



**GOVERNMENT OF JAMAICA**

**GOVERNMENT EMPLOYEES TRANSPORTATION SERVICE-GETS**



**BUS MANAGEMENT- TRANSPORTATION GOVERNMENT WORKERS**

**PROCEDURE MANUAL**

**BUS MONITORS; INSPECTORS; USERS (PASSENGERS)**

# TABLE OF CONTENT

Page no.

## BUS MONITORS

SELECTION OF BUS MONITORS .....	1
---------------------------------	---

- WHY ARE THEY SELECTED?
- HOW ARE THEY SELECTED?
- HOW OFTEN ARE THEY SELECTED?

ROTATION OF BUS MONITORS.....	2
-------------------------------	---

DUTIES, RESPONSIBILITIES AND FUNCTIONS OF THE BUS MONITOR.....	2-3
--	-----

- LIST OF DUTIES ASSIGNED TO A MONITOR
- RESPONSIBILITIES OF A BUS MONITOR
- ROLES & FUNCTIONS OF THE BUS MONITOR

BUS INSPECTORS .....	4
----------------------	---

PASSENGERS .....	4
------------------	---

SETTLING OF DISPUTES .....	5
----------------------------	---

APPENDIX .....	6-14
----------------	------

## 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 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, for the Government Employees Transportation Service (GETS) to be of improved quality and standards through the careful design and implementation of measures to garner the cooperation and support of all stakeholders.

This Manual is 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 Users (passengers) of the GETS.

Contained herein are guidelines by which each stakeholder is expected to operate. These Guidelines establishes the Standards and Protocol for the Government Employees Transportation Service. Its precepts are supported through the application of the Sanctions and Breaches document and in tandem the general modus operandi for employees within the Public Sector.

# 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, conditional to the availability of suitable prospects and other determinants impromptu changes may be made where the situation necessitates.

## ROTATION OF BUS MONITORS

- Monitors are selected to serve for six (6) months, at each interval.
- 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.
- 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.

## ROLE & FUNCTIONS, DUTIES AND RESPONSIBILITIES OF THE BUS MONITOR

### - ROLE & FUNCTIONS OF THE BUS MONITOR

The role of the Monitor is to foster harmony and adherence to the established guidelines.

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. A Monitor serves as an authoritative presence on the assigned GETS buses.

### - LIST OF DUTIES ASSIGNED TO A MONITOR

- Check bus passes - no officer is allowed to board the buses without the required pass. Monitors are to advise passengers
- 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, timely 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:
- Report on incidents regarding but not limited to:
  - The state/appearance of the bus
  - Passenger conduct
  - The Driver's conduct
  - The overall journey experience
- REPORTING METHODS
  - (i) Calling in and reporting on incidents
  - (ii) Submitting Written Reports
  - (iii) Both combined dependent on the severity of the incident
- 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, Strategic Human Resource Management Division-Employee Relations & Benefits Unit.

## BUS INSPECTORS

The Customer Service Representative(s) / Inspector(s) from the contracted company is /are responsible for the checking of passes randomly and upon request by Ministry of Finance & Planning - Strategic Human Resource Management Division.

They are to have **no** confrontation with passengers but to gather all the information possible and report any unacceptable behaviour to the Strategic Human Resource Management Division – SHRMD, MOF&P through the contracted 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.

## EXPECTATIONS/REQUIREMENTS OF PASSENGERS

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, Cutlass / Matchettes, Knives, and Ice Picks etc.**

## SETTLING OF DISPUTES

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

- Listening
- Encouraging harmony / discouraging offensive behaviours
- Observation
- Mediation
- Reporting

Corrective actions may take the form of the following. However, dependent on the nature more serious actions are likely to be applied.

- 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 contracted Company and call in an immediate report to the relevant authority.

***ALL USERS OF THE GETS 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.***



# GETS SANCTIONS and BREACHES

Last updated: February 22, 2016

Special Projects – Employees Relations & Benefits Unit

Ministry of Finance & Planning - SHRMD

Telephone. No: 932-5367 / 932-5371

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

**IMPORTANT NOTE:** Conditional to the severity of the Act committed and following investigations, any of these breaches/sanctions may be combined to institute a course of action on any individual found in breach. *Leave does not form a part of or substitute for any period of active sanction applied.*

#	BREACH	SANCTION
<b>Individuals</b>		
1.	Accessing the service without the requisite pass (approved Riders without a Pass)	1 <sup>st</sup> Offense - Removal & Written warning 2 <sup>nd</sup> Offense - 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 <sup>st</sup> offense: removal and Written warning - 2 <sup>nd</sup> offense: barred from applying for permission to travel for a period of one year - 3 <sup>rd</sup> 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 <sup>st</sup> offense: removal and Written warning - 2 <sup>nd</sup> offense: barred from applying for permission to travel for a period of one year - 3 <sup>rd</sup> offense: barred from applying for permission to travel for the life of

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		the service
4.	Acquiring passes through unauthorized / unapproved means	<ul style="list-style-type: none"> <li>- Barred from applying for permission to travel for a period of at least one year</li> <li>- Reoccurrence of offense: permanently barred from accessing the service.</li> <li>- <b>For an approved rider who abets the process:</b> A minimum of 2 months to a maximum of 1 year Suspension dependent on the period of time over which the breach occurred.</li> <li>- Reoccurrence of the offense: Permanent removal from the approved list.</li> </ul>
5.	Accepting passes obtained illegally	<ul style="list-style-type: none"> <li>- Barred from applying for permission to travel for a period of at least one year</li> <li>- Reoccurrence of offense: permanently barred from accessing the service.</li> <li>- <b>For an approved rider who abets the process:</b> A minimum of 2 months to a maximum of 1 year Suspension dependent on the period of time over which the breach occurred.</li> <li>- Reoccurrence of the offense: Permanent removal from the</li> </ul>

		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 GETS bus service:</p> <ul style="list-style-type: none"> <li>- 2<sup>nd</sup> offense: referred to the Office of the Services Commissions / competent authority for disciplinary action.</li> <li>- <b>For an approved rider who abets the process:</b> A minimum of 3 months to a maximum of 2 years Suspension dependent on the period of time over which the breach occurred.</li> </ul>
7.	Duplication of passes (Copying, tampering or modification of any kind thereof)	<p>1<sup>st</sup> offense:</p> <ul style="list-style-type: none"> <li>- One (1) month Suspension minimum to 1 year maximum</li> </ul> <p>2<sup>nd</sup> offense:</p> <ul style="list-style-type: none"> <li>- Permanent removal &amp; ...</li> <li>- The matter reported to the Office of the Services Commissions / competent authority for disciplinary action</li> </ul> <p>3<sup>rd</sup> offense:</p> <ul style="list-style-type: none"> <li>- The matter will be reported to the Police with a view to charges being levied against the individual</li> </ul>
8.	Refusal to display Identification and pass	- One month suspension
9.	Reusing of passes	<p>1<sup>st</sup> offense:</p> <ul style="list-style-type: none"> <li>- A Minimum of one (1) Month up to a maximum of 1 year suspension</li> </ul> <p>2<sup>nd</sup> offense:</p>

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	without the requisite approval from MOF&P  <i>Note: The responsible Officer is liable under item 6</i>	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.	- 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
<b>Miscellaneous Occurrences</b>		
18.	Taking Children on the GETS buses.  <i>This is absolutely forbidden. The GETS buses are Insured to transport Government Employees only. The service does not extend to family members.</i>	- One month Suspension 1 <sup>st</sup> instance and specified extended periods thereafter for any further violation.
19.	Non Government worker accessing the service	- The matter will be reported to the nearest Police station with a view to charges being levied against the individual

**Disclaimer:** The acceptance of approval to travel is an automatic indication that the approved assumes the associated responsibilities of a passenger. Passes are subsidized for the strict purpose of accommodating authorized riders only. Where it is found that persons take unauthorized rides on the GETS 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!



## APPENDIX

### Previous Communiqués Under the GETS



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

Tel: (876) 922 8600, ext.  
Fax: (876) 932-5982  
Email:  
Website: [www.mof.gov.jm](http://www.mof.gov.jm)

MINISTRY OF FINANCE & PLANNING  
PUBLIC SERVICE ESTABLISHMENT DIVISION  
30 NATIONAL HEROES CIRCLE  
4<sup>TH</sup> 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.

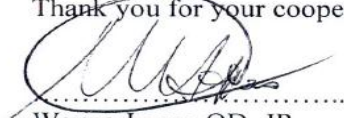
Consequently, the Heads of Ministries/Departments and Agencies are being asked to ensure that the officers responsible for the adding of names to their purchase listing immediately desist from and or avoid the practice of adding unauthorized riders to the Ministries/Departments or Agencies' listings. 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



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ADDRESSED TO: THE FINANCIAL SECRETARY

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PUBLIC SERVICE ESTABLISHMENT DIVISION  
30 NATIONAL HEROES CIRCLE  
4<sup>TH</sup> FLOOR, G BLOCK  
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!*

Last updated: February 22, 2016

Special Projects – Employees Relations & Benefits Unit

Ministry of Finance & Planning - SHRMD

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## 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!*

Last updated: February 22, 2016

Special Projects – Employees Relations & Benefits Unit

Ministry of Finance & Planning - SHRMD

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