



Joint Select Committee on Land and Physical Infrastructure
(including Land, Agriculture, Marine Resources, Housing, Public Utilities, Transport and Works)

SUMMARY OF PUBLIC HEARING

held on Tuesday November 22, 2016

An Inquiry into the Public Transportation Service Corporation (PTSC) with specific focus on the Public Bus Service and Maintenance of Buses

1. Meeting

1.1 A public meeting was held on Tuesday November 22, 2016 from 10:00 a.m. to 11:47 a.m. at the J. Hamilton Maurice Room at the Parliament of the Republic of Trinidad and Tobago.

2. Attendance

2.1 The following Members of the Committee were present:

- Mr. Stephen Creese (Chairman)
- Mr. Rushton Paray, MP (Vice-Chairman)
- Mr. Daniel Solomon –Member

3. Entities

3.1 The following representatives from the Public Transportation Service Corporation appeared before the JSC on Land and Physical Infrastructure:

- Mr. Ronald Forde
- Mrs. Jacqueline Evans-Lesse
- Mr. Carl Ramdeo
- Mr. Brian Juanette
- Mr. Keith Johnson
- Mr. Carlos Zapata
- Mrs. Gemma Bowen

4. Key Issues Discussed

- (i) The PTSC operates with an old fleet of buses the oldest being 24 years;
- (ii) The challenges in getting the bus system up to international standards;
- (iii) The challenges with having a fleet of twenty (27) models compared to the international standard of 4-6 models;
- (iv) The daily collection of information on missed trips as a means of measuring performance of delivery of service;

- (v) The resources required to improve PTSC's performance and to reach the global benchmark;
- (vi) The means by which information on the bus service is communicated to passengers;
- (vii) The use of electronic ticketing to account for passengers who access the service in real time;
- (viii) The PTSC currently operates without a fleet management system for tracking buses;
- (ix) The infrastructural challenges of the PTSC;
- (x) The PTSC is addressing its Human Resources (HR) development issues by *inter alia* improving the level of discipline in the organisations, using an automated time card system to address punctuality and manage absenteeism, assessing skill levels and ensuring that employees understand what is required of them.
- (xi) The PTSC has collaborated with the National Energy Skills Centre (NESC) and the On-the Job OJT to provide a three (3) year programme to develop the skills of future technicians, twenty-three (23) new technicians from the programme have been retained by the PTSC.
- (xii) A new HR Policy and HR Audit is being implemented;
- (xiii) The number of persons that have been sent home and contracts not renewed;
- (xiv) The feasibility of retaining 196 buses in need of major repairs;
- (xv) The number of maxi-taxis on contract with the Ministry of Education for school transportation;
- (xvi) Transitioning to CNG fuelling with some diesel and bi-fueling;
- (xvii) The price of PTSC bus tickets have not been altered since 1990;
- (xviii) Part of the specification for new buses to be procured involves being able to facilitate wheel chair access and other accessibilities for the disabled;
- (xix) How the Strategic Plan fits into the National Transportation Plan;
- (xx) The current state of PTSC negotiations and its impact on missed trips;
- (xxi) The feasibility of improving bus sheds with the intention for advertising and facilitating persons such as the elderly;
- (xxii) PTSC's plan to improve its image to promote the service;
- (xxiii) The PTSC's marketing and communication plan;
- (xxiv) PTSC's role in disaster management;
- (xxv) Whether PTSC's targeted departures compared to its lower actual departures is satisfactory;
- (xxvi) The current relationship between PTSC and VMCOTT as a state maintenance organization;
- (xxvii) The extent to which emphasis is being placed on the local tourism;
- (xxviii) The PTSC's need for recovery utility vehicles;
- (xxix) The PTSC's need for a paint shop; and
- (xxx) The PTSC is building a first line facility in Arima to conduct small repairs.

5. View the Hearing:

The hearing can be viewed on our YouTube page via the following link:
<https://youtu.be/BVaZerwFE60>

6. Contact Information:

You may contact the Committee's Secretary at jsclpi@tparliament.org or 624-7275 Ext. 2828/2284/2283.

Committees Unit
Tuesday November 22, 2016