

Media release

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Public Transport Ombudsman Annual Report 2010/2011

Complaints stabilise but more investigated as public transport sector enters a year of significant change

A total of 1,838 cases (involving 2,568 separate issues) were lodged with the Victorian Public Transport Ombudsman (PTO) in the 2010/2011 year.

While only up from 1,835 in 2009/2010, PTO investigations were up by 30 per cent (253 complaints up from 194) on the previous year, indicating more public transport users want an independent umpire to resolve their complaint.

The past 12 months also saw the Ombudsman Janine Young, turn her attention to Melbourne's commuters who are at risk of being transport 'disadvantaged' and found public transport accessibility is as much about service as infrastructure.

Complaints overall remained linked to information provision and customer service with changes to ticketing being the key driver for more than 40% of all cases.

"The focus of complaints around ticketing is not surprising," said Ms Young. "As usage of myki increases, there is a commensurate increase in the numbers of people adapting to the new system. About a third of commuters are now using the new system – and this will increase as the Metcard system phases out over the next 12 months," she explained.

Ms Young said that it was critical for operators to step up their communications around ticketing and resolution of complaints as the changeover is phased in.

"It has been a year of significant change for the public transport system," said Ms Young. "Positively, most complaints are resolved within a few weeks, which is good news for consumers and operators."

This year's Annual Report reflects the PTO's focus in the past 12 months on awareness raising generally, and those who are transport 'disadvantaged' in particular. This group includes parents with prams, commuters with short or long term impairment or communication difficulties, and the aged.

"For all these people great service from operator staff can be the difference between seamless journeys or challenging experiences," said Ms Young.

The top four issues cited by people experiencing accessibility issues included: disability access, the treatment they received, poor signage and communication, and safety.

"If accessibility is improved for people with temporary or permanent mobility issues through service improvements, everyone benefits as accessibility may become difficult for all of us at some stage - it might just be you or me who needs assistance one day," Ms Young explained.

The efficiency of the PTO has been maintained – 91% of complaints were resolved within 31 days – most were straightforward but required the additional help of the Ombudsman to resolve.

“Customers who come to us, repeatedly tell us they want timely and complete responses from operators; and they want resolution – which usually means an apology, an explanation and if warranted, replacement tickets. They also want follow through on agreed actions,” said Ms Young.

“Anyone who has an issue with public transport and is unhappy should complain – first to the operator and if they are dissatisfied with the outcome, they can come to us for independent advice, referral or complaint investigation,” Ms Young concluded.

The PTO can be contacted in the following ways:

Free call	1800 466 865
National Relay Service	
<i>TTY/Voice calls</i>	133 677
<i>Speak & Listen</i>	1300 555 727
Interpreter	131 450
Email	enquiries@ptovic.com.au
Web	www.ptovic.com.au

Media inquiries: Kristen Russell - 03 8623 2111

Public Transport Ombudsman Case Overview 2010/2011

Cases Received

By case category, these included:	
Requests for Information	309
Referred Complaints	
Referred to Other Organisations	271
Referred to Operators	816
Refer for Internal Escalation	189
PTO Investigations	253
Total cases	1,838

myki Case Issues

Specific myki case issues 775 cases – 1051 issues:	
Issue	No. of Issues
Service Delivery - Account Information / Accuracy	364
Ticketing Refund / Replacement	210
Ticketing Information / Condition	140
Staff - Customer Service	140
Service Delivery - Website Information	86
Trains, Trams or Buses	47
Ticketing - Availability	37
Other	17
Staff - myki Retailer	9
Privacy	1
Total myki issues	1,051

Issues By Case Type

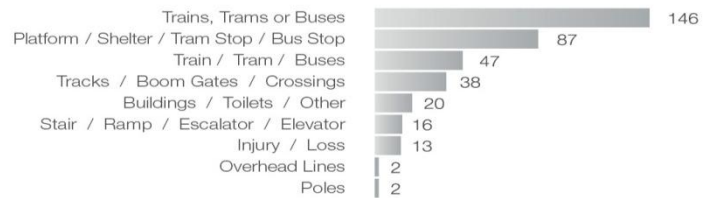
By case type, issues raised were:	
Requests for Information	346
Referred Complaints	
Referred to Other Organisations	295
Referred to Operators	1,181
Refer for Internal Escalation	303
PTO Investigations	443
Total issues	2,568

Issues Overview

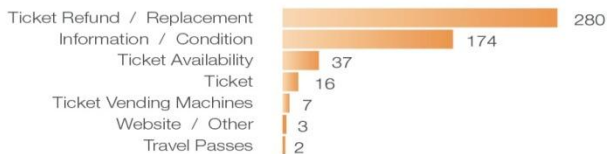
Service delivery - 809 issues



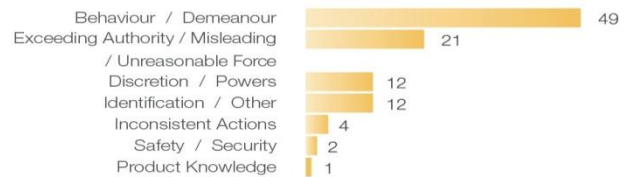
Infrastructure and rolling stock - 371 issues



Ticketing - 519 issues



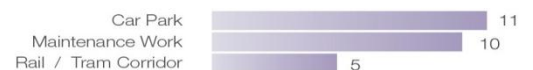
Authorised Officer - 101 issues



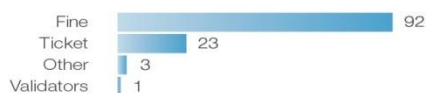
Staff - 494 issues



Land - 26 issues



Infringement notice - 119 issues



Other - 129 issues

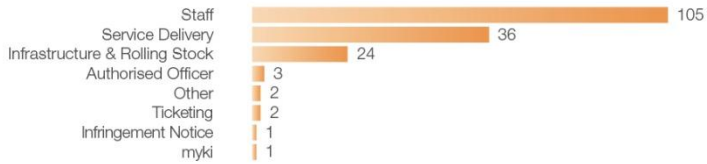


Public Transport Ombudsman Case Overview 2010/2011

Operator Case Summary

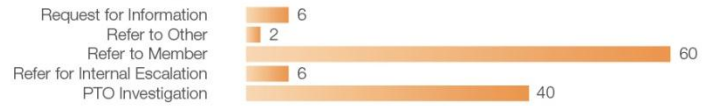
Bus Association Victoria

Complaint Issues



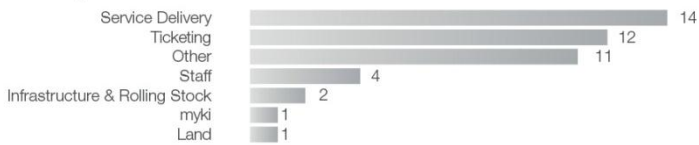
Cases received 2010 / 11 **114** 2009 / 10 **102**

Case type



Metlink

Complaint Issues



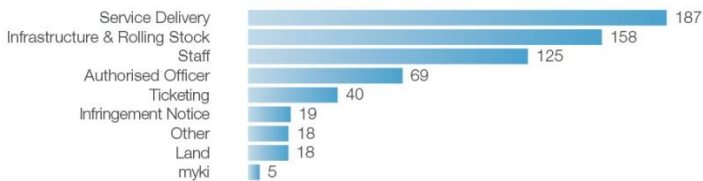
Cases received 2010 / 11 **43** 2009 / 10 **39**

Case type



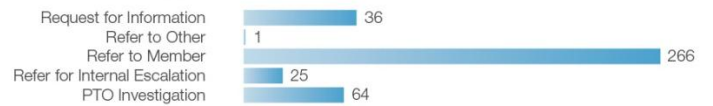
Metro Trains

Complaint Issues



Cases received 2010 / 11 **392** 2009 / 10 **428**

Case type



Southern Cross Station

Complaint Issues



Cases received 2010 / 11 **6** 2009 / 10 **2**

Case type



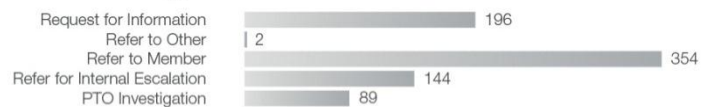
Transport Ticketing Authority

Complaint Issues



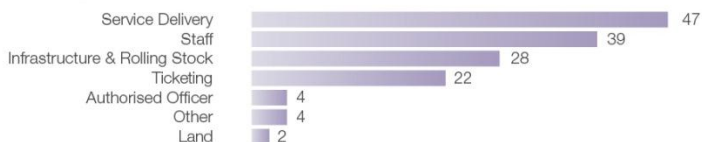
Cases received 2010 / 11 **785** 2009 / 10 **625**

Case type



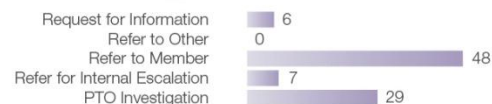
V / Line

Complaint Issues



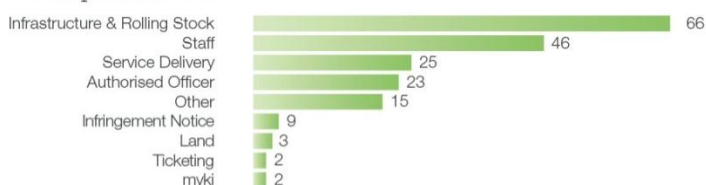
Cases received 2010 / 11 **90** 2009 / 10 **89**

Case type



Yarra Trams

Complaint Issues



Cases received 2010 / 11 **140** 2009 / 10 **171**

Case type

