

Owners and operators  
of heavy vehicles

## What to do when you are **summoned** before the Commission des transports du Québec?

### Examples of conditions:

- Installation of speed limiters on your vehicles;
  - Additional mechanical inspections;
  - Training for your drivers.
- Amend your rating to an "unsatisfactory" safety rating, if the commissioner considers that you have endangered the safety of users of roads open to public vehicular traffic or have significantly compromised the integrity of these roads. Your enterprise will then be prohibited from putting into operation or operating heavy vehicles. The Commission may also impose an "unsatisfactory" safety rating on any director of the enterprise. This person will then be prohibited from putting into operation or operating heavy vehicles.

### CONSULTATION OF THE SAFETY RATING AND DECISIONS

Any decision that has the effect of rendering a safety rating "conditional" or "unsatisfactory" is the object of a press release (television, radio, newspapers,...).

The safety rating, the decisions and the press releases regarding penalized transportation enterprises and the list of directors who have been awarded an "unsatisfactory" safety rating by the Commission can be consulted on its Web site at [www.ctq.gouv.qc.ca](http://www.ctq.gouv.qc.ca).

The safety rating of the enterprises may also be consulted by telephone at: 1 888 461-2433.

### TO CONTACT US

Our services are available by telephone or in person:

- Monday, Tuesday, Thursday and Friday, from 8:30 a.m. to 12:00 noon and from 1:00 p.m. to 4:30 p.m.
- Wednesday, from 9:30 a.m. to 12:00 noon and from 1:00 p.m. to 4:30 p.m.

#### By email

[courrier@ctq.gouv.qc.ca](mailto:courrier@ctq.gouv.qc.ca)

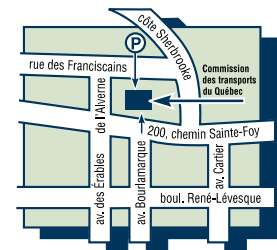
#### By mail, telephone or fax

200 Chemin Sainte-Foy, 7<sup>th</sup> floor  
Québec (Québec) G1R 5V5  
Telephone : 1 888 461-2433  
Fax : 418 644-8034

#### In person

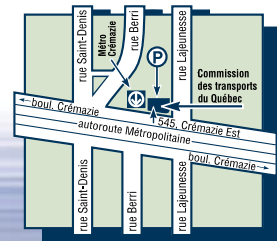
##### In Québec

200 Chemin Sainte-Foy  
7<sup>th</sup> floor  
Québec (Québec)  
G1R 5V5



##### In Montréal

545 Boul. Crémazie Est  
10<sup>th</sup> floor, Suite 1000  
Montréal (Québec)  
H2M 2V1




#### Internet

[www.ctq.gouv.qc.ca](http://www.ctq.gouv.qc.ca)

SUMMONED





You are summoned by the Commission des transports du Québec for verification of your conduct, here is some information to assist you.

## HOW TO PREPARE FOR THE HEARING!

- Carefully read the documents you received from the Commission: the Notice of Intention and Summons, your driver record from the Société de l'assurance automobile du Québec (SAAQ) and all the other attached documents.
- Verify the information contained in your record of conduct produced by the SAAQ. If you have any questions about its content, you can contact the SAAQ at the address or numbers indicated on the last page of the record.
- Identify the means you have implemented to manage safety (policies, directives and others). At the hearing, you will have to explain how you ensure that your vehicles are in good working order, and that your drivers observe the speed limits and hours of driving, etc.
- Prepare the documents proving that you apply these policies and directives. If there are persons who assist you in applying them, identify them.

## Examples of documents you can provide:

- Directives issued to your personnel.
  - Letters of warning or reprimand issued to drivers for speeding.
  - Certification of training courses taken by you, your drivers, your mechanics, etc.
  - Mechanical maintenance reports on your vehicles.
  - Invoices proving the repairs performed, installation of equipment such as speed limiters, etc.
  - Any other document that can prove your good safety management.
- Consult a lawyer or a transportation consultant, as needed.

## IT IS IMPORTANT TO APPEAR AT THE HEARING

- Show up for the hearing on the date and at the time and place indicated on your notice of summons.
- It is strongly recommended that you appear in person. You may be accompanied by the persons of your choice at the hearing (adviser, lawyer or other).
- If you are from a region remote from Québec City or Montréal, you may request a remote video-conference hearing by means of a video monitor.

## HOW IS THE HEARING CONDUCTED?

- At the hearing, a commissioner will review your case.
- The Commission counsel will present the case and may call various witnesses (highway inspectors, police officers, SAAQ personnel, Commission inspectors and other stakeholders).
- You will be able to explain your safety management and your conduct. You may also call on the persons accompanying you to testify (examples: the person in charge of mechanical maintenance of the vehicles, the person responsible for safety policies, and others).
- The commissioner will intervene when necessary to clarify certain questions.

## DECISION

After the hearing, based on the testimony heard and the documents brought to his attention, the commissioner will study your case and then render a decision. The decision, including the grounds, will be transmitted to you in writing.

The decision may:

- Maintain your enterprise's safety rating at the same level.
- Amend your rating to a "conditional" safety rating if the commissioner considers that your case shows deficiencies that can be corrected by imposing conditions. In this case, the decision will indicate the conditions you must fulfill and your time limit for fulfilling these conditions.

