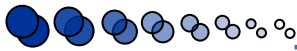


Commission des  
transports du Québec



# Public service statement





# Public service statement

## Our mission

The Commission des transports du Québec is an administrative tribunal whose mission is to increase safe conduct by carriers, promote the supply of transport services that meet the public's expectations and support equity in the transportation industry, all within a sustainable development perspective.

## Our vision

To be an innovative and efficient organization, acknowledged by carriers, partners and citizens as taking the necessary measures to ensure the safety, quality and availability of transport services in Québec.

## Our values

The following values guide the Commission's every action:

### **Respect for its clientele**

We show our clients respect by offering them high-quality services that meet their needs.

### **Impartiality and independence**

Impartiality and independence guarantee equitable treatment.

### **Transparency**

Transparency is fundamental to our decision-making process.

### **Consistency**

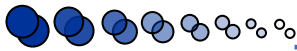
Consistency is essential to the quality of our work, especially regarding the Commission's decisions.

### **Thoroughness**

Thoroughness guides our work and reinforces the consistency of our actions. It allows us to constantly improve the services we offer.

### **Sensitivity to environmental, social and economic change**

Staying abreast of changes in our environment and keeping an open dialogue with stakeholders helps us better understand our clients' needs and interests.



## 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](http://www.ctq.gouv.qc.ca)) is kept up-to-date. We invite you to consult it regularly for any questions you may have.

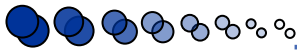
Using our online services, you can:

- 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

## One-stop center for carriers

The One-stop center for carriers (Guichet unique des transporteurs on the web) gives you, one-stop access where you can:

- Register or update your file for the Register of Owners and Operators of Heavy Vehicles
- Obtain certificates for occasional trips
- Register your company in the Registre des entreprises (Québec business register)
- Pay fines
- Register with the Commission des normes, de l'équité, de la santé et de la sécurité du travail



## 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

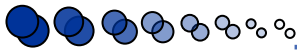
- Ensuring that our Web site and online services are available at times.
- Accept your applications by email, fax or mail
- Providing uninterrupted customer service via a toll-free line (telephone) and at our offices, Monday through Friday, from 8:30 a.m. to 4:30 p.m., except Wednesday, when service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

**Mail :** 545, boulevard Crémazie Est  
10<sup>e</sup> étage, bureau 1000  
Montréal (Québec) H2M 2V1

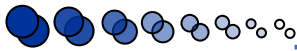
**Phone :** Montréal area: 514-873-6424  
All other areas: 1-888-461-2433

**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](http://www.ctq.gouv.qc.ca)

**Secure email :** [www.ctq.gouv.qc.ca/en/to\\_reach\\_us](mailto:www.ctq.gouv.qc.ca/en/to_reach_us)

**Mail :** 200, chemin Sainte-Foy, 7<sup>e</sup> 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<sup>e</sup> étage, bureau 1000  
Montréal (Québec) H2M 2V1



**At our Québec office**  
200, chemin Sainte-Foy, 7<sup>e</sup> étage  
Québec (Québec) G1R 5V5



This public service statement was published April 1, 2016.

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