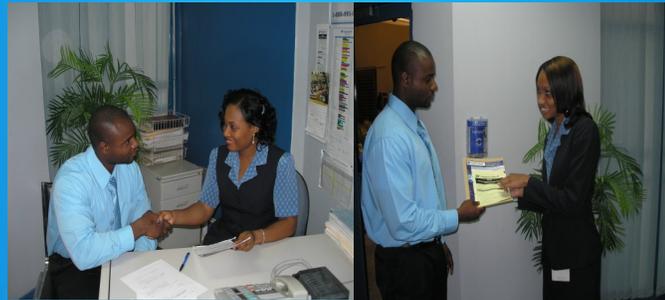




## CUSTOMER SERVICE CHARTER



## MESSAGE FROM THE HON MINISTER OF TRANSPORT & WORKS



As a central member of the public transportation regulatory framework nationally, and the authority responsible for licensing within the sector, the Transport Authority (TA) has the very important role of managing both the public passenger vehicle (PPV) and private carriers' license operations across the country. This, on the surface, seems to be a fairly manageable responsibility, but as time and experience have proven, is not necessarily so, and can be fraught with very significant challenges.

In the circumstances though, it is incumbent on the Authority to ensure that on one hand, it is never overwhelmed by the challenges and, on the other, its level of service delivery is always befitting its public duty and responsibility on behalf of the Government of Jamaica. In this regard, the citizenry of the country is of foremost importance in the overall process, and should be accorded first consideration in respect of the service delivery of the entity.

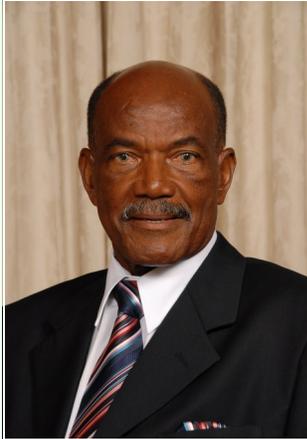
In respect of its Customer Service Charter, I therefore remind the TA of the Ministry of Transport and Works' mandate and expectation of the maintenance of high standards in the public engagements of members of the Authority, both in-house and externally. That and only that will ensure that the entity fittingly represents the ideals of the Government of Jamaica in service to the People of Jamaica.

Very importantly, the Customer Service Charter is intended as a guide and reminder of the overall ideals and commitments of the Authority to meet stipulated levels of service delivery. This represents a very significant connection between the Authority and its customers or clients, as it serves to guide the customers' expectations of the Authority. It is therefore critical to establish that the Charter should not just represent an outline, but should be a genuine guide for the organization in search of the excellence it is capable of.

Hon. L. Michael Henry CD, MP  
**Minister of Transport and Works**

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## MESSAGE FROM THE CHAIRMAN



Despite the challenges faced in this multifaceted industry. I am invigorated by the progress made by the Transport Authority, and I am confident that the future holds great opportunity for our stakeholders, customers and employees. We remain steadfast to the impartially and professional discharge of our responsibilities as we move closer to becoming a first world regulator of land transportation.

It is also my duty to reinforce the need for members of the Authority's staff to be as professional as possible in their general operations and functions, be they of a regulatory or licensing nature. In essence, while there are the expected challenges in what is a far from perfect society, these expectations do not give credence to any approach that is less than absolutely professional from any representative of the Authority.

The development of this Charter is our way of showing continued commitment of maintaining high standards and best practices. We know that you value good customer service and our aim is to give you high quality service that works for you.

The Board of Directors stands ready to be accountable for the standards outlined in this Charter.

Mr. George Johnson JP.  
**Chairman**

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## Managing Directors Message



The Transport Authority was established by the Transport Authority Act of 1987. We have the primary responsibility of regulating and monitoring public passenger transport throughout the island and the sole government entity responsible for licensing all public passenger vehicles and commercial carriers.

The Authority has made great strides and growth over the years. Our core values, mission and services offered are well poised to provide you with an efficient, courteous and knowledgeable workforce to improve on the quality of service we provide.

This being the first publication of our Customer Charter it highlights our aim to give you access to easy, high-quality service. This Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or could do better.

The Management and staff of the Transport Authority is ready to be held accountable to the commitments made through this charter. We expect you to give us your feedback through the procedures outlined for making complaints.

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## **Vision Statement**

To be a first world regulator and Licensing authority of public passenger and commercial land transportation by 2015.

## **Mission Statement**

The Transport Authority is committed to the impartial enforcement of all laws, regulations and agreements relating to public land transportation; The close and effective monitoring of the system; fostering public awareness of the role, duties and responsibilities of users of the system; Attracting and maintaining an efficient, courteous and knowledgeable workforce to improve the quality of service and output delivered.

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## **Our Responsibilities**

The Transport Authority is a statutory body, established by the Transport Authority Act of 1987. The Transport Authority is charged with the responsibility of regulating and monitoring public passenger transport throughout the island. The TA is also the sole government entity in Jamaica responsible for the licensing of all public passenger vehicles and commercial Carriers a function which the TA undertakes pursuant to the Road Traffic Act.

## **Services Offered**

Our Services include the following:

- Licensing of all public passenger vehicles and commercial carriers island wide.
- Maintaining a Transport register.
- Conducting technical surveys for granting licenses and determining routes.
- Scheduling of routes and preparing timetables.
- Investigation of complaints.

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## **Your Responsibility**

Help us provide exceptional service by:

- Being courteous and respectful to our staff.
- Submitting documents that are up to date and accurate.
- Having information readily available when making queries.
- Providing information and feedback to us through complaints and customer satisfaction surveys.

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## **Standards of Service**

- Customers will be attended to by a Customer Service Representative within 7 minutes.
- All Licensing transactions will be done within 7 minutes.
- Written complaints will be acknowledged within 48 hours.
- Verbal complaints will be logged and investigated within 10 days.
- All calls to our office will be answered by the 4th ring.
- Customers calling the Transport Authority should not be put on hold for longer than 15 seconds from a cellular phone and 20 seconds from a landline.
- Vehicles arriving by wrecker to the pound will be checked within 20 minutes for a bus and 15 minutes for a car.
- Customers awaiting release documents at the pound will wait no longer than 25 minutes during the peak period (month end) and 10 minutes during the off peak period.
- Respond to complaints reported and communicated will be addressed within 7 days.
- Customers waiting time for approval of vehicle release will be 15 minutes during the end of month and 5 minutes for off peak periods.
- We will respond to wrongful seizures within 14 days.
- We will acknowledge legal claims within 14 days.
- Refund of impounded vehicles and storage fees will be processed within 4-6 weeks.
- Waiting time for examination of motor vehicles (aesthetics) per customer for a car 20 minutes and 30 minutes for fifteen (15) seater and above.
- Examination time for a car and a fifteen (15) seater will be 10 minutes and 21 minutes for a twenty-one (21) seater and above.

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## Complaints Procedure

The Transport Authority views complaints resolution as an important part of our continuous improvement.

If you are not satisfied with the services you receive, please speak with a supervisor, or call :

Toll free at **1-888-991-5687** or email us at [customerservice@ta.org.jm](mailto:customerservice@ta.org.jm) or contact:

Corporate Office :119 Maxfield Avenue Tel: 926-8912, 908-1997-8, 926-5328,  
**Digicel Line** 618-0959

**Western Regional Office**  
Unit U, LOJ Complex  
Montego Bay Freeport  
St. James  
Tel: 684-9639  
Tel:684-9640-1

**North Eastern  
Regional Office**  
Tower Isle  
St. Mary  
Tel: 975-4285  
Tel: 975-5676

**Southern Regional Office**  
Shop #48 Caledonia Court  
Plaza, 29-31 Caledonia Rd.  
Mandeville, Manchester  
Tel: 962-1539, 962-1550

