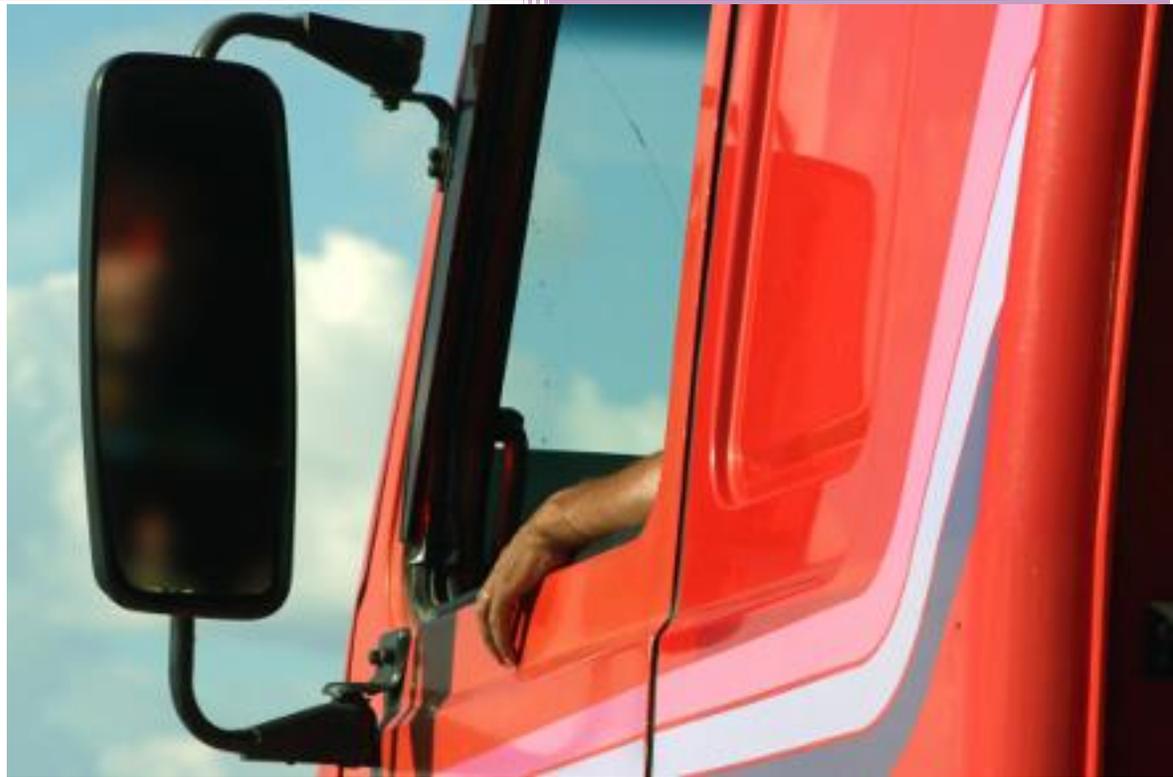


You and Your CVOR



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www.Trucks-R-Us.CA
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You and Your CVOR

What is CVOR?

Every trucking or bus company that operates in Ontario must have a **CVOR (Commercial Vehicle Operator Registration)**. Basically, it's a license to operate commercial vehicles within your company.

Just like a driver's license can accumulate demerit points, your CVOR record accumulates points as well. The MTO uses this record to monitor the safety of your company's operation.

CVOR Points

Accidents, roadside inspections and traffic violations can all cause points to be added to your CVOR record. Incidents that have a higher impact on safety will have higher point values.

There are three areas in which points are assigned to a CVOR:



Collisions:

- If one of your vehicles is involved in a collision, points are assigned based on the severity of the damage and/or injuries.
- However, if your driver was determined to not have contributed to the collision then there are no points assigned.



Convictions:

- When one of your vehicles is involved in a traffic conviction, whether it is the operator or the driver that is charged, your CVOR will have points assigned.
- Note that points are only awarded for a conviction. Simply being charged has no effect.
- This means that it is important to properly fight traffic ticket. It is important to have someone who knows how the CVOR system will be impacted on your side.



Inspections:

- During a CVIR inspection of any level, out of service defects will result in points being assigned to your CVOR.
- This is true even if they are driver related (e.g. exceeding Hours of Service allowances).

The points that you have accumulated in the past 2 years will be compared to threshold values (we'll describe them more in the [Points Threshold](#) section below).

Every province in Canada has a system that is equivalent to the CVOR system. In the provinces other than Ontario, it is known as a *Safety Certificate* rather than CVOR. Point information is shared by the various provincial ministries. That means that accidents, inspections and traffic violations in any province will be on your record.

As an operator, your goal is to minimize the points assigned to your CVOR in these areas. As you'll see below, when you accumulate points beyond a certain level, bad things start to happen.

CVOR Abstract

The CVOR Abstract is one of your most valuable tools. You can order this as often as you like. We recommend ordering it and reviewing it at least every 6 months.

The abstract will give you a summary of where your CVOR point levels are with respect to your threshold as well as a detailed listing of every collision, conviction and inspection within the past 2 years. You need to review this to ensure it is accurate.

Each incident will be listed in chronological order, the most recent first. The record may extend past 2 years, but you only need to be concerned with the most recent 2 years of data.

You should see an entry for every collision, inspection and traffic conviction. Note that traffic charges that have not been through the court system won't be on the abstract. Make sure that all the incidents are related to your CVOR. Mistakes do happen!

There should also be entries noting any changes you make to your fleet size, etc.

Facility audits are detailed in the abstract as well. And if you've received any warning letters, sanctions or rating changes, these will be listed too.

One very important thing to keep in mind. Ensure that the mileage, fleet sizes, etc. are accurate. Especially the mileage. Your fleet mileage is used to calculate the threshold values.

You may need a CVOR Consultant to help you understand the results and to get errors corrected. A consultant who knows what she is doing is a valuable asset!



Check Operator Summary

- contact info
- fleet size and mileage



Incidents

- review all incidents listed in the past 2 years
- ensure accuracy
- ensure appropriate action taken



Check Point Levels

- review your point levels in each category
- look at overall points and % of threshold

Points Threshold

Collisions and Convictions

Threshold values for collisions and convictions are calculated based on the number of km's your entire fleet travels within Canada per month. That's why it is so important to ensure that the mileage you report to the CVOR system is accurate. If you report less than you actually travel then you'll be lowering your threshold value.

Don't be tempted to inflate the value though. An audit will catch that and cause further problems. Just make sure the numbers are accurate.



There is a complicated mathematical formula that is used to calculate these threshold values, but it's not the important thing. What is important is knowing that your threshold determines how your CVOR points stack up.

Once you know the threshold values for your fleet, you have an idea of how your operation stacks up against other operations that run a similar fleet mileage.

Unfortunately, there is no distinction made between long haul mileage and city delivery mileage. So the system is a bit harder on those who have more stop and go traffic to contend with. There isn't much you can do about it except work harder at keeping your points down.

Inspections

For inspections the threshold value is based on the number of vehicles and drivers that are inspected during the time period in question. The more *units* inspected, the higher the threshold. A driver is considered a unit for this calculation. A tractor/trailer combination is considered 2 units.

Percentage of Threshold Calculations

The CVOR abstract will give you a summary of what your thresholds are during each time period in the past 2 years. Time periods are based on when you update the mileage and fleet data, so you could have a single period or several periods of varying length.

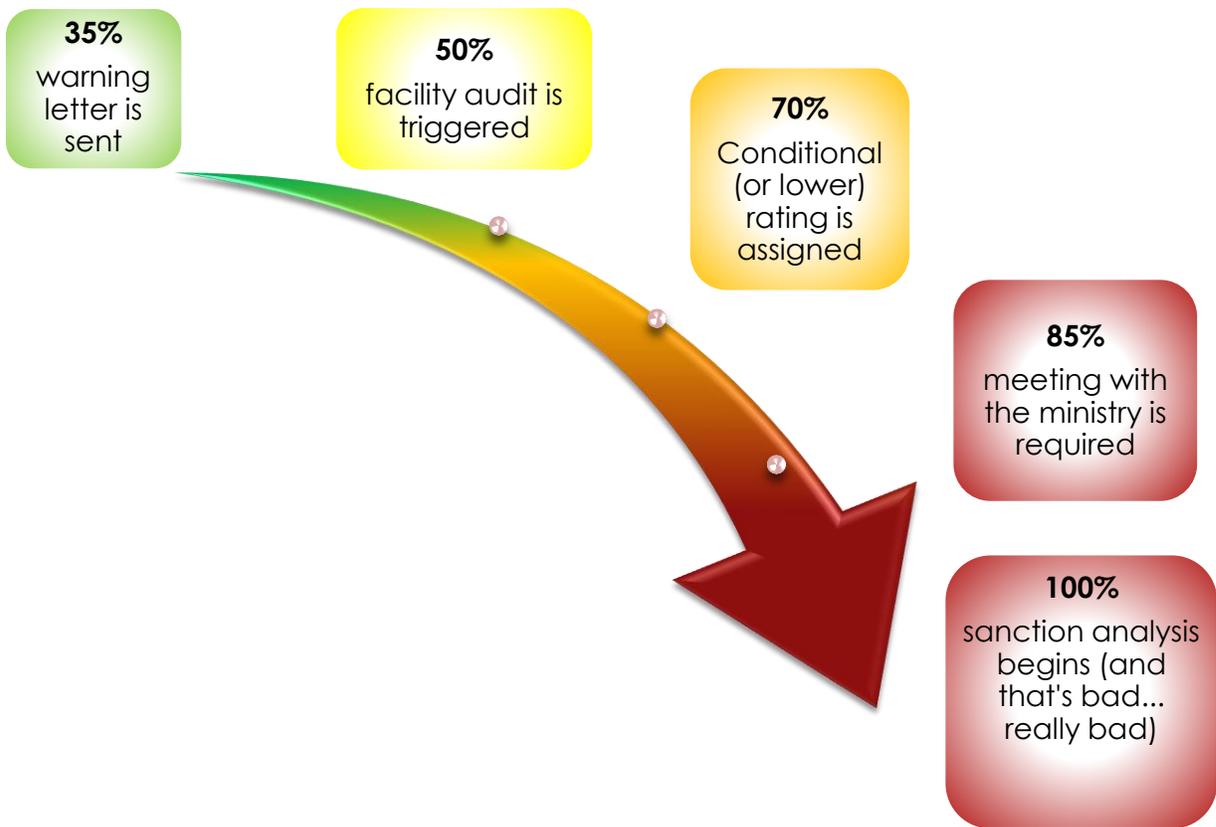
For each period, the threshold values are given as well as the points assigned during that period. Then you will have a *% of threshold* that tells you how close you are to it.

Finally, the values for all time periods are combined to create an overall percentage referred to as the *Overall Safety Violation Rate*. Points from collisions and convictions each count for 40% of the overall value. Inspection points make up the final 20%.

The following chart shows an example of this calculation:

	% thresh	% contrib
Collisions (40%)	29.46	11.78
Convictions (40%)	66.04	26.41
Inspections (20%)	18.43	3.67
Overall Safety Violation Rate		41.89

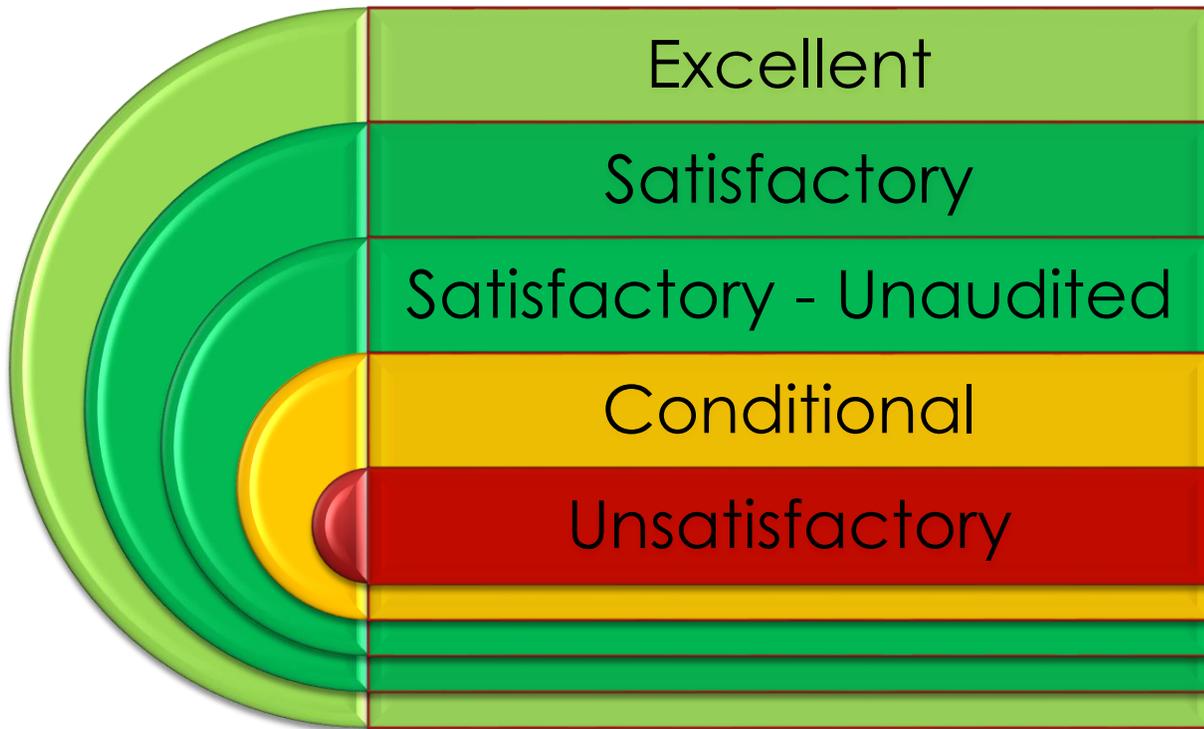
Looking at the figure below, you can see the effect that different point levels have. Your goal is to keep your total under %35. At that point, things start to happen.



CVOR Rating

Your CVOR can have one of 5 ratings associated with it. Your insurance company looks very closely at this rating. Many government or private corporations that you may wish to get contracts from will look at this rating as well.

Ratings of all CVOR holders are available to the public. Anyone can look up your rating at the MTO website. You want to make sure potential clients see that you are running a safe operation.



Obviously, you should strive for the top rating, but it is very difficult to achieve and maintain. The 5 ratings are shown to the right.

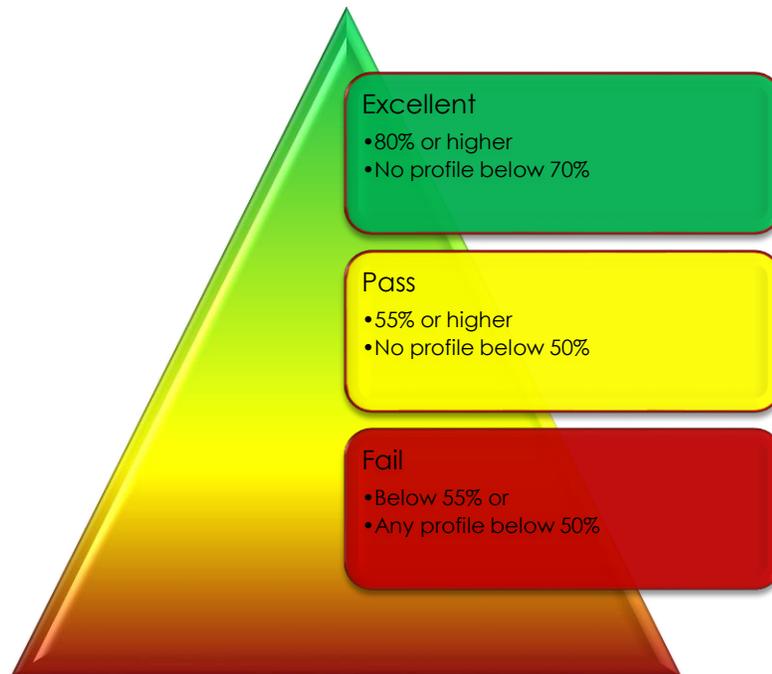
You want to ensure that you don't slip into one of the last 2 categories. That's when things start to get expensive.

Facility Audits

A facility audit can be your friend... if you're prepared for it.

An auditor from MTO will inspect your maintenance records, driver files, hours of service records and pre trip inspection reports. They will look to see that you have appropriate policies and procedures in place and that you are following them.

Scores are awarded in each of the 3 categories and a total score is calculated from there. Based on your results, the audit can have 4 outcomes.



However, if you are not prepared then a poor result can lead to a downgrading of your CVOR rating to **Conditional** or even **Unsatisfactory**.

In addition, you can have charges laid stemming from an audit for things such as falsification of logs, exceeding allotted hours or incomplete reports.

Make sure you are prepared if a facility audit comes your way.

Sanctions

This is where the rubber really hits the road. If your points exceed 100% of your threshold value then you will be liable to sanctions.

Sanctions will have a direct impact on your ability to run your business. They can include



- suspensions (weeks, months or even permanent)
- fleet limitations
- plate seizures
- safety rating downgrades

Needless to say, you don't want this!

If you receive a *Notice of Sanction* from the MTO, it will describe what sanctions are proposed and allow you a certain amount of time to appeal the sanctions.

Appeals

An appeal of sanctions is a simple process. You need send a letter to the ministry to convince them that your operation shouldn't be sanctioned. That is the hard part.

Perhaps it is as simple as an error on the CVOR record (i.e. under reported mileage).

Or maybe there was a single incident (perhaps an accident with a fatality) that has caused the threshold to be exceeded.

If you can show that you have been improving your procedures in maintenance, driver training and discipline, it will go a long way to helping your case in an appeal. But you have to show that you are serious about it.

Who Is Sylvie Nickerson?

Sylvie is a CVOR Consultant. She knows how the CVOR system works and what the MTO is expecting from trucking operations. She has 9 years of experience as an MTO Enforcement Officer (in Milton). Plus, for more than a decade she has been working as a consultant and paralegal for trucking companies.

Together with her husband, Bill, and a network of paralegal associates, she is able to provide services that will help you keep your CVOR clean.



- Paralegal services to minimize CVOR points
- Driver/operator training in:
 - Hours of Service
 - Pre-trip Inspection
 - Cargo Securement
- Facility pre-audits to see where your paperwork needs to be improved
- Appeals of sanctions
- Custom maintenance, accident reporting and driver discipline policy documents
- Custom company drivers manual

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