



PTSC
PUBLIC TRANSPORT SERVICE CORPORATION

CORPORATE PROFILE

- 2024 -



TABLE OF CONTENTS

Minister's Remarks	03
Chairman's Remarks	04
General Manager's Remarks	06
About Us	07
Our History	12
Our Fleet	14
PTSC'S Route Networks	15
What We Do	17
Strategic Plan	18
Divisions	19
Depots and Transit Malls	20
PTSC Moving Green	21
Transforming Digitally	22
Future	24



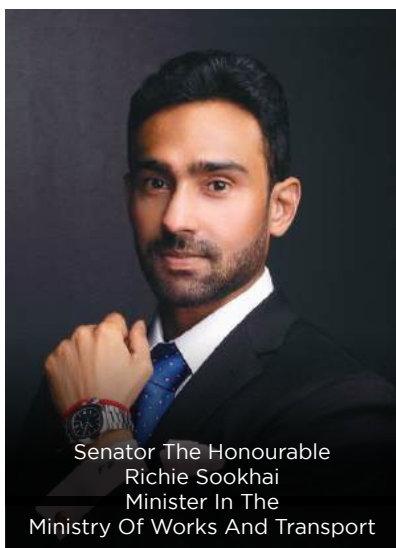
MINISTER'S REMARKS



In taking on the monumental responsibility of fostering significant economic and social development for the nation, numerous challenges arise. Chief among these is the necessity to achieve greater results with limited resources. Over the next five years, the focus will be on optimizing our human, financial, and structural capital to collaborate more effectively with stakeholders and achieve greater rewards. The Ministry of Works and Transport (MOWT) remains committed to the Government's developmental goals as outlined in Vision 2030.

The MOWT's Strategic Plan provides a roadmap for implementing the right policies and approaches. We look forward to the entire nation reaping the benefits of our future milestones. All these efforts, guided by the carefully tailored strategies of this plan, will work together to improve the quality of life in a world that increasingly demands reliable infrastructure and efficient transportation systems.

The Ministry remains committed to collaborating with the PTSC to achieve operational excellence, ensuring we meet the needs of our valued customers.



The MOWT, as the Line Ministry, plays a pivotal role in supporting and enhancing bus transport services to communities. By providing strategic oversight and resources, the MOWT ensures that public transportation is accessible, efficient, and reliable.

The Public Transport Service Corporation (PTSC), as an organization, must meet clear objectives: strengthening the national transportation planning framework and improving access to public transport services. For over fifty years, the PTSC has been providing public transportation, focused on delivering safe, reliable, and high-quality service and assistance to commuters. The collaboration between the PTSC and the MOWT is essential to achieving these goals and improving bus transport to all communities across Trinidad and Tobago.



CHAIRMAN'S REMARKS

DR. BRIAN JAMES

As Chairman of the PTSC, it is my distinct honour to present our corporate profile. Our journey over the years has been driven by our commitment to operational excellence, and today, we proudly stand as a pillar of reliable and efficient bus transportation within our communities.

Our Vision Statement encapsulates our aspirations: to be a world-class, self-sufficient bus transportation provider, moving people forward. This vision is not just a goal but a guiding principle that influences every decision and action. We aim to set benchmarks in public transportation, ensuring that our services are not only exemplary but sustainable and forward-thinking.

Our mission is to provide a safe, cost-effective, and reliable bus transport system across communities which underscores our dedication to being the pride of our people. Safety, affordability, and dependability are the

cornerstones of our operations, reflecting our commitment to meeting the diverse needs of our commuters and ensuring their utmost satisfaction.

At the core of our operations are the values that define us: Openness, Efficiency, Accountability, Respect, Integrity, and a People-focused approach. These values are more than just words; they are the foundation upon which we build trust and foster relationships with our commuters, employees, and stakeholders.

As we move forward, we remain committed to these values and to our vision and mission. We understand that the landscape of public transportation is constantly evolving and we are dedicated to embracing innovation and improvements that will allow us to better serve our communities. Our focus on sustainability, technology, and customer service will ensure that we continue to be a trusted and essential part of our commuters' daily lives.

In closing, I extend my deepest gratitude to our dedicated employees, loyal commuters, and supportive stakeholders. Your trust and collaboration have been instrumental in our achievements and together, we will continue to move people forward.

Thank you for being part of our journey.

BOARD OF DIRECTORS

- 2024 -



Dr. Brian James

CHAIRMAN



Mr. Robin Rampersad

VICE CHAIRMAN



Ms. Karen Gonzales

DIRECTOR



Mr. Wayne Koylass

DIRECTOR



Mr. Mandel Moise

DIRECTOR



Mr. Learie Paul

DIRECTOR



Mrs. Ann Marie Ramsundar-Radhay

DIRECTOR

GENERAL MANAGER'S REMARKS



LIEUTENANT COLONEL (RET'D)
PATRICK GOMEZ

The PTSC is dedicated to evolving into a world-class, self-reliant bus transportation provider, equipped with advanced capabilities to efficiently transport commuters on a daily basis.

As we look ahead, we remain committed to the future, we remain committed to leveraging technology and operational improvements to provide a safe, cost-effective, and reliable service. With a focus on sustainability, we aim to reduce our environmental impact through eco-friendly initiatives. Our team of skilled professionals is continually trained to meet the highest standards of customer service. The PTSC strives to enhance the overall travel experience for our commuters. Together, we will continue to build our success striving for even greater achievements in the future.

PTSC AT A GLANCE



1,400+
Employees



5 Million
Riders per Annum



79
Fixed Routes



7
Bus Depots



3
Transit Malls



Bus Stops



Bus Shelters



Universal Accessible Buses



CNG Buses



Free WiFi
At Hubs, Terminals
and on the Buses.



ABOUT US

The PTSC was established by the Public Transport Service Act, No. 2 of 1965, Chapter 48:02. Under the Act, the PTSC is mandated to provide a “safe, adequate, economic and efficient public transportation system, adapted to the needs of the country.”

The legislation empowers the PTSC to:

- a) Carry goods and passengers by rail and by road;
- b) Store goods;
- c) Consign goods on behalf of other persons from any place in Trinidad and Tobago to any other place therein;
- d) Provide such amenities and facilities for passengers and other persons making use of the services provided by it as appears to it requisite or expedient to provide.

In performing its functions, the PTSC shall provide:

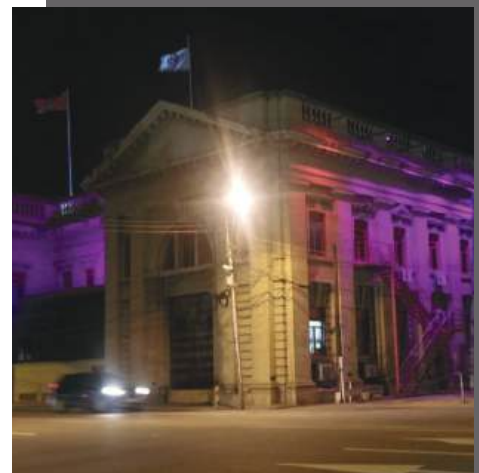
- Commuter transportation solutions through the following services:
 - Fixed Route Services
 - School Transport - Public/ Private contract arrangements with Maxi Taxi operators
 - Charters - Private and Commercial Tours
 - Tours
- Non-Transport Business
 - Commercial Rental
 - Advertising on our buses and our properties

DID YOU KNOW ?

The Corporation's Old Railway Building will be celebrating **100** years on October 18th, 2024.

The Corporation will also be celebrating **60** years in 2025.

'MOVING PEOPLE FORWARD'



EXECUTIVE MANAGEMENT TEAM

- 2024 -



Lieutenant Colonel (Ret'd)
Patrick Gomez

GENERAL MANAGER



Ms. Chantal Paul

CORPORATE SECRETARY



Mrs. Gloria Corneal-Boyce

DGM - FINANCE & ACCOUNTS



Mr. Andrew Nelson

DGM - HUMAN RESOURCES



Mr. David Roy Mangal

DGM - ENGINEERING



Mr. Sebastian Edwards

DGM - OPERATIONS



Ms. Lalitha Bala Cetty

**DGM - CORPORATE PLANNING
AND STRATEGIC PERFORMANCE MONITORING**

MANAGEMENT TEAM

- 2024 -



Ms. Dianna Roopnarine
ADGM - FINANCE & ACCOUNTS



Mrs. Charlene Webb - Brereton
ADGM - INFORMATION TECHNOLOGY



Ms. Theresa Taitt
ADGM - OPERATIONS (NORTH)



Mrs. Bernadette Mc Gillvery
ADGM - OPERATIONS (SOUTH)



Mr. Shawn Harris
ADGM - TOBAGO



Mr. Nigel Best
ADGM - HUMAN RESOURCES



OUR VISION

World class, self-sufficient bus transportation provider, moving people forward



OUR MISSION

The pride of our people, our mission is to provide a safe cost effective reliable bus transport system across communities

CORE VALUES



INTEGRITY

Strict adherence to a moral code, reflected in transparency.



OPENNESS

This overarching concept is characterized by transparency and free, unrestricted access to information, as well as collaboration in decision-making.



PEOPLE FOCUSED

The PTSC shall focus on the growth and development of its team by the realization of an efficient and effective organizational structure.

The overall impact would be customer service excellence.



EFFICIENCY

A level of performance that seeks to generate the greatest value of output.



RESPECT

Consideration for self and others in which respect is paramount.



ACCOUNTABILITY

The PTSC shall account for its activities.





OUR HISTORY

1876 - 2024

PTSC was formed from the Railway System. By 1914, Trinidad Government Railway trains transported mainly passengers, produce, sugar cane, general merchandise and petroleum products, until the railway system was abandoned in 1968 due to loss of revenue and a widening deficit.

The Railway System of Trinidad and Tobago dates from July 1st 1876, when the first portion of line from Port of Spain to Arouca was opened.

The Port of Spain terminus was built at a cost of £6100.

With the addition of twenty (20) new units in Tobago in 1984, the passenger ridership grew from 75,000 per month in 1983 to 240,000 per month in 1985.

1876



1924



1984



1880 - 1914

Railway lines were constructed between St. Joseph and Couva; Couva and San Fernando; Marabella and Princes Town; Jerningham Junction to Tabaquite; Arima and Sangre Grande; Tabaquite to Rio Claro and San Fernando to Siparia

1964

The PTSC was formed from in a response to a 1964 report recommending public ownership of Trinidad and Tobago's bus transport industry. This decision came into effect on January 1st, 1965.



OUR HISTORY

1876 - 2024

The PTSC procured three hundred and five (305) buses.

The Elderly and Differently-abled Mobile (ELDAMO) service was introduced through the PTSC's partnership with the Ministry of the People and Social Development in 2012. This service is free to its users and can be accessed by calling a toll free number.

2007 - 2010

2012



1994

2010

2014 - 2022

Since 1994 the PTSC has been managing the contracted school transport service on behalf of the Ministry of Education for which it is paid a management fee. Maxi taxi operators are contracted to transport school children from various parts of the country to their respective schools.

The Deluxe Coach Service was introduced in March 2010 on the Port of Spain to San Fernando route and in May 2010 on the Port of Spain to Sangre Grande route. The express commuter, transit and rural services operate throughout Trinidad and Tobago.

Launched and commissioned one hundred (100) new buses: 72 CNG and 28 diesel.

OUR FLEET

Articulated Buses (18 meters)

These buses operate along the East/West corridor on the PTSC'S high volume routes such as Port of Spain/Arima, with a capacity of 72 passengers seated and 54 standing.

Deluxe Coach Buses (14 meters)

These buses operate a luxury type, high level frequency service, utilizing high capacity air conditioned buses with reclining aircraft type seating, spacious leg room and on board audio/video equipment they operate between San Fernando and Port of Spain and Sangre Grande and Port of Spain and have a passenger capacity of 57 seats.

Medium Size Buses (12 meters)

These buses operate mostly on our Express Commuter Services to urban and suburban destinations with a passenger capacity ranging from 40 to 45 seated and 20 standing. Some of these buses are also wheelchair accessible.

Small Size Buses (10.5 meters)

These buses operate mostly on urban and suburban destinations with a passenger capacity of 33 seated and 16 standing. They are also wheelchair accessible.

Small Size Buses (9 meters)

These buses operate mostly on rural destinations with a passenger capacity of 30 seated.

Eldamo Buses

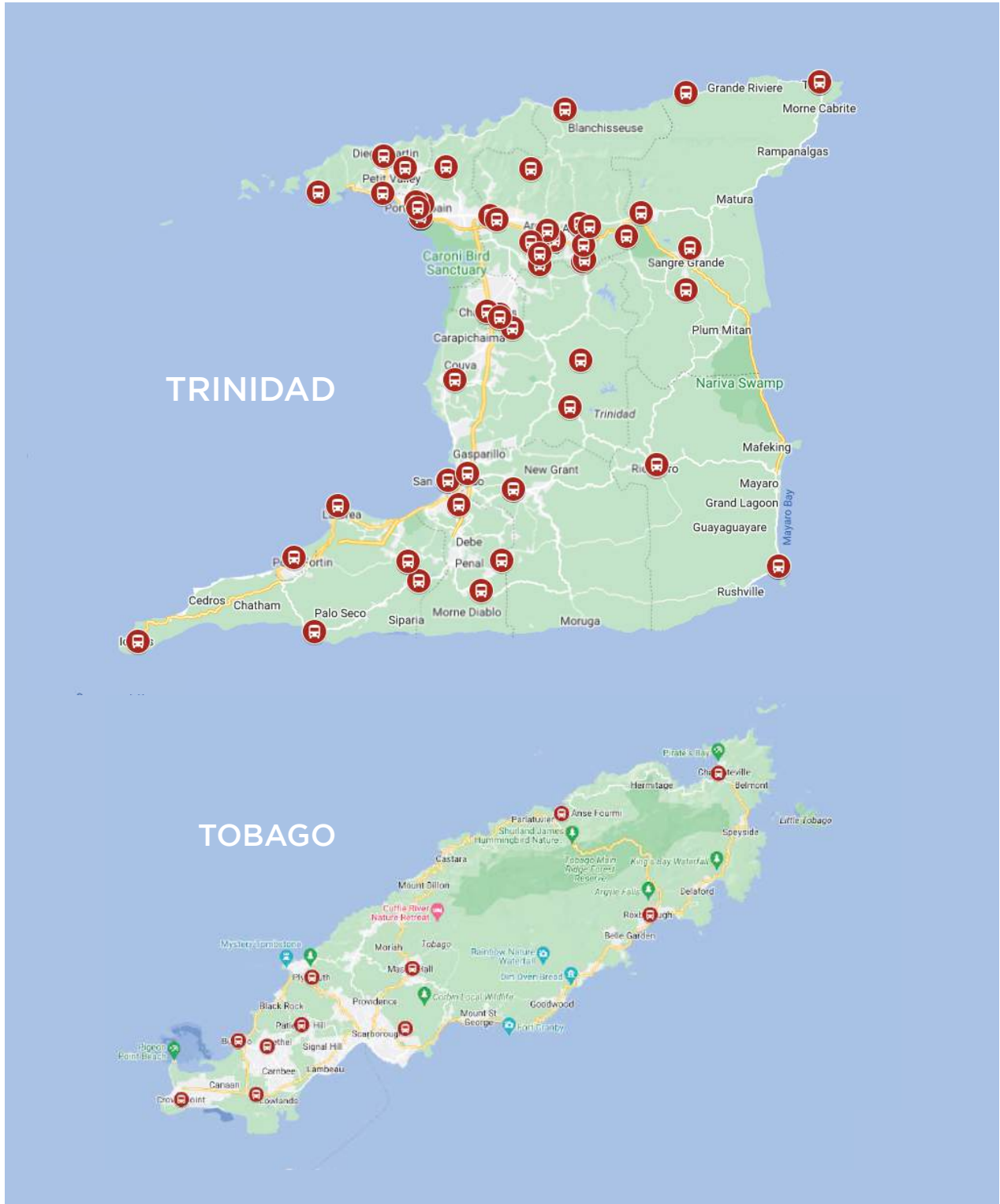
These buses operate the PTSC's Elderly and Differently Abled Mobile Service with a passenger capacity of 8 seated and 3 wheelchair occupants





PTSC'S ROUTE NETWORK

With an extensive network of routes, the PTSC serves a diverse range of communities in Trinidad and Tobago by operating seventy-nine (79) of its established routes from its seven depots.



DETAILS OF THE PTSC SERVICES TO COMMUTERS

Fixed Route Services:

- Deluxe Coach Service (DCS)
- Express Commuter Service (ECS)
- Urban and Suburban Transit Service
- Rural Transit Service
- City Service

On a daily basis, the PTSC is scheduled to operate existing fixed routes through the following services: The Deluxe Coach Service is a luxury type, high level frequency service utilizing high capacity air-conditioned buses with reclining aircraft type seating, spacious leg room and on board audio / video equipment.

The Express Commuter Service is a fixed-route bus characterized with limited stops. This service is provided along high density routes utilizing high capacity air conditioned buses. The fare for this route is slightly higher than the Standard Service.

A Standard Fixed Route Service is offered to connect cities or major towns and housing developments. This service is concentrated within the confines of a city or major town and performs as a shuttling service to various points within the city. High population density metrics will define a geographic area as Urban and Suburban Transit Service.

The Rural Transit Service is a fixed-route service which provides services to rural or country areas and in some instances, is the only form of organized Public Transport.

The City Service is a fixed-route service which operates within the Central Business Districts of Port of Spain, San Fernando and Municipalities.



WHAT WE DO



Regular Services

Currently the PTSC services 79 routes throughout Trinidad and Tobago.

Ticket Traders

A ticket trader is a licensed business operating in Trinidad and Tobago, authorized by the PTSC to distribute bus tickets on behalf of the corporation. These traders play a crucial role in facilitating ticket sales, ensuring accessibility and convenience for passengers across various locations.

Tours

The tour service operated by the PTSC offers an immersive exploration of Trinidad and Tobago's rich cultural heritage and natural beauty. With knowledgeable guides and comfortable transportation, the PTSC tours take participants on unforgettable journeys to iconic landmarks, historical sites, and scenic destinations across the islands. From educational outings to leisurely sightseeing trips, the PTSC tours cater to diverse interests and preferences, providing travelers with an enriching and enjoyable experience. Whether it's discovering hidden gems or rediscovering familiar locales, the PTSC tours offer an opportunity to explore the beauty and diversity of Trinidad and Tobago in a convenient and affordable manner.

School Transport Service

We have partnered with the Ministry of Education to engage Maxi Taxi Concessionnaires to transport school children to their respective educational institutions throughout Trinidad and Tobago.

Advertising & Shop Rentals

The PTSC's advertising and shop rentals service provides businesses with prime locations to promote their products and services. Strategically placed advertisements on buses, at terminals, and within PTSC-owned properties reach a wide audience across Trinidad and Tobago. Shop rental spaces at terminals offer entrepreneurs opportunities to engage with customers, boosting visibility and revenue for both businesses and PTSC.

Charters

The PTSC provides charter services to citizens of Trinidad and Tobago. Getting them where they need to be by the time they need to be there, is a top priority for the PTSC. The Corporation facilitates several charters each month. Once a request is submitted through the website or via email, great effort is made to ensure all commuters are satisfied with this service. Some charters include the ICC T-20 Men's World Cup, COCACAF U-20 Tournament, Commonwealth Youth Games and the Independence Day Parade. All attendees were satisfied and expressed interest in using the PTSC's services again.



STRATEGIC PLAN 2024 - 2026

The PTSC Strategic Plan 2024 - 2026 is a comprehensive roadmap designed to guide the PTSC in achieving Operational Excellence and fulfilling its commitment to serving the public.

Overarching Goal:

Operational Excellence

The primary objective of the Strategic Plan 2024-2026 is achieving Operational Excellence. This approach to business management focuses on fostering continuous improvement throughout all facets of the PTSC and its processes. It cultivates a culture where both management and employees are deeply engaged in the PTSC's success and empowered to drive meaningful change.

The PTSC's 2024-2026 Strategic Plan acts as a detailed roadmap on its journey toward excellence. This Plan is closely aligned with both the Government's Vision 2030 Plan and the MOWT's Strategic Plan 2019-2024.

Public transportation plays a vital role in national development by determining how people connect and move across the country. The PTSC is dedicated to being the preferred provider in alignment with our Vision of becoming a world-class, self-sufficient bus transportation provider, moving people forward.

High Level Strategies:

- Strategy 1: Improve Customer Satisfaction
- Strategy 2: To Empower and Motivate our Team
- Strategy 3: Improve Operational Efficiency
- Strategy 4: Grow Internally Generated Revenue

Strategic Outcomes:

Increase Customer Satisfaction rate from 69.3% (2022) to 75% by 2026.

Improve Employee Engagement by empowering and motivating our Team from 2.93 (Neutral) (2023) to 4 (Satisfied) by 2026.

Increase Ridership from 4.8 million ridership (2023) to 7 million ridership by 2026.

Grow Internally Generated Revenue from TT\$ 53.2 million (2023) to TT\$ 58.7 million (2026).



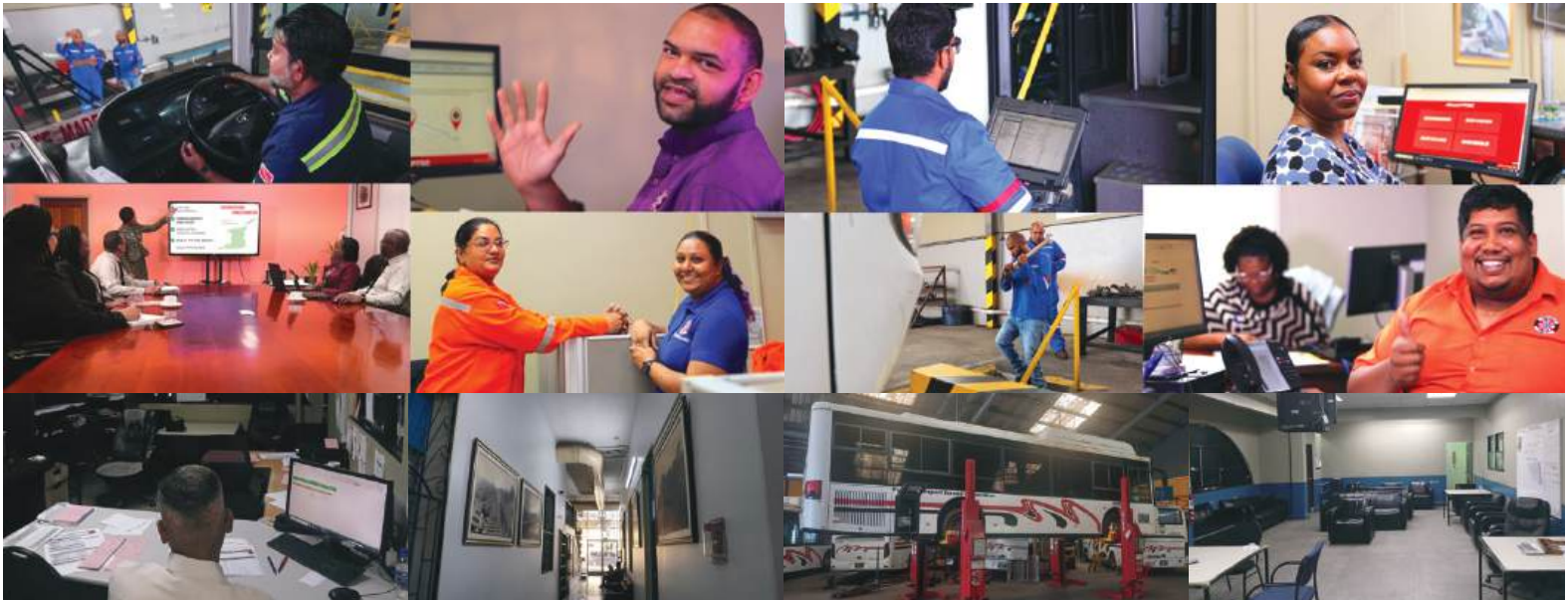
DIVISIONS

Engineering Division

The Engineering Department oversees the management and optimisation of the PTSC's diverse fleet of vehicles, ensuring reliability, safety and efficiency through rigorous maintenance schedules and technological advancements.

Administrative Division

The Administrative Division leads key initiatives including digital transformation, financial sustainability, talent development, brand enhancement and security measures. These strategic endeavours are crafted to drive the PTSC forward, fostering innovation, growth and sustained success across all Divisions.



Operations Division

The Operations Department caters to the diverse needs of our passengers, ensuring that our drivers consistently deliver exceptional customer service. By prioritizing safety, efficiency, and satisfaction, we strive to create a positive experience for every journey.

Properties Division

The Properties Division is an essential entity entrusted with the Management and enhancement of the PTSC's real estate assets.

DEPOTS AND TRANSIT MALLS

The PTSC's seven (7) Depots are strategically positioned in Port of Spain, San Fernando, Tobago, Arima, Point Fortin, Chaguanas, Sangre Grande and three (3) Transit Malls located in San Juan, Curepe and Tunapuna. Each Depot and Transit Mall plays a vital role in facilitating connections across communities and the smooth and efficient movement of passengers across the country. In addition to the core mission of providing a seamless travel experience to customers, the Port of Spain and San Fernando Depots and Transit Malls offer a range of commercial services such as retail outlets and food establishments. The PTSC's Depots and Transit Malls promote mobility solutions that benefit current and future generations.



PTSC

MOVING GREEN



- Environmental initiatives align with Trinidad and Tobago's commitment to reduce greenhouse gas emissions by December 31, 2030.
- The PTSC promotes its environmental initiatives through various media and undertakes several eco-friendly projects.
- In February 2018, Trinidad and Tobago ratified the Paris Agreement on Climate Change, committing to a 15% reduction in greenhouse gas emissions from industry, power generation and transportation by 2030.
- From 2014-2022, PTSC acquired 72 CNG buses and in future plans to acquire additional CNG buses and introduce electric buses. In April 2022, PTSC opened one of the largest CNG-only stations in the Caribbean, located on its Port of Spain compound, providing increased efficiency, lower costs, and cleaner fuel.
- In January 2024, PTSC was recognized as the largest customer in terms of liter sales by NGC Green Company. The PTSC is aware of its carbon footprint's impact and continuously explores strategies to reduce greenhouse gas emissions.





TRANSFORMING DIGITALLY

CURRENT

ICT CURRENT INFRASTRUCTURE

Our current ICT infrastructure include:

- Google Transit integration
- Website
- Online Payment Systems
- GPS tracking
- Wi-Fi on buses and platforms
- SMS messaging services

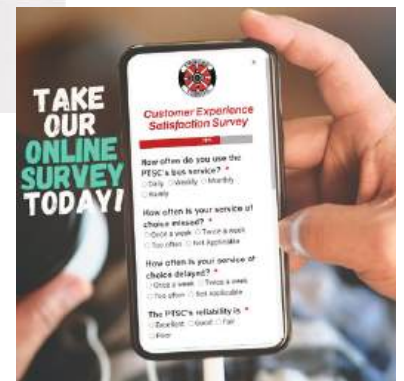
LAUNCH OF NEW WEBSITE WITH ONLINE PAYMENT OPTION

The PTSC launched its new website - ptsc.co.tt and the website, apart from increasing the PTSC's digital footprint, will add a suite of benefits for our users. These include, but are not limited to:

- A fully responsive and flexible design that automatically tailors itself to the devices accessing it; whether it is your phone, tablet or computer.
- A design that will allow the PTSC to easily manage the data internally through a WordPress Content Management System. This System ensures that our users have continuous access to up to date information at their fingertips.
- The PTSC now has an important and dynamic tool that will significantly improve the range and quality of the information and services that it provides to the public.
- Additionally, the Payment Portal "PTSC Online" was launched by the PTSC, as part of its effort to transition digitally and guarantee that we provide our clients greater convenience.
- Online payments from our website - ptsc.co.tt for tours, charters, and tender packages can now be made by customers using their debit or credit cards.

- The advantages of this new online payment system include:
 - Improved customer service delivery, payment efficiency, and accountability;
 - Reduced risk as customers are not required to use cash for transactions;
 - Ease of payment using a credit or debit card; Convenient payments from any location;
 - Flexibility - Ability to make payments using a smartphone or other mobile device.

The PTSC anticipates that this technology will continue to significantly increase consumer convenience. Our ongoing effort to modernize operations by utilizing technology to increase convenience and efficiency in service delivery is reflected in this product.





TRANSFORMING DIGITALLY

FUTURE

ICT FUTURE INFRASTRUCTURE

At the PTSC, we are dedicated to integrating cutting-edge technology into our transportation services for efficiency, safety, and customer satisfaction:

IT Strategies:

- Focus on cybersecurity
- Network upgrades
- Internet of Things (IoT) integration for real-time data analysis

Passenger Experience:

- Mobile app for updates, GPS tracking, and e-ticketing
- Wi-Fi at transit hubs and on board buses

Intelligent Public Transportation Solutions (IPTS):

- Optimize fleet management, revenue, and operational efficiency through data-driven decision-making

ICT Architecture Enhancements:

- Upgrade and expand ICT architecture
- Implement high-speed networks
- Update Cisco switches
- Deploy Hyper Converged Infrastructure (HCI)
- Integrate Software-Defined Wide Area Networking (SD-WAN)
- Embrace IoT solutions

Business Intelligence (BI) and Decision Support System (DSS):

- Empower data-driven decision-making
- Ensure agility and responsiveness in meeting transportation industry needs

Network Operating Centre:

- Serve as the center of operations
- Facilitate real-time monitoring, coordination, and response

Innovation and Growth:

- Leverage technology for the benefit of passengers, employees, and stakeholders
- Drive organizational growth

FUTURE OF ELECTRIC BUSES

The PTSC recognizes the imperative to transition from conventional fossil fuel-powered vehicles to electric buses. Our initiative to procure 240 electric buses marks a significant step towards reducing carbon emissions. By integrating electric buses into our fleet, PTSC is leading the charge towards a more sustainable and eco-friendly public transportation system. Additionally, beyond environmental benefits, electric buses offer cost savings, require less maintenance and provide passengers with smoother, quieter rides, promoting increased public transit usage.

SOLAR-POWERED BUS STOPS, BUS SHELTERS AND SIGNAGE

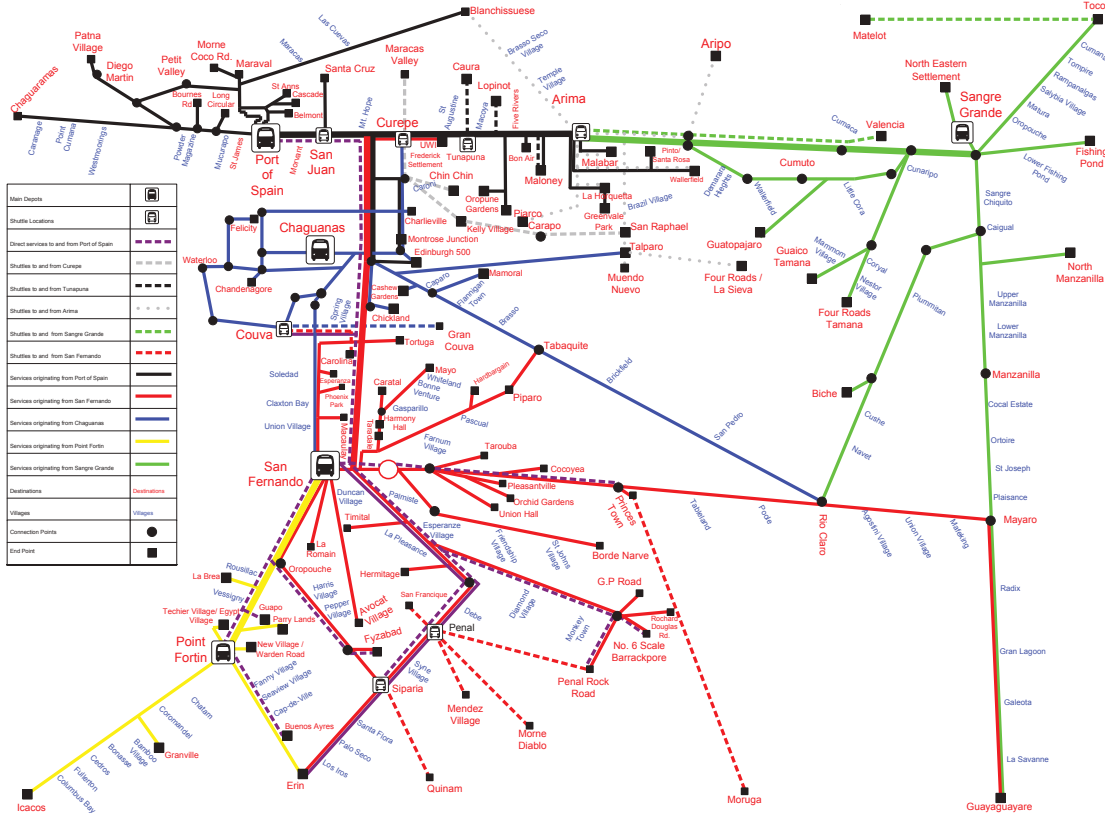
In alignment with our electric bus initiative, the PTSC is committed to utilizing renewable energy to power our infrastructure. Solar-powered bus stops, bus shelters and signage exemplify a revolutionary approach to urban mobility. These innovative installations utilize solar energy to provide lighting, digital displays, and other essential amenities at bus stops and transit hubs. By leveraging solar power, the PTSC not only reduces its reliance on traditional energy sources but also contributes to the development of resilient and self-sustaining transportation infrastructure.

FUTURE OPERATIONS

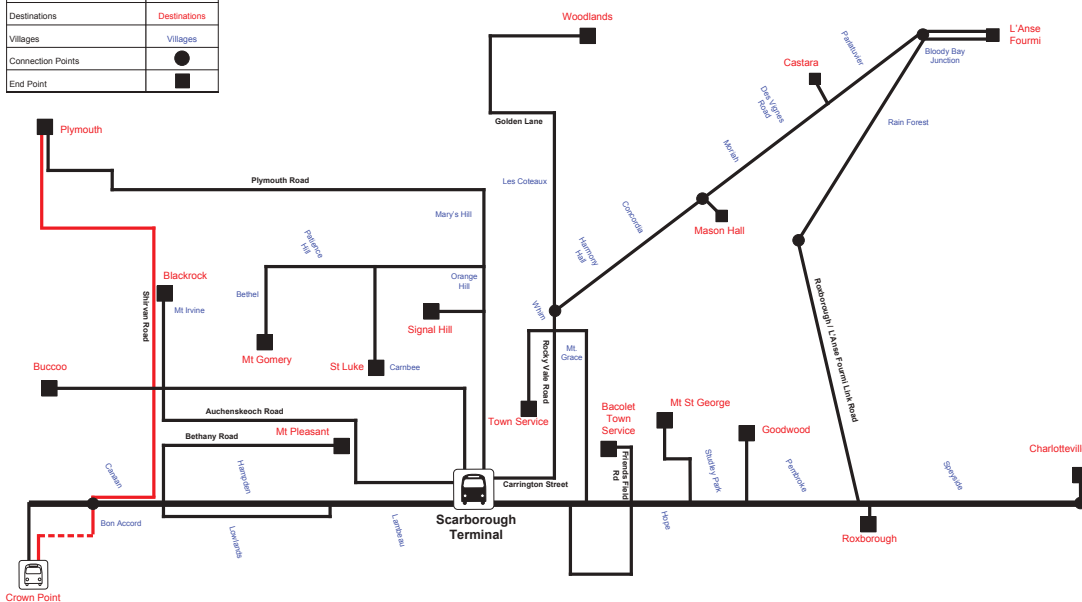
We are dedicated to optimizing transportation through a comprehensive approach that covers one hundred percent (100%) of our established route network. Our primary focus is on ensuring efficiency and effectiveness throughout our operations.



PTSC'S ROUTE NETWORKS FUTURE



Main Depot	
Shuttle Locations	
Services from Scarborough	
Shuttles to and from Crown Point	
Street Names	Street Names
Destinations	
Villages	
Connection Points	
End Point	



PTSC'S FUTURE DEPOT PROJECTS

FUTURE



ELECTRIC BUS

FUTURE





PTSC





PTSC
PUBLIC TRANSPORT SERVICE CORPORATION

'MOVING PEOPLE FORWARD'



Scan to visit our website:
www.ptsc.co.tt 

or follow us on:

