

INTERFACE

The Ministry of Transport and Works' Newsletter

NEW SECTION OF H2K ROAD OPENED

Prime Minister P.J Patterson on Thursday, December 15, 2004 cut the ribbon signifying the opening of the new section of the Highway 2000 Toll Road.

Speaking at the opening the Prime Minister said 'This 21 km segment that runs from Mandela Highway to Bushy Park has been completed on schedule and within projected costs, once again proving that in the words of National Hero, Marcus Garvey, "we can accomplish what we will."'

Highway 2000 is one of the Millenium Projects which from its inception was seen as a catalyst for the development of the entire island. The mandate of the Project is to:

- Provide state-of-the-art roads to lessen congestion
- Cut down on travel time between urban centers and
- To make accessible new areas of the island with major potential for development.

The PM noted that citizens using the 1st Segment of the Highway are enjoying the projected cost and time savings and that the usage on the Old Harbour Bypass Segment has exceeded initially targeted levels. He further noted that with the opening of the new segment, those who need to travel from Kingston to Sandy Bay can complete the journey in 24 minutes as against hours spent in peak traffic.

The newly completed Segment of the Highway is expected to relieve the problems of road congestion which plagued commuters from the

construction cost has provided employment for over 700 persons including Engineers, Grader Operators, Quarry Managers, Crane Operators, Earth Workers, during construction plus another 120 on completion of the system. PM cuts the ribbon at rd. opng.



For his part, Minister of Transport and Works, Robert Pickersgill said ' It seems like yesterday when the Prime Minister made the announcement in parliament on the eve of the millennium of this multi-million dollar project. In the last few months since the opening of the first segment of the highway at the Old Harbour Bypass, we have driven by and seen our landscape transformed...today, for the very first time we will see and experience the immense work that has gone into this project over the last 17 months.'

The newly opened Segment of the Highway is Phase 1 of the project and is a 21km stretch of roadway divided in a 2x2 carriageway. It connects Bushy Park in St. Catherine to the Mandela Highway in Kingston. This will form part of the 74 km long four lane highway between Kingston and Williamsfield in Manchester, essentially connecting the southern towns of Jamaica to city Kingston and vice versa.

The new roadway is an excellent piece of work built to satisfy the highest international standards of road construction. The cost of the new segment was US\$71M. The venture was led by the private sector with substantially most of its own money sourced without a Government guarantee.

Highway 2000 is expected to make a major contribution to the implementation of the Government's comprehensive de-

velopment plan which is grounded on the phased implementation of Highway 2000. Initially, the plan will be for St. Catherine and Clarendon two parishes which have experienced rapid population growth over the past decade. Highway 2000 will be the catalyst for the growth for industries and other activities along the corridor.

The PM highlighted the fact that he had given instructions for work to begin at once to prepare for project consideration and subsequently the design of that segment which will run from Bushy Park to Ocho Rios.

With the lengthening of the Toll Road, new rates for its usage came into being on Thursday, December 15, 2004. These are as follows:

- Class 1 Vehicles Less than 1.7m high but any length \$160.00
- Class 2 Vehicles Over 1.7m high/less than 5.5m long \$200.00
- Class 3 " Over 1.7m high/more than 5.5m long \$400.00

The above toll will be collected at the Vineyards Toll Plaza at Bushy Park in St. Catherine. A new Toll Plaza has also been erected at Spanish Town and the rates applicable here are as follows:

- Class 1 Vehicles-Less than 1.7m high, any length -\$50.00
- Class 2 Vehicles Over 1.7m high/less than 5.5m long \$60.00
- Class 3 Vehicles Over 1.7m high/more than 5.5mlong \$120.00

It is to be noted that there has been a change in the descriptions of vehicles for purposes of the amounts charged at the Toll Plazas. In the previous Order, Class 1 was 2 metres high but any length; Class 2 vehicles used to be more than 2 metres high/less than 5.5metres long and Class 3 those more than 2 metres high/longer than 5.5 metres. The effect of this new categorization is that some SUV's which used to be in Class 1 will now belong in Class 2.

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northern, southern and western rural areas whose only way into Kingston has been through Spanish Town and the Spanish Town Bypass.

The Highway with a US \$71M con-

Shawn Grey—Breaking New Frontiers



But for the particular environment in which he grew up, Shawn St. Aubyn Grey might very well

have been an accomplished athlete. And a multi-talented one at that as he could have blossomed into a goalkeeper with the Reggae Boyz, a top Table Tennis player or he might have been Jamaica's answer to either Allen Johnson or Xiang Liu, the world's two top sprint hurdlers at this time.

This was not to be however as in the case of football, he gave that up after performing goalkeeping duties for CAST, (now Utech), preferring instead to focus on his studies he was pursuing at the time. Both his track and field and table tennis ambitions did not survive beyond his exploits at St. Mary High School due to lack of support and resources. His rotund face takes on a character all its

own when he relates the story of how after using PVC pipes to make four hurdles with which he practiced, he went to Boys' Champs and performed exceptionally well; was actually jockeying for the lead with his brother – up until the fourth hurdle that is, after which everyone else swept by them and they eventually finished last and second to last respectively! Think of what might have happened if they had practiced with the full number of hurdles!!

Born and bred in Frazer's Wood, St. Mary, Shawn can be described as a resourceful and ambitious individual. Little wonder then that currently he holds the position of Director, Corporate Planning and Performance Management in the Ministry, a feat he has achieved notwithstanding his youth. And well deserved too as he worked his way up from the bottom – a situation he says which afforded him the opportunity of being exposed to all facets of the Ministry's operations. The fact that the Ministry has been his only place

Guess Who?

Can you hazard a guess as to the identity of this person? If you can, please send your answers to the PR Unit by February 11, 2005 and you could be the winner of a pleasant surprise. The first correct answer drawn will be adjudged the winner.



of employ since leaving University has also helped him in this direction. He however laments the fact that there seems to be a downside to his having grown up in the organization as there seems to be 'a kind of familiarity which sometimes militates against the kind of respect that should be given...'

"Shawn Grey" continued on page 3

Your Health



Your Most Valuable Possession

THE SOURCE OF THE ITCH

Papular Urticaria is the term used to describe the numerous itchy bumps that appear on the skin as a result of insect bites. These bumps may be intensely itchy and persist for long periods, months and in some cases, years.

Scratching leads to damaged skin which often becomes infected. When healed, the lesions leave spots that may persist for long periods. The condition most often affects children, two to seven years, and is thought to be an allergic reaction to the insect bite. The location of the bumps is dependent on the insect involved, but commonly the arms and the legs are affected. Various parasites, most commonly the cat or dog flea, the human flea, bedbugs, mosquitoes and some biting flies can produce papular urticaria.

Mites are a common cause of insect bites. These insects cause injury to the skin while feeding and salivary proteins that are deposited during feeding cause the allergic reaction. Most mites feed and then fall off the skin. Dogs, cats and rab-

bits frequently harbour mites. The pets may show no signs of the mite infestation, however, the mites are highly contagious and handlers soon develop an itchy rash. Like most mites, they feed and fall off, returning to the animal host. The scabies mite is an exception as it burrows into the skin. This mite is transmitted by direct personal or sexual contact as the mite does not jump or fly.

Flies and mosquitoes cause wheals and bumps as a result of the irritating salivary secretions that are injected into the skin to prevent the blood clotting. Scents and bright colours attract mosquitoes.

WINGLESS INSECTS

The common bedbug is a nocturnal feeder coming out of hiding after persons have gone to bed. The insect does not fly but can run rapidly. When not feeding, it lives in any dark place that it can find. Bedbugs are spread chiefly in clothing and baggage. The bites are painless and after feeding, the bedbug returns to its hiding place. Bites are usually multiple and maybe arranged in a

linear fashion. Bites that occur in threes are referred to as 'breakfast, lunch and dinner'. Some persons will develop an allergic reaction to these bites with intense itching, wheals and papular urticaria.

Fleas are small wingless insects. They are capable of jumping to a height of seven inches. During feeding, the flea uses a salivary secretion to slow coagulation of the blood. Flea saliva is very irritating, producing an itchy rash. Fleas are one of the most common causes of papular urticaria.

The best treatment for papular urticaria is to identify and remove the source of the insect bite. Disinfection of all pets along with fumigation of the home may also be necessary. Topical steroids and antihistamines are used to control the itching. Topical or oral antibiotics may also be necessary for infection. The use of topical insect repellants is useful too. *Taken from an article in the 'Daily Gleaner'.*

Shawn Grey...

cont'd from page 2

That apart though, he would do it all over again, which is testimony to the fact that his eleven years in the service so far have been well spent.

Since taking over the reins of the Director of Corporate Planning and Performance Management, Shawn has left his unmistakable mark on the directorate. According to him, 'I've played a role in moving the corporate planning process from being a one man operation to a whole department that is playing a more central role in the decision making experience of the Ministry.'

It is interesting to note that Shawn is one half of a set of identical twins, (the other half is Shane) – so, were there any of the interesting scenarios that are usually associated with twins pertaining to them? "Of course!" he explodes giving one of his healthy guffaws in the process. When we were growing up, we would get everything 'double', especially beatings...you see many persons couldn't tell us apart and so to ensure that either of us got what we deserved, we got it double. He also confirmed the widely held belief that there is a special bond between twins noting that if for instance he broke his hand, 'as soon as the cast is off my hand, be sure that Shane's (hand) would follow.' Apart from his twin brother, there are five other siblings, three brothers and two sisters. In terms of his own family, he is married to his long time love, Michelle, the union of which has produced one daughter.

Although Shawn is from a rural community, his upbringing unlike those from similar environs, was essentially a middle class one. His parents are both professionals and their influence is detected in his passion for higher education. Starting his early education at St. Cyprian's Prep. School he went on to some 'memorable' years at St. Mary's High School. At St. Mary's he rose to the position of headboy but was later stripped of the title. The now familiar amused look returns as he tells the circumstances surrounding this most unceremonious act.

Says he, "I had flogged an 'out-of-order student'; the then principal declared that I had used excessive force in carrying out the punishment and so I was stripped after which my deputy took over." His education continued at CAST, (now Utech) where he did a Diploma in Physical Planning and Environmental Management. And as if to con-

tinue preparing himself for taking on the vast frontiers ahead, he is now pursuing post graduate studies.

And how does he feel being perhaps the youngest Director in the Ministry? He had this to say, 'it has been a sobering experience; it has been good trying to at least fulfill the potential that others saw in me.'

"I have learnt from my own experiences but also those of other senior officials, persons such as **Mrs. Elsa-May Binns, Mrs. Sarah Wilmot, the PFO, Mr. Altius Williams and Ms. Valrie Simpson,**" he continued.

Thus far, it is clear that Shawn is not your ordinary everyday young man and this is further evidenced even by the hobbies he engages in. He says his social life is almost non-existent but what little he has, he loves to spend it with his daughter, Courtney. He loves to collect maps and to read, but not fiction as he finds that a waste of time; watching sports on TV also finds favour with him. Part of his very scarce time is also spent giving community service as he sits on the Portmore Pines Security Committee, Portmore Citizen's Association and the Neighbourhood Watch.

Diversity seems to be a hallmark of this portly gentleman and his very eclectic tastes in music is but another of the avenues which reflects this. He admires anything from Lovers' Rock, R&B, Soca, Jazz to Hip Hop (he says he often wished he could sing like some of the more accomplished singers, in particular Beres Hammond whom he idolizes.) Shawn embraces the whole concept of the 'village growing the child' for as he puts it, 'I am from a culture where each person is responsible for the other.' No surprise then that the person who he lists as his role model was an Art teacher from his high school days – Mr. Claude Clarke whose 'philosophies showed that there was a greater purpose to one's life.'

Anyone who knows this Geminian will tell you that he loves food. He confirms this when he says, 'Yu knowe mi like any fish dish ...an red peas soup (depending pon who cook it)...an any type a pork,' he ends with his signature grin.

As far as pet peeve goes, he abhors anything that smacks of mediocrity because he thinks everyone should use his/her talent to the maximum level.

And his guiding philosophy? 'Do unto others as you would have them do unto you... yu cyaa go wrong,' he says, emphatically.

Amen!

TRANSITIONS



Welcome Aboard

Dennisa Hinds
Janette Getfield-Beckford



Enjoy Your Vacation

Carol McKie
Nadine Gordon
Missy-Ann Manning
Lionel Brown
Julian Wignal
Denis Miller
Winston Rattray
Ashley Anderson
Janett Paters
Olive Thurman
Nadine White
Michael Toyloy
Reginal Rowtham
Jodi Munn-Barrow (maternity leave)



Welcome Back (from Vacation)

Barbara Cadogan
Audrey Gentles
Winston Rattray
Melvin Young



Farewell and Best of Luck

Shawn Ashman
Ceciela Wilson
Dain Adams (study leave)



Congratulations

Appointments/Promotions

Cuthbert Hyman
Sonia Cooper-Thompson
Cheryl Williamson
Norma Carty (Civil ServiceAwardee)
Marcia Clarke “
Keith Hamilton “
Garnet Hosang “
Madge Laud “
Dalton Lewis “
Lonorah McLymont “
Beverlyn Nelson “
Victorine Petrekin “



Academic Achievements

Olive Thurman
Cert. In Pub. Admin.
Lionel Brown
BSc. Acctg&Mngt. Stds

PS Signs Delegation Of Authority

On Wednesday, November 23, 2004, the Permanent Secretary, Dr. Alwin Hales signed the Delegation of Function Order which took effect from December 1, 2004.

Under this new Order, the Permanent Secretary has now been given the responsibility for a number of functions hitherto carried out by the Offices of the Services Commission. These include appointments, separation, discipline and training.

With respect to appointments, any matter having to do with recruitment, first appointment, promotion, transfer, deployment, secondment and acting would become the remit of the Permanent Secretary. Removal and/or departure of persons from office under any of the following circumstances is a further breakdown of the PS' duties: for cause (misconduct, poor performance, criminal offence etc.); abolition of position; re-organisation; resignation; abandonment of post; retirement. Under the heading of 'training', the selection of persons for training and development activities carried out by the Ministry for its personnel related directly to the mandate and/or needs of the Ministry or which are available to public officers within the Ministry also now become his responsibility.

In terms of accountability, the Permanent Secretary is accountable to the Governor General through the Public Service Commission for the exercise of the delegated functions. The PS for his part, undertakes to establish appropriate accountability mechanisms, including a Human Resource Executive Committee and a management/employee consultative committee at the highest level.

In the exercise of the delegated functions, the Permanent Secretary shall apply the Guidelines established by the Public Service Commission. During the first year of the delegation, the PS is expected to submit to the Public Service Commission, quarterly reports against performance indicators. After the first year, the PS shall submit an annual report for each fiscal year based upon performance indicators, no later than the end of the first quarter of the succeeding year.

As far as redress for employees go, if and when they (the employees) have exhausted all other mechanisms, they may appeal to the Public Service Commission and ultimately, will continue to enjoy the right of appeal to the Privy Council.

The Public Service Commission has the responsibility for general monitoring of the performance of the PS in relation to the delegated functions.

EDITORIAL



That we live in a customer/provider orientated society is a given. As a consequence, certain rules and regulations are in place to govern the interactions between both groups. When the customer service etiquette is observed, the relationship between the two groups is harmonious, when this is done in the breach, there are bound to be problems.

It is no rocket science to figure out that if one is faced with poor customer service, one is more likely to move elsewhere with one's patronage while staying with an organization where good service is the order of the day.

If the foregoing is the case, why is the society inundated with individuals/organizations which seem to revel in providing shoddy service and consumers who accept same?

Well, the answer to that question takes many forms. One could be that a monopoly situation exists as in the case of our utility companies; or that some persons just can't be bothered to either complain or move their patronage from offending providers. There is also the argument that our culture seems to mimic our past slave/master mentality and so the providers do an admirable job of 'dishing' out any kind of service to the slaves (customers).

Whatever the reason for accepting/providing bad service, there are always alternatives. And this may be the most powerful tool available to consumers. If one receives poor service, it is expected that this will be pointed out to the errant provider; if no improvement, then the complaint could then be taken to the governing body responsible for the particular entity; failing that, exposure in the media and or changing one's provider of the particular good/service.

We, in this Ministry should be very mindful of the dynamics governing our provision of service. The truth is that the public service does not enjoy a good reputation amongst consumers. The advent of the Employee Performance Management and Appraisal System part of the Public Sector Modernisation Project (PSMP) is an attempt at inculcating the principles of good customer service in the public sector. The hope here is that every employee will embrace this system and thereby raise the standard of service tendered to the public. Our Citizen's Charter promises as much, anything less will be tantamount to a breach of contract. Good customer service is a fundamental ingredient to the whole business of survival, whether it be for an individual or an organization and to ignore this fact is to court disaster. It is as simple as that!

Thought

Give a little kindness and receive friendship in return; give an extra effort and receive even more value in return; give an honest answer and receive trust in return; give a smile and receive joy in return.



PS& Ms. Annette Osbourne show off instruments of authority.

The Public Service Commission reserves the right to conduct periodic audits and/or undertake reviews of the activities of the Ministry under these delegated functions. The Commission may also initiate opinion surveys within the Ministry to gauge perceptions about the exercise of the delegated functions.

If the PS or his designate fails to com-

ply with the provisions of the Accountability Agreement, the Public Service Commission will exercise the necessary sanctions which could ultimately involve the revocation of the delegated functions.