



**PRESS STATEMENT
FOR IMMEDIATE RELEASE**

Friday, November 24, 2023

**TRAFFIC TICKET DETAILS AVAILABLE ONLINE –
MINISTRY OF NATIONAL SECURITY**

The Ministry of National Security (MNS) is reminding members of the public, that details about traffic tickets issued can be accessed on the traffic ticket web portal, <https://trafficticketlookup.gov.jm>. In the event that a motorist has misplaced or damaged the traffic ticket, he/she can obtain the necessary information from the portal. This includes the ticket number, offence code, offence description, fixed penalty amount, date for payment and/or court date, court location and the status of the ticket.

This is in response to recent public discourse in relation to the fading of printed traffic tickets. The Ministry acknowledges the reports and has commenced an investigation into the matter which has determined that less than 4% of the approximately 1,000 tickets issued daily, may fade before the payment or court date.

Following consultations with the supplier of the printers and paper, steps are being taken to explore the use of a higher-grade print roll. However, the MNS is reminding the public that an inherent risk associated with the use of thermal paper, is that it is susceptible to degradation when exposed to extreme heat or humidity, as would be the case if the tickets were locked in a glove compartment for more than 30 days.

If tickets become faded the MNS is recommending the following:

- 1) Motorists may obtain a print out from the traffic ticket web portal to pay the fine.
- 2) Unless, the ticket is intended to be contested in court, the motorists should utilize the TAJ Payment Portal as a primary option;
- 3) Motorists may provide the police officer with an email address and the ticket can be immediately emailed to them;
- 4) Alternatively, motorists may call the Traffic Ticket Processing Unit's Help Desk at **876-836-0270**, for all enquires
- 5) Motorists may visit the Public Safety and office of the Traffic Enforcement Branch at 16 Lower Elletson Road in Kingston to request a print out of outstanding tickets.

The eTicketing initiative, which was first introduced in December 2021, provided the Jamaica Constabulary Force (JCF) with ruggedised phones and mobile printers, which are used to generate, print and issue traffic tickets. This technology has improved the interaction with the public, as it has become more efficient for an officer to prepare and issue tickets. Additionally, the ticket fines can be paid immediately via the TAJ's online payment portal, which is another significant process improvement compared to the wait. This cannot be



compared to the manual ticket book system which took 10 days to be uploaded to the data base before payment could be made.

The MNS continues to work with our partners to enhance the eTicketing system in order to consolidate efficiency gains that have so far been realized. We encourage all motorists to adhere to the rules of the road in order to reduce the risk of death, injury and prosecution for breaches of the Road Traffic Act and its attendant Regulations.

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