

# IHSA can help your fleet navigate the **MTO facility audit**

## **CVOR system**

You've just found out that your company's vehicles are on the Commercial Vehicle Operator's Registration (CVOR) radar at the Ministry of Transportation (MTO). You thought all you needed was your CVOR certificate, but now there are questions about driver qualifications, hours of service, vehicle maintenance, and any collisions or traffic violations. You may also have been told you are going to have an MTO facility audit.

A CVOR certificate is similar to a driver's licence, but it is for a fleet or company. It is also used to monitor the safety performance of the fleet or company. Under the CVOR system, operators of commercial vehicles are required to maintain certain driver and vehicle records for a specified length of time. Since the facility audit is an enforcement audit, you must make those records available to an MTO enforcement officer when requested.

The CVOR system applies to many different types of vehicles. Whether it applies in a particular case often depends on the weight of the vehicle. The following vehicles may be included:

- buses
- tractor trailers
- service trucks
- delivery trucks
- utility vehicles
- some pickup trucks with trailers (such as a landscaper's truck hauling a small excavator or lawn equipment).

If your company has a poor CVOR record, the MTO may send you a letter of warning, you may have to have a facility audit, or you may have your CVOR certificate cancelled altogether.

The best way to avoid that kind of trouble and be prepared for an audit is to call on the consultants at IHSA, who can help your firm through the process.

## **Help from IHSA**

IHSA's Pre-MTO Facility Audit can help your firm improve its status with the MTO before or after an MTO facility audit. In this program, a qualified IHSA auditor will examine your firm's transportation systems and diagnose any problems where improvements can be made. After that first phase is complete, the auditor will provide written recommendations on how to improve your firm's procedures and practices.

Then the auditor will meet in person with your firm's representatives to discuss the recommendations and work with you to develop a plan for putting them into effect. Together you'll create a tailor-made system that includes the correct documentation, potential training opportunities for employees, and other measures that can help your company move from an "unsatisfactory" status with the MTO to "excellent."

IHSA's Marc Girard conducts sessions with firms when they are in need of assistance. "Companies call us for a number of reasons. They know they're about to get a facility audit and they ask IHSA for help. Other times, they call after an audit and they've had their status downgraded and they want to make improvements," he says. "Or they simply want to improve their score."

For information on IHSA's Pre-MTO Facility Audit, visit [www.ihsa.ca](http://www.ihsa.ca) and click on "auditing."

