**PR 24/05-01**

**The Public Transport Service Corporation**

**Media Release**

**For Immediate Release**

**13th May 2024**

**Response to Express Article Dated 12/05/24: Clarification on ELDAMO Service Operations**

The Public Transport Service Corporation (hereinafter referred to as ‘The Corporation’) wishes to address and clarify certain points raised in an Express article dated May 12th, 2024 by Ms. Khamarie Rodriguez.

The article highlights the ELDAMO service and its operations, particularly focusing on the availability and utilization of these buses. While the article notes the presence of one driver at San Fernando, we would like to provide further context and information to accurately represent the scope of our service.

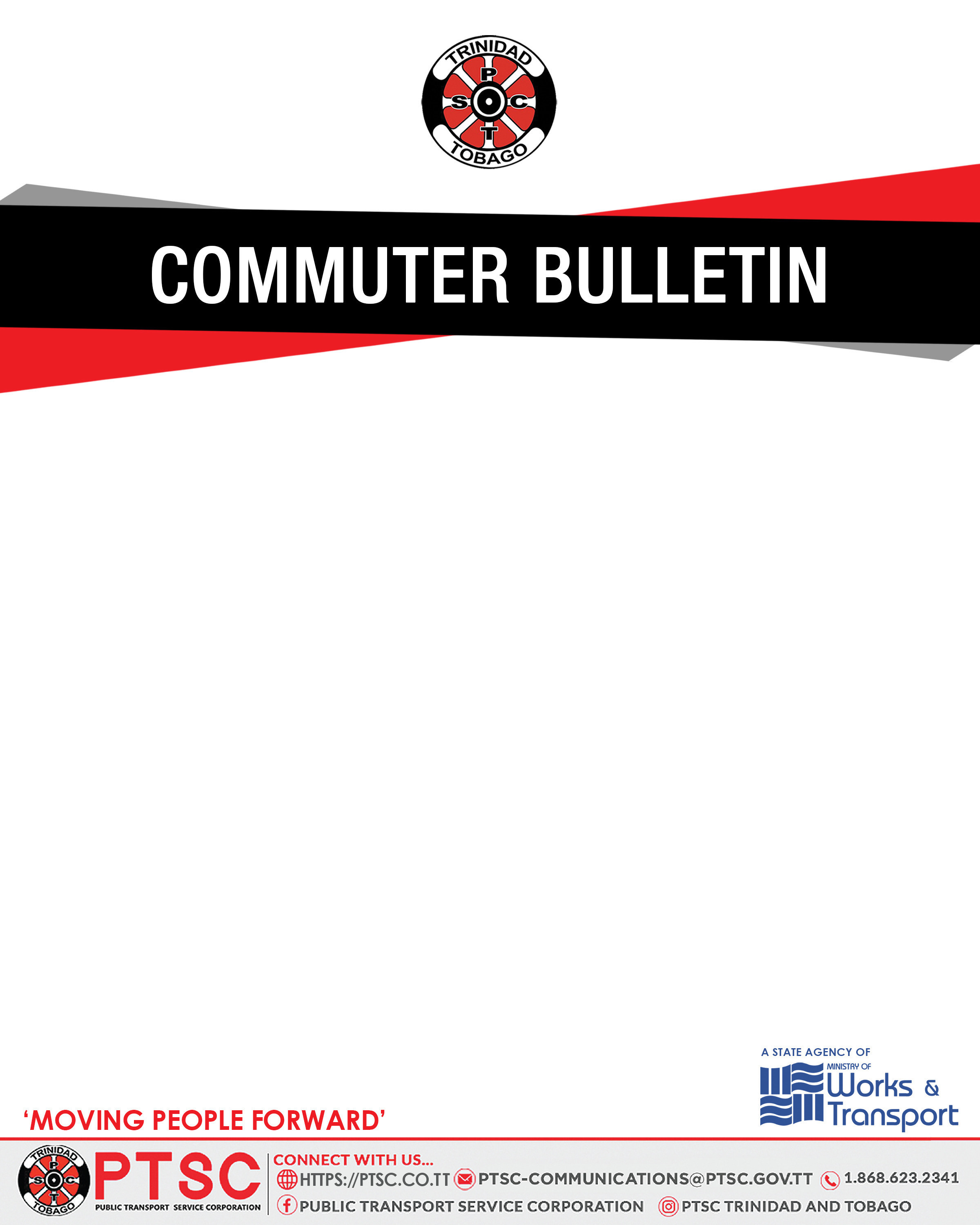
At present, the operational units at San Fernando are capable of accommodating up to eleven (11) persons per unit. A unit can conduct multiple scheduled trips on a daily basis, serving the transportation needs of our valued customers in the area. However, for additional one-off requests, other drivers are rostered as necessary.

Furthermore, at our Port of Spain Depot, the ELDAMO service caters to an average of seventeen (17) customers per day. This is achieved through a pooled system and appointment-based scheduling, allowing for efficient and personalized transportation solutions for clients.

While the article mentions only six (6) buses are operational, a number of buses have been identified to undergo extensive repairs to facilitate annual inspection and to ensure road worthiness to support future engagements. We remain committed to maintaining the highest standards of service reliability and customer satisfaction across all our operations. It is important to note that this service is run by the Ministry of Social Development in partnership with the Corporation. The Corporation also operates a Monday to Friday return service for the Blind Welfare Association, from Sangre Grande to Port of Spain, catering to approximately twelve (12) to fifteen (15) passengers daily.

It is advised that should customers encounter challenges through our 800-RIDE toll-free hotline, these challenges can be brought to the attention of our Marketing and Communications Department via email at [PTSC-Communications@ptsc.gov.tt](mailto:PTSC-Communications@ptsc.gov.tt).

The Corporation reaffirms its dedication to providing safe, reliable, and accessible transportation services to persons with disabilities, the elderly and to the communities we serve. We value the trust and support of our customers and stakeholders and remain steadfast in our commitment to delivering excellence in every aspect of our operations.

-END-