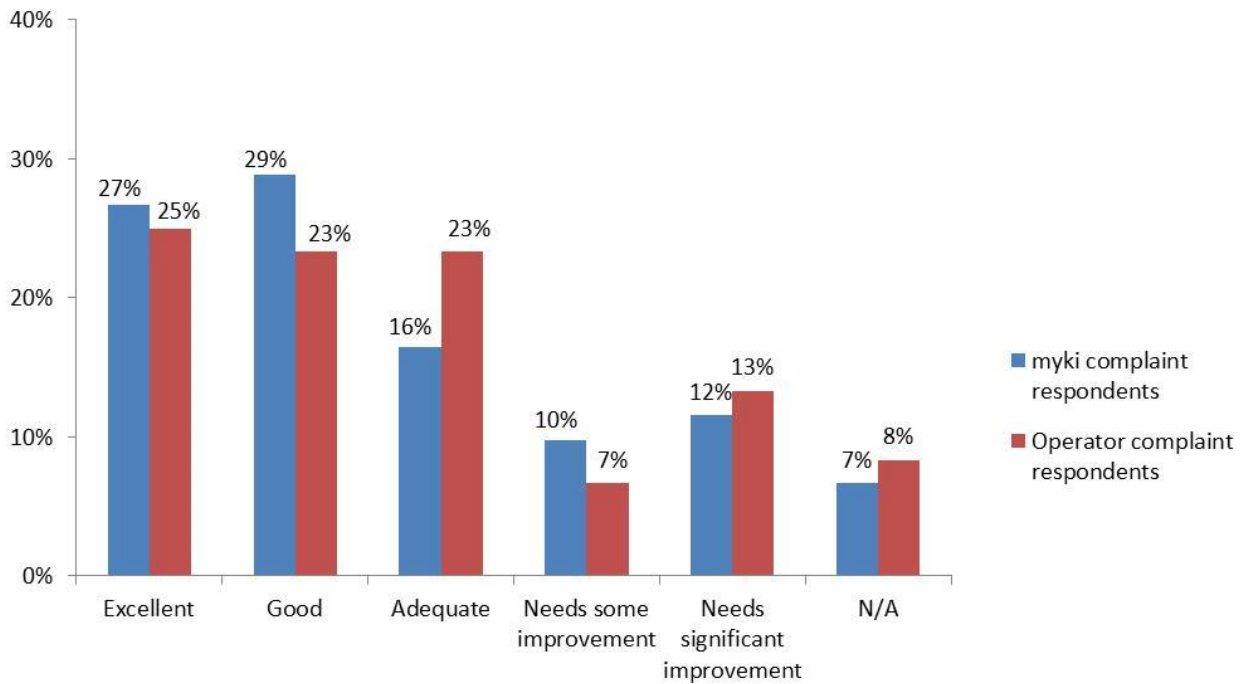
The complaints process was straightforward



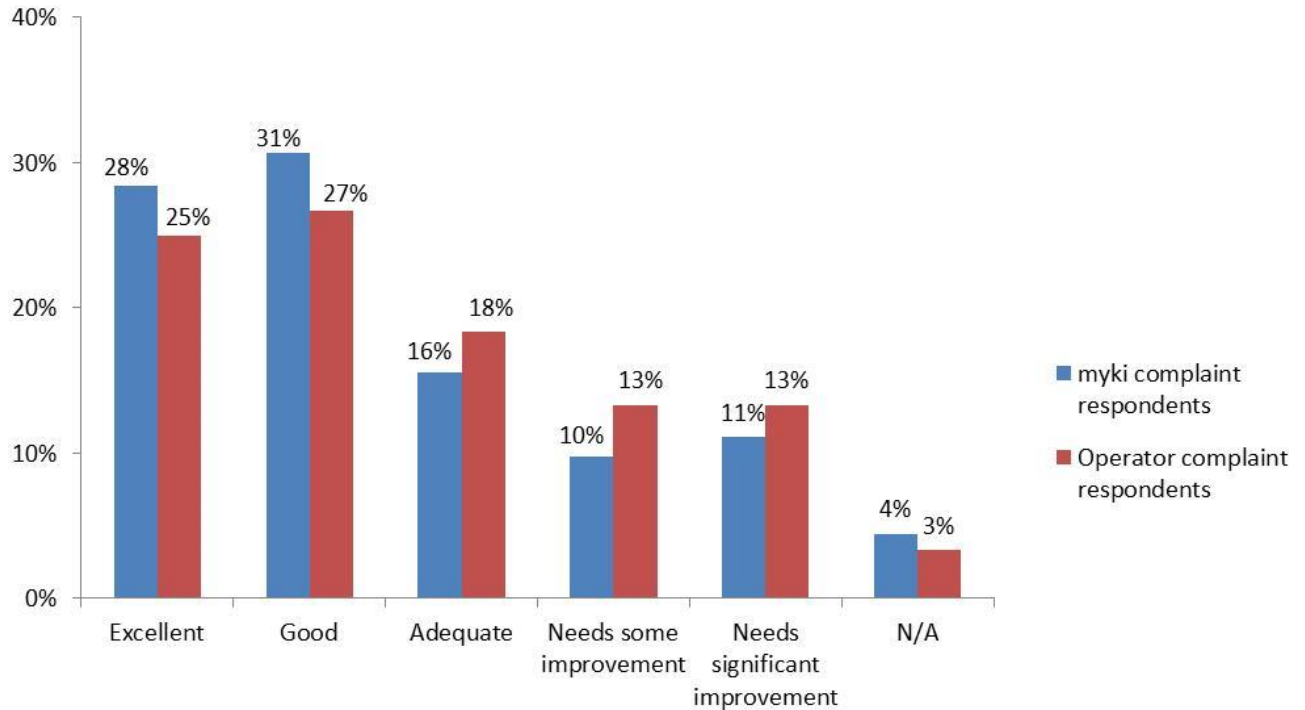
My call was answered within 20 seconds



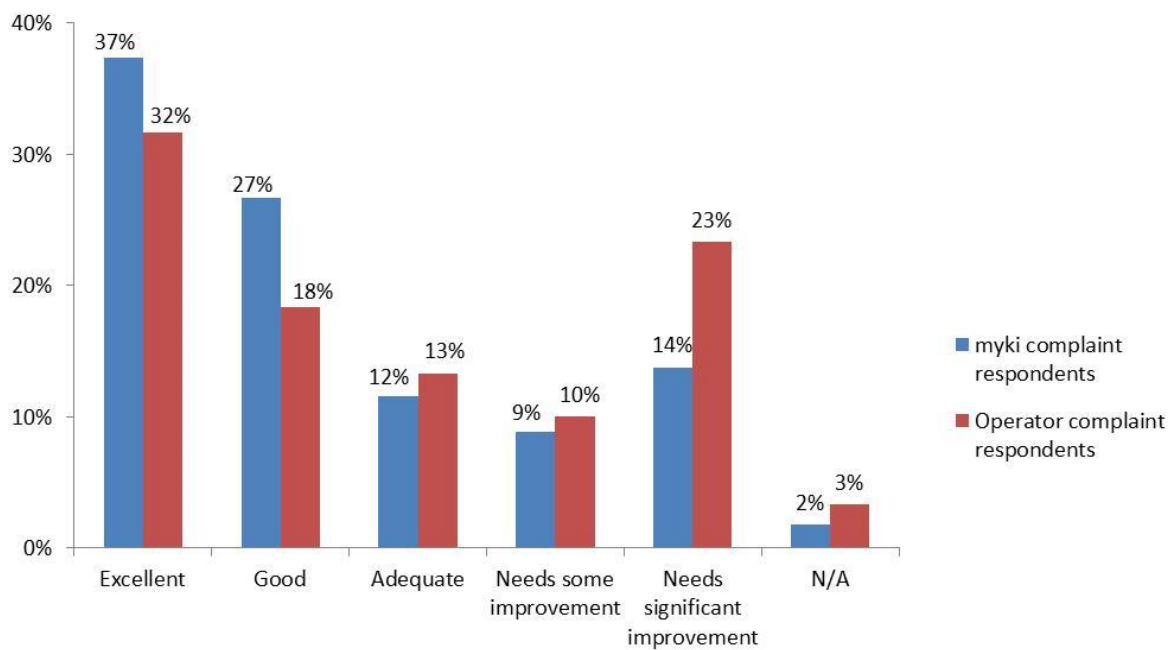
Telephone calls are efficient and effective



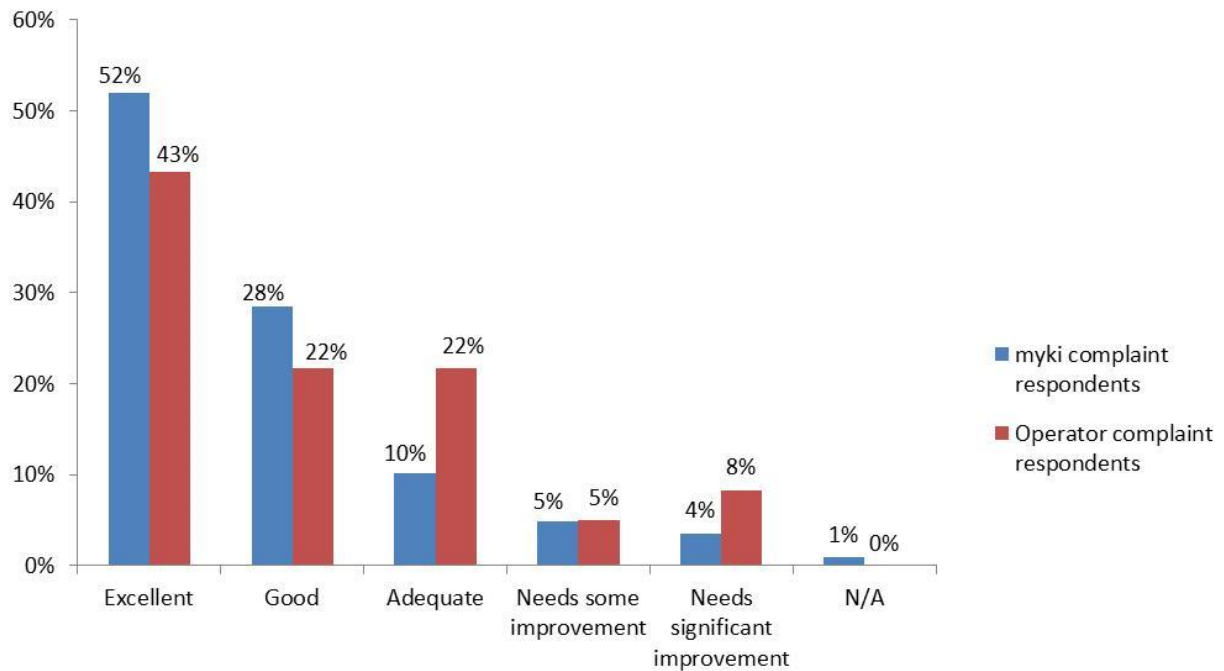
My emails/letters were responded to within two working days



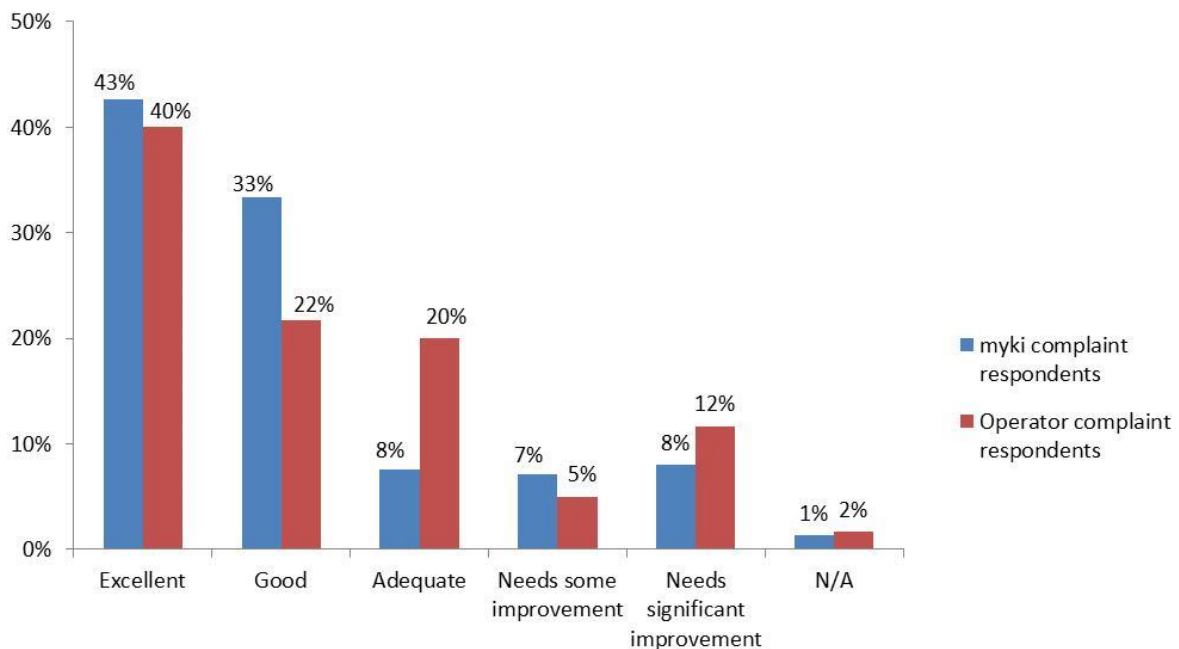
The Conciliator was able to deal with my concern



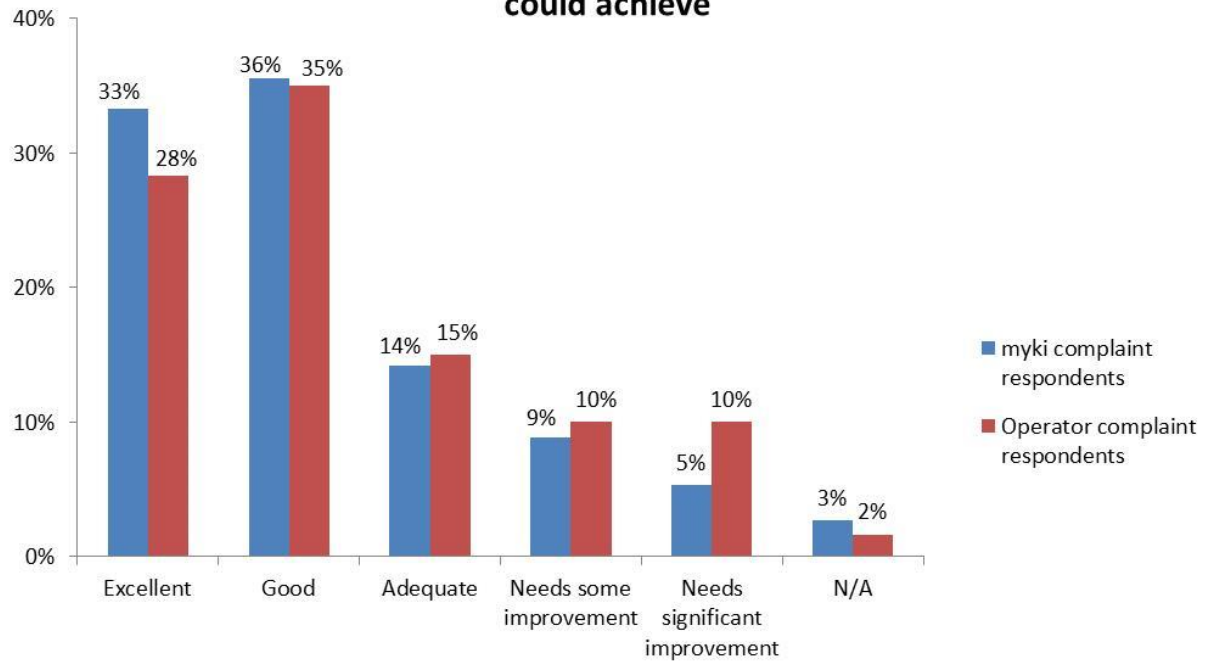
The Conciliator was courteous, approachable and professional



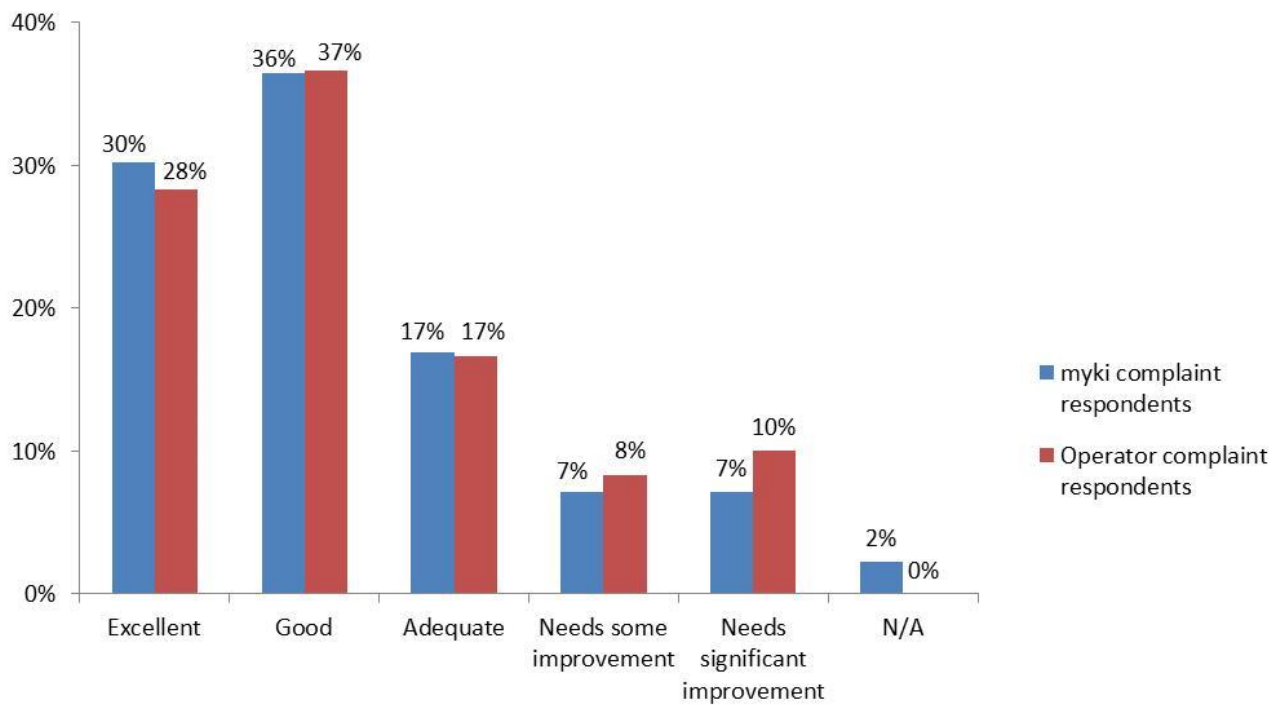
My complaint was received positively and openly



I was provided with an explanation of PTO's role and what it could achieve



I was provided with an overview of the complaint process

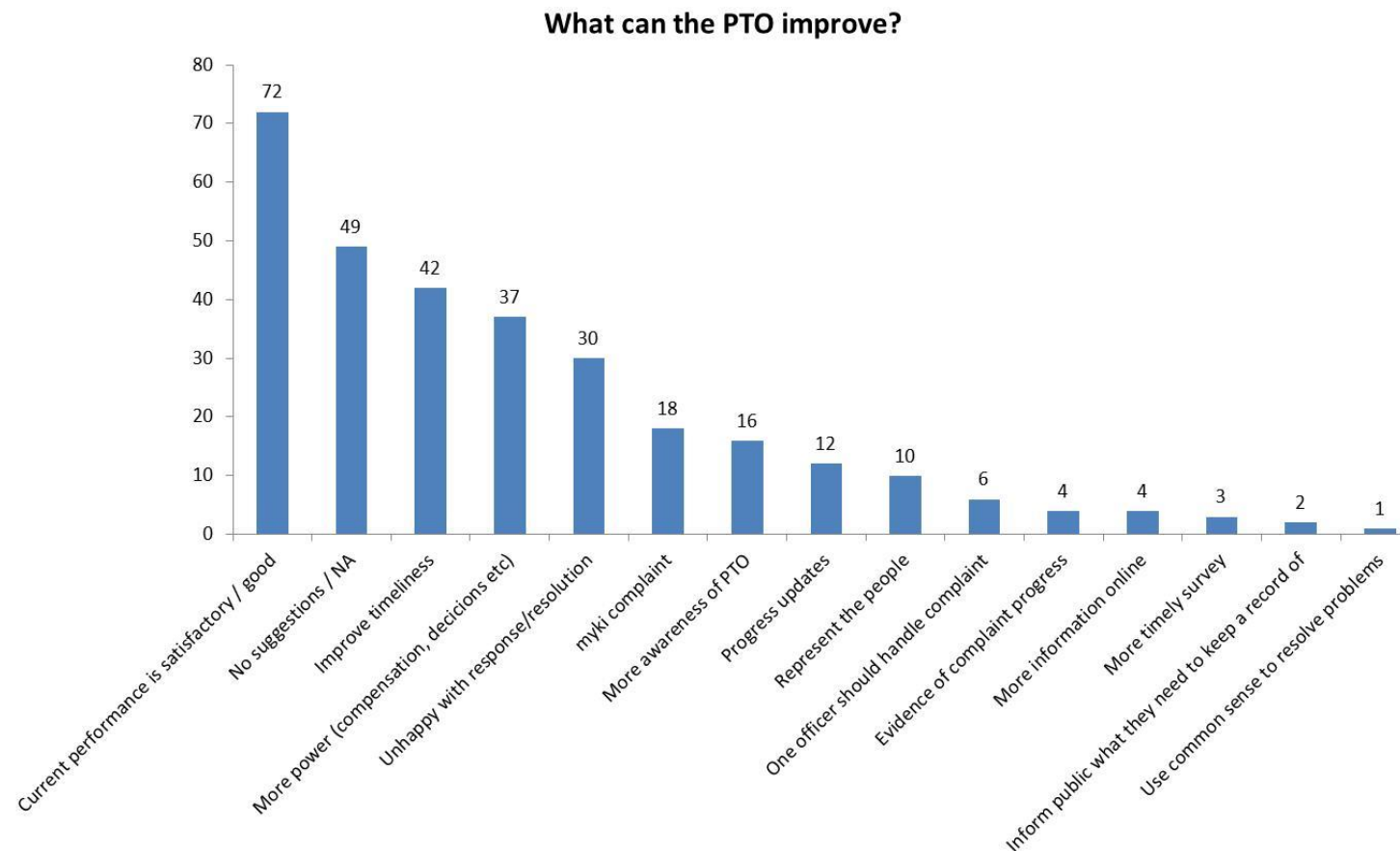


7.4 Question 6

6. In relation to the above statements, what could the PTO improve?

Question six was a qualitative question. Respondents could submit more than one response. Responses have been categorised where possible.

When asked what the PTO could improve, the majority of respondents (72) indicated that the 'current performance is satisfactory / good', followed by 'improve timeliness' (42) in relation to emails, phone calls and resolutions, and 'more power' to affect decisions and compensation.



8 Handling the Complaint

8.1 Question 7

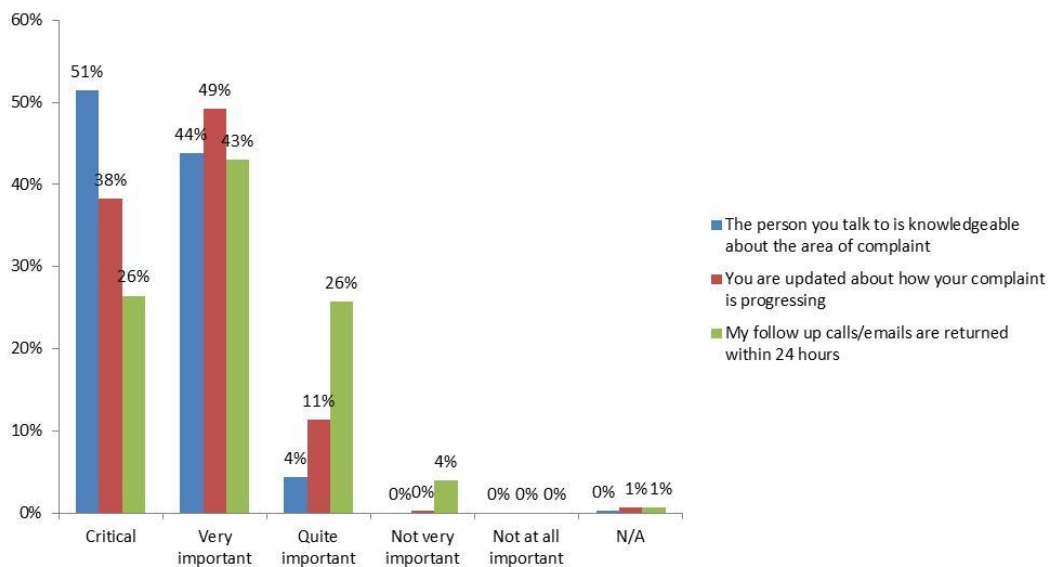
7. When handling your complaint, how important is it that:

8.1.1 All Respondents

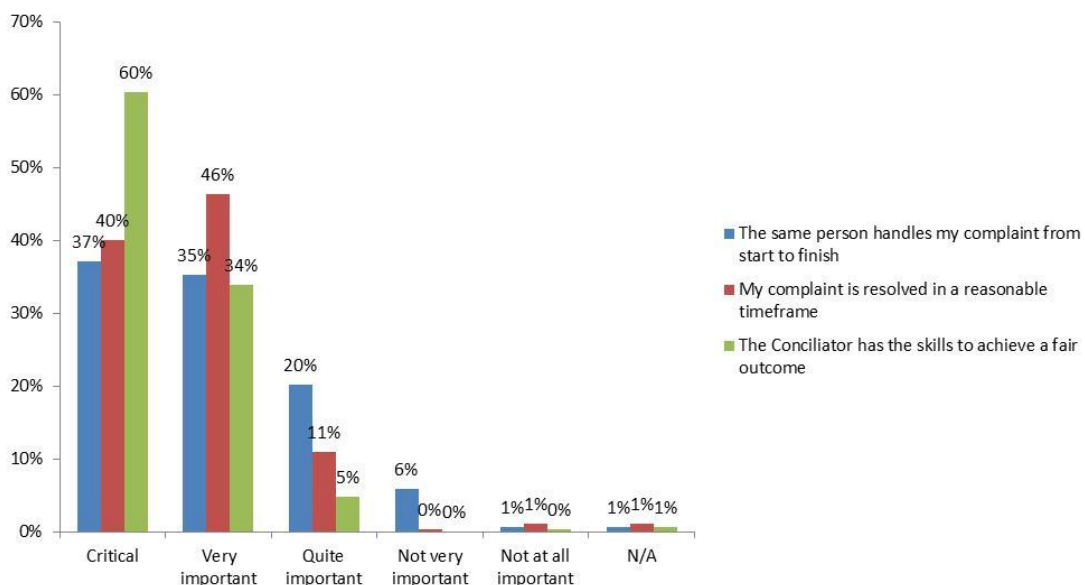
Respondents rated 'the person you talk to is knowledgeable about the area of complaint' as most important when handling their complaint, with 95% responding 'critical' or 'very important', followed by 'the Conciliator has the skills to achieve a fair outcome' (94%).

Over 70% of respondents rated all aspects of handling their complaint as 'critical' or 'very important'.

When handling your complaint, how important is it that:



When handling your complaint, how important is it that:

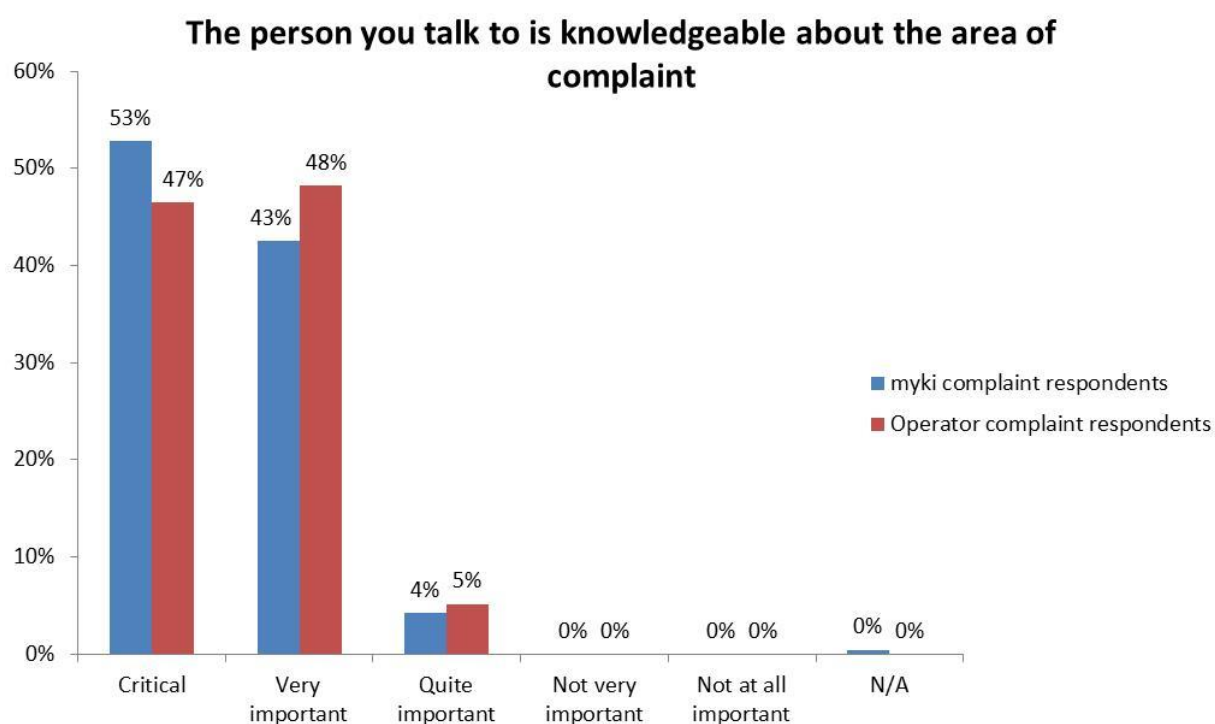


8.1.2 Comparison – myki complaint respondents v Operator complaint respondents

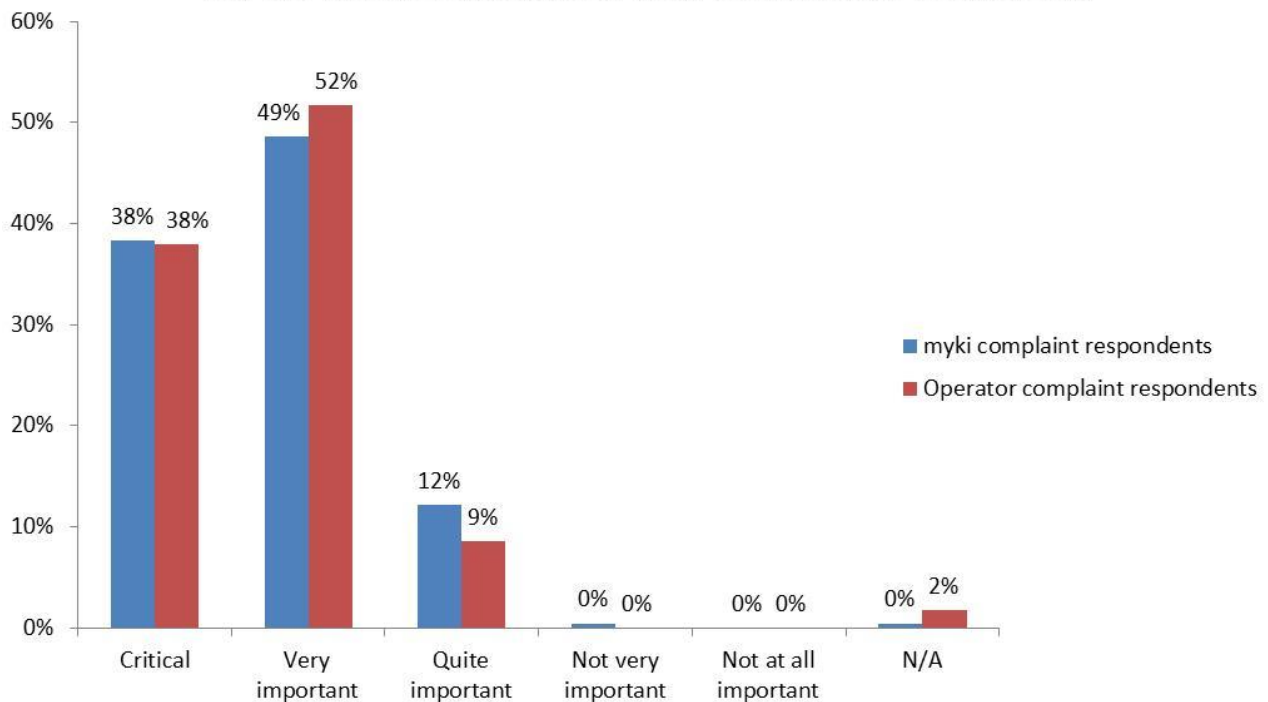
When asked to rate the importance of the following metrics when handling a complaint, 96% of 'myki complaint respondents' rated 'the person you talk to is knowledgeable about the area of complaint' and 'the Conciliator has the skills to achieve a fair outcome' as 'critical' or 'very important', followed by 'my complaint is resolved in a reasonable timeframe' (88%).

'operator complaint respondents' rated 'the person you talk to is knowledgeable about the area of complaint' as the most important aspect when their complaint was being handled, with 95% responding 'critical' or 'very important', followed by 'you are updated about how your complaint is progressing' (90%).

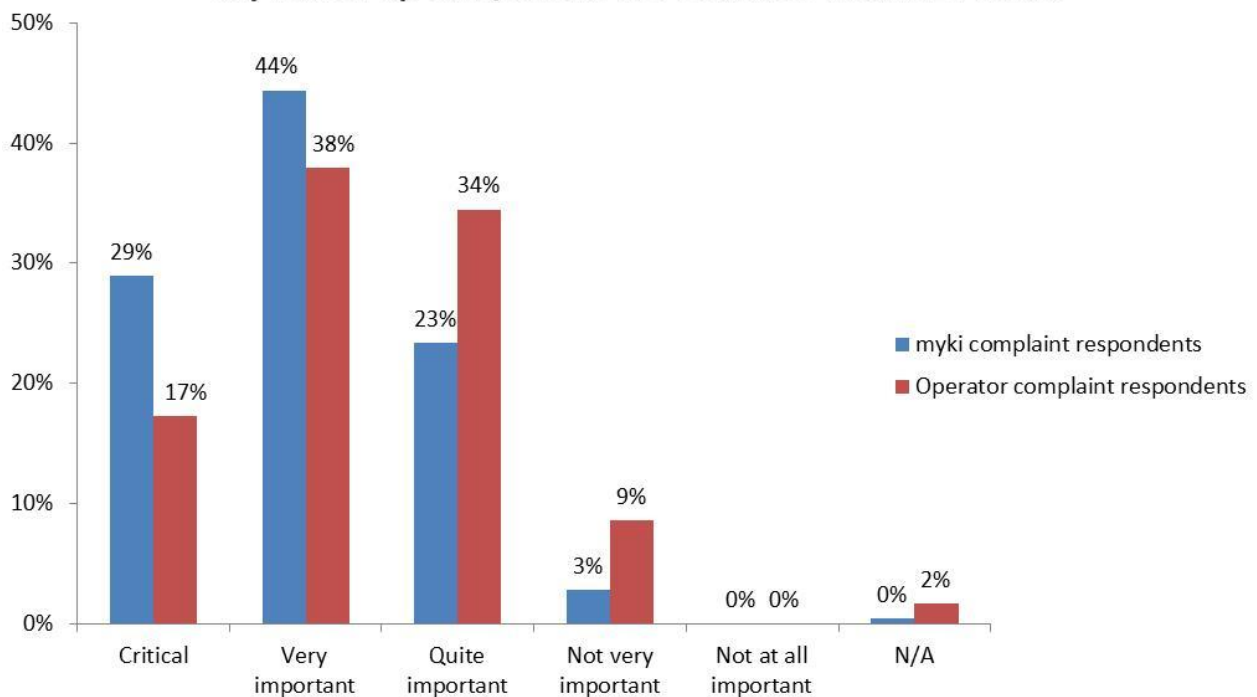
Over 70% of both 'operator complaint respondents' and 'myki complaint respondents' rated all aspects of handling their complaint as 'critical' or 'very important' except for 'my follow up calls/emails are returned within 24 hours' (only 55% of 'operator complaint respondents' responded 'critical' or 'very important').



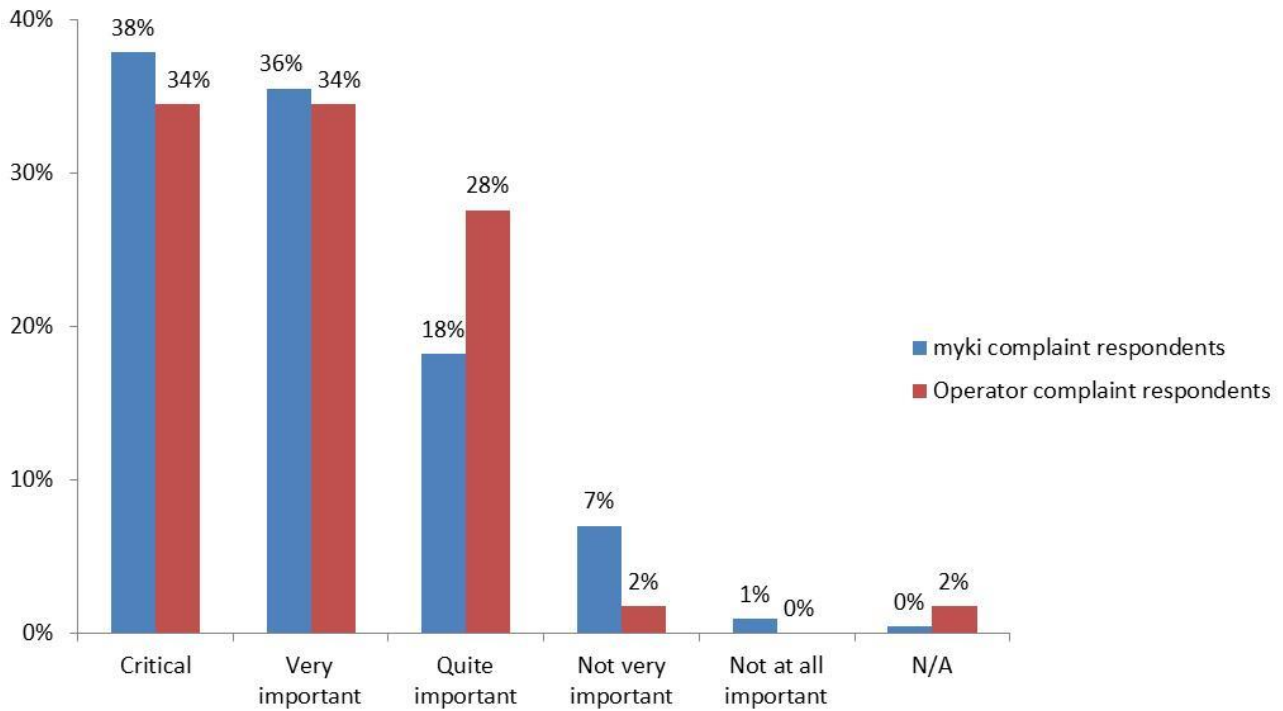
You are updated about how your complaint is progressing



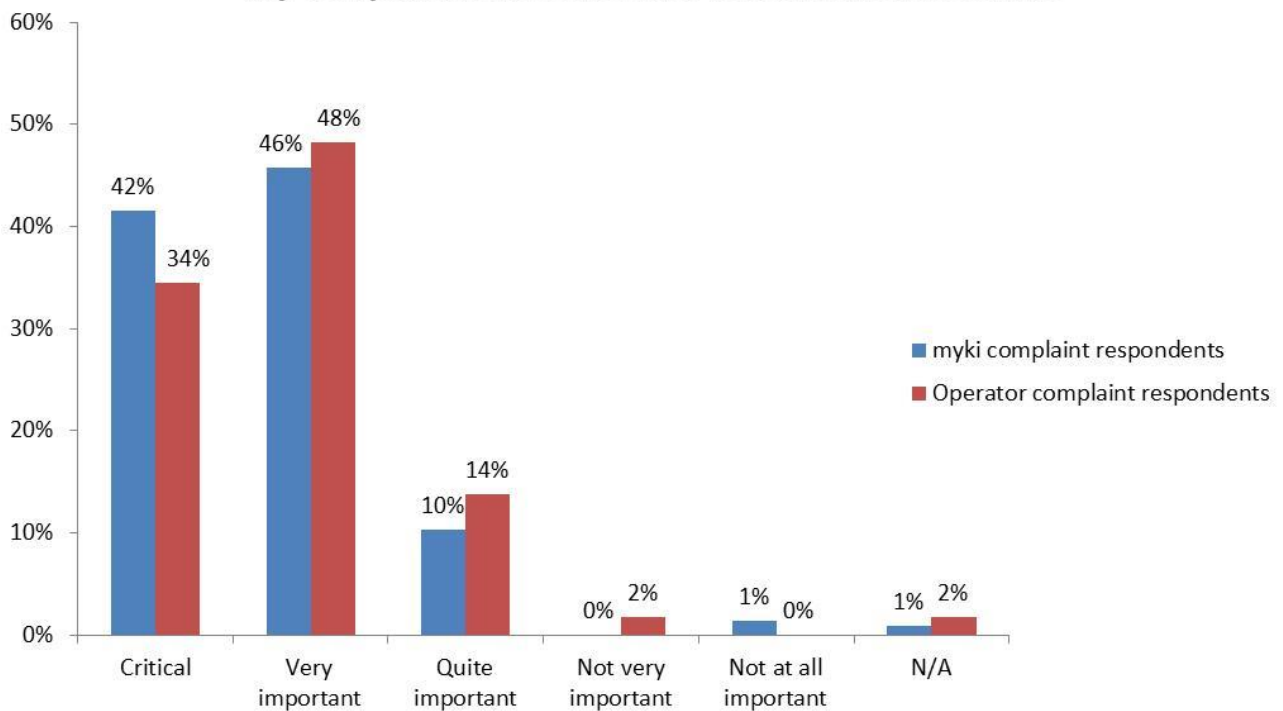
My follow up calls/emails are returned within 24 hours



The same person handles my complaint from start to finish



My complaint is resolved in a reasonable timeframe



8.2 Question 8

8. Please rate the PTO's performance in relation to its complaint handling service:

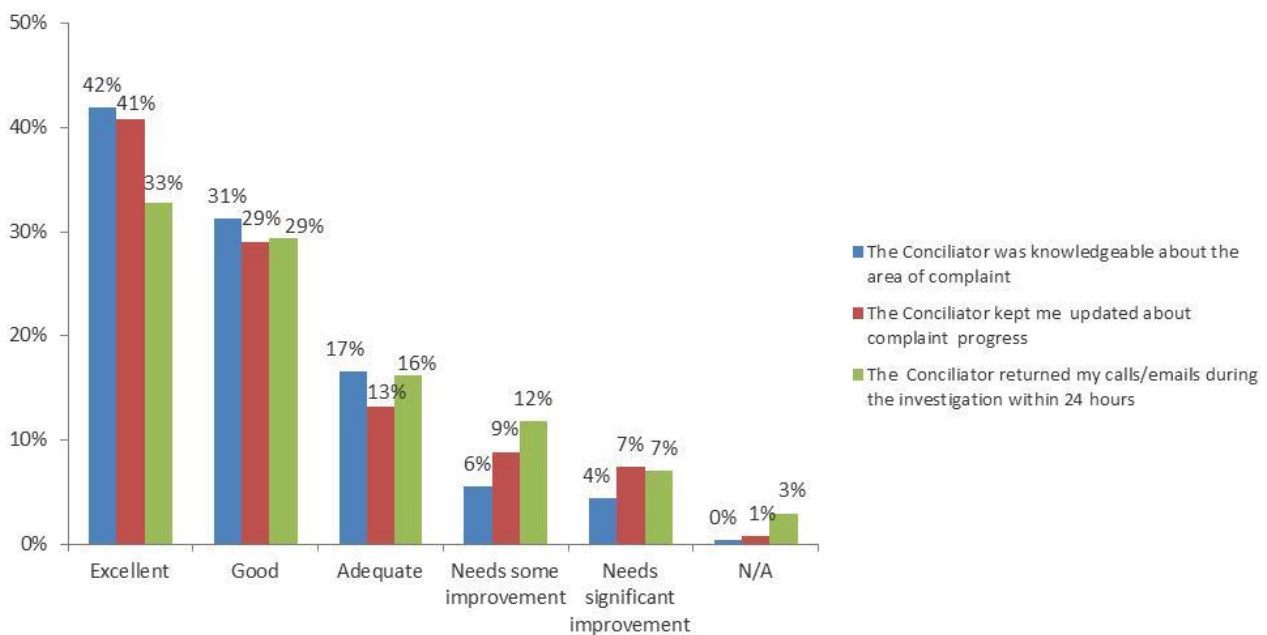
8.2.1 All Respondents

When asked to rate the PTO's performance in relation to its complaint handling service, respondents rated 'the Conciliator was knowledgeable about the area of complaint' most favourably, with 73% responding 'excellent' or 'good', followed by 'the Conciliator kept me updated about complaint progress' (70%).

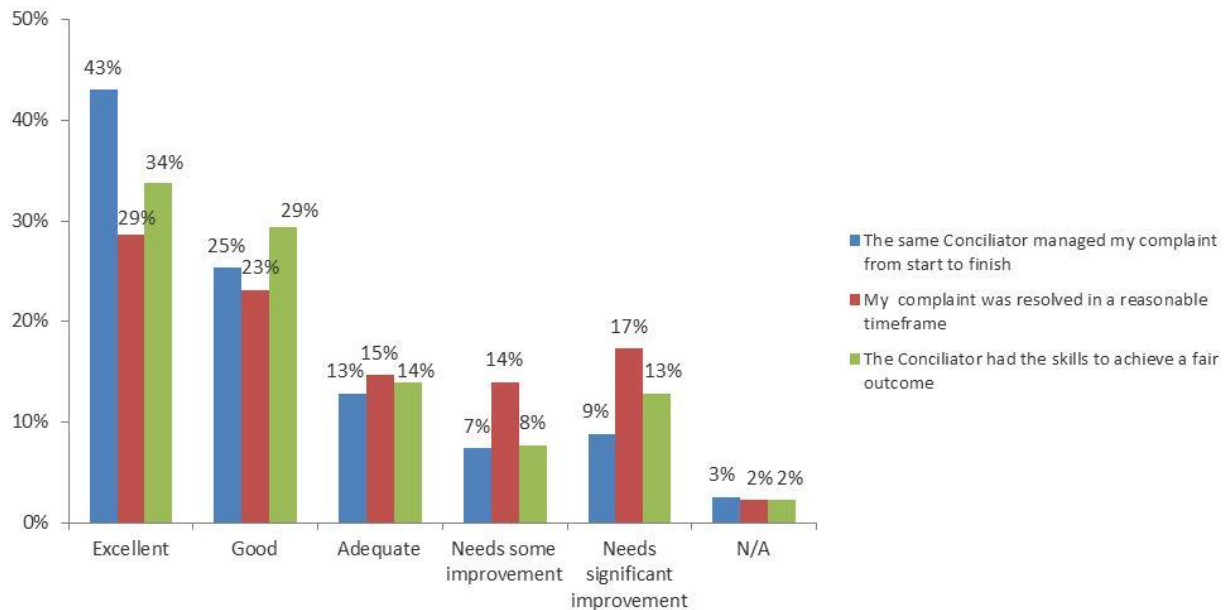
'My complaint was resolved in a reasonable timeframe' was rated least favourably by respondents, with 31% responding 'needs some improvement' or 'needs significant improvement', followed by 'the Conciliator had the skills to achieve a fair outcome' (21%).

Over 50% of respondents rated the PTO's performance of all aspects of its complaint handling service as 'excellent' or 'good'.

Please rate the PTO's performance in relation to its complaint handling service:



Please rate the PTO's performance in relation to its complaint handling service:



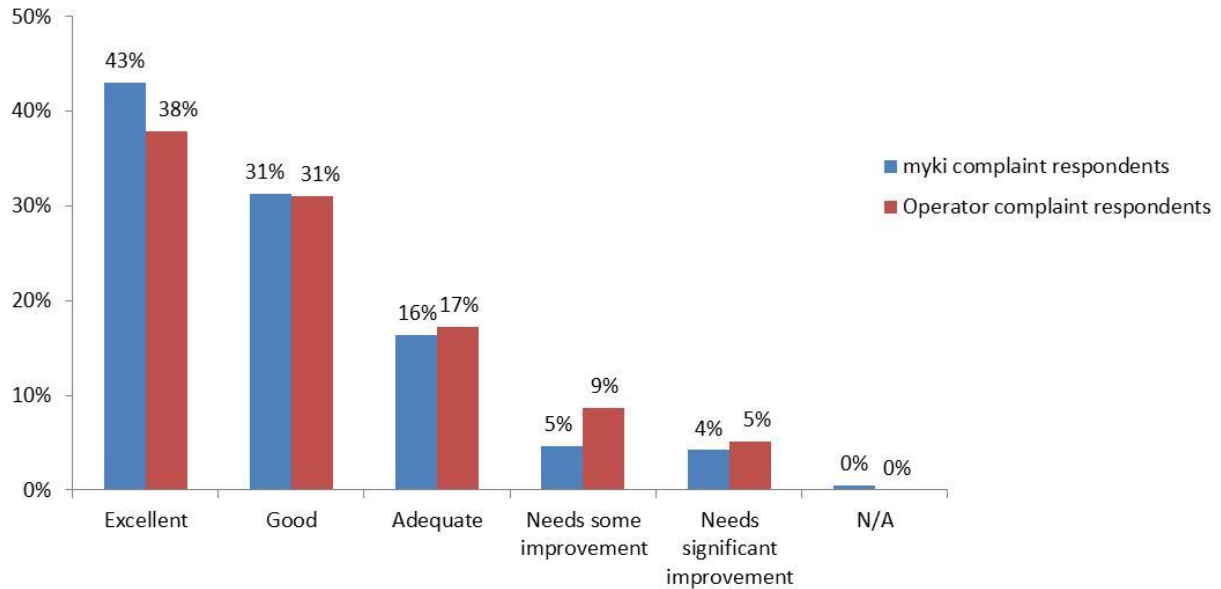
8.2.2 Comparison – myki complaint respondents v Operator complaint respondents

When asked to rate the PTO's performance in relation to its complaint handling service, 'myki complaint respondents' rated 'the Conciliator was knowledgeable about the area of complaint' most favourably, with 74% responding either 'excellent' or 'good', followed by 'the Conciliator kept me updated about complaint progress' (70%).

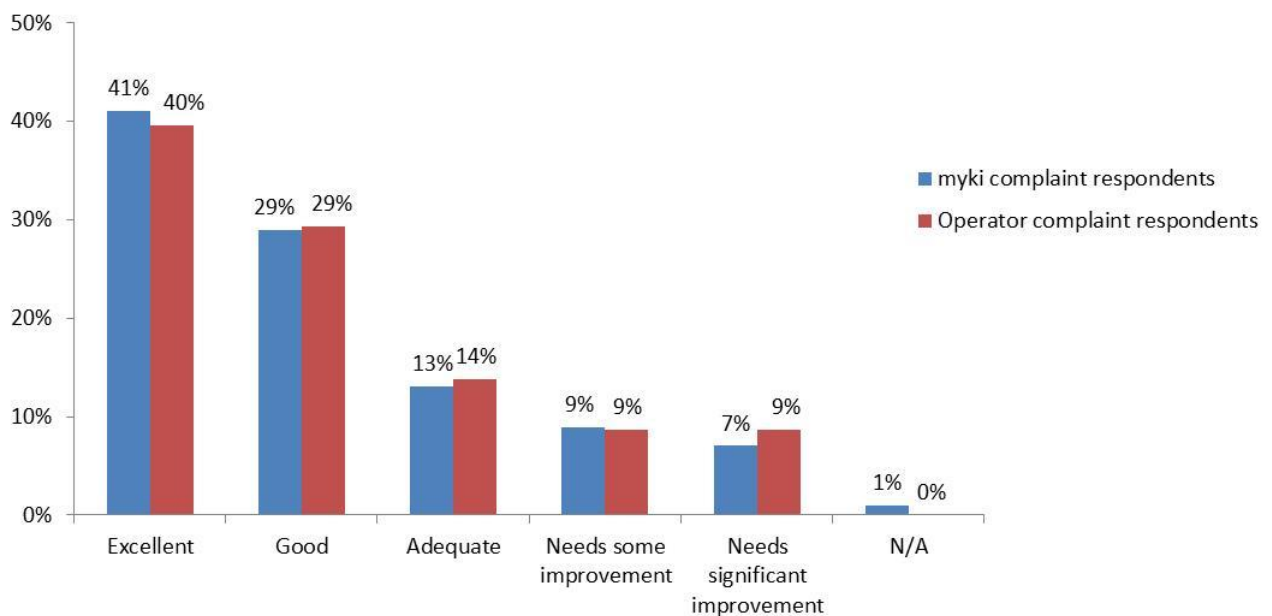
'operator complaint respondents' rated 'the Conciliator was knowledgeable about the area of my complaint' and 'the Conciliator kept me updated about the complaint progress' most favourably, with 69% of respondents rating both statements either 'excellent' or 'good', followed by 'the same Conciliator managed my complaint from start to finish' (68%).

'My complaint was resolved in a reasonable timeframe' was rated by both 'myki complaint respondents' and 'operator complaint respondents' least favourably, with 30% and 34% respectively responding 'needs some improvement' or 'needs significant improvement', followed by 'the Conciliator had the skills to achieve a fair outcome' (19% and 26%).

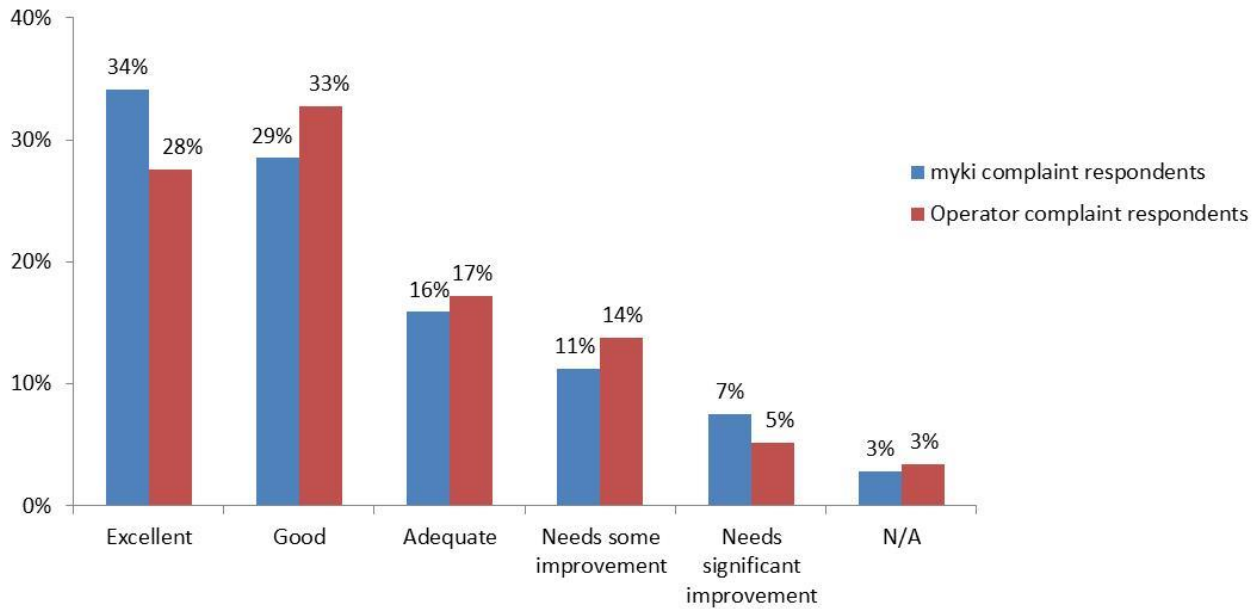
The Conciliator was knowledgeable about the area of complaint



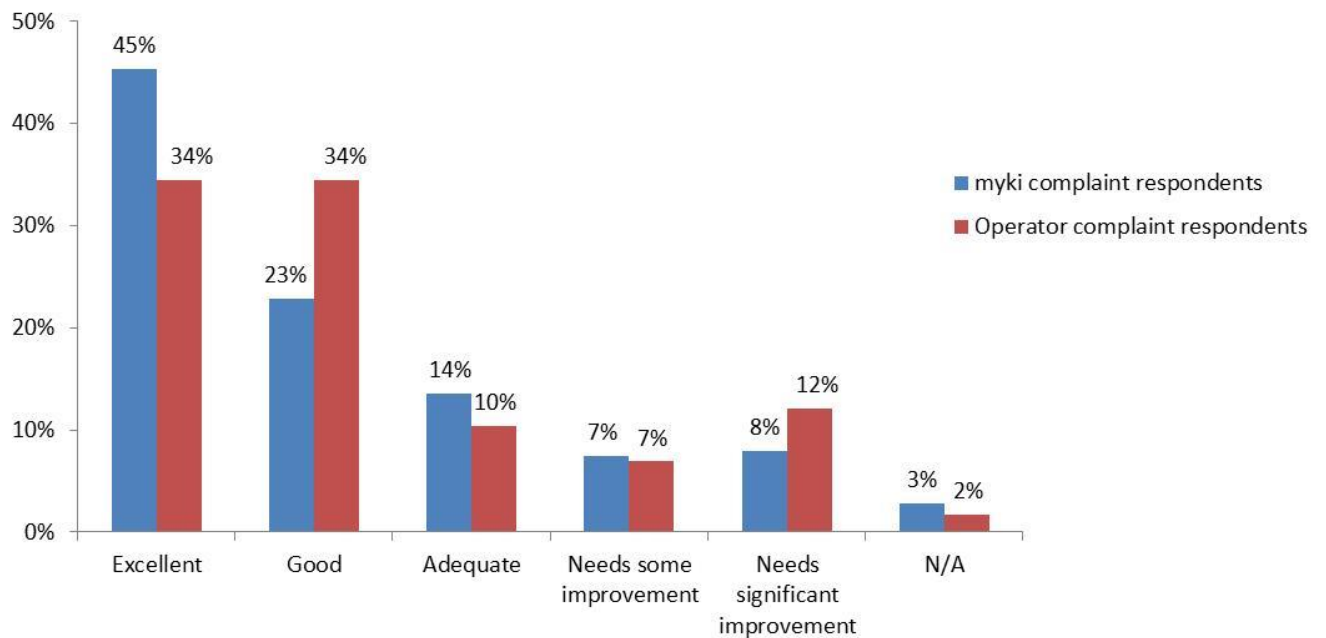
The Conciliator was knowledgeable about the area of complaint



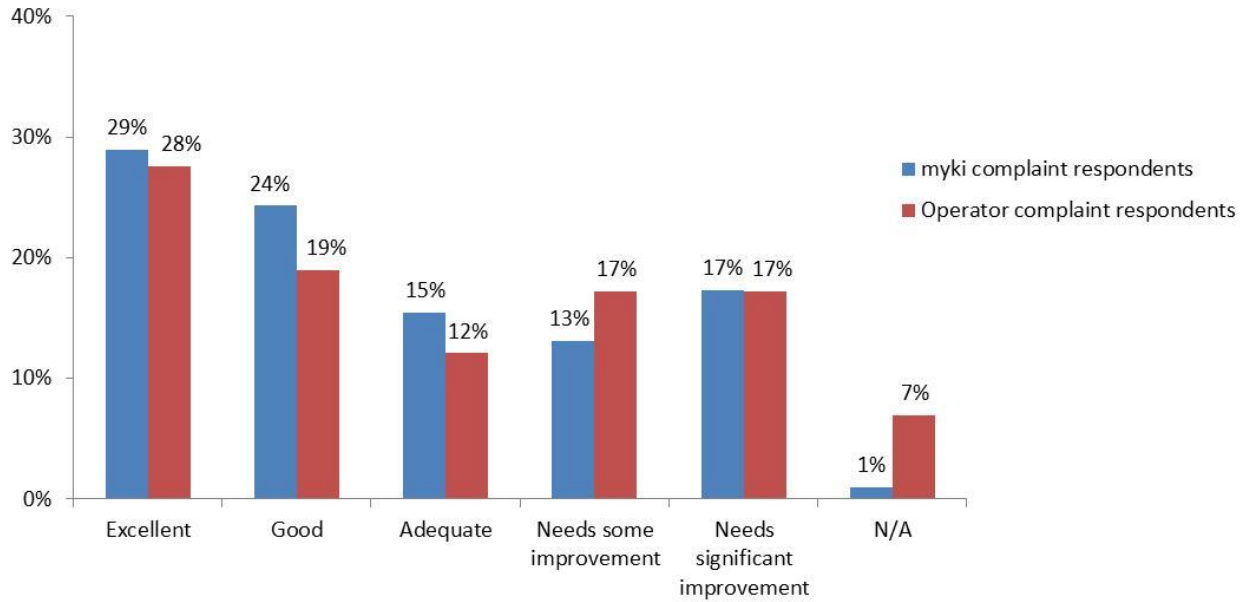
The Conciliator returned my calls/emails during the investigation within 24 hours



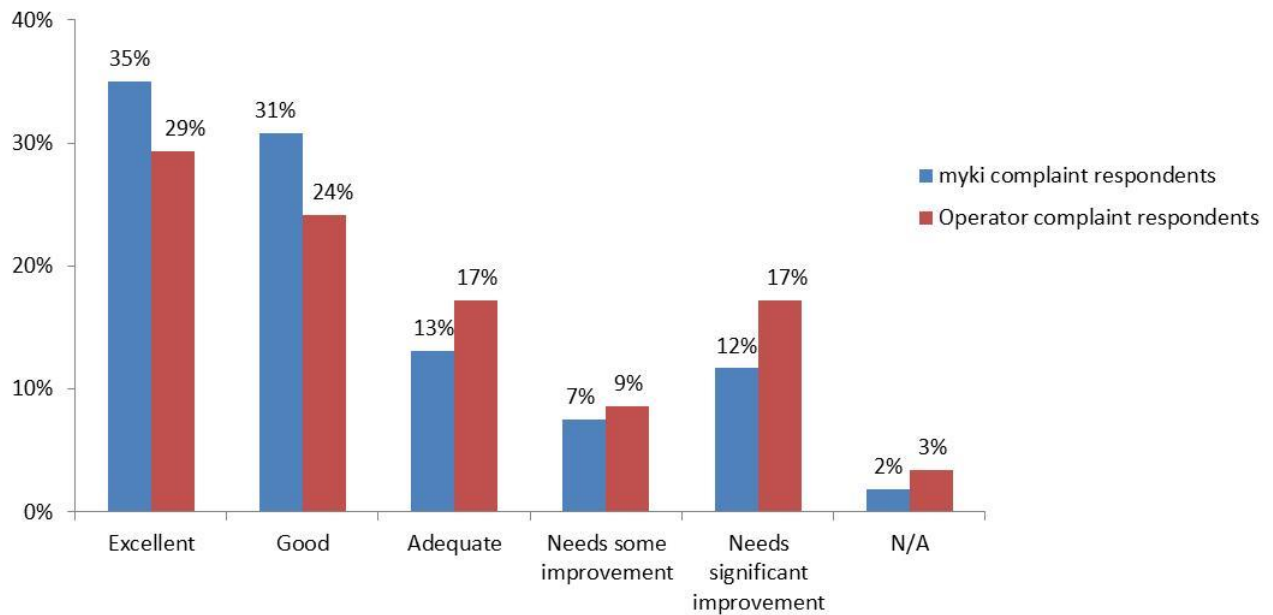
The same Conciliator managed my complaint from start to finish



My complaint was resolved in a reasonable timeframe



The Conciliator had the skills to achieve a fair outcome

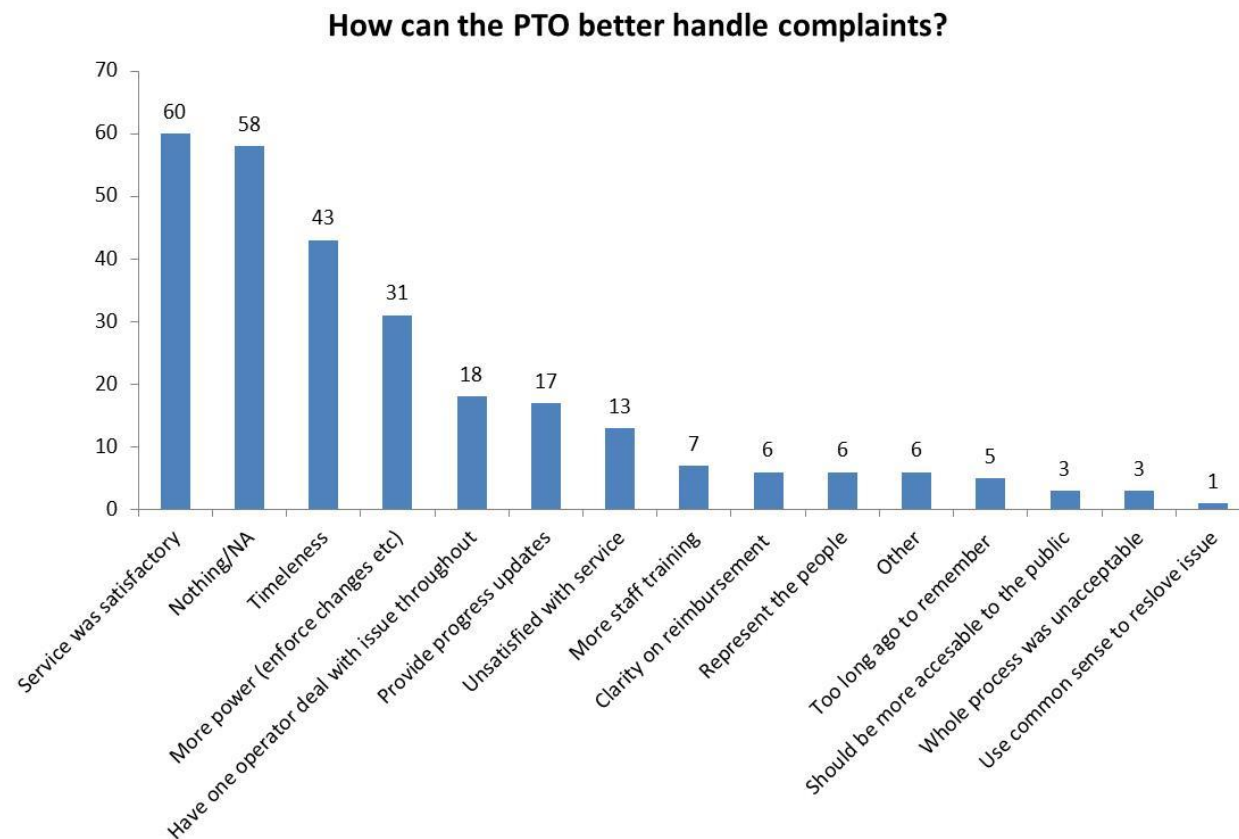


8.3 Question 9

9. In relation to the above statements, what could the PTO improve?

Question nine was a qualitative question. Respondents could provide more than one answer. Responses have been categorised where possible.

When asked what the PTO could improve in relation to the above statements, the majority (59) of respondents indicated that the current 'service was satisfactory', followed by 'timeliness' in relation to resolutions and 'more power' to enforce changes.



9 Outcome

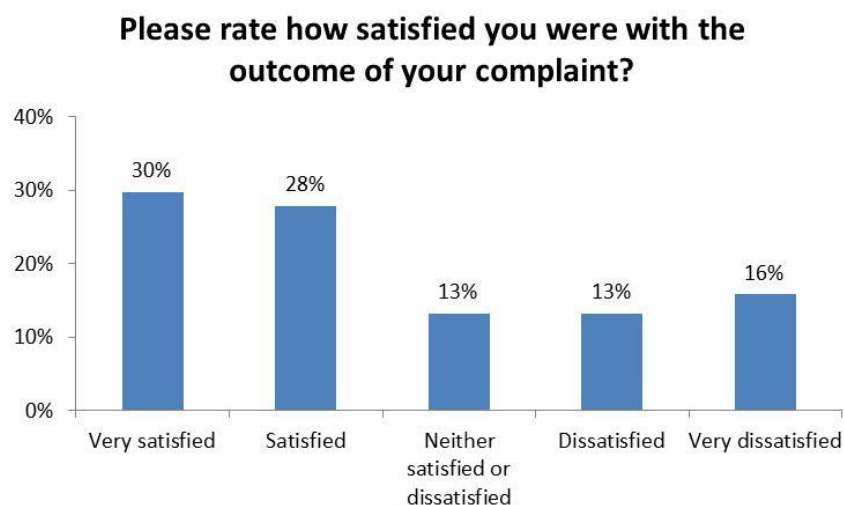
9.1 Question 10

9.1.1 All Respondents

10. Please rate how satisfied you were with the outcome of your complaint?

Over half (58%) of respondents said they were 'satisfied' or 'very satisfied' with the outcome of their complaint.

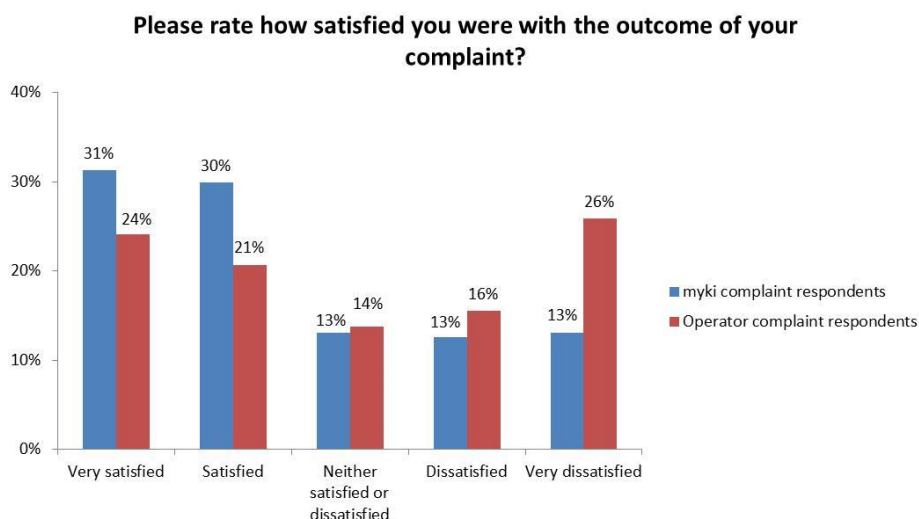
However, nearly one third (29%) of respondents said they were 'dissatisfied' or 'very dissatisfied' with the outcome of their complaint.



9.1.2 Comparison – myki complaint respondents v Operator complaint respondents

When asked to rate satisfaction with the outcome of their complaint, 61% of 'myki complaint respondents' and 45% of 'operator complaint respondents' said they were either 'satisfied' or 'very satisfied'.

'operator complaint respondents' were more likely to be 'dissatisfied' or 'very dissatisfied' (41%) with the outcome of their complaint than 'myki complaint respondents' (26%).



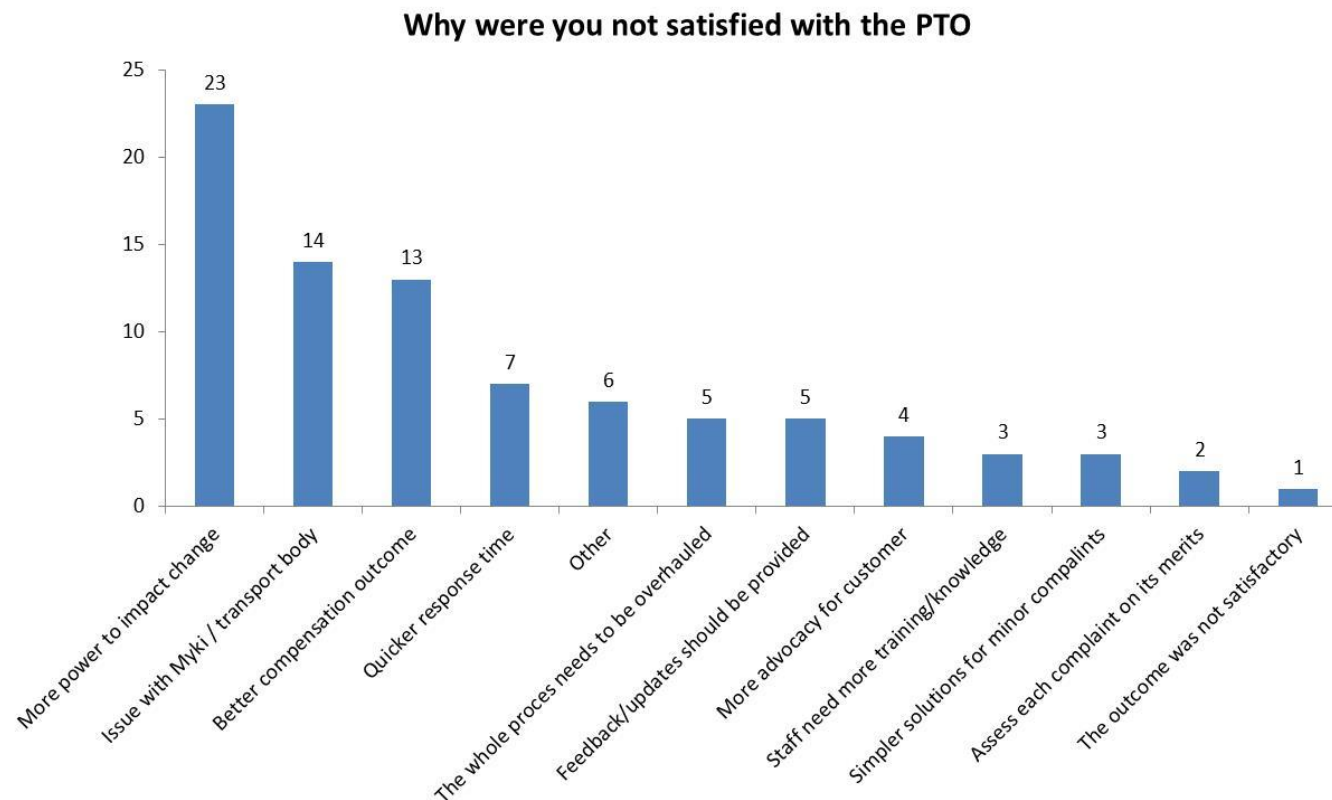
9.2 Question 11

11. If you were not satisfied with the outcome of your complaint, what could the PTO improve:

Question 11 was a qualitative question. Respondents could submit more than one response. Responses have been categorised where possible.

When asked what the PTO could improve, the majority (23) of respondents who were not satisfied with the outcome of their complaint indicated the PTO lacked 'power to impact change' and influence the policy of service providers or administer any punitive powers.

Respondents (14) also indicated their 'issue was with myki / transport body' and not with the PTO, followed by 'better compensation outcome' (12).



10 Interactions

10.1 Question 12

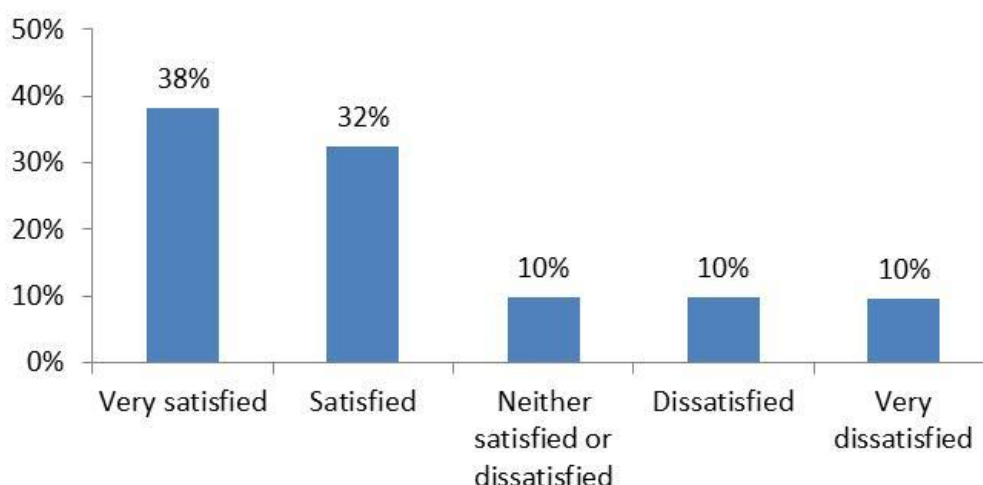
10.1.1 All Respondents

12. Overall, how satisfied were you with your interaction(s) with the PTO?

Seventy-one per cent of respondents were either 'satisfied' or 'very satisfied' with their interaction(s) with the PTO.

One in five respondents (20%) were either 'dissatisfied' or 'very dissatisfied' with their interaction(s) with the PTO.

Overall, how satisfied were you with your interaction(s) with the PTO?

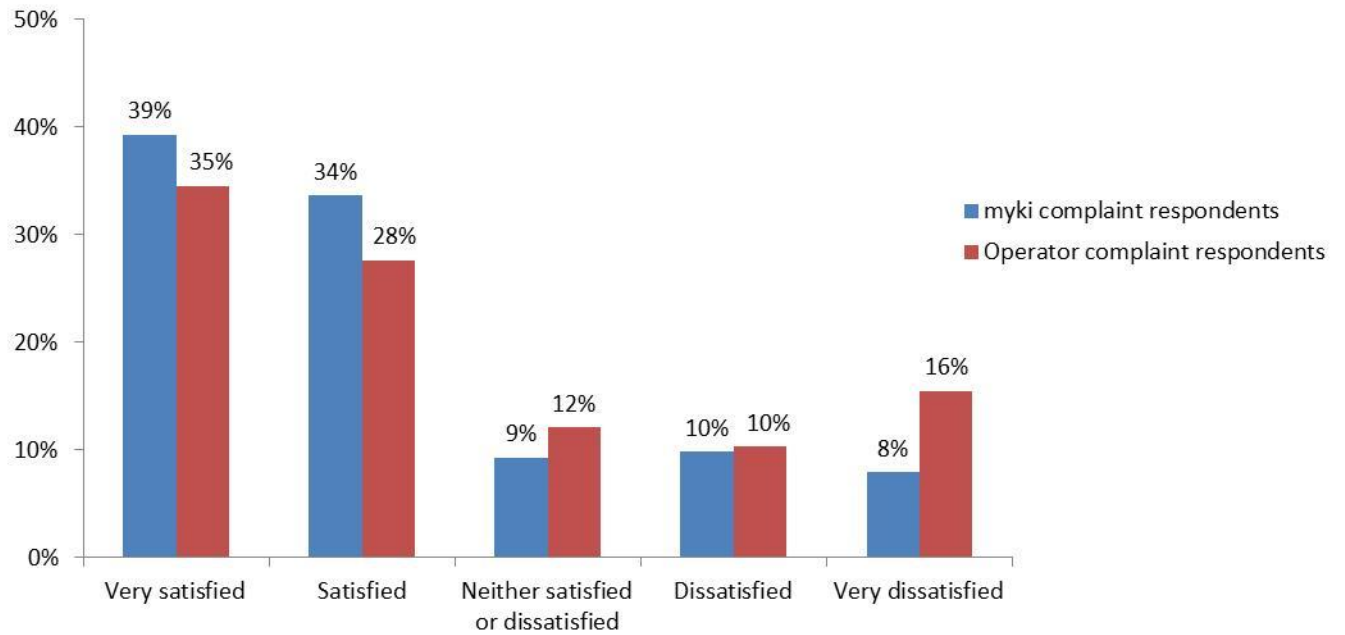


10.1.2 Comparison – myki complaint respondents v Operator complaint respondents

Nearly three quarters (73%) of 'myki complaint respondents' and 62% of 'operator complaint respondents' said they were either 'satisfied' or 'very satisfied' with their interaction(s) with the PTO.

'operator complaint respondents' were more likely to be 'dissatisfied' or 'very dissatisfied' with their interaction(s) with the PTO than 'myki complaint respondents' (18%).

Overall, how satisfied were you with your interaction(s) with the PTO?



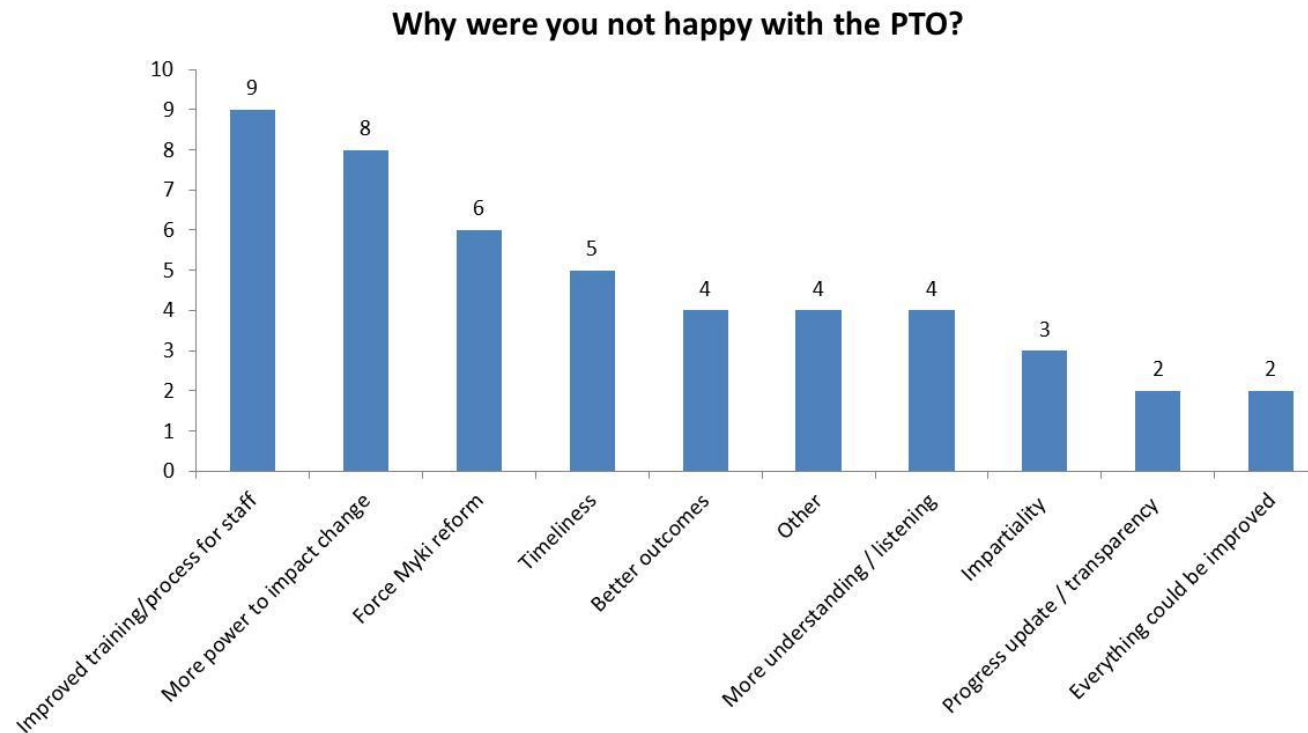
10.2 Question 13

13. If you were not satisfied with your interaction with the PTO, what could the PTO improve:

Question 13 was a qualitative question. Respondents could submit more than one response. Responses have been categorised where possible.

When asked what the PTO could improve, the majority respondents who were not satisfied with their interaction referred to their 'previous response' (13), followed by 'improve training / process for staff' (9).

Respondents also indicated the PTO lacked 'power to impact change' (8), followed by issues around 'myki reform' (6) and improvements to 'timeliness' (5).



10.3 Question 14

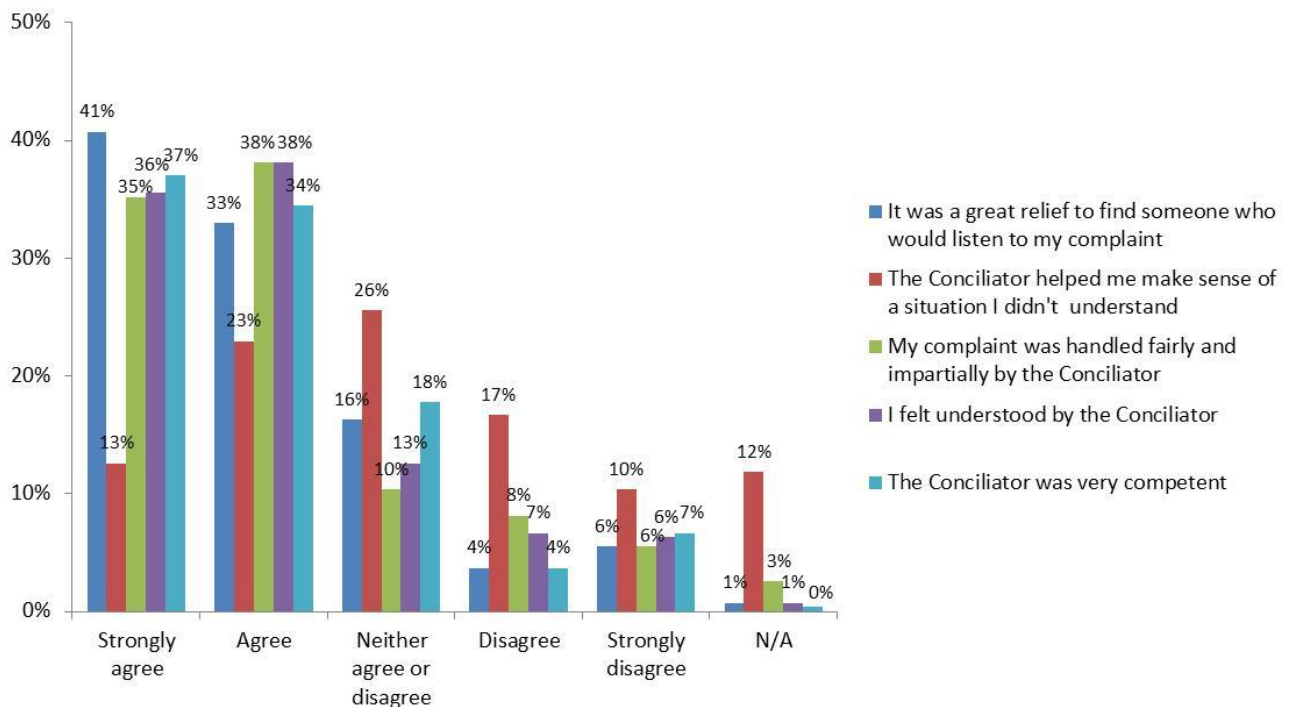
14. Do you agree or disagree with the following statements about the PTO's service:

10.3.1 All Respondents

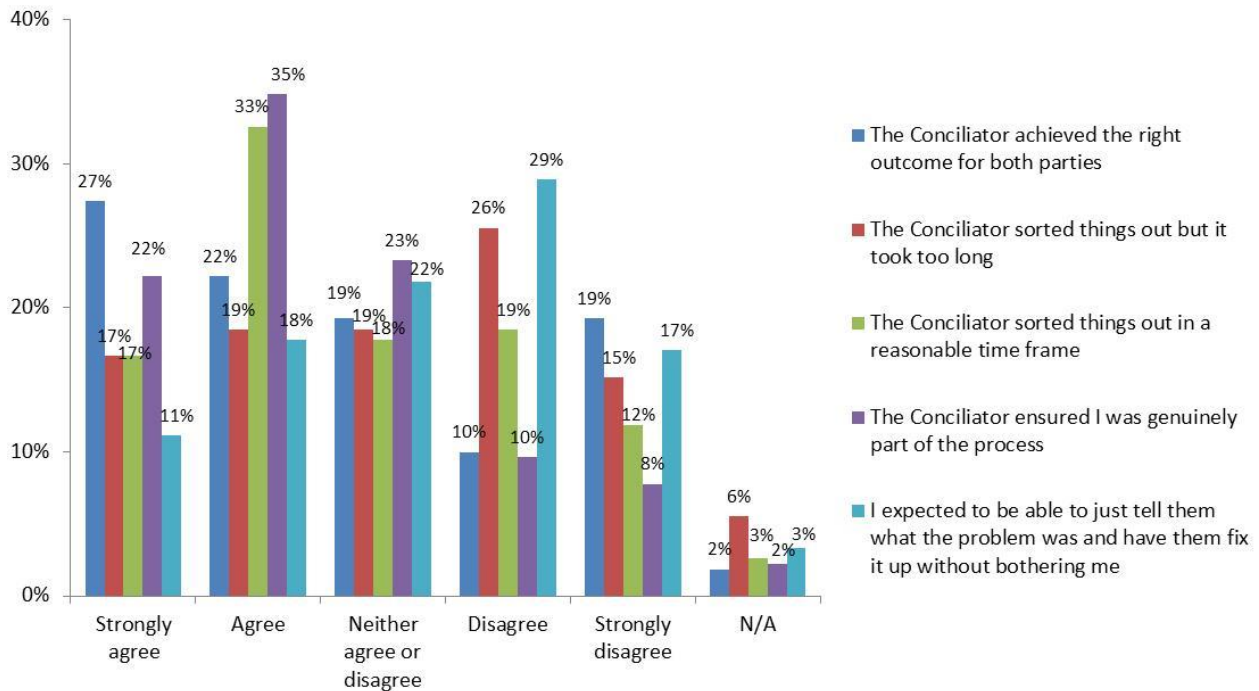
The majority of respondents agreed with the statements 'it was a great relief to find someone who would listen to my complaint' and 'I felt understood by the Conciliator', with 74% responding 'agree' or 'strongly agree' to both, followed by 'my complaint was handled fairly and impartially by the Conciliator' (73%).

'I expected to be able to just tell them what the problem was and have them fix it up without bothering me' received the least favourable response, with 46% responding 'disagree' or 'strongly disagree', followed by 'the Conciliator sorted things out but it took too long'(41%).

Do you agree or disagree with the following statements about the PTO's service:



Do you agree or disagree with the following statements about the PTO's service:

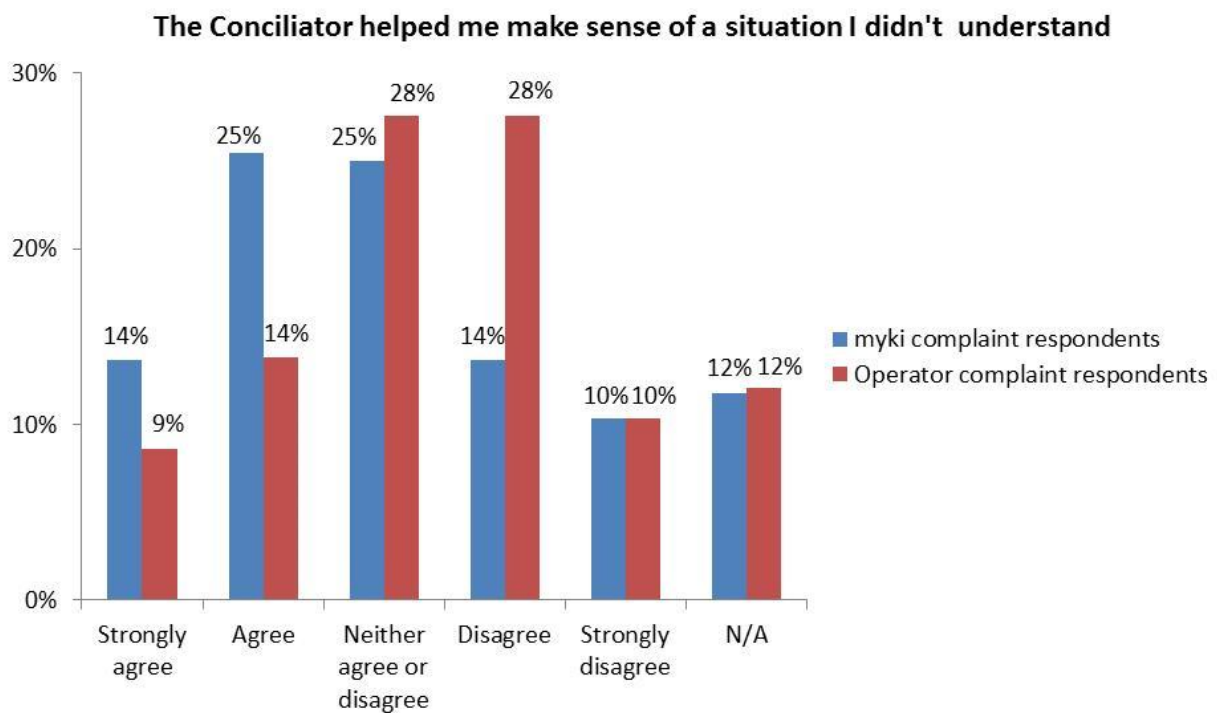
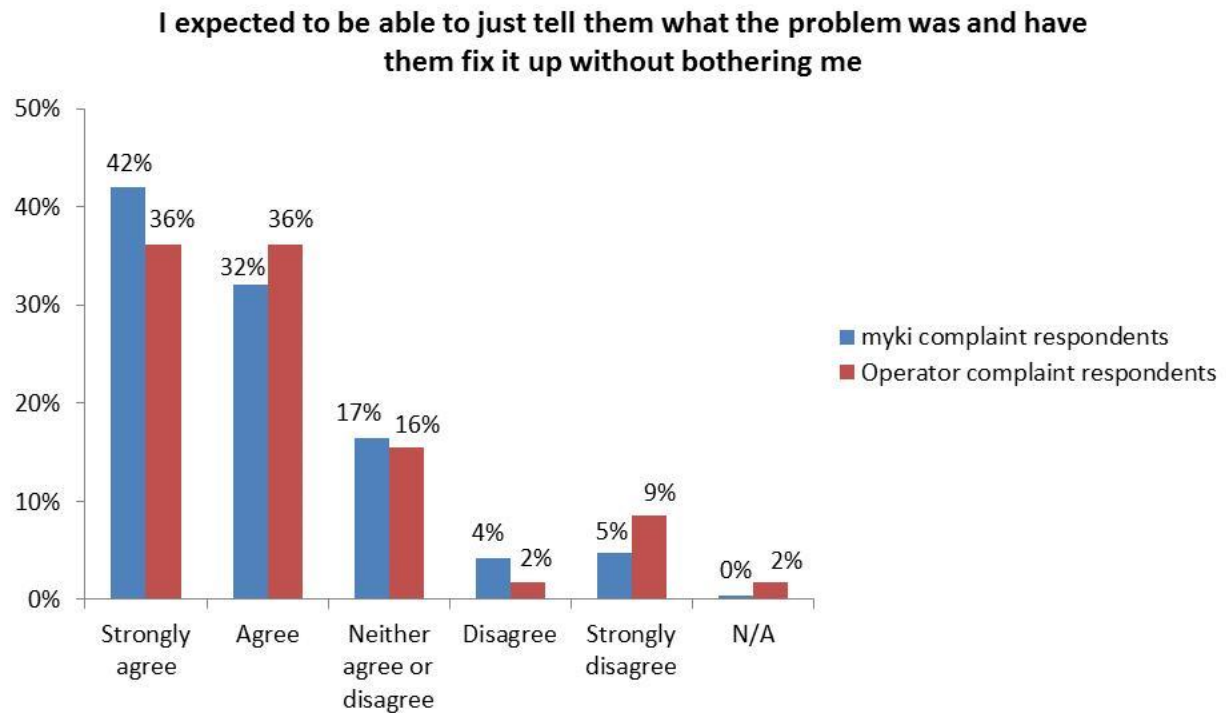


10.3.2 Comparison – myki complaint respondents v Operator complaint respondents

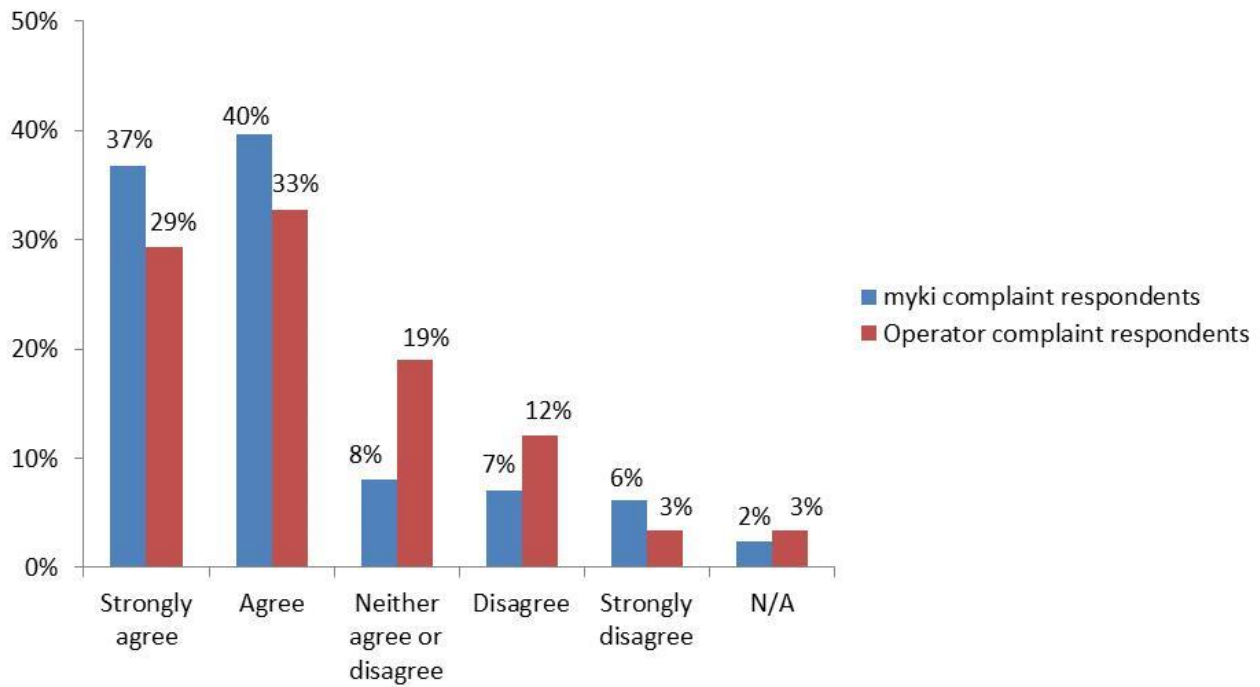
The majority of 'myki complaint respondents' agreed that 'my complaint was handled fairly and impartially by the Conciliator', with 77% responding 'agree' or 'strongly agree', followed by 'I felt understood by the Conciliator' (75%).

'operator complaint respondents' agreed most with 'it was a great relief to find someone who would listen to my complaint', with 72% responding 'agree' or 'strongly agree', followed by 'the Conciliator was very competent' (67%) and 'I felt understood by the Conciliator' (67%).

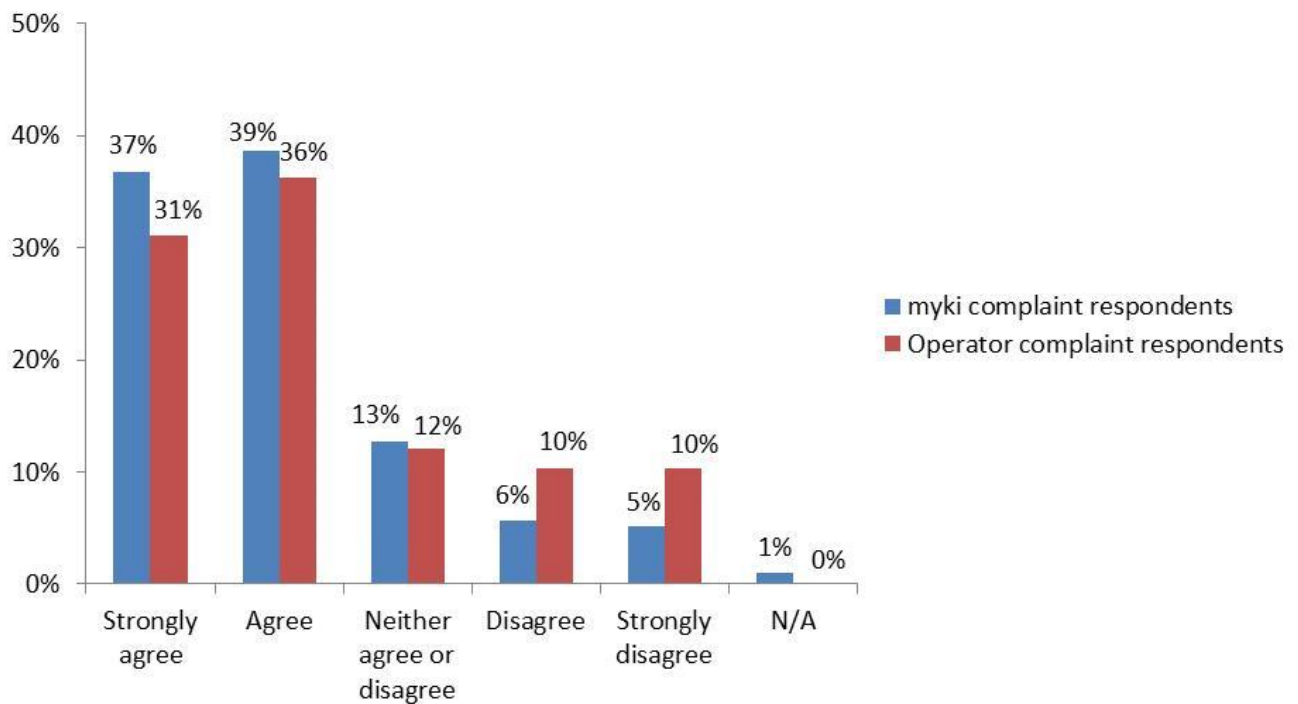
Both 'operator complaint respondents' and 'myki complaint respondents' agreed least with the statement 'I expected to be able to just tell them what the problem was and have them fix it up without bothering me', with 59% and 42% respectively responding 'disagree' or 'strongly disagree'.



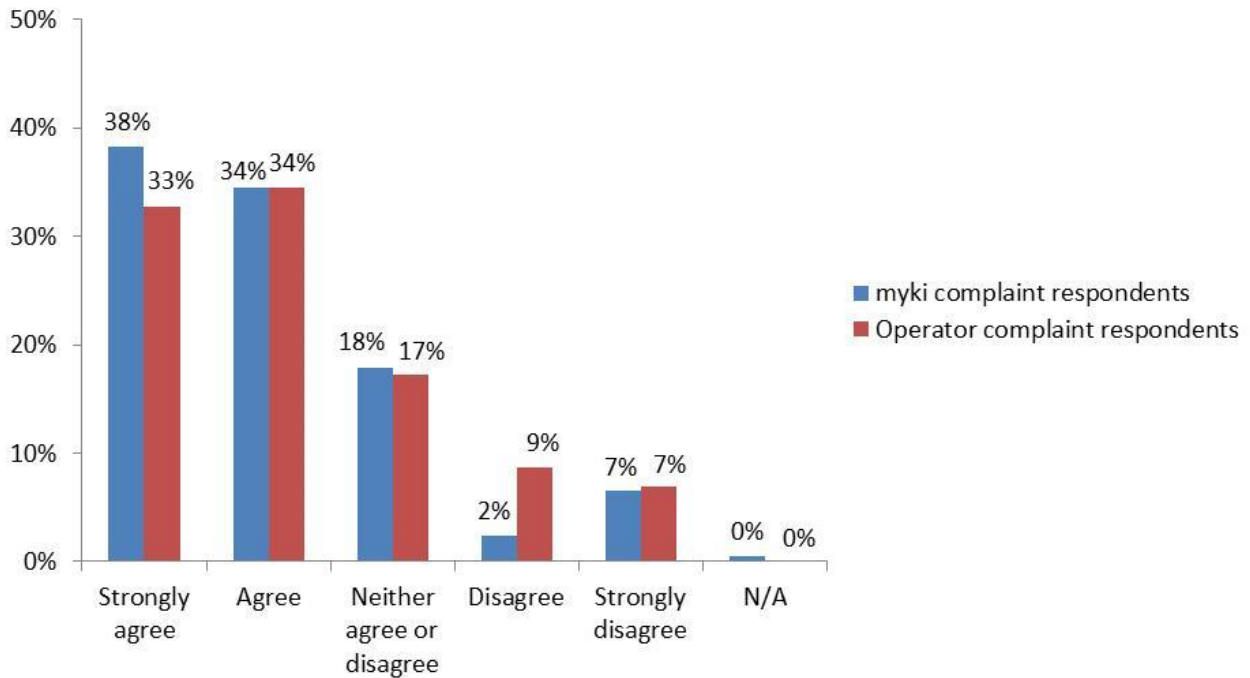
My complaint was handled fairly and impartially by the Conciliator



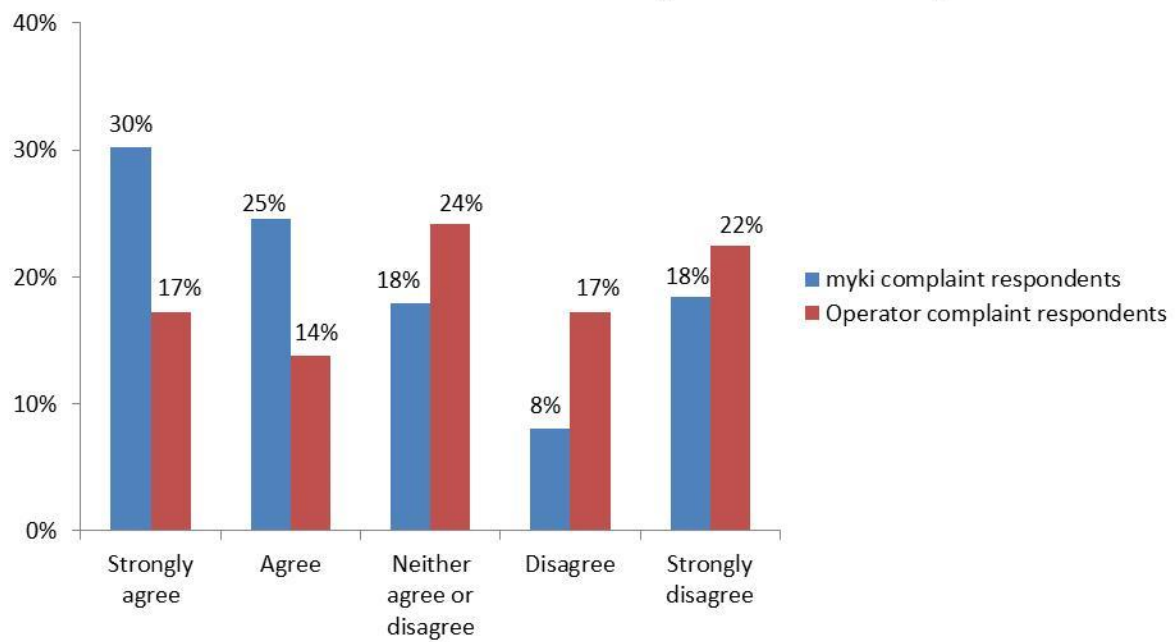
I felt understood by the Conciliator



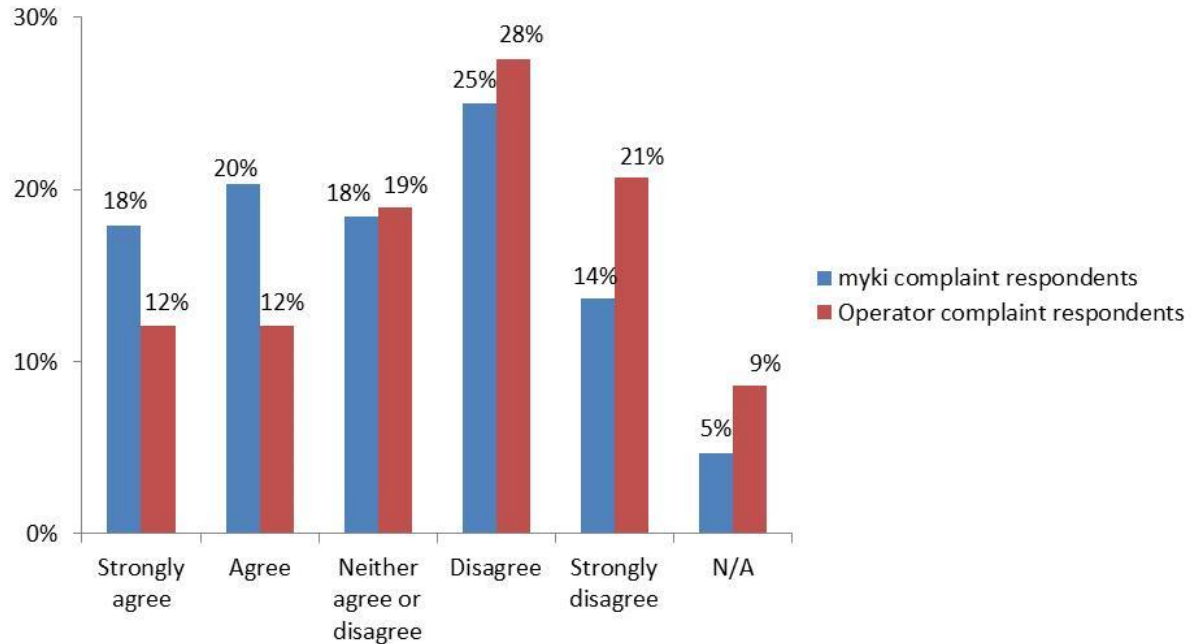
The Conciliator was very competent



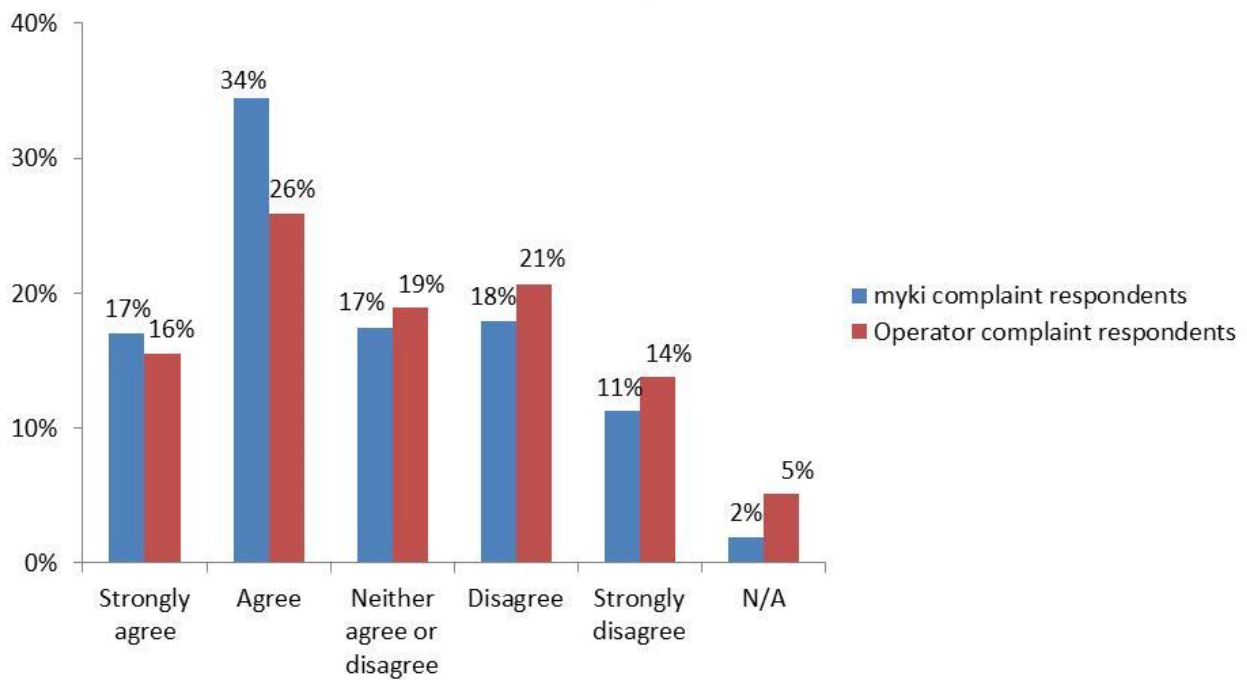
The Conciliator achieved the right outcome for both parties



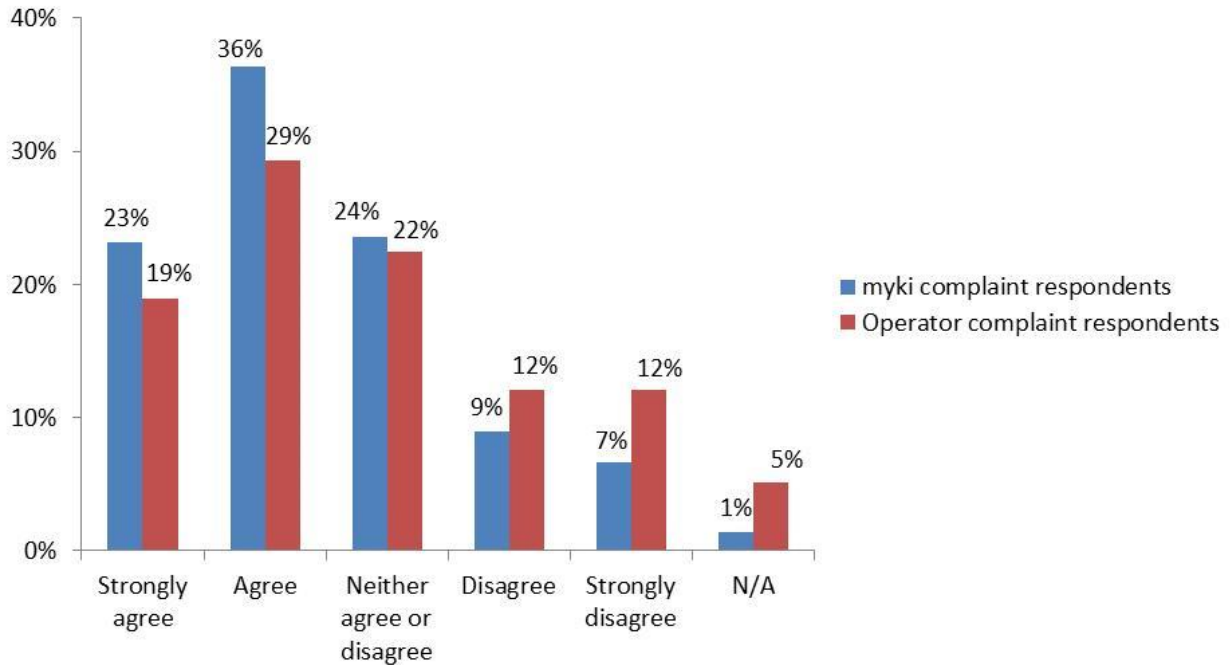
The Conciliator sorted things out but it took too long



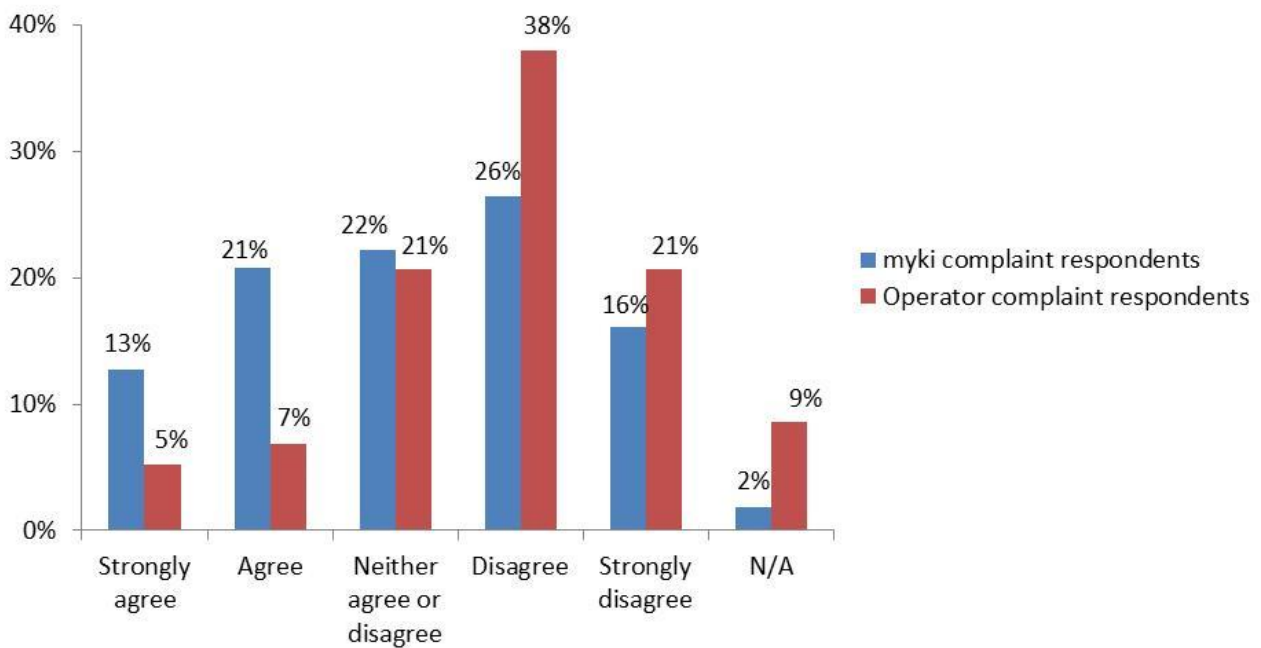
The Conciliator sorted things out in a reasonable time frame



The Conciliator ensured I was genuinely part of the process



I expected to be able to just tell them what the problem was and have them fix it up without bothering me



11 Comparison with Other Services

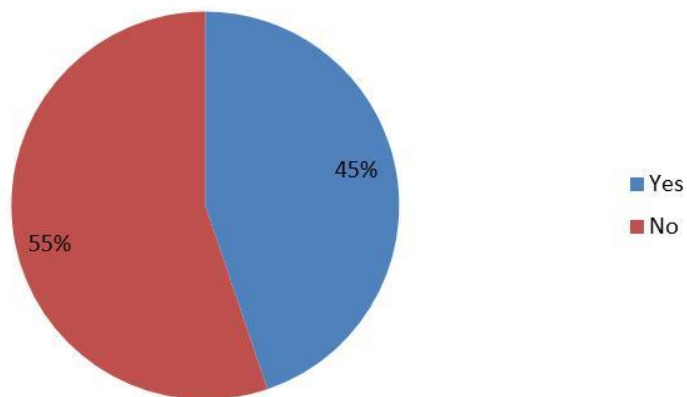
11.1 Question 15

15. Have you ever dealt with another complaints resolution scheme or Ombudsman service?

11.1.1 All Respondents

Nearly half (45%) of all respondents have dealt with another complaints resolution scheme or Ombudsman service.

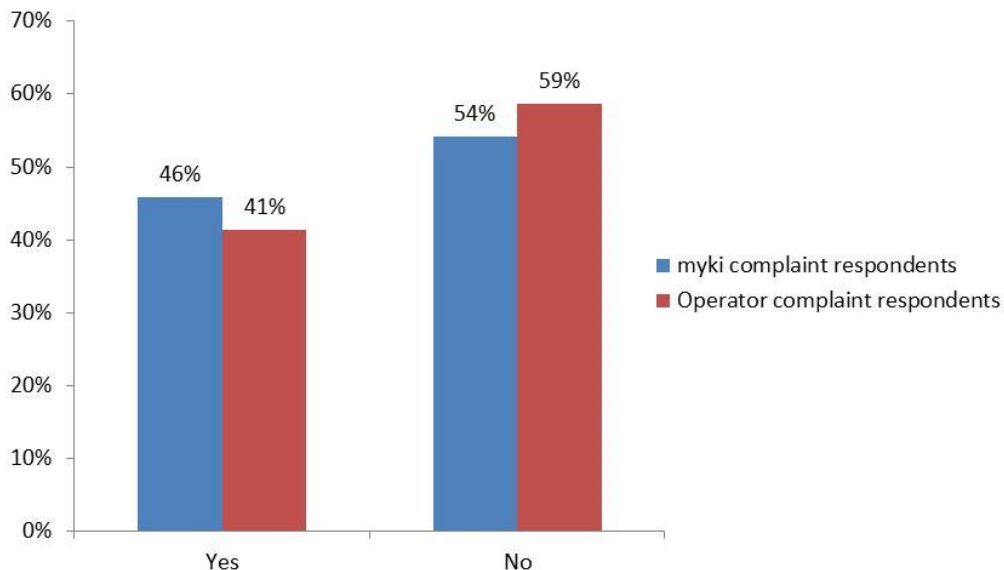
Have you ever dealt with another complaints resolution scheme or Ombudsman service?



11.1.2 Comparison – myki complaint respondents v Operator complaint respondents

Slightly more 'myki complaint respondents' (46%) have dealt with another complaint resolution scheme or service than 'operator complaint respondents' (41%).

Have you ever dealt with another complaints resolution scheme or Ombudsman service?

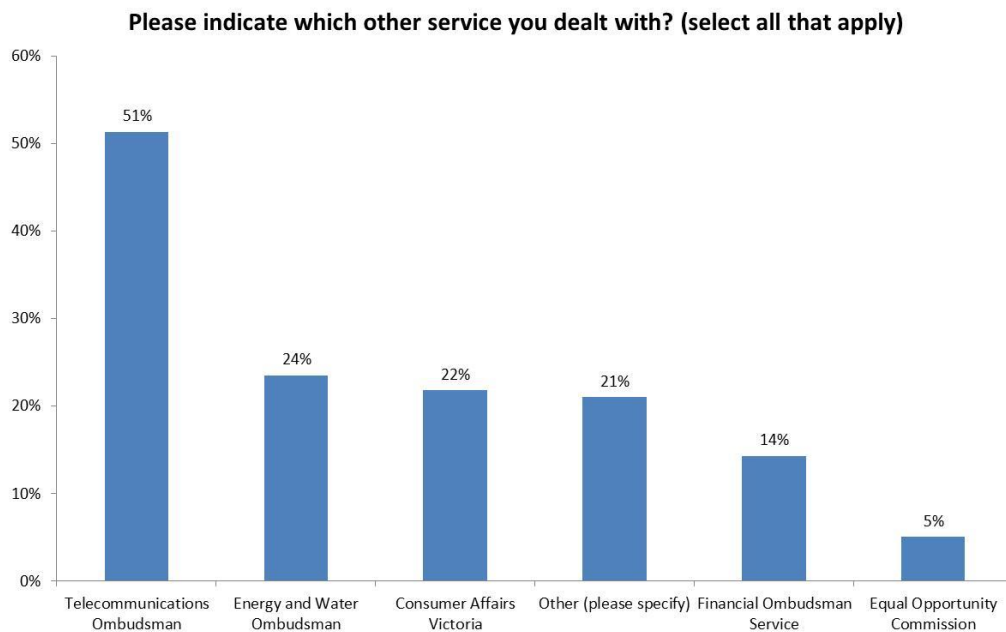


11.2 Question 16

16. Please indicate which other service you dealt with? (select all that apply)

11.2.1 All Respondents

Of the respondents that have dealt with other complaint resolutions scheme, over half (51%) said they dealt with the 'Telecommunications Ombudsman'.



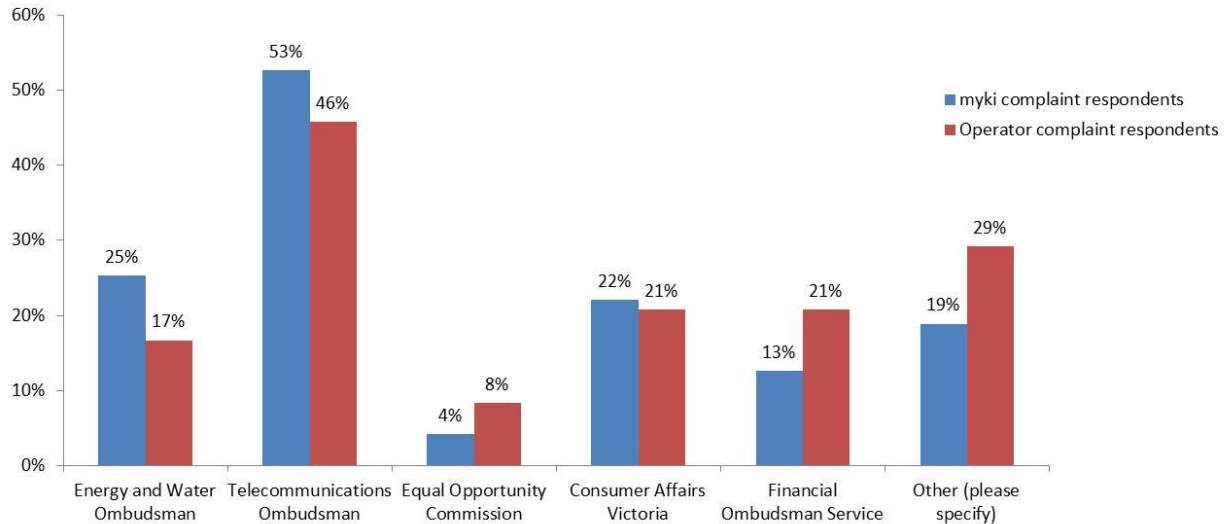
Twenty-five respondents selected 'other (please specify)'. Verbatim responses as follows:

- *Banking*
- *Review of Family Tax Benefit decision*
- *Health Insurance Ombudsman in a complaints based role*
- *I worked in the telecommunications and phi industry, so experienced ombudsman services from the other side*
- *this information is private*
- *Insurance ombudsman*
- *Qantas Holidays customer service CEO*
- *Victoria Ombudsman*
- *Qld Civil & Administrative Tribunal*
- *Building*
- *VCAT*
- *State Ombudsman*
- *Federal Govt*
- *Victorian Taxi Association (VTA)*
- *AHPRA*
- *Telstra*
- *health insurance industry ombudsman*
- *Health Insurance*
- *VCAT & Foxtel*
- *Retail complaints*
- *Professional Standards Board*
- *Victorian Ombudsman*
- *I am involved with VCAT in an administrative capacity*
- *30 odd years ago Elect power to house and the system worked perfect with no problems so suggest you go back 30 years and learn something*
- *Insurance ombudsman*

11.2.2 Comparison – myki complaint respondents v Operator complaint respondents

The majority of both ‘myki complaint respondents’ (53%) and ‘operator complaint respondents’ (53%) indicated they had dealt with the ‘Telecommunications Ombudsman’.

Please indicate which other service you dealt with? (select all that apply)



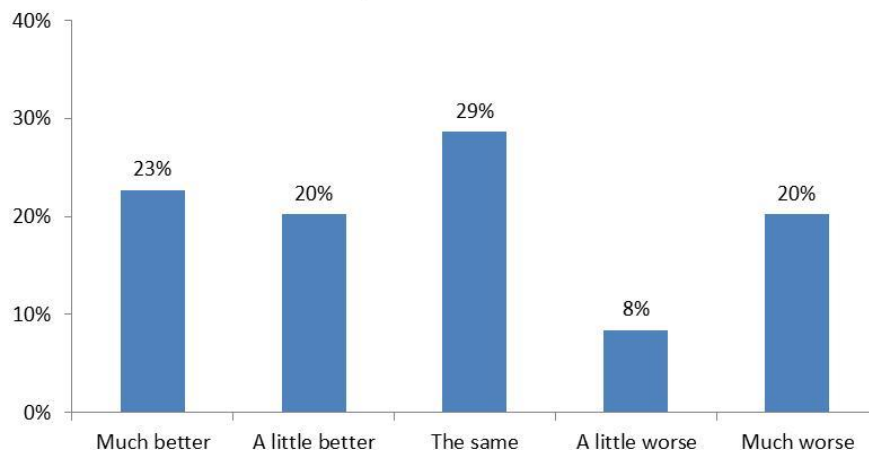
11.3 Question 17

17. How would you rate the PTO's service in comparison to any other complaints resolution scheme you have dealt with?

11.3.1 All Respondents

When asked to compare the PTO's service with other complaints resolution scheme that respondents had dealt with, 43% responded 'a little better' or 'much better', while 28% responded 'a little worse' or 'much worse'.

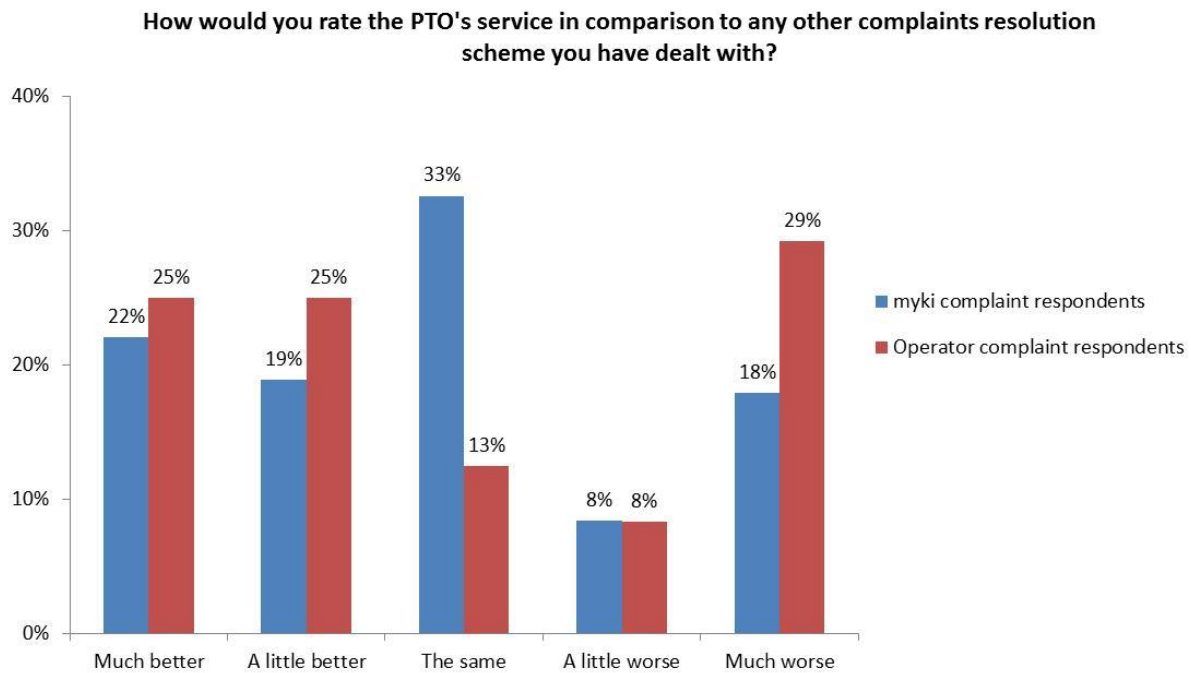
How would you rate the PTO's service in comparison to any other complaints resolution scheme you have dealt with?



11.3.2 Comparison – myki complaint respondents v Operator complaint respondents

While ‘operator complaint respondents’ rated the PTO’s service more favourably in comparison to other complaints resolution schemes, with 50% responding either ‘a little better’ or ‘much better’ compared to 41% of ‘myki complaint respondents’, ‘operator complaint respondents’ were more inclined to rate the PTO’s service as ‘much worse’ (31%).

Over one third (33%) of ‘myki complaint respondents’ rated the services the same.



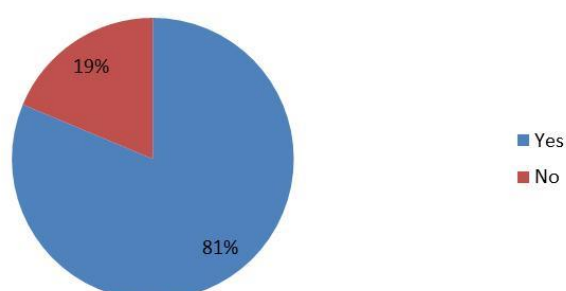
11.4 Question 18

18. Would you recommend the PTO service to a friend if they had a public transport complaint?

11.4.1 All Respondents

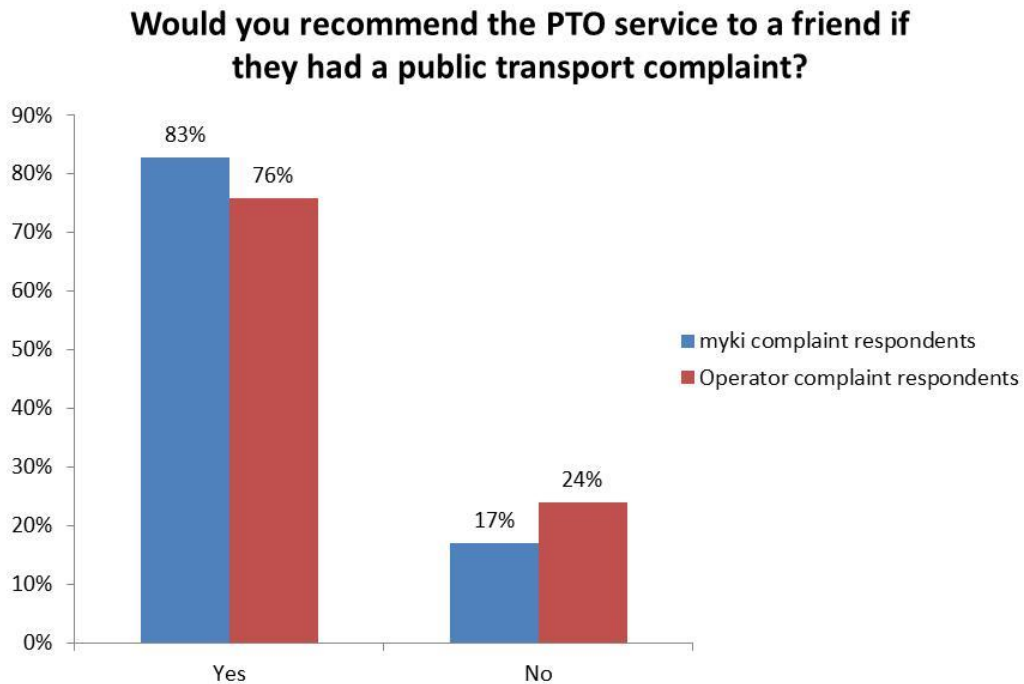
The majority (81%) of respondents would recommend the PTO service to a friend if they had a public transport complaint.

Would you recommend the PTO service to a friend if they had a public transport complaint?



11.4.2 Comparison – myki complaint respondents v Operator complaint respondents

'myki complaint respondents' (83%) were more inclined to recommend the PTO service to a friend than 'operator complaint respondents' (76%).



12 Final Comments

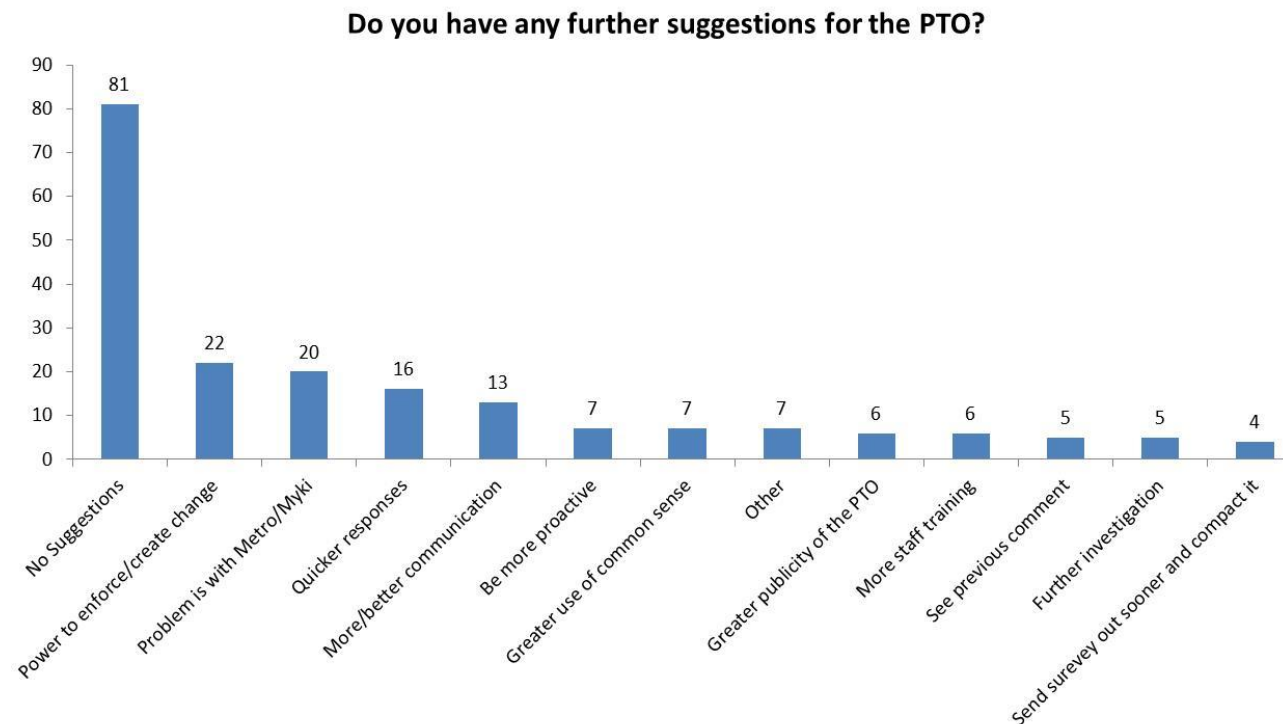
12.1 Question 19

19. Finally, do you have any further suggestions about how the PTO can improve its services in the future:

Question 19 was a qualitative question. Respondents could submit more than one response. Responses have been categorised where possible.

When asked for any further suggestions about how the PTO can improve its services in the future, the majority of respondents (81) provided 'no suggestions', more 'power to enforce / create change' (22).

A number of respondents (20) indicated the 'problem is with Metro / myki' and not necessarily the PTO.



13 About You

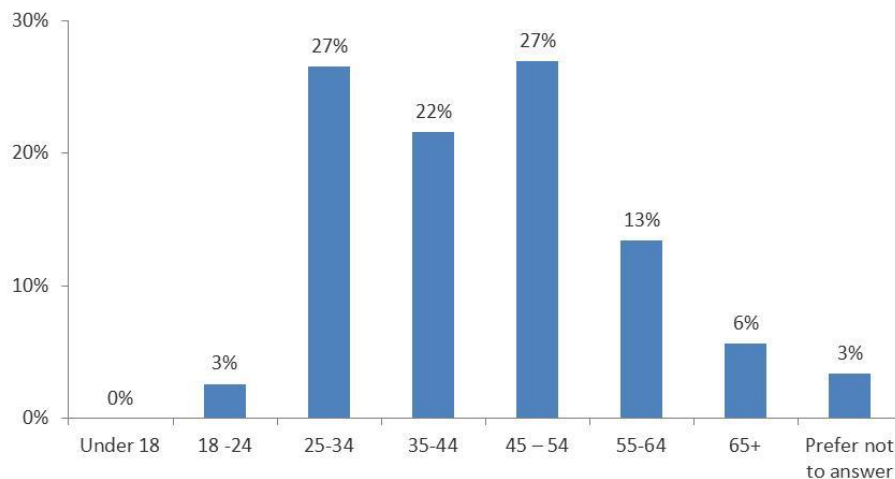
13.1 Question 20

20. Which of the following age groups do you fall in to?

13.1.1 All Respondents

Over half (54%) of respondents were aged 25-34 or 45-54.

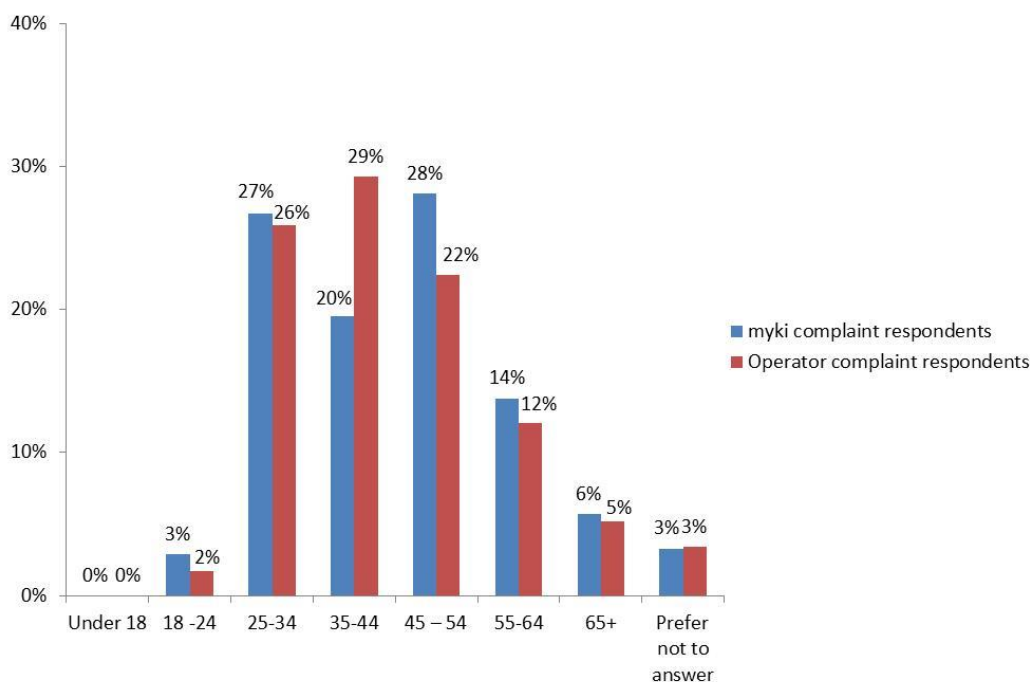
Which of the following age groups do you fall in to?



13.1.2 Comparison – myki complaint respondents v Operator complaint respondents

The majority (28%) of 'myki complaint respondents' were aged 45-54, while the majority of 'operator complaint respondents' were aged 35-44 (29%).

Which of the following age groups do you fall in to?



13.2 Question 21

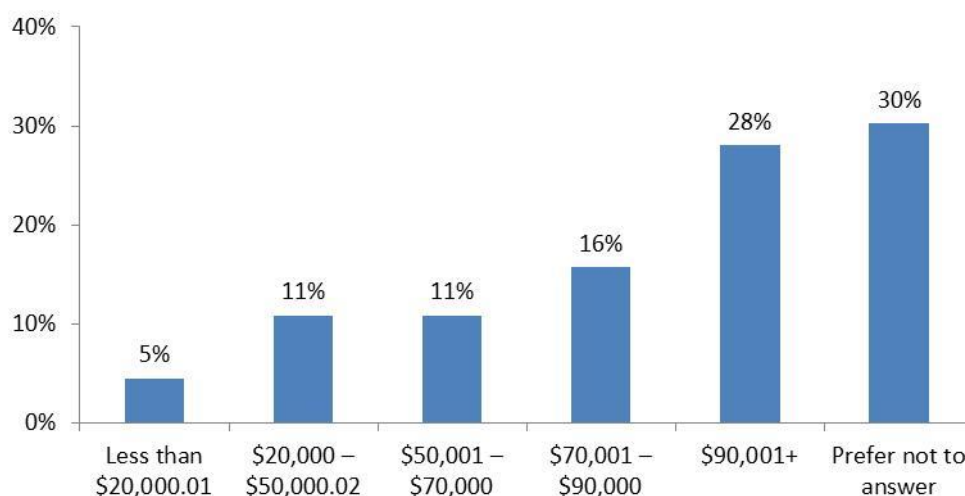
21. Which of the following best describes your household's annual income?

13.2.1 All Respondents

The majority (44%) of respondents have an annual household income of \$70,000 or over.

One third of respondents preferred not to answer this question.

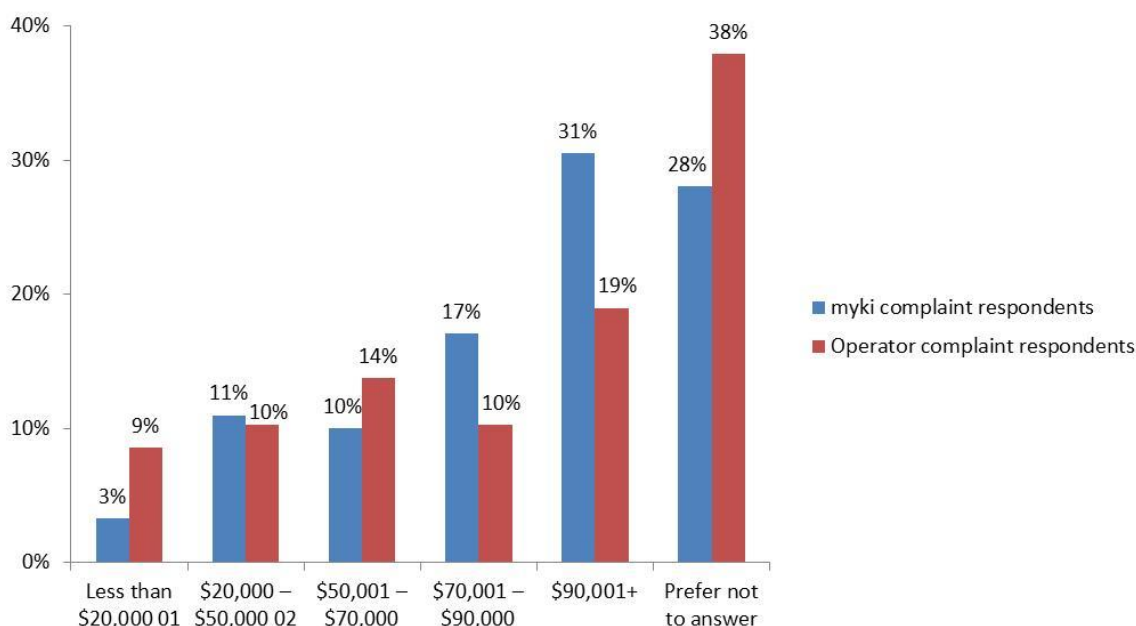
Which of the following best describes your household's annual income?



13.2.2 Comparison – myki complaint respondents v Operator complaint respondents

Almost half of 'myki complaint respondents' (48%) indicated their annual household income was \$70,000.

Which of the following best describes your household's annual income?



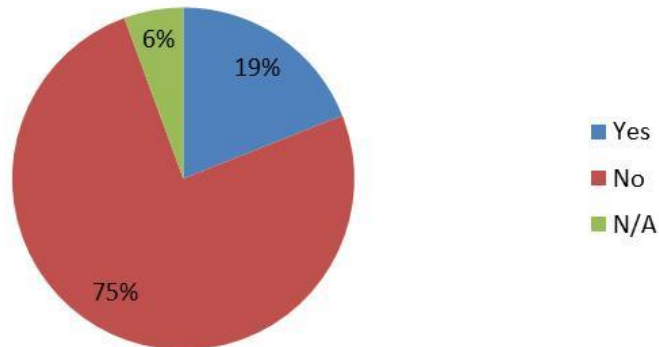
13.3 Question 22

22. Do you have a concession card for public transport travel?

13.3.1 All Respondents

Nearly one in five (19%) respondents has a concession card for public transport travel.

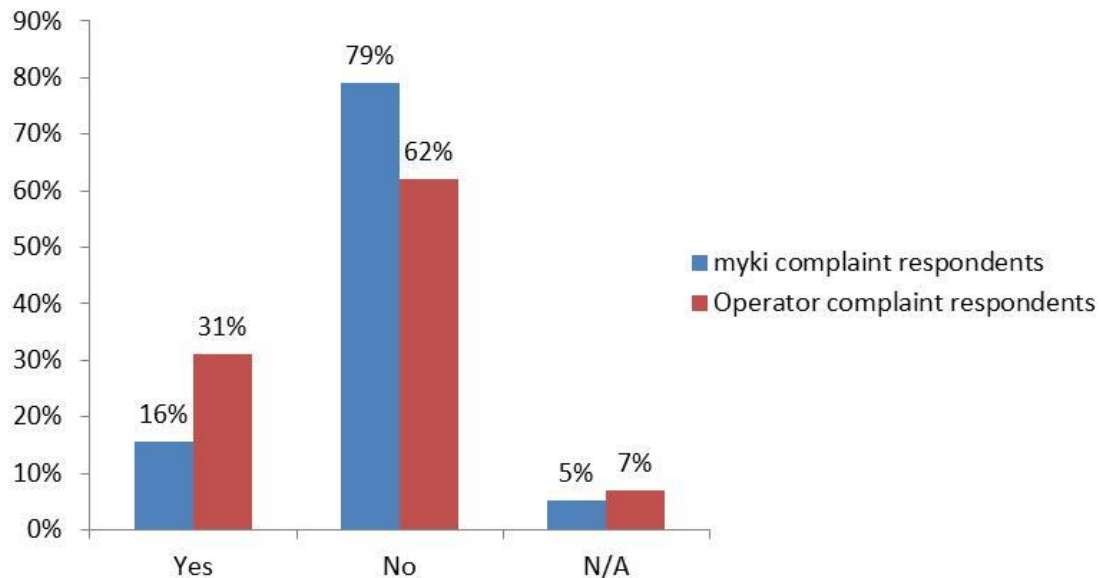
Do you have a concession card for public transport travel?



13.3.2 Comparison – myki complaint respondents v Operator complaint respondents

More 'operator complaint respondents' (31%) have a concession card for public transport than 'myki complaint respondents' (16%).

Do you have a concession card for public transport travel?



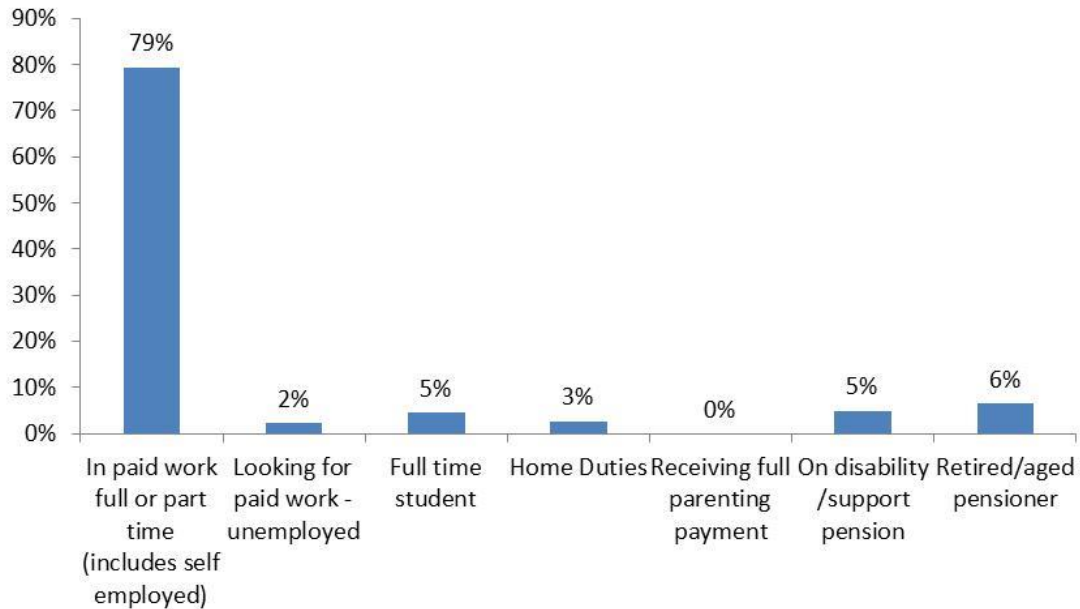
13.4 Question 23

23. Which of the following best describes you?

13.4.1 All Respondents

The majority (79%) of respondents indicated they are 'in paid work'.

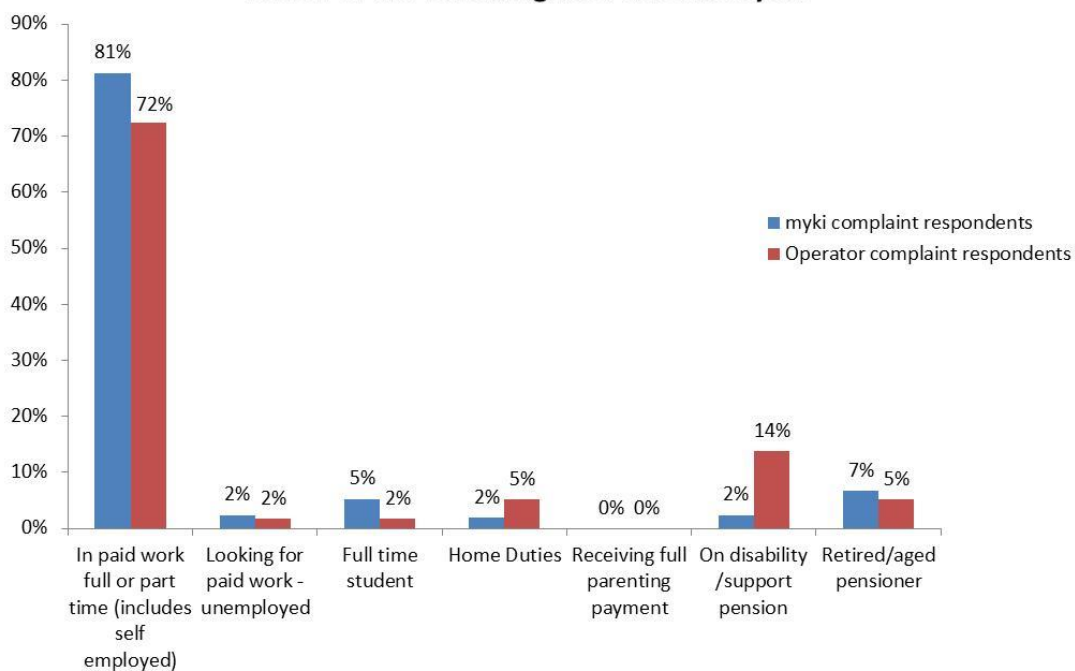
Which of the following best describes you?



13.4.2 Comparison – myki complaint respondents v Operator complaint respondents

The majority of both 'myki complaint respondents' (81%) and 'operator complaint respondents' (72%) indicated they are 'in paid work'.

Which of the following best describes you?



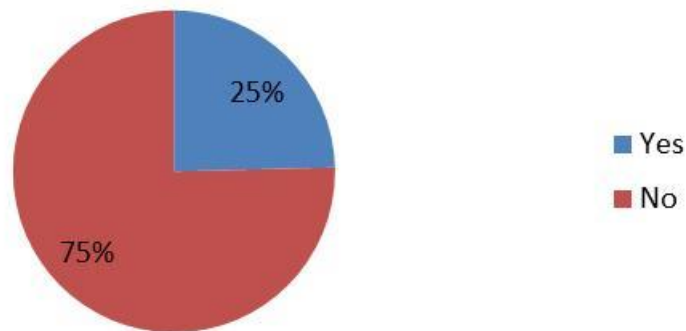
13.5 Question 24

24. Do you speak a language other than English at home?

13.5.1 All Respondents

One quarter of respondents speak a language other than English at home.

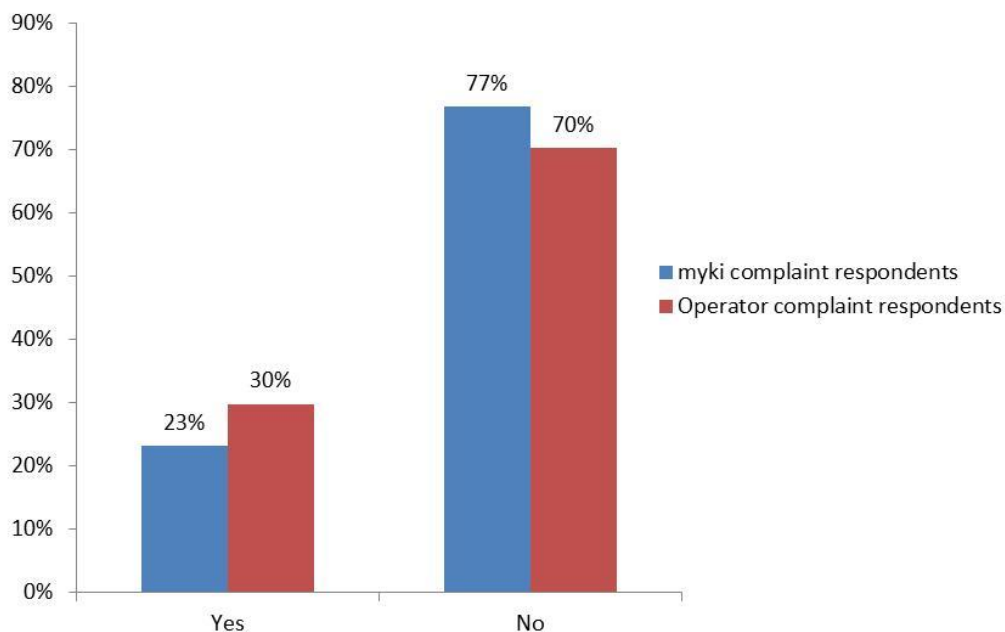
Do you speak a language other than English at home?



13.5.2 Comparison – myki complaint respondents v Operator complaint respondents

Slightly more 'operator complaint respondents' (30%) indicated they speak another language other than English at home than 'myki complaint respondents' (23%).

Do you speak a language other than English at home?



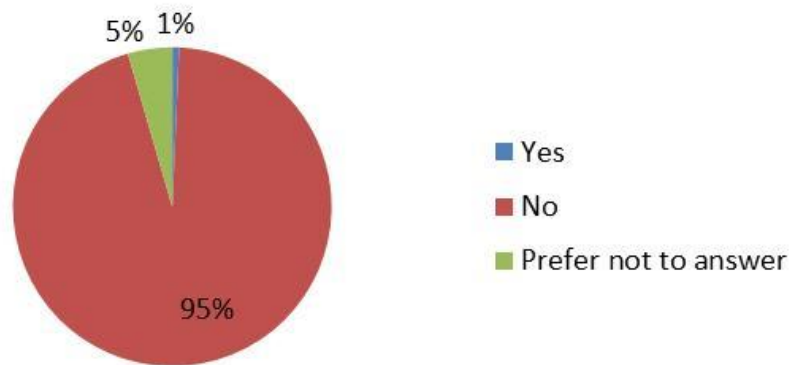
13.6 Question 25

25. Are you of Aboriginal or Torres Strait Islander origin?

13.6.1 All Respondents

Only 1% of respondents indicated they were of Aboriginal or Torres Strait Islander origin.

Are you of aboriginal or Torres Strait Islander origin?



13.6.2 Comparison – myki complaint respondents v Operator complaint respondents

One per cent of 'myki complaint respondents' indicated they were of Aboriginal or Torres Strait Islander decent.

Are you of aboriginal or Torres Strait Islander origin?

