



Nine best practices for managing your PEVL file

Aviva's [Risk Solutions](#) team offers nine best practices to effectively manage, maintain, and improve your Heavy Vehicle Owners and Operators (PEVL) file. Implementing these practices can help passenger transportation companies avoid incidents that may lead to violations or a downgrade in their safety rating by the Commission des transports du Québec (CTQ). It's important to note that regulations for passenger transport are stricter than those for goods transport. As a result, the points threshold that must not be exceeded in a PEVL file is lower for passenger transport companies than for goods carriers.

Access your PEVL file online regularly

Use the [SAAQclic](#) portal to easily view and manage the status of your PEVL file. This allows you to track infractions, collisions, events, and accumulated points in real time on your PEVL file and to intervene quickly with your driver or the SAAQ.

Apply the principles of Aviva's experts

Here are nine best practices to help you manage your PEVL file:

1. Analysis, review, corrective action, and follow-up

- Rigorously analyze your PEVL file at least once a month or more frequently.
- Review and monitor violations, driver collisions/accidents, and vehicle issues as a result of mechanical checks, or vehicle decommissioning, for example.
- Apply corrective actions and an action plan.
- Follow up with your drivers and, if applicable, the administrative authorities (SAAQ) to have the events removed, if necessary.

2. Behavior tracking, offense, and event analysis

- Identify trends, repeat violations, and recurring drivers on your PEVL. Drivers who appear frequently could be at high risk of collisions in relation to the offences committed.
- Use the tools available to track the behavior of heavy vehicle drivers (the [CVL](#) record, the driving record) and take corrective action quickly, if necessary.
- Establish an intervention strategy in collaboration with your team.

3. Record keeping, documentation, and compliance

- Check each driver's driving record twice a year, or more frequently.
- Check the validity of each driver's licence 30 days after their birthday.
- Make sure that driving and off-duty hours, the malfunction record (if applicable), supporting documents, and the date of engagement are part of the drivers' records (these are some of the mandatory elements of the driver's record). See the regulations for more details.
- Use a checklist so you don't forget anything.

Regular, up-to-date, and accurate record keeping will facilitate audits and help avoid violations. This demonstrates your company's professionalism and commitment to compliance and road safety.

Note: For vehicle maintenance records, maintain up-to-date and accurate documentation of mechanical checks, mandatory maintenance, weekly maintenance, and violations.

4. Ongoing training

Provide regular and ongoing training to drivers on new regulations, such as:

- Drivers' roles and responsibilities with regard to the PEVL file and their heavy vehicle driver (CVL) file.
- Best practices for defensive and safe driving.
- The Vehicle Safety Check.
- Driving and off-duty hours for drivers of heavy vehicles.
- Specific training on passenger transport, for example:
 - Transportation of school children.
 - Paratransit for people with disabilities.
 - [Traffic rules for buses and minibuses](#).
- Any other training you deem useful and necessary.
- Consider online training.

Don't forget to document your actions by creating a qualification folder for your drivers and including training upgrades.

5. Adopt a road safety culture

Your business' vision is the key to success. Share it with your drivers, be contagious and inspiring!

6. Be transparent and involve your drivers

- Inform your drivers at safety meetings within your company.
- Present the PEVL file and have a team target for the scores you want to obtain on your PEVL file. Improving a team target is part of the secret sauce and, above all, is part of the industry's best practices.



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7. Driver bonuses

Driver involvement is essential, and improvement is part of the solution to encourage your drivers to behave safely and responsibly.

8. Use of telemetry/dash cams

Use telemetry systems to monitor driver behavior (e.g., speeding). Alerting management, with accompanying by video segments, is the best practice to set up a strategy with the driver. This can help reduce violations, and even prevent a future collision.

9. Communication with the SAAQ

Use the SAAQclic portal to track your PEVL file, request regularizations of your file and follow up on events to your PEVL file, if necessary.

However, despite the regularization of your PEVL file and the recovery of your points, it's important to understand the events and their root cause, because initially, a peace officer issued a statement of offence.

Security profiles of other provinces (NSC, CVOR, etc.)

Please feel free to apply and adapt these practices to the safety profiles of other Canadian provinces, as appropriate.

By following these practices, you can ensure efficient and compliant management of your PEVL file.

Want more information about PEVL management?

Aviva's Risk Solutions team is here to help. Don't hesitate to contact us at arms.canada@aviva.com.