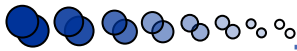


Commission des
transports du Québec



Public service statement





Public service statement

Our mission

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.

Our vision

To be recognized, within the context of a changing transport sector, as an efficient organization that offers quality services through optimized processes and contributes to the improved conduct and compliance of carriers and drivers.

Our values

Impartiality

The Commission is free of all influence and interests that could potentially impact the neutrality and fairness of its actions.

Integrity

All Commission employees perform their tasks in an honest and fair manner, with a conduct that is beyond reproach.

Respect

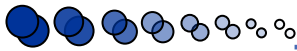
The Commission treats all of its clients, partners and personnel with courtesy and consideration.

Thoroughness

All Commission staff members act professionally and abide by the rules and regulations in force.

Commitment

All Commission employees believe in and support the organization's mission through their words and actions.



Our key services

Public safety and protection of the road network

- Maintaining and keeping the Register of Owners and Operators of Heavy Vehicles
- Registration and file update for the Register of Owners and Operators of Heavy Vehicles
- Acting upon carriers and drivers whose conduct presents a safety risk
- Registration and renewal on the list of transport service intermediaries

Economic regulation

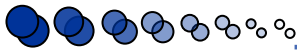
- Issuance of permits in the taxi, bus and marine transportation sectors and in the bulk trucking service brokerage sector, and issuance of certificates of competency for rail transportation
- Acting upon carriers not offering high-quality services
- Maintaining and keeping of the Bulk Trucking Register
- Registration and renewal for the Bulk Trucking Register
- Mediation and arbitration
- Determination and approval of pricing for certain transport services

Our online services

Our website (www.ctq.gouv.qc.ca) is kept up-to-date. We invite you to consult it regularly for any questions you may have.

Using our online services, you can:

- Register or update your file for the Register of Owners and Operators of Heavy Vehicles
 - Safety fitness certificate
 - Access forms
 - Submit certain applications
 - Submit a change of address
-
- Consult:
 - Corporate or individual records
 - Safety ratings and lists
 - Decisions rendered
 - Public notices
 - Permits for chartered bus transport
 - Interactive map



Our general commitments

Quality communication

- Identify ourselves when communicating with you
- Be respectful and courteous
- Use plain language
- Listen attentively to your needs

Service accessibility

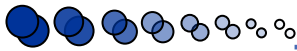
- Ensuring that our Web site and online services are available at times.
- Accept your applications by email, fax or mail
- Providing uninterrupted customer service via a toll-free line (telephone) and at our offices, Monday through Friday, from 8:30 a.m. to 4:30 p.m., except Wednesday, when service is offered from 9:30 a.m. to 4:30 p.m.

Confidentiality

- Ensure that your personal information is kept private and confidential

Our specific commitments

- Take your call within 3 minutes
- Meet with you within 20 minutes of your arrival
- Reply to or providing information as to how your e-mail will be handled within 2 working days
- Entering your registration in the Register of owners and operators of heavy vehicles within 2 working days (except for passenger transport)
- Render our decision as follows (except where your application must be forwarded to a member of the Commission):
 - Within 25 business days for the transfer of a taxi owner's permit
 - Within 5 business days for the transfer of a registration in the Bulk Trucking Register
 - Within 5 business days for authorization to transfer or dispose of a heavy vehicle
- Send you the documents required to renew your registration or permit at least 30 days before the deadline



Our commitments for hearings

- Hold a hearing by video conference, if you are in an area far from Montréal or Québec and have requested such
- Inform you at the start of the hearing of how it will proceed
- Render our decision within 90 days of the hearing or after the date on which we receive all required documents concerning:
 - The issuance of a bus transport permit
 - The issuance of a taxi owner's permit, in an area where the maximum number of issuable permits has not been reached

Help us serve you better

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

- Submitting a thoroughly completed request that meets legal and administrative requirements, within prescribed deadlines (if applicable).
- Notify us immediately of any change to your application or file

The Commission thanks you for being respectful and courteous to its staff.

Comments or complaints on the quality of our services

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

Email : commentaires.plaintes@ctq.gouv.qc.ca

Mail : 545, boulevard Crémazie Est
10^e étage, bureau 1000
Montréal (Québec) H2M 2V1

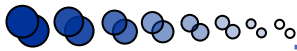
Phone : Montréal area: 514-873-6424
All other areas: 1-888-461-2433

Fax : 514-873-3342

The Commission will keep your correspondence confidential and:

- Will acknowledge receipt of your comments or complaints within 2 business days
- Will process your comments or complaints within 21 business days

Please note that disagreeing with a decision rendered by the Commission does not constitute grounds for a complaint.



Contact us

Our services are available Monday to Friday,
from 8:30 a.m. to 4:30 p.m., except
Wednesday, when service is offered from
9:30 a.m. to 4:30 p.m.

Internet : www.ctq.gouv.qc.ca

Secure email : www.ctq.gouv.qc.ca/en/to_reach_us

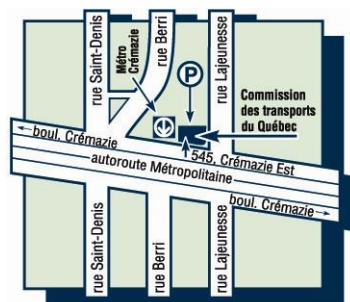
Mail : 200, chemin Sainte-Foy, 7^e étage
Québec (Québec) G1R 5V5

Phone : Montréal area: 514-873-6424
All other areas: 1-888-461-2433

Fax : 514 873-4720 or 418-644-8034

In person

At our Montréal office
545, boulevard Crémazie Est
10^e étage, bureau 1000
Montréal (Québec) H2M 2V1



At our Québec office
200, chemin Sainte-Foy, 7^e étage
Québec (Québec) G1R 5V5



This public service statement was published April 1, 2016 and subsequently amended on September 1, 2017.

The term *public* refers to both individuals and companies.