

# Your Carrier Profile: How To Read it

 <b>CARRIER PROFILE</b>
<b>CARRIER INFORMATION</b>
<b>Example Transport (Alberta) Limited</b>
<b>4221 - 53 St. RED DEER AB T4N 2E1</b>
<b>NSC Number:</b> AB018-3178
<b>Profile Period Start:</b> 2011 NOV 15 <b>End:</b> 2012 NOV 14
<b>NOTE</b>
<p>The "Carrier Profile" includes a history of convictions, inspections, and collisions provided to Alberta Transportation by law enforcement and other government agencies. Other information such as inspection facility certifications, audits, and notices documenting violations may also be displayed. The Carrier Profile is used to identify carriers that pose an unacceptable risk to the public. Information contained in the Carrier Profile will be considered when establishing a carrier's safety fitness rating.</p> <p>Carriers are encouraged to obtain and review their Carrier Profile regularly to help evaluate the effectiveness of their safety and maintenance programs.</p> <p>The actual description and coding of events are worded using criteria set by the Canadian Council of Motor Transport Administrators (CCMTA) and therefore may not be the same wording that appears on law enforcement documentation.</p> <p>The carrier's current compliance standing can be found in "Part 1 - Carrier Information". This will always reflect events that have occurred in the previous 12 months from the printed date regardless of the Profile Period Start and End Date.</p> <p>All reasonable efforts have been taken to ensure the accuracy of the information in this report. If any information shown in this profile is in question, the carrier should consult their records and, if it is believed an inconsistency still exists, contact Carrier Services at (403) 340-5444.</p> <p>An Education Manual has been developed to assist carriers with compliance to transportation safety legislation. The manual and other information regarding Alberta's safety fitness program can be viewed on the internet at <a href="http://www.transportation.alberta.ca">www.transportation.alberta.ca</a></p>
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## ***Introduction***

The National Safety Code (NSC) for commercial vehicles consists of 16 individual safety standards designed to reduce the number and severity of collisions involving commercial vehicles. Standard 7 requires all Canadian jurisdictions to maintain a Carrier Profile on those carriers regulated under their NSC program. While the Carrier Profile is designed to identify high risk carriers to provincial regulators, it serves as a valuable tool for assisting carriers in evaluating the effectiveness of their safety and maintenance programs.

Each carrier that operates a NSC vehicle must obtain a Safety Fitness Certificate (SFC), maintain an acceptable Safety Fitness Rating (rating) and implement written safety and maintenance plans. Those carriers that represent an unacceptable risk to the public may have their rating changed to “Unsatisfactory” and their SFC cancelled. This would result in the carrier not being able to register or operate an NSC vehicle.

Provincial regulators use a carrier's profile largely in determining a carrier's safety rating. Only information pertaining to a NSC bus or truck and its driver is displayed on a Carrier Profile and used by the Alberta government in its monitoring program.

Under both provincial and federal legislation a NSC bus is defined as a motor vehicle that is originally designed for carrying 11 or more persons, including the driver, and that is used or intended to be used for the transportation of passengers.

For carriers that operate solely within Alberta (provincially regulated carriers), a NSC truck is defined as a truck or truck/trailer combination registered for a gross vehicle weight of 11,794 kilograms or more. Alberta carriers that operate outside of the province (federally regulated carriers) must comply with federal legislation. Under this federal legislation, trucks registered in excess of 4,500 kilograms must comply with SFC requirements.

A copy of a sample Carrier Profile can be accessed via our website <http://www.transportation.alberta.ca/667.htm> If you do not have a copy of your own Carrier Profile, we recommend you refer to the sample profile regularly while reviewing this document.

## ***Section 1: What is a Carrier Profile and how do I get one?***

The Carrier Profile is a “Report Card” of the carrier’s compliance to “On-Road” and “Administrative” requirements and performance based on information collected from across Canada and the United States. Only the carrier named in the Carrier Profile, their authorized agent or an enforcement agency can obtain a copy of the full profile information.

Every carrier operating NSC vehicles registered in Alberta has a Carrier Profile. If this carrier also has NSC vehicles registered in another jurisdiction, then that jurisdiction will issue a separate SFC and maintain a Carrier Profile which identifies profile events relative to the NSC vehicles plated in that jurisdiction.

Carrier profile formats vary between jurisdictions. The standard Alberta Carrier Profile includes information regarding:

- A carrier’s Safety Fitness Rating
- A carrier’s Operating Status (federal or provincial)
- 12 months of events involving NSC vehicles registered in the carrier’s name and the persons driving those vehicles. Events include;
  - Convictions,
  - CVSA inspections, and
  - Reportable collisions from all Canadian jurisdictions, and
  - Violations identified in Alberta where no charges were laid.

Where a carrier leases on an owner/operator and the owner/operator’s vehicle is registered in the carrier’s name, all profile events involving the owner operator will be displayed on the carrier’s profile.

To encourage carriers to obtain and review their carrier profile, the Alberta government provides two free profiles to carriers annually. A fee of \$2 + GST per page is charged thereafter.

A copy of a Carrier Profile can be requested by:

- The carrier;
- An authorized employee of the carrier, or
- If previously authorized in writing, a carrier representative (e.g. a consultant, an insurance company, etc.).

All carriers are encouraged to register and obtain their Carrier Profile through the web. The web provides immediate access to the Carrier Profile during and after normal business hours. To register, go to <https://www.trans.gov.ab.ca/TravisWebLogin/redirect.htm> and select “Register”.

If no access to the internet is available, mail or fax a written request to:

Alberta Transportation - Carrier Services  
4<sup>th</sup> Floor Provincial Building  
4920 51 Street  
Red Deer, AB T4N 6K8  
Fax: 403 340-4806

## Section 2: How to read and interpret your Carrier Profile Report

The Carrier Profile is divided into 10 parts as follows:

- PART 1 - Carrier Information
- PART 2 - Conviction Information
- PART 3 - CVSA Inspection Information
- PART 4 - Collision Information
- PART 5 - Violation Information
- PART 6 - Monitoring Information (by request only)
- PART 7 - Station Licence Information (by request only)
- PART 8 - Safety Rating Information (by request only)
- PART 9 – For internal use only, however, a carrier can request this section when obtaining a Carrier Profile and as a result extra information is displayed under Part 10
- PART 10 - Historical Summary (by request only)

A company's Carrier Profile is typically printed for a 12 month period, however, a carrier can request any period starting from April 1998. The following is a description of each part and a brief interpretation of the information provided.

### ***Part 1 – CARRIER INFORMATION***

Part 1 of the Carrier Profile gives an overall snapshot of a company's current safety status including current Safety Fitness Rating, Operating Status (federal or provincial), and a summary of Conviction, CVSA Inspection and Collision event history. **Part 1 always displays the last 12 months of data, the carrier's current Safety Fitness Rating and Operating Status as of the date the Carrier Profile was requested. This is to ensure the carrier is always aware of their current status with the Alberta Government.**

**Individual profile headings are as follows:**

### **SAFETY FITNESS CERTIFICATE**

Displays the carrier's current **Safety Fitness Rating**.

The four ratings are:

- Satisfactory – Carrier has passed a full NSC audit and has not appeared on the Alberta government's monitoring list for a prescribed period of time.
- Satisfactory Unaudited – Carrier's initial rating upon entry into the industry.
- Conditional – the Alberta government has identified significant safety issues with the carrier and has intervened.
- Unsatisfactory – Carrier is an unacceptable risk to the public. Carriers with an "Unsatisfactory" safety rating may not operate an NSC vehicle.

Also displayed is the carrier's current **Operating Status** of "provincial" or "federal". Having the proper Operating Status is critical to a carrier's operation. Only those carriers with a "federal" operating status may operate outside of Alberta. Carriers found operating with the wrong Operating Status may be charged with an offence and detained until the appropriate Operating Status has been obtained.

### **RISK FACTOR (R-Factor – carrier must strive for the lowest score)**

**R-Factor Score** is shown as a number. The lower the number, the better the score and the less likely the carrier is to have a future collision. This number is calculated by considering conviction, CVSA Failure Rate and collision event data over the past 12 month period.

**Fleet Range** identifies the fleet range a carrier falls under. Fleet range is important because carriers are compared to other carriers in their fleet range under Carrier Services' monitoring program.

**Fleet Type** will be either "truck" or "bus". A carrier is a "bus" type if 50 percent or more of the NSC fleet meets the definition of a NSC bus. A NSC bus is one that has a manufacturer's seating capacity of 11 or more persons including the driver.

**Contribution to R-Factor** is a breakdown by percent contribution of each of the three elements: convictions, CVSA inspections, and collisions that are combined to calculate the R-Factor score. The higher the percentage, the more influence that particular element of monitoring had on determining the R-Factor score.

### **NSC MONITORING PROGRAM ON: (date)**

The **Carrier's Monitoring Stage** identifies if the carrier is on the Alberta government's monitoring list and at what stage. If a carrier's R-Factor score is high enough to place them on a monitoring stage, then a number 1 - 4 will appear. The number 4 identifies those carriers considered to represent the highest risk to the public.

**Total number of carriers at the same stage or greater** identifies how many carriers are at the same or higher monitoring stage in the province.

**NSC carriers in Alberta with Safety Fitness Certificates** identifies the number of NSC carriers with a valid Safety Fitness Certificate in Alberta. If a carrier is on monitoring, the monitoring stage and the total number of carriers at the same stage or greater will assist them in determining their compliance level compared to all other NSC carriers in Alberta.

### **NSC FLEET SIZE On: (date)**

**Average** indicates the carrier's average NSC fleet size over the past 24 month period based on the carrier's fleet size on the first Sunday of each month.

**Current** indicates the carrier's NSC fleet size as of the beginning of the week the profile was run.

After reviewing Part 1 of your profile, you will have a good summary of the current on-road information known by Carrier Services.

## ***Part 2 – CONVICTION INFORMATION***

The information recorded in this part reflects a traffic ticket that resulted in a conviction being registered in a Canadian court. Convictions are shown in order of offence date, with the most recent shown first. Conviction points remain on a Carrier's Profile for one year from the conviction date.

Information in this part includes an analysis of convictions by offence type, occurrence date, time, and vehicle plate number, the location of the offence, a generic offence description, the driver's name, and offence point values.

Points ranging from 0 to 5 are assigned to a conviction depending on the severity of the offence with 5 points assigned to the most serious offences. These point values are recommended by the Canadian Council of Motor Transportation Administrators (CCMTA) at the national level in an effort to provide consistency amongst jurisdiction's monitoring programs. As an example:

- Faulty lights, not resulting in Out of Service      1 point
- Speed 21–30 kilometres per hour over              2 points
- No permit or contravene conditions of permit      3 points
- Drive while disqualified                                  5 points

Part 2 is comprised of 4 sections:

- CONVICTION INFORMATION (cover page)
- CONVICTION ANALYSIS
- CONVICTION SUMMARY
- CONVICTION DETAIL

If a carrier orders Part 2 when requesting their Profile, they will automatically receive the CONVICTION INFORMATION and CONVICTION ANALYSIS sections. The CONVICTION INFORMATION section provides some general information about Part 2 and the total number of documents and points on the profile accumulated during the requested timeframe. The CONVICTION ANALYSIS section provides a breakdown of the identified convictions into 15 main categories and provides a percentage of the number of convictions included in each category. This part assists the carrier in identifying the main areas of non-compliance.

The CONVICTION SUMMARY section provides the carrier with the following details on each conviction:

- Event date
- Document (ticket) number
- Jurisdiction in which the violation was detected
- Vehicle plate number
- Driver's name
- Generic offence description
- Point values for each conviction identified

To obtain additional information about each conviction, the CONVICTION DETAIL section also includes the following details:

- Time of the offence
- Enforcement agency that issued the traffic ticket
- Location of the offence
- CCMTA code (Generic identifier for data exchange with other jurisdictions)
- Conviction date
- Additional verbiage describing the violation

### **Part 3 – CVSA INSPECTION INFORMATION**

Part 3 provides information on inspections conducted under the Commercial Vehicle Safety Alliance (CVSA) inspection program both in Canada and the U.S. for the time period requested. CVSA inspections remain on a Carrier's Profile for one year from the date the inspection occurred.

The five types of CVSA inspections are:

- Level 1 – North American Standard Inspection – complete inspection of the vehicle and driver
- Level 2 – walk around inspection of the vehicle and driver
- Level 3 – driver only inspection
- Level 4 – one time examination of a particular item
- Level 5 – complete inspection of the vehicle only

Each inspection will result in one of the following:

- Pass – no defect(s) found, CVSA decal issued
- Requires attention – defect(s) found, none were "Out of Service" defects
- Out of Service – one or more "out of service" CVSA defect(s) identified

If a CVSA defect is noted on the CVSA Inspection Detail pages, it will be indicated by an "X" for Requires Attention or an "O" for Out of Service. All defects identified are regulatory violations.

The CVSA failure rate assigns a point for each Out of Service CVSA Inspection and a quarter of a point for Required Attention CVSA Inspections. These numbers are then added up and divided against the total number of inspections performed on the carrier and multiplied by a constant that is based on fleet size.

The carrier must have a minimum number of CVSA inspections before the failure rate can be calculated; the minimum number is based on fleet size

Fleet Size	Minimum Inspections
Single Vehicle	2
2- 19 Vehicles	4
20- 50 Vehicles	10
51-100 Vehicles	15
100 + Vehicles	20

If a carrier does not have the minimum number of CVSA inspections, the CVSA Failure Rate is defaulted to 0.

Part 3 is comprised of 4 sections:

- CVSA INSPECTION INFORMATION (cover page)
- CVSA INSPECTION ANALYSIS
- CVSA INSPECTION SUMMARY
- CVSA INSPECTION DETAIL

The CVSA INSPECTION INFORMATION section provides some general information about Part 3 and the total number of Passed, Requires Attention and Out of Service inspection results. The CVSA INSPECTION ANALYSIS section provides a breakdown of the identified CVSA defects into 18 main categories, the number of Out Of Service and Requires Attention defects in each category, and a percentage of defects identified in each category. This part assists the carrier with identifying deficiencies in their inspection and maintenance program.

The CVSA INSPECTION SUMMARY provides the carrier with the following details on each CVSA inspection:

- Date of CVSA inspection
- CVSA document number
- Jurisdiction in which the inspection was conducted
- The agency code of the enforcement body that completed the inspection
- The vehicle plate number and jurisdiction
- The level of CVSA inspection conducted
- The CVSA inspection result (Passed, Requires Attention, or Out Of Service)
- CVSA Failure Rate

To obtain additional information about each inspection the CVSA INSPECTION DETAIL section also includes the following details:

- Time of inspection
- A description of the agency that conducted the inspection
- More specific description of where the inspection was conducted
- Driver's name
- Description and vehicle data of units inspected
- If a Requires Attention Result (indicated by an "X") or an Out Of Service Result (indicated by an "O") was detected in one of the 18 categories

## **Part 4 – COLLISION INFORMATION**

Part 4 provides collision information supplied by enforcement agencies across Canada and the U.S. The collisions where considered reportable under the jurisdiction's legislation in which the collision event occurred. Collision points remain on a Carrier's Profile for one year from the date the event occurred.

In Alberta, "reportable collisions" are those where the collision resulted in:

1. property damage of \$2,000 or greater
2. personal injury, or
3. fatality

All reportable collisions appear on a carrier's profile at least 45 days after the event date. This is to allow carriers the option to have the collision evaluated for preventability prior to the collision appearing on the profile. Collisions that have not been evaluated under an approved process appear on the Carrier Profile as "Not Evaluated" and will be assigned points. This is to acknowledge that although the collision appears on the carrier's profile, the collision may have been non-preventable on the carrier's behalf. Collisions that have been evaluated will remain on the profile with or without assigned points regardless of whether or not the collision was deemed non-preventable.

More information on the evaluation program is available through the website at [www.transportation.alberta.ca/656.htm](http://www.transportation.alberta.ca/656.htm)

Carriers are encouraged to review and evaluate every collision internally in order to identify areas where safety and compliance can be improved.

Each collision is assigned a point value based on the severity of the collision. Point values are assigned as follows:

- Two points are assigned for a property damage collision
- Four points are assigned for a collision involving resulting in a injury
- Six points are assigned for a collision resulting in a fatality

Only the highest point value will be assigned per collision. Points will be removed from the carrier profile only where the collision has been evaluated and the collision was deemed non-preventable.

Part 4 is comprised of 3 sections:

- COLLISION INFORMATION (cover page)
- COLLISION SUMMARY
- COLLISION DETAIL

The COLLISION INFORMATION section provides some general information about Part 4 and the total number of property damage, injury and fatality collisions. The numbers of non-preventable, preventable, or not evaluated collisions are also provided for the time period requested.

The COLLISION SUMMARY section provides the carrier with the following:

- Date of the collision
- Collision document number
- Jurisdiction where the collision occurred
- Vehicle plate number and jurisdiction
- If the collision has been evaluated
- If the collision was evaluated, if it was found preventable or non-preventable
- Collision severity and points (property damage, injury, fatality)

To obtain additional information on each collision the COLLISION DETAIL section also includes the following details:

- Time of the collision
- Driver's name
- Location of the collision
- Description of the vehicle

## **Part 5 – VIOLATION INFORMATION**

Part 5 is a summary of violations documented by enforcement agencies. Each violation is a contravention of an act or regulation where no prosecution has been entered.

No points will be assigned to violations under this part and these violations are not used when calculating the carrier's R-factor score. However, violations may be considered when reviewing a carrier's overall safety fitness. Violations will remain on a Carrier's Profile for one year from the date the event occurred.

Information in this part includes an analysis of violations by offence type, occurrence date, time, a vehicle plate number, the location of the offence, a generic offence description and the driver name.

Part 5 is comprised of 4 sections:

- VIOLATION INFORMATION (cover page)
- VIOLATION ANALYSIS
- VIOLATION SUMMARY
- VIOLATION DETAIL

If a carrier orders Part 5 of the profile they will automatically receive the VIOLATION INFORMATION and VIOLATION ANALYSIS sections. The VIOLATION INFORMATION section provides some general information about Part 5 and the total number of documents on the profile during the period of time requested. The VIOLATION ANALYSIS section provides a breakdown of the identified violations into 15 main categories and provides a percentage of violations in each category. This section assists the carrier in identifying the main areas of non-compliance.

The VIOLATION SUMMARY section provides the carrier with the following details on each violation:

- Event date
- Document number
- Jurisdiction in which the violation was detected
- Vehicle plate number
- Driver's name
- Generic offence description

To obtain additional information about each violation, the VIOLATION DETAIL section also includes the following details:

- Time of the offence
- Enforcement agency that issued the report
- Location of the offence
- Act/Section
- CCMTA code
- Additional verbiage describing the violation

## ***Part 6 – MONITORING INFORMATION***

This Part is a valuable tool for looking at a carrier's performance over an extended period. It was designed to provide a summary of a carrier's monitoring history for the period of time requested.

Under this Part, carriers can track their monthly monitoring history, compare themselves to other carriers in their fleet range, and track their R-Factor score and history of contributions to the R-Factor. Even carriers that are not on Carrier Services' monitoring list can benefit from reviewing Part 6.

Part 6 is comprised of three sections:

- MONITORING INFORMATION
- MONITORING SUMMARY
- MONITORING DETAIL

The MONITORING INFORMATION section is provided with every profile and provides some general information about this Part. No statistical information is attached to this page.

The MONITORING SUMMARY section provides a variety of information, presented monthly including:

- The type of carrier, "Truck" or "Bus" (carrier can only be one; a carrier is classified as a "Bus" if 50 percent or more of the fleet are NSC buses)
- Carrier's average NSC fleet size calculated over a 24-month period if data is available

- Carrier's current fleet size calculated on the first Sunday of each month
- Carrier's R-Factor score and the present contribution that each of the three elements; convictions, CVSA Failure Rate, and collisions have on the score
- Carrier's CVSA Out of Service Rate
- Carrier's monitoring stage, if any. If a carrier is on Carrier Services monitoring list for a specific month, then a 1, 2, 3 or 4 will be displayed. The number 4 represents a carrier with the greatest risk to the public.

Industry information is presented so that carriers can compare themselves to industry averages. Under INDUSTRY MONITORING INFORMATION the carrier's R-Factor score can be compared with carriers of the same type (truck or bus) and within the same fleet range.

Under "Monitoring Stage R-Factor threshold for Fleet Range" the R-Factor point ranges are provided for the carrier fleet range for monitoring stages 1 – 4.

Data found under the section MONITORING DETAILS is additional compliance data not found elsewhere in the profile and is relevant to convictions, CVSA inspections, and collisions.

The column headings are defined as follows:

1. Avg Fleet Size – Average fleet size of NSC vehicles over a 24-month period.
2. Convictions Pts/Veh – Conviction points (12 months, if available) per NSC vehicle using the 24-month average. This will be blank if there are no points.
3. CVSA Inspections Total Insp – number of level 1 - 5 CVSA inspections in the past 12 months. This will be blank if there are no inspections.
4. CVSA Inspections OOS Defects/Insp – The number of Out of Service CVSA defects detected per CVSA inspection over a 12-month period. This will be blank if there are no CVSA defects.
5. CVSA Inspections Total Defects/Insp – The total number of defects found per vehicle (includes out of service and requires attention defects). This will be blank if there are no inspections.
6. CVSA Inspections OOS percent - Out of service inspection rate for level 1 - 5 inspections (based on 12 months).
7. OOS/VEH - Number of Out of service inspections per NSC vehicle based on average NSC fleet size over a 24-month period.
8. CVSA Failure Rate = [number of Out of Service inspections + (0.25 x the number of Required Attention inspections) ] divided by total number of inspections.
9. Collisions PTS/VEH - Number of points (2, 4, or 6) per NSC vehicle. Based on carrier's average NSC fleet size over a 24-month period.

At the end of the section there is a heading "Industry Average". Across from "Average" there are numbers under the columns that represent industry averages. The average is based on all other carriers with the same fleet range and carrier type (truck or bus). Based on the data on this page carriers can compare themselves to others in the transportation industry.

## **Part 7 - FACILITY LICENCE INFORMATION**

This Part is included in a Carrier Profile report only if requested.

The information in this Part relates to the carrier's vehicle inspection facility licence(s) if applicable. Only those carriers that are licensed under one of Alberta's vehicle inspection programs will have data in this part. Part 7 is comprised of 2 sections:

- FACILITY LICENCE INFORMATION (cover page)
- FACILITY LICENCE DETAIL

The FACILITY LICENCE INFORMATION section documents some general information about the inspection facility and the carrier's total number of facility licenses.

The FACILITY LICENCE DETAIL section provides detailed information about each facility licence the carrier maintains. Information includes:

- The licence number, name and address of the facility
- Effective and expiry dates of the current licence
- Initial licencing date of the facility
- Current Inspection Program Types - the type of inspection program the carrier is authorized to conduct (Commercial (CVIP), Out of Province (OOP), and Salvage (written off vehicles))
- Authorization - whether the carrier has an "open" licence (i.e. can conduct inspections on their own as well as other vehicles) or a "carrier limited" (may only conduct inspections on their own vehicles).
- Current Vehicle Authorizations – types of vehicles the station is licensed to inspect.

## **Part 8 - SAFETY FITNESS INFORMATION**

Part 8 tracks a carrier's Safety Fitness Rating and Operating Status changes. This part is included in your Carrier Profile report only if requested.

This part is comprised of 2 sections:

- SAFETY FITNESS INFORMATION section – This section provides some general information on Safety Fitness Rating and Operating Status.
- SAFETY FITNESS SUMMARY – provides a history of Safety Fitness Rating and Operating Status changes including the effective date and expiry date, if applicable.

There are four different Safety Fitness Ratings that may be displayed:

1. Satisfactory – carrier passed a full NSC Audit and has no identified compliance issues.
2. Satisfactory Unaudited – issued to new NSC carriers that have not had an NSC audit.
3. Conditional – carrier has been downgraded to "Conditional" safety fitness rating for compliance concerns. Carrier has been issued conditions to counter safety concerns with the intent to create positive change within their operation.

4. Unsatisfactory – carrier has been downgraded to “Unsatisfactory” when Carrier Services’ intervention actions have not resulted in sufficient positive change within the carrier’s operation and the carrier poses an unacceptable safety risk to the public. Carriers that have an “Unsatisfactory” Safety Fitness Rating may not register or operate an NSC vehicle.

The Operating Status assigned to the carrier specifies whether the carrier can operate outside Alberta. A carrier is assigned one of either two Operating Statuses:

1. Provincial – this status restricts the carrier’s operations under provincial legislation to the operation of commercial vehicles registered for a weight of 11,794 kilograms or greater or commercial passenger vehicles with a manufacturer’s seating capacity of 11 or more including the driver within Alberta, or
2. Federal – this status authorizes the carrier under federal legislation to operate both point to point within and outside of Alberta. This applies to commercial/farm vehicles registered for a weight in excess of 4,500 kilograms or commercial passenger vehicles with a manufacturer’s seating capacity of 11 or more including the driver.

Carriers found operating under the wrong Operating Status may be detained, charged with an offence, and/or issued an Administrative Penalty.

## ***Part 9 PROFILE EVENTS***

Part 9 of the Carrier Profile is used by Carrier Services for internal purposes and is not available to the public. However, a person is able to request Part 9 when ordering a Carrier Profile. If a person orders Part 9 then additional information regarding Administrative Penalties and audits will be displayed on Part 10 if applicable.

## ***Part 10 - HISTORY SUMMARY INFORMATION***

This Part includes all on-road events (convictions, CVSA inspections, and collisions) facility audits, monitoring action, station licensing, Operating Status and safety rating changes in date order, with the most recent events displayed first. This part is included in your Carrier Profile report only if requested.

Most of the information in this Part is documented elsewhere in the Carrier Profile with the exception of facility audit and monitoring information.

There is only a Historical Summary to this Part.

## ***Part 3 - Updating/Correcting Your Profile***

Every effort has been made to ensure that the information on the Carrier Profile is accurate. If, after conducting an internal review, you believe that an event shown on your profile does not relate to your operation or that information related to the event is inaccurate, please contact:

National Safety Code and Operating Authority  
Alberta Transportation  
401, 4920 – 51 Street  
Red Deer, AB T4N 6K8  
Ph: (403) 340-5430 (toll free in Alberta by first dialing 310-0000)  
Fax: (403) 340-4806  
E-mail: carrier.services@gov.ab.ca

If you have concerns when you first receive a ticket, a violation document, or a CVSA inspection report from an enforcement officer, you must discuss your concerns with the officer and/or their supervisor. The profile information is recorded as submitted to Carrier Services by the enforcement agency or the courts. Only the originating enforcement agency can instruct that a change be made to a record. Carrier Services may not question the merits of a violation or inspection.

## ***Conclusion***

Although the Carrier Profile only provides after-the-fact information of a company's on-road and administrative compliance, it can be a useful tool. If used properly, the Carrier Profile can help you to be **proactive** rather than **reactive**. It allows you to identify and take appropriate corrective action thereby helping you prevent further violations and reduce the probability and severity of a future collision.

## ***More Information***

For more information on Carrier Profiles, please contact:

Alberta Transportation  
Carrier Services  
#401, 4920 – 51 Street  
Red Deer, AB T4N 6K8  
Phone: 403-340-5444 (toll free in Alberta by first dialing 310-0000)  
Fax: 403-340-4806

Internet: [www.transportation.alberta.ca](http://www.transportation.alberta.ca) (Alberta Transportation home page)  
[www.qp.alberta.ca/index.cfm](http://www.qp.alberta.ca/index.cfm) (Queens Printer for Alberta legislation)  
<http://laws.justice.gc.ca/> (Federal and other jurisdiction legislation)