



**PRESS STATEMENT
FOR IMMEDIATE RELEASE**

Monday, January 13, 2025

Ministry of National Security Assures Public of Confidence in eTicketing System

The Ministry of National Security (MNS) acknowledges recent media reports highlighting discrepancies in traffic tickets issued to motorists under the new eTicketing system, as detailed in the Jamaica Gleaner articles dated December 15, 2024, and January 12, 2025.

Understandably, these two cases have raised public concerns about the accuracy of the system.

The MNS wishes to assure the motoring public that the new eTicketing system being utilized by the Jamaica Constabulary Force (JCF) is not experiencing any technical issues.

Based on initial investigations, the Ministry and the JCF are confident that the discrepancies in these cases are related to a procedural error. It is noteworthy that all the tickets in question were issued by the same officer, within the same area and during a similar time period.

As part of this ongoing investigation, the JCF is reviewing other tickets issued by the concerned officer to identify any additional anomalies or unresolved cases. This proactive approach underscores the Ministry's and the JCF's commitment to transparency and accountability.

Importantly, while 306,000 tickets were issued via the system in 2023, only two errors of this nature have surfaced to date, representing significantly less than .01 percent of this type of error.

Notwithstanding, we are working to devise additional system related mechanisms and training in order to reduce the likelihood of any kind error on the part of the issuing officers.

Since its introduction in 2023, the eTicketing system has been a transformative tool for traffic enforcement and public safety in Jamaica.

In 2024 alone, more than 580,000 tickets were issued through the system, reflecting enhanced efficiency and accuracy.

This digital solution has streamlined processes across all stakeholder entities, reducing processing times and minimizing errors compared to the previous manual system.



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The MNS and the JCF remain steadfast in their mission to deliver efficient and reliable public safety solutions. Measures are being taken to address any gaps in training and usage of the eTicketing system to prevent the recurrence of such incidents.

Additionally, the Ministry will continue to work closely with the JCF, eGov and other stakeholders to ensure the integrity of the system and uphold public confidence in its operations.

The MNS extends its appreciation to the public for their understanding and patience as we work to resolve these matters and further enhance the effectiveness of the eTicketing system.

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