4.0 Carrier Profiles

The Manitoba government monitors the on-road safety performance of motor carriers and operators of regulated vehicles using a carrier's Carrier Profile. Carrier Profile is overseen by Permits & Approvals of Manitoba Infrastructure.

Carrier Profile is described in <u>National Safety Code Standard 7</u>. Manitoba assigns a safety rating to all motor carriers and operators of regulated vehicles with registered National Safety Code (NSC) vehicles (Manitoba Public Insurance issues an NSC number when a NSC vehicle is registered).

Carrier Profile tracks all roadside events (convictions, inspections, and accidents) that happen in Canada. The information on the carrier profile covers the most recent 24-month period and the carrier's performance thresholds are used to determine the carrier's safety risk.

Carrier Performance Thresholds*	Level of Intervention	Action Required
0-40%	Acceptable	No action required
41-64%	Intervention Level 1	First performance review letter sent
65-84%	Intervention Level 2	Second performance review letter sent
85%+	Intervention Level 3	Facility audit, safety plan interview and monitoring
	Administrative Intervention	Cancellation of SFC and vehicle registration and/or implement measures to limit fleet size

^{*} Carrier Performance Thresholds (also known as performance ratings) are best understood as levels at which actions are taken by Road Safety, based on an operator's recent safety history. They are determined by comparing convictions, inspections and at-fault accidents against other operators with the same average fleet size.

Safety Ratings

Manitoba assigns a safety rating to all operators of regulated vehicles with registered National Safety Code vehicles. The safety rating is based on the operator's facility audit results and its performance thresholds (see section 5.0 Facility Audits and Investigations for more information). All operators start with a rating of Satisfactory Unaudited. There are four safety ratings:

- Satisfactory Unaudited assigned to all new operators of regulated vehicles with registered NSC vehicles. An operator may remain in this category indefinitely
- Satisfactory assigned when an operator passes a facility audit and the carrier's performance ratings are less than 85 per cent at the time the audit is completed
- **Conditional** assigned when an operator passes/fails a facility audit AND the operator's performance rating is greater than 85 per cent at the time the audit is completed

 Unsatisfactory – assigned when an operator's performance has deteriorated to the point where Road Safety deems the operator an unacceptable safety risk. An operator rated as Unsatisfactory will have their registrations suspended, and are prohibited from operating regulated vehicles in Manitoba.

Confidentiality of the Carrier Profile

The information in a carrier profile is not released to or discussed with anyone, except the identified motor carrier, the motor carrier's agent (once a signed letter of release is submitted to Permits & Approvals), a police agency, a requesting province and the courts.

Public Access to Your Carrier Profile: C-SNAP (Carrier Snapshot)

The carrier Snapshot (C-SNAP) website provides free public access to safety rating information on carriers that are base plated in Manitoba. C-SNAP provides general carrier information such as a carrier's National Safety Code number, Safety Fitness Certificate information and USDOT numbers; fleet size, insurance coverage; CVSA inspection results and safety fitness rating. It does not provide any of the confidential details regarding roadside events.

The C-SNAP website is https://www.gov.mb.ca/mit/mcd/safety_monitoring/cps/snapshot.html

Access to your Carrier Profile

To access your carrier profile, please contact the Profile Analyst at 204-945-5897 to obtain your password. Once information is verified, a password will be issued and saved to your file. This same password is used to renew your Safety Fitness Certificate online. If our office is unable to confirm details, then a written/signed request for a password on official letterhead, would need to be either faxed (204) 948-2078 or emailed to our office at SFC@gov.mb.ca

Your carrier profile may be viewed at https://www.gov.mb.ca/mit/mcd/safety monitoring/cps/index.html

Your Carrier Profile Report gives you an opportunity to verify that all roadside events for your NSC number are accurate. It is also an excellent management tool that gives you a comprehensive picture of the on-road performance of your drivers and vehicles.

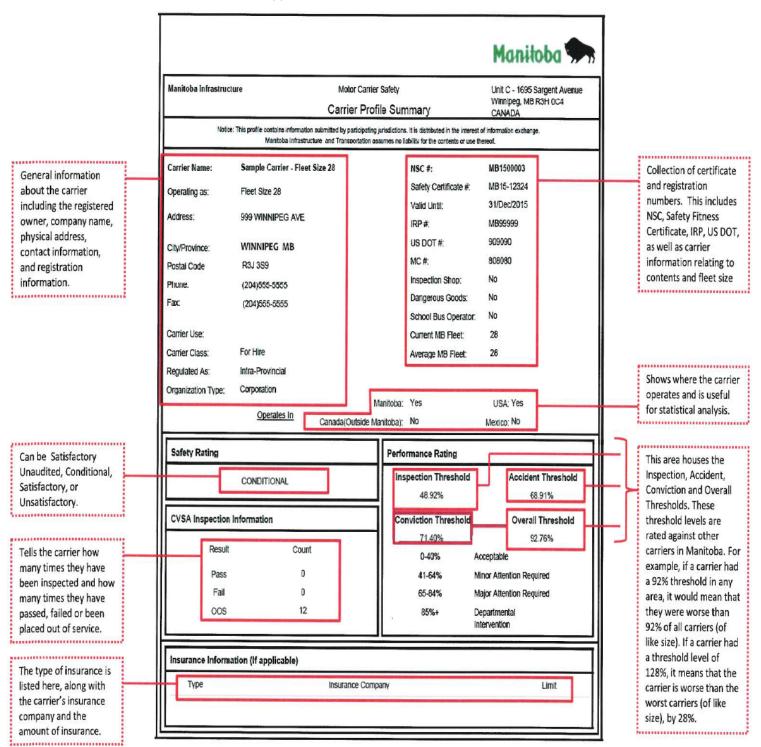
The Carrier Profile Report is made up of six parts:

- Part 1 General Carrier Information
- Part 2 Carrier Convictions
- Part 3 Carrier Convictions by Category
- Part 4 CVSA Inspections
- Part 5 CVSA Inspections by Category
- Part 6 Carrier Accidents

Visit the Carrier Profile website at the above URL to <u>login to the Carrier Profile System</u>.

Part 1 - General Carrier Information

This part of the Carrier Profile includes basic information about the carrier, such as name, address, phone and fax numbers, nature of the operation, insurance information, fleet size, etc. It also includes the carrier's SFC number, IRP number and, if applicable, United States DOT number.

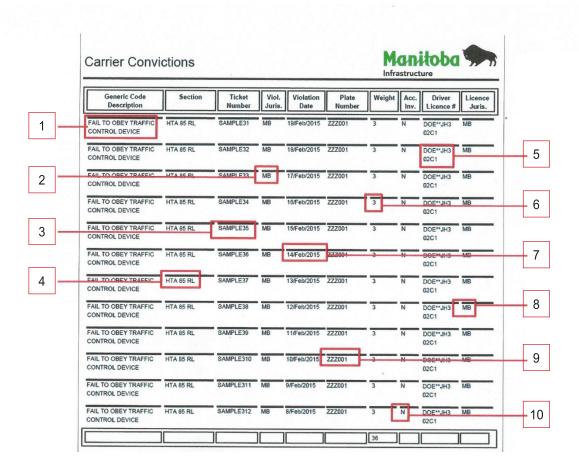


Part 2 - Carrier Convictions

Any convictions against the operator or its drivers occurring anywhere in Canada are recorded on the Carrier Profile. These may include moving violations, violations relating to load securement, hours of service and any other violations of The Highway Traffic Act. The convictions are listed in reverse chronological order, and they show the date and jurisdiction where the incident occurred, and the vehicle and driver involved.

Points are assigned for each conviction depending on its seriousness in accordance with the Canadian Council of Motor Transport Administrators (CCMTA) Conviction Equivalency Table. Some examples are:

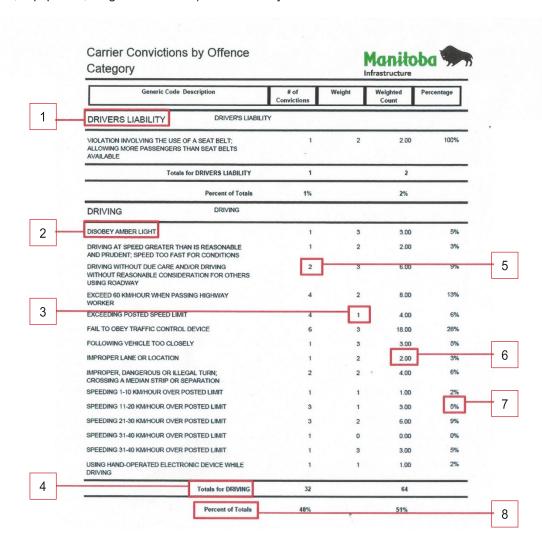
- · defective equipment on vehicle 3 points
- failure to maintain and update daily log 2 points
- · driving with a suspended license 3 points
- operation while impaired 5 points



- 1. A short summary of the conviction.
- 2. The jurisdiction where the violation occurred.
- 3. The ticket number.
- ${\it 4.} \ {\it The section of the HTA or other regulation in which the driver/operator was in violation.}$
- 5. The driver license number of the individual that was driving at the time of the violation.
- 6. How many points are going on the carrier profile as a result of the conviction.
- 7. The date on which the violation took place.
- 8. The jurisdiction in which the driver was licensed.
- 9. The license plate number of the vehicle that was either ticketed or carrying the driver that was ticketed.
- 10. Describes whether there was an investigation.

Part 3 - Carrier Convictions by Category

This part uses the same convictions as above, but they are organized by category (ex: driving, hours of service, equipment, cargo securement) rather than by date.



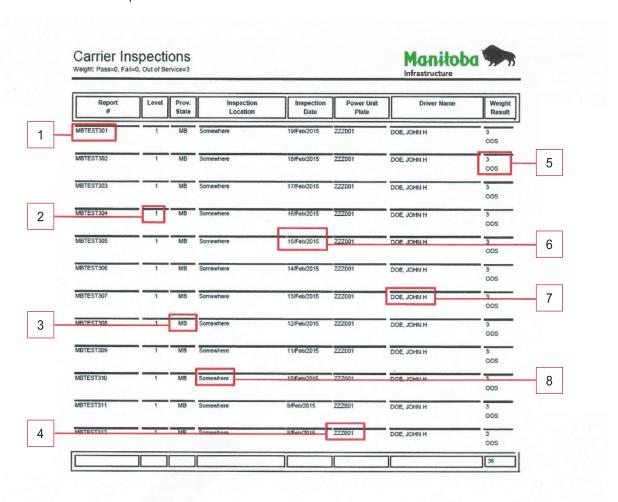
- 1. Category in which convictions are grouped.
- 2. Description of each conviction that is common to all jurisdictions. All jurisdictions use common descriptions for all convictions.
- 3. Points from 1-5 are assigned to each type of offence depending on severity. Not the same as the demerit points on an individual's driver license.
- 4. Total number of convictions and weighted points within each category.
- 5. The total of each particular conviction accumulated by all the carrier's drivers over the past 24 months.
- 6. Number of convictions multiplied by the weight of each offence.
- 7. Percentage of each conviction within that category, with the total in each category being 100 per cent. Used to calculate Performance Threshold.
- 8. Percentage of total convictions represented by that category. Cumulative total across all categories is 100 per cent.

Part 4 - CVSA Inspections

Commercial Vehicle Safety Alliance (CVSA) inspections may be conducted anywhere in Canada, the United States and Mexico. All carriers and their drivers are subject to inspections. Inspection results from Canada are recorded on the Carrier Profile.

CVSA Inspections are assigned points as follows:

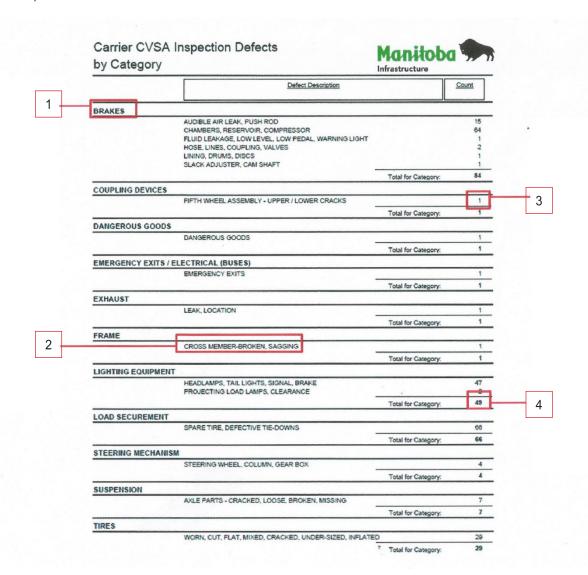
- pass 0 points
- fail 0 points
- · out of service 3 points



- 1. CVSA report number.
- 2. Level of inspection; can be a Level 1 (full), Level 2 (walk around/driver and truck/trailer), Level 3 (driver only) Level 4 (equipment specific) or Level 5 (facility or site inspection, driver and truck/trailer).
- 3. Jurisdiction in which the inspection took place.
- 4. License plate number of the truck or truck tractor inspected.
- 5. How many points were attributed to the carrier profile as a result of the inspection findings. Pass = 0, Fail = 0. Out of Service (oos) = 3.
- 6. When the inspection took place.
- 7. The name of the driver that was driving the vehicle at the time of inspection.
- 8. Jurisdiction in which the inspection occurred.

Part 5 - CVSA Inspections by Category

This part organizes all the CVSA inspection results into specific categories (ex: driving, brake, lights, exhaust and suspension).



- 1. One of 14 CVSA Inspection categories in which critical defects are grouped.
- 2. Breakdown of defects within each of the 14 categories.
- 3. Cumulative total of each defect during all CVSA inspections for that carrier over the past 24 months.
- 4. Cumulative total of all defects within each category accumulated during all CVSA inspections for that carrier over the past 24 months.

Part 6 - Carrier Accidents

Collisions that involve any of the following, must be reported to the Police/RCMP:

- fatality
- hospitalization because of injury
- involving unlicensed driver or unregistered vehicle
- an unidentified vehicle (hit and run)
- you failed to get the other driver's particulars
- you suspect the other driver was under the influence of alcohol or drugs

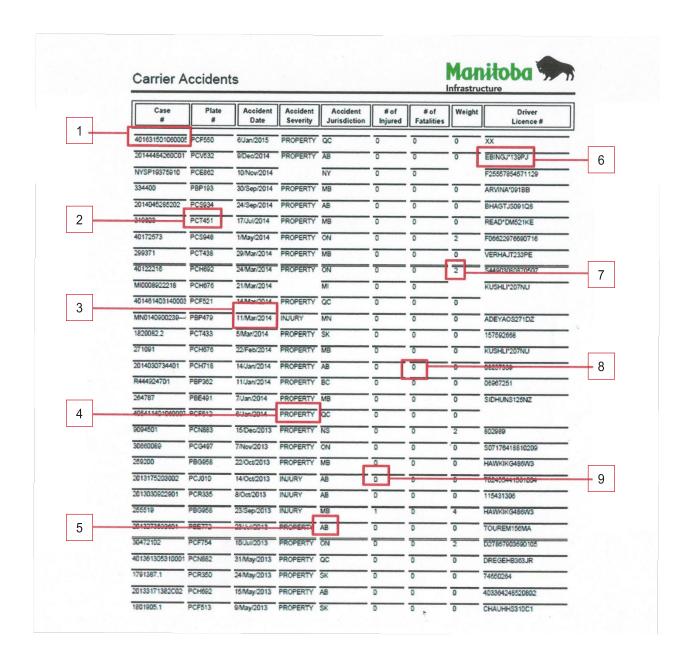
Records of all reportable accidents are maintained in the Carrier Profile. However, points are only assigned when the driver of the vehicle is found at fault.

Points for at-fault accidents are assessed as follows:

- property damage 2 points
- injury 4 points
- fatality 6 points

These points are not the same as those assessed by Manitoba Public Insurance.

Note: U.S. roadside events do not count towards a carrier's performance threshold on the carrier profile. However, an Auditor may examine U.S. roadside incidents during a Facility Audit when determining the overall risk of a Manitoba carrier.



- Identification number
- 2. Plate number of the commercial vehicle power unit (truck or truck tractor) involved.
- 3. Date in which accident occurred.
- 4. Property (least severe), injury or fatality (most severe)
- 5. Jurisdiction in which the accident occurred.
- 6. License number of driver involved.
- 7. Points are assigned if accident was fault of commercial vehicle driver; property damage (2pts), injury (4pts), fatality (6pts). Not the same as demerit points on an individual's driver license.
- 8. Total fatalities in all the vehicles involved.
- 9. Total injuries in all of the vehicles involved.