

**PRESS RELEASE – 29 April 2009**

**Correction  
Information in Public Transport Ombudsman Newsletter – OverView**

There are errors in the *PTO Operations Report 1 July – 31 Dec 2008*, reported in the Autumn 2009 edition of *OverView*, released on 24 April 2009.

The Operations Report records 183 issues had been raised with the Public Transport Ombudsman about authorised officers. This amount is an error, and the correct figure is 138 issues.

The Operations Report also records that 280 issues were referred to operators for the first opportunity to resolve, and 306 issues were referred to other organisations. These figures have been transposed, and the correct outcomes are that 306 issues were referred to operators for the first opportunity to resolve, and 280 issues were referred to other organisations.

These errors only came to light this morning, 29 April 2009, during the preparation of regular quarterly reports.

*'I apologise for these errors' said Simon Cohen, the Public Transport Ombudsman. 'People rely on my office to report accurately, and I take full responsibility for the errors'.*

In addition to this press release, the Public Transport Ombudsman will take the following steps:

- write to every person who received *OverView* to advise of the corrected figures
- amend the electronic version of *OverView* so that the Operations Report is correct
- take steps to further improve the quality assurance of information contained in PTO Operations Reports, and any other public reporting.

**Any inquiries about this press release should be directed to the Public Transport Ombudsman, Simon Cohen, on 8623 2111.**