

# How to Read Your Carrier Profile National Safety Code



Ministry of  
Transportation

# How to read your Carrier Profile

## What is the Carrier Profile?

The Carrier Profile is a record of a carrier's on-road performance. It is a summary of a carrier's accidents, driver and carrier contraventions, CVSA roadside inspections, and audit results. Each type of incident is assigned a specific number of points. For example, each CVSA inspection report that results in an Out-of-Service (OOS) condition is assigned the same NSC point value, whether the inspection occurred in BC or in another Canadian jurisdiction. Accidents and convictions also are assigned NSC points. The report period is normally for 3 years.

The points from each of the categories are combined to produce the Profile Status. The status serves as an overall indicator of the carrier's safety performance.

## What does the Carrier Profile mean to me?

Your Carrier Profile summarizes all the incidents recorded under your NSC number. Your Profile Status and your Audit Status, together, establish your overall Safety Rating, which may be Satisfactory-unaudited, Satisfactory, Conditional or Unsatisfactory.

## Why should I read the Carrier Profile?

The Carrier Profile gives you an opportunity to verify that all on-road incidents in the report are accurate and belong under your NSC number. The Carrier Profile is a good management tool that gives you a comprehensive picture of the on-road safety performance of your drivers and vehicles.

## What if I disagree with the contents of the report?

If you find any factual errors, please report them to the NSC Program Office. You must do so by mail or by faxing a copy of the profile page(s) to 250-952-0578. Circle the error(s) and explain, next to the error, what is wrong. Example: If NSC points appear for an accident where you were less than 50% at fault, please provide a copy of this information from your insurance provider. The NSC Program Office will investigate and, if applicable, make the necessary corrections. You will be sent a revised Carrier Profile Report within a month.

## Contents of the Carrier Profile

The Carrier Profile is divided into different sections. The section number is printed in the bottom left hand corner of each page. Section numbers displayed on your Carrier Profile are not necessarily in consecutive numerical order.

### Section 1 — Basic Information

Basic information	NSC#, name, address, directors. If your name or address is wrong, you must notify the NSC Program Office in writing (see page 7).
Total number of currently licensed vehicles	Number of vehicles licensed under your NSC number at the time this report was compiled.
Carrier Safety Rating	<p>Your Carrier Safety Rating is comprised of:</p> <p><b>Profile Status:</b> an overall general indicator of your on-road safety performance. Status can be: Satisfactory, Conditional, or Unsatisfactory</p> <p><b>Audit Status:</b> an overall indicator of your compliance with the record-keeping and safety practices requirements of the National Safety Code. If you have not been audited, your Audit Status will be shown as Unaudited. If you have been audited, your status may be Satisfactory, Conditional or Unsatisfactory. It is important to note that enforcement action can be taken at the time of audit.</p> <p><b>Carrier Safety Rating:</b> the least satisfactory of your Profile Status and your Audit Status. Initially, if you haven't been audited, your Safety Rating will be shown as Satisfactory-unaudited (regardless of your Profile Status). However, if your Profile Status is not satisfactory, you will receive an audit shortly. Once a carrier has been audited after November 26, 2001, the overall Safety Rating will be Satisfactory, Conditional, or Unsatisfactory.</p>
Interventions	A list of any actions associated with your NSC number: e.g. warning letters sent out, interviews and audits conducted, etc.

## Section 2 — Profile Scores

This section lists your profile scores each month for the past 3 years. This gives you a good indication of whether your scores are improving, getting worse, or remaining the same.

### Example A:

Month	Number of Vehicle Days	12 Months Total Days	Average Fleet Size	Contraventions Profile	CVSA Profile	Accident Profile	Total Profile Score
2000-11	87	1065	2.91	5.50	8.25	1.37	15.12

Each row is based on the last 12 months of incidents. For example, if the month is 2000-11 (November 2000), the contravention, CVSA, and accident scores in that row represent the total points for the last 12 months (December 1, 1999 to November 30, 2000) divided by your Average Fleet Size for the same period.

The following is a more detailed explanation of this section:

<b>Number of Vehicle Days</b>	This is the total number of days that the vehicle in your fleet operated in the month named. Number of days is calculated from the date that vehicle(s) appeared actively licensed using your NSC# to the date that the vehicle(s) stopped using your NSC#. In Example A, above, the Number of Vehicle Days is 87 in November, 2000.
<b>12 Months Total Days</b>	This is the number of vehicle days for your fleet in the last 12 months. For example, if the month is 2000-11 (November 2000), then this calculation is based on the Number of Vehicle Days from December 1, 1999 to November 30, 2000. If vehicle A was licensed for 355 days, vehicle B was licensed 365 days, and vehicle C was licensed 345 days during that period, your <b>12 Months Total Days</b> would be 1065 days as in Example A, above.
<b>Average Fleet Size</b>	This is your <b>12-Months Total Days</b> divided by 365. For example, if your <b>12-Months Total Days</b> = 1065, then your <b>Average Fleet Size</b> = 2.91 (1065/365).
<b>Contraventions Profile</b>	This score is the total number of NSC points (related to violations deemed guilty) assigned to you, as a carrier, and to drivers in your fleet in the last 12 months, divided by your <b>Average Fleet Size</b> in the same row. In the example above, the number of NSC points related to violations (found in the following pages of your Carrier Profile) was 16. So the <b>Contraventions Profile</b> score is $16/2.91=5.50$ or 5.50 contravention points per vehicle.
<b>CVSA Profile</b>	This score is the total number of NSC points assigned to Out-of-Service CVSA inspections in your fleet in the last 12 months divided by your <b>Average Fleet Size</b> in the same row. In the example above, the number of NSC points for Out-of-Service CVSA inspections (found in the following pages of your Carrier Profile) was 24. So the <b>CVSA Profile</b> score is $24/2.91=8.25$ or 8.25 CVSA inspection points per vehicle.
<b>Accidents Profile</b>	This score is the total number of NSC points related to accidents involving vehicles in your fleet in the last 12 months divided by your <b>Average Fleet Size</b> in the same row. In the example above, the number of NSC points for accidents (found in the following pages of your Carrier Profile) was 4. So the <b>Accident Profile</b> score is $4/2.91=1.37$ or 1.37 accident points per vehicle.
<b>Total Profile Score</b>	This is a sum of the NSC points assigned for contraventions, inspections, and accidents in your fleet in the last 12 months divided by your <b>Average Fleet Size</b> in the same row. In the example above, the sum of NSC points (found in the following pages of your Carrier Profile) was 44. So the <b>Total Profile Score</b> is $44/2.91=15.12$ or 15.12 total profile points per vehicle. This can also be calculated by adding the scores from your <b>Contraventions Profile</b> , <b>CVSA Profile</b> and <b>Accident Profile</b> ( $5.50+8.25+1.37$ ).

**Profile Status** (at the bottom of the page) shows how your Profile Status is calculated. A range of scores has been determined, depending on whether the carrier's safety performance is Satisfactory, Conditional, or Unsatisfactory. Each fleet-size group may have a different range of scores because these are calculated using the provincial median for each group. The provincial medians are re-calculated each year. See Example B on page 4.

**Example B:**

	Satisfactory	Conditional	Unsatisfactory
Contraventions	<6.00 (less than 6.00)	6.00 – 11.00	>11.00 (more than 11.00)
CVSA	<4.00 (less than 4.00)	4.00 – 9.00	>9.00 (more than 9.00)
Accidents	<2.00 (less than 2.00)	2.00 – 3.00	>3.00 (more than 3.00)
TOTAL	<12.00 (less than 12.00)	12.00 – 23.00	>23.00 (more than 23.00)

**Example C:**

From Example A, we can see that the carrier's scores fit into the following ranges:

	Example A Scores	Example A Status
Contraventions	5.50	Satisfactory
CVSA	8.25	Conditional
Accidents	1.37	Satisfactory
TOTAL	15.12	Conditional

Each month, the Carrier Profile Status is set with reference to your four scores. The least satisfactory range sets your Carrier Profile Status. In Example C above, both the CVSA and Total scores are Conditional, so the carrier's Profile Status is Conditional. The reason for this is that the carrier's least satisfactory safety performance determines the carrier's Profile Status. This allows the carrier to be warned of an inadequate safety performance and to take steps to correct it.

### Sections 3 & 4 — Reserved for future use.

### Section 5 — Vehicle History

This section lists (sorted by vehicle registration number) all CVSA inspections, CVIP inspections, and Notice & Orders conducted on the vehicles in your fleet in the last 3 years. The information included under each vehicle registration is the date of inspection, the type of action, the microfilm ID number, and the outcome of the vehicle inspection.

### Section 6 — Carrier Contraventions

This section lists, in detail, all **carrier-related** contraventions (violations deemed guilty) in the last 5 years in your fleet.

**Example D:**

VIOLATION DATE	TIME	ACT	SECTION	EQUI CODE	DESCRIPTION	LOCATION	JR	TICKET #	PLATE	JR	PTS	DISP DATE
2001-07-11	14:00	MVR	35.12	0900	UNSAFE TIEDOWN	COQUITLAM	BC	AB123456789	4186AP	BC	3	2001-10-11
2001-06-26	08:00	CTA	15.1	0705	OVERLOADED VEHI	DELTA	BC	AC222222227	4186AP	BC	1	2001-09-22
2000-06-30	12:00	HWA	6.B	0705	OVERLOADED VEHI	SASKATOON	SK	3344556	4186AP	SK	1	2000-09-18

In the example above, the carrier has had three contraventions in the last 3 years under its NSC#. For each, the date and time is given, as is the act and section of the law under which the violation occurred. EQUI CODE is the conviction equivalency code number which all jurisdictions in Canada use for the same offence. This carrier received a ticket in Saskatoon for an overloaded vehicle. The equivalency code allows this violation to be pointed the same as if it had been received in BC. A description of the violation, the location of the violation, the jurisdiction and the ticket number are given. The plate number of the vehicle being driven, the jurisdiction of the licence plate, the number of NSC points received for the contravention, and the disposition date (the date when the violation was deemed guilty) are also given. At the bottom of this section are shown the total number of carrier contraventions and the total number of NSC points assigned.

### Section 7 — Carrier Contraventions — Pending

This section lists, in detail, all **carrier-related** violations (in BC jurisdiction, only) that are issued but not deemed guilty or cancelled in the last 3 years in your fleet. The section contains the same information as Section 6, except that no NSC points and no Disposition Date have been assigned, and no out-of-province violations are listed. At the bottom of this section are shown the total number of carrier contraventions pending. **No points have been assigned; information for carrier only.** If the violation is deemed convicted, it is moved to Section 6 and assigned points.

## Section 8 — Driver Contraventions Issued While Operating for the Carrier

This section lists, in detail, all **driver-related** contraventions (violations deemed guilty) in the last 3 years in your fleet. The information is similar to the carrier-related violations above (Section 6) except that the violations are organized by driver, giving each driver's name, driver's licence #, class, and status. At the bottom of this section are shown the total number of driver contraventions and the total number of NSC points assigned.

With all this information, a carrier can keep close track of drivers' safety performances on the road.

## Section 9 — Driver Contraventions Issued While Operating for the Carrier — Pending

This section lists, in detail, all **driver-related** violations (in BC jurisdiction, only) that are issued but not deemed guilty or cancelled in the last 3 years. The section contains the same information as Section 8, except that no NSC points and no Disposition Date have been assigned, and no out-of-province violations are listed. At the bottom of this section are shown the total number of driver contraventions pending. **No points have been assigned; information for carrier only.** If the violation is deemed convicted, it is moved to Section 8 and assigned points.

## Section 10 — Vehicle Inspections

This section lists, in detail, all roadside CVSA and school bus inspections performed on commercial vehicles operating under your NSC certificate for the last 3 years.

### Example E:

INSP DATE	TIME	LEVEL	MICRO #	NSC PTS	LOCATION	DL#	DL JR	DRIVER NAME
VEH TYPE	PLATE #	JR	VEH REG	VEHICLE DESC		PASS/FAIL		INSP. ITEM DEFECT(S)
2001-10-18	15:00	1	181588	3	SURREY	1223345	BC	SMITH, JOHNNY
POWER UNIT	4180AP	BC	6395980	98	KENWORTH	OOS		41 44 46
TRAILER 1	530460	AB	05001001		TRAILER	FAIL		42
TRAILER 2	34564T	AB	04040422		TRAILER	PASS		

This section lists the following information for each inspection:

**Top line:** date and time, CVSA inspection level (see below), microfilm ID number, NSC points assigned to the inspection report, location of inspection, driver information (licence number, licence jurisdiction, name)

**Next line:** vehicle type, the plate number, jurisdiction, vehicle registration number, vehicle description, pass or fail status, and inspection item defect code numbers which apply to this inspection. The inspection item defect code numbers correspond to the numbers on the applicable inspection form. See page 6 of this brochure for an explanation of the inspection defect code numbers.

**Note:** if any of the vehicle unit inspection defects is given an Out of Service (OOS) result, the overall result of the inspection is OOS, and the inspection report is assigned 3 NSC points. At the bottom of this section on your Carrier Profile are given the total number of vehicle inspections and the total number of NSC points assigned.

## Section 11 — Accident Information

This section lists, in detail, all accidents involving commercial vehicles operating under your NSC certificate for the last 3 years.

### Example F:

VEHICLE REPORT#	VEHICLE PLATE	D/L	JR	DRIVER NAME	DATE	TIME	TYP	LOCATION	JR	FAULT RESP	NSC PTS	CHR LAID
A5336801	3127YK	1255671	BC	JONES, BILLY	01-JAN-97	12:00	PD	VICTORIA	BC	NF	0	N
S9940111	6208XF	1250101	BC	BROWN, JEAN	14-FEB-97	11:00	PD	VANCOUVER	BC	F	2	Y

This section lists the following information for each accident: the accident report number, plate number, driver information (licence number, jurisdiction, and name), date, time, type of accident (PD=property damage; I=injury; F=fatality), location and jurisdiction of accident, fault code (NF=no fault; F=at fault; UNK=unknown). NSC points assigned, and whether charges were laid (Y or N). NSC points are assigned to accidents where the driver was 50% or more at fault, or fault is unknown (PD=2 points; I=4 points; F=6 points). At the bottom of this section in your Carrier Profile are given the total number of accidents and the total number of NSC points assigned.

Your NSC points are compared with provincial medians for carriers of similar fleet size. These medians are re-set annually.

Fleet size December, 2003 data	Number of active carriers	% of total
1 vehicle	15,461	59.99
2 vehicles	4,442	17.24
3 vehicles	1,836	7.12
4-5 vehicles	1,638	6.36
6-9 vehicles	1,139	4.42
10-20 vehicles	771	2.99
21 or more vehicles	484	1.88
<b>TOTAL</b>	<b>25,771</b>	<b>100.00</b>

CVSA Inspection Codes	Meaning
<b>1</b>	Full inspection
<b>2</b>	Walk around inspection
<b>3</b>	Driver only inspection
<b>4</b>	Special inspection
<b>5</b>	Vehicle only inspection
<b>C</b>	Complete
<b>P</b>	Partial
<b>R</b>	Re-inspection

### Inspection Defect Code Explanation

CODE #	INSPECTION ITEM
<b>SCHOOL BUS INSPECTIONS</b>	
1	Brakes/hydraulic: leak, low pedal
2	Brakes/air: chambers, reservoirs, hose lines
3	Audible air leaks; warning device
4	Excessive push rod travel
5	Lining: drums, discs
6	Park brake, spring brake
7	Steering box insecure
8	Steering wheel play
9	Tie rod ends: left, right
10	Drag link: front, rear
11	Springs, shackles, u-bolts
12	Torque rods, equalizers
13	Frame, cross member, crack
14	Fifth wheel assembly(lower): cracks, lock, defective, loose
15	Upper Plate: pin, worn
16	Primary attachment: cracked, no safety lock, loose
17	Tow bar: cracked, broken
18	Secondary attachments
19	Tires: worn, cut
20	Wheels: bent, loose, cracked, studs broken, nuts missing
21	Load security
22	Sheet metal: body, floor plan
23	Glass, mirrors
24	Windshield wipers
25	Fuel exhaust system
26	Horn
27	Lights, reflectors, connectors
28	Engine emissions
29	Speedometer
30	Emergency exits, signs
31	Ventilation, vent, heater
32	Emergency equipment, first aid
33	Other miscellaneous
<b>CVSA INSPECTIONS</b>	
41	Lighting devices
42	Windshield, wipers
43	Steering
44	Braking system
45	Brake adjustment
46	Suspension
47	Tires, wheels, rims
48	Fuel system
49	Exhaust system
50	Coupling devices
51	Body, frame
52	Load security
53	Emergency exits
54	D.G. PIN #
55	Miscellaneous

How do I order a Carrier Profile for my NSC number?

You can order a Carrier Profile for your NSC # by contacting the NSC Program Office.

Send a request by fax to 250-952-0578 or by mail to:

National Safety Code  
Commercial Vehicle Safety and Enforcement  
PO Box 9250 St. Prov. Govt.  
Victoria, BC V8W 9J2

Be sure to include your Safety Certificate number and your mailing address when you request your profile. Profiles will be sent by mail. If there is an urgent need, you may ask to have your profile sent by fax. Profiles are usually mailed within 24 hours of a request. Carrier Profiles are re-calculated every month on the first of the month.

How much does it cost to get a Carrier Profile?

Carrier Profiles are free.

### New *Carrier Safety Guide* Available

Guide helps carriers to meet NSC obligations in BC

This guide helps carriers to establish efficient and organized record keeping as required by the National Safety Code. The guide offers suggestions on how to keep good records on drivers, vehicles, accidents, and safety practices and includes tips that have worked for other carriers to minimize their record-keeping time. Several useful forms that may be copied are included in the back of the guide to streamline data management.

Pick up your *Carrier Safety Guide* from any of the following locations:

- Weigh scales
- ICBC Driver Services Centres
- Government Agents
- Appointed Agents who handle driver licence transactions
- Carrier Safety Inspectors

**The guide may also be downloaded from the Ministry website:**

[http://www.th.gov.bc.ca/cvse/reference/carrier\\_safety\\_guide/index.htm](http://www.th.gov.bc.ca/cvse/reference/carrier_safety_guide/index.htm)

### How to Contact Us

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#### Statement of Limitation

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