

MTO Meets with Industry Stakeholders on Changes to Driver Certification Program (DCP)

On Wednesday June 26th, MTO met with approximately 140 Recognized Authorities (RA's) or their designees and industry associations (including OSBA) for a half-day to discuss the future of MTO's Driver Certification Program. As previously reported in *OSBA News* and as discussed at OTE last April, MTO is making significant modifications to DCP to tighten up program oversight, increase program integrity and for the program to be administered by MTO on a "full cost recovery" basis. During the meeting, MTO announced how it intends to modify the program which includes the following highlights:

RA (Company) Requirements

RA's will be required to sign a contract which will set out RA responsibilities. Existing RA's will receive the contract along with a new Policy Manual in late **August 2013** and will have until **December 31st, 2013** to sign and return the contract to MTO. The contract will take effect **January 2, 2014**.

- Existing RA's must comply with all new program requirements including new course curriculum as of **September 30, 2014**
- New RA's (on or after September 30, 2013) must abide by the new contract and program requirements on date of signing
- The RA Official's regular work location must be in Ontario and RA must submit criminal background check (new)
- Training location (classroom) will be subject to more specific criteria re: municipal zoning, access by auditors, etc.
- RA's will be required to conduct at least 1 driver upgrade per year to remain in DCP
- To be eligible for DCP, RA's must be a motor carrier for at least 5 years (no change)
- RA's must maintain a carrier safety rating of at least "satisfactory-unaudited" (no change)
- RA's must have 25 or more vehicles in the applicable licence class (no change)

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Changes to DCP - CONT'D

SA (Trainer) Requirements

- Signing Authorities (SA's) must have zero demerit points at time of application and not exceed four points to maintain SA status (new)
- SA applicants can't have an HTA suspension or Criminal Code driving-related suspension in 2 years preceding application, and such suspensions will cause SA's to lose their SA status (new)
- SA's will have to sign a "no conflict of interest" declaration (new)
- SA's will be required to recertify every five years – probably a one day course (new)
- New SA applicants will have to submit a criminal background check and existing SA's will have to submit a background check upon request by MTO (new)
- SA's must complete ministry-approved course (such as P.R.I.D.E.) within 5 years preceding application (no change)
- SA's must hold the licence class (to which they are training/testing) for at least 3 years (no change)

Training Course Curriculum

- New curriculum standards will be developed over the summer with input from industry stakeholders with completion date of October 31, 2013
- New curriculum standards must be met by:
 - November 1, 2013 for new RA's
 - September 30, 2014 for existing RA's

Program Automation

- In order to reduce paperwork, improve efficiencies and allow for better MTO monitoring/oversight, RA's will be required to have an internet connection to the new DCP system. RA's will need to have a scanner device
- Paper activity reporting will be eliminated
- Referral envelope will be eliminated – but drivers will still go to DriveTest to obtain Temporary Drivers Licence
- New RA's and SA's will be able to apply on-line

Cost Recovery

- MTO will collect fees for every driver renewal and upgrade to ensure DCP is cost neutral to government (estimated fee will be in the \$18 - \$22 range)
- MTO fees yet to be approved by government – must be "Eurig-compliant" – i.e. cannot exceed MTO's cost to run the DCP program
- MTO will collect fees on a quarterly basis
- Fee implementation date expected to be January 2, 2014

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Changes to DCP - CONT'D

Program Audit

- MTO will require audits by external independent auditors paid by RA's
- Auditors must be a member of the Canadian Institute of Chartered Accountants (CICA) or equivalent
- Audit will include financial and non-financial compliance with all program requirements including RA and SA requirements, curriculum, test routes, etc.
- New RA's will undergo enforcement audit at start-up, and again after 12 months of operation
- Existing RA's will require audit by September 2014 and every three years thereafter provided the RA is deemed to have a low risk level

OSBA will continue to monitor developments as MTO moves towards implementation of the new DCP program and report these to members via the newsletter. OSBA will also participate in the curriculum development work with MTO and other industry stakeholders over the summer. For further information, contact Dave Carroll at dave@omca.com

Driver Certification Program Curriculum Consultation

As reported above, MTO is making significant modifications to DCP to tighten up program oversight, increase program integrity and to administer DCP on "full cost recovery" basis. MTO is also reviewing the curriculum for licence upgrades and will soon be sending out proposed curriculum content to all Recognized Authorities (RA's) for their review and comment. RA's should be getting a package from MTO within the next week containing proposed curriculum documents. We encourage RA's who submit comments to MTO to send us a copy as well (dave@omca.com) so that we can monitor how the membership is reacting and responding to MTO's proposed curriculum design.

Ten-Year Driver Examination Services Contract is Awarded to Plenary Serco DES Inc.

Over the past two years, MTO undertook a procurement process to select a service provider to deliver the Ministry's Driver Examination Services, following the expiry of the current contract with Serco DES Inc. on August 31, 2013. Last Friday, the government announced that **Plenary Serco DES Inc.** has been confirmed as the service provider to deliver Driver Examination Services for the next 10 years, commencing September 1, 2013. Plenary Serco DES Inc. is a consortium of Plenary Group Canada Ltd ("Plenary") and Serco DES Inc.

In addition to providing Driver Examination Services, Plenary Serco DES will also be responsible for making capital improvements, such as providing new IT systems aimed at improving customer service.

Over the contract term, Plenary Serco DES will pay the Province approximately \$207 million to operate and manage the Drive Test Centres across Ontario.

Infrastructure Ontario will post a copy of the agreement online at www.infrastructureontario.ca in the coming months. Further details about this procurement can be found at www.infrastructureontario.ca.

Calendar of Events

This publication is a member service of the
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July 2013

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Sun	Mon	Tues	Wed	Thurs	Fri	Sat
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Upcoming

August 11-16, 2013 - Professional Instructor in Driver Education Program - Burlington, ON

October 20-25, 2013 - Professional Instructor in Driver Education Program - Burlington, ON

August 2013

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
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Submissions welcome.

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