



MEDIA RELEASE: PUBLIC TRANSPORT OMBUDSMAN APRIL 2018

PUBLIC TRANSPORT OMBUDSMAN CALLS ON VICTORIANS TO HAVE THEIR SAY DURING DISRUPTIONS

As Victoria enters an unprecedented period of public transport works and disruptions, the Public Transport Ombudsman Treasure Jennings is reminding Victorians that they can contact her if they have complaints or feedback about the impact of the works.

“In our experience people are pretty resilient and understand that replacement services will add to their journey time, as long as they know what is going on and can plan for that. But things can still go wrong,” she said.

Ms Jennings said that the number of people contacting her office about public transport disruptions has increased by 130% from last year.

“We have had 108 complaints about disruptions so far this financial year, compared with 47 for the same period last year. In addition, complaints about public transport reliability have increased by almost 50%, and complaints about punctuality have increased by 22%.”

Complaints to the Public Transport Ombudsman (PTO) about public transport works and disruptions have been about unreliability of replacement bus services, delays and communication as well as damage to property, noise and dust and debris.

“Complaints can be made to the transport operator first, but if things don’t work out people can bring their complaints to us,” explained Ms Jennings. “Our role is to look at what is a fair and reasonable outcome for that person. Ultimately, I have the power to tell a public transport operator what would be reasonable to resolve a complaint”.

PTO staff have been on the ground visiting the Melbourne Metro Tunnel and Level Crossing Removal sites. They are seeing the progress of works and talking to the operators to gain expertise and an understanding of travel disruptions and how people might be impacted by the works.

Ms Jennings noted that replacement services can significantly increase travel times, and people need to plan for this. However these increases should be kept to a minimum, and replacement services should be accessible and well managed.

“Transport operators need to have procedures in place to minimise the severe impacts of public transport works and disruptions, and we will continue to work to ensure that all affected consumers are made aware of their rights and any assistance they can claim”.

Cases managed by the Ombudsman’s office include real outcomes and resolutions for consumers such as travel reimbursements, relocation, replacement of personal effects and cleaning.

Consumers with a complaint about public transport can contact the PTO on 1800 466 865 or email enquiries@ptovic.com.au

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