



ANY REPLY TO THIS COMMUNICATION SHOULD BE
ADDRESSED TO: THE FINANCIAL SECRETARY

Tel: (876) 922 8600, ext.
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MINISTRY OF FINANCE & PLANNING
PUBLIC SERVICE ESTABLISHMENT DIVISION
30 NATIONAL HEROES CIRCLE
4TH FLOOR, G BLOCK
KINGSTON 4, JAMAICA

Circular /Memorandum No: 11

Ref. No: 12543/6b

April 2, 2014

To: Permanent Secretaries
Heads of Departments & Agencies

**Re: Government Employees Transportation Service (GETS) Procedure Manual -
Monitors, et al.**

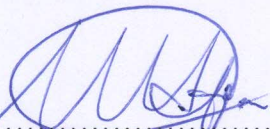
With the continued effort to advance the Government Employees Transportation Project it has been agreed that the role of Monitors and other disciplinary subjects are of utmost importance to the process.

In this regard, please be advised that **effective Monday, April 7, 2014, Monitors will be reintroduced in the system.**

Consequently, Permanent Secretaries, Heads of Departments and Agencies are being asked to inform **all** employees especially those approved to travel on the GETS buses, within the respective Ministries, Departments and Agencies; and to ensure that they are encouraged to give their full support and cooperation to the persons selected as Monitors.

A PROCEDURE MANUAL for **BUS MONITORS; INSPECTORS; PASSENGERS** has been developed to serve as a guide to the modus operandi for the monitoring of the GETS buses. This may be accessed via the MOF&P Website, at www.mof.gov.jm.

Thank you for your continued support and assistance as we seek to improve and make the Project a success.


Wayne Jones, OD, JP
Financial Secretary

/SESS



GOVERNMENT OF JAMAICA

GOVERNMENT EMPLOYEES TRANSPORTATION PROJECT-GETP



BUS MANAGEMENT- TRANSPORTATION GOVERNMENT WORKERS

PROCEDURE MANUAL

BUS MONITORS; INSPECTORS; PASSENGERS

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FOREWORD

Arising out of negotiations the transportation of workers to and from work was thought of as an effective way to make provision for employees support while gaining grounds on improved productivity and morale within the Government Service.

In overseeing the management of this service, it is the expressed desire of the Ministry of Finance & Planning, to improve the quality and standards of the Government Employees Transportation Project (GETP) through the careful design and implementation of measures to garner the cooperation and support of all stakeholders.

This Manual is therefore developed to guide the monitoring process for the bus service towards a more efficient Project. It incorporates but is not limited to various procedures as it relates to Monitors, Inspectors and Passengers of the GETP.

BUS MONITORS

SELECTION OF BUS MONITORS

The selection of Monitors and Deputy Monitors is done on the basis that the officers travel on the particular buses and will be among the first to board and the last person to exit for each trip.

- WHY ARE THEY SELECTED?

Monitors are selected to assist in the daily monitoring of employees on the buses, and to act as a representative to the Ministry of Finance & Planning /mediator in unusual occurrences.

- HOW ARE THEY SELECTED?

The selection of Bus Monitors is normally determined based on the following:

- Location of the officer in relation to boarding and exit points,
- The portrayal of responsible behaviour in the officer
- The willingness of the officer to serve in the capacity,
- Leadership qualities- can take charge

- HOW OFTEN ARE THEY SELECTED?

- The selection takes place twice per year during the months of December for January to June; and June for July to December. However, other selections may be made where the situation necessitates.

ROTATION OF BUS MONITORS

- Monitors are selected to serve for six (6) months, at each interval.
- Where the selected Monitor resigns from the position during his/her tenure, or no longer travels on the bus, the deputy monitor will assume the role of Monitor until the end of the term.
- At the end of a term, if there is no other available officer to perform the role of Monitor for ensuing terms, the present outgoing Monitor will be reinstated to continue the duties.

DUTIES, RESPONSIBILITIES AND FUNCTIONS OF THE BUS MONITOR

- LIST OF DUTIES ASSIGNED TO A MONITOR
 - Check bus passes - no officer should be allowed to board the buses without the required pass
 - Ensure that employees display their ID's and present them for inspection when required
 - Ensure that employees board and exit the bus in a safe and orderly fashion.
 - Ensure that no children or visitors are allowed to ride on the bus
 - Monitor employees' behaviours to ensure proper deportment on buses
 - Assists or get assistance for disabled person using the bus in a safe and appropriate manner.
 - Offer amicable solution(s) in settling any dispute that may arise
 - Report any unacceptable /unusual occurrences by:
 - (i) Calling in and reporting on incidents
 - (ii) Submitting Written Reports

- Report on incidents regarding but not limited to:
 - The state/appearance of the bus
 - Passenger conduct
 - The Driver's conduct
 - The trip overall

- RESPONSIBILITIES OF A BUS MONITOR

The Bus Monitor is to be familiar with the Safety Procedures, Bus and Emergency Evacuation rules, and ensure that the rules governing the use of the buses are followed. They should also assist in providing a safe and comfortable service to employees by making timely and effective reports.

They are expected to observe the behaviour / deportment of all passengers; ensure that rules are adhered, and report any abnormalities to the Ministry of Finance & Planning, Public Service Establishment Division-Employee Relations & Benefits Unit.

- FUNCTIONS OF THE BUS MONITOR

The main purpose of the Bus Monitors is to maintain discipline while the bus is in operation, preserve order and civic pride on the buses and engender a good relationship across the service.

BUS INSPECTORS

The inspector from the franchised company is responsible for the checking of passes randomly and upon request by Ministry of Finance & Planning - Public Service Establishment Division.

They are to have **no** confrontation with passengers but to gather all the information possible and report any unacceptable behaviour to the Public Service Establishment Division – PSED, MOF&P through the franchised company.

Passengers

All passengers on the Government buses are expected to conduct themselves in a manner befitting the status of decent, law-abiding, respectable, and civilized Public Servants and citizens, who aspire to engender a better society. They are expected to adhere to the rules and regulations governing the usage of the buses and to the general Public Service Regulations and Staff Orders in force at all times.

The following are expected of all passengers on the Government buses. Employees must support the system by:

- Seeking the requisite permission to travel on the particular buses
- The purchasing of passes at the required time and locations each week
- Displaying of ID's and Bus Passes
- Exhibiting proper deportment on the buses at all times

Absolutely No offensive weapons should be carried on the buses. Any passenger found to be carrying/ displaying an offensive weapon will be automatically expelled from travelling on the buses.

Offensive weapons include but are not limited to Guns, Knives, and Ice Picks etc.

SETTLING OF DISPUTES

The following methods / techniques may be used in dispelling an unwanted situation

- Listening
- Observation
- Mediation
- Reprimand
- Sanction
- Suspension / Expulsion

In case of an argument listen, observe and mediate only where absolutely necessary.

- Any violent / uncontrollable behaviour by persons travelling on the bus must be reported immediately and steps be taken to have that person evicted from the vehicle.
- Where the situation borders on persons becoming Hostile or criminally involved the driver should proceed immediately to the nearest Police Station or call 119 for assistance.
- In cases of emergencies the driver is expected to follow the established guidelines provided by the Franchised Company and call in an immediate report to the relevant authority.

ALL USERS OF THE GETP FACILITY HAVE A RIGHT TO PROTECT THE INTEREST OF THE PROJECT AND A DUTY OF CARE TO EXERCISE CIVILITY AT ALL TIMES AND REPORT ANY UNACCEPTABLE BEHAVIOUR PORTRAYED BY OTHER USERS, TO THE RELEVANT AUTHORITY – Ministry of Finance & Planning.

APPENDIX



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MINISTRY OF FINANCE & PLANNING
PUBLIC SERVICE ESTABLISHMENT DIVISION
30 NATIONAL HEROES CIRCLE
4TH FLOOR, G BLOCK
KINGSTON 4, JAMAICA

Circular /Memorandum No: 4

Ref. No: 12543/6

February 10, 2014

To: Permanent Secretaries
Heads of Departments & Agencies

Re: Government Employees Transportation Project (GETP) - Sanctions /Breaches

Further to Circular No. 6 Ref. No. 12543/6 regarding the Government Employees Transportation Project service - Bus Passes, it has been observed that a number of persons have been accessing the buses without the requisite approval and or passes from the Ministry of Finance & Planning.

Consequently, the Heads of Ministries/Departments and Agencies are being asked to ensure that the officers responsible for the adding of names to their purchase listing immediately desist from and or avoid the practice of adding unauthorized riders to the Ministries/Departments or Agencies' listings. That is, purchasing passes for officers without the requisite permission from the Employees Relations and Benefits Unit of this Ministry.

It should be noted that failure to comply may result in these persons being permanently barred from accessing the service; removed from the waiting list for a specified time period or for the life of the service; and the Ministry being suspended from purchasing passes for a specified period. The attached Sanctions/Breaches document should be circulated and be reckoned as the guide and authority for actions regarding the respective offenses.

In light of the foregoing, Permanent Secretaries, Heads of Departments and Agencies are being asked to **ensure that the requisite approval is sought from this Ministry for each officer desirous of travelling on the GETP buses; and the approved listing of persons authorized to travel be resubmitted to this Ministry on or before March 3, 2014, for verification.**

Kindly also convey this information to all employees and **ensure that passes are purchased, collected and distributed in a timely manner, as no one will be allowed entry without the requisite pass. Notwithstanding this arrangement, all institutions approved for purchasing passes are being required to ensure that measures are put in place to hold the relevant responsible officers accountable.**

Thank you for your cooperation.

Wayne Jones, OD, JP
Deputy Financial Secretary

/SESS



MINISTRY OF FINANCE & PLANNING
GOVERNMENT EMPLOYEES TRANSPORTATION PROJECT
SANCTIONS FOR BREACHES OF STANDARDS SET GUIDING THE MONITORING OF RIDERSHIP AND
USAGE OF PASSES ON THE GOVERNMENT EMPLOYEES TRANSPORTATION PROJECT BUSES

Persons found in breach of the Bus Management-Transportation Government Workers Procedure Manual or any other established protocol will be subject to the following sanctions.

Any of these breaches/sanctions may be combined to institute a course of action on any individual found in breach.

#	BREACH	SANCTION
Individuals		
1.	Accessing the service without the requisite pass (approved Riders without a Pass)	- Removal & warning - A minimum of Two (2) weeks suspension <i>(any suspension will double the period over which the breach occurred)</i>
2.	Accessing the service without the requisite Approval from the Ministry of Finance & Planning. (no pass & no approval)	i Barred/ Blacklisted - 1 st offense: removal and warning - 2 nd offense: barred from applying for permission to travel for a period of one year - 3 rd offense: barred from applying for permission to travel for the life of the service
3.	Accessing the service with the required pass but without the requisite approval from the Ministry of Finance & Planning (Unapproved rider with a Pass)	- 1 st offense: removal and warning - 2 nd offense: barred from applying for permission to travel for a period of one year - 3 rd offense: barred from applying for permission to travel for the life of the service
4.	Acquiring passes through unauthorized / unapproved means	- Barred from applying for permission to travel for a period of at least one year

		<ul style="list-style-type: none"> - Reoccurrence of offense: permanently barred from accessing the service. - For an approved rider who abets the process: Suspension equivalent to twice the period of time over which the breach occurred. - Reoccurrence of the offense: Permanent removal from the approved list.
5.	Accepting passes obtained illegally	<ul style="list-style-type: none"> - Barred from applying for permission to travel for a period of at least one year - Reoccurrence of offense: permanently barred from accessing the service. - For an approved rider who abets the process: Suspension equivalent to twice the period of time over which the breach occurred. - Reoccurrence of the offense: Permanent removal from the approved list.
6.	Aiding unauthorized persons to acquire passes and to access the buses	<p>If the officer aiding and abetting the process is of no interest to the GETP bus service:</p> <ul style="list-style-type: none"> - 1st offense: a written warning - 2nd offense: referred to the Office of the Services Commissions / competent authority for disciplinary action.

		<ul style="list-style-type: none"> - For an approved rider who abets the process: Suspension equivalent to twice the period of time over which the breach occurred.
7.	Duplication of passes (Copying, tampering or modification of any kind thereof)	<p>1st offense:</p> <ul style="list-style-type: none"> - One (1) month Suspension minimum to 1 year maximum <p>2nd offense:</p> <ul style="list-style-type: none"> - Permanent removal & - The matter reported to the Office of the Services Commissions / competent authority for disciplinary action <p>3rd offense:</p> <ul style="list-style-type: none"> - The matter will be reported to the Police with a view to charges being levied against the individual
8.	Refusal to display Identification and pass	<ul style="list-style-type: none"> - One month suspension
9.	Reusing of passes	<p>1st offense:</p> <ul style="list-style-type: none"> - A written warning <p>2nd offense:</p> <ul style="list-style-type: none"> - Two (2) Months suspension - Expulsion from accessing the service
10.	Unauthorized Transfers	<p>1st offense:</p> <ul style="list-style-type: none"> - A written warning <p>2nd offense:</p> <ul style="list-style-type: none"> - One month suspension
11.	Misconduct (Verbal or Physical)	<p>1st offense:</p> <ul style="list-style-type: none"> - Immediate removal upon investigation

		- Also see manual for modus operandi
12.	Loaning / borrowing of passes	1 st offense: - A written warning 2 nd offense: - One month suspension
13.	Baring/brandishing offensive weapons (<i>Please see Procedure Manual</i>)	- Expulsion from Accessing the Bus Service
14.	Poor ridership pattern: not accessing the service for Three or more consecutive months without advisory to the MOF&P	- Permanent removal from the approved list.

Ministry/Department /Agency

It is expected that the approved entities will institute measures to ensure accountability by the relevant responsible officer(s)

15.	Adding names without the requisite approval	- A written warning - Should there be a 2 nd offense the entity will be suspended from accessing passes for its staff members for a period of one month. - Any offense thereafter will attract permanent removal from the list of approved entities for travel
16.	Replacement or Exchange of names on Purchasing list without the requisite approval from MOF&P	- A written warning - Should there be a 2 nd offense the entity will be suspended from accessing passes for its staff members for a period of one month - Any offense thereafter will attract permanent removal from the list of approved entities for travel

17.	Negligence in removing names of persons who have separated from service for over one (1) month, whether via retirement, resignation, dismissal/termination or death; and the use of these names to acquire passes for other individuals.	<ul style="list-style-type: none"> - A written warning - Should there be a 2nd offense the entity will be suspended from accessing passes for its staff members for a period of one month - Any offense thereafter will attract permanent removal from the list of approved entities for travel
Miscellaneous Occurrences		
18.	<p>Taking Children on the GETP buses.</p> <p><i>This is absolutely forbidden. The GETP buses are Insured to transport Government Employees only. The service does not extend to family members.</i></p>	<ul style="list-style-type: none"> - One month Suspension 1st instance and specified extended periods thereafter for any further violation.
19.	Non Government worker accessing the service	<ul style="list-style-type: none"> - The matter will be reported to the nearest Police station with a view to charges being levied against the individual

Disclaimer: Passes are subsidized for the strict purpose of accommodating authorized riders only. Where it is found that persons take unauthorized rides on the GETP buses, the full cost of travelling on the JUTC buses will immediately be applied and further penalties instituted.

THANK YOU FOR YOUR FULL COOPERATION AS WE WORK TOGETHER TO IMPROVE THE SCOPE AND PERCEPTION OF OUR BUS SERVICE!



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KINGSTON 4, JAMAICA

Circular /Memorandum No: 5

Ref. No: 12543/6

February 19, 2014

To: Permanent Secretaries
Heads of Departments & Agencies

Re: Government Employees Transportation Project (GETP) - NO PASS NO RIDE

Please refer to Circular No. 6 Ref. No. 12543/6 dated March 19, 2012, regarding the Government Employees Transportation Project service - Bus Passes and one subsequently on February 10, 2014, forwarding Sanctions and Breaches document.

In this regard, the attached **updated IMPORTANT NOTICE** is highlighting that there should be absolutely **no EATING, DRINKING, or SMOKING** on the buses and that **persons without the requisite Passes and Identification Card will not be allowed entry or to ride, on the buses.**

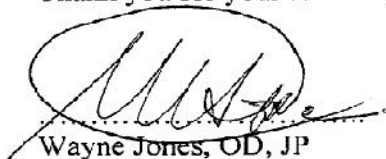
Also see the additional **Important Notice** indicating that the engagement of persons in any form of activity that fosters or results in **DISTURBANCE** of other passengers is strictly **PROHIBITED!** It should be noted that **disturbance may include but is not limited to:** Talking, Singing, Preaching, Devotions, Playing of Music, Playing of Games, etc...

These are being dispatched for circulation and display within your respective entities.

Consequently, it should be noted that with the new system to more closely monitor the GETP bus service there will be a zero tolerance approach where deliberate breaches are concerned.

Therefore, this should be brought to the attention of **all** employees especially those approved to travel on the GETP buses.

Thank you for your full cooperation as we seek to advance the morality of the Bus Project.



Wayne Jones, OD, JP
Deputy Financial Secretary

/SESS



Government Employees Transportation Project

Ministry of Finance & Planning
PUBLIC SERVICE ESTABLISHMENT DIVISION
EMPLOYEES RELATIONS & BENEFITS UNIT
30 National Heroes Circle
Kingston 4

IMPORTANT NOTICE

RE: PASSENGER USAGE OF GETP BUSES

Please note :

NO PASS/ID



NO ENTRY



NO RIDE



Absolutely
**NO EATING
DRINKING
OR
SMOKING**

SIGNED: *Deputy Financial Secretary*

*Public Service Establishment Division
Ministry of Finance & Planning*

Thank you for your cooperation!



Government Employees Transportation Project

Ministry of Finance & Planning
PUBLIC SERVICE ESTABLISHMENT DIVISION
EMPLOYEES RELATIONS & BENEFITS UNIT
30 National Heroes Circle
Kingston 4

IMPORTANT NOTICE

RE: PASSENGER USAGE OF GETP BUSES

Please note :

The engagement of
persons in any form of
activity that fosters or results
in DISTURBANCE of other
passengers is strictly
PROHIBITED!

Disturbance may include but is not limited to:

- * Talking * Singing * Preaching * Devotions
- * Playing of Music * Playing of Games * etc...

SIGNED: *Deputy Financial Secretary*

*Public Service Establishment Division
Ministry of Finance & Planning*

Thank you for your cooperation!