



TO: GENERAL COMMITTEE

SUBJECT: DRIVER CERTIFICATION PROGRAM (DCP) AGREEMENT

PREPARED BY AND KEY CONTACT: BRIAN PIRIE
MANAGER OF FLEET SERVICES

SUBMITTED BY: D. FRIARY
DIRECTOR OF ROADS, PARKS AND FLEET DEPARTMENT 

GENERAL MANAGER APPROVAL: R. J. FORWARD, MBA, M.Sc., P. Eng.
GENERAL MANAGER OF INFRASTRUCTURE & GROWTH MANAGEMENT 

CHIEF ADMINISTRATIVE OFFICER APPROVAL: C. LADD
CHIEF ADMINISTRATIVE OFFICER 

RECOMMENDED MOTION

1. That the Director of Roads, Parks and Fleet be authorized to execute on behalf of the Corporation an agreement with the Province of Ontario for the Driver Certification Program commencing December 1st, 2013.
2. That the Director of Roads, Parks and Fleet be authorized to execute extensions to the Driver Certification Program Agreement or any successor Agreement with substantially similar program intent.

PURPOSE & BACKGROUND

Report Overview

3. The Driver Certification Program (DCP) is a Ministry of Transportation Initiative whereby qualifying companies are assigned authority to upgrade and/or renew Ontario Drivers Licenses for those with classes ACDF and Z. The City of Barrie has held said authority since 2005 and we consider it to be a very beneficial program. By testing "in-house" it allows Fleet Services to maintain a high level of effective training and enables our staff to monitor the driver knowledge relating to specific MTO guidelines. The program coupled with ongoing in-house safety initiatives have helped in reducing accident rates steadily since 2009. There were 55 collisions recorded in 2009, and as of today, we are at 31.
4. The Director of Roads, Parks and Fleet would continue as the "Recognized Authority" over our DCP. Full disclosure of all information pertaining to the City of Barrie's DCP would be made available for review. An overview of the program may be provided by the Coordinator of Vehicle and Equipment Training upon request.
5. Although our DCP is generally limited to license renewals only, upgrades have been performed that allow driver to progress in their jobs as requirements evolve. Keeping renewals onsite is also an effective way for the Training Coordinator to identify shortfalls in Driver and Operator knowledge and to ensure that even the most minor mistakes on written tests are identified and corrected through appropriate training methods and processes. Due to strict confidentiality guidelines imposed under the DCP, all testing and record keeping is to take place in one designated and secured location, and accessible to only authorized personnel.

ANALYSIS

6. The Driver Certification Agreement was a result of Ministry of Transport's policy changes.

ENVIRONMENTAL MATTERS

7. There are no environmental matters related to the recommendation.

ALTERNATIVES

8. The only feasible alternative to the DCP program would be to rely solely on Service Ontario Kiosks for our drivers to renew their licenses. This, of course, would negate the ability of Fleet Services to monitor and ensure a specific level of driver knowledge is maintained in the Corporation.

FINANCIAL

9. The cost of outsourcing the program would be approximately \$7000.00 per year. In a typical calendar year, we can expect to renew/upgrade 35-40 drivers' licenses. At a cost of \$18.00 to \$20.00 per applicant the Corporation can expect to spend no more than \$1000.00 per year on the DCP. There will be an initial cost associated to the program wherein a full audit must be completed by a sourced, predetermined Audit Facility at a cost not to exceed \$1000.00 and can be accommodated within the current Fleet operating budget.

LINKAGE TO 2010-2014 COUNCIL STRATEGIC PLAN

10. The recommendation(s) included in this Staff Report are not specifically related to the goals identified in the 2010-2014 City Council Strategic Plan.

APPENDIX "A"

Letter from Angela Litrenta, Ministry of Transportation

Dear Recognized Authority Official:

As you know, program automation is an integral component of the new business model for the Driver Certification Program (DCP). Program automation will modernize the program, streamline existing processes, and improve customer service.

I am pleased to announce that access to Phase 1 of the new system will be enabled on October 1, 2013.

During the week of September 22, 2013, two system-generated emails will be sent to all Recognized Authority Officials (RAOs): one email will include your user ID, and the other email will contain your password. Regardless of when you receive your user ID and password, you will not be able to access the new system until October 1, 2013. The emails will be sent by "Security Administrator" (security.administrator@ontario.ca). The user IDs and passwords will be needed to access the new system. You are advised to change your ministry-assigned password to a personal password immediately subsequent to receipt. You can change your password by visiting the Road User Safety (RUS) Applications webpage at <https://www.apps.rus.mto.gov.on.ca/> and selecting "Change my Password". Please ensure that you remember your new password, as you will not receive an email confirming the new password for security reasons.

If you do not receive your user ID and password by October 1, 2013, please contact the Driver Programs Office.

To access the system, users should do the following:

1. Visit the RUS Applications webpage at <https://www.apps.rus.mto.gov.on.ca/>, and click on the Driver Certification Program link.
2. Enter your user ID and password into the appropriate fields under the "Login to DCP" subheading near the left margin of the webpage.

Once logged in to the DCP system, you will see the "View Your RA Profile" subheading, below the "Program Administration" heading. This is the only functionality that is available at this time. Additional features will be added to the system in subsequent releases. As part of the "Program Administration" function, you will be able to:

- o View your organization's profile;
- o Nominate a Signing Authority; and,
- o Remove a Signing Authority, provided that you are not removing your only SA for a particular class of licence or endorsement.

After you have selected the "View Your RA Profile" subheading and proceed to the next page, you may use these features. If you require assistance, please click the "Help" icon at the top right of the screen. The online help contains both field help and page help. "Field Help" provides assistance and additional information that may be needed to fill out specific sections (e.g. fields) of the page, while "Page Help" contains the general instructions and purpose for each page.

If you wish to nominate a new Signing Authority, you will have the option whether or not he/she is to be granted access to the new system. If you do not wish for the SA to have

access to the system, do not enter the SA's email address into the specified field during the SA nomination process. Instead, please use the ministry's DCP email address, driver.certification.program@ontario.ca. If you do wish for your new SAs to have access to the system, enter his or her address into the specified field. The ministry is working to simplify this process.

The ministry has opted to implement the new DCP system using a phased-in approach. This approach provides external users sufficient time to learn the new processes as each new function is added. A phased-in approach also enables the user to provide feedback while the project team is still in place. This ensures that any required system adjustments or improvements may be done in a quick and efficient manner.

Subsequent releases will include additional functionalities and enhancements. The ministry will advise stakeholders as the implementation date for subsequent releases nears. Once fully developed and implemented, the system will include the following additional features:

- o Student enrolment;
- o Test result entry (facilitating the elimination of referral envelopes);
- o Payment of any applicable fees;
- o RA application; and,
- o Enhanced MTO data analysis/reporting capabilities.

It is important to remember that until the student enrolment/test result entry features are added, there will be no change to the existing process to complete a driver's licence upgrade or renewal.

If you have any questions, or have any difficulties using the new system, please contact the Driver Programs Office at 416-235-4323, or at driver.certification.program@ontario.ca.

Thank you for your continued cooperation,

Angela Litrenta
Manager, Driver Programs Office