

COMMISSION DES TRANSPORTS DU QUÉBEC



## Public service statement

April 1, 2019

**Further information can be obtained by contacting one of our offices:**

**MONTRÉAL:**

Commission des transports du Québec  
545, boul. Crémazie Est, 10<sup>th</sup> floor  
Montréal (Québec) H2M 2V1

**QUÉBEC:**

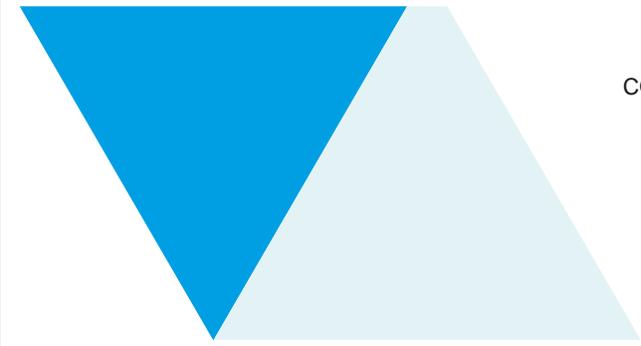
Commission des transports du Québec  
200, chemin Sainte-Foy, 7<sup>th</sup> floor  
Québec (Québec) G1R 5V5

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

Fax: 514 873-4720 or 418 644-8034

Secure e-mail via our Web site: [www.ctq.gouv.qc.ca/to reach us.](http://www.ctq.gouv.qc.ca/to_reach_us)

The Commission's Public service statement can be viewed on our Web site, at:  
[www.ctq.gouv.qc.ca](http://www.ctq.gouv.qc.ca).



# ABOUT THE COMMISSION

## Our organization

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The Commission is a public body with various functions. It notably serves as an administrative court with quasi-judicial powers that enable it to impose sanctions, as the case may be, on the owners, operators and drivers of heavy vehicles whose conduct constitutes a risk for the safety of highway users and the road network itself. Furthermore, it is mandated to oversee the taxi and bus transport systems, imposing sanctions when the quality of the services offered fail to meet client expectations.

The Commission also acts as a special economic regulatory organization responsible for issuing permits and setting rates and fees in various sectors of the transportation industry. It notably issues taxi permits, bus permits and permits for bulk trucking brokerage services.

Finally, the Commission also performs purely administrative tasks, among them the maintenance of lists and registers concerning carriers and transport service intermediaries, and the dissemination of information to clients and the general public. In addition, as a budgetary organization, the Commission must abide by government requirements in the area of resource management.

The Commission reports to the Minister of Transport. Its eleven members, named by the Québec government, are required to adhere to a special code of ethics and carry out their functions in a brisk, independent and impartial fashion.

The Commission's decision-making process is also supported by a hundred or so people named by virtue of the *Public Service Act*.

## Our mission

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In its capacity as an administrative court 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

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To be recognized, within the context of a changing transportation 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

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### *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 services

### ➤ Public safety and protection of the road network:

- Maintaining and making all necessary updates to the Register of Owners and Operators of Heavy Vehicles.
- Overseeing registrations and updates to the Register of Owners and Operators of Heavy Vehicles.
- Taking action with carriers and drivers whose conduct represents a safety risk.
- Overseeing registrations and renewals in the list of transport service intermediaries.

### ➤ Economic regulation:

- Issuing permits in the taxi, bus and marine transportation sectors and in the bulk trucking service brokerage sector, and issuing certificates of competency for rail transportation.
- Taking action with carriers who fail to offer high-quality services.
- Maintaining and making all necessary updates to the Bulk Trucking Register.

### ➤ Information and services:

- **Hosting a Web site ([www.ctq.gouv.qc.ca](http://www.ctq.gouv.qc.ca)) that provides 24-hour access to online services and updated information. Users can, for example, do the following online:** register or update files in the Register of Owners and Operators of Heavy Vehicles, request a safety fitness certificate, access forms, submit certain applications, submit a change of address and access corporate or individual records, safety ratings and lists, decisions rendered, public notices, permits for chartered bus transport and an interactive map for the taxi and bulk trucking sectors.
- Receiving various applications by e-mail, fax or mail.
- Delivering quality services to clients at no cost, either by telephone or in person at one of our offices.
- Identifying ourselves when communicating with clients.
- Being respectful and courteous, using plain language and listening attentively to client needs.
- Holding hearings via videoconference for clients located far from Montréal or Québec who have submitted a request in this regard.
- Informing the persons present at a hearing of how things will proceed, and this from the very outset.

### *Helping us serve our clients better*

Our clients' co-operation is vital to helping us fulfill our commitments. We ask all clients and other stakeholders to please:

- Submit thoroughly completed requests that meet legal and administrative requirements, within the prescribed timeframe.
- Notify the Commission immediately of any changes to an application or file.
- Remain courteous and respectful of our staff at all times.

# Our commitments

## Timeframe for processing requests

Indicator	Target
Answer calls within 3 minutes.	➤ 90%
Meet with clients within 20 minutes of their arrival.	➤ 90%
Reply to or provide information as to how e-mails will be handled within 2 working days of their receipt.	➤ 100%
Enter registration information in the Register of owners and operators of heavy vehicles within 2 working days (except for passenger transport).	➤ 95%
Send documents required for registration or permit renewal at least 30 days before the deadline.	➤ 100%
Render a decision within 90 days of a hearing or after the date on which we receive all required documents concerning: <ul style="list-style-type: none"> <li>➤ the issuance of a bus transport permit,</li> <li>➤ the issuance of a taxi owner's permit, in an area where the maximum number of issuable permits has not been reached.</li> </ul>	<ul style="list-style-type: none"> <li>➤ 90%</li> <li>➤ 90%</li> </ul>
Render decisions as follows (except when an application must be forwarded to a member of the Commission): <ul style="list-style-type: none"> <li>➤ within 25 business days for the transfer of a taxi owner's permit,</li> <li>➤ within 5 business days for the transfer of a registration in the Bulk Trucking Register,</li> <li>➤ within 5 business days for an authorization to transfer or dispose of a heavy vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>➤ 95%</li> <li>➤ 95%</li> <li>➤ 95%</li> </ul>

## Timeframe for processing requests

Indicator	Target
Acknowledge receipt of comments or complaints within 2 business days.	➤ 95%
Process comments or complaints within 21 business days.	➤ 95%

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 for filing an appeal with the Administrative Tribunal of Québec.

### *Comments or complaints regarding the quality of our services*

Feedback is important to us. Client comments and complaints help us to better understand client needs and to continue improving the quality of our services. We can be reached at:

- E-mail: [commentaires.plaintes@ctq.gouv.qc.ca](mailto:commentaires.plaintes@ctq.gouv.qc.ca)
- Mail: 545, boul. Crémazie Est  
10<sup>th</sup> floor, # 1000  
Montréal (Québec) H2M 2V1
- Phone: Montréal area: 514 873-6424, All other areas: 1 888 461-2433
- Fax: 541 873-3342

## Contact us

Our services are available by telephone or in person, 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.

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

**Secure e-mail from our Web site at:** [www.ctq.gouv.qc.ca/to reach us](http://www.ctq.gouv.qc.ca/to reach us)

**Mail:** 200, chemin Sainte-Foy, 7<sup>th</sup> floor  
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, boul. Crémazie Est  
10<sup>th</sup> floor, # 1000  
Montréal (Québec) H2M 2V1



#### At our Québec office

200, chemin Sainte-Foy, 7<sup>th</sup> floor  
Québec (Québec) G1R 5V5



The term public refers to both individuals and companies.

*Commission  
des transports*

Québec 