



MEDIA RELEASE

PUBLIC TRANSPORT OMBUDSMAN

Monday 5 August 2019

CUSTOMER EXPERIENCE BULLETIN

The Public Transport Ombudsman Treasure Jennings today released the 2019 Customer Experience Bulletin which looks at some of the experiences of Victorians on and around public transport. The Bulletin takes a customer journey approach to looking at complaints to the PTO during the past financial year, ahead of the full annual report which will be released in October.

The Bulletin demonstrates the different types of interactions consumers have with public transport, from planning their journey and buying a ticket, through to their onboard experiences and trying to make a complaint if things have gone wrong.

Not surprisingly, given all the service disruptions and significant shutdowns, a large number of complaints to the PTO contained issues related to reliability, disruption, punctuality and cancellations. Consumers appear to show significant goodwill about rearranging their travel plans to accommodate major shutdowns however this goodwill doesn't extend to unplanned disruptions if they don't receive prompt and accurate information about their alternatives. The PTO is undertaking a systemic investigation into how all operators are handling unplanned disruptions.

"Disruptions and complications on public transport are awful for everyone and can be particularly challenging for people with disabilities and more vulnerable travellers. There needs to be focus on helping people make good choices in a difficult situation".

Ms Jennings also expressed concern about the number of complaints containing issues relating to bus, tram and coach drivers and is calling for operators to improve their training and support for drivers. Complaints included a failure to pick up or set down passengers, dangerous driving and driver conduct more generally. Complaints were received from passengers as well as road users and other members of the public.

"Driver interaction with customers and safety more generally is a challenging area of complaints for operators and PTV and I encourage more work on training and support for drivers".

Buying and managing tickets continue to be significant drivers of complaints from people using public transport, with 417 issues involving refund and reimbursement of myki and 257 issues about myki top ups. Myki issues overall are on the rise, increasing from a low of 990 in 2017 to 1316 in the last year.

Ms Jennings said that her office hears from many people who find the refund and reimbursement process confusing and as a result the PTO is undertaking a more detailed investigation into refund procedures and how people are provided with information.

More information can be found in the 2019 Customer Experience Bulletin, which is available at:
ptovic.com.au/publications-a-media/bulletins

The Public Transport Ombudsman is a fair, free and fast service to sort out public transport complaints and help make the system better for everyone.

The members are Public Transport Victoria, BusVic, Metro Trains, Southern Cross Station, Transdev, V/Line, VicTrack, Yarra Trams, Skybus, Level Crossing Removal Authority and Melbourne Metro Rail Authority.

For further information or to lodge a complaint, visit ptovic.com.au, find us on [Facebook](https://www.facebook.com/ptovic) or call 1800 466 865.

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