

PUBLIC TRANSPORT SERVICE SURVEY

Q1. Where do you live?

Answer Choices	Responses	
Alarm Forest	9.09%	16
Blue Hill	3.41%	6
Half Tree Hollow	13.64%	24
Jamestown	7.39%	13
Levelwood	15.91%	28
Longwood	18.18%	32
Sandy Bay	6.25%	11
St Pauls	26.14%	46
Answered		176
Skipped		0

Q2. How old are you?

Answer Choices	Responses	
16-24	7.95%	14
25-34	9.09%	16
35-44	17.05%	30
45-54	21.02%	37
55-64	20.45%	36
65-70	11.36%	20
70+	13.07%	23
Answered		176
Skipped		0

Q3. How often do you use the PTS?

Answer Choices	Responses	
Daily	18.71%	32
Once per week	16.37%	28

Two - Three times per week	15.20%	26
At least once a month	12.28%	21
At least once per year	9.36%	16
Never	28.07%	48
Answered		171
Skipped		5

Q4. When do you usually use it?

Answer Choices	Responses	
Weekdays	27.38%	46
Weekends	10.71%	18
Both weekdays and weekends	33.33%	56
Never	28.57%	48
Answered		168
Skipped		8

Q5. If you never use the PTS is this because...

Answer Choices	Responses	
There is no service to or from the area you live in	4.55%	2
It costs too much	29.55%	13
The timetable doesn't meet your travel needs	43.18%	19
I prefer to use alternative means of transport	43.18%	19
Other (please specify)	15.91%	7
Answered		44
Skipped		132

Other (please specify)

The timetable seems to run for morning and afternoon not enough during the day in and out of Jamestown in this case I would use the bus service case I would

Timing can be difficult sometimes you go somewhere early but have to wait several hours before return which is inconvenient especially for tourists or if there are no options in the area to occupy oneself for hours

Prefer to use own car as its more comfortable. Don't like riding on the big buses around St Helena/into Jamestown

Car share

I have my own vehicle

I am unable to safely board or disembark from the bus.

Q6. If you currently use the PTS, please indicate which routes you use:

Answer Choices	Responses	
Route 1 - Longwood	33.66%	34
Route 2 - Levelwood	18.81%	19
Route 3 - HTH & St Pauls	49.50%	50
Route 4 - Blue Hill & Sandy Bay	13.86%	14
	Answered	101
	Skipped	75

Q7. Do the timings of the journeys on the route/s you use meet your needs?

Answer Choices	Responses	
Yes	62.00%	62
No	38.00%	38
If No, please explain what changes you would like to see		43
	Answered	100
	Skipped	76

If No, please explain what changes you would like to see

The reason I only use it a few times a year is because it only runs in my district on Saturdays @ 9 am 1pm which is no good to me it should run the same times as other routes all week long.

Because they don't leave Levelwood and come back to Levelwood the times that I want it to.

Because I would like to stay in town longer

I barely use PTS because it comes to SB Baptist chapel when they feel like so there are times when I'm left behind so what's the point . but again I need to say this as I thought it was for all the public.

Well they just have to because thats all that is offered.

Delays must be on time.

There are relatively too few journeys into Jamestown in the mid to late morning. Also there seem to be many buses and mini buses running that for no clear reason are not part of the PTS and their availability could reduce traffic congestion n Jamestown. as well as improving the offered service.

Trips to Jamestown and back outside peak hours would be good.

More PTS on weekends nights late

An additional time of 11.00 hrs and 19.00 hrs

A mid morning run about 11 am from 8.30 - 1 pm is to long for small chores in town

Pickup times are good and so is the time leaving town.

The bus only goes to town three times a week

Insufficient routes for personal & business choice only run once a week doesn't suit my needs

At times bus comes early & I get left behind

Either too early or too late

No sensible times

A mid morning run

A mid morning route 10.30 - 11.00 hrs

A mid morning run from Jamestown to St Paul's 8.30 - 10.30/11.00 or 10.30/11.00 to 12.30 back to Jamestown in time for the 13.00 bus run

May be the Friday bus trio could leave Jamestown at 1.30 pm instead of 1 pm. Saturdays are fine

For me I think its the best thing Government has done because one alone have no other way of travelling. However it can be a quiet pricey on my pensions £6.00

Sometimes, No Tuesday. No Saturday night

Late night Saturdays nights

Like to have at least once per normal bus for Tuesday or Friday 9-1 And Friday? Saturday nights 2 am Morning run

None during this week

I would like to use the transport in the morning but the service is unavailable

On weekends the buses leave too early it would be better if they left half 1 like they use to do for people staying late instead of paying so much for taxis

Weekdays, a later post-work service (about 6pm would be ideal, but any time between 5:30 and 7pm would be really useful)

A 1700 hours and 1900 hours buses from Jamestown to Bottom Woods on Saturdays

Having to wait so long to get home from work

Earlier return from Jamestown on weekdays I.e.before 1pm

Earliest trip leaving town at 1pm is too late. There could be more trips leaving St Pauls that doesn't align with the hospital staff.

The PTS is more suited to meet workers (nurses, etc) needs rather the public - therefore drivers are more concerned about getting workers where they need to be on time and leaving public pick up point before time. Where by the residents of the district is left confused about what times the busses are.

It would be nice to see a bus coming from Jamestown around 11am as well as 1pm.

What are the timings? The Alarm Forest bus stop has timetable from 2017 still showing! There's no way to find out when the bus comes or how to buy a ticket. Where are the bus stops - are they marked?

I really appreciate the early morning and after work 4pm routes and use the 9pm bus back frequently too, but it would be really useful to have a bus back at around 6pm or 7pm, so if you wanted to stay in town for a short while after work, you could rather than having to stay until 9pm.

Same for weekends when there is an even longer wait. It would also be useful to have another route into town getting in early evening about 6pm if you're going out to dinner and a late bus on Friday too, as 9pm is a bit early sometimes.

A mid morning return journey to HTH from JT would be helpful, don't always want to wait until 1pm - Appreciate this is probably not practical

Would use the route more if late night weekend trips were available

Return Journey Sunday morning 01:30

Late night PTS on weekends

More time is needed in town if passengers wish to shop, attend appointments and socialise.

More frequent journeys

It would helpful if there were buses at 5 pm for if I work late.

Q8. Please indicate for which of the following activities you use the PTS:

Answer Choices	Responses	
Travel to and from work	50.47%	54
To collect pension or benefits	9.35%	10
Shopping	57.94%	62
Medical Appointments	30.84%	33
Socialising	37.38%	40
Recreation	19.63%	21
Other (please state the activities)	15.89%	17
Answered		107
Skipped		69

Other (please state the activities)

To travel into town.

To meet with sister in Jamestown

Visiting family

Plantation House tour

If Isaac's bus not available

Attending meetings such as at the museum, usually starting at 10.30 to 11.30 or 2.00 to 2.30 also Airport Occasionally.

AirPort Transport

Banking

Child minding

The Transport should leave 5 minutes after pick up and not before

Tuesday bus run was used for medical appointments sadly this has been cancelled

Hair appointment. Grave yard visits

Bank Transactions

I have only used the service once, out of curiosity

Shopping

Hair appointments

Travel from work to another worksite and sometimes to home

Q9. How would you prefer to pay for your journey?

Answer Choices	Responses	
In cash each time you travel	42.06%	45
By debit card each time you travel	12.15%	13
Weekly ticket, paid in advance - for work travel only	1.87%	2
Weekly ticket, paid in advance - for travel other than work	0.00%	0
Weekly ticket, paid in advance - for unlimited travel on all routes	2.80%	3
Monthly ticket, paid in advance - for work travel only	14.95%	16
Monthly ticket, paid in advance - for travel other than work	2.80%	3
Monthly ticket, paid in advance - for unlimited travel on all routes	3.74%	4
Other (please specify)	19.63%	21
Answered		107
Skipped		69

Other (please specify)

By debit card each time travel. weekly for work travel only

In cash each time you travel, weekly for travel other than work.

By debit card each time you travel, Weekly for travel other than work. monthly for travel other than work.

In cash each time you travel. monthly for unlimited travel

By debit card each time you travel, Fares should be free for the Elderly people as in the UK with Bus pass

By debit card each time travel. Elderly people should have a free bus services

Pay as you go is expensive and not always you're given a tickets.

By debit card each time travel. weekly for unlimited travel. monthly for travel other than work

Guinea Grass to Jamestown return

In cash each time you travel, By debit card each time you travel,

In cash each time you travel outside of work, monthly for work travel.

In cash each time you travel, by debit card, for unlimited travel, monthly for work travel.

In cash each time you travel, By debit card each time you travel,

In cash each time you travel, monthly for work travel.

By debit card each time you travel, monthly for work travel.

In cash each time you travel, By debit card each time you travel, monthly for work travel.

In cash each time you travel, weekly for work travel only, monthly for work travel.

By debit card each time travel, for unlimited travel on all routes, for travel other than work, for unlimited travel on all routes

At the moment I pay for a monthly ticket for work travel only by direct debit, I was unaware that I could apply for unlimited travel on all routes, this should be communicated.

10 trip ticket purchaseable ahead of time.

Given that in some areas there is only a bus once a week, or even once a month, this question has little or no meaning

Q10. Are the timetables readily available?

Answer Choices	Responses	
Yes	57.45%	54
No	42.55%	40
If no, please add any comments		34
Answered		94
Skipped		82

If no, please add any comments

It is not posted in every bus stop or pickup point

Would be nice if some leaflets were given out to the public

No. because they say Baptist Chapel but like I said sometimes they don't even reach there at all, so I have to make my way to Bagley's Point

Only at Tourist Office

From where? only the Tourist Office

Yes but buses don't run by the times

It is never obvious where to get them from and to be certain that what one is given is up to date. They should have the date clearly stated on them.

Would like to see a bigger print timetable in bus

Should be placed at Bus Stops.

Could be in the shops as well for distribution

Where are hard copies placed

Print to small to read

Don't see them

Never seen a timetable

Haven't seen them around

Time table to be kept in bus

Online

A bus time table displayed in the bus or at the bus stop points

If there can be leaflets for each district

You can ask the driver also when on the transport

Not enough available and not easily understandable

Not enough info and needs to be more understandable

It depends what is termed as readily available. My pick up point do not have a sheltered bus stop with posted timetables.

Please update the timetables for all routes and display them in convenient pick up and drop off points

Larger Print please

Very confusing to read, the font is really small, it's not very clear to understand. When I follow the online timetable I find it's outdated, and there is a lot of guess work at times whether its accurate or not.

Where are they? The Alarm Forest bus stop has ones from 2017! Who would have thought putting a timetable up (and taking down the old, out of date ones) might have been a good idea!

Can never seem to find them online

I think so, although I haven't had the need to look for it because it is a strange route

Not everyone has access to the internet so in stores would be nice

Never seen one

If you do not have internet it is difficult to access timetable in country areas as this is not always available in the bus stops

You need to know where to look for timetable. Sometimes take a little digging to see amendments.

Q11. Are the timetables easy to understand?

Answer Choices

Responses

Yes	55.56%	55
No	12.12%	12
If no, please add any comments	32.32%	32
	Answered	99
	Skipped	77

If no, please add any comments

Print on timetable too small

Could be in a larger to read form

Far too small to read for a lot of people could be better layout to make it easier to understand and faster reference for what service is needed on what days.

Confusing

Yes. Whenever available

Due the layout the text is small and difficult to read

Not Always

Writing too small to understand

Could be in larger print

Printing too small, routes not out clear

It wasn't at first the print was to small I couldn't read it

Never seen one

Printing too small

Print too small

Print too small each page on route

Very small print

The Sandy Bay timetable is fine to read.The one in White Gate bus shelter could have more detail and bigger print

Rows are Confusing

Too complicated should have 1 row/column per journey

Yes, after having study them for a while

No. The writing is too small

No, because forward journeys are on one table and return journeys are on another.

Print too small

Confusing, hard to understand, small font, complicated layout

Its currently too jumbled - and not structured right making it harder for elders to understand

Having found them on the Internet, they really don't show what busses will be coming at a particular time (i.e the Longwood and Levelwood routes should be combined into one timetable to show busses to and from that side of the island. I suspect the whole point of the bus service was simply to make it easier for Saints to come in to town on Thursdays to collect their welfare cheques. Part of the socialist plan. No need to have frequent transport if there's only one thing for people to do each week.

Times and routes need to more clearly stated, as it can be quite confusing to read and make sense off.

The one for Route 3 is confusing for the late bus on a Saturday as it has 11.30 rather than 23.30 when the 9pm bus is down as 21.00, so it makes it difficult to tell if it is an additional morning bus or late night one.

Not easy to follow as published on the website

I am no sure, I haven't look at it

Can't say as never saw one

Q12. Are the buses easy to get on and off?

Answer Choices	Responses	
Yes	80.41%	78
No	19.59%	19
If no, please add any comments		22
Answered		97
Skipped		79

If no, please add any comments

Sometimes difficulty opening and closing doors

When you got on the bus all is fine. When you get off the bus the door or the step don't work so their it goes most time when I use bus I think its a disgrace for PTS

Door very heavy to close

OK

Not always depends on where they park need a little stool to get on the bus step

Steps are too high in getting on and off for older persons

The steps are too high need a small foot stool

Steps & door are very difficult in fact can be dangerous. should we be insured?

The step is bit high for the older passenger

Need to have a safety portable step

Step too high

Need to have a small portable step to help the elderly/short customer/walking difficulties/injuries

Would be polite if driver of PTS would get out and open and close the door for passengers

Step is too high. Door when opening to get on and off never stay open it always slyng toward you jamming you in between (which is a health and safety problem)

The step is too high and I have knee problems

For me yes. but for the elderly it can be difficult due to the step in which to enter the bus

The steps are quite high, which some do struggle with.

Not for disabled

Not for elderly people, it's a struggle. plus holding the door open is dangerous at times when stopped on the steep. The step is too high for older people.

They are easy to get on and off but the door is often difficult to open from the inside on some buses. Driver often had to get out to open the door from the outside

The access is appalling for the vast majority of users, mainly over 70, struggling to not only help with bags etc, but assisting each other on and off the buses, also helping with opening and closing of doors as they are very heavy, it's an accident waiting to happen

Can be difficult if you have mobility issues

Q13. Are the buses clean?

Answer Choices		Responses	
Yes		100.00%	97
No		0.00%	0
If no, please add any comments			5
		Answered	97
		Skipped	79

If no, please add any comments

Sometimes they are would be nice if bus drivers could wipe the front and back of seats

Generally

Depends on which bus you travel on

Steps too high for older persons or injuries

Most of the time they are okay

Q14. Are the buses comfortable?

Answer Choices	Responses	
Yes	94.12%	96
No	5.88%	6
If no, please add any comments		14
Answered		102
Skipped		74

If no, please add any comments

Having to listen to loud music playing on the bus makes me very uncomfortable. I would prefer silence.

Guinea Grass

Comfortable seats but no space for shopping bags or trollies health & safety issue not very good

When the air conditioner is on

But Bus drivers don't always go on time and bus drivers smokes on the bus

The new ones are, not the old school buses

Although with my long legs I have to sit sideways a bit.

Seats quite small and hard. Okay for me though

The drivers could turn down the music, not talk on their phone, and adjust the aircon to match the weather outside.

The new buses are comfortable and clean, however the old ones are being used as well and the state of comfort with the windows being jammed as well, it's well below par.

Insufficient space between seats, means can be uncomfortable and difficult to fit in the seats properly

Q15. Which pick-up points/bus stop do you normally use? Please give a location/description:

Answered

98

Skipped

78

Responses

Half Tree Hollow

Baptist Chapel Sandy Bay.

Ladder Hill - Hospital

Longwood Avenue bus stop

Alarm Forest - Jamestown

Red Hill Levelwood

Bell Stone

Library

Jamestown/Cleughs Plain

JamestownHTHLongwood

Jamestown - HTH

Tagalate

Jamestown - Longwood

Red Gate or New Ground

New Ground

Never Grove Nr Kingdom Hall

Town - Blue Hill

Bellstone Levelwood

Longwood - TownTown - LongwoodLongwood - Levelwood

Seaview Road. Canister/Malabar

Longwood. Hosiptal

Dead Wood Bus Shelter

Grand Parade Jamestown

Thompsons Hill
Rosemary Plain
Bellstone Levelwood
Canister & Clay Gut
Bluehill dropped off at town
Longwood Barn view area to Canister Jamestown
Golf Club or Longwood Avenue
HTH/Jamestown
New Ground - JamestownJamestown - New Ground
Sea View
Grands Parade/ Solomon's Area
Bagley's Point Sandy bay bus stop
Head O'wain
Bus shelter the Flag.SilverHill Shop.
Levelwood - TownLevelwood _ Longwood
Levelwood. Huttsgate
Half Tree hollow
Half Tree Hollow
Cleugh's Plain
New Ground/Sapper Way
Bottom Woods Bus Shelter
3 Tanks
Red Hill. Silverhill. The Flag
Red Hill or SilverHill
Silverhill. Town. Longwood. Huttsgate
Red Hill and Halfway as agreed by Transport division for early night shift
Cleughs Plain
Cleughs Plain Point by Mc Daniels Shop
Milestone Sandy Bay to HTH Community Centre and return HTH
Community Centre to Milestone Sandy Bay

I would like to use the bus stop/pickup up point at Never Grove bus shelter Levelwood, however the bus do not come down this far

Bagley's Point Sandybay

bus shelter deadwood

Longwood Golf Club

I join the bus at any location

Alarm forest

Half Tree Hollow

Rosemary Plain (or nearby)

Bottom Woods to Jamestown Jamestown to Bottom Woods

St Pauls

Jamestown to Half Tree Hollow via St Pauls - only used once, whilst

Ladder Hill Road was closed.

Longwood

level wood near school

Longwood

Alarm forest bus stop.Longwood green bus stop.

Rosemary Plain area

McDaniels shop

Top of cow path - Sydneyrays shop

Alarm forest

Alarm Forest. Jamestown.

Rosemary Plain

Half Tree Hollow / Cow Path

white gate

Usually from on the roadside near my home

The Castle for after work, the Grand Parade at other times, and

Rosemary Plain.

Cow Path and Jamestown

Deadwood

The Saddle
 Near my residence
 Depending on my location at that time
 HTH and Jamestown
 Army hall
 St Paul's new ground bus shelter
 CCC
 High Knoll, Jamesten Library
 Bottom woods bus shelter
 Longwood bottom wood
 New Ground and Jamestown
 Sandy Bay
 HTH
 Harlyn bus stop
 Rosemary Plain
 White Gate
 Windy Point departWhite Gate return
 Seales Corner

Q16. Are the bus drivers helpful?

Answer Choices	Responses	
Yes	91.21%	83
No	8.79%	8
If no, please add any comments		18
Answered		91
Skipped		85

If no, please add any comments

Some drivers can be very abrupt and shout at some passengers especially when there is a lot of people around.

Some drivers smoke on the bus.

If they had more manners towards passengers that would be nice.

One driver is very kind and considerate, pleasant and keeps to schedule.

One driver is he is very helpful. very patient others should learn from him.

At Times. Have encountered rude drivers on occasions also lack of professionalism drivers have been seen to be mean to people in front of other passengers on bus often bad impression for tourists and residents alike.

Sometimes

Only certain Individual not regular driver

Well some are but not all

Bus not suitable for roads especially in wet weather can be scary with steep inclined etc.

Sometimes

Looking out for the elderly

Some not all

Sometimes

Not sure about that one

Always in a hurry

Drivers are friendly, but do not assist passengers on and off the bus

Certain drivers are rude

Q17. Are the bus drivers courteous?

Answer Choices	Responses	
Yes	90.53%	86
No	9.47%	9
If no, please add any comments		23
Answered		95
Skipped		81

If no, please add any comments

I have travelled on the Longwood route from Ladder Hill in the AM and they drive really fast coming down Ladder Hill Road.

One of them sure is polite and respectful.

But most time they don't know what's going on.

Please see previous comment

Yes mostly

Always in a rush leave early.

No respect toward paying customers only the relief driver helps and interacts with public.

Invariably courteous and helpful my only complaint being that very often have the radio on too loud and usually mindless American Country Music which is depressing noise.

Set in own ways do what they feel like. not courteous in saving SHG's money

Depending on the Driver

We need another step and the door need a good seeing too as it never stays put and can break our ribs "Nasty"

I'm just grateful for the PTS anyway but do try and for fill our wishes GodBless

The route from Level wood to Town is too expensive it should be £3.00 or less. No more than 3.00.

down and up cost nearly £10.00 too expensive. children should be half price £1.50.

Public transport should also run Friday/Saturday nights for the ones who want to social 1pm run back to Level wood.

Friday night pickup Level wood 7.30 or 8pm Saturday nights

Depart Jamestown at 1.30am back to Level wood

Sometimes

Couldn't wish for any better with his service provided and manner pls pass on to him 100%

Good Manners Polite have a conversation, very steady driving

Sometimes

Most times

Sometimes

One is very courteous but other is not really

Usually - I have witnessed very rude behaviour towards certain passengers from some drivers on a few occasions a while ago

Depending on who driving

Certain drivers

Q18. Please tell us anything else you would like us to know about the PTS (this can be completed even if you do not currently use the service)

Answered

82

Skipped

94

Responses

Why is it not accessible to everyone all the time?

Light on bus show the bus going to Longwood but is en route to Jamestown

This is not good for tourists as they are not familiar with all areas

Bus leaves Airport on Saturday at 14.10 but some passengers don't clear immigration until 14.30

1. Its to Expensive

2. Need to go to the point that's on the posts not go when they feel like... you never know who's waiting on the bus

3. Why do you have to phone if you live Green Hill these people feel left out that why they don't use the bus and why do they have to phone for it.

4. You see the buses riding up and down the town, Rosemary Plain tec. Wasting fuel.

My sister had to pay £2.45 from the Tourist Office to Botanical Gardens same as price for HTH totally unfair. Also suggest a price reduction for senior citizens for bus travel

Perhaps a well presented clear time table could be printed and posted at each bus stop.

Airport bus service is not consistent in timing. Airport bus service also need a designated bus stop sign at the airport so people know where to wait

Tourist use these buses often too and would like to see if airport runs would be regular and on time.

The service is very useful for my needs.

Are tickets supposed to be issued each time you pay because this doesn't get carried out each time. too early if on public transport days. the bus will bring staff home and then don't wait for the actual pick up time. public transport days don't always do the route what supposed to be on timetable.

The printed timetables are difficult to read because the text is too small and obscured by colour back ground although the information it self is adequate.

I have an issue with the Airport bus. Twice I have been let down by no bus service. Once on Tuesday end of year flight to Cape Town when there was no bus. and second time when our flight was delayed by a day. No replacement service was offered. In my opinion there should always be an Airport service regardless of whether it fits with the original scheduled service. Taxis to Airport are not affordable for Saints.

Would like to confirm which day or days is actually Public Transport for Levelwood. because one driver says yes for Saturdays AM and the next says NO. is it a hop on hop off service or not also.

Why is the PTS so expensive for a short run is just as if you where going on a med or a long run, I think short run should be a bit less that why people don't want to use the PTS

It is a bit expensive for elderly people who live on benefits.

There should be some discount for people who aren't working.

There should be more frequent PTS for people

Very Grateful for PTS.Very Helpful to Public

Fares could be considered to suit Pensioners etc

Pensioner bus pass at a cheaper rate

Bus fare cheaper

Receipt given for payment

Monthly and weekly workers should produce a bus ticket to show that they have paid

Work and social travel fares could be combined rather than paying separate fares. EG. if paying monthly standing order for work. which may only be twice a week on some occasions but need to pay full fare when travelling for other reasons on these days.

At the moment the PTS is run to suit the home to duty rather than members of the Public

Too Big most days into town specially on Thursday only 5 or 6 people.

PTS should have sent these survey out before ordering such big buses

The Fare is a bit high for old age pensioner on £85.00 a week they can only use the bus once a week. You can put the fares up for the home to duty users as they earn over £10000.00 a year

Inadequate running does not suit customers needs

Music on the bus too loud time table not kept too

It is helpful and good to have PTS running from Blue Hill to Town

Don't change anything

To have it running every until 12 am

Have it running every hour just in case some one misses the bus they will only have to wait an hour till the next pick up

Would like to have a mid morning run from Jamestown to HTH/St Pauls twice weekly if possible

Evening pickups weekdays/weekends as the Taxis service is always busy and sometime not reliable

Sometimes a driver is be early leave before time.he smoke in the bus.Its to costly for a ride down then coming back the same

Sometimes the drivers are too early not on time as indicated on the timetable then you miss the bus

I don't have anything else to say

Increase frequency to 3 tanks in 24 hrs

I travel on the bus twice. once from town to Red Hill paid £3.60. second from home to Sunberry to visit a sick friend paid £2.45 each way £4.90. I was shocked at the price because if I had paid another £1.15 for each way I could have gone into town and back which would have been 5 - 6 times longer each way for that price. It is only the elderly that would use the service who depends only on their social related benefits. There's always 6 - 8 people at our pickup looking at the bus passing with 2 - 3 people or none .

Where as if the service was cheaper we would hop on to get into town a bit early and the service would pay for itself

Tuesday public transport is a missing

All drivers should be Alcohol free when driving, and wait at the pickup point for time and not leave pickup before time

I would like to see the bus run on more days. Because some times I got an appointment for blood test or hospital appointment on Monday or Friday and the bus don't go into town on those days.

They will come up at 1pm from town but don't go town.

They only running Tuesday, Thursday and Saturday morning, Also when festival times I would like to see the transport running like Xmas times when there's anything on

Speeding Dangerous driving

One of the drivers smokes but complaining make no difference because he will not listen and it effects the health of those in the bus. He smokes before entering the bus. it makes those in the bus second hand smokes because not everyone that use the bus smoke. inhaling that for a long time can have a negative effect on the health of non smokers

1. When is the price being reviewed, if the rates are cheaper maybe more people would use the service?

2. Will the elderly be considered for reduced tickets and will pensioners get free tickets.

I would love to see these being converted to electric -assuming it was possible to install charging points. This would be very good for the island.

Please ensure that the service is continued as it is a cheap, reliable and convenient mode of transport. Also ensure the bus shock absorbers are in the right condition through regular maintenance.

As stated for larger print time tables please

Alternative - use of smaller Bus. Might try to use existing PTS at festival time, if there was more DIRECT travel from Bottom woods to Jamestown at suitable time.

Expensive for pensioners. Would like to see discounts for them or even a free return journey once per month if SHG cannot afford free passes altogether

Bus timetable is complicated it should be easier to understand

Why not decrease the cost to ensure people will use it instead of running nearly empty?

Why the time is too late on a Saturday night to town?

Why there isn't any run returning to Levelwood on a Saturday night

Buses do not keep to time schedule. Sometimes they are early sometimes late. Prices are also expensive.

While these buses are more convenient and provide commutability. The price per run from Levelwood is just too much to afford in today's cost of living.

I have been trying to book a monthly service for home to duty transport for the last four months but is told there is no space. Maybe some more buses should be considered to keep up with the demand.

I would like more buses in the evening - around 7:00 pm leaving Jamestown

The Jamestown pick up on the weekend around 1:00 pm, is a bit late for some, an earlier time such as 12:00 midday would be more convenient, as that's the time most people complete their business, e.g. shopping.

Expensive

Do not stop at Cornerwall junction.

A bus route from Seaview to Jamestown via General Hospital and back from Jamestown to Seaview via General Hospital from Monday to Fridays for 8.30am and 4pm.

More frequent evening and weekend buses would be really useful, provide an alternative to driving so you could drink with your meals, generating more income for the bars and restaurants and would benefit the environment as it could cut down on car use and ease parking in town.

I don't currently use the bus for home to duty as there isn't a route available from HTH to Scotland

Really pleased to have a reliable service. Just wish there were late night options available on the weekends.

Whilst I consider there is a general poor standard of driving across the island, the public bus service drivers are by far the worst. They don't use indicators, they don't give way, they idle engines when parked which pollutes the environment (and wastes fuel) instead of switching off, and generally are a hazard on the road.

None at this point in time

The PTS is working fine I would like the Saturday night return Journey to be reinstated

Tad expensive...staff could be more friendly. Remember it's for the Public not Private use

The transport is not reg

Would like to see it running at more times

The reduced timetables are ridiculous, leaving some of the Island's elderly and vulnerable at risk. Not only is it almost impossible to carry all one needs in the way of food etc, for the period before the next bus, but many now find that they no longer are able to socialise, not even time to get a cup of tea, as they were before the cuts. Elderly people need to socialise and feel safe in order to avoid depression and anxiety. It also makes it very difficult to access Medical Appointments etc, the question one asks oneself is "do I seek Medical Appointment or go shopping?" For many elderly it is a real choice.

I would use it if I could.

I feel the transport does alot of unnccessary runs, by now there should be enough data to know when mostly the transport is being used and the amount of people that uses it, in which something smaller can be used to pick up only 1 maybe 2 people.

Once per month around SHG PAYE days a late run would be helpful. Could the 08:00 bus leave at Bottom Woods and not the Golf Club as I my partner walks to the Golf Club every morning for other transport but would catch SHG bus if it comes to Bottom Woods

Please can you educate your drivers about customer care.And also to respect people when they take the buses

I believe the current fares charged are expensive and could be reduced to make the PTS more affordable for everyone.

Previously used the system more frequently however price increase limits to essential only.

Can seem pricey if more than one person from a low income house needs to use the bus.

It would be helpful when using an alternative bus to the normal PT bus, that there's a clear sign at the front of the alternative bus to show what route they're doing (e.g. if they're using a different bus for Route 3, then put a sign to say so, rather than just having a random number '4' at the front of the bus - as people who don't catch the bus regularly won't know that that's the bus to look out for).

It would helpful to have access to buses travelled later in the afternoon. later than 16:10

More accessible information about times, routes, charge. Maybe an app or website. Maybe also including mapped route especially for people who may not know place names on the island or if their desired destination is within a certain route.

Every time I see the public transport it is never full it empty

The PTS is a god-send as it provides a stable and reliable HTD service in my case. Once you get to know the bus driver, then you can build a good relationship and they will look out for you to get on the bus, and you can liaise regarding if you are catching the bus or not, or whether you are on leave you can let them know. Thanks for providing this service - it is really helpful when you cannot find a private provider to meet your needs!

Seems like the buses are empty quite a lot of the time. Could smaller buses be used sometimes?

I do not use the PTS as it isn't serving the purpose in which PTS should be offering. The timetables are very much catered for shift workers.

Blue Hill bus is too big for the district, a Transit would be better size (but harder to get in/out)

Can the service extend to Rupert's

I would love to use the Public as an alternative to taking my car into town. However the long wait times between buses and high ticket costs is why I don't do this. If there were a bus to and from Longwood every hour then perhaps I would use the service. Also the bus information and timetables is quite confusing. If this could be made clearer and maybe have updated versions on social media and some websites that would be really ideal.

A good service with one bus driver being really helpful, courteous and not rushing passengers on or off the bus. Communicates well with passengers as well.

Can the driver be more courteous to other road users?

The bus drivers all need re-educating in the road rules, i.e. indicate when turning and pulling in.