

APPENDICES
TO THE
SERVICE AGREEMENT
BETWEEN
THE MINISTRY OF TRANSPORTATION AND
INFRASTRUCTURE
AND
THE INSURANCE CORPORATION
OF BRITISH COLUMBIA

APPENDIX A: VEHICLE RELATED SERVICES

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December 31, 2009

December 31, 2010

December 31, 2011

December 31, 2012

December 31, 2013

December 31, 2014

APPENDIX A:

VEHICLE RELATED SERVICES

A1 INTRODUCTION

- Section 3 of the *Motor Vehicle Act* (MVA) requires that unless exempt, a motor vehicle or trailer must be registered, licensed and insured before it is operated on public roadways. In addition to providing the minimum required liability and optional insurance coverage, ICBC has the legislated mandate to act as the Province's vehicle registration and licensing authority. As part of this role, ICBC strives to ensure and promote consumer protection and road safety in regards to the registration and licensing of vehicles.
- A network of Autoplan insurance and Government Agents acting in the name of ICBC provide vehicle registration and licensing services to the motoring public. ICBC provides technical and operational support to these agents.

A2 VEHICLE REGISTRATION

- A vehicle cannot be licensed or insured without first being registered with ICBC. Vehicle registration involves the collection and recording of owner and vehicle identification information, such as the owner's name and address, and a vehicle's year of manufacture, make, model, colour, and vehicle identification number (VIN). In establishing a registration record, ICBC representatives must satisfy themselves as to a vehicle's true identification and ownership. This is often achieved by physically inspecting a vehicle to confirm its VIN and ensuring that complete ownership documentation is presented. Table A.1 summarizes the vehicle registration services provided by ICBC.
- The existence of vehicle registration information benefits many parties, including vehicle owners, prospective purchasers, insurers, financial institutions, policing authorities, and Government. Having vehicle identification and ownership information centrally recorded and readily accessible establishes a reasonable level of certainty regarding ownership for the owner of record, any prospective buyer, and insurance companies. This information is also important in increasing the reliability of the private property lien registry and improves financial institutions' ability to secure personal loans to their customers. Also, the registration records provide policing authorities with a valuable tool used for vehicle and owner identification in traffic enforcement, violation ticket administration, investigation of crimes, and facilitating the issuance of vehicle safety recall notices.
- The requirement to register vehicles and update the ownership records, such as when a vehicle is purchased, provides Government with significant revenues. These revenues are derived from the collection of established registration-related fees and the provincial sales taxes required to be paid whenever a vehicle is purchased.

TABLE A.1
VEHICLE REGISTRATION SERVICES

Service	Description of Service	Relevant Authority	Classification of Service*
Vehicle Registration	<ul style="list-style-type: none"> • Creation of a record of vehicle ownership and description for each vehicle to be operated on provincial roadways. • Registration records are updated upon change of ownership, and customer notification of name and/or address change, or upon vehicle branding (salvage or irreparable). • Ensures that applicable provincial sales taxes are paid upon registration 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act and Regulations</i> • <i>Commercial Transport Act and Regulations</i> 	Prime
Off-Road Vehicle Registry Administration	<ul style="list-style-type: none"> • ICBC maintains an ownership registry for all wheeled ORVs and snowmobiles in B.C. whether they operate on roadways or not. • Service is now provided by Autoplan brokers (as of Nov 2014) and expanded from snowmobiles to include all ORVs. As of Nov 16, 2014, DLOs no longer register vehicles. • ICBC issues a number plate or number sticker (as of Nov 2015) as proof of registration, which is, effective Nov 1, 2015, a mandatory requirement for ORV operation on Crown land. 	<ul style="list-style-type: none"> • <i>Off Road Vehicle Act and Regulation.</i> 	Prime
B.C. Assigned VIN Program	<ul style="list-style-type: none"> • Whenever a vehicle's primary vehicle identifier, the VIN, becomes damaged or otherwise requires replacement, a new VIN is created for the vehicle. The B.C. Assigned VIN is attached to the vehicle and the vehicle ownership records are updated. • Also issued as a unique identifier for newly constructed vehicles, which may not conform to federal standards, such as a u-built vehicle. 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act and Regulations</i> • <i>Off-Road Vehicle Act and Regulation.</i> 	Prime

* See Section 7.2 of the Service Agreement for a definition of the classifications of service.

A3 VEHICLE LICENSING

- Even though a vehicle is registered with ICBC, it cannot legally be operated on provincial roadways until it is licensed and insured. The licensing of a vehicle is essentially synonymous with the granting of permission to operate a vehicle on a roadway accessible to the public. Unlike vehicle registration, which is a “one-time” transaction (unless some element of the record requires updating), licences can only be issued for periods of up to twelve months. Table A.2 summarizes the vehicle licensing services provided by ICBC.
- The Vehicle Licensing program fulfills the following objectives:
 - Ensures that any applicable insurance, safety inspection, National Safety Code, or Passenger Transportation requirements are satisfied before a vehicle is operated on a roadway;
 - Establishes safety-related operational limitations on certain vehicles based on intended use or vehicle design;
 - Provides a readily visible means of vehicle and owner identification through the use of licence plates linked to the registration records; and
 - Provides a significant source of revenue through the collection of annual licence fees.

TABLE A.2
VEHICLE LICENSING SERVICES

Service	Description of Service	Relevant Authority	Classification of Service
Vehicle Licensing	<ul style="list-style-type: none"> • Determination of a vehicle's eligibility for on-road operation and type of vehicle licence. • Issuance of an appropriate licence plate, annual validation decal, and documentation. • Transferring of plates from one vehicle to another. • Replacing vehicle registration, licensing and insurance certificates. • Administration, manufacturing, storage, and distribution of licence plates and companion validation decals as proof of licence and insurance. • Collection of provincial offence fines 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Commercial Transport Act</i> and Regulations • Canadian Agreement on Vehicle Registration • International Registration Plan 	Prime
Specialised Licensing Frameworks	<ul style="list-style-type: none"> • Administration of specialised registration and licensing programs for Consular vehicles, and Collector, Modified Collector, Multi-Collector and Antique vehicles. • Administration of specialised licensing programs based on special agreements, and the needs of vehicle manufacturers, dealers, repairers, and 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Commercial Transport Act</i> and Regulations • <i>Off-Road Vehicle Act</i> and Regulations 	Prime

Service	Description of Service	Relevant Authority	Classification of Service
	<ul style="list-style-type: none"> transporters. Administration of licensing for limited on-road operation of farm, industrial, off-road vehicles, and non-conforming vehicles. Issuance of special licence plates. Administration of the Personalized Number Plates program. 		
Inter-jurisdictional Licensing Agreements and Financial Responsibility for Commercial Vehicles	<ul style="list-style-type: none"> Administration of inter-jurisdictional licensing agreements. Billing, collection, and remission of licensing revenues to B.C. and other provincial and state authorities. Administration of the provincial requirements for financial responsibility obligations for commercial vehicles and out-of-province students vehicles entering B.C. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations <i>Commercial Transport Act</i> and Regulations Canadian Agreement on Vehicle Registration International Registration Plan 	Prime
Temporary operating permits	<ul style="list-style-type: none"> Determination of vehicle owner or operator eligibility for temporary operation permit. Issuance of permit and windshield decal. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations 	Prime

A4 OTHER SERVICES

- Table A.3 lists the other services provided by ICBC that support the Vehicle Registration and Licensing functions. Some of these services also provide complementary benefits to government agencies.

**TABLE A.3
OTHER SERVICES**

Service	Description of Service	Relevant Authority	Classification of Service
Vehicle Data Management	<ul style="list-style-type: none"> Provision and maintenance of the computers and associated software used to capture, store, and access vehicle and ownership related data. Implementation of any systems modifications required as a result of legislative, regulatory, or business initiated changes. Providing registration data for 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations <i>Commercial Transport Act</i> and Regulations <i>Off-Road Vehicle Act</i> and Regulations 	Prime

Service	Description of Service	Relevant Authority	Classification of Service
	parking lot enforcement, automated licence plate readers by law enforcement and toll collections, and consumer protection purposes.		
Policy Development and Implementation	<ul style="list-style-type: none"> • Works in partnership with government to respond to internal and external proposals for changes. • Works in partnership with government to develop regulatory and legislative changes and lead them through the approval processes. • Business policy and process change and implementation to comply with legislative / regulatory change and to improve operational efficiency. 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Commercial Transport Act</i> and Regulations • International Registration Plan • Canadian Agreement on Vehicle Registration 	Prime
Vehicle and Ownership Information Searches	<ul style="list-style-type: none"> • Conducted for vehicle owners, governments, policing authorities, and other parties. 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Off-Road Vehicle Act</i> and Regulations • <i>Motor Vehicle (All Terrain) Act</i> and Regulations 	Prime and Administrative
Representation on Inter-jurisdictional Bodies	<ul style="list-style-type: none"> • Supports the Superintendent of Motor Vehicles as the voting member of B.C. on the CCMTA Board. • Co-represents B.C. on the CCMTA Drivers and Vehicles standing committee, is the voting member for B.C. on the IRP, the B.C. administrator for CAVR, and represents B.C. on vehicle matters and acts as the voting member with AAMVA. 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Commercial Transport Act</i> and Regulations • Canadian Agreement on Vehicle Registration (CAVR) • International Registration Plan (IRP) • Canadian Council of Motor Transport Administrators (CCMTA) • American Association of Motor Vehicle Administrators (AAMVA) 	Prime

A5 PROGRAM RELATED INITIATIVES

In addition to the functions described above, ICBC undertakes initiatives related to vehicle registration and licensing.*

Additions to ICBC's specialty licence plate framework are under consideration.

** Projects funded from the Change Management Fund, as provided for in the Service Agreement, are not included in this list.*

APPENDIX B: DRIVER RELATED SERVICES

B1 INTRODUCTION

- Section 24 of the *Motor Vehicle Act* states that a driver must hold an appropriate class of B.C. licence for the vehicle that they operate on B.C. roads, the details of which are set out in Division 30 of the Motor Vehicle Act Regulations. To obtain a licence a person must first pass a B.C. knowledge and road test or prove they passed equivalent tests in a recognized reciprocal jurisdiction, vision and in some cases medical screening and pay the prescribed fees. New drivers have restrictions placed upon them and must graduate from the Graduated Licensing Program (GLP) before becoming full privilege drivers. ICBC is responsible for licensing qualified drivers.
- A person's licence may be suspended or removed under certain prescribed circumstances. Under the delegated authority of the Superintendent of Motor Vehicles, ICBC helps administer the driver fitness program and programs that sanction drivers for unacceptable driving practices, including adjudicating driving records under the Driver Improvement Program.
- ICBC is also responsible for regulating the driver training industry.

B2 DRIVER LICENSING

- ICBC is responsible for the creation, delivery and funding of driver licensing programs and services in British Columbia.
- Driver licences can be renewed at any of ICBC's 20 Driver Licensing Offices, 69 Appointed Agents or 29 Service B.C. offices across British Columbia.
- From the information collected at the time of licence issuance, ICBC creates a driver record with which it can record and track violations, outstanding debts, driving restrictions and other information used in the administration of issuing a licence. ICBC owns, maintains and updates the driver and client systems.

- A person who resides in the Province may apply for an identification card by delivering an application in a form satisfactory to ICBC. This identification card is called a British Columbia Identification card (BCID).
- Residents of B.C. may also apply at certain ICBC locations for an Enhanced Driver's Licence or Enhanced Identification card, which serve as alternatives to the passport for individuals traveling to the U.S. by land and sea.
- Effective February 2013, ICBC provides key services as a partner with the Ministry of Health and Ministry of Technology, Innovation and Citizens' Services in the provincial government B.C. Services Card (BCSC) initiative, related to identity proofing and card production of combination BCSC driver's licences and standalone photo BCSC identity cards for the majority of B.C. residents.
- Table B.1 summarizes Driver Licensing Services provided by ICBC.

TABLE B.1
DRIVER LICENSING SERVICES

Service	Description of Service	Relevant Authority	Classification of Service
Issues Driver Licences / BCID Cards/ Supports B.C. Services Card (BCSC)	<ul style="list-style-type: none"> • Issues and renews driver licences, BCSC cards, and BCID including processing licence applications and eligibility; verifying the person's identity; assessing accuracy and validity of forms and information submitted. • Issues and renews, at certain locations, B.C. Enhanced Driver's Licences / Enhanced ID cards, including advanced screening processes, to ensure federal and U.S. requirements are met. • Maintains driver licensing model, including application requirements, licensing restrictions and classifications, according to legislation and in line with other Canadian jurisdictions. • Sets driver testing standards and administers driver tests. • Researches, develops, implements, supports and evaluates new driver licensing programs / initiatives towards improving road safety and customer experience. • Manages BCDL, BCSC, BCID, and EDL/EIC card production contracts. • Provides key services as a partner in the provincial government B.C. Services Card initiative related to identity proofing, card production and point of service for application 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Medical and Health Care Services Regulation</i> • <i>Freedom of Information and Protection of Privacy Act (FOIPPA)</i> 	Prime

Service	Description of Service	Relevant Authority	Classification of Service
	and issuance of the photo BCSC. <ul style="list-style-type: none"> Evaluates, recommends and implements new reciprocal driver licensing arrangements with other licensing jurisdictions. 		
Support Services for Driver Licensing Function	<ul style="list-style-type: none"> Maintains driver records to ensure they are accurate and comply with policy and legislation. Publishes and maintains driving guides and information brochures and information online at ICBC.com. Investigates driver licensing fraud. Produces evidentiary packages for courts. Provides driver abstracts/records for varying uses, including to support the National Safety Code. Pre-screens for commercial licence applicants. Participates in inter-jurisdictional committees for driver programs. Bills, collects and remits licensing revenues to the provincial government. Administers licence cancellation, refuse to issue, short term licence, prohibitions and suspensions, collection of driver licence fines for motor vehicle and related debt. Supports appointed agents and Service B.C. agents that deliver driver licensing services on ICBC's behalf. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations National Safety Code 	Prime

B3 DRIVER RELATED SUPPORT TO ROADSAFETYBC

- The Superintendent of Motor Vehicles is responsible for a variety of programs that help ensure that persons unfit to drive and persons with unsatisfactory driving records are not permitted to drive. Under delegated authority from the Superintendent, ICBC helps administer these programs. Details of ICBC's role are provided in Table B.2.

TABLE B.2
SUPPORT TO RoadSafetyBC (formerly the Office of the Superintendent of Motor Vehicles (OSMV))

Service	Description of Service	Relevant Authority	Classification of Service
Driver Improvement Program	<ul style="list-style-type: none"> Reviews and adjudicates driving records based on RoadSafetyBC-developed directives and guidelines. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and 	Delegated and Administrative

Service	Description of Service	Relevant Authority	Classification of Service
	<ul style="list-style-type: none"> • Takes appropriate action such as a driver prohibition.. • Handles communications with drivers concerning the Driver Improvement Program (e.g. warning, probation and prohibition letters). • Confirms acceptable acknowledgement and receipt of a prohibition / suspension from a driver and records the information on the system. • Reviews driving submissions on prohibitions of three months or less. • Reviews submissions from drivers who are sent an intent to prohibit of any length of term. • Processes certified extracts for court purposes. • Processes suspensions by adding them to the driving record and adjudicating the record for a further prohibition. • Processes Criminal Code of Canada convictions by adding them to the driving record. • Provides support to the Ignition Interlock and Responsible Driver Program (e.g. updating DLs). 	<ul style="list-style-type: none"> • Regulations • Delegated authority from the Superintendent of Motor Vehicles 	
Driver Fitness Program	<ul style="list-style-type: none"> • Conducts vision screening and issues driver medical forms on behalf of the Superintendent. • Issues medical notices to drivers (under set guidelines and delegation from RoadSafetyBC), and sends licence cancellation notices for failing to comply to a re-exam, medical or vision exam or where a driver is found by RoadSafetyBC to be medically unfit to drive. • Handles communications with drivers (e.g. re-examination and vision screening letters). • Requests drivers who have fraudulently obtained a B.C. drivers licence to complete an examination. • Adds driving restrictions on licences resulting from driver testing. 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • Delegated authority from the Superintendent of Motor Vehicles 	Delegated and Administrative

Service	Description of Service	Relevant Authority	Classification of Service
Administrative Driving Prohibition (ADP), Immediate Roadside Prohibitions (IRP), and Vehicle Impoundment Program and Remedial Programs (ignition interlock, Responsible Driver Program (RDP))	<ul style="list-style-type: none"> Provides administrative support to the IRP, ADP, Vehicle Impoundment and Unlicensed review processes, including scheduling reviews. Processes vehicle releases. Collect administrative fees and reinstate licences Provides court/enforcement agency driving certificates (abstracts) for court on all MVA, MVR and USA contravention records, plus all Criminal Code convictions (excluding dispositions Adjudged Delinquent and Pardons) and prohibition / suspension record. Provides administrative support with the Remedial Programs and IRP roadside prohibitions by answering questions from customers, updating driver records on behalf of the Superintendent, providing regular system downloads to RoadSafetyBC, which help to determine eligibility to enter the Remedial Programs Disclosure of documents for reviews Cancels and refuses to issue licences as per Superintendent of Motor Vehicle's direction. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations Delegated authority from the Superintendent of Motor Vehicles 	Delegated and Administrative

B4 DRIVER TRAINING REGULATION

- ICBC is responsible for administering the regulations on services provided by driver training schools, instructors, and agencies that train and assess their own drivers. Table B.3 summarizes the functions of ICBC.

TABLE B.3
DRIVER TRAINING

Service	Description of Service	Relevant Authority	Classification of Service
Driver Training Regulation	<ul style="list-style-type: none"> Administers licensing standards for driver training schools and instructors as set out in provincial regulations. Issues school and instructor licences and monitors compliance with standards. Sanctions non-compliant schools and instructors through violation tickets, ICBC limited term sanctions, or de-licensing (subject to a show cause hearing conducted by the Superintendent of Motor Vehicles). 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> and Regulations 	Prime

	<ul style="list-style-type: none"> • Administers and monitors curriculum standards, including setting curriculum and delivery standards for the GLP Approved Driver Education Course. • Administers standards and requirements for instructors, driver training schools and/or companies/agencies that are certified to deliver both training and testing (e.g., motorcycle skills) or training only where licensing privileges are granted (e.g., GLP approved course). 		
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B5 DRIVER LICENSING - INITIATIVES

In addition to the functions described above, ICBC undertakes initiatives related to Driver Licensing. Initiatives currently under consideration or in progress include*:

- Government Directed: ICBC provides key services as a partner in the provincial government B.C. Services Card initiative. Ongoing project work continues to support further development of the program, including potential future onboarding of new services.
- Government Directed: Road Safety Initiatives (phase I); e-ticketing and online payments.
- Government Directed: Administrative Driving Penalties + Vehicle Impoundments (ADPVI), Replacement of Legacy System
- Government Directed: Driver Fitness / Cognitive Assessment; changes to delivery of these services. ICBC to support RoadSafetyBC in the procurement of services for the DriveAble contract ending in 2017.
- Government Directed: Commercial Drivers Program – Enhance and build on existing ICBC best practices for flexibility in truck driver licensing to address the issue of shortage of commercial drivers.
- Government Directed: Refuse to issue DL for IRP Monetary Penalties Accounts Receivable – undertake system changes to enable ICBC to recognize outstanding debt from Immediate Roadside Prohibitions.
- Government Directed: Support new measures to address distracted driving (June 1, 2016).
- Government Directed: Deliver pilot program in partnership with BC Transplant to provide additional information regarding organ donation through ICBC Driver Licensing Offices (2016).

** Projects funded from the Change Management Fund, as provided for in the Service Agreement, are not included in this list.*

APPENDIX C:

VIOLATION TICKETS AND OTHER SERVICES

C1 VIOLATION TICKETS AND REFUSE TO ISSUE PROGRAMS

- ICBC withholds issuance of a driver's licence or vehicle licence where a person has outstanding fines payable to the Government or Crown as a result of certain violation tickets or prohibitions issued under various federal and provincial statutes. ICBC administers all violation tickets issued in B.C. ICBC must ensure that the tickets are valid and in accordance with legislation, regulations and Attorney General policy.
- There are four types of violation tickets ICBC deals with on behalf of the provincial government, and one type of Federal *Contraventions Act* violation ticket:
 - Driver related moving violations
 - Driver related non-moving violations
 - Intersection Safety Camera violations
 - Provincial non-driver related (e.g., wildlife, public transit, liquor control).
- In addition, ICBC administers the process and collects outstanding fines payable to the federal government under the federal *Contraventions Act*, (e.g., marine, seaway property, national parks, environment, fisheries, wildlife, airport and government property, wild animal and plant trade, tobacco, radio communications and commercial vehicle drivers).
- Effective 2012, ICBC withholds issuance of a driver's licence or vehicle licence for Fare Evasion fines issued by Translink under the *South Coast British Columbia Transportation Authority Act* for outstanding Translink debt (unpaid fines).
- Effective 2009, ICBC withholds issuance of a driver's licence or vehicle licence where a person has excessive toll debt as prescribed in the Transportation Investment Act. Golden Ears Bridge toll refuse to issue was implemented in 2010 and Port Mann in Dec 2012.
- ICBC assists the Family Maintenance Enforcement Program by refusing to issue a driver's licence or vehicle licence to drivers or registered owners who owe money under that program.
- Table C.1 describes the functions fulfilled by ICBC.

**TABLE C.1
VIOLATION TICKETS**

Service	Description of Service	Relevant Authority	Classification of Service
Violation Ticket Related	<ul style="list-style-type: none"> Processes Violation Tickets (VT), enters VT information into the contraventions system, resolves and identifies errors on the VT, as well as court interface errors. Ensures the VTs processed are valid in accordance with legislation and regulations and Ministry of Justice and Attorney General policy. Maintains the contraventions system. Creates client record if none exists. Cancels VTs. Processes VT disputes and appeals. Prepares evidentiary packages for courts. Processes and investigates personation claims for violation tickets. Collects fines and debts on behalf of the federal and provincial governments and outstanding ICBC debts. 	<ul style="list-style-type: none"> The Assistant Deputy Attorney General (Criminal Justice Branch) gives the authority and directives for ICBC to carry out its responsibilities under the <i>Offence Act</i> and the federal <i>Contraventions Act</i>. Criminal Justice Branch gives the directive for ICBC to cancel violation tickets. 	Administrative
Intersection Safety Camera Program (ISC)	<ul style="list-style-type: none"> Enters ISC violation tickets on the database. Creates client record if none exists. Produces tickets. Sends for process serving when applicable. Tracks process serving progress. Prepares evidentiary packages for courts. 	See above	Administrative

C2 OTHER SERVICES

- Other services include database maintenance and information sharing (e.g. the Traffic Accident System), collection of sales tax (Social Service Tax, Harmonized Sales Tax, Provincial Sales Tax, depending on the vehicle purchase date) up until December 31, 2014. These and other services are described in Table C.2.

**TABLE C.2
OTHER SERVICES**

Service	Description of Service	Relevant Authority	Classification of Service
Traffic Accident System	<ul style="list-style-type: none"> Maintains the Traffic Accident System (TAS) that is shared with police and transport authorities. Enters accident report information into TAS that is received from police attending the accident. 	<ul style="list-style-type: none"> <i>Motor Vehicle Act</i> 	Administrative
Collection of Sales Tax	<ul style="list-style-type: none"> Collects sales tax on behalf of the government when a vehicle is registered or transferred. 	<ul style="list-style-type: none"> <i>Social Services Tax Act</i> <i>Consumption Tax Rebate and Transition Act</i> <i>Consumption Tax Rebate and Transition Act</i> <i>Motor Vehicle Act</i> <i>Commercial Vehicle Act</i> <i>Provincial Sales Tax Act</i> 	Administrative
Family Maintenance Enforcement	<ul style="list-style-type: none"> Manages refusal to issue driver licences and vehicle licences/insurance for clients owing money under the FMEP. 	<ul style="list-style-type: none"> <i>Family Maintenance Enforcement Act and Regulations</i> 	Administrative
Bridge Toll Debt	<ul style="list-style-type: none"> Provides client address information for toll collection. Manages refusal to issue of driver licences and vehicle licences/insurance for clients owing excessive toll debt. 	<ul style="list-style-type: none"> <i>Transportation Investment Act</i> <i>South Coast British Columbia Transportation Authority Act</i> 	Administrative
Fare Evasion Fines	<ul style="list-style-type: none"> Provides client address information for fare evasion fine collection. Manages refusal to issue of driver licences and vehicle licences/insurance for clients owing excessive fare evasion debt 	<ul style="list-style-type: none"> <i>Transportation Investment Act</i> <i>South Coast British Columbia Transportation Authority Act</i> 	Administrative

C3 VIOLATION TICKETS AND OTHER SERVICES - INITIATIVES

In addition to the functions described above, ICBC undertakes initiatives related to violation tickets and other services. Initiatives currently under consideration or in progress include*:

- Government Directed: Refuse to Issue for Other Government Debt Programs; Ministry of Finance legislative changes made in 2015 to enable debt collection using RTI as a tool.

** Projects funded from the Change Management Fund, as provided for in the Service Agreement, are not included in this list.*

APPENDIX D: COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT SERVICES (CVSE)

D1 INTRODUCTION

- The relationship between ICBC and CVSE is interdependent with long-standing systems and business links between registration, licensing and insurance systems and business processes and core provincial road safety systems and programs. In many cases these are real-time systems links on which the proper functioning of computer systems, business processes, customer service and ultimately the safety of B.C.'s roads, rely. To ensure Government and ICBC are able to discharge their respective responsibilities, the parties work together to determine the appropriate service levels, escalation procedures and remedies.
- This appendix describes the interrelated services of ICBC and CVSE and outlines the services that ICBC provides in support of CVSE programs.
- CVSE is part of the Ministry of Transportation and Infrastructure and is responsible for:
 - enforcing provisions of the *Motor Vehicle Act*, *Commercial Transport Act*, *Transport of Dangerous Goods Act*, *Passenger Transportation Act*, *Transportation Act* and *Motor Fuel Tax Act* and applicable regulations;
 - developing and promulgating safety regulations governing commercial transport, vehicle inspection, vehicle equipment regulations and carrier safety;
 - maintaining and promoting road safety through the implementation and management of the National Safety Code Program, Commercial Vehicle Inspection Program, Private Vehicle Inspection Program, VIN Inspection Program, Roadside Inspection Program, Weigh2Go, Commercial Transport Program, Transport of Dangerous Goods Program and Commercial Vehicle Safety Alliance; and,
 - participating on various national and international government road safety bodies to coordinate and harmonize commercial transport, vehicle equipment and safety standards.

D2 ICBC/CVSE RELATIONSHIP AND PROGRAM INTERDEPENDENCIES

- The responsibilities and objectives of CVSE and ICBC are interconnected, and program delivery and compliance are often reliant on each other. CVSE shares responsibility with ICBC for vehicle-related requirements under the *Commercial Transport Act* and associated regulations, as well as the *Motor Vehicle Act* and associated regulations.

- CVSE oversees the inspection and safety programs for commercial vehicles operating in the province and enforces the necessary safety statutes, regulations and programs. These programs outline the conditions of vehicle operation on a provincial highway. Through the sharing of CVSE data, ICBC Autoplan Agents are able to determine at the time of registration and licensing, if a vehicle has been prohibited from on-road operation as a result of non-compliance with statutory requirements and CVSE safety programs. Preventing non-complying vehicles from on-road operation serves both the public safety mandate of Government and ICBC's role as an automobile insurer by reducing the risk of loss.

A vehicle that has met and satisfied the CVSE inspection and safety programs can be issued a vehicle licence by ICBC for operation on B.C. highways. Conversely, CVSE relies on ICBC data for enforcement of CVSE based safety programs.

D3 CVSE PROGRAMS SUPPORTED BY ICBC

- ICBC provides support to several key CVSE programs, as outlined in Table D1.

TABLE D.1
ICBC ONGOING SERVICES TO SUPPORT CVSE

Service	Description of Service	Relevant Authority	Classification of Service
Transportation Permitting System. (TPS) (formerly Commercial Transport Management System (CTMS)) TPS provides a variety of functions to CVSE staff as authorized and required under the MVA, Inspectors Authorization Regulation and/or appointed by the Director.	ICBC provides: <ul style="list-style-type: none"> • Real time access to the Client Application and Client Database; • Operation and maintenance of the Client Database; • Commercial Vehicle Safety and Enforcement (CVSE) access to ICBC mainframe transactions; • Financial responsibility filing inquiry (ICBC confirms that a company has a valid financial responsibility number). 	<ul style="list-style-type: none"> • <i>Commercial Transport Act</i> and Regulations • <i>Motor Vehicle Act</i> and Regulations • <i>Motor Fuel Tax Act</i> and Regulations • <i>Passenger Transportation Act</i> and Regulations 	Administrative
National Safety Code System (NSCS) NSCS provides access to National Safety Code (NSC) Program Administration staff and other authorized staff, for a variety of systems, reports and	ICBC provides: <ul style="list-style-type: none"> • The Client Database; • The Contraventions Database; • The Driver Database; • Transfer and transform a subset of the <i>Traffic Accidents System (TAS)</i> for NSC to import into database; • Corrections to TAS database; • Access to the Business Information Warehouse (BIW) Claims data; • Remote data retrieval; 	<ul style="list-style-type: none"> • <i>Motor Vehicle Act</i> and Regulations • <i>Commercial Transport Act</i> and Regulations 	Administrative

Service	Description of Service	Relevant Authority	Classification of Service
databases, to monitor carrier performance and to allow exchange of information about inter-provincial carriers with other jurisdictions.	<ul style="list-style-type: none"> • Transmittal of Autoplan Automated Data Capture (ADC) carrier/vehicle data for NSC database; • Vehicle Database and Driver Licence retrieval for NSC Audit and on-line application; • Updates for Motor Vehicle database; • Provide NSC abstracts to NSC carriers • Access to the ICBC national Safety Code & Motor Carrier Inquiry transaction; • Blocking licensing transactions to ensure regulated vehicle inspection requirements are met; • Data entry and microfilm Notice and Orders and maintain Notice and Order data base; • Support to monitoring of NSC safety certificate for each commercial vehicle during the licensing processing; • Access to vehicle data base for vehicle inspection information and to the driver licensing system for NSC audit and carrier profile; and • Access to vehicle file for on-line population of vehicle inspection forms. 		

D4 COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT - INITIATIVES

In addition to the functions described above, ICBC undertakes initiatives related to support for Commercial Vehicle Safety and Enforcement. There are no new initiatives under consideration or in progress at this time.*

** Projects funded from the Change Management Fund, as provided for in the Service Agreement, are not included here.*

APPENDIX E: REVENUE COLLECTION

- ICBC is responsible for collecting various forms of revenue on behalf of Government, including various fees under the *Motor Vehicle Act*, the *Commercial Transport Act*, *Off-Road Vehicle Act* and fines under the *Offence Act* – see Table E.1.
- ICBC also provides regular revenue reports to Government, including forecasts.
- Table E.1 provides a breakdown of actual revenue collected by type. In some circumstances, revenue is recorded net of commissions paid to collection agencies. Other commissions paid are included under ICBC expenditures – see Appendix F.

TABLE E.1
REVENUE COLLECTED ON BEHALF OF GOVERNMENT

Revenue by Type	2011 Actual Revenue \$000s	2012 Actual Revenue \$000s	2013 Actual Revenue \$000s	2014 Actual Revenue \$000s	2015 Actual Revenue \$000s
Net Motor Vehicle Act	270,514	272,302	281,235	283,769	287,844
Net Commercial Transport Act	191,417	198,531	208,422	211,202	217,210
Net Fines Revenue	88,035	79,584	71,065	71,222	66,642
Net Other Revenues	417	359	344	314	731
TOTAL NET REVENUE:	550,383	550,776	561,066	566,508	572,427

- Beginning in May 2006, ICBC assumed responsibility for collecting fines on behalf of the federal government for violations under the *Contraventions Act* and regulations. The regulations designate numerous fines, such as: violations pertaining to environmental protection; federal and federally-regulated property such as seaways, airports and national parks; fish and wildlife; wild animal and plant trade; tobacco; radio communications; commercial vehicle drivers; and maritime violations.

The delivery of this service replicates the provincial model for non-motor vehicle fines and is to be delivered at no net cost to ICBC. ICBC collects fines owing under the federal *Contraventions Act* and regulations and remits these to the provincial government. The costs of providing the service are deducted quarterly. If fines collected are insufficient to cover costs, the provincial government is to provide reimbursement for costs in excess of fines collected.

E1 REVENUE COLLECTION – INITIATIVES

In addition to the functions described above, ICBC works, from time to time, with Government on other initiatives related to revenue collection. Initiatives in other non-insurance areas may also have an impact on the process or the amount of revenue ICBC collects on behalf of Government.

APPENDIX F: COST ESTIMATES

F1 INTRODUCTION

- This Appendix provides an overview of the costs incurred by ICBC in delivering the non-insurance services covered by this Agreement based on an approach and methodology originally developed in June 2003 by ICBC and reviewed by an independent financial services company.¹
- In deriving the cost of non-insurance services, three different concepts of cost can be used:
 - The incremental cost to the organization of undertaking the services.
 - The average cost of delivering the service when integrated with the delivery of insurance services.
 - The total cost of delivering the services on a stand-alone basis.
- These three approaches can give very different results, depending on the nature of the service and the degree to which it is integrated with the delivery of insurance services. ICBC has adopted the second of these approaches. Therefore, the cost estimates derived should not be interpreted as: the incremental cost savings that would accrue to ICBC if it no longer delivered non-insurance services; or, the incremental costs that Government would incur if it chose to deliver the services itself.
- ICBC provides Basic insurance, Optional insurance and non-insurance services. Costs incurred by ICBC that are tracked separately and are clearly identifiable as Basic, Optional or non-insurance service costs are assigned directly to the appropriate service area. Where services are integrated, costs are allocated across the functions based on cost allocation methodologies developed as part of the B.C. Utilities Commission processes.

F2 THE ESTIMATED COST OF NON-INSURANCE SERVICES

- Table F.1 summarizes the cost of non-insurance services delivered by ICBC over the past five years. Costs for Vehicle Registration and Licensing activities are included in the sections labeled "Administration and Other" and "Commissions".
- The figures include amortization costs, as well as an allocation of specific fees and commissions paid to brokers and agents. However, some commissions are recorded by ICBC as subtractions from revenue and are therefore included in Appendix E.

¹ PriceWaterhouseCoopers "Revenue and Cost Allocation Evaluation" prepared in June 2003.

TABLE F.1
ESTIMATED COST OF NON-INSURANCE SERVICES

Type of Service	Actual Costs				
	2011 (\$000s) IFRS	2012 (\$000s) IFRS Restated	2013 (\$000s) IFRS	2014 (\$000s) IFRS *	2015 (\$000s) IFRS
Administrative and Other	31,895	32,813	30,769	32,127	31,870
Commissions	26,292	28,011	27,625	28,360	30,335
Driver Services	54,505	59,869	60,433	66,393	67,537
Total Non-Insurance Services	112,692	120,693	118,827	126,880	129,742

* 2014 actual costs are revised from \$121,223 (reported in the 2014 updated Appendices) to \$126,880 to reflect the reclassification of certain revenue and expenses in the Corporation's financial statements to conform to International Financial Reporting Standards (IFRS) effective for the fiscal year ending December 31, 2015.

APPENDIX G:

OTHER AGREEMENTS

- In addition to the Service Agreement itself, Table G.1 lists the agreements, contracts, and memoranda and letters of understanding (MOUs/LOUs) in place concerning the non-insurance services provided by ICBC on behalf of Government. (Note: The list includes governing agreements with Government ministries and agencies – it does not include agreements with private companies and municipalities nor service level agreements.)

TABLE G.1
LIST OF AGREEMENTS, CONTRACTS AND MOUs

	Agreement/Details	Related Service
1	Superintendent/ICBC Delegation MOU <ul style="list-style-type: none"> Series of delegation instruments with RoadSafetyBC. Provides ICBC with authority to act on behalf of the Superintendent of Motor Vehicles in the administration of the driver improvement program, ADP-VI Program, Driver fitness, records and prohibitions, and other programs. 	Driver Licensing
2	International Registration Plan (IRP) <ul style="list-style-type: none"> Reciprocity agreement between the 10 Canadian provinces and all U.S. states except Alaska and Hawaii providing for prorated/apportioned payment of licence fees on the basis of total distance operated in all jurisdictions. B.C. became a signatory to the IRP agreement in 1996. 	Vehicle Registration and Licensing
3	Canadian Agreement on Vehicle Registration (CAVR) <ul style="list-style-type: none"> Agreement between the 10 Canadian provinces regarding limited licensing reciprocity for vehicles not covered under IRP. B.C. signed on to CAVR in 1981. The agreement was revised from a prorate agreement to a reciprocity agreement in 2001 when all Canadian provinces joined IRP. 	Vehicle Registration and Licensing
4	Information Technology Agreement <ul style="list-style-type: none"> Agreement with Shared Services B.C. (formerly Workplace Technology Services). Covers provision of mainframe data processing (drivers), network services, and associated charges. 	Driver Licensing
5	Access to Customer Information MOUs <ul style="list-style-type: none"> MOUs exist with various Government ministries. Covers sharing of ICBC customer information (e.g., name and address). 	Driver Licensing/ Vehicle Licensing
6	Elections B.C./Elections Canada MOU <ul style="list-style-type: none"> MOU with Elections B.C. and Elections Canada. Covers sharing of ICBC customer address information (from driver's database). 	Driver Licensing
7	Canadian Police Information Centre (CPIC) MOU <ul style="list-style-type: none"> MOU with CPIC. Covers categories I, II and III CPIC agency access to ICBC's driver licence data and vehicle information. 	Driver Licensing/ Vehicle Licensing
8	Access to ICBC's Databases MOU <ul style="list-style-type: none"> MOU with RoadSafetyBC Covers OSMV access to ICBC's databases. 	Driver Licensing Vehicle Registration and Licensing

	Agreement/Details	Related Service
9	Refuse to Issue MOU (Family Maintenance) <ul style="list-style-type: none"> • MOU with Ministry of Attorney General (Family Maintenance Program). • Establishes a protocol for ICBC refusing to issue (RTI) driver licences, vehicle licences and insurance for FMEP arrears. Also contains an indemnity from government. 	Driver Licensing
10	SBC Information Systems Agreement (an appendix to the SBC-ICBC Partnership Agreement) <ul style="list-style-type: none"> • Covers ownership, support and change control process for technology/support (primarily for Driver Licensing Centre System) used by Government Agents Offices to deliver Driver Services, and the Revenue Management System used by Government Agents and ICBC to collect motor vehicle fines. • Original agreement signed in 1999 (Government Agent Information Systems Service Level Agreement) update signed in 2014. 	Driver Licensing
11	ICBC / Service BC Partnership <ul style="list-style-type: none"> • Agreement signed in 2012 with Service BC (prior to 2012, ICBC and SBC had several agreements that governed their relationship) • Covers the establishment of principles of cooperation and joint effort relating to the delivery of ICBC services at Service BC offices. 	Driver Licensing
12	Drinking and Driving Initiative Memorandum of Understanding: <ul style="list-style-type: none"> • On Ongoing Costs: MOU signed in March 2006 confirms the financial agreements relating to ICBC's operating costs for this initiative. 	Driver Licensing
13	Federal Contraventions Act <ul style="list-style-type: none"> • LOU with the Province signed in December 2004 describes the services that ICBC will provide to support this initiative and affirms that ICBC will realize full cost recovery for providing these services. This agreement is currently being reviewed. 	Driver Licensing
14	Canadian Driver Licensing Agreement (CDLA) <ul style="list-style-type: none"> • In October 2005, the Minister of Transportation joined other Canadian jurisdictions in signing an MOU committing to work towards signing the CDLA at the earliest possible opportunity. 	Driver Licensing
15	Interprovincial Record Exchange <ul style="list-style-type: none"> • System of sharing information across Canadian and some US jurisdictions. • Managed by the Canadian Council of Motor Transport Administrators and updated in 2006. 	Driver Licensing and Vehicle Registration and Licensing
16	Applications Maintained on ICBC's Mainframe <ul style="list-style-type: none"> • Agreements on the transfer and ongoing operation/access for programs migrated from government to ICBC's mainframe (completed in 2009). 	Information Services Division
17	Protocol Agreement between ICBC and the South Coast Transportation Authority (Now Translink - South Coast British Columbia Transportation Authority) <ul style="list-style-type: none"> • Agreement governing procedures and protocols for refusing to issue a driver's licence or vehicle licence for excessive toll debt, as defined in the agreement, for Golden Ears Bridge tolls. 	Finance Division
18	Protocol Agreement between ICBC and the Transportation Investment Corporation <ul style="list-style-type: none"> • Agreement governing procedures and protocols for refusing to issue a driver's licence or vehicle licence for excessive toll debt, as defined in the agreement, Transportation Investment Act and regulations, for Port Mann Bridge tolls. 	Finance Division

	Agreement/Details	Related Service
19	Memorandum of Understanding between ICBC and the Province regarding tax collection <ul style="list-style-type: none"> Agreement governing procedures and protocols for managing the collection of taxes owing related to importing or transferring regulated vehicles. 	Finance Division
20	Operational Services Agreement with Ministry of Health regarding the B.C. Services Card <ul style="list-style-type: none"> Management of day to day operations and business touch points between HIBC and ICBC relating to the B.C. Services Card program and associated changes. 	Driver Licensing
21	Integrated Program Agreement with Ministry of Health & Ministry of Labour, Citizens' Services and Open Government regarding the B.C. Services Card <ul style="list-style-type: none"> Establishment of an agreement to collaboratively deliver the BCSC program as an integrated program. 	Driver Licensing
22	Memorandum of Agreement with Ministry of Technology, Innovation and Citizens' Services and ICBC <ul style="list-style-type: none"> Process for on-boarding new services for BC Services Card Agreement in development, anticipated to be signed in 2016. 	Driver Licensing
23	Memorandum of Understanding with ICBC, MPSSG, Canada Border Services (Canada) and Citizenship and Immigration Canada (Canada). <ul style="list-style-type: none"> MOU Respecting the development and implementation of British Columbia's Enhanced Driver's Licence and Enhanced Identification Card Program Addendum signed May 2016 	Driver Licensing