

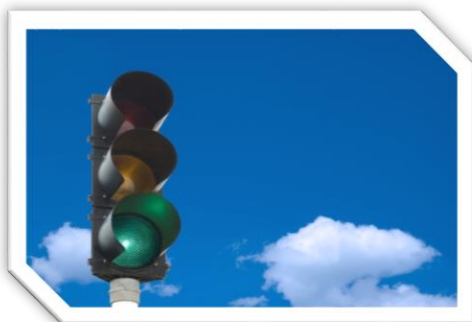
# Module 11: Carrier Profiles and Safety Fitness Ratings



Updated: March 2021

## MODULE CONTENTS

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Module 11 aims to provide carriers with information about Carrier Profiles and Safety Fitness Ratings. The contents of this module are as follows.

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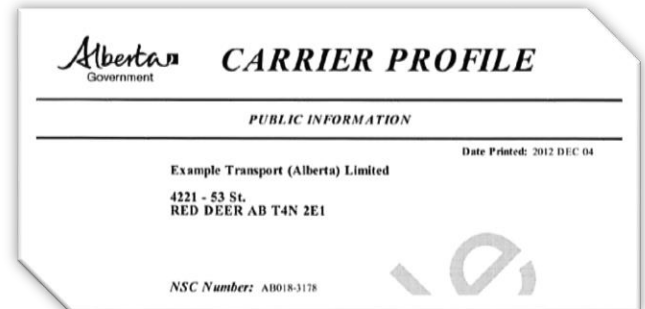
*This module serves only as a guide and cannot replace regulatory legislation. However, every effort has been made to ensure the information in this module is accurate at the time of preparation. The material in these documents are not intended to represent a full training course in any subject area covered, nor is it intended to be reproduced or sold for commercial purposes or financial gain.*

# CARRIER PROFILES AND SAFETY FITNESS RATINGS

The Alberta government monitors the on-road safety performance of carriers using the Carrier Profile system. This system is described in NSC Standard 7, found here:

<http://ccmta.ca/en/publications/national-safety-code/standards/item/nsc-standard-7>. The system:

- Provides carriers with information that they may use to monitor the effectiveness of their safety and maintenance programs;
- Provides government administrators and the carrier with an overview of a carrier's record;
- Gives government administrators and the carrier the ability to review current and past carrier performance;
- Allows government administrators to monitor carriers for safety compliance; and
- Provides the public with a summary of a carrier's safety performance information.



Individual Carrier Profile reports are created for each carrier that holds a Safety Fitness Certificate. A Carrier Profile Report summarizes a carrier's convictions, Commercial Vehicle Safety Alliance (CVSA) inspection results, and collision events. This information is provided to the Alberta government by law enforcement and government agencies from across North America.

## Benefits to Carriers

Carriers may benefit from reviewing their Carrier Profile report. The Carrier Profile report may assist a carrier in:

1. Reducing the likelihood of future vehicle collisions by identifying safety issues within their operation;
2. Saving money by reducing future fines, maintenance and insurance costs;
3. Developing a reputation for being a safe and responsible carrier;
4. Maintaining an acceptable Safety Fitness Rating under the NSC Program;
5. Evaluating the effectiveness of their Safety and Maintenance Programs; and
6. Proactively improving their overall safety performance.



Carrier Profile information is considered when determining a carrier's Safety Fitness Rating.

 **CARRIER PROFILE****CARRIER INFORMATION****Example Transport Ltd.**

**PO Box 1  
Edmonton  
AB T6B 2X3  
Canada**

**NSC Number:** AB000-0000  
**Profile Period Start:** 2020 JAN 28  
**End:** 2021 JAN 27

**NOTE**

The "Carrier Profile" includes a history of convictions, inspections, and collisions provided to Alberta Transportation by law enforcement and other government agencies, other information such as inspection facility certifications, audits, and notices documenting violations may also be displaced. The Carrier Profile is used to identify carrier's that pose an unacceptable risk to the public. Information contained in the Carrier Profile will be considered when establishing a carrier's safety fitness rating.

Carriers are encouraged to obtain and review their Carrier Profile regularly to help evaluate the effectiveness of their safety and maintenance programs.

The actual description and coding of events are worded using criteria set by the Canadian Council of Motor Transport Administrators (CCMTA) and therefore may not be the same wording that appears on law enforcement documentation.

The carrier current compliance standing can be found in "part 1 - Carrier Information". This Will always reflect events that have occurred in the previous 12 months from the printed date regardless of the Profile Period Start and End Date.

All reasonable efforts have been taken to ensure the accuracy of the information in this report. If any information shown in this profile is in question, the carrier should consult their records, and if it is believed an inconsistency still exists, contact Alberta Transportation at (403) 755-6111.

An Education Manual has been developed to assist carriers with compliance to transportation safety legislation. the manual and other information regarding Alberta's safety fitness program can be viewed on the internet at <https://www.alberta.ca/education-manual-for-commercial-carriers.aspx>

Date Printed: 2021 JAN 27  
Requested By: MOTRISUI

## OBTAINING CARRIER PROFILE REPORTS

Due to the nature of the information contained within it, a complete Carrier Profile report may only be released to the following:

- The carrier;
- A carrier's agent, if the carrier has given signed release to the Alberta government;
- A police agency or enforcement agency;
- The Alberta Transportation Registrar's reconsideration section;
- Another agency or individual as required by FOIP (*Freedom of Information and Protection of Privacy Act*).



Public Profiles which do not include detailed information about a carrier's drivers may be provided to shippers or other individuals upon request. Public Carrier Profile reports are available online at:

[www.alberta.ca/carrier-profiles-and-monitoring.aspx](http://www.alberta.ca/carrier-profiles-and-monitoring.aspx)

### Obtaining a Carrier Profile

Carriers may register for Alberta Transportation's Online Services and request and obtain a copy of their Carrier Profile report at this link: [www.alberta.ca/carrier-profiles-and-monitoring.aspx](http://www.alberta.ca/carrier-profiles-and-monitoring.aspx)

Carriers may also select specific time periods (by including a start and end date in their request) if they would like to obtain newer information or to revise older information.

It is recommended that carriers who wish to select specific periods do so according to the date information was entered in the database. This is to ensure they do not miss information that may not have been entered near the time an event occurred.

**Government of Alberta**  
Transportation

Alberta.ca > Transportation > Online Services

### Online Services

**Mobile Access**

- Login
- Minimum Requirements
- FAQ
- Copyright & Disclaimer
- Security and Privacy
- Trouble-Shooting
- TRAVIS Agencies
- Application User Guides
- V4.6.0 R3  
September 10  
2013

**Alberta Transportation Online Services**  
Version: **Primary Version - 64Bit**

[Forgot Password?](#)

Contact the Central Permit Office at 1-800-662-7138 for all questions and assistance concerning overweight permits.

**Attention NEW TRAVIS Web Registrants:** Registration applications will only be processed during business hours, and approval may take up to 2 working days to process. Your login ID and Password will be emailed as soon as your registration is finalized.

The Government of Alberta changed the process for accepting credit card payments to protect the security of cardholder data and comply with Payment Card Industry (PCI) requirements. Payments processed online will be redirected to a secure payment page powered by TD Merchant Services.

**Login To System**

User ID:

Password:

Need a User ID? [Register](#)

Forgot Your Password? [Reset Password](#) [Help](#)

## PARTS OF A CARRIER PROFILE REPORT

The Profile system provides an overview of a carrier’s business and the level of safety at which they operate. The Carrier Profile report is made up of 10 parts which provide different pieces of information about a carrier.



Carriers may request a copy of their entire Carrier Profile report or may choose only certain parts for review. More information about each part is shown on the following pages. Parts 2-5 of the Carrier Profile contain 4 sections:

INFORMATION	ANALYSIS	SUMMARY	DETAIL
Shows the profile start date, profile end date, and the date the part was printed. It also shows the total numbers for that part (for example, total convictions, points, etc.)	Reveals the categories of information for each part of the carrier. The analysis is a way to allow a carrier to quickly identify areas that need improvement (for example, inspection analysis)	Displays a listing of all events displayed in summary part of the carrier profile. (For example, a Conviction Summary would show a list of every conviction for the profile period requested).	Displays a more detailed listing of the information provided in the summary part of the carrier profile. It includes more information about the carrier’s vehicles, drivers, the location at which an incident occurred, etc.



## Part 1: Carrier Information

This part provides information on a carrier's:

- Name
- Address
- National Safety Code (NSC) Number
- Safety Fitness Rating
- Operating Status (see Module 3 for details)
- Risk Factor Score (see Module 12 for details)
- Fleet Range and Type
- Monitoring Stage (see Module 12 for details)
- Fleet Size



The information in Part 1 provides an overview of a company's current safety status, regardless of the profile period that was requested. The default version of the report displays the last 12 months of data as of the date the Carrier Profile report was requested. This information is provided to ensure the carrier is always aware of how safe they are operating and what their current status is with the Alberta Government.

By reviewing Part 1 of the Carrier Profile Report, a safety officer may observe their company's on-road safety performance over a period of time. By doing so, they may determine what areas may be costing them money, damaging their reputation, or raising their Risk Factor score (a lower score represents safer performance).

For more detailed information, safety officers should refer to the other parts of their Carrier Profile report. This proactive review of the Carrier Profile report allows a safety officer to measure the effectiveness of their company's policies and procedures and to identify and address any problems.





## Safety Fitness Rating

The National Safety Code (NSC) is a set of standards used by all Canadian jurisdictions to enhance the safety of truck and bus carriers. Under the NSC, carriers must obtain a Safety Fitness Certificate and maintain an acceptable Safety Fitness Rating.

Every carrier who has a Safety Fitness Certificate (shown in Module 1) will also have a Safety Fitness Rating. In Alberta, there are 5 Safety Rating categories: One of these five ratings will be displayed in Part 1

Excellent	Satisfactory	Satisfactory Unaudited	Conditional	Unsatisfactory
<ul style="list-style-type: none"> <li>Carrier has achieved acceptable results on NSC audit;</li> <li>Carrier consistently demonstrates superior safety performance;</li> <li>Carrier is a member of the Partners in Compliance (PIC) program.</li> </ul>	<ul style="list-style-type: none"> <li>Carrier has achieved acceptable results on NSC audit;</li> <li>Carrier has not been identified on Alberta Transportation's monitoring list in the past 12 months;</li> <li>Carrier has no outstanding compliance issues.</li> </ul>	<ul style="list-style-type: none"> <li>This rating is generally assigned to all new carriers where no existing compliance issues are known;</li> <li>Carrier has not had an NSC Facility Audit.</li> </ul>	<ul style="list-style-type: none"> <li>Carrier has / had an unacceptable safety record and must improve their safety performance;</li> <li>Carrier must meet any conditions set forth by the Registrar.</li> </ul>	<ul style="list-style-type: none"> <li>Carrier's performance has demonstrated an unacceptable risk to the public;</li> <li>Carrier may no longer register or operate a commercial vehicle registered under Alberta's NSC Program.</li> </ul>

of a Carrier Profile report. Safety officers may review different parts of their company's Carrier Profile report to improve their on-road safety performance and to achieve a higher Safety Fitness Rating.

By taking a proactive review of their Profile report and addressing any safety issues that are identified, a company may not only improve their level of compliance and on-road safety performance, but may also earn a positive reputation within the transportation industry.





## Part 2: Carrier Convictions

Part 2 displays conviction information along with assigned point values. Points ranging from 0 to 5 are assigned to a conviction depending on the severity of the offence. 5 points are assigned to the most serious offences. These point values contribute to a carrier's Risk Factor score.

Convictions are shown in order of the offence date, with the most recent conviction identified first. Carrier management should review this part to ensure they are aware of and have taken action with any identified convictions. Convictions will be displayed as a Traffic Violation Ticket (TVT), Out of Province (OPC), or Long Form Information (NLF).



For example, if a carrier's safety officer finds that 85% of the convictions were related to speeding, this would be a good place to focus their attention for improvement. Training, new policies or internal monitoring programs may be required or existing procedures may need to be fully implemented to prevent more convictions.

*Alberta* **CARRIER PROFILE**

**PART 2 - CONVICTION DETAIL**

**NSC Number:** AB000-0000  
**Carrier Name:** Example Transport Ltd.

DATE	TIME	DOCUMENT	JURISDICTION	DATE ENTERED
2020 JAN 23	20:07	TVT A82738811X	AB	2020 FEB 15
<b>ISSUING AGENCY:</b> COUNTY OF GRANDE PRAIRIE #1 POLICE				
<b>LOCATION:</b> LAGLACE				
<b>DRIVER:</b> Joe Smith 000000-000 BC				
<b>VEHICLE:</b> 000000 AB				
<b>COMMODITY:</b>				
1 ACT/SECTION: 304/0256(2)(A) FAIL TO DIM LIGHTS FOR ONCOMING VEHICLE				
CCMTA CODE: 323 IMPROPER USE OF LIGHTS				
VEHICLE: 000000 AB				
CONV DATE: 2020 JAN 31 DOCKET NO: A82738811X ACTIVE POINTS: 2				

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## Part 3: Commercial Vehicle Safety Alliance Information

Part 3 provides information on Commercial Vehicle Safety Alliance (CVSA) inspections. CVSA events may be displayed on the carrier's Profile for the profile period that was requested.

CVSA Inspection results from Levels 1 to 5 are used to determine the carrier's Out-Of-Service rate. The CVSA Failure Rate considers "Out of Service", "Requires Attention" and "Pass" inspections.



This section allows a carrier to monitor:

- The number of vehicle defects identified in inspections over the requested period of time;
- Their number of failed inspections; and
- The number of times a vehicle is placed Out of Service after an inspection.

Monitoring this information enables a carrier to determine whether they are performing at an acceptable level of compliance. If the number of Out of Service inspections or defects is high, the safety officer needs to determine why and take appropriate action. Unacceptable performance may be a result of a poor maintenance program, inadequate driver training or ineffective or unimplemented policies. All of these factors contribute to how safely a company is operating.

*Alberta* **CARRIER PROFILE**

***PART 4 - CVSA INSPECTION INFORMATION***

**NSC Number:** AB000-0000  
**Carrier Name:** Example Transport Ltd.

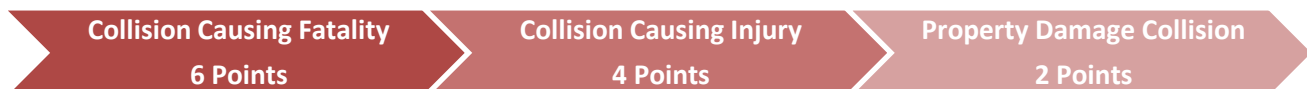
Profile Period Start Date: 2020 JAN 28  
 Profile Period End Date: 2021 JAN 27  
 Date Printed: 2021 JAN 27

<b>TOTALS:</b>	<b>PASSED:</b>	3
	<b>REQUIRED ATTENTION:</b>	0
	<b>OUT OF SERVICE:</b>	2

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## Part 4: Collision Information

Part 4 provides information about any reportable collisions that a carrier's vehicles were involved in. Reportable collisions in Alberta are collisions, which result in fatality, injury or property damage of \$2,000 or more. The standards for reportable collisions may be different in other provinces, territories or states. Points are assigned to each collision depending on its severity:



*Alberta* **CARRIER PROFILE**

*PART 5 - COLLISION DETAIL*

**NSC Number:** AB000-0000  
**Carrier Name:** Example Transport Ltd.

DATE	TIME	DOCUMENT	JUR	PLATE	SEVERITY	1
2020 APR 03	00:00	R48261631X	BC	000000	AB	Damage

ASSESSMENT: Not Evaluated	ACTIVE POINTS: 2
DRIVER: Joe Smith 000000-000 AB	
LOCATION: REVELSTOKE	
VEHICLE:	VIN: 1XKAD49X6EJ964680
DATE ENTERED:	



## Collision Evaluations

A carrier may request to have a collision evaluated at any time. This evaluation will determine whether a collision was preventable or non-preventable by the driver or the carrier. Points will not be assigned to a Profile if a collision has been deemed "Non-Preventable."

Unevaluated and "Preventable" collisions will be assigned points, which are displayed on the Profile. Collisions that have not been evaluated will appear on the Carrier Profile as "Not Evaluated". If a carrier has reason to believe a collision was Non-Preventable, it is their responsibility to send in a Collision Evaluation Application. Carriers may find the application form online at:

[www.alberta.ca/carrier-profiles-and-monitoring.aspx](http://www.alberta.ca/carrier-profiles-and-monitoring.aspx)

If a company has been involved in several “Preventable” collisions, the safety officer should determine why this is the case. Safety officers may use this portion of the Carrier Profile report to develop a policy or training program around collision prevention.



## Collision Prevention

According to the National Safety Council, a “Preventable” collision is one in which the driver failed to do everything that *reasonably* could have been done to avoid it. A “Non-Preventable” collision is one in which a driver commits no errors and reacts reasonably to the errors of others.

A company that has been involved in any collision should investigate the contributing factors to that collision. A safety officer may use the results from an investigation to revise the company’s safety program to ensure the company provides effective training programs or policies that help prevent collisions. Such policies that may need revision may be related to things such as defensive driving or vehicle maintenance.

Evaluating this part of a Carrier Profile report may also alert a safety officer as to whether a company needs to address other factors that may be contributing to collisions. They may need to revise the effectiveness of company policies and/or training related to subjects such as:



**Defensive Driving**



**Distracted Driving**



**Hours of Service and  
Fatigued Driving**



**Impaired Driving**



**Rules of the Road**



**Trip Inspections**



**Vehicle Maintenance**



**Cargo Securement**

Setting the standards for safe driving may save lives, time and money. More information about defensive driving and collision preventability is available online at: [www.nsc.org](http://www.nsc.org).

## Part 5: Violation Information

Part 5 is a summary of violations documented by enforcement agencies. Each violation is a contravention of an Act or regulation.

No points are assigned to violations under this part and these violations are not used when calculating the carrier’s Risk Factor score.

A safety officer may review their company’s violation information for any significant problems in the company’s operations. Sometimes, despite the best practices of a driver and other employees, violations occur. The safety officer should investigate each profile event to find the root cause of any violations. They may then take action to ensure such violations may not be repeated in the future.



Carriers are encouraged to take these proactive measures to improve their overall safety performance and compliance.

<b>CARRIER PROFILE</b>				
<i>PART 6 - VIOLATION SUMMARY</i>				
<b>NSC Number:</b> AB000-0000				
<b>Carrier Name:</b> Example Transport Ltd.				
DATE	DOCUMENT	JUR	VEHICLE	DRIVER NAME
2020 JAN 30	TVR 12461XEI	AB	000000 AB	Joe Smith
1	000000 AB	FAULTY LIGHTS, NOT OOS		
2020 FEB 11	TVR 12521XEI	AB	000000 AB	Joe Smith
2	000000 AB	UNAUTHORIZED USE REG		
2021 JAN 01	TVR AB12121X	AB	000000 AB	Joe Smith
3	FAULTY BRAKES, NOT OOS			

## Part 6: Monitoring Information

The Alberta government considers conviction, CVSA inspection, collision, audit, investigation and other information when determining a carrier’s Safety Fitness Rating. Through the Carrier Profile system, some of this information is analyzed and combined to determine a carrier’s Risk Factor score.

The contributions of conviction, CVSA inspection results and collision points to the carrier’s Risk Factor score can be viewed in Part 6.



By reviewing this part, carriers can:

- Track their monthly performance history;
- Compare themselves to other carriers in their fleet type and range; and
- Track their Risk Factor score and history of contributions to the Risk Factor number.

Reviewing this part to determine whether significant contributions are being made to their Risk Factor score may be valuable to carriers. Safety officers may use this information to evaluate the effectiveness of their safety and maintenance programs over time and to improve their company’s overall safety performance. If a carrier finds that their safety performance is at a lower level in comparison to other carriers in their fleet type and range, they may wish to improve that performance by reviewing other parts of their profile as well as company practices.

More information about the Alberta government’s monitoring and intervention process is in Module 12 of this manual.

<i>Alberta</i> <b>CARRIER PROFILE</b>									
<b>PART 7 - MONITORING DETAILS</b>									
<b>NSC Number:</b> AB000-0000									
<b>Carrier Name:</b> Example Transport Ltd.									
MONTH- END DATE	AVG FLEET SIZE	CONVICTIONS PTS/VEH	← TOTAL		CVSA INSPECTIONS →			FAILURE RATE	COLLISIONS PTS/VEH
			INSP	OOS DEFECTS /INSP	TOTAL DEFECTS /INSP	OOS%	OOS/VEH		
2020 Dec	No Data						0%		
2020 Nov	No Data						0%		
2020 Oct	No Data						0%		
2020 Sep	No Data						0%		
2020 Aug	No Data						0%		
2020 Jul	No Data						0%		
2020 Jun	304	0.14	43	0.2	1.0	18%	0.02	0.256	0.05
2020 May	No Data						0%		
2020 Apr	302	0.17	52	0.1	0.8	13%	0.02	0.212	0.07
2020 Mar	302	0.17	63	0.2	1.1	14%	0.02	0.226	0.07
2020 Feb	301	0.19	67	0.2	1.1	16%	0.03	0.243	0.09
2020 Jan	300	0.18	65	0.2	1.0	13%	0.03	0.219	0.10



## Part 7: CVIP Facility Licence Information

Part 7 contains information related to whether the carrier has a facility licence to conduct inspections under Alberta's Commercial Vehicle Inspection Program. Only those carriers that are licensed under one of Alberta's vehicle inspection programs will have data in this section.

Refer to Module 6 for more information about the Commercial Vehicle Inspection Program.

Part 7 is not included in a default Carrier Profile report. This means it will only be included in a report if it is specifically requested by the carrier.



## Part 8: Safety Fitness Information

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

This part may be of value to a carrier who wishes to track changes to their Safety Fitness Rating over a specified period of time. Carriers who have been subject to upgrading or downgrading in particular may wish to review their change history to see where their performance has improved.



## Part 9: Profile Events

Part 9 of the Carrier Profile is not externally available.

## Part 10: History Summary Information

Part 10 displays all profile events in chronological order, with most recent events appearing first.

## PARTNERS IN COMPLIANCE (PIC)

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All carriers are encouraged to exceed the minimum transportation safety requirements. Those who demonstrate a higher level of safety may be recognized for their performance by applying to be members of Partners in Compliance (PIC).

PIC is a group of motor carriers who have worked to:

- Achieve a higher level of safety performance and earn an “Excellent” Safety Fitness Rating; and
- Be recognized as industry leaders in safety by carriers, customers, contractors, the Alberta Government, other North American provinces, territories and states and the public.

PIC also works to be open and enticing to all segments of the transportation industry and invites others to increase safety and compliance in Alberta.

More details about PIC’s mission, values and membership criteria are available online at:

[www.picalberta.ca](http://www.picalberta.ca)



## RESOURCES FOR CARRIERS

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For a better understanding of what a Carrier Profile is, refer to these online resources.

Resource	Web Link
<b>NSC Standard 7</b>	<a href="http://www.ccmta.ca/en/publications/national-safety-code/standards/item/nsc-standard-7">www.ccmta.ca/en/publications/national-safety-code/standards/item/nsc-standard-7</a>
<b>How to Read a Carrier Profile Report</b>	<a href="http://www.alberta.ca/carrier-profiles-and-monitoring.aspx">www.alberta.ca/carrier-profiles-and-monitoring.aspx</a>
<b>Benefits of Reviewing a Carrier Profile Report</b>	<a href="http://www.alberta.ca/carrier-profiles-and-monitoring.aspx">www.alberta.ca/carrier-profiles-and-monitoring.aspx</a>
<b>Commercial Vehicle Safety Alliance</b>	<a href="http://www.cvsa.org">www.cvsa.org</a>

Carrier Profile inquiries may be forwarded to:

### **Compliance and Monitoring**

Phone: 403-755-6111 (toll free in Alberta first dial: 310-0000)