



Commercial Vehicle Safety & Enforcement

Compliance, Education and Policy Programs

NOTICE

To All Permit Issuers, Industry and the General Public

Subject: Dispute Resolution Process Formalized

To Whom It May Concern:

Part of the National Safety Code Task Force report due for imminent release was a recommendation to address the concern of the commercial carrier industry for a more significant voice in those enforcement encounters where disputes arose. Two particular areas under consideration for a process were **Out of Service** (OOS) declarations issued under our provincial regulations and aligned with the Commercial Vehicle Safety Alliance's Out of Service Criteria and **Notice and Orders** (N&O's) issued under the authority of Div 25.08.

CVSE is very pleased to announce our Dispute Resolution Process with a go live date of Monday September 9th, 2013.

This unique solution process reached after months of work between industry and government will allow carrier and drivers an opportunity to request reconsideration of an action related to these two specific types of compliance enforcement. Please familiarize yourself with how the process works by reading our frequently asked questions and reviewing this process flow chart.

Our goal is to advance road safety and protect infrastructure through the development, delivery and enforcement of road safety programs in a manner which will also allow the economy and environment of British Columbia to prosper. It is our belief that this process will take us closer to our goal by balancing compliance, road safety and operational freedom for carriers using the highway systems in our province. Your patience and understanding are appreciated as we work through the inevitable growing pains of our new process.

If you have any questions or concerns regarding this notification, please contact Phil Easton, Manager of Compliance, Education and Policy Programs at Commercial Vehicle Safety Enforcement Branch at 250-953-4042 or by email at phil.easton@gov.bc.ca

Yours truly,

Brian G. Murray, Director
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