

Tow Truck Operators

How to Apply for a Commercial Vehicle Operator's Registration (CVOR)

December 2016



Overview

- Step-by-step instructions to apply for a Commercial Vehicle Operator's Registration (CVOR) certificate.
- Information on towing-relevant modules within the Commercial Vehicle Operator's Safety Manual.

Instructions for navigating through this tutorial



- On a computer keyboard use:
 - The arrow keys;  
 - Or the Page Up and Page Down keys



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New Requirement



- Starting January 1, 2017, all tow truck operators will need a CVOR certificate.
- A copy of the CVOR certificate must be kept in each commercial vehicle, including each tow truck.
- Tow truck operators are required to register for CVOR as soon as possible.
- CVOR is the registration system used to track the on-road safety performance of truck and bus operators in Ontario.

Who is the Operator?



- It is the operator that must apply for the CVOR.
- The operator is the person or legal entity (person/company operating the business) responsible for all drivers and vehicles.
- A company may have several drivers; but only one CVOR is required.

So..... How do I apply for my CVOR certificate?



CVOR Application


- The first thing you need to do is complete the CVOR application form.
- Download it from the MTO website; or
- Request a copy by contacting
 - MTO Carrier Sanctions and Investigation Office at 1-800-387-7736

- To download the application click on the link: www.ontario.ca/cvor
- Click 'Get or Renew CVOR Certificate' on the left hand menu.



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MINISTRY OF TRANSPORTATION

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Trucks 

- ▶ [Commercial Vehicle Home](#)
- ▶ [Commercial Vehicle Operators Registration \(CVOR\)](#)
- ▶ [Get or Renew CVOR Certificate](#)
- ▶ [Commercial Vehicle Safety Requirements](#)
- ▶ [Commercial Vehicle Operators Safety Manual](#)

Get or renew CVOR certificate

Operators registered in Ontario must keep a copy of a valid CVOR certificate in each truck and bus they operate in Ontario. Find out how to apply for a CVOR certificate.

**** Attention Tow Truck Operators**

Effective January 1, 2017, all tow truck operators will be required to have a valid CVOR certificate.



- On the 'Get a CVOR certificate' page, click 'Commercial Vehicle Operator's Registration (CVOR) Application'.

Get a CVOR certificate

Apply for an original CVOR certificate

To apply for a CVOR certificate, an operator must:

- complete a **Commercial Vehicle Operator's Registration (CVOR) Application**
- provide proof of legal name
- pay the \$250 fee
- Ontario-based operators are required to complete a **CVOR written test**



- Once you get to the screen shown below, right click on “Commercial Vehicle Operator’s Registration (CVOR) Application’ link and follow the directions to save the application form.

The screenshot shows the Ontario Central Forms Repository website. At the top, there is the Ontario logo and navigation links for 'Skip to content', 'Ontario.ca', and 'Français'. Below this is a main navigation bar with links for 'HOME', 'NEWSROOM', 'SERVICES', 'YOUR GOVERNMENT', and 'ABOUT ONTARIO'. The 'ServiceOntario' logo is also present with the tagline 'making it easier'. An 'ACCESSIBILITY' link is visible in the bottom right of the header area.

The main content area is titled 'Central Forms Repository'. Below this, a breadcrumb trail reads 'Location: Forms Home > Quick Search > Quick Search Results > Form Details'. The 'Form Details' section is highlighted and contains the following information:

Format	Form Link Address	Form Format	Functionality	Size
Adobe PDF	Commercial Vehicle Operator's Registration (CVOR) Application		Fill, Print & Save	1676.0 kb

Below the table, the 'Form Classification' section is visible, containing the following details:

- Classification / Identifier:** Form Number: 023...
- Title:** Com...
- Ministry:** Tran...
- Branch/ABC:** Carrier Safety and Enforcement Branch
- Program:** Carrier Sanctions and Investigation Office
- Purpose of Form:** CVOR registration.

A black callout box with white text is overlaid on the 'Form Link Address' cell, stating: 'Please right-click and select "Save link as" or "Save target as" to save the file'. On the right side of the page, there are two expandable menus: 'Explore Forms' (with sub-links for Forms Home, Quick Search, and Advanced Forms Search) and 'Navigation Options' (with sub-links for Most Popular Forms, Browse New Forms, and Browse By Ministry).

- Once the application opens you can:
 - Print it and complete it by hand; or
 - Enter the information directly on the form and print a copy when you are done.



Ministry of Transportation

Commercial Vehicle Operator's Registration (CVOR) Application

Fields marked with an asterisk (*) are mandatory.

Instructions



If you wish to complete the application manually rather than electronically please click "Print Blank Form" and answer all the required questions.

[Print Blank Form](#)

A Commercial Vehicle Operator's Registration (CVOR) is required by Carriers that operate Commercial Motor Vehicles (CMVs) that are plated in Ontario, the USA or Mexico and include trucks with a gross vehicle weight and/or registered gross weight over 4,500 kg. (9,921 lbs) and buses with a seating capacity of ten or more passengers (not including the driver).

This application is to be completed if applying for an Original CVOR certificate. Please read the instructions before completing this application.

- If you are completing the application online, click on the blue sections called 'instructions' for additional information.

Application Type	Instructions	
Are you applying as a Corporation or an Individual? *		
<input type="checkbox"/> Corporation	<input type="checkbox"/> Individual	
1. Client Details	Instructions	
CVOR Number/Registrant Identification Number (RIN) (if it has been assigned)		
Legal Name (Corporation Name) *		

- Method of payment is chosen in Section 9.
- If you are paying by credit card, the 'credit card authorization' form is also required.
- Select 'Credit Card' as method of payment from the drop down menu and click on the 'Credit Card Authorization Form' link.

9. CVOR Certificate Fee and Payment Information

CVOR Application Fee: \$250.00 (please note this fee is non-refundable)

Method of Payment *

Credit Card



Please complete and attach the [Credit Card Authorization Form \(SR-LV-034\)](#)



Method of Payment *



Add Method of Payment



- Make sure you carefully review and complete each section of the application.
- Incomplete applications will be returned to you – delaying processing time.
- Pay particular attention to the signatures required in Section 8.

- Submit your completed application and \$250 fee by mail or FAX.

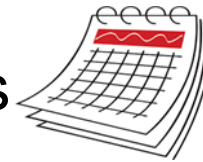
Complete and send to:

Ministry of Transportation
Carrier Sanctions and Investigation Office
CVOR Processing Unit
301 St. Paul Street, 3rd Floor
St. Catharines, ON L2R 7R4
Canada
Fax: (905) 704-3033

What's next?



- Before a CVOR certificate is issued, applicants are required to pass a CVOR written test.
- After you submit your application, MTO will send you a 'CVOR Test Required' letter.
- The letter provides detailed instructions on what is required and next steps.
- Read the letter carefully.
- The test must be passed within six months



CVOR Test Required Letter

Ministry of Transportation
Carrier Safety and Enforcement Branch

Carrier Sanctions and Investigation Office
301 St. Paul Street, 3rd Floor
St. Catharines ON L2R 7R4
Telephone:(416) 246-7166 Ext. 6302
or 1-800-387-7736 Ext. 6302 (Ontario)
Facsimile:(905)704-3033

Ministère des Transports
Direction de la sécurité des transporteurs et de
l'application des lois
Bureau des sanctions et des enquêtes concernant
les transporteurs
301, rue St. Paul, 3^e étage
St. Catharines ON L2R 7R4
Téléphone:(416) 246-7166 Ext. 6302
ou 1-800-387-7736 Ext. 6302 (Ontario)
Télécopieur:(905)704-3033



2016/11/23


Commercial Vehicle Operator's Registration (CVOR)

WRITTEN TEST REQUIRED

Bring this Letter to the DriveTest Centre

If you only operate TOW TRUCKS, please advise DriveTest staff prior to writing the test.

Who Can Write The Test?

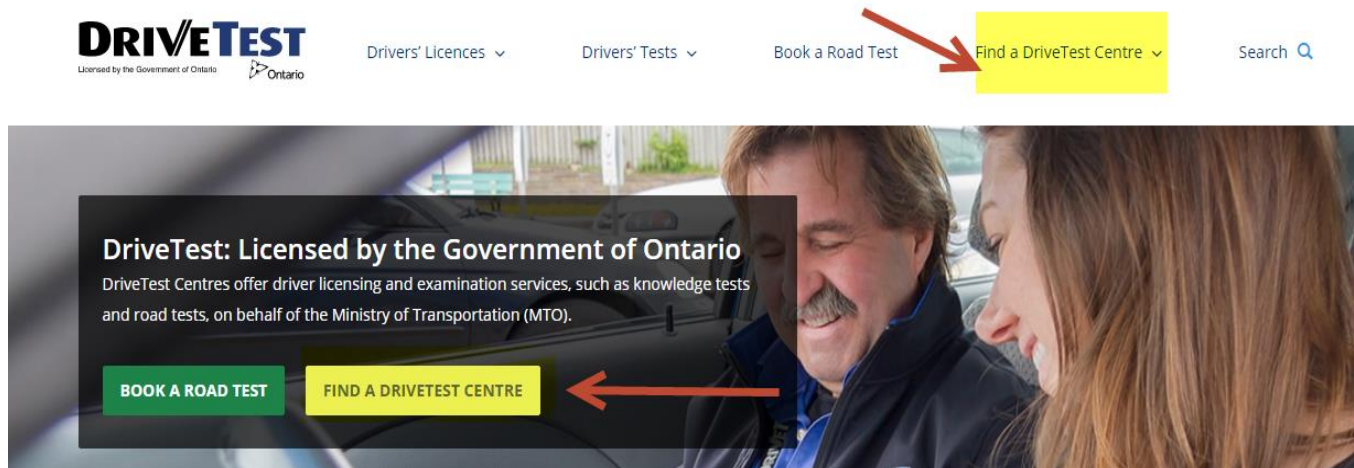
- Must be written by owner, sole proprietor, partner, corporate officer or director of a corporation.
- The letter will indicate who is allowed to write the test.
- You must bring your CVOR written test letter to DriveTest with you when you are ready to write the test.
- Read the letter carefully. 

Cost

- \$32 for each attempt.

Where Is the Test Written?

- At any DriveTest location.
- To find a location near you, click on this link: www.drivetest.ca



If you ONLY operate tow trucks, you must tell staff at DriveTest that you are a tow truck operator before you write the test.

What Happens Next?

- Once you pass the CVOR test, your CVOR certificate will be sent to you.
- When you receive the certificate, make copies and put one in each of your tow trucks.

Detach here / Détachez ici

 Issued pursuant to the Highway Traffic Act / Délivré en vertu du Code de la route			
Commercial Vehicle Operator's Registration Certificate Certificat d'immatriculation d'utilisateur de véhicule utilitaire			
Commercial Vehicle Operator's Registration No. N° d'immatriculation d'utilisateur de véhicule utilitaire	123-456-789		
Name / Nom			
Operator Name			
O/A			
Expiry Date / Date D'expiration	Y/A	M	D/J
	2017	11	09

This certificate or a copy must be carried in each commercial motor vehicle being operated under the Commercial Vehicle Operator's Registration.

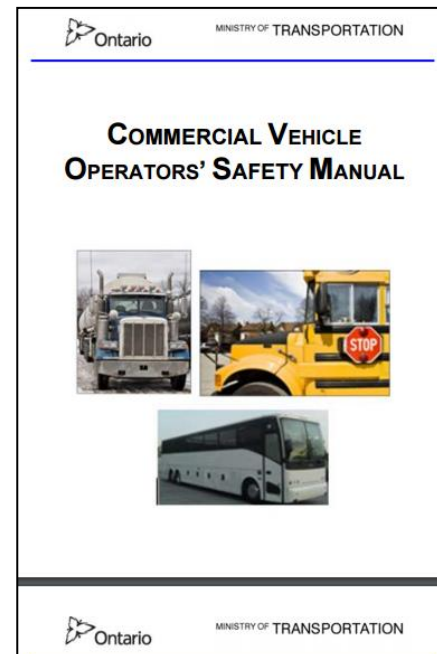
For a replacement, of a CVOR Certificate complete and submit a Commercial Vehicle Operator's Registration (CVOR) Replacement Application form. For corrections or information changes, complete and submit a Commercial Motor Vehicle Operator's Registration (CVOR) Update Application form. Application forms are to be submitted to: Ministry of Transportation, Carrier Sanctions & Investigation Office, 301 St. Paul St., 3rd floor, St. Catharines, ON L2R 7R4.

Pour le remplacement d'un certificat d'immatriculation IUVU, remplir et soumettre le formulaire de demande de remplacement d'un utilisateur de véhicule utilitaire (IUVU). Pour des corrections ou bien des demandes de mises à jour de l'information, remplir et soumettre un formulaire de demande de mise à jour d'un utilisateur de véhicule utilitaire (IUVU).

Les formulaires de demandes doivent être soumis au: Ministère du transport, Bureau de la sécurité des transporteurs et de l'application des lois, 301 rue St. Paul, 3^{ème} étage, St. Catharines On L2R 7R4

How to prepare for the test?

- The test questions are based on information in the [Commercial Vehicle Operator's Safety Manual](#).
- The manual can be found on the ministry's website: www.ontario.ca/cvor



Commercial Vehicle Operator's Safety Manual

- Click 'Commercial Vehicle Operators Safety Manual' on the left hand menu.

Trucks ▾

- ▶ Commercial Vehicle Home
- ▶ Commercial Vehicle Operators Registration (CVOR)
- ▶ Get or Renew CVOR Certificate
- ▶ Commercial Vehicle Safety Requirements
- ▶ **Commercial Vehicle Operators Safety Manual**
- ▶ Commercial Vehicle FAQs

Get or renew CVOR certificate

Operators registered in Ontario must keep a copy of a valid CVOR certificate in each truck and bus they operate in Ontario. Find out how to apply for a CVOR certificate.

**** Attention Tow Truck Operators**

Effective January 1, 2017, all tow truck operators will be required to have a valid CVOR certificate.

- The manual is divided into modules.
- Modules are the different topics or sections of the manual.

Table of Contents

Module 1 - Introduction

Module 2 - Getting Started

Module 3 - National Safety Code

Module 4 - Commercial Vehicle Operators' Registration

Module 5 - Ontario Specific Enforcement Issues

Module 6 - Facility Audit and Operator Monitoring and Intervention

Module 7 - Safety Programs Record-Keeping and Driver Files

Module 8 - Preventive Maintenance, Record- Keeping and Vehicle Files

Module 9 - Hours of Service

Module 10 - Dangerous Goods

Module 11 - Vehicle Weights and Dimensions

Module 12 - Driver and Vehicle Licensing

Module 13 - Passenger Transportation Services

Module 14 - Cargo Securement

Module 15 - Terms of Reference

What's on the Test?

- The test includes, but is not limited to the following topics:
 - Commercial Vehicle Operator's Registration (Module 4);
 - Ontario Specific Enforcement Issues such as speed limiters and commercial vehicle impoundment (Module 5);
 - Periodic Commercial Motor Vehicle Inspections (Module 8);
 - Driver and Vehicle Licensing (Module 12);
 - Cargo Securement (Module 14).
- The next few slides provide an overview of these topics, however, they are not intended to replace the manual. Tow truck operators are encouraged to review the entire manual.

- The modules can be viewed online by clicking on the links for each of the titles; or
- You can download and print a PDF.

Trucks ▼	Commercial Vehicle Operators' Safety Manual
▶ Commercial Vehicle Home	<p>The Ministry of Transportation of Ontario is responsible for the province's highways, and is committed to making them safe, efficient and high quality. In support of that goal, the Carrier Safety and Enforcement Branch of the ministry has prepared this guide to assist commercial truck and bus operators in understanding the legislative requirements they are to meet in order to be safe and compliant on Ontario's highways.</p>
▶ Commercial Vehicle Operators Registration (CVOR)	<p>The use of this guide should increase knowledge of the provincial safety requirements resulting in a more efficient and safe operation of by truck and bus operators.</p>
▶ Get or Renew CVOR Certificate	<p>This guide is also the STUDY GUIDE for the Commercial Vehicle Operators' Registration (CVOR) written Test. The CVOR test must be completed prior to obtaining a CVOR certificate. See details in Module 4 CVOR.</p>
▶ Commercial Vehicle Safety Requirements	<p>The CVOR test questions are based on the information in this manual, however, when preparing for the CVOR test the following modules are recommended to be reviewed. Additionally, the appendices of this manual are intended for future reference and are not included in the test questions.</p>
▶ Commercial Vehicle Operators Safety Manual	<ol style="list-style-type: none"> 1. Module 4 - CVOR 2. Module 5 - Ontario Specific Enforcement Issues 3. Module 7 - Safety Programs, Record Keeping and Driver Files 4. Module 8 - Preventative Maintenance, Record Keeping and Vehicle Files 5. Module 9 - Hours of Service
▶ Commercial Vehicle FAQs	<p>Please note: the CVOR test is not only based on these modules however it may assist with focusing your study time.</p>
▶ Load Restrictions	<p>Commercial vehicle operators safety manual (PDF - 4.71 MB) ←</p>
▶ Motor Vehicle Inspection Stations	<p>Table of Contents</p> <ul style="list-style-type: none"> Module 1 - Introduction Module 2 - Getting Started Module 3 - National Safety Code ← Module 4 - Commercial Vehicle Operators' Registration Module 5 - Ontario Specific Enforcement Issues
▶ Oversize/Overweight Permits	
▶ A Guide to Oversize/Overweight Vehicles and Loads in Ontario	
▶ International Registration Plan	

What is CVOR and how does it work?

- The CVOR system and the Carrier Safety Rating programs were developed as part of Ontario's ongoing commitment to road safety.
- These programs promote the safe operation of trucks and buses on Ontario's roadways.
- MTO monitors operators and assigns each operator a violation rate and safety rating based on several factors:
 - Collisions.
 - Inspections.
 - Convictions, as well as the results of facility audits.

CVOR

- The CVOR system monitors an operator's on-road safety record over a two-year period. This automated computer system contains information that includes:
 - Operator information
 - Convictions
 - Reportable collisions
 - Safety inspections
 - Ministry interventions (for example, letters, interviews, audits and sanctions)

The Operator

- The operator is responsible for:
 - The conduct of the driver
 - The mechanical safety condition of the vehicle
 - The goods or passengers on the vehicle
- These responsibilities include but are not limited to:
 - Employing qualified and licensed drivers
 - Monitoring the safety performance of drivers
 - Resolving driver safety issues when they are identified
 - Keeping vehicles in good, safe condition at all times
 - Ensuring load security

Inspections

- Officers conduct inspections according to the Commercial Vehicle Safety Alliance standards, which are applied by all jurisdictions across North America.
- Inspections can result in the following findings:
 - Defects
 - Out-of-service defects
 - Critical defects that can cause the vehicle to be impounded
- Defects that do not meet the minimum standard (e.g. serious defects related to both drivers and vehicles) are considered out-of-service.

Commercial Vehicle Impoundment

- When mechanical vehicle defects exceed the critical defect criteria, the ministry may impound the vehicle.
 - A vehicle with a critical defect would be in far worse condition than a vehicle that just meets the out-of-service criteria.
- The vehicle must remain at the impound facility for the designated period.
- The vehicle owner may claim the vehicle after all costs associated with the towing, removal and impoundment have been paid.
- The vehicle must then be certified as safe before it can go back on the highway.
 - Vehicle repairs must be done at a motor vehicle inspection station following removal from the impound facility.

Periodic Commercial Motor Vehicle Inspections

- In addition to the inspections conducted by MTO enforcement officers or police, some commercial vehicles are subject to mandatory periodic inspections.
- **Trucks, trailers and converter dollies** alone, or in combination with a total Gross Weight, Registered Gross Weight or manufacturer's Gross Vehicle Weight Rating greater than 4,500 kg require an inspection **every 12 months**.
 - Gross Weight is the actual weight of the vehicle, passengers and load.
 - Registered Gross Weight determines the fee paid for a truck licence plates.

Periodic Commercial Motor Vehicle Inspections

- In Ontario, inspections must be completed by a licensed mechanic at an MTO-licensed inspection station.
- Once a truck, trailer or converter dollie has passed inspection, a sticker must be applied to the vehicle.
- The inspection station must also provide inspection certificates and reports.
- Inspection certificates are produced in triplicate: one copy is to be kept with the vehicle; one copy for the vehicle file/operator; and one copy for the inspection station.



Speed Limiters

- A speed limiter is an electronic device installed in heavy trucks that caps the speed at a maximum of 105 km/h.
- Most large trucks driven in Ontario are required to use speed limiters.
 - Applies to those built after December 31, 1994, with a manufacturer's gross vehicle weight rating of 11, 794 kg or more, and is equipped with an electronic control module.
 - Exemptions apply to some vehicles (e.g. ambulances, fire trucks).
- Police and MTO enforcement officers use traffic-control techniques and portable electronic testing units to verify the activation of a vehicle speed limiter at a maximum of 105 km/h.

Vehicle Licensing

- Most commercial motor vehicles must display a licence plate that has a white background and black lettering.
- The plates for a commercial vehicle have to be displayed on the front and rear of the vehicle in a clear and conspicuous location.
- The validation (sticker) must be put on the front plate in the upper right corner.
- It is important for operators to register their vehicles appropriately.
- Vehicles that operate in excess of their Registered Gross Weight are subject to penalty under the *Highway Traffic Act* section 121 (1).

Driver Licensing

- In Ontario, there are 15 different licence classes.
- Each one qualifies a driver to drive a different type of vehicle.
- The class of licence must match the type of vehicle driven.
- Any driver operating a vehicle equipped with a full air-brake system, or air-over-hydraulic brake system, is required to have an endorsement on their driver's licence.
 - In Ontario, this is called a "Z" endorsement.
- A driver must ensure that they are properly qualified for the vehicle they are driving.

Cargo Securement

- Load-securement requirements are found in Section 111 of the *Highway Traffic Act* and in Ontario Regulation 363/04.
- This regulation adopts National Safety Code Standard 10, Cargo Securement, as the standard for securing loads in Ontario.
- It is an offence if any load or portion of the load may become dislodged or fall, leak, spill or blow from the vehicle.
- Each tie-down must be attached and secured so that it doesn't become loose, unfastened, opened or released while the vehicle is moving.
- All tie-downs must be marked by the manufacturer with a working load limit.

To Recap

- Apply for your CVOR certificate and pay \$250
- Prepare for the CVOR Written Test
- Pass CVOR Written Test
- Receive your CVOR certificate and keep a copy in each vehicle

**DON'T DELAY...
APPLY TODAY!**



Contact Information

For additional information or assistance with your CVOR application, contact the ministry:

By phone:

- 1-800-387-7736 (within Ontario) or 1-416-246-7166

By fax:

- 905-704-2039 or 905-704-2525

By Email:

- CVOR@ontario.ca