



CONDUCT REVIEW POLICY

For Heavy Vehicle Drivers

EXCELLENCE PROGRAM
For Heavy Vehicle Drivers





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FOREWORD

On January 1, 2006, the Québec government amended the *Act respecting owners and operators of heavy vehicles*¹ to include a driver component. The purpose of the amendment was to make heavy vehicle drivers more responsible for road safety and protecting the integrity of the road network, as well as to recognize drivers who have demonstrated exemplary conduct. To fulfil the requirements of the Act, the Société de l'assurance automobile du Québec (SAAQ) drafted the *Conduct Review Policy for Heavy Vehicle Drivers* and the *Excellence Program for Heavy Vehicle Drivers*.

The *Conduct Review Policy for Heavy Vehicle Drivers* applies to all drivers who hold a driver's licence issued by the SAAQ and who operate in Québec or elsewhere in Canada using a heavy vehicle registered in Québec. It sets out the rules for keeping records on heavy vehicle drivers and the procedures for assessing their conduct. The goal is to identify drivers who are at risk and to intervene as quickly as possible in order for them to change their behaviour and to become safer drivers. *The Excellence Program for Heavy Vehicle Drivers* sets out the criteria heavy vehicle drivers must meet to be eligible for the program.

The Policy and the Program were created in cooperation with government partners, freight and passenger transportation industry associations, other organizations that use heavy vehicles and representatives from drivers' associations.

The Policy and the Program are revised periodically to take into account the economic and regulatory context and the needs of the freight and passenger transportation industry, as well as the government's road safety objectives. In the interest of consistency, both the Policy and the Program must take into account any amendments made to the *Conduct Review Policy for Heavy Vehicle Owners and Operators (HVOOs)*. As a result, a review mechanism has been implemented and resulted in this updated edition.

The *Conduct Review Policy for Heavy Vehicle Drivers* and the *Excellence Program for Heavy Vehicle Drivers* came into force on January 1, 2011 and were updated in December 2014.

1. Since then, the Act has been called the *Act respecting owners, operators and drivers of heavy vehicles*, often referred to as Bill 430. Reference: CQLR, chapter P-30.3.



This newly updated edition takes into account amendments to the *Highway Safety Code* pursuant to chapters 7 and 19 of the Statutes of 2018, and the amendments to the *Criminal Code* pursuant to the Statutes of Canada of 2018 (Bill C-46). More specifically, it covers:

- the integration of events related to driving while impaired by drugs;
- the integration of amendments to the *Highway Safety Code* concerning distracted driving.

These changes were announced in the *Le Relayeur* newsletter in August 2018 and in March 2019.

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1. CONDUCT REVIEW POLICY FOR HEAVY VEHICLE DRIVERS

1.1 PURPOSE OF THE POLICY

The purpose of the *Act respecting owners, operators and drivers of heavy vehicles* is to improve road safety and to protect the integrity of the road network. Under the Act, the SAAQ must:

- compile a record on every heavy vehicle driver to monitor and assess his or her conduct;
- set up an administrative policy to identify drivers who represent a threat to road safety or to the integrity of the road network and intervene by contacting them;
- refer the records of drivers who have exhibited unsafe conduct to the Commission des transports du Québec for analysis and a decision on whether corrective measures need to be imposed.

This Policy describes the assessment mechanism and the rules that support interventions carried out by the SAAQ.

1.2 WHO IS SUBJECT TO THE POLICY?

The Policy applies to all drivers who hold a driver's licence issued by the SAAQ and who operate in Québec **or elsewhere in Canada using a heavy vehicle registered in Québec.**

1.3 DRIVER CONDUCT RECORD

The SAAQ keeps a conduct record for every heavy vehicle driver. This record contains all the events that are considered in a driver's conduct review. This includes all the events that have occurred on Canadian territory while the driver was behind the wheel of a heavy vehicle registered in Québec. Events are entered in the conduct record as soon as the SAAQ is notified of their occurrence.

Drivers only have one record, even if they work for more than one operator at a time or if they change employers. It is strongly recommended that drivers check their conduct record periodically to stay informed of any events that have been entered and to apply for corrections to be made, as applicable.



Examples of the documents that contain information from a heavy vehicle driver's conduct record are presented in Appendices 2 and 3. Section 1.8 of the Policy describes their respective content and how to obtain those documents. More specifically, the documents in question are the following:

1. *Monitoring of Heavy Vehicle Driver Conduct* (heavy vehicle driver conduct record), presented in Appendix 2;
2. *Information Concerning the Driver's Record* (general information as regards all types of vehicles combined), presented in Appendix 3.

1.4 EVENTS CONSIDERED IN A DRIVER'S CONDUCT REVIEW

The following events are entered in the driver's record and considered in the conduct review:

1.4.1 Offences

Offences considered in a driver's conduct review are those that have been observed during roadside interventions (see Appendix 1):

- and that resulted in a statement of offence being served on the driver;
- and/or that resulted in a general offence report being issued;
- of which the driver has been found guilty (with statements of offence).

The SAAQ considers offences in the conduct review as soon as it is informed of them, even if they have not yet resulted in a conviction or guilty plea. However, the SAAQ no longer considers an offence in the conduct review as soon as it receives notification that:

- the offence has been cancelled or withdrawn, or prosecution of the offence has been denied;
- the driver has been found not guilty of the offence;
- the offence was not followed up by the prosecuting body within the period of limitation.

The SAAQ makes consequential amendments with regard to the nature of the offence and its weighting, as applicable, when an offence is amended as part of penal proceedings.

1.4.2 "Driver" out-of-service orders

"Driver" out-of-service orders stemming from non-compliance with certain provisions of the *Regulation respecting the hours of driving and rest of heavy vehicle drivers* are considered in the conduct review.

If an out-of-service order is imposed and one or more statements of offence or general offence reports are served for an offence directly related to the out-of-service order, only the out-of-service order is considered in the assessment and assigned the appropriate weighting. Statements of offence or general offence reports related to the same offence as the out-of-service order continue to be listed in the driver's record, but without any weighting.

If a statement of offence or general offence report is served on the driver for any offence other than the one directly related to the out-of-service order, it is considered in the assessment and assigned the appropriate weighting.

1.4.3 Events related to alcohol- or drug-impaired driving

Events related to alcohol- or drug-impaired driving provided under the *Highway Safety Code* and the *Criminal Code* are considered in the driver's conduct review as soon as a statement of offence suspending the driver's licence is issued by a peace officer pursuant to sections 202.4, 202.4.1 and 202.5 of the *Highway Safety Code*, regardless of the final outcome of criminal or penal proceedings.

1.4.4 Accidents

Accidents are entered in driver records and considered in assessing the driver's conduct as soon as the SAAQ receives the accident report.

If drivers consider that they are not responsible for an accident, they must ask their employer (operator) to submit proof of non-liability for the accident to the SAAQ. The procedure to follow is described in Appendix 5 of the *Conduct Review Policy for Heavy Vehicle Owners and Operators*. If this proof is accepted, the accident is no longer considered in the driver's conduct review. The accident will, however, remain in the driver's record.

If the employer refuses to submit proof of non-liability to the SAAQ, drivers can apply to have responsibility for the accident withdrawn from their conduct review.

1.4.5 Events occurring in other Canadian jurisdictions

Events (offences, "driver" out-of-service orders, accidents, etc.) occurring on the territory of other Canadian jurisdictions concerning a heavy vehicle registered in Québec are entered in the driver's record as they were observed and transmitted by the jurisdiction concerned, if the driver holds a driver's licence issued in Québec. Furthermore, these events are considered in the driver's conduct review based on the provisions of the Policy, in particular, the weighting listed in the Policy's table of offences (see Appendix 1). Drivers who wish to have corrections made to a statement of offence, an accident report or any other document issued by a jurisdiction other than Québec must file an application with the jurisdiction concerned.

1.5 CONDUCT REVIEW

The ongoing conduct review considers events observed during or resulting from roadside interventions. These events are entered in a driver's record and remain on record **for a period of two years**. Events related to alcohol- or drug-impaired driving, however, remain on record **for a period of 10 years**.

To assess conduct, events are grouped into three conduct areas. Each event considered in a given conduct area is assigned a weighting based on its degree of severity. The points assigned to each event are compiled in the appropriate conduct area. The SAAQ has set a threshold that must not be exceeded (threshold value) for each of these areas.

Some events are not weighted. Instead, they are considered critical events and result in an immediate intervention by the SAAQ as soon as they are entered in the driver's record. Critical events are listed in Section 1.6.4.

CONDUCT AREA	THRESHOLD VALUE	EVENTS TAKEN INTO CONSIDERATION
Operational safety	12 points	Any offence related to road safety, ² load and size limits, the conditions of a special travel permit and "driver" out-of-service orders.
Involvement in accidents	9 points	Any "at-fault" accident involving injuries or property damage only ³ for which a peace officer has completed an accident report.
Overall driver conduct	14 points	Combined total of weighted events in the "operational safety" and "involvement in accidents" conduct areas.

2. Refer to the table of offences in Appendix 1. Some offences concerning road safety and events related to alcohol- or drug-impaired driving are not weighted because they are defined as critical events (see section 1.6.4) or because they result in the immediate referral of the record to the Commission (see section 1.6.5).
3. Fatal "at-fault" accidents are not weighted but result in the record being immediately referred to the Commission (see section 1.6.5).

1.5.1 Weighting of offences⁴ and “driver” out-of-service orders

“Operational safety” conduct area:

- Offences are assigned a weighting on a scale of **1 to 3 points**.
- “Driver” out-of-service orders are assigned a weighting of **3 points**.⁵
- *Criminal Code* offences are assigned a weighting of **5 points**.
- Offences related to special travel permits are assigned a weighting of:⁶
 - **1 to 5 points** based on the difference between the maximum total loaded mass allowed and the total loaded mass observed (s. 513);
 - **1 to 5 points** based on the difference between the axle load limit allowed and the axle load limit observed (s. 513);
 - **1 to 5 points** based on the difference between the dimensions allowed and the dimensions observed (height, width, length, overhang) (s. 513);
 - **1 to 5 points** for an offence related to the conditions of a special travel permit, in particular as regards the fitting of required equipment, the use of escort vehicles or compliance with special traffic rules (ss. 464, 468, 473.1, 474 and 513).

1.5.2 Weighting of accidents⁷

“Involvement in accidents” conduct area:

- Accident with injuries: **4 points**;
- Accident with property damage only (PDO):
 - **1 point** for a PDO accident occurring:
 - on the territory of the Island of Montréal,
 - on the exclusive towing network of the Montréal metropolitan region,⁸
 - on the territory of the city of Longueuil,
 - on the territory of the city of Laval,
 - on the territory of the city of Québec (including L’Ancienne-Lorette);
 - **2 points** for a PDO accident occurring elsewhere in Québec or elsewhere in Canada.

4. Refer to the table of offences in Appendix 1. Some offences concerning road safety and events related to alcohol- or drug-impaired driving are not weighted because they are defined as critical events (see section 1.6.4) or because they result in the immediate referral of the record to the Commission (see section 1.6.5).

5. If the same situation resulted in both a “driver” out-of-service order and an offence being entered in a driver’s record, only the out-of-service order is assigned a weighting. The offence is recorded in the “operational safety” conduct area and assigned a weighting of zero.

6. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators*, January 2014. Refer to the table of offences in Appendix 1 for more details.

7. Fatal accidents are not weighted. However, a fatal “at-fault” accident results in the driver’s record being immediately referred to the Commission.

8. Refer to the website of the Ministère des Transports, de la Mobilité durable et de l’Électrification des transports.

1.6 INTERVENTIONS BY THE SAAQ

The SAAQ intervenes with the driver on the basis of the conduct review carried out under this Policy. These interventions are carried out gradually as the driver's record deteriorates.

The purpose of these interventions is to:

- inform drivers that their record has deteriorated;
- make drivers aware of the importance of rectifying at-risk behaviour before their record is referred to the Commission;
- inform drivers that their record will be referred to the Commission, as applicable.

The SAAQ intervenes immediately, however, when serious or critical events have occurred. In each intervention, the SAAQ sends the driver a letter or a notice, as the case may be, along with a copy of the *Monitoring of Heavy Vehicle Driver Conduct* document.

1.6.1 First-level warning letter

A first-level warning letter is sent to drivers who have **reached or exceeded 50% of the threshold value** in one of the conduct areas. If the driver reaches or exceeds 50% of the threshold value in more than one conduct area at the same time, only one warning letter is sent.

1.6.2 Second-level warning letter

A second-level warning letter is sent to drivers who have **reached or exceeded 75% of the threshold value** in one of the conduct areas. If the driver reaches or exceeds 75% of the threshold value in more than one conduct area at the same time, only one warning letter is sent.

1.6.3 Information letter for a serious offence

For serious offences, the SAAQ intervenes immediately with drivers by sending them a letter informing them that their conduct is high risk. The SAAQ sends a similar letter to the operator.

Such offences are included in the ongoing conduct review in the "operational safety" conduct area and are assigned the appropriate weighting, in the same way as the other offences.

Serious offences⁹

- Speeding at 31 to 40 km/h above the speed limit (ss. 299, 303.2, 328 and 329);
- Driving without being accompanied by the holder of a licence of the appropriate class, where the driver holds a learner's licence (s. 99);
- Failing to perform a duty or fulfil an obligation required of a driver involved in an accident (ss. 168, 169, 170, 171);
- Driving carelessly or at an unsafe speed (s. 327);
- Zigzagging back and forth while passing multiple vehicles (s. 342);
- Passing where prohibited in the lane reserved for oncoming traffic (s. 345);
- Failing to yield to an emergency vehicle whose lights or sound-producing devices are in operation (s. 406);¹⁰
- Failing to reduce speed or change lanes when an emergency vehicle or tow truck:
 - with its flashing or rotating lights activated is stopped in a lane of a public highway (s. 406.1),
 - with an activated yellow arrow light is stopped on a public highway (s. 406.1);
- Operating a heavy vehicle overloaded by 20% or more above the axle load limit indicated on the special permit on a highway, a bridge or an overpass (s. 513);¹¹
- Operating a heavy vehicle overloaded by 15% or more above the axle load limit indicated on the Minister's permit or the Class 5 or 6 special permit (s. 513);
- Failing to stop at a level crossing (railroad crossing) when driving a bus, a minibus or a heavy vehicle transporting dangerous substances requiring the display of safety marks (s. 413);
- Driving in a race or for a wager or stake (s. 422);
- Tolerating that a person ride on the running board or on any outer part of a vehicle in motion, or ride in the box or dump body of a vehicle in motion (s. 433) or hang onto, or be pulled or pushed by, a moving road vehicle (s. 434);¹²
- Failing to stop at a distance of more than five metres from a bus or minibus used to carry school children with its flashing red lights turned on or its compulsory stop signal activated (s. 460).

9. The corresponding sections of the *Highway Safety Code* are indicated in parentheses. Offences considered as serious are those that are weighted generally at 4 demerit points or more under the *Regulation respecting demerit points*, chapter C-24.2, r. 37.

10. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators* regarding sections 406 and 406.1 (Move-Over Law), September 2012.

11. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators* presenting an overview of the new assessment approach for the "load and size limits" conduct area, January 2014.

12. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators*, July 2013.

1.6.4 Warning letter for critical events

The purpose of this letter is to make drivers aware that they were involved in a critically serious event in terms of road safety or protecting the integrity of the road network. A copy of the *Monitoring of Heavy Vehicle Driver Conduct* document is enclosed with the warning letter. The SAAQ sends a similar letter to the operator.

Critical events¹³

- Speeding at 41 km/h or more above the speed limit (ss. 299, 303.2, 328 and 329);
- Operating a heavy vehicle:
 - overloaded by 20% or more above the maximum total loaded mass indicated on a special permit on a public highway, a bridge or an overpass (s. 513),
 - overloaded by 15% or more above the maximum total loaded mass indicated on a Minister's permit on a public highway, a bridge or an overpass (s. 513),
 - overloaded by 10% or more above the maximum total loaded mass indicated on a Class 5 or 6 special permit on a public highway, a bridge or an overpass (s. 513);
- Operating an outsized vehicle without a police escort, where such an escort is a condition of a special permit (s. 513);
- Travelling in a tunnel with dangerous substances (s. 646);
- Exceeding the maximum size authorized for a heavy vehicle indicated on a special permit (s. 513), including the load, by:
 - 0.5 m or more, for the height,
 - 1 m or more, for the width,
 - 5 m or more, for the length,
 - 2.5 m or more, for any overhang in the front, rear and sides of the vehicle.

13. Corresponding sections of the *Highway Safety Code* are indicated in parentheses.

1.6.5 Notice of referral to the Commission

A notice of referral to the Commission is sent to drivers:¹⁴

- who reach or exceed the threshold value in one of the conduct areas;
- who are involved in a fatal “at-fault” accident;
- who drive or have the care or control of a heavy vehicle while their ability to drive is impaired by alcohol or drugs or a combination of alcohol and cannabis or another drug (s. 202.4, par. 1 and s. 202.4.1 of the *Highway Safety Code* or s. 320.14 (1) to (4) of the *Criminal Code*)¹⁵;
- who drive or have the care or control of a heavy vehicle:
 - with a learner’s licence or a probationary licence and with alcohol in their system (s. 202.2),
 - with alcohol in their system, if the driver is 21 years of age or younger (s. 202.2),¹⁶
 - with a blood alcohol concentration equal to or above 50 mg of alcohol per 100 ml of blood (s. 202.2.1.2),¹⁷ where the heavy vehicle is neither a bus nor a minibus;
- who drive or have the care or control of a bus or minibus with alcohol in their system (s. 202.2.1.1);¹⁷
- who omit or refuse to obey the order of a peace officer to submit to physical coordination tests or to provide a breath, blood or other sample (s. 202.3 and 202.5 of the *Highway Safety Code* or s. 254, 320.15 (1) to (3), 320.27 and 320.28 of the *Criminal Code*);^{15, 18}
- whose record has reached the stage of a second-level warning letter (reaching 75% of the threshold value in any of the conduct areas) AND who were involved in **one** critical event within the previous two years;
- who were involved in **two** critical events within a period of two years;
- who are solely responsible for having enough events entered to result in the operator’s (employer’s) record being referred to the Commission;
- in the case of an emergency or a situation which, in the opinion of the SAAQ, endangers the safety of the users of roads open to public vehicular traffic or threatens the integrity of those roads.


14. Corresponding sections of the *Highway Safety Code* or the *Criminal Code* are indicated in parentheses.

15. *Le Relayeur* newsletter, March 2019

16. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators*, April 2012

17. *Information Bulletin for Heavy Vehicle Drivers, Owners and Operators*, June 2012

18. Since May 4, 2013, the driver’s licence of any person who fails a physical coordination test ordered by a peace officer is suspended for a period of 24 hours (s. 202.1.4). This suspension is entered in the driver’s record, but is not considered (weighting of zero) in the ongoing conduct review, nor is it considered a critical event. However, the suspension will be considered for the purposes of the *Excellence Program for Heavy Vehicle Drivers*, as applicable (*Information Bulletin for Heavy Vehicle Drivers, Owners and Operators*, July 2013). See also the *Le Relayeur* newsletter, March 2019.



This notice is sent to drivers by registered mail and notifies them that their record has deteriorated and must be referred to the Commission. As of the date the notice is sent, drivers have 15 business days to demonstrate to the SAAQ that events on record should be changed, corrected or deleted. For example, being found not guilty of an offence or not responsible for an accident could cancel this referral to the Commission. After that deadline, the driver's record is sent to the Commission for analysis of his or her at-risk conduct.

After analysis, the Commission could impose conditions on drivers and take any other measures it deems appropriate and reasonable for them to rectify their behaviour. If the Commission concludes that a driver is unfit to drive a heavy vehicle as a result of deficient conduct which, in the Commission's opinion, cannot be rectified by the imposition of conditions, **it could order the SAAQ to prohibit that driver from driving a heavy vehicle.**

1.6.6 Forwarding record updates to the Commission

The SAAQ may forward an update of a record already referred to the Commission in the event of any of the following situations:

- Events have been added to the record since it was referred to the Commission.
- A new reason for referring the record to the Commission has been added.
- The driver has reached or exceeded 125% of a threshold value. An update will be forwarded to the Commission for each additional 25% increment thereafter.

1.7 ADJUSTING DRIVER CONDUCT RECORDS

The SAAQ may find it necessary to make adjustments to a driver's conduct record. It may do so at any time, on its own initiative or at a driver's request.

When drivers apply to have an event in their record corrected, they must provide the SAAQ with the required information or proof in support of their application.

Drivers must send a written adjustment request by mail or fax at the address or number indicated below:

Direction des politiques, de la planification et du soutien administratif

Société de l'assurance automobile du Québec

Case postale 19600, succursale Terminus

Québec (Québec) G1K 8J6

Fax: 418-643-1896

Any change is confirmed with the driver in writing. A copy of the *Monitoring of Heavy Vehicle Driver Conduct* document is also sent if the adjustment has been approved. If the record has already been referred to the Commission, the SAAQ will also send the Commission the result of the adjustment.

1.8 OBTAINING A CONDUCT RECORD

The two following documents contain information from a heavy vehicle driver's conduct record:

- *Monitoring of Heavy Vehicle Driver Conduct* (see Appendix 2)

AND

- *Information Concerning the Driver's Record* (see Appendix 3)

1.8.1 *Monitoring of Heavy Vehicle Driver Conduct* document

This document presents a heavy vehicle driver's conduct record by listing the conduct areas and their respective threshold values. It includes any events related to driving heavy vehicles registered in Québec that are operated on Canadian territory. The document provides details of **any events related to the actions of a heavy vehicle driver in the exercise of his or her duties**, regardless of which operator was using that driver's services when the events occurred.

The document contains, in particular, the following information:

- Critical events;
- Events related to alcohol- or drug-impaired driving;
- Accidents in which the driver was involved, and the number of points associated with each accident;
- Offences and out-of-service orders, as well as the associated number of points;
- The total number of points accumulated by the driver in each conduct area;
- The driver's level of excellence (forthcoming), if the driver is a member of the *Excellence Program for Heavy Vehicle Drivers*.

This document also indicates whether the Commission des transports du Québec has prohibited the driver from driving a heavy vehicle.

Obtaining a copy of the *Monitoring of Heavy Vehicle Driver Conduct* document

To obtain, free of charge, a copy of the *Monitoring of Heavy Vehicle Driver Conduct* document, drivers must file a request themselves. They can do so:

By telephone

1-800-554-4814

Schedule:

Monday 8:30 a.m. to 4:30 p.m.

Tuesday 8:30 a.m. to 4:30 p.m.

Wednesday 9:30 a.m. to 4:30 p.m.

Thursday 8:30 a.m. to 4:30 p.m.

Friday 8:30 a.m. to 4:30 p.m.

By fax

418-643-1896

By mail

Direction des politiques,
de la planification

et du soutien administratif

Société de l'assurance automobile
du Québec

Case postale 19600,

succursale Terminus

Québec (Québec) G1K 8J6

For reasons of security and the protection of personal information, this document is mailed to the driver at the address that appears in his or her record.

1.8.2 Information Concerning the Driver's Record document

This document provides a general overview of a driver's record (all types of vehicles combined). It includes a section that summarizes any events related to driving a heavy vehicle registered in Québec. If events appear in this section, the driver can request a copy of the *Monitoring of Heavy Vehicle Driver Conduct* document for more details.

Obtaining the Information Concerning the Driver's Record document

Drivers can obtain, free of charge, the *Information Concerning the Driver's Record* document. They can do so:

Online

On the SAAQ website at saaq.gouv.qc.ca/en:

- Online Services – Citizens
- Driving Record Request

By telephone

Monday, Tuesday, Thursday and Friday: 8:30 a.m. to 4:30 p.m.

Wednesday: 9:30 a.m. to 4:30 p.m.

- Québec area: 418-643-7620;
- Montréal area: 514-873-7620;
- Elsewhere: 1-800-361-7620 (Québec, Canada, USA).

By mail

Division de la diffusion (act. 850)
Société de l'assurance automobile du Québec
Case postale 19600, succursale Terminus
Québec (Québec) G1K 8J6

For reasons of security and the protection of personal information, this document is mailed to the driver at the address that appears in his or her record.

Insurers, employers or vehicle fleet owners who wish to obtain a copy of this document

Any person other than the driver who wishes to obtain a copy of this document must have the authorization of the driver concerned. The appropriate authorization form must be completed and mailed, along with the request and payment, to the following address:

Division de la diffusion (act. 850)
Société de l'assurance automobile du Québec
Case postale 19600, succursale Terminus
Québec (Québec) G1K 8J6

To obtain forms and information on the procedure to follow, go to the SAAQ website at saaq.gouv.qc.ca/en/drivers-licences/driving-record-request/.

2. EXCELLENCE PROGRAM FOR HEAVY VEHICLE DRIVERS

2.1 PROGRAM OBJECTIVE

By virtue of the *Act respecting owners, operators and drivers of heavy vehicles*, the SAAQ has set up a program to recognize drivers whose conduct is exemplary in terms of road safety.

2.2 WHO QUALIFIES FOR THE PROGRAM?

The *Excellence Program for Heavy Vehicle Drivers* is open to all heavy vehicle drivers:

- who hold a driver's licence issued by the SAAQ;

AND

- who operate in Québec or elsewhere in Canada using a heavy vehicle registered in Québec.¹⁹

19. Drivers who hold a licence issued by the SAAQ and operate in the United States may qualify for the program if they log sufficient kilometrage in Québec or elsewhere in Canada, in accordance with the eligibility requirements.

2.3 HOW TO REGISTER

To have their excellent conduct recognized, drivers must:

1. meet the eligibility requirements;
2. fill out the registration form (see Appendix 4);
3. apply for one of the four levels of excellence.

2.3.1 Levels of excellence

LEVEL	MINIMUM EXPERIENCE ²⁰	PARTICULARS
BRONZE	6 months	for new drivers only
SILVER	2 years	
GOLD	5 years	
PLATINUM	10 years	training

2.3.2 Eligibility requirements

To be eligible for the Program, drivers must have travelled more than 10,000 km in Québec or elsewhere in Canada at the wheel of a heavy vehicle registered in Québec for each of the years required for the applicable level.

Drivers must also meet the following requirements:

At the time of the driver's registration, and during the period corresponding to the driving experience required for the applicable level of excellence, the driver must not:

- have committed an offence²¹ or received a "driver" out-of-service order while driving a heavy vehicle;
- have been responsible for an accident while driving a heavy vehicle;
- have accumulated more than 3 demerit points on his or her driving record (all types of vehicles combined);²²
- have failed a physical coordination test ordered by a peace officer (all types of vehicles combined);²³
- have been found guilty of a criminal offence related to driving or his or her employment duties, other than an offence related to driving while impaired by alcohol or drugs (all types of vehicles combined);

20. For the purposes of the Program, years of experience prior to the coming into force of the *Act respecting owners, operators and drivers of heavy vehicles*, that is, prior to January 1, 2006, are not considered.

21. Offences considered are those observed during a roadside intervention or facility audit.

22. Although demerit points remain on the driving record for a period of 24 months, the SAAQ checks whether more than 3 demerit points were entered in the applicant's driving record at any time during the period that corresponds to the level applied for. Thus, for a driver applying for the Gold level, the SAAQ checks whether more than 3 demerit points were entered in his or her driving record at any time during the previous five years.

23. Twenty-four-hour driver's licence suspension (section 202.1.4 of the *Highway Safety Code*).

- have been charged with a criminal offence related to driving or his or her employment duties, other than an offence related to driving while impaired by alcohol or drugs (all types of vehicles combined), for which a verdict has not yet been returned.

AND

At the time of the driver's registration, and during the ten previous years, the driver must not:

- have committed an offence or have had his or her driver's licence suspended²⁴ for reasons related to driving while impaired by alcohol or drugs (all types of vehicles combined);
- have refused to obey an order given by a peace officer, in particular to submit to a physical coordination test or to provide a breath, blood or other sample (all types of vehicles combined);
- have been found guilty of a criminal offence related to driving while impaired by alcohol or drugs (all types of vehicles combined);
- have been charged with a criminal offence related to driving while impaired by alcohol or drugs for which a verdict has not yet been returned (all types of vehicles combined).

2.4 UPGRADING A DRIVER'S EXCELLENCE LEVEL

Drivers who have achieved and maintained a level of excellence can apply to move up to the next level by filling out another registration form. For example, drivers at the Silver level can apply for the Gold level once they have acquired a minimum of five years of experience during which they have met the general eligibility requirements. If they do not apply, they stay at the Silver level.

Platinum level

To achieve the Platinum level, drivers must demonstrate to the SAAQ's satisfaction that they have training pertaining to driving heavy vehicles or to the duties of a professional driver throughout the 10-year period required for this level. The driver must have completed a minimum of **16 hours of training for each 24-month period**.

Examples of eligible training

- Training given by a training body, a training service or an instructor accredited by the Commission des partenaires du marché du travail, in accordance with the *Act to promote workforce skills development and recognition*;
- A training program developed by a heavy vehicle owner or operator;

24. Does not pertain to the suspension referred to in section 202.1.4 of the *Highway Safety Code*.

- A training program on workplace health and safety;
- A training program for drivers of buses and minibuses used for the transportation of school children.

2.5 PUBLISHING THE DRIVER EXCELLENCE LIST

On its website, the SAAQ posts monthly updates of the list of drivers whose behaviour is recognized as exemplary and the excellence level they have achieved.

2.6 CONDITIONS FOR RETAINING THE “EXCELLENT” STATUS

Drivers must abide by the conditions listed below, otherwise they will lose their “Excellent” status.

To maintain their status, drivers must not:

- commit an offence²⁵ or receive a “driver” out-of-service order while driving a heavy vehicle;
- be responsible for an accident while driving a heavy vehicle;
- accumulate more than 3 demerit points on their driving record (all types of vehicles combined);
- commit an offence or have their driver’s licence suspended for reasons related to driving while impaired by alcohol or drugs (all types of vehicles combined);
- be found guilty of a criminal offence related to driving, their employment duties or driving while impaired by alcohol or drugs (all types of vehicles combined);
- refuse to obey the order of a peace officer, in particular to submit to physical coordination tests or to provide a breath, blood or other sample (all types of vehicles combined);
- fail a physical coordination test ordered by a peace officer (all types of vehicles combined).

The SAAQ also reserves the right to withdraw from the excellence list the name of any driver who no longer meets the Program’s objectives.

25. Offences considered are those observed during a roadside intervention or facility audit.

2.7 WITHDRAWAL OF THE “EXCELLENT” STATUS

Drivers who no longer meet the conditions for retaining the “Excellent” status or the Program’s objectives will receive a written notice indicating the reasons why their “Excellent” status has been withdrawn. They will then have **15 business days to demonstrate** to the SAAQ’s satisfaction that their status should not be withdrawn.

In the case of an event that occurred while driving a heavy vehicle, drivers contesting:

- **one offence** before a court must provide proof of the proceedings to the SAAQ. They will retain their “Excellent” status until the SAAQ is informed of the result of the proceedings. If drivers are convicted, their “Excellent” status is withdrawn. If they are found not guilty and meet all of the conditions for retaining their status, the offence is withdrawn from their record and they retain their “Excellent” status.
- **more than one offence** before a court will have their “Excellent” status withdrawn until the SAAQ is informed that they have been found not guilty of all offences. Only then can their names once again appear on the list. They will, however, be required to file a new application to register for the Excellence Program.
- **an offence that is the subject of a general offence report** must notify the SAAQ in writing of their intention to contest the resulting statement of offence before a court, as applicable. They will retain their “Excellent” status until the SAAQ is informed of the result of the proceedings. If drivers are convicted, their “Excellent” status is withdrawn. If they are found not guilty and meet all of the conditions for retaining their status, or if the prosecuting body does not follow up within the limitation period, the offence is withdrawn from their record and they retain their “Excellent” status.
- **a “driver” out-of-service order** must contact Contrôle routier Québec. They will retain their “Excellent” status if Contrôle routier Québec confirms that the out-of-service order was withdrawn within the prescribed deadline and if they meet all of the conditions for retaining their status.
- **an accident** must ask their operator to provide the SAAQ with proof of non-liability for the accident. They will retain their “Excellent” status if the SAAQ receives the proof of non-liability within the prescribed deadline and if they meet all of the conditions for retaining their status.

APPENDIX 1

TABLE OF OFFENCES AND THEIR WEIGHTING

The following list indicates the sections of the *Highway Safety Code*²⁶ or the *Criminal Code* considered in the driver conduct review. These sections are grouped together according to the seriousness of the offence (number of points assigned).

For a more detailed explanation of each offence, refer to the section cited.

Highway Safety Code

Offences with a weighting of 1 point

SECTION(S)	DESCRIPTION
228	Using a rotating or flashing amber light where the special permit is no longer required
228.1	Using improperly the signs or signals required for a special permit
281	Using improperly or illegally a white headlight at the rear of a vehicle or a green rotating light
281.1	Driving a road vehicle whose windshield and windows are not clear of all substances which might hinder the driver's ability to see
292.0.1	Driving a slow vehicle in a lane other than the lane designated by the person in charge of highway maintenance
299	Speeding in a municipality (11 to 20 km/h over the speed limit) ²⁷
303.2	Driving at a speed over the indicated speed limit in a road construction or maintenance zone (11 to 20 km/h over the speed limit)
328, 329	Driving at a speed over the prescribed or indicated speed limit (11 to 20 km/h over the speed limit)
366	Entering an intersection equipped with traffic lights where there is not enough space to cross without blocking the intersection
377	Using flashing emergency lights for reasons other than safety
379	Using rotating or flashing amber lights where not necessary
381	Leaving a road vehicle unattended without removing the ignition key and locking the doors
382 to 387	Stopping a heavy vehicle in a way that is unsafe, improper or illegal
415	Entering or leaving a limited access highway otherwise than at the proper entrances or exits
425	Failing to dim vehicle headlights
436	Braking suddenly without reason
442	Having a passenger, an animal or an object placed in such a way as to obstruct the driver's view or interfere with the proper handling of the vehicle
443.2	The driver of a road vehicle may wear a headphone or earphone in one ear only
458	Misusing the flashing red lights or compulsory stop signal on a school bus
459	Using the flashing red lights or compulsory stop signal on a school bus when it is not carrying school children
<i>471, subpar. 4</i>	<i>Driving a vehicle carrying a load that is not placed, secured or covered in accordance with regulatory standards (according to the amount of the fine)</i>

26. Refer to the chart at the end of this table for explanations of the weighting of the offences indicated in italics.

27. Since June 6, 2012, offences for speeding (ss. 299, 303.2, 327, 328 and 329) or for failing to obey a red light (s. 359) recorded with a radar device or a camera surveillance system are no longer considered in the driver's conduct review.

513	<ul style="list-style-type: none"> Exceeding by less than 4% the maximum total loaded mass indicated on the special travel permit on a public highway Exceeding by less than 10% the axle load limit indicated on the special travel permit on a public highway, a bridge or an overpass Exceeding the height limit by less than 0.1 m Exceeding the width limit by less than 0.2 m Exceeding the length limit by less than 1 m Exceeding the overhang limit by less than 0.5 m <i>Failing to abide by the other conditions of the special travel permit (equipment, escort vehicle, traffic rules and regulations, etc.) (according to the amount of the fine)</i>
646	<i>Violating any of the standards set forth in the Transportation of Dangerous Substances Regulation (according to the amount of the fine)</i>

Highway Safety Code

Offences with a weighting of 2 points

SECTION(S)	DESCRIPTION
107	Failing to return one's licence, when requested to do so by the SAAQ, on the date that the revocation or suspension of the licence takes effect or on any later date fixed by the SAAQ
274	Failing to use a warning sign on a slow moving vehicle
291, 3rd par	Driving an oversized or overloaded vehicle on a public highway where prohibited by signs or signals
293	Driving a vehicle where prohibited by signs or signals (special events, sports events)
299	Speeding in a municipality (21 to 30 km/h over the speed limit)
303.2	Driving at a speed over the indicated speed limit in a road construction or maintenance zone (21 to 30 km/h over the speed limit)
310	Failing to obey traffic signs or signals
312	Driving on private property to avoid a traffic sign or signal
320 to 324	Using traffic lanes improperly
325	Failing to use the right-hand lane when travelling at less than the normal speed of traffic
326	Crossing the median strip or other separation anywhere other than at the places provided for that purpose
328, 329	Driving at a speed over the prescribed or indicated speed limit (21 to 30 km/h over the speed limit)
330	Failing to reduce vehicle speed where conditions so require (darkness, fog, rain or other precipitation, or when the roadway is slippery or obstructed)
331	<ul style="list-style-type: none"> Driving a heavy vehicle at a low speed that may impede or obstruct normal traffic Failing to use emergency lights while driving at a low speed that may impede traffic
335, 336	Tailgating
340	Speeding up while being passed
341	Passing a bicycle in an unsafe manner
349, 350	Failing to yield the right of way
351 to 358	Making an unsafe or illegal turn
372 to 376	Failing to properly signal one's intention (to change direction, make a turn, etc.)

395	Driving a vehicle in which the seat belt has been removed, modified or rendered inoperative
418	Driving on the shoulder of a public highway
423	Driving a road vehicle equipped with white lights projecting a light beam toward the rear
424	Driving without turning on the headlights where conditions require them to be turned on
426	Carrying more passengers than there are seating positions equipped with seat belts or seats available for them to sit.
432	Failing to stop a bus or minibus in the zones provided for that purpose, or on the far right-hand side of the roadway, when taking on or discharging passengers
437.1	Pulling a trailer or semi-trailer without using an adequate coupling device (lights, braking system, chains, cables, etc.)
437.2	Pulling a combination of road vehicles unless it is at the request of a peace officer or for reasons of safety
455	Carrying passengers who are not seated (a school bus while in motion)
471, subpar. 2	Carrying a load that reduces the driver's field of vision or blocks the vehicle's lights
471, subpar. 4	<i>Carrying a load that is not placed, secured or covered in accordance with regulatory standards (according to the amount of the fine)</i>
498	Disposing of, depositing or abandoning any objects or substances on a public highway
498.1	Driving with a vehicle covered in snow, ice or any other substance that could fall from the vehicle and constitute a hazard for other road users
513	Exceeding by 4% to less than 8% the maximum total loaded mass indicated on the special travel permit on a public highway Exceeding by less than 4% the maximum total loaded mass indicated on the special travel permit on a bridge or an overpass Exceeding by 10% to less than 15% the axle load limit indicated on the special travel permit on a public highway, a bridge or an overpass Exceeding the height limit by 0.1 m to less than 0.2 m Exceeding the width limit by 0.2 m to less than 0.4 m Exceeding the length limit by 1 m to less than 2 m Exceeding the overhang limit by 0.5 m to less than 1 m
519.5, 2nd par.	Failing to report a minor mechanical defect
519.8	Failing to distribute and secure freight, express and baggage hauled by a bus or minibus in compliance with the Code
646	<i>Violating any of the standards set forth in the Transportation of Dangerous Substances Regulation (according to the amount of the fine)</i>

Highway Safety Code

Offences with a weighting of 3 points

SECTION(S)	DESCRIPTION
65	Driving a vehicle without holding a licence of the proper class or without having the prescribed endorsements
94	Holding more than one learner's licence, more than one probationary licence or more than one driver's licence of the same class
96	Allowing another person to drive using one's own driver's licence, or driving using another person's licence

98	Failing to comply with the conditions attached to a driver's licence
99	<ul style="list-style-type: none"> · Driving a vehicle while holding a learner's licence without being assisted by a person holding the proper licence · Driving a vehicle while holding a learner's licence and being assisted by a person who does not hold the proper licence
102	Refusing to surrender one's driver's licence to a peace officer
105	Driving a road vehicle while being under penalty
146	Using a false document that could be mistaken for a licence
168	Failing to discharge the various obligations required of a driver involved in an accident
169	Failing to call for a peace officer when involved in an accident causing bodily injury
170	Failing, as a driver involved in an accident, to provide the information required
171	Failing to notify a peace officer in case of an accident, in certain circumstances
238	Failing to clean the headlights, lights and reflectors when ordered to do so by a peace officer
251	Installing or introducing a radar warning device in a vehicle, or any object that interferes with the functioning of a photo radar device or a red light camera system
267	Failing to clean the windshield and windows when ordered to do so by a peace officer
292	Failing to check the brakes where a sign or signal requires a mandatory stop at a brake verification area
292.1	Driving on a highway where signs or signals prohibit overloaded vehicles not equipped with a braking system prescribed by regulation
293.1, 3rd par.	Driving on a highway where prohibited by signs or signals for reasons of safety
299	Speeding in a municipality (31 to 40 km/h over the speed limit)
303.2	Driving at a speed over the indicated speed limit in a road construction or maintenance zone (31 to 40 km/h over the speed limit)
311	Failing to obey orders or signals given by a person in authority (school crossing guard, flag person or peace officer)
326.1	Crossing a solid line marking off lanes, where prohibited
327	Driving carelessly or at an unsafe speed
328, 329	Driving at a speed over the prescribed or indicated speed limit (31 to 40 km/h over the speed limit)
333	Driving a vehicle equipped with a radar warning device, or on which is placed any object or to which is applied any material capable of interfering with the operation of a radar device or a red light camera system
339	Carrying out an improper passing manoeuvre
342, 345 to 348	Carrying out an unsafe passing manoeuvre
359	Failing to obey a red light
359.1	Turning right at a red light where prohibited by a sign or signal or, if permitted by a sign or signal, turning right without first stopping
360	Failing to obey a flashing red light
361	Failing to stop at an intersection with an amber light
362	Failing to reduce speed or to yield the right of way at a flashing amber light
363, 364	Failing to yield the right of way at a green light or green arrow

365	Driving in a lane other than the lane indicated by a green arrow pointing downwards
367	Failing to stop at a traffic light that is defective or not in operation
368 to 370	Failing to obey a stop sign
371	Failing to yield the right of way to vehicles already travelling in a lane one is about to enter
396	Wearing an improperly fastened seat belt in a moving vehicle
402 to 405	Failing to yield the right of way
406	Failing to yield the right of way to an emergency vehicle with its lights or sound producing device in operation
406.1	Failing to reduce speed or change lanes when an emergency vehicle or tow truck with its flashing or rotating lights activated, or a road vehicle with an activated yellow arrow light signal, is stopped on a public highway
407 to 410	Failing to yield the right of way
411	Failing to stop one's vehicle at least 5 m from a railway
412	Entering a level crossing without sufficient space
413	Failing to stop at a level crossing when driving a bus, a minibus or a heavy vehicle transporting dangerous substances requiring the display of safety marks
416	Backing up where prohibited on a limited access highway
417	Backing up where such a manoeuvre is dangerous or obstructs traffic
421	Driving a vehicle to which a restrictive or prohibitive measure applies
422	Driving in a race or for a wager or stake
433	Tolerating that a person ride on the running board or on any outer part of a vehicle in motion, or in the box or dump body of a vehicle in motion
434	Tolerating that a person hang on to, or be pulled or pushed by, a moving road vehicle
437	Pulling another vehicle whose wheels remain on the ground, but without using a bar to solidly secure the vehicle
443.1	Using a cell phone or any other portable electronic device designed to send or receive information or to be used for entertainment purposes, and from using a display screen ²⁸
456	Failing to use the flashing red lights or compulsory stop signal when stopping to take on or discharge passengers (bus or minibus used to carry school children)
457	Failing to use the flashing red lights or compulsory stop signal (bus or minibus used to carry school children stopped in single file)
460	Failing to stop one's vehicle at a distance of more than 5 metres from a bus or minibus used to carry school children with its flashing red lights turned on or its compulsory stop signal activated
464	Driving an oversized vehicle without carrying a special permit
470.1	Failing to drive one's vehicle to an inspection station and to facilitate inspection of the vehicle when ordered to do so by a peace officer or when required by a sign or signal
471, subpars. 1 and 3	Carrying a load that shifts around on the vehicle or falls from the vehicle, or interferes with its stability or handling
471 subpar. 4	<i>Carrying a load that is not placed, secured or covered in accordance regulatory standards (according to the amount of the fine)</i>
472, 2nd par.	Failing to drive a vehicle with a load presenting a hazard to a suitable place when ordered to do so by a peace officer

28. This prohibition does not apply to drivers of emergency vehicles in the exercise of their duties.

473.1	Driving an oversized vehicle without carrying a special permit
474	Driving a road vehicle or combination of road vehicles without a warning device indicating that the load or equipment extends beyond the rear of the road vehicle or combination of road vehicles by more than one metre
513	<ul style="list-style-type: none"> • Exceeding by 8% to less than 12% the maximum total loaded mass indicated on the special travel permit on a public highway • Exceeding by 4% to less than 8% the maximum total loaded mass indicated on the special travel permit on a bridge or an overpass • Exceeding by less than 5% the maximum total loaded mass indicated on the Minister's permit on a public highway, a bridge or an overpass • Exceeding by 15% to less than 18% the axle load limit indicated on the special travel permit on a public highway, a bridge or an overpass • Exceeding by less than 10% the axle load limit indicated on the Minister's permit or the Class 5 or 6 special permit • Exceeding the height limit by 0.2 m to less than 0.3 m • Exceeding the width limit by 0.4 m to less than 0.6 m • Exceeding the length limit by 2 m to less than 3 m • Exceeding the overhang limit by 1 m to less than 1.5 m • <i>Failing to abide by the other conditions of the special travel permit (equipment, escort vehicle, traffic rules and regulations, etc.) (according to the amount of the fine)</i>
519.2	Failing to conduct a circle check of the heavy vehicle or to record observations in the circle check report
519.2.1	Driving a heavy vehicle for which a circle check has not been conducted
519.2.2	Driving a motor coach for which an inspection specific to motor coaches has not been conducted
519.3, 1st par	Failing to complete, sign or update the circle check report
519.3, 2nd par.	Possessing more than one report for the same circle check
519.3, 3rd par.	Failing to countersign the circle check report or neglecting to send the original of the report to the proper party within the time prescribed by regulation
519.4	Failing to keep on board the vehicle the applicable defect lists, the circle check report or the motor coach inspection report, or refusing to surrender any of these documents to a peace officer
519.4.1	Driving a heavy vehicle without keeping the circle check report or the motor coach inspection report on board the heavy vehicle
519.5, 1st par.	Failing to report a major mechanical defect
519.6	Driving a heavy vehicle with a major mechanical defect
519.7	Failing to inform the persons concerned that one's licence is not valid
519.8.1	<p>Failing to obey a prohibition from driving, particularly in the case of a driver</p> <ul style="list-style-type: none"> • whose ability to drive is impaired • who is subject to an out-of-service order • who fails to comply with the standards respecting hours of driving and rest or the conditions attached to a permit

519.10	<ul style="list-style-type: none"> · Failing to keep the daily logs or to record the required information in them · Possessing more than one log for each day · Failing to keep the daily logs on board the vehicle · Entering inaccurate information · Failing to surrender the daily logs to an inspector or peace officer
519.11	Failing to surrender the leasing contract or service contract to a peace officer
519.28	Failing to drive one's heavy vehicle to an appropriate place (dangerous substances) when ordered to do so by a peace officer
519.70, 2nd par.	Failing to comply with a carrier enforcement officer's order while having a road vehicle in one's care, possession or control
636	Failing to stop one's vehicle when ordered to do so by a peace officer
638.1	<p>Hindering a peace officer in the performance of the officer's duties, namely</p> <ul style="list-style-type: none"> · misleading a peace officer by concealment or false statements · refusing to provide a peace officer with any information or document the officer is entitled to demand or examine · concealing or destroying any document or property relevant to an inspection
646	<i>Violating any of the standards set forth in the Transportation of Dangerous Substances Regulation (according to the amount of the fine)</i>

Highway Safety Code

Offences with a weighting of 4 points

SECTION	DESCRIPTION
513	<ul style="list-style-type: none"> · Exceeding by 12% to less than 16% the maximum total loaded mass indicated on the special travel permit on a public highway · Exceeding by 8% to less than 16% the maximum total loaded mass indicated on the special travel permit on a bridge or an overpass · Exceeding by 5% to less than 10% the maximum total loaded mass indicated on the Minister's permit on a public highway, a bridge or an overpass · Exceeding by less than 5% the maximum total loaded mass indicated on the Class 5 or 6 special permit on a public highway, a bridge or an overpass · Exceeding by 10% to less than 20% the axle load limit indicated on the special travel permit on a public highway, a bridge or an overpass · Exceeding by 10% to less than 15% the axle load limit indicated on the Minister's permit or the Class 5 or 6 special permit on a public highway, a bridge or an overpass · Exceeding the height limit by 0.3 m to less than 0.4 m · Exceeding the width limit by 0.6 m to less than 0.8 m · Exceeding the length limit by 3 m to less than 4 m · Exceeding the overhang limit by 1.5 m to less than 2 m

Highway Safety Code

Offences with a weighting of 5 points

SECTION(S)	DESCRIPTION
468, 2nd par.	Refusing to drive an outsized vehicle to a suitable place when ordered to do so by a peace officer

513	<ul style="list-style-type: none"> · Exceeding by 16% to less than 20% the maximum total loaded mass indicated on the special travel permit on a public highway · Exceeding by 16% to less than 20% the maximum total loaded mass indicated on the special travel permit on a bridge or an overpass · Exceeding by 10% to less than 15% the maximum total loaded mass indicated on the Minister's permit on a public highway, a bridge or an overpass · Exceeding by 5% to less than 10% the maximum total loaded mass indicated on the Class 5 or 6 special permit on a public highway, a bridge or an overpass · Exceeding by 20% or more the axle load limit indicated on the special travel permit on a public highway, a bridge or an overpass · Exceeding by 15% or more the axle load limit indicated on the Minister's permit or the Class 5 or 6 special permit on a public highway, a bridge or an overpass · Exceeding the height limit by 0.4 m to less than 0.5 m · Exceeding the width limit by 0.8 m to less than 1 m · Exceeding the length limit by 4 m to less than 5 m · Exceeding the overhang limit by 2 m to less than 2.5 m · <i>Failing to abide by the other conditions of the special travel permit (equipment, escort vehicle, traffic rules and regulations, etc.) (according to the amount of the fine)</i>
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Criminal Code

OFFENCES WITH A WEIGHTING OF 5 POINTS

SECTION	DESCRIPTION
220, 221	Criminal negligence (death or bodily harm)
236	Manslaughter
320.13 (1)	Dangerous driving
320.13 (2 and 3)	Dangerous driving causing bodily harm or death
320.16 (1)	Failure to stop after an accident
320.16 (2 and 3)	Failure to stop after an accident resulting in bodily harm or death
320.17	Driving while being pursued by a peace officer and without a reasonable excuse for fleeing or failing to stop the vehicle

Weighting and fines for the offences indicated in italics

Weighting of offences with regard to load securing standards (section 471, 4th par.) and the transportation of dangerous substances (section 646), according to the applicable fine

WEIGHTING	FINE
1 point	\$90
2 points	\$175
3 points	\$350

Weighting of offences for failing to comply with the conditions attached to a special permit (section 513), according to the applicable fine

WEIGHTING	FINE
1 point	\$90
3 points	\$175
5 points	\$350

Important information:

Codes entitled “de situation”, “défendeur” and “véhicule”

These codes have no legal meaning and therefore cannot be interpreted in a restrictive manner. They appear on statements of offence for information purposes to assist prosecutors in their administrative duties.

APPENDIX 2

EXAMPLE OF THE *MONITORING OF HEAVY VEHICLE DRIVER CONDUCT* DOCUMENT



Monitoring of Heavy Vehicle Driver Conduct

This document only includes the events connected to driving heavy vehicles registered in Québec and operated on Canadian territory. For a complete driving record, you must get a copy of the document *Information Concerning the Driver's Record*.

Date
Year Month Day
2014-10-01

Identification Number
I123456789012

JEAN IMPRUDENT
464, BOUL. DE LA SÉCURITÉ
QUÉBEC QC G1G 3N1

If the CTQ had prohibited Mr. Imprudent from driving a heavy vehicle, the details of that decision would be indicated here.

1. COMMISSION DES TRANSPORTS DU QUÉBEC (CTQ) DECISIONS

No decision currently in effect involving a driving prohibition.

Events remain on record for two years as of the date on which they occurred. Events related to alcohol- or drug-impaired driving, however, remain on record for a period of 10 years.

REVIEW PERIODS

1st events : from 2004-10-02 to 2014-10-01
2nd events : from 2012-10-02 to 2014-10-01

Any event related to alcohol- and drug-impaired driving of a heavy vehicle would be indicated here, and the record would be referred to the CTQ.

AREAS

Assessment of driver	Number of events considered			Number of points	
	Québec	Outside Québec	Total	On record	Threshold
Operational Safety (see section 5)	5	0	5	10	12
Participation in Accidents (see section 6)	2	0	2	5	9
Overall Driver Conduct	7	0	7	15	14

4. CRITICAL EVENTS

No critical event to note

5. OPERATIONAL SAFETY

This driver's record will be referred to the CTQ because the threshold value for the "overall driver conduct" conduct area has been reached.

Prov./ Terr.	Description Event No.	Carrier ID No.	Plate No.	Legal Reference	Status	Weighting
QC	Amber light 0123456700	12345678	L123456	CS361	Issued	3
QC	Speed over limit 801234501	12345678	L123456	CS328	Issued	0
QC	Failure to obey sign/signal 801234502	12345678	L123456	CS310	Issued	2
QC	Speed over limit 801234503	12345678	L123456	CS299	Guilty	2

This speeding offence is assigned a weighting of zero because the recorded speed did not exceed 11 km/h above the posted speed limit.

Monitoring of Heavy Vehicle Driver Conduct

This document only includes the events connected to driving heavy vehicles registered in Québec and operated on Canadian territory. For a complete driving record, you must get a copy of the document *Information Concerning the Driver's Record*.

Date
 Year Month Day
 2014-10-01

Identification Number
 I123456789012

Fatal accidents do not appear in this section as they are considered critical events.

Date	Prov./ Terr.	Description Event No.	Carrier ID No.	Plate No.	Legal Reference	Status	Weighting	
2014-02-21	QC	Move over law 701234504	12345678	L123456	CS406.1	Issued	3	
T O T A L ==>							10	
6. INVOLVEMENT IN ACCIDENTS								
Date	Prov./ Terr.	% responsibility	Accident Report No.	CarrierID No.	Plate No.	Severity	Status	Weighting
2013-06-02	QC	Not available	301234567890001	12345678	L123456	Property damage		1
2013-06-05	QC	100%	401234567890002	12345678	L123456	Injuries		4
T O T A L ==>							5	

Accidents with property damage only are assigned a weighting of 1 or 2 points based on the region in which they occurred.

Date

Year Month Day
2014-10-01

Identification Number

I123456789012

7. OTHER EVENTS ON FILE FOR THE PERIOD FROM 2012-10-02 TO 2014-10-01

No event to note

For information concerning monitoring of heavy vehicle driver conduct, please contact the Société at:

Direction des politiques, de la planification et du soutien administratif
Société de l'assurance automobile du Québec
333 boul. Jean-Lesage, E-4-32
Case postale 19600, succursale Terminus
Québec (Québec) G1K 8J6

Telephone : 1-800-554-4814 (toll-free)
Fax : 418-643-1896
Email : courrier@saaq.gouv.qc.ca

In order to provide a more complete picture of the driver's conduct, section 7 contains the following information, as applicable:

- offences for which the driver has been found not guilty;
- offences committed while driving a heavy vehicle registered in a Canadian province other than Québec;
- accidents for which the driver has been recognized as not responsible;
- events that have occurred with a heavy vehicle involving the driver that are not part of the ongoing conduct review.

APPENDIX 3

EXAMPLE OF THE *INFORMATION CONCERNING THE DRIVER'S RECORD* DOCUMENT

Classes 1 and 2 no longer appear since the driver no longer holds those classes of licence, despite the experience the driver has accumulated for those two classes.

INFORMATION CONCERNING THE DRIVER'S RECORD

QUEBEC, OCTOBER 1, 2014, 09 H 10

PAGE 01 OF 03

IDENTIFICATION NO.
I1234 567890 1 2

JEAN IMPRUDENT
1464 BOUL. DE LA SECURITE
QUEBEC QC G1G 3N1

PASSENGER VEHICLE EXPERIENCE
356 MONTH(S)

DRIVER'S LICENCE

DRIVER'S RECORD STATUS ON 2014-10-01 : PENALTIES AFFECTING LICENCE

LICENCE	EXPIRY	CLASSES	CONDITIONS	ENDORSEMENTS
REGULAR	2019-07-03	3 4A 4B 4C 5	W	F M
INVALID LICENCE SINCE		2014-09-09		

CONDITION W PROHIBITS YOU FROM DRIVING A VEHICLE COVERED BY CLASS 1, 2, 3 OR 4B IN THE UNITED STATES.

PEOPLE WHOSE DRIVER'S LICENCE HAS LAPSED FOR AT LEAST THREE YEARS WILL BE REQUIRED TO TAKE SAAQ TESTS AGAIN IN ORDER TO RESUME DRIVING.

DRIVING EXPERIENCE BY LICENCE CLASS IN MONTHS-DAYS

CLASS:	1	2	3	4A	4B	4C	5	6A
REGULAR	0-02	0-02	83-08	83-08	83-08	83-08	356-08	
LEARNER'S	330-00	326-20	326-20					326-20

NUMBER OF POINTS IN YOUR DEMERIT POINT BRACKET THAT RESULT IN LICENCE REVOCATION: 15

NUMBER OF DEMERIT POINTS ON RECORD : 05

OFFENCES RESULTING IN DEMERIT POINTS

THIS SECTION LISTS OFFENCES RECORDED IN THE LAST TWO YEARS THAT RESULT IN DEMERIT POINTS.

OFFENCE DATE	CONVICTION DATE	BRIEF DESCRIPTION	SECTION	POINTS
2012-12-16	2014-02-04	SPEED IN EXCESS OF A LIMIT	CS328	03
2013-10-01	2013-12-23	SPEED IN EXCESS OF A LIMIT	CS299	02

This example may differ from the document you will receive from the SAAQ.

INFORMATION CONCERNING THE DRIVER'S RECORD

QUEBEC, OCTOBER 1, 2014, 09 H 10

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I1234 567890 1 2

JEAN IMPRUDENT

EXCESSIVE SPEEDING OFFENCES

THIS SECTION LISTS EXCESSIVE SPEEDING OFFENCES ENTERED
ON OUR RECORDS DURING THE LAST TEN YEARS.

NO EXCESSIVE SPEEDING OFFENCES ON THIS RECORD

PENALTIES IMPOSED UNDER THE HIGHWAY SAFETY CODE AND OTHER LAWS

THIS SECTION INCLUDES: PENALTIES IN EFFECT OR PENDING; PENALTIES FOR DEMERIT POINTS ENTERED
IN THE LAST TWO YEARS; IMMEDIATE ADMINISTRATIVE PENALTIES ENTERED IN THE LAST THREE YEARS,
OTHER THAN 24-HOUR PENALTIES; PENALTIES UNDER THE CRIMINAL CODE IMPOSED IN THE LAST TEN YEARS.

AFFECT DOCUM.	EFFECTIVE DATE	REINSTATE OR FREEZE	STATUS	REASON	OFFENCE DATE	CONVICTION DATE
LICEN. REGIST	2014-09-09	-----	EFFECTIVE	UNPAID FINE 805663364 COUR MUNICIPALE DE MONTREAL		

INFORMATION RELATED TO DRIVING A HEAVY VEHICLE

YOU ARE CURRENTLY SUBJECT TO INTERVENTION UNDER THE CONDUCT REVIEW POLICY FOR HEAVY
VEHICLE DRIVERS. FOR DETAILS, CONTACT THE SAAQ AT 1-800-554-4814.

Events that occurred while Mr. Imprudent was driving a heavy vehicle appear in the next two sections. They also appear in the record of the operator who was using the services of Mr. Imprudent when these events occurred.

Offences marked with an asterisk (*) are also listed in the section entitled "OFFENCES RESULTING IN DEMERIT POINTS", but only once there is date on which a guilty plea or verdict has been rendered.

INFORMATION CONCERNING THE DRIVER'S RECORD

QUEBEC, OCTOBER 1, 2014, 09 H 10

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JEAN IMPRUDENT

OFFENCE STATEMENTS AND OUT-OF-SERVICE ORDERS RELATED TO DRIVING
A HEAVY VEHICLE REGISTERED IN QUEBEC

THIS SECTION INCLUDES OFFENCE STATEMENTS OR CONVICTIONS AND OUT-OF-SERVICE ORDERS RECORDED WITHIN A PERIOD OF TWO YEARS AS OF THE DATE OF THE EVENT, AS WELL AS IMMEDIATE ALCOHOL- OR DRUG-RELATED ADMINISTRATIVE PENALTIES IMPOSED DURING THE PREVIOUS TEN YEARS.

EVENT DATE	CONVICTION DATE	PROV	BRIEF DESCRIPTION	LEGAL REFERENCE
2014-02-21		QC	MOVE OVER LAW	CS 406.1
*2013-10-01		QC	SPEED OVER LIMIT	CS 299
2013-06-14		QC	FAILURE TO OBEY SIGN/SIGNAL	CS 310
*2013-05-23		QC	SPEED OVER LIMIT	CS 328
2013-02-15		QC	AMBER LIGHT	CS 361

INFORMATION MARKED WITH AN * MAY ALSO BE FOUND IN THE SECTIONS "OFFENCES RESULTING IN DEMERIT POINTS", "EXCESSIVE SPEEDING OFFENCES" AND "PENALTIES IMPOSED UNDER THE HIGHWAY SAFETY CODE AND OTHER LAWS".

ACCIDENTS RELATED TO DRIVING A HEAVY VEHICLE REGISTERED IN QUEBEC

THIS SECTION LISTS ACCIDENTS ON RECORD FOR TWO YEARS FROM THE DATE OF ACCIDENT.

DATE OF ACCIDENT	PROV	SHARE OF LIABILITY	ACCIDENT REPORT NO.	SEVERITY
2013-06-05	QC	100%	402541306050003	INJURIES
2013-06-02	QC	UNAVAILABLE	314301306020015	PROPERTY DAMAGE

Accidents involving Mr. Imprudent appear in this section. The operator must follow up on these accidents and request that the SAAQ withdraw those accidents for which he or she can provide proof of non-liability. In some cases, if the operator refuses to do so, the driver can submit the withdrawal request.

S.
(VICINITY)
THE PROVINCE

APPENDIX 4

REGISTRATION FORM FOR THE EXCELLENCE PROGRAM FOR HEAVY VEHICLE DRIVERS

Société de l'assurance automobile



Excellence Program for Heavy Vehicle Drivers – Registration Form

Avec vous,
au cœur de votre sécurité

Eligibility Requirements

To register for the Excellence Program, a driver must meet the following requirements:

1 Travel at least 10,000 km per year in Québec or elsewhere in Canada at the wheel of a heavy vehicle registered in Québec

2 During the period corresponding to the driving experience required for the applicable level of excellence

The driver must not, while at the wheel of a heavy vehicle:

- have committed an offence (observed during a roadside intervention or a facility audit);
- have received a “driver” out-of-service order;
- have been responsible for an accident.

The driver must not, while at the wheel of any type of vehicle:

- have accumulated more than 3 demerit points on his or her driving record;
- have failed a physical coordination test (PCT) administered by a peace officer;¹
- have been found guilty of a criminal offence related to driving or his or her employment duties (other than an offence related to driving while impaired by alcohol or drugs);
- have been charged with a criminal offence related to driving or his or her employment duties (other than an offence related to driving while impaired by alcohol or drugs) for which a verdict has not yet been returned.

3 During the last ten years

The driver must not, while at the wheel of any type of vehicle:

- have committed an offence or have had his or her driver’s licence suspended for reasons related to driving while impaired by alcohol or drugs;²
- have been found guilty of a criminal offence related to driving while impaired by alcohol or drugs;
- have refused to obey an order given by a peace officer (PCT; breath, blood or other sample);
- have been charged with a criminal offence related to driving while impaired by alcohol or drugs for which a verdict has not yet been returned.

4 If applying for the “Platinum” level of excellence

For each 24-month period of the past ten years, the applicant driver must have completed at least 16 hours of training pertaining to driving a heavy vehicle or the duties of professional drivers.

¹ Twenty-four-hour driver’s licence suspension (section 202.1.4 of the Highway Safety Code).

² Does not pertain to section 202.1.4 of the Highway Safety Code.

Protection of Personal Information

All personal information gathered by authorized Société de l'assurance automobile du Québec (SAAQ) personnel is handled confidentially. The SAAQ requires this information to apply the laws it is responsible for administering, in particular the Highway Safety Code, the Automobile Insurance Act and the Act respecting remunerated passenger transportation by automobile. Under the Act respecting Access to documents held by public bodies and the Protection of personal information, this information may be conveyed to the SAAQ’s licensing agents and other Government departments or agencies, or used for statistical, survey, study, audit or investigative purposes. Failure to provide this information can result in a refusal of service. You may consult, correct or obtain a copy of any personal information concerning you.

For more information, consult the Policy on Privacy on the SAAQ’s website at saaq.gouv.qc.ca or contact the SAAQ’s call centre.

Mail the form to the following address



Direction des politiques, de la planification et du soutien administratif, E-4-32
Société de l'assurance automobile du Québec
Édifice Jean-Lesage
333, boulevard Jean-Lesage
Case postale 19600, succursale Terminus
Québec (Québec) G1K 8J6

OR

Fax to



418-643-1896

Avec vous,
au cœur de votre sécurité

Applicant		
Last name	First name	Driver's licence number
Address (street, municipality)		Postal code
Telephone (home)	Telephone (cell phone)	Email

Current Employer		
Name	RIN	
Address (street, municipality)		Postal code
Telephone (office)	Telephone (cell phone)	Email

Level of Excellence Applied For				
Years of experience prior to January 1, 2006, the date on which the Act respecting owners, operators and drivers of heavy vehicles came into force, will not be considered.				
Check	<input type="checkbox"/> Bronze	<input type="checkbox"/> Silver	<input type="checkbox"/> Gold	<input type="checkbox"/> Platinum
Minimum experience required	6 months (reserved for new drivers)	2 years	5 years	10 years (training required)

Work Experience as a Heavy Vehicle Driver (since January 1, 2006)			
From (Year-Month-Day)	To (Year-Month-Day)	Employer	RIN

Training (fill out if applying for the "Platinum" level of excellence)*					
From (Year-Month-Day)	To (Year-Month-Day)	Number of hours	Title or subject of the training	Name of instructor (training organization, training service, or HVOO)	Certificate No. or RIN

* For each training session completed, enclose with this application a copy of any of the following documents: training certificate, invoice for registration fees or any other document attesting to the training.
 ** Number of the accreditation certificate issued by the Commission des partenaires du marché du travail or Register Identification Number (RIN) from the Commission des transports if the training was dispensed by a heavy vehicle owner or operator (HVOO).
 For the sections concerning work experience and training, continue the table on an extra sheet if the space provided on this page is insufficient.

Declaration, Signature and Consent	
<input type="checkbox"/> I have read and understood the eligibility requirements mentioned above and I accept that the SAAQ make any necessary verifications. I certify that all information provided in this form is, to the best of my knowledge, true, accurate and complete. I understand that any false information may result in the rejection of this application. Moreover, I authorize the SAAQ to include my name on the List of Drivers Whose Behaviour is Recognized as Exemplary and to make it public on its website or by any other means that it deems useful. <input type="checkbox"/> I travel at least 10,000 km per year in Québec or elsewhere in Canada at the wheel of a heavy vehicle registered in Québec.	
Applicant's signature	Date (Year-Month-Day)

GLOSSARY

In this Policy, the following definitions apply:

Accident

An accident for which a peace officer fills out an accident report in a case where:

- a heavy vehicle's load, its equipment or any of its parts falls from the vehicle or shifts around on the vehicle;
- a heavy vehicle overturns, goes out of control or goes off the road; or
- a collision occurs between a heavy vehicle and another vehicle, an animal, a stationary object or a person outside the heavy vehicle.

For the purposes of this definition, an accident is also defined as an accident with property damage only, provided all the following conditions are met:

- the peace officer files an accident report;
- one of the vehicles involved has to be towed;
- the property damage is more than \$2,000.²⁹

Adjustment to a record

An adjustment by the SAAQ intended to correct, modify, withdraw or add events or data to a heavy vehicle driver's record.

At-fault accident

An accident for which the driver of the heavy vehicle is responsible or which is caused by mechanical defects in the heavy vehicle.

Commission

The Commission des transports du Québec, which is responsible, in particular, for assessing the conduct of and imposing measures and penalties on heavy vehicle drivers.

Conduct area

A set of events grouped together based on their nature and used as a basis for the ongoing conduct review of heavy vehicle drivers.

Conviction or guilty plea

An admission of guilt by a person having committed an offence, or a finding of guilt by a court of law in respect of such a person.

²⁹ Property damage consists of damage to any of the vehicles involved in the accident, as well as to their content and load. Property damage also includes damage to federal, provincial or municipal property and damage to property that belongs to any person, organization, company or corporation.

Critical event

An event that constitutes a high-level threat to road safety or the integrity of the road network. When a critical event is entered in a driver's record, this results in an immediate intervention by the SAAQ.

DPPSA

The SAAQ's Direction des politiques, de la planification et du soutien administratif (i.e., the policy, planning and administrative support office), which is responsible for managing and processing the records of heavy vehicle drivers.

"Driver" out-of-service order

An order temporarily prohibiting a driver from driving a heavy vehicle as a result of the driver's failure to comply with certain provisions of the *Regulation respecting the hours of driving and rest of heavy vehicle drivers*.

Event

An accident, an offence, a "driver" out-of-service order or an event related to alcohol- or drug-impaired driving.

Event outside Québec

An event occurring in another Canadian jurisdiction involving a heavy vehicle registered in Québec. Such events are taken into account in assessing a driver's conduct, which is not the case for events occurring outside Canada.

First-level warning letter, second-level warning letter, information letter, warning letter and notice of referral to the Commission

Interventions by the SAAQ addressed to a heavy vehicle driver exhibiting unsafe conduct, and enjoining the driver to modify his or her conduct and comply with the applicable legal and regulatory requirements. The type of letter sent in any particular instance is determined by the extent to which the heavy vehicle driver's record has deteriorated.

General offence report

A document by which a peace officer informs the appropriate body of an offence. A statement of offence is served, as applicable.

Heavy vehicle

A road vehicle defined as a heavy vehicle in section 2 of the *Act respecting owners, operators and drivers of heavy vehicles*. The *Regulation respecting the Act respecting owners, operators and drivers of heavy vehicles* exempts certain types of heavy vehicles from the application of the Act.

Information concerning the driver's record

A document that presents an overview of the driver's driving record (all types of vehicles combined). It lists, among other things, the number of active demerit points on record, as well as penalties. It includes a section that summarizes any events related to driving a heavy vehicle registered in Québec. An example of this document is presented in Appendix 3.

Measure

A corrective action, penalty, condition or obligation imposed on a heavy vehicle driver by the Commission.

Ministère des Transports, de la Mobilité durable et de l'Électrification des transports

The Ministère des Transports, de la Mobilité durable et de l'Électrification des transports, which is responsible, in particular, for the *Act respecting owners, operators and drivers of heavy vehicles*.

Monitoring of heavy vehicle driver conduct

A document that presents a heavy vehicle driver's conduct record by listing the conduct areas and their respective threshold values. It includes any events related to driving heavy vehicles registered in Québec that are operated on Canadian territory. An example of this document is presented in Appendix 2.

Notice of referral to the Commission des transports

A letter sent by the SAAQ by registered mail to a heavy vehicle driver to inform the driver that his or her record has deteriorated and is about to be referred to the Commission des transports.

Operator

A person who controls the operation of a heavy vehicle.

Other Canadian jurisdiction

Any Canadian jurisdiction other than Québec, namely, Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Saskatchewan, the Northwest Territories, Nunavut and the Yukon.

Peace officer

A police officer of the Sûreté du Québec or the various municipal police forces, a carrier enforcement officer of Contrôle routier Québec, or a police officer or carrier enforcement officer in another Canadian jurisdiction.

Procès-verbal de suspension de permis de conduire (statement of suspension of a driver's licence)

A document considered in recording events related to alcohol- or drug-impaired driving under the *Highway Safety Code* and the *Criminal Code* in a heavy vehicle driver's record.

Proof of non-liability for an accident

Proof of non-liability or, in certain cases, a written application submitted to the SAAQ by an operator (employer) to be relieved of liability for accidents in the assessment of its conduct.

SAAQ

The Société de l'assurance automobile du Québec, which is responsible, in particular, for the *Conduct Review Policy for Heavy Vehicle Drivers* and the *Excellence Program for Heavy Vehicle Drivers*, as well as for keeping records on heavy vehicle drivers.

Serious offence

An offence which, although not a critical event, may significantly increase the risk of accidents, such as certain traffic violations. When a serious offence is entered in a driver's record, this results in an information letter being sent to the driver by the SAAQ. A similar letter is also sent to the operator.

Statement of offence

A document used by a peace officer to serve notice of an offence in order to institute penal proceedings. It records the information relevant for prosecuting the offence.

Threshold value

The number of points not to be reached in each conduct area. Where a heavy vehicle driver reaches or exceeds any of the threshold values, his or her record is referred to the Commission.

Vehicle registered in Québec

A vehicle whose registration certificate was issued by the Société de l'assurance automobile du Québec.

Weighting

The point value assigned to events considered in the ongoing conduct review. An event's weighting depends on the severity of the impact on road safety and the integrity of the road network.

FOR MORE INFORMATION



To find out more about the obligations of heavy vehicle drivers, consult the guide entitled *Obligations of Heavy Vehicle Users*.



For more details about the ongoing conduct review of heavy vehicle owners and operators, consult the *Conduct Review Policy for Heavy Vehicle Owners and Operators*.

Online

saaq.gouv.qc.ca/en

By telephone

1-800-554-4814

Schedule:

Monday 8:30 a.m. to 4:30 p.m.

Tuesday 8:30 a.m. to 4:30 p.m.

Wednesday 9:30 a.m. to 4:30 p.m.

Thursday 8:30 a.m. to 4:30 p.m.

Friday 8:30 a.m. to 4:30 p.m.

By fax

Monday through Friday, from 8:00 a.m. to 5:00 p.m.: **418-643-1896**

By email

vpcrsv.pecvl@saaq.gouv.qc.ca

By mail

Direction des politiques, de la planification et du soutien administratif

Société de l'assurance automobile du Québec

Case postale 19600, succursale Terminus

Québec (Québec) G1K 8J6



Société de l'assurance
automobile

Québec

