Carrier Safety Guide

Meeting Your National Safety Code Obligations in British Columbia
Statement of Limitations

This booklet is intended as a guide only and as such has been written as a plain language summary to help you understand some of the laws in British Columbia that affect the National Safety Code. This guide covers laws in force as of August 2017. You should refer to the Motor Vehicle Act (MVA), the Motor Vehicle Act Regulations (MVAR), the Passenger Transportation Act (PTA), the Passenger Transportation Regulations (PTR), the Commercial Transport Act (CTA), the Commercial Transport Regulations (CTR), the Transportation of Dangerous Goods Act (TDGA) and the Transportation of Dangerous Goods Regulations (TDGR) for a full statement of the law. In the event of a conflict between this booklet and any provision of the above acts and regulations, the acts and regulations shall apply.

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Section 1: Introduction

The Carrier Safety Guide is for you, if you:

- have just received your National Safety Code (NSC) Safety Certificate and are setting up a new carrier business
- are an experienced carrier wanting to improve your record keeping and safety practices
- want to know what a Carrier Safety Inspector (CSI) will look for during an audit of your safety records

This guide can help you understand your obligations as a carrier. Whether you drive your own vehicle, hire drivers, or work with lease operators, you will find useful information here.

A carrier manages commercial vehicles

A carrier is anyone who owns, leases, or manages and decides how a commercial motor vehicle should be used.

A commercial motor vehicle is any motor vehicle used by a business, if that vehicle:

- is used to carry people or freight, and
- is one of the following:
  - a truck or truck tractor that has a licensed gross vehicle weight (GVW) of more than 5,000kg (including the weight of any attached trailer)
  - a bus (which is any vehicle that carries 10 or more passengers, not including the driver)
  - a vehicle that requires a Passenger Transportation licence (taxis, limousines, some buses, etc.)
  - a business vehicle as defined by the Motor Vehicle Act with a GVW over 5,000kg

To be a carrier based in British Columbia, you must have a NSC Safety Certificate. You need this certificate before you can license a commercial vehicle. You also need this certificate to apply for a licence from the Passenger Transportation Branch.

History and goal of the National Safety Code (NSC)

The National Safety Code (NSC) is a set of safety standards for motor carriers, drivers and vehicles operating in Canada. Provinces and territories have the authority and responsibility to regulate all carriers who operate within their borders.

In 1989, the Canadian Council of Motor Transportation Administrators (CCMTA) established the NSC standards. This was done to provide a set of standards that all provinces and territories could use. The CCMTA includes representatives from the federal and all provincial and territorial governments. All provinces and territories have adopted the NSC standards and used them to develop their own regulations. The NSC exists to protect:

- commercial drivers
- other people on the road
- goods being transported

The goal of the NSC is to improve road safety and uniformity of regulations across Canada.
The NSC in B.C.
The standards of the NSC that have been made into law in B.C. are found in several provincial acts and regulations. More information on how to get copies of these acts and regulations is provided in Section 3, Important Acts and Regulations.

The Motor Vehicle Act (MVA) and the Motor Vehicle Act Regulations (MVAR) contain most of the laws mentioned in this guide. Division 37 of the MVAR is the Safety Code in B.C. It sets out the laws that require carriers to have a NSC Safety Certificate. It also includes the laws that regulate hours of service, trip inspections and audits. The regulations in Division 37 are administered under the name the National Safety Code.

You can view or print the NSC by browsing to www.cvse.ca, then ‘Acts and Regulations’, then ‘Division 37 – Safety Code’.

If you prefer, you can view a complete copy of the Motor Vehicle Act and/or Motor Vehicle Act Regulations, including Division 37, at your local public library, or you may order your own copy, for a fee, from:

Crown Publications Queen’s Printer
Phone: 1-800-663-6105 (Victoria 250-387-6409) | Fax: 250-387-1120
Email: crownpub@gov.bc.ca | Website: www.crownpub.bc.ca

Inside this guide

Section 1: Introduction - Provides an overview of your obligations as a carrier. It also tells you how your carrier business will be monitored.

Section 2: Setting Up Your Business Records - Divided into four areas of carrier responsibility under the NSC:

- drivers
- hours of service
- vehicles
- other safety requirements

Each time a section of the law is summarized there is a note in brackets to tell you where you can find this information in the acts and regulations. For example, if you see (MVAR 37.29(1)(b)), this means the law being summarized is found in the Motor Vehicle Act Regulations, division number 37, section number 29, paragraph 1b.

You will also find information under the heading Ideas That Work. Here you will find practical ideas for maintaining good safety records. On the right side of the page, you will find boxes that contain suggestions that could help avoid problems for all carriers, as well as ideas specifically for owner operators. These can help small business operators meet their NSC obligations while keeping simple records.
Section 3: Contacts and Additional Information - Provides the names, numbers, mailing addresses, and website addresses of useful contacts. It also provides information on programs for carriers available through the Commercial Vehicle Safety and Enforcement branch and the National Safety Code program such as Weigh2GoBC and the Premium Carrier Program.

Section 4: Forms - Contains blank copies of some of the forms in this guide, so that you may copy them for use in your carrier business.

Carrier Obligations

By the time you have a vehicle operating under your NSC Safety Certificate, you must have a safety plan in place. Your safety plan should include all the safety practices you use in your business. A good plan will help you, your dispatcher, your sales team, your mechanics, and anyone else who is part of determining when your drivers are on the road, when your company is transporting loads, or how your vehicles are maintained, to run a safe business and meet your legal obligations. Share your plan with all of your staff. This will help you work together to meet the safety standards you put in place. If you would like help building your safety plan, guidelines are available online by browsing to www.cvse.ca and clicking on ‘National Safety Code’, then ‘Safety Plan Guidelines’. You may also contact a Carrier Safety Inspector for assistance.

Your NSC obligations require you to be responsible for all the vehicles that operate under your NSC Safety Certificate and all the drivers who drive those vehicles. This includes leased vehicles and drivers you hire as employees or contractors and their employees – anyone who operates the vehicles insured using your NSC Safety Certificate number.

You are responsible for keeping all the required records for each of these vehicles and drivers (for example, if a contractor hires a driver to drive a leased vehicle that is operated under your NSC Safety Certificate, you must have records on both that driver and that vehicle.)

Obligations cover four areas
As a carrier, you are responsible for:

• educating yourself and all drivers who work under your NSC Safety Certificate
• ensuring that all vehicles that are operated under your NSC Safety Certificate are properly maintained
• ensuring only competent and qualified drivers drive your vehicles
• establishing policies for tracking hours of service, vehicle maintenance, safety programs and ensuring your safety policies are followed

A safety plan provides protection
A good plan will help you operate a business that protects the safety of:

• your drivers (including you, if you drive for your business)
• your vehicles
• the goods you transport
• everyone who shares the road with your drivers and vehicles
Section 1: Introduction

A safety focus makes good business sense
A business that focuses on safety will:

• have fewer delays caused by mechanical breakdowns
• be able to use drivers and vehicles more efficiently
• spend less time at random inspections, if its vehicles are stopped
• avoid the necessity for sanctions implemented by Commercial Vehicle Safety and Enforcement

Carrier Safety Practices Are Monitored
The National Safety Code program office monitors all carriers in British Columbia. Each carrier in B.C. is given a safety rating. This rating is determined by:

• your on-road performance, and
• your record-keeping and safety-monitoring performance (if your business has been audited by a Carrier Safety Inspector).

Your safety rating is shown on the front page of your Carrier Profile. Your safety rating may be:

• Excellent
• Satisfactory
• Satisfactory – Unaudited
• Conditional
• Conditional – Unaudited
• Unsatisfactory – Unaudited

If a carrier’s NSC Safety Certificate has been cancelled, the safety rating will be Unsatisfactory.

Your Carrier Profile shows your on-road record and safety rating
Your Carrier Profile is a record of how safe your drivers and vehicles are. Information is collected from across Canada and the United States. CVSE, police and regulatory agents record each ticket they issue and each time they conduct a roadside inspection. Each accident is also recorded. This information automatically generates an item on your Carrier Profile. Your Carrier Profile will provide you with information about:

• violation ticket convictions
• roadside inspection reports
• accident reports
• pending violation tickets
• vehicle inspection history
• audits

An inspector may issue violation tickets during an audit. If you are convicted, these tickets will also be reflected on your Carrier Profile.

Details on how to read your Carrier Profile can be found at www.cvse.ca.
Use your Carrier Profile to check your safety record
You can access your Carrier Profile online by obtaining a Business BCeID user ID. To register for a BCeID user ID, go to www.bceid.ca. If you need help, you can phone them at 1-888-356-2741 (604-660-2355 in the Lower Mainland). Be sure to register for the ‘Business’ ID.

Once you have your BCeID, you can access your Carrier Profile online at: http://cvse.ca/national_safety_code/carrier_profile.htm

An audit will check your safety record-keeping practices
An audit evaluates how well you are meeting your NSC requirements. Once a Carrier Safety Inspector completes an audit of your safety records, you will be given an audit status. Your audit status helps determine your carrier safety rating.

CVSE Steps to Improve Safety
The NSC program office monitors carriers through their Carrier Profile. You will be contacted if your profile shows you are having safety problems. You may also be contacted for a random compliance review or audit.

Contact from the NSC program comes in several ways:

- warning letter
- safety plan self-assessment
- compliance review
- quantifiable audit
- recommendation that a NSC Safety Certificate be suspended or cancelled

Warning Letter
A warning letter is the usual first contact. The NSC program office may send you a warning letter if you:

- are found guilty of too many violations
- receive too many out-of-service notices as a result of inspections
- are at fault in one or more accidents (depending on how serious each is)
- have a record that shows too many of any combination of the above three items

Safety Plan Self-assessment
If your on-road safety performance continues to decline, you will be advised to complete a self-assessment of your safety plan. You will receive a letter recommending that you review your current safety plan or develop a safety plan, if it is not already in place.

The Safety Plan Guidelines have been created to assist you and can be located by browsing to www.cvse.ca and clicking on ‘National Safety Code’, then ‘Safety Plan Guidelines’. You are welcome to forward your safety plan to your local Carrier Safety Inspector for review.
Compliance Review
The third type of contact is a compliance review. There are many ways you may be selected for a compliance review:

- poor safety record
- accident
- Out of Service (OOS) CVSA roadside inspection
- complaint
- random selection
- requested by CVSE staff

Compliance reviews are an educational opportunity. A Carrier Safety Inspector will review a sampling of your records, safety plan and record keeping practices. This meeting may take place at your office or in a local government office. After the review, the inspector will develop an action plan that will help you improve your level of compliance with the Motor Vehicle Act Regulations and NSC requirements.

Though a compliance review is designed as an opportunity for a carrier to learn how to increase their ability to operate safely on the road, failure to participate in a scheduled compliance review may result in escalated action that could include a requested audit and may lead to a recommendation to suspend or cancel your NSC Safety Certificate.

Quantifiable Audit
Carriers who are selected for an audit will generally be notified six weeks in advance. Each year, some B.C. carriers are randomly selected for an audit. You may be selected even if you are a carrier with a very good safety record. These audits are done to get a broad understanding of how well carriers are meeting their obligations.

The audit focuses on a carrier’s safety operations. If you are audited, a Carrier Safety Inspector may visit your office or require you to bring your records to another location. Failure to provide your records will result in a recommendation for suspension of your NSC Safety Certificate. The inspector will review, record and score all records related to NSC regulations and your compliance with those regulations. If necessary, the inspector will develop an action plan for you to follow. This plan will focus on any safety problems the audit may reveal. The inspector may also issue violation tickets. At the end of the audit, the inspector will give you a report.

A carrier’s NSC Safety Certificate may be cancelled
A carrier must have a valid NSC Safety Certificate to operate in B.C. If there is serious concern about a carrier’s safety performance after an unsatisfactory audit, a Carrier Safety Inspector may recommend that a carrier’s NSC Safety Certificate be cancelled. This recommendation is made to the Director, Commercial Vehicle Safety and Enforcement. The carrier then has an opportunity to show cause as to why their NSC Safety Certificate should not be cancelled, before a final decision is made to remove a carrier’s NSC Safety Certificate.
Section 2: Setting Up Your Business Records

This section of the guide is divided into four topics. Each topic includes a summary of records you must keep to meet your NSC obligations. These are the same records an inspector will review during a compliance review or audit.

These four topics are the four areas of your NSC obligations:

- drivers
- hours of service
- vehicles
- other safety requirements

Record keeping helps ensure good safety practices are in place. It also helps ensure these practices are being followed. Good safety practices include:

- ensuring drivers are qualified to drive commercial vehicles
- ensuring drivers are not too tired to drive
- ensuring vehicles are safe
- ensuring goods are properly handled

As you work through this guide, you’ll find information about the records you must keep. You’ll also find suggestions about how to keep these records and additional record keeping practices. Although it may take a little time to set up some of these record keeping practices, good record keeping will allow you to be better informed. This will make you a safer carrier and help ensure you fulfill all your NSC obligations.
## NSC Record Keeping at a Glance

<table>
<thead>
<tr>
<th>Required Files</th>
<th>When to Get Them</th>
<th>How Long to Keep Them</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver Records</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Employment application and signed company policy</td>
<td>At time of hire</td>
<td>Term of employment</td>
</tr>
<tr>
<td>2. Driver abstracts – N Print preferred</td>
<td>At time of hire; minimum every 12 months thereafter</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>3. TDG Certificate</td>
<td>At time of hire or when certified</td>
<td>Current + 2 years after expiry</td>
</tr>
<tr>
<td>4. Driving incident records (includes all violation tickets, Notice &amp; Orders, CVSA inspections, training records/certificates and any disciplinary action taken)</td>
<td>Within 15 days of incident</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>Accident Records (separately or in the driver’s file)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Accident reports</td>
<td>Within 15 days of incident</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>2. Accident details (including pictures, notes, statements)*</td>
<td>Within 15 days of incident</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>Hours of Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Drivers’ daily logs</td>
<td>Within 20 days</td>
<td>6 months</td>
</tr>
<tr>
<td>2. Supporting Documents (may include time-stamped fuel receipts, bills of lading and shipping documents, accommodation and meal receipts, toll receipts – anything with times and dates that you know to be accurate, so you can use them to verify driver logs)</td>
<td>Within 20 days</td>
<td>6 months</td>
</tr>
<tr>
<td>3. Accurate time records when exempt from logs</td>
<td>Daily</td>
<td>6 months</td>
</tr>
<tr>
<td>Vehicle Records</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Manufacturer recall notices</td>
<td>After correction</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>2. Vehicle inspections (copies of current and historical CVIPs)</td>
<td>On completion</td>
<td>3 years</td>
</tr>
<tr>
<td>3. Maintenance and all repair records/receipts</td>
<td>On completion</td>
<td>3 years</td>
</tr>
<tr>
<td>4. Vehicles sold/disposed from carrier fleet (maintenance, repair &amp; inspection reports)</td>
<td>On completion of disposal</td>
<td>6 months after disposal or provide to new owner</td>
</tr>
<tr>
<td>5. Trip inspection reports</td>
<td>Within 20 days</td>
<td>3 months</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Bills of Lading</td>
<td>File immediately</td>
<td>3 years</td>
</tr>
<tr>
<td>2. Cargo insurance</td>
<td>File immediately</td>
<td>Current year</td>
</tr>
</tbody>
</table>

**Important Notice:** This document is for guidance only. If there is any conflict between this document and the Motor Vehicle Act Regulations, the latter shall apply.

Please Note: These timelines are based solely on the minimum requirements of the Motor Vehicle Act Regulations and do not speak for any record retention requirements from any other agency or jurisdiction. Before destroying any records, ensure that they are not required under any other obligations.
Section 2: Setting Up Your Business Records – Drivers

**Driver Records**

You are responsible for the safety of all drivers and lease operators who work for you. Your responsibility includes ensuring all your drivers are properly qualified and trained.

For every driver who operates under your NSC Safety Certificate you must keep records on each of the following:

- driver licences
- transportation of dangerous goods training certificates
- driver abstracts
- driver incident reports

**Driver licences**

- make sure every driver who works with you has a valid licence that is the proper class for the vehicle they operate (MVA Part 1 Sec 37)
- ensure every driver has the necessary restrictions and endorsements (e.g., air brake endorsement) (MVA Part 1 Sec 37)

**Transportation of Dangerous Goods (TDG) training certificates**

- Transport Canada’s [Transportation of Dangerous Goods Regulations](https://www.tc.gc.ca/eng/tdg/act-menu-130.htm) (TDGR) outline the training requirements for employers and persons offering to transport dangerous goods;
- ensure all your drivers who transport dangerous goods have the required training (TDGR 6.1(2));
- ensure TDG training certificates meet the content requirement as outlined in the regulations (TDGR 6.3);
- keep a copy of each driver’s TDG certificate from the date of issue to two years after it expires (TDGR 6.6)

**Driver abstracts**

- get a current driver abstract whenever you hire a new driver (MVAR 37.29(1) (a))
  - Drivers can obtain their own abstract online at: [http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx](http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx)
    - Ensure that they request a “National Safety Code abstract” and have ICBC email it directly to you.
  - In order to be “current”, CVSE policy is that an abstract must be no more than 10 days before the employee’s hire date.
- get a new driver abstract for each of your drivers at least once every 12 months (MVAR 37.29(1)(a))
- keep driver abstracts for four years after the year they are current (e.g., if a driver’s abstract is dated 2010, you must keep that abstract through 2010 and four more years, until the end of 2014. You must do this even if the driver no longer works for you (MVAR 37.30))
In B.C., two types of driver abstracts are available, P print and N print. N print abstracts provide all the necessary information required by a commercial carrier.

- The P print is a public print to provide a record of driver penalty points (e.g., speeding, drinking and driving).
- The N print was developed for commercial carriers. They provide everything a P print does plus a record of commercial vehicle-related convictions (e.g., logbook offences, overweight or oversize violations and vehicle inspection violations).
- Both types of driver abstracts are available online at: [http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx](http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx) or by visiting an ICBC Driver Services Centre.

Below is an example of the front page of an N print driver abstract.
Carriers that need to request driver abstracts for 5 or more drivers at a time may do so by filling out a National Safety Code Abstract Request form (MV2610). This form is available online at: http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx

**Driving incident records**

Keep records of all driving incidents that involve your drivers while they work for you. Your drivers must tell you if they are involved in an accident. They must also tell you if they receive a violation ticket or are convicted of a driving-related offence. Ensure you get this information within 15 days of the event. (MVAR 37.29(2))

Keep records related to any accident your driver is involved in that results in:

- the death or injury of a human being, or
- damage to property, including cargo, that totals more than $1,000 (MVAR 37.29(c)(iii))

Keep all accident, violation and conviction reports for the year that the incident happened and for 4 more years (MVAR 37.30)

**Record Keeping - Ideas that work**

With good record keeping, you should be able to stop many problems before they occur. The following ideas can help you monitor your drivers.

**Check a current driver abstract before hiring any driver**

As part of your driver application process, have every driver provide you with a current driver abstract. It is recommended that the abstract be no more than 10 days old at the time of hire. This will ensure you have up-to-date information.

If the driver has a B.C. licence and does not have a current abstract, have them order one online at: http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx

They can have this emailed directly to you from ICBC.

If the driver has an out of province licence, you should get two sets of driving records:

- an abstract from the jurisdiction that issued the driver’s licence (the driver will have to supply this), and
- an N print to get this driver’s B.C. driving record.
Section 2: Setting Up Your Business Records – Drivers

Review every driver abstract carefully
Look closely at every driver abstract when you receive it. Ask the following:

- Have any expiry dates passed? Are any coming soon?
- Does the driver have the right class of licence to drive the vehicle you want driven?
- What, if any, violations does this driver have?
- Is the driver’s status listed as normal? If not, why not?

This careful review can let you know when something needs to be done. For example, a driver’s licence can be cancelled if a required medical exam is missed.

Remember, regulations limit how many penalties a driver may have when applying for a new class of driver’s licence. To apply for a Class 1, 2, 3, or 4 licence, a driver’s record must show:

- fewer than four tickets that carry penalty points in the past two years
- no motor vehicle related Criminal Code convictions in the past three years

Develop a recall system
Develop a system to remind yourself of important dates. This includes the dates your drivers’ licences must be renewed and the dates you need to request a new driver abstract. A form like the Driver Check Sheet below allows you to record all the dates your drivers completed training courses. Include information on when they need to renew their training. A blank copy of this form is included in Section 4: Forms and is available in the Resources for Module 2 of the NSC online training: http://www.th.gov.bc.ca/cvse/nsc-Course/resources/001.html

Remember: You must have a driver abstract that is no older than one year on file for each driver (MVAR 37.29(1)(a)). See Driver Abstracts (page 9) for information on how your driver can arrange for ICBC to email an abstract directly to you or how you as a carrier can order 5+ abstracts at a time. Start this process before the current abstract expires. You may want to put a section in your progressive disciplinary policy to alert your drivers that this needs to be done promptly.
Section 2: Setting Up Your Business Records – Drivers

Set up a separate file for each accident
Whenever anyone who drives under your NSC Safety Certificate is involved in an accident, it can be helpful to set up a new file. Some carriers prefer to put all this information in the vehicle’s file or in the driver’s file. You can choose whichever system works best for you.

Wherever you choose to file this information, make sure you include:

• a statement by the driver explaining what happened - this statement should be made as soon as possible after the accident;
• all related reports, including ones from WorkSafeBC, ICBC and police;
• photographs taken at the accident scene;
• records that show you took reasonable steps before the accident to ensure good safety (e.g. N print driver abstracts, training certificates, hours-of-service monitoring records and vehicle maintenance records);
• a copy of the driver’s logbook pages for the current day plus 14 days before the accident; and
• statements from witnesses at the accident.

Keep careful records of everything that has anything to do with the accident. This can help you enormously if the accident results in a trial or hearing.

Check each driver’s history of accidents
Before hiring a driver, get the driver to provide an accident claim history. They can do so online by going to:
http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx
and having the report emailed directly to you.

Create a separate file for each driver
Creating a separate file for each driver will help you find information when you need it. It will also help you protect your drivers’ privacy. Include in each driver’s file:

• a copy of the driver’s licence
• a current driver abstract (including the past copies that have been submitted and kept for the current date plus 4 years (MVAR 37.30)).
• roadside inspection reports - driver related
• Notice and Orders - driver related
• violation tickets
• accident reports
• the driver’s job application
  o this should include information about the driver’s experience and skills
  o you should also include notes on how you checked the information you were given
• records that show what training programs the driver has taken or needs to take (e.g., logbook, hours of service, defensive driving, first aid, load security or trip inspection training)
• Transportation of Dangerous Goods (TDG) records and certificates (if applicable)
• driver’s signed and dated acknowledgement of company’s policies regarding NSC regulations
• record of any disciplinary actions

If an accident occurs, photographs are usually the best way to document what happened. Encourage your drivers to take pictures using the camera on their phone or consider supplying a disposable camera for the vehicle.

Check carefully before hiring a driver. Call past employers. It is easier to not hire a problem driver than it is to fire one later.
Section 2: Setting Up Your Business Records – Drivers

Keep good records of your driver’s history and training. If you have a problem with a driver, your records will tell you whether that driver needs more training.

Create a detailed safety plan and share it with your employees

A detailed safety plan can help you operate more safely. It can also help you meet your NSC obligations. As you work on your manual, show it to your drivers, lease operators and other employees. They are more likely to follow your safety policies if you clearly tell them what those policies are. The following are some suggested topics for you to include in your policy manual:

- **Company Policy**
  - Hiring policy for drivers
  - Monitoring process for driver performance
  - Monitoring process for hours of service
  - Monitoring process for trip inspection
  - Monitoring process for vehicle maintenance
  - Monitoring process for dangerous goods (if applicable)
  - Employee signature and date in agreement with the policy

- **Driver Policy**
  - Driver licensing
  - Obtaining driver abstracts (N print) at least every 12 months
  - Handing in violation tickets, Notice and Orders, roadside inspections and accident reports
  - Hours of service
  - Disciplinary policy
  - Driver signature and date in agreement with the policy

- **Vehicle Maintenance**
  - Schedule of maintenance
  - Check sheets for each schedule
  - Trip inspection report

- **Dangerous Goods/Required Certificates**
  - Defensive driver training certificates
  - First aid training certificate
  - Transportation of Dangerous Goods training certificates

When operating out of province, be prepared for things to have different names. Notice and Order is a term used only in B.C. It is the name given to the form an inspector or police officer uses to tell a driver to do a specific thing.

For more information on developing a comprehensive safety plan, a copy of the NSC Safety Plan Guidelines can be found online at: [http://www.cvse.ca/national_safety_code/pdf/NSC_Safety_Plan_Guidelines.pdf](http://www.cvse.ca/national_safety_code/pdf/NSC_Safety_Plan_Guidelines.pdf)
Have each driver sign a statement that lists their responsibilities

Develop a statement that lists everything you expect from your drivers. Give a written copy to each of your drivers. Have them read and sign it. This will help them understand the safety practices you expect them to follow. File a copy of this signed statement in the driver’s individual file and give a copy to the driver who signed it.

In your statement, include a section that explains what you think a poor driving record is. This section should also explain how you may discipline a driver who has a poor driving record and how you may discipline a driver who gets involved in an accident that could have been avoided.

What you include in your list of responsibilities will depend partly on the size of your business. It will also depend on the type of work you do. If your carrier business involves carrying passengers, you may want to include a section on dealing with passengers. If you transport dangerous goods, policies on this should be included. If you have less than 5 drivers, the drivers will have to supply their N print driver abstract every 12 months themselves. This can all be included on the list of responsibilities that you supply to your drivers.

The following are some things you might tell your drivers you expect them to do:

- know where the registration and inspection papers are for the vehicle they drive
- complete a trip inspection report before operating your commercial motor vehicle each day and again at the end of the day
- turn in trip inspection report within 20 days of the date it was done
- immediately report any vehicle defects and have repairs done before driving that vehicle
- ensure their vehicle’s brakes are always properly adjusted
- keep logbooks up-to-date, completely filled out and easy to read
- turn in the original of each daily log within 20 days
- follow all hours of service regulations for drivers of NSC vehicles
- understand that it is dangerous to drive when tired
- report to the dispatcher each day before they start their shift - tell the dispatcher how many hours they spent working and how many hours they spent resting the day before
- turn in a copy of each violation ticket, Notice and Order and roadside inspection report within 15 days
- immediately report any accidents, convictions and violations
- ensure their vehicle’s load is secure
- understand that using alcohol or drugs is not acceptable whenever they control a vehicle operating under your NSC Safety Certificate
- report any driver suspension they receive
- provide a current driver abstract at least annually from the date of hire
- carry only authorized passengers
- ensure their TDG certification is up to date
Hours of Service
As a carrier, you are responsible for ensuring your drivers obey the hours of service regulations. Drivers of almost all NSC vehicles must follow these rules.

Your obligations are to:

- understand the hours of service rules – these are found in Division 37 (Part 3) of the Motor Vehicle Act Regulations (MVAR);
- ensure your drivers do not drive for longer periods than legally allowed;
- ensure your drivers get the rest periods they are required to have;
- keep accurate records that show your drivers are working within the legal limits; and
- ensure your drivers who travel into other provinces or territories know and follow the federal hours of service regulations.
  - these are found in the federal Commercial Vehicle Drivers Hours of Service Regulations at: http://laws-lois.justice.gc.ca/eng/regulations/SOR-2005-313/

Some commercial vehicles are exempt from the hours of service legislation. For example, non-passenger commercial vehicles with a licensed gross vehicle weight less than 11,795kg are exempt if they do not go outside of B.C. Other commercial vehicles that are exempt from the hours of service legislation are listed in the MVAR Section 37.11 (also see page 25 for more information).

You and your drivers are equally responsible for working within the hours of service rules. As a carrier, you are responsible for setting up practices that ensure your drivers follow these rules.

On-duty
On-duty time begins when a driver begins to work or when a carrier requires a driver to be ready to start work, includes any driving time, and ends when the driver stops work.

The following is considered to be on-duty:

- inspecting, servicing, repairing, conditioning or starting a commercial vehicle;
- traveling as one of two drivers and not resting in the sleeper berth;
- participating in the loading or unloading of a commercial vehicle;
- inspecting or checking the load;
- waiting for the vehicle or load to be inspected;
- waiting along the route because of an accident or other unanticipated events;
- performing any work for any carrier; and
- waiting for a commercial vehicle to be serviced, loaded, unloaded or dispatched.

Learn the terms used in the hours of service regulations:

On-Duty Time: is all the time your drivers spend working for you or any other carrier

Off-Duty Time: is any time a driver is not on duty

On-Duty Driving Time: is any on-duty time a driver is at the controls of a commercial vehicle while the engine is running
Off-duty

The *Motor Vehicle Act Regulations* set minimum amounts of off-duty time for drivers:

- a driver must take 10 hours off in a day; 8 of which must be consecutive;
- a driver must take 8 consecutive hours off between work shifts;
- off-duty time other than the 8 consecutive hours may be taken in increments no shorter than 30 minutes each; and
- all drivers must take 24 consecutive off-duty hours every 14 days.

Day

A ‘day’ is a 24-hour period that begins at the hour designated by the carrier. The grids on most pre-printed log pages run from midnight to midnight. Each ‘day’ is independent and there are certain on-duty, off-duty and driving limits for each day:

- minimum of 10 hours of off-duty must be taken every day;
- maximum of 13 hours driving in a day; and
- no driving after 14 hours of on-duty in a day.

The start time remains the same throughout each cycle. You must ‘reset’ a cycle to change the start time.
Section 2: Setting Up Your Business Records – Hours of Service

Cycles
Drivers must keep track of their time using one of two cycles. Each cycle has a maximum number of hours of on-duty time. Drivers must choose one of two cycles:

**Cycle 1**
Drivers must not drive after completing 70 on-duty hours in 7 days.

**Cycle 2**
Drivers must not drive after completing 120 on-duty hours in 14 days, and must take at least 24 consecutive hours off-duty time prior to accumulating 70 hours of on-duty time.

Reset
A cycle can be reset at any time by taking:
- 36 consecutive hours off to reset Cycle 1
- 72 consecutive hours off to reset Cycle 2

Work-shift
The work-shift is the elapsed time between 2 off-duty periods of at least 8 consecutive hours. A driver cannot drive after 16 hours of elapsed time until a driver takes at least 8 consecutive hours off-duty time. Every off-duty period consisting of 8 consecutive hours or more resets the work-shift.
Deferring off-duty time

Drivers may reduce their off-duty requirement of 10 hours by up to 2 hours providing:

- the 2 hours is not part of the 8 consecutive off-duty hours;
- the 2 hours are added to the 8 consecutive off-duty hours taken on the second day;
- the total off-duty time taken in the 2 days is at least 20 hours;
- the total driving time in the 2 days does not exceed 26 hours; and
- the logbook clearly indicates ‘Deferral - Day 1’ and ‘Deferral - Day 2’.
Sleeper berth

The same hours of service regulations for driving and on-duty apply to drivers using sleeper berths. Single drivers using a sleeper berth may split up their required off-duty time into 2 periods if:

- neither period is less than 2 hours; and
- the total off-duty time is at least 10 hours.

### Single Driver

10 Hours in a Sleeper Berth

<table>
<thead>
<tr>
<th>Time</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<td>Off-Duty Time</td>
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<td>Driving Time</td>
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<td>Total Hours</td>
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<td>10</td>
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</tbody>
</table>

Team drivers using a sleeper berth can split their required off-duty time into 2 periods, if:

- neither period is less than 4 hours;
- the periods total at least 8 hours; and
- the total off-duty time in a day is at least 10 hours.

### Team Drivers

8 Hours in a Sleeper Berth

<table>
<thead>
<tr>
<th>Time</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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</table>
Section 2: Setting Up Your Business Records – Hours of Service

Personal use exemption
Driving commercial vehicles for personal use (MVAR 37.11(g)) is not considered to be ‘on-duty’ provided that:

- the commercial vehicle is unloaded;
- the vehicle is not towing a trailer;
- the maximum distance driven is 75 km per day;
- odometer readings at the beginning and ending of personal use are recorded; and
- the driver is not subject to an Out of Service declaration.

Repositioning in order to pick up a load is not personal time.

Ensure daily logs are filled out correctly
Check the daily logs your drivers give you. Ensure that all the required information is on each page and that the supporting documents verify that the daily logs are accurate. Every log page must show, in easy-to-read writing, the following:

- correct date;
- start time if different than midnight;
- name of driver in printed letters;
- driver’s signature;
- name of the co-driver (if applicable);
- odometer reading at the beginning of the day;
- odometer reading at the end of the day;
- total distance driven by the driver during the day;
- commercial vehicle licence plate number or vehicle unit number;
- the cycle the driver is following;
- name of every carrier the driver worked with, or for, during the day;
- address of the home terminal and the principal place of business of each carrier the driver worked with, or for, during the day;
- total number of hours spent in each duty status (e.g. on-duty, off-duty, driving time and off-duty sleeper berth) - these totals must equal 24 hours;
- total amount of time spent in one location doing on-duty work other than driving (this must be shown as a continuous line on the log);
- continuous line made by drawing through each time noted on the log page - the times noted must include every time the driver’s duty status changed;
- name of the municipality or location on a highway, including the name of the jurisdiction, where each change in duty status took place;
- ‘Deferral - Day 1’ or ‘Deferral - Day 2’ in the Remarks section (only if off-duty time is being deferred); and
- odometer reading at the beginning and end of each period of personal use (if applicable).
Section 2: Setting Up Your Business Records – Hours of Service

Ensure your drivers keep their daily logs with them
All drivers who are required to keep logs must:

- be able to produce a current daily log completed to the last time a change in duty status happened (MVAR 37.16.04(b)), and
- be able to produce the current daily log and the previous 14 days of logs (MVAR 37.16.04(a)).

Ensure your drivers retain supporting documents with their logs
Drivers are required to retain supporting documents for their current trip with their daily logs. Please note that it is your obligation to ensure these documents are accurate and to retain them with the logs. These may include:

- time-stamped fuel receipts
- bills of lading and shipping documents
- accommodation receipts
- meal receipts
- customs documents
- toll payments
- interchange receipts
- payroll records
- mill slips
- copies of co-driver’s logbook (even if the co-driver is no longer with the driver)
- any other documents to support the entries in the daily log

Supporting documents must verify the information shown on the driver’s log. You must:

- get your drivers to give you their supporting documents within 20 days (MVAR 37.15.05(1));
- put these documents in your driver files within 30 days of when you receive them (MVAR 37.15.05(3)(a)); and
- keep these documents in your files for at least 6 months (MVAR 37.15.05(3)(b)).

Ensure your drivers give you all required daily logs and supporting documents
Many drivers are required to keep daily logs. These logs record how long they drive and when they rest each day. You must:

- get your drivers to give you their original daily logs within 20 days MVAR 37.15.05(1));
- monitor and review the logs to ensure compliance (MVAR 37.15.01);
- inform drivers of non-compliance, record date and details of the occurrence and document the action taken with the driver including the date the driver was notified (MVAR37.19(3));
- file all daily logs with your other records within 30 days of when you receive them (MVAR 37.15.05(3)(a)); and
- keep each of these logs in your files for at least 6 months (MVAR 37.15.05(3)(b)).

Collecting time-stamped supporting documents does more than help you meet your legal obligations. These documents, along with accurate logs, show you made a real effort to ensure safety. This could be important if your safety record is ever questioned.
Special Rules for Logging, Oil Well or Gas Well Industry

Special hours of service regulations apply to drivers who transport:

- logs (MVAR 37.15); or
- specialized equipment or materials to or from a natural gas well or oil well (MVAR 37.15.01).

Logging truck hours

The drivers of vehicles designed exclusively for transporting logs or poles may choose to operate under the following rules:

- a driver must not drive after 13 hours of driving time unless the driver has taken 9 consecutive hours of off-duty time before driving again;
- a driver must not drive after 15 hours of on-duty time or elapsed time unless the driver has taken 9 consecutive hours of off-duty time before driving again;
- a driver must not drive after 65 hours of driving time in 7 days;
- a driver must not drive after 80 hours of on-duty time in 7 days;
- a driver must take 24 consecutive hours off-duty once in every 7 days; and
- a driver must complete a logbook and include “operating under logging hours” in the remarks section of the daily log.

Drivers operating under logging hours are not permitted to defer off-duty or ‘reset’.

Oil well service

The drivers of vehicles specially equipped for the oil and gas industry are allowed the following:

- a driver must take at least 3 periods of off-duty time, each at least 24 hours long, in any period of 24 days, the periods being taken consecutively or separated by on-duty time;
- a driver must take at least 72 consecutive hours of off-duty time before returning to operate under a cycle;
- a driver must not drive after 13 hours of driving time unless the driver has taken 8 consecutive hours of off-duty time before driving again;
- a driver must not drive after 14 hours of on-duty time unless the driver has taken 8 consecutive hours of off-duty time before driving again; and
- a driver must not drive after 16 hours of elapsed time until a driver has taken 8 consecutive hours of off-duty time before driving again.

While driving under permit from British Columbia or another jurisdiction or under the provisions in Division 37, the driver is exempt from Cycle 1 and Cycle 2 and is not permitted to defer off-duty.

Waiting and standby time

Waiting time and standby time at an oil or natural gas well site or ancillary facility will be considered off-duty time, if:

- the driver performs no work during the time;
- the time is fully and accurately recorded in the daily log as off-duty time and denoted as waiting or standby time in the Remarks section; and
- the time is not included in the mandatory 8 consecutive hours of off-duty time.
Section 2: Setting Up Your Business Records – Hours of Service

Exempt from hours of service regulations
Almost every driver of an NSC vehicle is required to follow hours of service regulations. The regulations do not apply to drivers who are driving (MVAR 37.11):

- a 2 or 3 axle commercial motor vehicle that is being used for the transportation of primary products of a farm, forest, sea, or lake where the driver or his employer is the producer of the products;
- a 2 or 3 axle commercial motor vehicle that is being used for a return trip after transporting the primary products of a farm, forest, sea or lake, if the vehicle is empty or is transporting products used in the principal operation of a farm, forest, sea, or lake;
- an emergency vehicle;
- a commercial motor vehicle transporting passengers or goods for the purpose of providing relief in the case of an earthquake, flood, fire, famine, drought, epidemic, pestilence or other disaster;
- a road building machine as defined in the Commercial Transport Act, a farm tractor or an implement of husbandry;
- a commercial motor vehicle that is equipped with a mounted mobile service rig, or equipment that is directly used in the operation or the transportation of a mounted mobile service rig;
- a commercial motor vehicle within the definition of ‘commercial motor vehicle’ in Section 37.01 but for personal use if:
  - the vehicle has been unloaded,
  - any trailers have been unhitched,
  - the distance travelled does not exceed 75 km in a day,
  - the driver makes a notation in the daily log indicating the odometer reading at the beginning and end of the personal use, and
  - the driver is not the subject of an out-of-service declaration;
- vehicles and other equipment while engaged in highway or public utility construction or maintenance work on, under or over the surface of a highway while at the site of the work (but does not apply to him or her while travelling to or from that site); and
- carriers that operate in B.C. only, who have non-passenger vehicles with a licensed GVW of 11,794kg and under (MVAR 37.11.01 – Circular 03/07).

Use a logbook at all times if there is any chance you may not always qualify for an exemption. This will ensure you always have days properly recorded when you need them.

Check the MVAR Division 37.11 if you think your driver may be exempt from hours-of-service regulations.

These exceptions apply in only a few cases.
Drivers operating locally (within 160 km of their home terminal) may be exempt from filling out a daily log, but a driver is only exempt if ALL of the requirements in MVAR 37.18.01(2) are met.

According to MVAR 37.18.01(2) in order for a driver to qualify for this exception:

- the commercial vehicle must be operated within a radius of 160km of the home terminal;
- the driver must return to the home terminal each day to begin a minimum of 8 consecutive hours of off-duty; and
- the CARRIER must maintain accurate and legible records showing for each day:
  - the driver’s duty status and elected cycle;
  - the hour that each duty status begins and ends;
  - the total number of hours spent in each status; and
  - keeps these records for a minimum of 6 months.

Drivers operating under this exemption are still required to follow all other hours of service rules. The only difference is that the carrier takes responsibility for creating the hours of service records on behalf of their drivers.

A carrier’s local time records must account for every day and every duty status regardless of whether the driver was driving, off-duty or on-duty performing any other work for any carrier. Simply recording the time the driver begins and ends their workshift or the number of hours in each status during the day when the driver was working will not meet the requirements for local time records that are defined in MVAR 37.18.01(2)(c).

Many carriers find having their drivers use a modified graph grid is an easy way to ensure they are collecting all required information. Below is an example of what this record may look like:

**Record of Duty Status**

(For drivers operating within 160 km of home terminal)

<table>
<thead>
<tr>
<th>Date</th>
<th>Duty Status</th>
<th>Time</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On-Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Driving</td>
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<tr>
<td></td>
<td>Off-Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>On-Duty not driving</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Filling out the record:

1. Every hour of the 24 hour day must be accounted for.
2. Starting from the left side of the grid (midnight), draw a horizontal line within the appropriate duty status field to account for time spent in that duty status, in 15 minute increments.

3. Draw a vertical line where a change of duty status occurs.

4. Total hours spent in each of the three duty statuses at the right side of the form (must add up to 24 hours).

5. Keep the records for a minimum of 6 months.

Even if more than one municipality is involved, a driver using a graph grid to record local hours of service may “bundle” short periods of driving time interrupted by short periods of on-duty time (Bulletin #4-2008).

The following items, if applicable, must be recorded in the remarks section:

- deferral of off-duty time (48 hour averaging);
- the driving time when the driving period is extended or off-duty time is reduced because of an unforeseen adverse driving condition or an emergency; and
- odometer readings at start and end of personal use (not to exceed 75km).

Just like a log book, local hours of service records must account for every day and every duty status regardless of whether the driver is driving, on-duty (e.g. working in the office or yard for any carrier), or off-duty.

**Hours of Service - Ideas That Work**

These ideas can help you ensure your drivers are working within the hours of service requirements and help ensure you fulfill your legal obligations.

**Spend sufficient time communicating hours of service policies**

Ensure your drivers and dispatchers know the hours of service (HOS) regulations that apply to them. Include the hours of service rules in your policy manual. Ensure the rules are written in clear, easy-to-understand language. Share your manual with your drivers and dispatchers. Keep records of all hours of service training your employees receive.

**Develop and write out your disciplinary program**

Give copies of your disciplinary program to your drivers and dispatchers. Use this program to discipline individuals who do not follow hours of service requirements. This program should also be used to address any other area of non-compliance (e.g. violation tickets, incomplete pre-trips).

Following an effective disciplinary program allows you to demonstrate that you have taken the “immediate remedial action” required under MVAR 37.19(2). It also helps you ensure that your drivers understand the importance of operating safely and in compliance with the regulations. Meaningful training and progressive discipline could include:

- a certificate training course
- reinforced direction noted in writing on the driver’s file, and
- a progressive company policy, for example:
Section 2: Setting Up Your Business Records – Hours of Service

- First infraction = verbal warning with notation on driver file
- Second infraction = written warning with training
- Third infraction = written warning with 3 day suspension
- Fourth infraction = written warning with longer suspension up to and including termination
- Serious infractions (theft/drugs/alcohol) = immediate dismissal

No matter what kind of progressive disciplinary action is used, make sure you must have the driver acknowledge the training or disciplinary action with their signature and the date of the action or training.

At the same time, you may wish to develop a driver recognition program. Use this to reward drivers who carefully follow the policies and regulations.

**Implement a system for monitoring your drivers’ hours**
A simple system can help you monitor your drivers’ on-duty, driving and off-duty times. You’ll need this if you are to keep good records. This type of system is important for all carrier businesses, even if you have only one driver or whether or not your drivers use logbooks each day.

**Name one person to receive driver updates**
Give your dispatcher the responsibility of getting regular updates from all drivers. Requiring regular and thorough updates will:
- help you know your drivers are following the rules, and
- help your drivers get into the habit of providing thorough updates on time.

**Use a log or spreadsheet to monitor your drivers’ hours of service**
Use a simple printed form or a computer spreadsheet to monitor your drivers’ hours of service. Drivers must tell you the number of hours in each status; driving, on-duty and off-duty. Your dispatcher must listen for updates that report too much time spent driving or on-duty. When this happens, the dispatcher must be prepared to ask questions. This will help ensure your drivers are in compliance with the hours of service regulations.

The Cycle 1 HOS Worksheet (available at: [http://www.th.gov.bc.ca/cvse/hours_of_service.htm](http://www.th.gov.bc.ca/cvse/hours_of_service.htm)) is an example of a form that can help you keep track of your drivers’ cumulative hours of service. The drivers may also use this form to keep track of their own cumulative hours. All the information required to complete the Cycle 1 HOS monitoring log can be found in the driver’s logbook.

If your driver calls the person recording this information every 24 hours, this form can help you keep track of:
- the total number of hours the driver was on-duty in the last 24 hours (see the column headed “Total On-Duty Hours”), and
- the cumulative total for the cycle.
Vehicle Records

You are responsible for all vehicles that operate under your NSC Safety Certificate. You may own, rent or lease some, all, or none of these vehicles. You may use lease operators. However your business operates, you are responsible for the maintenance and use of these vehicles. You are also responsible for any vehicles towed as part of your carrier business.

You must ensure every vehicle operating under your NSC Safety Certificate is properly maintained. Proper maintenance is the best way to ensure that only safe vehicles are operating on our highways.

As a carrier, the Motor Vehicle Act Regulations (MVAR) require you to:

Keep all manufacturer recall notices
Recall notices are available on the Transport Canada Web site (www.tc.gc.ca) and from vehicle manufacturers. You must:

- keep a copy of all manufacturer recall notices that affect vehicles operating under your NSC Safety Certificate (MVAR 37.29(1)(c)(ii));
- keep all records that show these defects have been corrected; and
- keep all these files for the current calendar year plus another 4 years.

Keep all vehicle inspection, maintenance and repair records
Having all your inspection, maintenance and repair records well organized will help you make sure that you are addressing anything that might impact the safe operations of your vehicle in a timely and proactive fashion.

- keep the current Commercial Vehicle Inspection Program (CVIP) report in the vehicle. (MVAR 25.13(4));
- keep all vehicle inspection reports for all vehicles that operate under your NSC Safety Certificate (MVAR 37.29(1)(c)(i));
- keep records of all repairs done and parts replaced because of an inspection report (MVAR 37.29(1)(c)(i));
- keep the last 3 years of all of these records for each vehicle that operates under your NSC Safety Certificate (MVAR 25.18(1));
- keep all records for at least 6 months after you no longer have the vehicle (MVAR 25.18(1)); and
- keep any safety plans and any scheduled maintenance plans (MVAR 37.29(1)(d)).
Section 2: Setting Up Your Business Records – Vehicle Records

Maintain, inspect and repair all vehicles according to the regulations
Division 37 of the MVAR requires you to maintain, inspect and repair your vehicles. The standards for how you must do this are found in Division 25 of the MVAR.

Ensure CVIP inspections are done when necessary on all vehicles that operate under your NSC Safety Certificate (MVAR 25.01(2)). In general, CVIP inspections must be done on all:

- taxis and limousines - every 6 months
- buses - every 6 months
- vehicles that have a licensed GVW of more than 8,200kg
  - every 12 months if between 8,200kg and 17,300kg
  - every 6 months if over 17,300kg
- trailers and semi-trailers - every 12 months
- dump and logging trailers - every 6 months

These are general guidelines. Review MVAR Division 25 - Vehicle Inspection and Maintenance for further information.

An inspector or police officer may issue a Notice and Order at any time to require a vehicle to have a CVIP inspection (MVAR 25.03(1)).

Establish a maintenance program
Keep check sheets that are applicable to the make, model, year and style of your vehicles. Establish a schedule for maintenance of the vehicles, as per the manufacturers’ recommendations. Ensure that all items checked during a pre-trip inspection are also checked during your regular maintenance.

Ensure trip inspections are done properly
A complete trip inspection must be done on every vehicle before its first trip each day. A post-trip inspection must be done at the end of the final trip of the day. The driver can do this inspection, or you can designate someone else to do it (MVAR 37.23(2)).

All commercial motor vehicles must be trip inspected each day, but the following vehicles do not require a written trip inspection report:

- 2 axle vehicles with a licensed GVW under 14,601kg,
- commercial motor vehicles rented for a single trip; or
- emergency vehicles.

Taxis do not need a written trip inspection report as long as the driver is required to immediately notify the carrier of defects found in the trip inspection or defects that come to the driver’s attention while operating the taxi (MVAR 37.23(1)(d)).

All buses require written trip inspection reports.

As a carrier, you are responsible for ensuring:

- proper trip inspections are done on each vehicle every day it is used (MVAR 37.22(3)),
- a trip inspection report, if required, is properly completed before the vehicle is driven each day and at the end of the last trip of each day (MVAR 37.22(6)), and
- any defects impacting the safe operation of the vehicle are repaired prior to use (MVAR 37.26).
Section 2: Setting Up Your Business Records – Vehicle Records

A properly completed written trip inspection report must provide specific information (MVAR 37.23(4)). Each report must include:

- the licence plate or unit number for the vehicle and/or trailer;
- the date of the inspection;
- the signature of the driver or other person making the report;
- a statement that no defect was discovered, should that be the case;
- a statement about any defect that may affect the operation of any of the following (MVAR 37.22(2)):
  - service brakes, brake adjustments, including trailer connections,
  - parking brakes,
  - steering mechanism,
  - lighting devices and reflectors,
  - tires,
  - horn,
  - windshield wipers,
  - rear-view mirrors,
  - coupling devices,
  - wheels and rims,
  - emergency equipment, or
  - load securement device; and
- a statement about any defect, other than those listed above, that may affect the safe operation of the vehicle.

The following illustration shows a trip inspection report in which no defects have been found.

Carry a copy of the applicable inspection schedule in each vehicle. Some Canadian jurisdictions are regulating this requirement July 1, 2007.
Section 2: Setting Up Your Business Records – Vehicle Records

**Take appropriate action on all defects found during trip inspections**
If defects are found during a trip inspection, you or your agent (who may be the driver) must either:

- correct the defects and sign the report to say this correction was done (MVAR 37.26 (a)), or
- sign the report to certify that the defect did not need to be corrected for the safe operation of the vehicle (MVAR 37.26 (b)).

**Ensure you get all required trip inspection reports**
When required trip inspections must be done on vehicles that operate under your NSC Safety Certificate, you must:

- ensure you get all trip inspection reports within 20 days (MVAR 37.25);
- file these reports with your other records within 30 days (MVAR 37.27(2));
- keep all trip inspection reports for at least 3 months (MVAR 37.27(1)).

**Vehicle Maintenance - Ideas That Work**

**Set up a recall system to track when CVIP inspections are due**
Set up a simple system to remind yourself when CVIP inspections are due. You are responsible for making sure these inspections are completed prior to the expiry date of the vehicle’s current CVIP inspection.

**Set up a system to remind yourself of each vehicle’s scheduled maintenance**
Decide on a regular maintenance program for each of your vehicles. Schedule each maintenance visit according to a set number of kilometers driven, and/or time passed.

The schedule for your vehicle’s preventative maintenance should not be built around the dates when a CVIP inspection is required. The vehicle manufacturer’s recommended maintenance plan is a good starting point to ensure your vehicles are properly maintained. Regular, routine maintenance of all items covered in your pre-trip inspections (MVAR 37.22(2)) will help avoid potentially costly or unnecessary delays on the road and will help ensure your vehicles are always ready to be dispatched.

**Train employees and drivers to inspect and maintain vehicles**
Develop a written maintenance program. Include in your program a way to check whether people are following the program. Provide copies to each of your employees and drivers.

Provide training to be sure your employees and drivers know how to inspect and maintain the vehicles that operate under your NSC Safety Certificate.

Ensure your employees know how to conduct proper pre and post trip inspections. Ensure they also know how to properly complete a trip inspection report.

Follow-up with any necessary disciplinary action if a driver fails to complete a proper pre and post trip inspection, including completing and submitting the report.
Section 2: Setting Up Your Business Records – Vehicle Records

Keep thorough and organized records for each vehicle in your fleet

Include the following in a separate file for each vehicle:

- a copy of the vehicle’s registration;
- any manufacturer’s recall notices;
- evidence that any repairs required by a recall were done;
- trip inspection reports;
- a maintenance record that shows both regularly scheduled maintenance and extraordinary repairs;
- a copy of the vehicle’s current CVIP inspection report showing that the vehicle is operating with a valid inspection certificate - include all records of repairs that had to be done if the vehicle did not pass the current inspection the first time;
- a copy of any roadside (CVSA) inspection reports - include records of all repairs that had to be done as a result of those inspections; and
- a copy of any Notice and Order that required repairs for the vehicle.

There are three boxes on a Notice and Order. The action you, or your driver, must take will depend on which box the officer has checked.

Box 1: This vehicle must not be driven. It must be towed and stay off the highway until it meets the requirements of the Motor Vehicle Act. It must pass a CVIP inspection before it will be allowed back on the road.

Box 2: This vehicle must be taken promptly to an inspection facility and must pass a CVIP inspection within 30 days.

Box 3: The defect found must be repaired within the timeline that the officer indicates on the notice and order.

Maintaining your vehicles on a regular basis and ensuring every vehicle has detailed pre-trip and post-trip inspections completed will help you ensure that your vehicles can travel safely and efficiently and will help you meet your customer’s expectations.
Use one form to record all maintenance and repairs for each vehicle

Carefully record all repairs for each vehicle you are responsible for. This will help you ensure your vehicles are being properly maintained. The following form can help you be certain you are collecting all the information you need. A blank copy of this form is included in Section 4: Forms and is available in the Resources for Module 4 of the NSC online training: http://www.th.gov.bc.ca/cvse/nsc-Course/resources/001.html.

The information you put in the Date and Odometer columns will tell you when each repair was done. Your NSC vehicles should receive regular maintenance.

Filling in the ‘Invoice #’ column will help you track which repair invoices belong to this vehicle, since you may not want to keep invoices in the vehicle’s file. Recording each invoice number on a form like this gives you a record for your vehicle file. Then the invoice can be filed somewhere else, such as your accounts payable file.

However, during a compliance review or audit a Carrier Safety Inspector will request to see your repair invoices. You must ensure that your invoices are readily available.

Set a specific length of time for the records you will collect in each vehicle maintenance file. For example, decide that during a set 12 month period all invoices, CVSA, CVIP and other related records for one vehicle will be kept in one file. At the end of that 12 months, open a new file for the next year’s records. This will keep your files a manageable size. It will also make it easier when you need to find a certain record.
Section 2: Setting Up Your Business Records – Vehicle Records

The above illustration is an example of a Vehicle Maintenance Form being used by a carrier. A blank copy of this form is included in Section 4, Forms, for you to copy and use.

Note 1: January 31, repairs were completed. A Notice and Order was issued the day before (Jan. 30) to the driver of unit #101 and was the reason these repairs were done when they were. This may be a good time to see if your driver is completing thorough pre-trips. Check the pre-trip forms to see if the driver recorded any defects that should have been repaired sooner or if something was missed that could have prevented the notice and order. If necessary, follow your progressive disciplinary policy to address the concern with your driver.

Once all the information is recorded on the above form, you can file the invoice with the Notice and Order or with other invoices. Keep the Vehicle Maintenance Form in the vehicle’s file.

Note 2: March 9, this vehicle was given regular “A” Service maintenance. For this vehicle this type of service is done every 20,000 kilometres. An in-house shop mechanic (Pete) did a safety check, changed the oil and greased the vehicle. There is no invoice number because only shop supplies were used.

Include all service done at regular intervals on your vehicle’s Vehicle Maintenance Form.

Note 3: March 31, the vehicle was inspected for its 6-month CVIP inspection. It failed conditionally. CVIP report #884326 is noted because even failed semi-annual inspection reports must be kept. When repairs were done, the invoice number was recorded.

Staple the invoice, or a photocopy, to the CVIP report.

Note 4: April 2, JH Motors re-inspected this vehicle and it passed. The Repairs column lists the CVIP report number and the decal number.
Other Safety Requirements

Some of the following regulations apply to all, or most, carriers. Others will apply to you only if you do a specific type of business.

You must know the regulations that apply to your vehicles and the loads your vehicles carry. These regulations include:

Every NSC vehicle must be identified

Every vehicle operating under your NSC Safety Certificate must be properly identified. Before operating for the company, every vehicle that requires a NSC Safety Certificate must be registered under your certificate number with ICBC (MVAR 37.072). Ensure the proper NSC Safety Certificate number and name is on the vehicle’s registration.

You must also identify each of your vehicles according to what type of business it is used for. The rules for identifying vehicles are found in three different sets of regulations: the Motor Vehicle Act Regulations (MVAR), the Commercial Transport Regulations (CTR) and the Passenger Transportation Regulations (PTR). Depending on your business, you must:

• ensure the name that appears on your NSC Safety Certificate is clearly displayed on both sides of each of your vehicles in letters no less than 5cm high (MVAR 37.071); and
• ensure your NSC Safety Certificate number and your Passenger Transportation licence number are on each of your vehicles’ registrations if you operate under a Passenger Transportation licence.

Transportation of Dangerous Goods (TDG) requires special training

You must follow the laws contained in the Transport of Dangerous Goods Regulations (TDGR) if your vehicles carry dangerous goods. The regulations require you to:

• ensure all employees who are involved in shipping dangerous goods are properly trained and certified (TDGR 6.1(2));
• ensure proper documentation is complete and correct (TDGR 3.5);
• ensure proper documentation goes with the shipment (TDGR 3.2);
• know where shipping documents must be when dangerous goods are being transported, transferred or delivered (TDGR 3.10, 3.7);
• be able to produce paper copies of your dangerous goods shipping document upon request (TDGR 3.11(2));
• know the proper means of containment required for the transport of dangerous goods (TDGR 5.1);
• ensure that the proper safety marks are displayed on the means of containment for dangerous goods (TDGR 4.1);
• know when to report a release or anticipated release of dangerous goods (TDGR 8.2);
• know what information is to be included in an emergency report regarding dangerous goods (TDGR 8.3);
Cargo insurance is required for most carriers
If you are paid to transport any goods, you must carry cargo insurance. There are a few exceptions to this rule and they are listed below. You must be able to produce a copy of your cargo insurance policy or certificate if an authorized person requests it (MVAR 37.48). The amount of insurance you must carry depends on how much weight your vehicle is licensed to carry.

You do not need to have cargo insurance if you carry any of these goods (MVAR 37.48(2)):

- water and snow,
- milk and cream in bulk or in containers being transported between farms and dairies,
- petroleum products in bulk or bituminous construction materials in bulk,
- logs, poles, piles, ties, shingle bolts, mine props, rough sawn lumber and fence posts,
- fuel wood, sawdust, hog fuel, pulp chips and Christmas trees,
- coal, ore and ore concentrates in bulk,
- earth, rock, gravel and sand in bulk and unset cement mix,
- grain in bulk and grain screenings,
- hay (baled or loose), fresh or dried fruits and vegetables, turf and peat,
- fertilizers, animal manure or refuse, or
- stumps and debris from demolished buildings.

All bills of lading must include certain information
You are responsible for ensuring your bills of lading include all the following information (MVAR 37.39):

- name and address of the shipper;
- date of the shipment;
- originating point of shipment;
- name of originating carrier;
- names of connecting carriers, if any;
- name and address of the receiver;
- where the shipment is going (if different from address of receiver); and
- weight, description and particulars of the goods in shipment.

A bill of lading must also contain the following:

- space to write whether the goods were received in apparent good order and condition;
- space to write the declared value of the shipment;
- space to tell whether transportation charges are prepaid or to be collected at delivery;
- space to note any special agreement between the consignor and the carrier;
- a conspicuous statement of anything that limits a carrier’s liability (e.g.; a term or condition of the carrier’s applicable schedule of rates, an agreement with the consignor); and
- a statement of notice of claim of the specified conditions of carriage.
Section 3: Contacts and Additional Information

This section provides information to help you learn more about the commercial vehicle industry. It also provides contact information for related programs, lists of publications you may find helpful, and links to acts and regulations with which you need to familiarize yourself.

NSC Safety Certificate applications

You can learn more about the application process or apply for an NSC Safety Certificate online at the Commercial Vehicle Safety & Enforcement website (www.cvse.ca) and follow the links to ‘National Safety Code’. You can also contact the NSC Program Office directly:

National Safety Code Office
Commercial Vehicle Safety and Enforcement
PO Box 9250 Stn Prov Govt
Victoria B.C. V8W 9J2

Phone: 250-952-0576
Fax: 250-952-0578

Email: nsc@gov.bc.ca

National Safety Code for Carriers Training

The National Safety Code for Carriers Training is a free, voluntary online course offered through the National Safety Code website. It has been designed to help you learn your responsibilities for meeting the National Safety Code in British Columbia. It provides information valuable for carries and drivers alike. You can follow the links through the www.cvse.ca website or go directly to: http://www.th.gov.bc.ca/cvse/nsc-Course/

Carrier Profile

Carrier Profile is a measurement of a carrier’s on road performance, and is comprised of a carrier’s demographic information, accident record, contravention history, and vehicle inspection history. Data contained on the profile is retrieved from numerous databases throughout the Ministry and ICBC. Data is also captured through an electronic data exchange from other Canadian jurisdictions. The overall results of NSC carrier audits are also included on the carrier profile. Regular access to the Carrier Profile provides carriers with an excellent management tool at their fingertips.

You can access your Carrier Profile online after you have obtained a BCeID user ID. Be aware that, whether your NSC is issued to your own personal name or to an incorporated company, you will need a ‘Business’ BCeID to pull your carrier profile. To register for a BCeID Business user ID, go to www.bceid.ca/register/.

Once you have your BCeID, you can access your Carrier Profile online at http://www.cvse.ca/national_safety_code/carrier_profile.htm or by following the links through the www.cvse.ca website.
Section 3: Contacts and Additional Information

Bulletins, Circulars and Notices
The offices for Commercial Transport, Inspections and Standards, Compliance, Education & Policy, and the National Safety Code program provide access to bulletins, circulars, notices and forms through the www.cvse.ca website by selecting “What’s New” in the links section. These valuable resources help to provide clarity on regulations and updates on program changes.

Weigh2GoBC
Weigh2GoBC is a network of Weigh-in-Motion (WIM) and Automatic Vehicle Identification (AVI) technologies designed to enable more efficient movement of commercial vehicles through the province. Once a commercial vehicle has been initially checked at a Weigh2GoBC enabled station, it can be given a bypass at all subsequent inspection stations for up to the next 12 hours.

Please contact our Weigh2GoBC Administrator at W2GOADMIN@gov.bc.ca or call 250 953-4001 to find out how to register. Additional Weigh2GoBC program information is available on the internet at: www.Weigh2GoBC.ca

Premium Carrier Program
The Premium Carrier Program is a recognition program initiated in partnership with the BC Trucking Association (BCTA). It is based on the premise that sound driving practices lead to safer highways and more competitive businesses. The Premium Carrier Program is intended to enhance road safety by recognizing and rewarding those carriers who show exceptional commitment to safety and to showcase their best practices as examples for other carriers.

The Premium Carrier Program reflects both the Ministry’s and BCTA’s solid commitment to promoting safety. Additional program information and information on how to apply is available online at: http://cvse.ca/PremiumCarrier/index.htm.

Driver abstracts
There are two ways to obtain the “N” print abstracts necessary for your drivers.

First, your drivers can order their own abstracts free online at: http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx or by visiting an ICBC Driver Services Centre. The online version can be emailed directly to you.

Second, carriers that need to request driver abstracts for 5 or more drivers at a time may do so by filling out a National Safety Code Abstract Request form (MV2610). A copy of this form is online at: http://www.icbc.com/driver-licensing/getting-licensed/Pages/fleet-operators.aspx

Mail or fax your completed form(s) to the address or phone number shown at the top of the form.
Section 3: Contacts and Additional Information

**Commercial vehicle permits**
The Provincial Permit Centre (PPC) can assist you with obtaining oversize and overweight permits, non-resident commercial vehicle permits, motor fuel tax permits, and highway crossing permits. Staff at the PPC is available from 6:00 am to 10:00 pm PST March to November and 5:00 am to 9:00 pm PST November to March, at 1-800-559-9688. This number is toll free for callers anywhere in Canada or the United States.

Some permits may also be obtained online through onRouteBC: [https://onroutebc.gov.bc.ca/](https://onroutebc.gov.bc.ca/)

More information about permits and links to applying online can be found at: [https://onroutebc.gov.bc.ca/#contactus](https://onroutebc.gov.bc.ca/#contactus)

General inquiries about permits and extra-ordinary loads are best addressed via email to Commercial.Transport@gov.bc.ca.

**Commercial Vehicle Tipline**
Call the Commercial Vehicle Tipline if you have concerns about unsafe buses, taxis or trucks. Before calling, please note information that identifies the vehicle, the time, the location and the safety concern you have.

Tips may be left anonymously.

Accessible 24 hours a day, voicemail only, 1-888-775-8785

**Useful publications**
CVSE maintains a list of useful references and publications for commercial carriers and drivers that are available online at [http://www.cvse.ca/references_publications.htm](http://www.cvse.ca/references_publications.htm)

The following may be of interest:

- 15 Passenger Van Safety
- Your Guide to Livestock Hauling
- Vehicle Inspection Manual 2016
- Booklet 2 - Load Security
- Booklet 3 - Commercial Vehicle Inspection Program Information
- Booklet 4 - Preventative Maintenance Programs
- Booklet 5 - National Safety Code
- Booklet 6 - National Safety Code Carrier Audit Information
- Farm Vehicles On the Move
- Driving Commercial Vehicles
- Commercial Transport Procedures Manual

**Important Acts and Regulations**
Several legal acts affect your commercial carrier business. It is important that you be familiar with these acts and with their regulations. Some of these acts are federal and apply all across Canada. Others are provincial and apply only in B.C. Many regulations are similar across Canada and through parts of the United States. However, be aware whenever your vehicles drive into a different province, territory or state that some regulations may not be the same on the other side of the border. For more information, visit some of the websites listed in the Website section at the end of this section.
Section 3: Contacts and Additional Information

Provincial Acts and Regulations
Copies of any or all of these acts and regulations are available from Crown Publications and you may be able to view them at your local public library.

Crown Publications
106 Ontario Street
Victoria B.C. V8V 1M9
Phone: 250-386-4636

The following are the provincial acts and regulations you should be most familiar with:

- **Motor Vehicle Act** (MVA)
- **Motor Vehicle Act Regulations** (MVAR)
- **Commercial Transport Act** (CTA)
- **Commercial Transport Regulations** (CTR)
- **Passenger Transportation Act** (PTA)
- **Passenger Transportation Regulations** (PTR)

You can also find these acts and regulations online at: [www.cvse.ca](http://www.cvse.ca) under “Acts and Regulations”.

Federal Acts, Regulations and Standards
The federal legislation that is most relevant to carriers is:

- **Motor Vehicle Transport Act, 1987** (MVTA)
- **Commercial Vehicle Drivers Hours of Service Regulations**
- **Transportation of Dangerous Goods Act** (TDGA)
- **Transport of Dangerous Goods Regulations** (TDGR)
- **Canadian National Safety Code Standards** – these standards are free on the Canadian Council of Motor Transport Administrators’ website: [www.cmta.ca](http://www.cmta.ca)

Copies of the above federal acts and regulations are available, at a cost, by calling 1-800-635-7943, or by writing to:

Publishing and Depository Services
Public Works and Government Services Canada
Ottawa O.N. K1A 0S9

You can also find these acts and regulations on the Internet at [www.tc.gc.ca](http://www.tc.gc.ca) and at some B.C. bookstores. A list of bookstores is available at: [http://www.tpsgc-pwgsc.gc.ca/comm/publications-eng.html](http://www.tpsgc-pwgsc.gc.ca/comm/publications-eng.html)
**Dangerous Goods Head Office**

PO Box 9250 Stn Prov Govt  
Victoria  B.C. V8W 9J2  
Phone: 250-953-4032  
Fax: 250-952-0578

**CVSE Carrier Safety Inspector Offices**

You may contact a local Carrier Safety Inspector by writing or calling any of the following CVSE offices:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vancouver Island</strong></td>
<td>3rd Floor, 2100 Labieux Road</td>
<td>250-741-4361</td>
<td>250-952-4508</td>
</tr>
<tr>
<td></td>
<td>Nanaimo  B.C. V9T 6E9</td>
<td></td>
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<tr>
<td><strong>Lower Mainland</strong></td>
<td>104 - 5460 152nd Street</td>
<td>604-575-3430</td>
<td>604-575-3447</td>
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<tr>
<td></td>
<td>Surrey  B.C. V3S 5J9</td>
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<tr>
<td><strong>Interior B.C.</strong></td>
<td>300 - 1358 St. Paul Street</td>
<td>250-801-7451</td>
<td>250-712-3669</td>
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<tr>
<td></td>
<td>Kelowna  B.C. V1Y 2E6</td>
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<td></td>
<td>127 - 477 Columbia Street</td>
<td>250-371-3804</td>
<td>250-371-3848</td>
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<tr>
<td></td>
<td>Kamloops  B.C. V2C 2T3</td>
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<tr>
<td></td>
<td>129 10th Avenue S.</td>
<td>250-426-1229</td>
<td>250-426-1251</td>
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<tr>
<td></td>
<td>Cranbrook  B.C. V1C 2N1</td>
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<tr>
<td><strong>Northern B.C.</strong></td>
<td>360 - 1101 Fourth Ave</td>
<td>250-565-7286</td>
<td>250-565-7280</td>
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<tr>
<td></td>
<td>Prince George  B.C. V2L 3H9</td>
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<td></td>
<td>300 - 10003 110th Avenue</td>
<td>250-787-3337</td>
<td>250-787-3279</td>
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<tr>
<td></td>
<td>Fort St. John  B.C. V1J 6M7</td>
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Section 3: Contacts and Additional Information

**Inspection Stations**

Inspection stations (previously referred to as weigh scales) are located throughout B.C. Portable weigh scales may be found on any public road.

Inspection station hours of operation sometimes change. For current information check Commercial Vehicle Safety Enforcement website [www.cvse.ca](http://www.cvse.ca) or phone the inspection station.

The following are all permanent inspection stations. Highway signs will direct drivers to each location.

<table>
<thead>
<tr>
<th>SCALE</th>
<th>HOURS*</th>
<th>PHONE</th>
<th>FAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deas</td>
<td>Random Operational Hrs.</td>
<td>250-748-7931</td>
<td>250-748-7957</td>
</tr>
<tr>
<td>Duncan North</td>
<td>Random Operational Hrs.</td>
<td>250-774-7041</td>
<td>250-774-7042</td>
</tr>
<tr>
<td>Fort Nelson</td>
<td>8:00 A.M. - 3:00 P.M.</td>
<td>250-785-3385</td>
<td>250-785-2339</td>
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<tr>
<td>Fort St. John</td>
<td>Random Operational Hrs.</td>
<td>250-340-6803</td>
<td>250-340-6806</td>
</tr>
<tr>
<td>Haig</td>
<td>Random Operational Hrs.</td>
<td>604-869-5552</td>
<td>604-869-7103</td>
</tr>
<tr>
<td>Hunter Creek</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>250-372-8896</td>
<td>250-372-7009</td>
</tr>
<tr>
<td>Kaleden</td>
<td>Random Operational Hrs.</td>
<td>250-497-5245</td>
<td>250-497-6228</td>
</tr>
<tr>
<td>Kamloops Eastbound</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>250-372-5148</td>
<td>250-372-1499</td>
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<tr>
<td>Kamloops Westbound</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>604-869-9330</td>
<td>604-869-2968</td>
</tr>
<tr>
<td>Nordel</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>604-587-3300</td>
<td>604-587-3303</td>
</tr>
<tr>
<td>Pacific</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>604-531-9781</td>
<td>604-531-9781</td>
</tr>
<tr>
<td>Parksville</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>250-248-6514</td>
<td>250-248-8541</td>
</tr>
<tr>
<td>Prince George North</td>
<td>9:00 A.M. - 4:00 P.M. (Mon-Fri)</td>
<td>250-563-8251</td>
<td>250-563-5912</td>
</tr>
<tr>
<td>Quesnel</td>
<td>Random Operational Hrs. (AVI bypass)</td>
<td>250-991-0872</td>
<td>250-991-0827</td>
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<tr>
<td>SCALE</td>
<td>HOURS*</td>
<td>PHONE</td>
<td>FAX</td>
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<tr>
<td>Red Rock</td>
<td>7x24 (Weigh-in-motion)</td>
<td>250-330-4463</td>
<td>250-330-4509</td>
</tr>
<tr>
<td>Sparwood</td>
<td>Random Operational Hrs.</td>
<td>250-425-6221</td>
<td>250-425-0261</td>
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<tr>
<td>Terrace</td>
<td>7:00 A.M. - 6:00 P.M.</td>
<td>250-638-0781</td>
<td>250-638-0942</td>
</tr>
<tr>
<td>Tete Jaune Cache</td>
<td>7x24</td>
<td>250-566-4311</td>
<td>250-566-4663</td>
</tr>
<tr>
<td>Vanderhoof</td>
<td>7:00 A.M. - 7:00 P.M. (AVI bypass)</td>
<td>250-567-5438</td>
<td>250-567-5938</td>
</tr>
<tr>
<td>Vernon</td>
<td>6:00 A.M. - 7:00 P.M.</td>
<td>250-549-4728</td>
<td>250-549-4731</td>
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<tr>
<td>Yahk</td>
<td>Random Operational Hrs.</td>
<td>250-424-5459</td>
<td>250-424-5404</td>
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<tr>
<td>Castlegar</td>
<td>Random Operational Hrs.</td>
<td>250-365-0781</td>
<td>250-365-3729</td>
</tr>
<tr>
<td>Chetwynd</td>
<td>Self-weigh</td>
<td></td>
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<tr>
<td>Duncan South</td>
<td>Self-weigh</td>
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<tr>
<td>Midway</td>
<td>Self-weigh</td>
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<tr>
<td>Pouce Coupe</td>
<td>Self-weigh</td>
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<tr>
<td>Saanich</td>
<td>Self-weigh</td>
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<tr>
<td>South Surrey</td>
<td>Self-weigh</td>
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</tbody>
</table>

*Hours are subject to change without notice.
## Websites

Many Websites provide information of interest to commercial carriers. Some useful government and association sites are:

### British Columbia websites

<table>
<thead>
<tr>
<th>Organization</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Transportation and Infrastructure</td>
<td><a href="http://www.th.gov.bc.ca">http://www.th.gov.bc.ca</a></td>
</tr>
<tr>
<td>Commercial Vehicle Safety &amp; Enforcement</td>
<td><a href="http://www.cvse.ca">http://www.cvse.ca</a></td>
</tr>
<tr>
<td>Passenger Transportation Board</td>
<td><a href="http://www.th.gov.bc.ca/ptb/index.htm">http://www.th.gov.bc.ca/ptb/index.htm</a></td>
</tr>
<tr>
<td>Registrar, Passenger Transportation Branch</td>
<td><a href="http://www.th.gov.bc.ca/rpt/index.htm">http://www.th.gov.bc.ca/rpt/index.htm</a></td>
</tr>
<tr>
<td>ICBC</td>
<td><a href="http://www.icbc.com">www.icbc.com</a></td>
</tr>
<tr>
<td>British Columbia Trucking Association (BCTA)</td>
<td><a href="http://www.bctrucking.com">http://www.bctrucking.com</a></td>
</tr>
</tbody>
</table>

### Other Canadian websites

<table>
<thead>
<tr>
<th>Organization</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Canadian Council of Motor Transportation Administrators (CCMTA)</td>
<td><a href="http://www.ccmta.ca">www.ccmta.ca</a></td>
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<tr>
<td>Transport Canada</td>
<td><a href="http://www.tc.gc.ca">www.tc.gc.ca</a></td>
</tr>
<tr>
<td>Commercial Vehicle Safety Alliance (CVSA)</td>
<td><a href="http://www.cvsa.org">www.cvsa.org</a></td>
</tr>
<tr>
<td>Alberta provincial government</td>
<td><a href="http://www.gov.ab.ca">www.gov.ab.ca</a></td>
</tr>
<tr>
<td>Saskatchewan provincial government</td>
<td><a href="http://www.gov.sk.ca">www.gov.sk.ca</a></td>
</tr>
<tr>
<td>Manitoba provincial government</td>
<td><a href="http://www.gov.mb.ca">www.gov.mb.ca</a></td>
</tr>
<tr>
<td>Ontario provincial government</td>
<td><a href="http://www.gov.on.ca">www.gov.on.ca</a></td>
</tr>
<tr>
<td>Quebec provincial government</td>
<td><a href="http://www.gouv.qc.ca">www.gouv.qc.ca</a></td>
</tr>
<tr>
<td>Newfoundland and Labrador provincial government</td>
<td><a href="http://www.gov.nl.ca">www.gov.nl.ca</a></td>
</tr>
<tr>
<td>Nova Scotia provincial government</td>
<td><a href="http://www.gov.ns.ca">www.gov.ns.ca</a></td>
</tr>
<tr>
<td>New Brunswick provincial government</td>
<td><a href="http://www.gov.nb.ca">www.gov.nb.ca</a></td>
</tr>
<tr>
<td>Prince Edward Island provincial government</td>
<td><a href="http://www.gov.pe.ca">www.gov.pe.ca</a></td>
</tr>
<tr>
<td>Northwest Territories government</td>
<td><a href="http://www.gov.nt.ca">www.gov.nt.ca</a></td>
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<tr>
<td>Yukon territorial government</td>
<td><a href="http://www.gov.yk.ca">www.gov.yk.ca</a></td>
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<tr>
<td>Nunavut territorial government</td>
<td><a href="http://www.gov.nu.ca">www.gov.nu.ca</a></td>
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### U.S. websites

<table>
<thead>
<tr>
<th>Organization</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Insurance Institute for Highway Safety</td>
<td><a href="http://www.ihs.org">www.ihs.org</a></td>
</tr>
<tr>
<td>U.S. Department of Transportation</td>
<td><a href="http://www.transportation.gov">www.transportation.gov</a></td>
</tr>
<tr>
<td>Federal Highway Administration</td>
<td>[www fhwa dot gov](<a href="http://www">http://www</a> fhwa dot gov)</td>
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</tbody>
</table>
Section 4: Forms

Throughout this guide, you have been given samples of various forms with instructions on how to use them. In this section, you can find blank copies of the forms:

- **Driver Check Sheet**: As described in the Develop a Recall System section on page 12 of this guide. Use this sheet to track important dates concerning your drivers; training and certification.

- **Vehicle Maintenance Form**: As described in the Vehicle Maintenance – Ideas that Work section on page 32 of this guide. Use this form to help ensure your vehicles are properly maintained.

These forms are also available in the Resources section of the NSC Online Training:
http://www.th.gov.bc.ca/cvse/nsc-Course/resources/001.html
### Vehicle Maintenance Form

<table>
<thead>
<tr>
<th>Carrier:</th>
<th>Unit #</th>
</tr>
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<tbody>
<tr>
<td>Period from:</td>
<td>Period to:</td>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Odometer</th>
<th>Repairs</th>
<th>Done by</th>
<th>Invoice #</th>
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</tbody>
</table>
## Driver Check Sheet: Licence, Abstract and Training Dates

<table>
<thead>
<tr>
<th>Driver Name</th>
<th>Licence expiry date</th>
<th>Abstract required</th>
<th>Type of training (e.g., logbook, dangerous goods) and date completed</th>
</tr>
</thead>
<tbody>
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