



**GOVERNMENT OF GIBRALTAR**  
**Ministry of Enterprise, Development, Technology and Transport**  
**Suite 771**  
**Europort**  
**Gibraltar**

## **PRESS RELEASE**

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### **GOVERNMENT RESTRUCTURES PUBLIC BUS SERVICE**

When the new bus routes were launched on the 28<sup>th</sup> May 2011, the Government stated that these routes were being introduced for a trial period of three months. At the time the Government committed itself to assess the success of the new routes and monitor any feedback from the public.

During the week of Monday 15<sup>th</sup> August 2011 to Friday 19<sup>th</sup> August 2011; The Government, in conjunction with the Gibraltar Bus Company Limited and Calypso Travel Limited, conducted a customer satisfaction survey. As well as carrying out this survey, persons who may not have been surveyed were invited to submit suggestions by either writing to or e-mailing the Ministry of Enterprise, Development, Technology and Transport, Suite 771, Europort, Gibraltar.

The Government has now concluded this exercise having taken on board the submissions from the public. The Government is grateful to the public for their constructive criticism and the very many positive and constructive comments that were made about the bus service to the accredited agents carrying out of the survey. A total of 500 surveys were undertaken on all five routes between 8.00 am and 8.00 pm during the week of Monday 15<sup>th</sup> August 2011 to Friday 19<sup>th</sup> August 2011.

The survey established that the main reason for travelling on the bus was to commute 33.1%, followed by shopping/Town Centre 20.1%, recreation 18.5%, visiting friends and family 13.3%, medical appointments 10.2% and going to school 4.8%.

The survey found that:

- ✓ 77% rated the new bus service (schedules, routes and shelters) overall as either excellent or very good;
- ✓ 69% were either satisfied or very satisfied with the new bus schedules,

- ✓ 85.4% found the quality of service as either excellent or good;
- ✓ 74% found the bus service to run on time;
- ✓ 94.6% felt safe whilst travelling on the buses;
- ✓ over 78% found the cleanliness and comfort of the buses to be either good or excellent;
- ✓ 93% rated the new bus shelters as either excellent or good;
- ✓ 94.2% found the No Smoking policy to be positive;
- ✓ 91% felt that there were enough bus stops/shelters located throughout Gibraltar;
- ✓ 90.2% agreed that there was a bus stop within reasonable distance from their homes;
- ✓ 78% of those surveyed felt that the buses were clean and comfortable. The reason that 22% disagreed was because they felt the buses were overcrowded.

In addition, 278 of the 500 persons surveyed wanted to make supplementary comments on the recent changes to the bus service.

Though a wide range of statements were made, the majority can be summarised in the 4 main categories below.

Disagree with free bus travel for tourists	38.2%
Dislike of new routes	27.8%
Free service to extend to frontier workers	5.4%
Faulty air conditioning	2.8%
Other	4.6%

In addition, a total of 92 written submissions were received. These were sent to the Ministry either by e-mail or by post.

The Government has now analysed all the data collected. It has now arrived at certain decisions as set out below. In reaching these decisions it has taken into account the views expressed by the public and has tried to address their concerns.

The Government, therefore, taking into consideration the views expressed by the public has now decided to introduce the following amendments to the public bus service:

- ◆ Route 1, the Upper Town route, will remain unchanged;

- ◆ Route 2 will now have two terminuses, namely Market Place and Europa Point. It will have an inbound journey time of 22 minutes, an outbound journey time of 22 minutes and a service interval of 15 minutes. It will be serviced by 3 Dennis Dart vehicles and will have a carrying capacity of 141 passengers. This route addresses concerns from residents of the South District about a direct journey into town. It also does away with the Schomberg detour;
- ◆ Route 3 will now be a single terminus route that will not call at Market Place. Its terminus will be at South Pavilion opposite St. Joseph's School. The inbound scheduled journey time will be 25 minutes, the outbound journey time 25 minutes and the service interval 20 minutes. 3 Dennis Dart vehicles will service this route and the carrying capacity is 141 passengers. Offers residents of St. Barracks and Rosia areas an alternative route that provides a more direct service to the hospital and offices in the Europort area. It will also make up shortfall of seats available to the residents of the South District as a result of the introduction of new route 2;
- ◆ Route 4 will have its 2 terminals at Black Strap Cove and South Pavilion. The inbound journey time will be 40 minutes; outbound journey time 40 minutes and the service interval will be 20 minutes. There will be 4 vehicles servicing this route and the carrying capacity is 188 passengers. This reduces the number of times a person has to change buses when travelling from south to north and vice versa. This is especially beneficial when travelling to the beach. Together with route 3 increases passenger carrying capacity from South District into town;
- ◆ Route 5 remains unchanged. All passengers travelling on this route will have to pay as set out in the Transport (Bus Fares) Regulations;
- ◆ Route 6, a late night bus service will be introduced to operate on Friday and Saturday. This will be a service that will operate from Market Place to Europa Point via Line Wall Road and returning to Market Place via Europa Road, South Barracks and Line Wall Road. This service will operate during school holidays only;
- ◆ The free bus services for Routes 1 to 4 and the Night Service will be replaced by the introduction of the Gibraltar Bus Company Club. For an annual fee of £5, members will be issued with a card that entitles them to unrestricted free bus travel. To apply, persons will have to go the Gibraltar Bus Company's office in person and furnish proof of identity and a photograph. Local pensioners will be issued a card on production of the pensioner card issued by the Department of Social Security. The cards will then be issued 7 days after the application has been lodged with the Gibraltar Bus Company. Persons that do not have a club card and wish to travel on these routes will be required to pay a bus fare;
- ◆ Fish Market Lane will become a one-way street. Traffic would only be allowed to exit into Market Place from Fish Market Lane. The advantages of this are:

- The congestion at the entrance of Fish Market Lane of vehicles travelling from Corral Road that want to enter Fish Market Lane would disappear. This will do away with the current situation where vehicles block the area and stop the buses from exiting the terminus;
- Likewise, vehicle travelling along Queensway will not be able to turn in Fish Market Lane thus increase traffic fluidity as vehicle will not stop at the zebra crossing or vie with other vehicles from Corral Road wanting to enter Fish Market Lane;
- This will create additional loading bays in Fish Market Lane adjacent to the Market;
- With Fish Market Lane becoming one way, areas that are now designated as Blue Zones will be done away with and these areas will be used to create additional parking.

The Government intends to introduce these changes with effect 1<sup>st</sup> November 2011. However, before proceeding it intends to allow the public the opportunity to express their views on the intended changes. Those who wish to submit suggestions, may do so by either writing to the Ministry of Enterprise, Development, Technology and Transport, Suite 771, Europort, Gibraltar for the attention of Mr Paul Martinez or alternatively by e-mail at [paul.martinez@gibraltar.gov.gi](mailto:paul.martinez@gibraltar.gov.gi) by no later than noon on Wednesday 26<sup>th</sup> October 2011.

Details of the proposed routes are available for download from the Government's website [www.gibraltar.gov.gi](http://www.gibraltar.gov.gi) as from Monday.

Additionally the Gibraltar Bus Company Club Card application form will also be available for download from the Government's website or can be collected from either the Bus Company's office at Market Place or from their depot at Winston Churchill Avenue. Completed forms must be handed in to the Bus Company's depot at Winston Churchill Avenue.

### **Note for Editors**

Attached please find a schematic of the news routes together with a copy of the member ship card.



**Anna Rider**  
Membership No. A12345  
Expires: 10/2012



**Ava Rider**  
Membership No. P12345  
Expires: 10/2012



**Entitles the holder to  
FREE bus travel on routes 1, 2, 3, 4 & 6**

**This card is the property of  
The Gibraltar Bus Company Ltd  
If found please call 200 47622**