

Collision Reviews:

A New Process in Alberta for Challenging Carrier Profile Collision Points

Background

On May 1st, 2021, the process for Alberta-based carriers to [challenge Carrier Profile](#) points from collisions changed. While the overall idea in collision review remains the same, carriers wishing to see points removed for a collision will now fill out and submit a new form ([application for Collision Review](#)) to Carrier and Vehicle Safety (a division of Alberta Transportation)[1].

The following sections will go over the most significant part of the changes, what is needed in a complete application package, tips for internal carrier collision investigations, and information about how AMTA can help carriers through the process.

New Collision Review System – What is Different?

One of the first things carrier representatives may notice about the new review system is that Alberta Transportation now asks for documentation between the carrier and the insurance company in relation to the decision and outcome for the collision's claim. The new form is also significantly shorter than the previous form; it also does not specifically request hours of service data.

Here is an overview of the main changes that took effect on May 1st, 2021:

- Carriers have up to 12 months from the collision's date to submit the review request; this is an increase from the previous 90 day time limit.
- Along with the completed Application for Collision Review form, Carrier and Vehicle Safety is now accepting, for consideration, documentation from the carrier's insurance company that identifies determinations made about the claim.
- Collisions are no longer being evaluated solely based on preventability.
- Some sections remaining in the Application for Collision Review form have been shortened from the previous format.
 - Certain types of information (like hours of service records) are not being specifically requested, although they may be included if it helps the carrier support their argument.
- The new email address for submitting documents for a review is now compliance.collisions@gov.ab.ca.

AMTA encourages carriers to visit the new [webpage for collision reviews](#) prior to requesting a review to familiarise their staff with the new requirements.

Submitting a Complete Collision Review Package

Incomplete collision review packages will not be considered by Alberta Transportation. These are the five required components of a collision review package:

Submitting a Complete Collision Review Package continued...

1. The completed Application for Collision Review
2. The carrier's completed internal investigation
3. Signed driver's statement
4. Police collision report
5. Insurance documents regarding the determination of the claim

If any of these above items are not available, include a note explaining why. For example, a carrier may have everything ready and their internal investigation complete, but they are still waiting for the police report and the delay is out of the carrier's control. In this case, the package can be submitted along with a note explaining why the police report is delayed and a description of what the carrier has done to try to get the report.

Please contact AMTA for more information as to why each of these documents are required and how to build a collision review package.

Tips for Investigating Collisions

The following sub-sections will present general ideas that can assist a carrier in preparing for a collision review.

Regularly Check the Carrier Profile

Requesting a review of a collision is part of managing a carrier's Carrier Profile. Carriers should check their Carrier Profile after the first Sunday of each month to see what information has been added; lots of free safety-related information is available on the Carrier Profile which can assist in transportation safety management.[2]

When requesting that Alberta Transportation review a collision, make sure all necessary documents are present along with proof of a thorough internal collision investigation. The internal investigation should go deeper than duplicating the information on the Application for Collision Review; the driver(s) hours of service records, vehicle maintenance and inspection documents, and any other material related to the collision should be reviewed and an attempt should be made to determine the root cause of the incident.

Collision reviews may not be quick. Carriers do not need to wait for the collision to appear on their Carrier Profile to request the review, so if an application along with the necessary documents can be submitted prior to the collision appearing on the Carrier Profile, it should be submitted. This can potentially minimise the amount of time collision points will remain on the carrier's Carrier Profile.

Demonstrate Due Diligence

Due diligence is an important concept in safety.[3] A good internal collision investigation helps demonstrate a carrier's due diligence. While there are no guarantees of a particular outcome when requesting that a collision be reviewed, the more detailed the investigation by the carrier, the better.

Collision reviews are not the only reason a carrier should be investigating their collisions and other incidents. Investigations provide valuable feedback to how well the carrier's safety program is working, and information learned from the investigation can be used to adjust training, hiring practices, and equipment maintenance.

Understand Preventability Versus Fault

The USA's Federal Motor Carrier Safety Administration (FMCSA) has [excellent resources](#) related to collision preventability.[4] Carriers should learn the difference between fault and preventability when evaluating their collisions because it helps draw attention to what drivers can do to prevent future collisions.

Driving to prevent collisions is different from simply following the rules of the road. For example, a driver is not at fault for driving through a green light and being hit by another vehicle that drove through a red light. However, if the driver that drove through the green light did not do anything reasonable to prevent the collision, such a collision may be considered preventable.

Alberta Transportation no longer uses the language of preventability versus fault for determining whether they will remove points from a Carrier Profile. Instead, all reasonable arguments accompanied by complete applications and supporting documents will be considered.

AMTA does not recommend that carriers submit requests for collisions where the carrier was clearly at fault and the collision was easily preventable.

Need Help? Contact AMTA

AMTA can provide carriers and safety professionals with guidance on information presented in this bulletin. Alberta Transportation has named AMTA as an organization that can submit these reviews on behalf of a carrier and recommends that carriers discuss their collision review packages with AMTA prior to submission to Alberta Transportation Carrier and Vehicle Safety.

If you have any questions, please contact AMTA and our experienced staff will be happy to help.

References

[1] "Collision reviews," Government of Alberta, accessed May 10th, 2021, <https://www.alberta.ca/collision-evaluations.aspx>

[2] "Carrier profiles and monitoring," Government of Alberta, accessed May 10th, 2021, <https://www.alberta.ca/carrier-profiles-and-monitoring.aspx>

[3] "OH&S Legislation in Canada - Due Diligence," Canadian Centre for Occupational Health and Safety, accessed May 10th, 2021, <https://www.ccohs.ca/oshanswers/legisl/diligence.html>

[4] "Crash Preventability Determination Program," Federal Motor Carrier Safety Administration, accessed May 10th, 2021, <https://www.fmcsa.dot.gov/crash-preventability-determination-program>