Tow Truck Operators

How to Apply for a Commercial Vehicle Operator's Registration (CVOR)

December 2016
Overview

• Step-by-step instructions to apply for a Commercial Vehicle Operator’s Registration (CVOR) certificate.
• Information on towing-relevant modules within the Commercial Vehicle Operator’s Safety Manual.

Instructions for navigating through this tutorial

• On a computer keyboard use:
  o The arrow keys; 
  o Or the Page Up and Page Down keys
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New Requirement

- Starting January 1, 2017, all tow truck operators will need a CVOR certificate.
- A copy of the CVOR certificate must be kept in each commercial vehicle, including each tow truck.
- Tow truck operators are required to register for CVOR as soon as possible.
- CVOR is the registration system used to track the on-road safety performance of truck and bus operators in Ontario.
Who is the Operator?

• It is the operator that must apply for the CVOR.

• The operator is the person or legal entity (person/company operating the business) responsible for all drivers and vehicles.

• A company may have several drivers; but only one CVOR is required.
So..... How do I apply for my CVOR certificate?
CVOR Application

• The first thing you need to do is complete the CVOR application form.
• Download it from the MTO website; or
• Request a copy by contacting
  o MTO Carrier Sanctions and Investigation Office at 1-800-387-7736
• To download the application click on the link: www.ontario.ca/cvor

• Click ‘Get or Renew CVOR Certificate’ on the left hand menu.

** Attention Tow Truck Operators**
Effective January 1, 2017, all tow truck operators will be required to have a valid CVOR certificate.
• On the ‘Get a CVOR certificate’ page, click ‘Commercial Vehicle Operator’s Registration (CVOR) Application’.

Get a CVOR certificate

Apply for an original CVOR certificate

To apply for a CVOR certificate, an operator must:

• complete a Commercial Vehicle Operator’s Registration (CVOR) Application
• provide proof of legal name
• pay the $250 fee
• Ontario-based operators are required to complete a CVOR written test
• Once you get to the screen shown below, right click on “Commercial Vehicle Operator’s Registration (CVOR) Application’ link and follow the directions to save the application form.
• Once the application opens you can:
  o Print it and complete it by hand; or
  o Enter the information directly on the form and print a copy when you are done.

Fields marked with an asterisk (*) are mandatory.

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<td>If you wish to complete the application manually rather than electronically please click &quot;Print Blank Form&quot; and answer all the required questions.</td>
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A Commercial Vehicle Operator’s Registration (CVOR) is required by Carriers that operate Commercial Motor Vehicles (CMVs) that are plated in Ontario, the USA or Mexico and include trucks with a gross vehicle weight and/or registered gross weight over 4,500 kg. (9,921 lbs) and buses with a seating capacity of ten or more passengers (not including the driver).

This application is to be completed if applying for an Original CVOR certificate. Please read the instructions before completing this application.
• If you are completing the application online, click on the blue sections called ‘instructions’ for additional information.

Application Type

Are you applying as a Corporation or an Individual? *

☐ Corporation ☐ Individual

1. Client Details

CVOR Number/Registrant Identification Number (RIN) (if it has been assigned)

Legal Name (Corporation Name) *
• Method of payment is chosen in Section 9.

• If you are paying by credit card, the ‘credit card authorization’ form is also required.

• Select ‘Credit Card’ as method of payment from the drop down menu and click on the ‘Credit Card Authorization Form’ link.

### 9. CVOR Certificate Fee and Payment Information

| CVOR Application Fee: $250.00 (please note this fee is non-refundable) |
| Method of Payment * |
| Credit Card |

Please complete and attach the [Credit Card Authorization Form (SR-LV-034)](#)
• Right click on “Credit Card Authorization Form” link and follow the directions to save the application form.
• Make sure you carefully review and complete each section of the application.

• Incomplete applications will be returned to you – delaying processing time.

• Pay particular attention to the signatures required in Section 8.
• Submit your completed application and $250 fee by mail or FAX.

Complete and send to:
Ministry of Transportation
Carrier Sanctions and Investigation Office
CVOR Processing Unit
301 St. Paul Street, 3rd Floor
St. Catharines, ON L2R 7R4
Canada
Fax: (905) 704-3033
What’s next?

• Before a CVOR certificate is issued, applicants are required to pass a CVOR written test.

• After you submit your application, MTO will send you a ‘CVOR Test Required” letter.

• The letter provides detailed instructions on what is required and next steps.

• Read the letter carefully.

• The test must be passed within six months.
Commercial Vehicle Operator's Registration (CVOR)

WRITTEN TEST REQUIRED

Bring this Letter to the DriveTest Centre

If you **only** operate **TOW TRUCKS**, please advise DriveTest staff prior to writing the test.
Who Can Write The Test?

- Must be written by owner, sole proprietor, partner, corporate officer or director of a corporation.
- The letter will indicate who is allowed to write the test.
- You must bring your CVOR written test letter to DriveTest with you when you are ready to write the test.
- Read the letter carefully.

Cost

- $32 for each attempt.
Where Is the Test Written?

- At any DriveTest location.
- To find a location near you, click on this link: www.drivetest.ca

If you **ONLY** operate tow trucks, you **must** tell staff at DriveTest that you are a tow truck operator before you write the test.
What Happens Next?

• Once you pass the CVOR test, your CVOR certificate will be sent to you.
• When you receive the certificate, make copies and put one in each of your tow trucks.
How to prepare for the test?

• The test questions are based on information in the **Commercial Vehicle Operator's Safety Manual**.

• The manual can be found on the ministry’s website: [www.ontario.ca/cvor](http://www.ontario.ca/cvor)
Commercial Vehicle Operator’s Safety Manual

• Click ‘Commercial Vehicle Operators Safety Manual’ on the left hand menu.

Operators registered in Ontario must keep a copy of a valid CVOR certificate in each truck and bus they operate in Ontario. Find out how to apply for a CVOR certificate.

**Attention Tow Truck Operators**

Effective January 1, 2017, all tow truck operators will be required to have a valid CVOR certificate.
• The manual is divided into modules.
• Modules are the different topics or sections of the manual.

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Module 13 - Passenger Transportation Services
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What’s on the Test?

• The test includes, but is not limited to the following topics:
  o Commercial Vehicle Operator’s Registration (Module 4);
  o Ontario Specific Enforcement Issues such as speed limiters and commercial vehicle impoundment (Module 5);
  o Periodic Commercial Motor Vehicle Inspections (Module 8);
  o Driver and Vehicle Licensing (Module 12);
  o Cargo Securement (Module 14).

• The next few slides provide an overview of these topics, however, they are not intended to replace the manual. Tow truck operators are encouraged to review the entire manual.
• The modules can be viewed online by clicking on the links for each of the titles; or
• You can download and print a PDF.
What is CVOR and how does it work?

• The CVOR system and the Carrier Safety Rating programs were developed as part of Ontario's ongoing commitment to road safety.

• These programs promote the safe operation of trucks and buses on Ontario's roadways.

• MTO monitors operators and assigns each operator a violation rate and safety rating based on several factors:
  - Collisions.
  - Inspections.
  - Convictions, as well as the results of facility audits.
CVOR

- The CVOR system monitors an operator's on-road safety record over a two-year period. This automated computer system contains information that includes:
  - Operator information
  - Convictions
  - Reportable collisions
  - Safety inspections
  - Ministry interventions (for example, letters, interviews, audits and sanctions)
The Operator

• The operator is responsible for:
  o The conduct of the driver
  o The mechanical safety condition of the vehicle
  o The goods or passengers on the vehicle

• These responsibilities include but are not limited to:
  o Employing qualified and licensed drivers
  o Monitoring the safety performance of drivers
  o Resolving driver safety issues when they are identified
  o Keeping vehicles in good, safe condition at all times
  o Ensuring load security
Inspections

- Officers conduct inspections according to the Commercial Vehicle Safety Alliance standards, which are applied by all jurisdictions across North America.

- Inspections can result in the following findings:
  - Defects
  - Out-of-service defects
  - Critical defects that can cause the vehicle to be impounded

- Defects that do not meet the minimum standard (e.g. serious defects related to both drivers and vehicles) are considered out-of-service.
Commercial Vehicle Impoundment

• When mechanical vehicle defects exceed the critical defect criteria, the ministry may impound the vehicle.
  o A vehicle with a critical defect would be in far worse condition than a vehicle that just meets the out-of-service criteria.

• The vehicle must remain at the impound facility for the designated period.

• The vehicle owner may claim the vehicle after all costs associated with the towing, removal and impoundment have been paid.

• The vehicle must then be certified as safe before it can go back on the highway.
  o Vehicle repairs must be done at a motor vehicle inspection station following removal from the impound facility.
Periodic Commercial Motor Vehicle Inspections

- In addition to the inspections conducted by MTO enforcement officers or police, some commercial vehicles are subject to mandatory periodic inspections.

- **Trucks, trailers and converter dollies** alone, or in combination with a total Gross Weight, Registered Gross Weight or manufacturer’s Gross Vehicle Weight Rating greater than 4,500 kg require an inspection **every 12 months**.
  - Gross Weight is the actual weight of the vehicle, passengers and load.
  - Registered Gross Weight determines the fee paid for a truck licence plates.
Periodic Commercial Motor Vehicle Inspections

• In Ontario, inspections must be completed by a licensed mechanic at an MTO-licensed inspection station.

• Once a truck, trailer or converter dollie has passed inspection, a sticker must be applied to the vehicle.

• The inspection station must also provide inspection certificates and reports.

• Inspection certificates are produced in triplicate: one copy is to be kept with the vehicle; one copy for the vehicle file/operator; and one copy for the inspection station.
Speed Limiters

• A speed limiter is an electronic device installed in heavy trucks that caps the speed at a maximum of 105 km/h.

• Most large trucks driven in Ontario are required to use speed limiters.
  o Applies to those built after December 31, 1994, with a manufacturer’s gross vehicle weight rating of 11,794 kg or more, and is equipped with an electronic control module.
  o Exemptions apply to some vehicles (e.g. ambulances, fire trucks).

• Police and MTO enforcement officers use traffic-control techniques and portable electronic testing units to verify the activation of a vehicle speed limiter at a maximum of 105 km/h.
Vehicle Licensing

• Most commercial motor vehicles must display a licence plate that has a white background and black lettering.

• The plates for a commercial vehicle have to be displayed on the front and rear of the vehicle in a clear and conspicuous location.

• The validation (sticker) must be put on the front plate in the upper right corner.

• It is important for operators to register their vehicles appropriately.

• Vehicles that operate in excess of their Registered Gross Weight are subject to penalty under the Highway Traffic Act section 121 (1).
Driver Licensing

• In Ontario, there are 15 different licence classes.
• Each one qualifies a driver to drive a different type of vehicle.
• The class of licence must match the type of vehicle driven.
• Any driver operating a vehicle equipped with a full air-brake system, or air-over-hydraulic brake system, is required to have an endorsement on their driver’s licence.
  o In Ontario, this is called a "Z" endorsement.
• A driver must ensure that they are properly qualified for the vehicle they are driving.
Cargo Securement

• Load-securement requirements are found in Section 111 of the *Highway Traffic Act* and in Ontario Regulation 363/04.

• This regulation adopts National Safety Code Standard 10, Cargo Securement, as the standard for securing loads in Ontario.

• It is an offence if any load or portion of the load may become dislodged or fall, leak, spill or blow from the vehicle.

• Each tie-down must be attached and secured so that it doesn’t become loose, unfastened, opened or released while the vehicle is moving.

• All tie-downs must be marked by the manufacturer with a working load limit.
To Recap

• Apply for your CVOR certificate and pay $250
• Prepare for the CVOR Written Test
• Pass CVOR Written Test
• Receive your CVOR certificate and keep a copy in each vehicle

Don’t Delay... Apply Today!
Contact Information

For additional information or assistance with your CVOR application, contact the ministry:

By phone:
• 1-800-387-7736 (within Ontario) or 1-416-246-7166

By fax:
• 905-704-2039 or 905-704-2525

By Email:
• CVOR@ontario.ca