

DECLARATION OF SERVICES TO CITIZENS

COMMISSION

DES TRANSPORTS

DU QUÉBEC



Cover page photo: Steven Goyette and Anne-Sophie Goyette.

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The term “citizen” refers to both individuals and companies.

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Mission and clientele

In its capacity as an administrative tribunal and economic regulatory organization, the Commission helps to ensure the safe conduct of carriers and drivers, fairness in the Québec transportation industry, and protection of the road network. To this end, the Commission:

- imposes corrective measures or sanctions on carriers or drivers whose conduct constitutes a risk or who fail to comply with their obligations;
- issues permits and authorizations, keeps logs and lists updated, and sets transport rates and targets for low-emission vehicles.

The Commission's clientele includes owners and operators of heavy vehicles, drivers of heavy vehicles, transport services intermediaries, brokerage companies, operators for a remunerated passenger transportation by automobile system, dispatchers for a remunerated passenger transportation by automobile system, private carriers that offer bus transportation services, individuals who offer remunerated maritime transport of passengers, and rail transportation companies.

Commitments regarding service quality

The Commission des transports du Québec undertakes to:

- Offer online information and services that are user-friendly and easy to understand.
- Ensure the availability of:
 - online services, on its Web site;
 - client services, at no cost, either by phone or with an appointment at its offices, from Monday to Friday between 8:30 a.m. and 12:00 noon and from 1:00 p.m. to 4:30 p.m., except for Wednesday, day on which they open at 9:30 a.m.
 - hearings, virtually (videoconferences) or in person at the Commission's Montréal or Québec office.
- Be respectful and courteous, use plain language and carefully listen to client needs.
- Fulfil its duty to assist by explaining to hearing participants the process to follow.

Commitments regarding service standards

Service 1

Information requests over the phone, by e-mail or in person (by appointment)

Commitments regarding service standards	Targets
Take your call within 3 minutes .	80 % of calls
Answer your e-mail and provide information on subsequent steps within 2 business days .	95 % of e-mails
Meet with you within 10 minutes of the specified appointment time.	95 % of appointments

Service 2

Registration in the Register of owners and operators of heavy vehicles (RPEVL)

Commitments regarding service standards	Targets
Complete your registration in the RPEVL within 2 business days of the request (except when the matter concerns the transport of persons)	95 % of requests

Service 3

Decision with regard to a registration, authorization or permit

Commitments regarding service standards	Targets
Reach a decision within a timeframe of 90 days after the decision is reserved, and this for matters where a hearing is held	90 % of decisions
Reach a decision within a timeframe of 60 days after the decision is reserved, and this for matters without a hearing	90 % of decisions
Reach an administrative decision within 10 business days	95 % of decisions

Service 4

Handling of complaints

Commitments regarding service standards	Targets
Confirm that your complaint is being considered, within 2 business days of its receipt	95 % of complaints
Handle your complaint within 20 business days	95 % of complaints

Responsibilities, recourses and complaints

Help us better serve you

Your co-operation is vital to helping us fulfill our commitments. We would appreciate it if you would:

- prepare your request in writing, making sure it is filled out properly, signed and includes all required documents and information as well as the applicable fees;
- ensure that your request includes your contact details (name, address, telephone number and e-mail address) and if applicable, those of your representative (name, address, telephone number and e-mail address) as well as all other information required by virtue of the legal provision on which your request is founded or as required by the Commission;
- submit your request within the specified timeframe;
- notify us immediately of any change concerning your request or file;
- advise us of any special requirements you may have, or any disability calling for specific assistance;
- remain courteous and respectful in all of your dealings with Commission personnel.

Submitting complaints, comments or suggestions

Your feedback is important to us. Your comments and complaints help us to better understand your needs and improve our service quality. Please contact us by:

- E-mail: commentaires.plaintes@ctq.gouv.qc.ca
- Mail: 545, boulevard Crémazie Est, 10th floor, #1000, Montréal (Québec) H2M 2V1
- Telephone: **Montréal area:** 514 873-6424, **elsewhere in Québec:** 1 888 461-2433
- Fax: 514 873-3342

Please note that disagreeing with a decision rendered by the Commission does not constitute grounds for a complaint, but could allow for requesting that the matter be reviewed or filing an appeal with the Administrative Tribunal of Québec and this, within 30 days of the date of the decision.

Contact details

The Commission can be reached:

- **On its Web site** www.ctq.gouv.qc.ca
- **By telephone, mail or fax**

By telephone during regular business hours:

Montréal area: 514 873-6424
Elsewhere in Québec: 1 888 461-2433

By mail:

200, chemin Sainte-Foy, 7th floor
Québec (Québec) G1R 5V5

By fax:

514 873-4720 or 418 644-8034

- **In person (by appointment only)**

Québec office:

200, chemin Sainte-Foy, 7th floor
Québec (Québec) G1R 5V5
[Find using Google Maps](#)

Montréal office:

545, boulevard Crémazie Est, 10th floor, #1000
Montréal (Québec) H2M 2V1
[Find using Google Maps](#)

All of our offices are accessible to persons with limited mobility.

Business hours

Our services are available over the phone or by appointment, according to the following schedule:

- Monday, Tuesday, Thursday and Friday, from 8:30 a.m. to 12:00 noon and from 1:00 p.m. to 4:30 p.m.
- Wednesday, from 9:30 a.m. to 12:00 noon and from 1:00 p.m. to 4:30 p.m.

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