

**Public Transport Ombudsman response
Independent 5-year PTO scheme review**

November 2009

The Public Transport Ombudsman and Board of the Public Transport Ombudsman Ltd welcome the report of the Navigator Company following their independent 5-year review of the PTO scheme.

Findings about the PTO in the report – that it is well run, that it clearly meets the National Benchmarks, and that it has an effective governance framework – are an endorsement of the direction of the scheme in its first 5 years.

The report provides a framework to increase the value of the PTO to commuters, public transport operators and the community. This includes:

- recommendations made to refine the PTO's complaints handling processes, focused on increasing access to our services, and improving our efficiency and effectiveness
- suggestions to increase the PTO's leadership role in complaints handling, and customer charters and codes
- advice to strengthen governance arrangements, including a more robust regulatory framework for PTO operations.

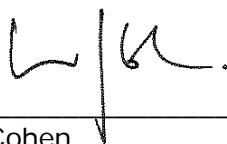
We have closely examined the recommendations, and agree with most of them. We are already in the process of acting on the report.

The report highlights some of the future challenges for the PTO, and suggests three key directions:

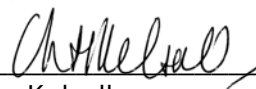
- a sensible expansion of responsibilities
- increased collaboration with other ombudsman and public transport operators
- building public transport knowledge.

These are all areas that will be examined. In particular, exploring an expanded leadership role, and considering whether other forms of public transport would benefit from inclusion in the PTO scheme, are matters that are worthy of careful consideration.

We thank the reviewers for their detailed and considered report. We also thank those persons who gave up their time to provide input to the review.



Simon Cohen
Public Transport Ombudsman



Merran Kelsall
Chair, Public Transport Ombudsman Ltd