



Compliance Review Report for
STAR COACH & LIMOUSINE SERVICE LTD.
Completed By: TED NAGER

Contents

Driver Records	4
Hours of Service	6
Vehicle	8
Safety Practices	10
Remarks and General Findings	12
Remarks	12
General Remarks	12
Action Plan	12
Results	12
Action Plan	14
Glossary of Terms	19



Event Information

NSC Area:	13 - VANCOUVER	Date:	27 Jan 2016
Event Type:	Compliance Review	Review Period From:	12 Jan 2015
Event ID #:	92207	Review Period To:	12 Jan 2016
Result:	Fail		
Review Location:	328 INDUSTRIAL AVE, VANCOUVER BC V6A 2P3		

Carrier Information

Carrier Name:	STAR COACH & LIMOUSINE SERVICE LTD.		
Records Location:	328 INDUSTRIAL AVE VANCOUVER BC V6A 2P3	Mailing Address:	328 INDUSTRIAL AVE VANCOUVER BC V6A 2P3
Principal	SANDHU, RANJIV SINGH	DL#/Jur:	s.22
Consultant	N/A,	DL#/Jur:	
Safety Coordinator	GARSDIE, GAYLE	DL#/Jur:	
Authorized Carrier Rep	GARSDIE, GAYLE	DL#/Jur:	
Phone:	(604)685-5600	Mobile:	
Email:	ranjiv@starlimousine.com	Fax:	(604)685-2500

Operation Information

Fleet Size:	29	Number of Drivers:	0
<input type="checkbox"/> W2G <input type="checkbox"/> PM Facility <input type="checkbox"/> PT			
DOT#	None		
Service Locations:			
<input type="checkbox"/> Outside Canada <input checked="" type="checkbox"/> Within BC <input type="checkbox"/> Other Provinces / Territories <input checked="" type="checkbox"/> Over 160KM <input checked="" type="checkbox"/> Within 160KM			
Service Types:			
Passenger:	Bus - Charter / Tour, Taxi/Limousine		
Non-Passenger:			

Driver Records

Section	Item	Question	Response
Driver File	1	Number of driver files reviewed 5 Files Reviewed	
	2	Does the carrier have a separate file for each driver operating under its Safety Certificate?	Yes
Driver Abstract	1	Does the carrier obtain and review a current driver abstract for every driver at the time of hire?	Yes
	2	<p>Does the carrier obtain and review driver abstracts for every driver at least once every 12 months?</p> <p>s.22 DEC 18, 2015 no other abstract. Has been with Carrier since at least Aug 2015 when driver received a violation ticket.</p> <p>s.22 Abstracts on file- 22OCT2013 ; 05NOV2014 ; 18DEC2015</p> <p>s.22 - Abstracts on file- Jun 2011 ; 22OCT2013 ; 05NOV2014 ; 18DEC2015</p> <p>Develop a system to remind yourself of due dates. This includes the dates your drivers' licences must be renewed and the dates you need to request a new driver abstract (MVAR 37.29(1)(a)(ii)).</p> <p>Abstracts can be requested from ICBC using the National Safety Code Abstract Request Form (found in Section 4 of the Carrier Safety Guide).</p>	No
Driver Incident Records	1	<p>Does the carrier receive driver contraventions, accident reports, etc. within 15 days of an incident?</p> <p>s.22 No tickets produced.</p> <p>s.22 No tickets produced</p> <p>No ticket produced</p> <p>Keep records of all driving incidents that involve your drivers while they work for you. Your drivers must tell you if they are involved in an accident. They must also tell you if they receive a violation ticket or are convicted of a driving-related offence. Ensure you get this information within 15 days of the event (MVAR 37.29(2)).</p>	No
Record Keeping	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	<p>Employment application and signed company policy</p> <p>No employment application on file for some drivers; no signed company policy.</p> <p>You must keep the following records for every driver who operates under your safety certificate:</p> <ul style="list-style-type: none"> -driver's licence to be copied at time of hire and upon renewal (retained for term of employment); and -the driver's job application, including information about the driver's experience and skills (retained for term of employment). 	No
	1.b	<p>Driver abstracts</p> <p>Missing Historical Abstracts- various drivers.</p> <p>For every driver who operates under your safety certificate, you must keep the current and historical abstracts, obtained at the time of hire and annually thereafter (retained for the current year plus 4 years)(MVAR 37.30).</p>	No
	1.c	TDG Certificate (if applicable)	N/A

	1.d	<p>Driving incident records, violation tickets, Notice and Orders, Level 3 CVSA inspections, training records/certificates, and any disciplinary action</p> <p>No violation tickets produced for s.22 Also no file produced for s.22</p> <p>s.22 who received a violation ticket on July 8 2015.</p> <p>For every driver who operates under your safety certificate, you must keep the driver-related roadside inspection reports, and violation tickets. These records must be received within 15 days of the incident (retained for current year plus 4 years) (MVAR37.30).</p> <p>For every driver who operates under your safety certificate, you must keep training records/certificates and record of any disciplinary action for current year plus 4 years (MVAR37.30).</p>	No
	1.e	Accident reports	Yes

Hours of Service

Section	Item	Question	Response
Daily Logs	1	Number of Daily Log files reviewed Time records produced by Carrier do not meet the legislative requirement of MVAR 37.18.01. Carrier does have a Chauffeur Time Sheet review which basically indicates time on duty and time off duty. In addition Carrier produces a driver's hour available sheet, which indicates how many hours on duty the driver has completed in the last seven days. This list is prepared for all the 45 drivers for both entities and was reviewed by writer.	
	2	Do the contents of the daily logs and/or time records meet regulatory requirements? Time records produced do not meet the requirements as per MVAR 37.18.01.	No
	3	Does the carrier monitor their drivers to ensure compliance with daily on-duty time? Time records produced do not meet the requirements as per MVAR 37.18.01. You are responsible for ensuring your drivers obey the hours of service regulations. Your obligations are to: -ensure your drivers do not drive after accumulating 13 hours of driving in a day (MVAR 37.13.01(1)) -ensure your drivers do not drive after accumulating 14 hours of on-duty time in a day (MVAR 37.13.01(2)) -keep accurate records that show your drivers are working within the legal limits; and -ensure your drivers who travel into other provinces or territories know and follow the federal hours of service regulations as found in the federal Commercial Vehicle Drivers Hours of Service Regulations (http://laws.justice.gc.ca/en/SOR-2005-313/).	No
	4	Does the carrier monitor their drivers to ensure compliance with off-duty time? Time records produced do not meet the requirements as per MVAR 37.18.01. You must monitor your drivers' hours of rest to ensure that they comply with the daily hours of rest as defined in the Motor Vehicle Act Regulations. For mandatory off-duty time, you must ensure that your drivers do not drive: -after 13 hours of driving unless the driver takes 8 consecutive hours of off-duty time (MVAR 37.13.02(1)); -after 14 hours of on-duty time unless the driver takes 8 consecutive hours of off-duty time (MVAR 37.13.02(2)); -after 16 hours of elapsed time between 2 off-duty periods of at least 8 consecutive hours (MVAR 37.13.02(3)); or -unless the driver has taken at least 24 hours off-duty in the previous 14 days (MVAR 37.13.02(4)).	No
	5	Does the carrier monitor their drivers to ensure compliance with hours of service cumulative cycles? Numerous drivers are over the 70 hours cumulative cycle according to the "Driver Hours Available worksheet" produced. Drivers must keep track of their time using one of two cycles (MVAR 37.16.02). Each cycle has a maximum number of hours of on-duty. You must choose one of two cycles for your drivers to follow: -Cycle 1 - Drivers must not drive after completing 70 on-duty hours in 7 days (MVAR 37.16.03). -Cycle 2 - Drivers must not drive after completing 120 on-duty hours in 14 days, and must take at least 24 consecutive hours off-duty prior to accumulating 70 hours of on-duty time (MVAR 37.16.04). -A cycle can be reset at any time by taking: -36 consecutive hours off to reset Cycle 1 (MVAR 37.16.05(1)(a)) -72 consecutive hours off to reset Cycle 2 (MVAR 37.16.05(1)(b))	No

	6	Does the carrier monitor their drivers to ensure compliance with workshift regulations? Time records produced do not meet the requirements as per MVAR 37.18.01. You must monitor your drivers to ensure that no driver drives after 16 hours of time has elapsed between two off-duty periods of 8 or more consecutive hours (MVAR 37.13.02(3)). Every off-duty period of 8 or more consecutive hours resets the work-shift.	No
	7	Does the carrier review the supporting documents to substantiate the information on the daily logs?	Yes
	8	Does the carrier utilize a corrective progressive disciplinary policy? No progressive disciplinary policy produced. Where you have found non-compliance, you should be able to show that you have taken immediate remedial action such as meaningful training or progressive discipline (MVAR 37.19(2)). Meaningful training and progressive discipline could include: -a certificate training course -reinforced direction noted in writing on the driver's file, and -a progressive company policy, for example: -First infraction = verbal warning with notation on driver file -Second infraction = written warning with training -Third infraction = written warning with 3 day suspension -Fourth infraction = written warning with longer suspension up to and including termination -Serious infractions (theft/drugs/alcohol) = immediate dismissal	No
	9	Does the carrier receive daily logs and supporting documents from the driver within 20 days? Time records produced do not meet the requirements as per MVAR 37.18.01. You are required to receive the original daily logs from your drivers within 20 days (MVAR 37.18.05(1)). Once received, you should: -monitor and review the logs to ensure compliance (MVAR 37.15.01); and -inform drivers of any non-compliance, record the date of the occurrence and document the action taken with the driver (MVAR37.19(3)).	No
Record Keeping	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	Daily logs Time records produced do not meet the requirements as per MVAR 37.18.01. Within 30 days of receiving your drivers' daily logs, you must file them in chronological order for each driver at your principal place of business (MVAR 37.18.05(3)(a)). You must keep each of the daily logs in your files for at least 6 months.	No
	1.b	Supporting documents	Yes
	1.c	Time records when exempt from a daily log Time records produced do not meet the requirements as per MVAR 37.18.01. Within 30 days of receiving your drivers' supporting documents, you must file them in chronological order for each driver at your principal place of business (MVAR 37.18.05(3)(a)). You must keep each of the supporting documents in your files for at least 6 months.	No

Vehicle

Section	Item	Question	Response
Trip Inspections	1	Number of vehicle files reviewed 5 Files reviewed	
	2	Are defects noted on the trip inspection reports?	Yes
	3	Does the person responsible for repairs to defects sign and date the trip inspection reports, verifying that repairs were completed or not required before the first trip of the day? Unit 32- Check engine light on was noted on the following dates: oct 3,15,17,21,22,and 30. No indication it was repaired , and trip inspection report is not signed off at the bottom of the page to indicate item was corrected or did not need to be corrected for the safe operation of the vehicle. If defects are found during a trip inspection, you or your agent (who may be the driver) must either correct the defects and sign the report to say this correction was done; or sign the report to certify that the defect did not need to be corrected (MVAR 37.26).	No
Vehicle Maintenance	1	Does the carrier have a recall system to ensure the vehicles are inspected and maintained? Email to Mechanic every 10,000 kms.	Yes
	2	Are the vehicles inspected, maintained and repaired in accordance with the regulations:	
	2.a	Vehicles are driven with a valid CVIP decal	Yes
	2.b	Vehicle defects as noted on trip inspections, CVIP or CVSA inspections are addressed in a reasonable time or as directed on CVSA Trip inspection for unit 32 -contained defects for the month of Oct- total of six days from oct 3 to oct 30- repairs were not completed. Attach all records of repairs done because of an OOS CVSA, N&O, CVIP or trip inspection to the report from that inspection. Then file the report and the repair records together in the vehicle's file. If you usually file your invoices somewhere other than in your vehicle file, attach a photocopy. This provides quick evidence that the repair was done in a reasonable time or as directed on a CVSA inspection report.	No
	2.c	Vehicles have not received an OOS CVSA inspection for mechanical defects within the last 12 months CVSA dated 27MAR2014 Out of Service for brake issues - plate No CK4603- Reg s.15 CVSA dated 28AUG2014 out of Service for issues with the emergency exit - plate No EH4869 Reg s.15	No
	2.d	Vehicles have not received a Box 1 or 2 Notice & Order within the last 12 months 29MAY2015- 2005 FORD Excursion- Plate No JL6462- N/O -1	No
	2.e	No defects identified during CVIP inspections that should have been repaired during regular maintenance 2011 LINCOLN- REG s.15 CVIP 29DEC2014- Rear Brakes / and Headlight Repaired ; 25JUN2014- Rear brakes and four tires ; 30DEC2013 - Four tires. 2010 LINCOLN- REG s.15 CVIP 17DEC2014- Headlight and four tires ; 26JUN2014- Headlight and four tires ; 19DEC2013- Brake Lights	No
	2.f	Following a preventative maintenance plan Every 10,000 kms oil change / inspection. You are responsible for the maintenance and use of all vehicles that operate under your NSC Safety Certificate. This includes vehicles that are owned, rented, leased or lease operated. Your vehicle maintenance program must comply with and vehicles must be inspected, maintained and repaired in accordance with the regulations.	Yes



Record Keeping	3	Does the carrier receive CVSAs and N&O from the driver within 15 days?	Yes
	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	Manufacturer recall notices	Yes
	1.b	Vehicle Inspections: CVIP, CVSA, N&O	Yes
	1.c	Maintenance and repair records/receipts	Yes
	1.d	Vehicles sold/disposed of from the carrier fleet	Yes
	1.e	Trip inspection reports	Yes

Safety Practices

Section	Item	Question	Response
Safety Plan	1	Has the carrier developed a safety plan that demonstrates the ability to maintain practices and procedures necessary to ensure compliance with the regulations and NSC requirements?	
	1.a	Company Policy No policy on file. In order to ensure that your required safety plan (MVAR 37.29(d)) is comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Company Policy section of your Safety Plan should cover, at minimum, each of the following areas: -Hiring policy for drivers -Monitoring process for driver performance -Monitoring process of hours of service -Monitoring process for trip inspection -Monitoring process for vehicle maintenance -Monitoring process of dangerous goods (if applicable)	No
	1.a.1	Hiring policy for drivers	
	1.a.2	Monitoring process for driver performance	
	1.a.3	Monitoring process for hours of service	
	1.a.4	Monitoring process for trip inspection	
	1.a.5	Monitoring process for vehicle maintenance	
	1.a.6	Monitoring process for dangerous goods (if applicable)	
	1.b	Driver Policy No policy on file. In order to ensure that your required safety plan (MVAR 37.29(d)) is comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Driver Policy section of your Safety Plan should cover, at minimum, each of the following areas: -Driver Licensing -Obtaining driver abstracts (N print) at least every 12 months -Handing in violation tickets, N&Os, roadside inspections and accident reports -Hours of service -Corrective progressive disciplinary policy -Driver signature and date in agreement with policy	No
	1.b.1	Driver licensing	
	1.b.2	Obtaining driver abstracts (N print) at least every 12 months	
	1.b.3	Handing in violation tickets, N&Os, CVSA inspections and accident reports	
	1.b.4	Hours of service	
	1.b.5	Corrective progressive disciplinary policy	
	1.b.6	Driver signature and date in agreement with policy	
	1.c	Vehicle Maintenance Policy No policy on file. In order to ensure that your required safety plan and vehicle maintenance plan (MVAR 37.29(d)) are comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Vehicle Maintenance Policy section of your Safety Plan should cover, at minimum, each of the following areas: -Schedule of maintenance -Check sheets for each schedule -Trip inspection report	No
	1.c.1	Schedule of maintenance	

	1.c.2	Check sheets for each schedule	
	1.c.3	Trip inspection report	
	1.d	Dangerous Goods/Required Certificates	N/A
	1.d.1	Defensive driver training certificates	
	1.d.2	First aid training certificates	
	1.d.3	Certificates of Training for Dangerous Goods	
	2	<p>Is the carrier following their safety plan? No policy on file.</p> <p>As a carrier, you are responsible for all the vehicles that operate under your National Safety Code Safety Certificate and all drivers who drive the vehicles. Following your safety plan will assist you in meeting your obligations under the National Safety Code.</p> <p>As a carrier, you must:</p> <ul style="list-style-type: none"> -educate yourself and all drivers who work under your Safety Certificate regarding the applicable regulations; -ensure that all vehicles that are operated under your Safety Certificate are properly maintained; -ensure that only competent and qualified drivers drive your vehicles; -establish policies for tracking hours of service, vehicle maintenance, safety programs; and -ensure your safety policies are followed. 	No
	3	<p>Does the carrier understand and regularly review their Carrier Profile? Carrier should review the Carrier Profile on a regular basis to check against violation tickets received, CVSA Inspections completed and any other road performance issues.</p> <p>The Carrier Profile is a measurement of your on-road performance. It is a summary of all accidents, driver and carrier contraventions, CVSA roadside inspections, and audit results. Regular review of your carrier profile gives you a comprehensive picture of the on-road performance of your drivers and vehicles as well as providing you with a list of documents that must be retained with your records.</p> <p>-Your Carrier Profile is available online through the NSC program website at http://www.th.gov.bc.ca/cvse/national_safety_code/carrier_profile.htm. Additional information regarding how to obtain a BCeID User ID and password in order to access your profile is also available through this website.</p>	No
Dangerous Goods	1	Do the shipping papers that accompany Dangerous Goods loads contain all the required information?	N/A
	2	Does the carrier monitor to ensure that all Transport of Dangerous Goods documentation is complete for each shipment?	N/A
Record Keeping	1	Does the carrier maintain all records relating to NSC at the records location address on file with the NSC program office?	Yes

Remarks and General Findings

Remarks

Reason for Event: REQUESTED BY PROGRAM OFFICE

General Remarks

STAR COACH LIMOUSINE SERVICE LTD

This Carrier is scheduled for this Compliance Review due to a request from the Program Office and a resulting out of Service Inspection in April 2015. Carrier is directly related to another legal entity operating at the same location- namely Star Limousine Service Ltd- NSC 200025452. Both of these entities are owned and operated by Mr Rajiv Sandhu- who recently purchased the business.

Past NSC interventions with this Carrier include a Carrier Interview in August 2002 ; and a Satisfactory Carrier Audit in Oct 2003. Since these last Interventions the ownership of the Company changed hands. AVI inspector Greg Neal and writer did attend the offices in March 2014, due to concerns of record keeping deficiencies discovered during a PM application. At the time writer met with Mr Rajiv Sandhu and Gayle Garside - Operations Manager. the NSC regulations and record keeping was discussed as well as reviewing the Carrier Profile. At that time, Carrier was advised a follow up visit or even Compliance review would be conducted to ensure the record keeping was in Compliance with the NSC Regulations.

Carrier is in the business of providing a Limousine Service within the Lower Mainland ,including Whistler and surrounding areas. Carrier currently has 21 Active Vehicles Licenced.

Currently the Carrier Profile Scores are as follows: Contraventions - 0.50 ; Out of Service CVSA - 0.14 ; Accidents- 0.00, and the Overall Score is 0.64 resulting in a Satisfactory Profile Score.

Action Plan

See Page 14

Results



Fail

Action Plan

The Carrier Profile is a measurement of your on-road performance. It is a summary of all accidents, driver and carrier contraventions, CVSA roadside inspections, and audit results. Regular review of your carrier profile gives you a comprehensive picture of the on-road performance of your drivers and vehicles as well as providing you with a list of documents that must be retained with your records.

-Your Carrier Profile is available online through the NSC program website at http://www.th.gov.bc.ca/cvse/national_safety_code/carrier_profile.htm. Additional information regarding how to obtain a BCeID User ID and password in order to access your profile is also available through this website.

As a carrier, you are responsible for all the vehicles that operate under your National Safety Code Safety Certificate and all drivers who drive the vehicles. Following your safety plan will assist you in meeting your obligations under the National Safety Code.

As a carrier, you must:

- educate yourself and all drivers who work under your Safety Certificate regarding the applicable regulations;
- ensure that all vehicles that are operated under your Safety Certificate are properly maintained;
- ensure that only competent and qualified drivers drive your vehicles;
- establish policies for tracking hours of service, vehicle maintenance, safety programs; and
- ensure your safety policies are followed.

In order to ensure that your required safety plan and vehicle maintenance plan (MVAR 37.29(d)) are comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Vehicle Maintenance Policy section of your Safety Plan should cover, at minimum, each of the following areas:

- Schedule of maintenance
- Check sheets for each schedule
- Trip inspection report

Drivers must keep track of their time using one of two cycles (MVAR 37.16.02). Each cycle has a maximum number of hours of on-duty. You must choose one of two cycles for your drivers to follow:

- Cycle 1 - Drivers must not drive after completing 70 on-duty hours in 7 days (MVAR 37.16.03).
- Cycle 2 - Drivers must not drive after completing 120 on-duty hours in 14 days, and must take at least 24 consecutive hours off-duty prior to accumulating 70 hours of on-duty time (MVAR 37.16.04).
- A cycle can be reset at any time by taking:
 - 36 consecutive hours off to reset Cycle 1 (MVAR 37.16.05(1)(a))
 - 72 consecutive hours off to reset Cycle 2 (MVAR 37.16.05(1)(b))

You must monitor your drivers to ensure that no driver drives after 16 hours of time has elapsed between two off-duty periods of 8 or more consecutive hours (MVAR 37.13.02(3)). Every off-duty period of 8 or more consecutive hours resets the work-shift.

You are responsible for ensuring your drivers obey the hours of service regulations. Your obligations are to:

- ensure your drivers do not drive after accumulating 13 hours of driving in a day (MVAR 37.13.01(1))
- ensure your drivers do not drive after accumulating 14 hours of on-duty time in a day (MVAR 37.13.01(2))
- keep accurate records that show your drivers are working within the legal limits; and

-ensure your drivers who travel into other provinces or territories know and follow the federal hours of service regulations as found in the federal Commercial Vehicle Drivers Hours of Service Regulations (<http://laws.justice.gc.ca/en/SOR-2005-313/>).

You must monitor your drivers' hours of rest to ensure that they comply with the daily hours of rest as defined in the Motor Vehicle Act Regulations.

For mandatory off-duty time, you must ensure that your drivers do not drive:

- after 13 hours of driving unless the driver takes 8 consecutive hours of off-duty time (MVAR 37.13.02(1));
- after 14 hours of on-duty time unless the driver takes 8 consecutive hours of off-duty time (MVAR 37.13.02(2));
- after 16 hours of elapsed time between 2 off-duty periods of at least 8 consecutive hours (MVAR 37.13.02(3); or
- unless the driver has taken at least 24 hours off-duty in the previous 14 days (MVAR 37.13.02(4)).

For every driver who operates under your safety certificate, you must keep the current and historical abstracts, obtained at the time of hire and annually thereafter (retained for the current year plus 4 years)(MVAR 37.30).

You must keep the following records for every driver who operates under your safety certificate:

- driver's licence to be copied at time of hire and upon renewal (retained for term of employment); and
- the driver's job application, including information about the driver's experience and skills (retained for term of employment).

Keep records of all driving incidents that involve your drivers while they work for you. Your drivers must tell you if they are involved in an accident. They must also tell you if they receive a violation ticket or are convicted of a driving-related offence. Ensure you get this information within 15 days of the event (MVAR 37.29(2)).

Abstracts can be requested from ICBC using the National Safety Code Abstract Request Form (found in Section 4 of the Carrier Safety Guide).

Develop a system to remind yourself of due dates. This includes the dates your drivers' licences must be renewed and the dates you need to request a new driver abstract (MVAR 37.29(1)(a)(ii)).

In order to ensure that your required safety plan (MVAR 37.29(d)) is comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Driver Policy section of your Safety Plan should cover, at minimum, each of the following areas:

- Driver Licensing
- Obtaining driver abstracts (N print) at least every 12 months
- Handling in violation tickets, N&Os, roadside inspections and accident reports
- Hours of service
- Corrective progressive disciplinary policy
- Driver signature and date in agreement with policy

In order to ensure that your required safety plan (MVAR 37.29(d)) is comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Company Policy section of your Safety Plan should cover, at minimum, each of the following areas:

- Hiring policy for drivers
- Monitoring process for driver performance

- Monitoring process of hours of service
- Monitoring process for trip inspection
- Monitoring process for vehicle maintenance
- Monitoring process of dangerous goods (if applicable)

For every driver who operates under your safety certificate, you must keep training records/certificates and record of any disciplinary action for current year plus 4 years (MVAR37.30).

Attach all records of repairs done because of an OOS CVSA, N&O, CVIP or trip inspection to the report from that inspection. Then file the report and the repair records together in the vehicle's file. If you usually file your invoices somewhere other than in your vehicle file, attach a photocopy. This provides quick evidence that the repair was done in a reasonable time or as directed on a CVSA inspection report.

Your vehicle maintenance program must comply with and vehicles must be inspected, maintained and repaired in accordance with the regulations.

For every driver who operates under your safety certificate, you must keep the driver-related roadside inspection reports, and violation tickets. These records must be received within 15 days of the incident (retained for current year plus 4 years) (MVAR37.30).

You are responsible for the maintenance and use of all vehicles that operate under your NSC Safety Certificate. This includes vehicles that are owned, rented, leased or lease operated.

If defects are found during a trip inspection, you or your agent (who may be the driver) must either correct the defects and sign the report to say this correction was done; or sign the report to certify that the defect did not need to be corrected (MVAR 37.26).

Within 30 days of receiving your drivers' supporting documents, you must file them in chronological order for each driver at your principal place of business (MVAR 37.18.05(3)(a)). You must keep each of the supporting documents in your files for at least 6 months.

Within 30 days of receiving your drivers' daily logs, you must file them in chronological order for each driver at your principal place of business (MVAR 37.18.05(3)(a)). You must keep each of the daily logs in your files for at least 6 months.

You are required to receive the original daily logs from your drivers within 20 days (MVAR 37.18.05(1)). Once received, you should:

- monitor and review the logs to ensure compliance (MVAR 37.15.01); and
- inform drivers of any non-compliance, record the date of the occurrence and document the action taken with the driver (MVAR37.19(3)).

Where you have found non-compliance, you should be able to show that you have taken immediate remedial action such as meaningful training or progressive discipline (MVAR 37.19(2)). Meaningful training and progressive discipline could include:

- a certificate training course
- reinforced direction noted in writing on the driver's file, and
- a progressive company policy, for example:
 - First infraction = verbal warning with notation on driver file
 - Second infraction = written warning with training



- Third infraction = written warning with 3 day suspension
- Fourth infraction = written warning with longer suspension up to and including termination
- Serious infractions (theft/drugs/alcohol) = immediate dismissal

Action Plan to be Completed By: 2016-02-19



Authorized Representative Signature

Date

Lead Inspector: TED NAGER Badge Number: MV604

Inspector's Signature:

If you have any questions regarding the National Safety Code, please contact your Carrier Safety Inspector using the contact information provided above, or contact the NSC Program Office in Victoria by phone (250-952-0567) or email (NSC@gov.bc.ca)

Glossary of Terms

Term	Explanation
1R, 3R, etc	R indicates that drivers or vehicles have been randomly selected from the driver or trailer list provided by the carrier or from the carrier fleet record maintained by the National Safety Code program office.
1S, 2S, etc.	S indicates that drivers or vehicles have been selected by the CSI conducting the audit or by the NSC program office.
Carrier Profile	Carrier Profile is a measurement of the carrier's on road performance and is comprised of the carrier's demographic information, accident records, contraventions, and vehicle inspections. Carriers can view their carrier profile online under the NSC section of the CVSE website (www.cvse.ca).
CSI	Carrier Safety Inspector
CTA	<i>Commercial Transport Act</i>
CTR	<i>Commercial Transport Regulations</i>
CVIP	Commercial Vehicle Inspection Program (CVIP) inspections are completed every 6 or 12 months, based on vehicle type, at a designated inspection facility.
CVSA	Commercial Vehicle Safety Alliance (CVSA) inspections are completed roadside. Only a CVSA Inspection with an Out of Service result accumulates points on a carrier's profile.
DIF	Designated Inspection Facilities (also known as an "S Facilities") are authorized to complete CVIP inspections on vehicles that are not owned/operated by the company that owns the facility.
DL#	Driver's Licence Number
DOT	The U.S. Department of Transportation
E	E indicates a driver/vehicle is exempt from a question. Questions which are exempt are not assigned points for that driver/vehicle and are not included in the total possible points calculation.
HOS	Hours of Service
Jur	Jurisdiction
MOTI	Ministry of Transportation and Infrastructure
MT	Mountain Time
MVA	<i>Motor Vehicle Act</i>
MVAR	<i>Motor Vehicle Act Regulations</i>
N&O	Notice and Order which requires a vehicle to be either inspected immediately (Box 1), or within 30 days (Box 2), or repaired as specified by the peace officer (Box 3).
N print	N print driver abstracts provide a record of driver penalty points and include a record of commercial vehicle-related convictions.
NSC	National Safety Code
OOP	Out of Province
OOS	Out of Service (OOS)
PM	Preventative Maintenance Facilities are authorized to complete CVIP inspections on vehicles owned/operated by the same company.
PT	Depending on context: Pacific Time or Passenger Transportation
Regi	Vehicle's Registration Number
TDG	Transport of Dangerous Goods
TDGR	Transport of Dangerous Goods Regulations
VIN	Vehicle Identification Number
VT	Violation Ticket
W2Go or W2GoBC	Weigh2GoBC is an electronic pre-clearance screening program allowing registered vehicles to potentially bypass an inspection station. More information about the program can be found at www.weigh2gobc.ca .



Compliance Review Report for
5 STAR LIMOUSINE SERVICES LTD.
Completed By: PHIL WILLIAMS

Contents

Driver Records	4
Hours of Service	5
Vehicle	6
Safety Practices	8
Remarks and General Findings	10
Remarks	10
General Remarks	10
Action Plan	10
Results	10
Action Plan	11
Glossary of Terms	14

Event Information

NSC Area:	2 - VAN. ISLAND	Date:	15 Sep 2015
Event Type:	Compliance Review	Review Period From:	01 Aug 2014
Event ID #:	102082	Review Period To:	03 Aug 2015
Result:	Pass		
Review Location:	MOTI/CVSE - Suite 240-4460 Chatterton Way, Victoria BC V8X 5J2		

Carrier Information

Carrier Name:	5 STAR LIMOUSINE SERVICES LTD.		
Records Location:	1253 LYALL ST VICTORIA BC V9A 5G8	Mailing Address:	1253 LYALL ST VICTORIA BC V9A 5G8
Principal Authorized Carrier Rep	ARIAS, DANIEL	DL#/Jur:	s.15
DL#/Jur:			
Phone:	(250)472-3500	Mobile:	
Email:	5starlimo@shaw.ca	Fax:	

Operation Information

Fleet Size:	6	Number of Drivers:	2
<input type="checkbox"/> W2G <input type="checkbox"/> PM Facility <input type="checkbox"/> PT			
DOT#	None		
Service Locations:			
<input type="checkbox"/> Outside Canada <input type="checkbox"/> Within BC <input type="checkbox"/> Other Provinces / Territories <input type="checkbox"/> Over 160KM <input checked="" type="checkbox"/> Within 160KM			
Service Types:			
Passenger:	Taxi/Limousine		
Non-Passenger:			

Driver Records

Section	Item	Question	Response
Driver File	1	Number of driver files reviewed 4 drivers	
	2	Does the carrier have a separate file for each driver operating under its Safety Certificate?	Yes
Driver Abstract	1	Does the carrier obtain and review a current driver abstract for every driver at the time of hire?	Yes
	2	Does the carrier obtain and review driver abstracts for every driver at least once every 12 months?	Yes
Driver Incident Records	1	Does the carrier receive driver contraventions, accident reports, etc. within 15 days of an incident?	Yes
Record Keeping	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	Employment application and signed company policy No Application forms provided on file You must keep the following records for every driver who operates under your safety certificate: -driver's licence to be copied at time of hire and upon renewal (retained for term of employment); and -the driver's job application, including information about the driver's experience and skills (retained for term of employment).	No
	1.b	Driver abstracts	Yes
	1.c	TDG Certificate (if applicable)	N/A
	1.d	Driving incident records, violation tickets, Notice and Orders, Level 3 CVSA inspections, training records/certificates, and any disciplinary action	Yes
	1.e	Accident reports	Yes

Hours of Service

Section	Item	Question	Response
Daily Logs	1	Number of Daily Log files reviewed Drivers abstracts on file must be N print drivers abstract.	
	2	Do the contents of the daily logs and/or time records meet regulatory requirements?	Yes
	3	Does the carrier monitor their drivers to ensure compliance with daily on-duty time?	Yes
	4	Does the carrier monitor their drivers to ensure compliance with off-duty time?	Yes
	5	Does the carrier monitor their drivers to ensure compliance with hours of service cumulative cycles?	Yes
	6	Does the carrier monitor their drivers to ensure compliance with workshift regulations?	Yes
	7	Does the carrier review the supporting documents to substantiate the information on the daily logs?	Yes
	8	Does the carrier utilize a corrective progressive disciplinary policy?	Yes
	9	Does the carrier receive daily logs and supporting documents from the driver within 20 days?	Yes
Record Keeping	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	Daily logs	Yes
	1.b	Supporting documents	Yes
	1.c	Time records when exempt from a daily log	Yes

Vehicle

Section	Item	Question	Response
Trip Inspections	1	Number of vehicle files reviewed 3 vehicles	
	2	<p>Are defects noted on the trip inspection reports? Drivers must note all vehicle defects on the vehicles inspected</p> <p>A complete trip inspection must be done on every vehicle before its first trip each day. A post-trip inspection must be done at the end of the final trip of the day. The driver can do this inspection, or you can name someone else to do it (MVAR 37.23(2)).</p> <p>A properly completed written trip inspection report must provide specific information (MVAR 37.23(4)). Each report must include: -the licence plate or unit number for the vehicle and/or trailer; -the date of the inspection; -the signature of the driver or other person making the report; -a statement that no defect was discovered, should that be the case; -a statement about any defect that may affect the operation of any of the following (MVAR 37.22(2)): -service brakes, brake adjustments, including trailer connections, -parking brakes, -steering mechanism, -lighting devices and reflectors, -tires, -horn, -windshield wipers, -rear-view mirrors, -coupling devices, -wheels and rims, -emergency equipment, or -load securement device; and -a statement about any defect, other than those listed above, that may affect the safe operation of the vehicle.</p>	No
	3	<p>Does the person responsible for repairs to defects sign and date the trip inspection reports, verifying that repairs were completed or not required before the first trip of the day? The Carrier must sign off on all vehicle repairs</p> <p>If defects are found during a trip inspection, you or your agent (who may be the driver) must either correct the defects and sign the report to say this correction was done; or sign the report to certify that the defect did not need to be corrected (MVAR 37.26).</p>	No
Vehicle Maintenance	1	Does the carrier have a recall system to ensure the vehicles are inspected and maintained?	Yes
	2	Are the vehicles inspected, maintained and repaired in accordance with the regulations:	
	2.a	Vehicles are driven with a valid CVIP decal	Yes
	2.b	Vehicle defects as noted on trip inspections, CVIP or CVSA inspections are addressed in a reasonable time or as directed on CVSA	Yes
	2.c	Vehicles have not received an OOS CVSA inspection for mechanical defects within the last 12 months	Yes
	2.d	Vehicles have not received a Box 1 or 2 Notice & Order within the last 12 months	Yes
	2.e	No defects identified during CVIP inspections that should have been repaired during regular maintenance	Yes

	2.f	<p>Following a preventative maintenance plan Carrier must have a vehicle maintenance plan on file.</p> <p>You are responsible for the maintenance and use of all vehicles that operate under your NSC Safety Certificate. This includes vehicles that are owned, rented, leased or lease operated.</p> <p>Your vehicle maintenance program must comply with and vehicles must be inspected, maintained and repaired in accordance with the regulations.</p>	No
	3	Does the carrier receive CVSAs and N&O from the driver within 15 days?	Yes
Record Keeping	1	Does the carrier follow the NSC record-keeping requirements for:	
	1.a	Manufacturer recall notices	Yes
	1.b	Vehicle Inspections: CVIP, CVSA, N&O	Yes
	1.c	Maintenance and repair records/receipts	Yes
	1.d	Vehicles sold/disposed of from the carrier fleet	Yes
	1.e	Trip inspection reports	Yes

Safety Practices

Section	Item	Question	Response
Safety Plan	1	Has the carrier developed a safety plan that demonstrates the ability to maintain practices and procedures necessary to ensure compliance with the regulations and NSC requirements?	
	1.a	Company Policy	Yes
	1.a.1	Hiring policy for drivers	
	1.a.2	Monitoring process for driver performance	
	1.a.3	Monitoring process for hours of service	
	1.a.4	Monitoring process for trip inspection	
	1.a.5	Monitoring process for vehicle maintenance	
	1.a.6	Monitoring process for dangerous goods (if applicable)	
	1.b	Driver Policy	Yes
	1.b.1	Driver licensing	
	1.b.2	Obtaining driver abstracts (N print) at least every 12 months	
	1.b.3	Handing in violation tickets, N&Os, CVSA inspections and accident reports	
	1.b.4	Hours of service	
	1.b.5	Corrective progressive disciplinary policy	
	1.b.6	Driver signature and date in agreement with policy	
	1.c	Vehicle Maintenance Policy Carrier must have a maintenance plan on file In order to ensure that your required safety plan and vehicle maintenance plan (MVAR 37.29(d)) are comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Vehicle Maintenance Policy section of your Safety Plan should cover, at minimum, each of the following areas: -Schedule of maintenance -Check sheets for each schedule -Trip inspection report	No
	1.c.1	Schedule of maintenance	
	1.c.2	Check sheets for each schedule	
	1.c.3	Trip inspection report	
	1.d	Dangerous Goods/Required Certificates	N/A
	1.d.1	Defensive driver training certificates	
	1.d.2	First aid training certificates	
	1.d.3	Certificates of Training for Dangerous Goods	
	2	Is the carrier following their safety plan?	Yes
	3	Does the carrier understand and regularly review their Carrier Profile? The Carrier does not appear to monitor his Carrier Profile advised to obtain a BCEID for review purposes. The Carrier Profile is a measurement of your on-road performance. It is a summary of all accidents, driver and carrier contraventions, CVSA roadside inspections, and audit results. Regular review of your carrier profile gives you a comprehensive picture of the on-road performance of your drivers and vehicles as well as providing you with a list of documents that must be retained with your records. -Your Carrier Profile is available online through the NSC program website at http://www.th.gov.bc.ca/cvse/national_safety_code/carrier_profile.htm . Additional information regarding how to obtain a BCEID User ID and password in order to access your profile is also available through this website.	No



Dangerous Goods	1	Do the shipping papers that accompany Dangerous Goods loads contain all the required information?	N/A
	2	Does the carrier monitor to ensure that all Transport of Dangerous Goods documentation is complete for each shipment?	N/A
Record Keeping	1	Does the carrier maintain all records relating to NSC at the records location address on file with the NSC program office?	Yes

Remarks and General Findings

Remarks

Reason for Event: Complaint driven compliance Review

General Remarks

The Carrier provide records for review.

The deficiencies noted will be addressed by way of action plan for review in February 2016

The Carrier is a seasonal company that does most of its business during the Cruise boat season.

Action Plan

1- The Carrier is to obtain a N print drivers abstract for all drivers utilizing his vehicle fleet.

2- The Carrier is to review the Carrier Profile on line.

3- The Carrier to review the National Safety Code on line training program.

The Carrier is to provide a Carrier Safety Plan for review by the Carrier Safety Inspector.

Results

Pass

Action Plan

The Carrier Profile is a measurement of your on-road performance. It is a summary of all accidents, driver and carrier contraventions, CVSA roadside inspections, and audit results. Regular review of your carrier profile gives you a comprehensive picture of the on-road performance of your drivers and vehicles as well as providing you with a list of documents that must be retained with your records.

-Your Carrier Profile is available online through the NSC program website at http://www.th.gov.bc.ca/cvse/national_safety_code/carrier_profile.htm. Additional information regarding how to obtain a BCeID User ID and password in order to access your profile is also available through this website.

In order to ensure that your required safety plan and vehicle maintenance plan (MVAR 37.29(d)) are comprehensive and able to assist you in meeting your obligations under the National Safety Code, a good Vehicle Maintenance Policy section of your Safety Plan should cover, at minimum, each of the following areas:

- Schedule of maintenance
- Check sheets for each schedule
- Trip inspection report

You must keep the following records for every driver who operates under your safety certificate:

- driver's licence to be copied at time of hire and upon renewal (retained for term of employment); and
- the driver's job application, including information about the driver's experience and skills (retained for term of employment).

Your vehicle maintenance program must comply with and vehicles must be inspected, maintained and repaired in accordance with the regulations.

You are responsible for the maintenance and use of all vehicles that operate under your NSC Safety Certificate. This includes vehicles that are owned, rented, leased or lease operated.

If defects are found during a trip inspection, you or your agent (who may be the driver) must either correct the defects and sign the report to say this correction was done; or sign the report to certify that the defect did not need to be corrected (MVAR 37.26).

A properly completed written trip inspection report must provide specific information (MVAR 37.23(4)). Each report must include:

- the licence plate or unit number for the vehicle and/or trailer;
- the date of the inspection;
- the signature of the driver or other person making the report;
- a statement that no defect was discovered, should that be the case;
- a statement about any defect that may affect the operation of any of the following (MVAR 37.22(2)):
 - service brakes, brake adjustments, including trailer connections,
 - parking brakes,
 - steering mechanism,
 - lighting devices and reflectors,
 - tires,
 - horn,
 - windshield wipers,
 - rear-view mirrors,

- coupling devices,
- wheels and rims,
- emergency equipment, or
- load securement device; and
- a statement about any defect, other than those listed above, that may affect the safe operation of the vehicle.

A complete trip inspection must be done on every vehicle before its first trip each day. A post-trip inspection must be done at the end of the final trip of the day. The driver can do this inspection, or you can name someone else to do it (MVAR 37.23(2)).

Action Plan to be Completed By: 2016-02-22



Authorized Representative Signature

Date

Lead Inspector: PHIL WILLIAMS Badge Number: MV417

Inspector's Signature:

If you have any questions regarding the National Safety Code, please contact your Carrier Safety Inspector using the contact information provided above, or contact the NSC Program Office in Victoria by phone (250-952-0567) or email (NSC@gov.bc.ca)

Glossary of Terms

Term	Explanation
1R, 3R, etc	R indicates that drivers or vehicles have been randomly selected from the driver or trailer list provided by the carrier or from the carrier fleet record maintained by the National Safety Code program office.
1S, 2S, etc.	S indicates that drivers or vehicles have been selected by the CSI conducting the audit or by the NSC program office.
Carrier Profile	Carrier Profile is a measurement of the carrier's on road performance and is comprised of the carrier's demographic information, accident records, contraventions, and vehicle inspections. Carriers can view their carrier profile online under the NSC section of the CVSE website (www.cvse.ca).
CSI	Carrier Safety Inspector
CTA	<i>Commercial Transport Act</i>
CTR	<i>Commercial Transport Regulations</i>
CVIP	Commercial Vehicle Inspection Program (CVIP) inspections are completed every 6 or 12 months, based on vehicle type, at a designated inspection facility.
CVSA	Commercial Vehicle Safety Alliance (CVSA) inspections are completed roadside. Only a CVSA Inspection with an Out of Service result accumulates points on a carrier's profile.
DIF	Designated Inspection Facilities (also known as an "S Facilities") are authorized to complete CVIP inspections on vehicles that are not owned/operated by the company that owns the facility.
DL#	Driver's Licence Number
DOT	The U.S. Department of Transportation
E	E indicates a driver/vehicle is exempt from a question. Questions which are exempt are not assigned points for that driver/vehicle and are not included in the total possible points calculation.
HOS	Hours of Service
Jur	Jurisdiction
MOTI	Ministry of Transportation and Infrastructure
MT	Mountain Time
MVA	<i>Motor Vehicle Act</i>
MVAR	<i>Motor Vehicle Act Regulations</i>
N&O	Notice and Order which requires a vehicle to be either inspected immediately (Box 1), or within 30 days (Box 2), or repaired as specified by the peace officer (Box 3).
N print	N print driver abstracts provide a record of driver penalty points and include a record of commercial vehicle-related convictions.
NSC	National Safety Code
OOP	Out of Province
OOS	Out of Service (OOS)
PM	Preventative Maintenance Facilities are authorized to complete CVIP inspections on vehicles owned/operated by the same company.
PT	Depending on context: Pacific Time or Passenger Transportation
Regi	Vehicle's Registration Number
TDG	Transport of Dangerous Goods
TDGR	Transport of Dangerous Goods Regulations
VIN	Vehicle Identification Number
VT	Violation Ticket
W2Go or W2GoBC	Weigh2GoBC is an electronic pre-clearance screening program allowing registered vehicles to potentially bypass an inspection station. More information about the program can be found at www.weigh2gobc.ca .