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CONNECTING THE WORLD'S ASSETS

Canadian ELD: The Definitive Deadline Transition Guide

Best practices to ensure your fleet is ready for the introduction of Electronic Logging Devices (ELD) in Canada



THE TIME IS NOW

Implementing a new system can take time and effort, and Canadian ELD is no different.

Transport Canada's aim for the use of ELDs is to make it easier and faster to track, manage, share and improve the accuracy of a driver's hours of service (HOS) records. ELDs are intended to help drivers stay within legally allowed driving hours and reduce fatigue. After the deadline date, all carriers and drivers who come under the regulation must use third-party certified ELDs that are registered with Transport Canada instead of paper logs.

Transport Canada has opted for a third-party certification process. This means ELDs must be certified for use in Canada by a certification body accredited by Canada's Transport Minister. ELD hardware and software will need to be tested and approved by the certification body to show that the ELD complies with the Canadian ELD technical standards.

To ensure a smooth transition, we've prepared this Canadian ELD implementation guide to help fleets prepare in advance of the compliance date. This guide aims to answer any questions you might have, regardless of your telematics provider.

ORBCOMM has already helped many fleets move to ELD in the U.S. and our experience is shared here to help fleets in Canada make the transition. Combined with our history of working with Canadian fleets, innovative engineering and an existing ELD that drivers love, we are uniquely positioned to provide expertise in this area.

This guide outlines changes that Canadian ELD will introduce to your fleet. It will give you the tools you need to ensure a smooth transition, including planning, a training framework, timeline, deployment, post-implementation suggestions and information for fleets who cross the Canada/U.S. border.

TIPS FROM THE FIELD

#1. Prepare now

- > Driver training, customer communications and new policies and procedures need to be put in place.
- > Allow time for working through issues that will arise.
- > Reap the rewards of electronic data sooner rather than later.
- > Be confident that your fleet will be compliant before deadline day.

TRANSPORT CANADA ELD TIMELINE

June 13, 2019

Transport Canada announced that it is mandating the use of ELDs for commercial trucks and bus operators.

October 22, 2020

Transport Canada announced that FPIinnovations (parent company of the PIT Group) has been appointed as an accreditation body.

January 2023

Enforcement deadline. Carriers must switch from paper daily logs to ELDs before this date.

Implementation Time Frame



STAGE 1 – PLANNING

Managing any kind of change can be challenging. With ELD for transportation fleets, it's no different; there are many moving parts to think about, from device installation to safety records, drivers to office staff.

Canadian and cross-border fleets will need to wait for certified software to become available and then plan for introduction before the deadline to work out all the details. You and your fleet need to make changes in compliance, IT, processes, documentation, record-keeping and customer relationship management that could impact operations.

With the right preparation and a little insider info the process should be seamless. Ensure you and your fleet have time for technical, process and practical checks of any new system that could impact operations. Canadian and cross-border fleets will need to allow for accredited, certified software to become available and then plan for introduction before the deadline to work out all the details. The fewer surprises you encounter on your road to ELD, the better.

Plan your project

- **Who:** Identify the stakeholders. Many functions within a fleet will be impacted. Drivers, dispatch, safety, compliance, office staff, operations, maintenance, management and customers will need to be involved. The Canadian mandate will apply to all Canadian commercial drivers and those U.S.-based commercial drivers crossing into and operating within Canada who are required to prepare HOS and records of duty status (RODS). Talk to your drivers and office staff; involve them from the get-go and be prepared to answer their questions.
- **What:** The big areas of change will be IT, policies, processes, training and measurement. Decide where you need to focus most for your fleet and build your documentation from there.

TIPS FROM THE FIELD

#2. Know the differences

There are several differences between the Canadian and U.S. ELDs. Some of these include:

- > The Canadian ELD mandate includes Canadian HOS. In the U.S. HOS was separate from the mandate.
- > Canadian ELD mandate will require a change in status in personal conveyance if a driver goes beyond 75 km within a 24-hour period. The U.S. ELD has different requirements.

- **When:** Implement a written plan and timeline. Work out when certified Canadian ELD software will be ready from your chosen vendor and then decide on a first-time implementation or switching date and work backwards. Realistically outline the length of the implementation project, factoring in training, administration and technical issues. If your fleet travels across the border and already uses a U.S. ELD, you must ensure it is certified in Canada to be compliant on the deadline day.
- **Why:** Outline the many ways ELDs can help boost profitability across the business. Think about areas beyond compliance where ELD data will help, such as driver communication, safety scoring, DVIRs, to understand better. Look at areas like identifying and preventing accidents, and driver retention.

- **Where:** Start internal discussions to plot out the migration plan. Outline all areas of the business that will be impacted. Depending on your fleet requirements, customers may need to be informed. Decide if re-education is required for customers as part of your transition plan.

Consider IT requirements

- **Devices**
 - Ensure all in-cab devices are delivered and updateable over-the-air so drivers have time to get accustomed to the new rules.
- **Equipment Connectivity**
 - Depending on the age of your AOBDR, it might require upgrading for ELD capability. Check for network suitability of your ELD.
- **Integrations**
 - Does your TMS or other software integrate with your chosen ELD provider?

Prepare your communications

- Communicate the business impacts to management.
- Tell your drivers what the timeline looks like so they are prepared. Now is the time to reinforce the benefits for drivers and how the ELD changes are helpful to their working day.
- Ensure **ALL** departments are aware of how ELDs will impact on them. How will dispatchers use the information and interact with drivers? What do compliance teams need to know? Will the switchover impact your shop team?

Update your policies

- Decide on changes to key areas as personal conveyance, yard moves and log certification.
- Update your policy documents to reflect these changes and circulate to all relevant departments and teams.

Train your drivers

- Plan for group and one-on-one training to ensure any questions that do crop up can be covered.
- Outline the plans for your driver champions, if applicable.

Review your processes: Who, What, When

- Who is reviewing log edits every day?
- When should logs be certified – should this occur more than just daily?
- How will unassigned driving be handled each day? Who is doing this? Has this new effort been budgeted for? Have automatic, scheduled reports been set up to help this?
- What happens in the event of a malfunction? Is there a workflow in place? Decide on how your fleet will handle this with your ELD vendor.
- Data for ELD audits. How long will the data be kept for? Where will it be housed securely? How accessible is it when needed?
- How will you deal with driver complaints about privacy, log edits and unidentified driving? Are there policies and procedures in place and have they been updated to reflect drivers' new rights and entitlements?

“With a previous tablet-based solution, our drivers had ongoing connectivity issues that often forced them to resort to using paper logs... The time-consuming process was impacting their productivity and led to retention concerns. But with the ORBCOMM ELD, which is more intuitive and easier to use, we’ve removed a large frustration for them.”



Daniel Queen, Vice President, Queen Transportation

STAGE 2 – TRAINING

Trust us when we say: “take time for driver training.”

The most successful and seamless fleet transitions are those where the carrier takes a training-first approach. Training is vital from a driver perspective, so they're comfortable with in-cab devices, new compliance requirements and presenting to roadside officials. It's also a key element for dispatch, back-office and safety staff and a necessity for compliance and management.

From our experience, some of the most important elements in training include personal conveyance, yard moves, unidentified driving and in the ability to edit driving time, the differences in crossing the border and presenting the data properly to roadside enforcement. These steps can help form the backbone of your training program.

Driver training program

A driver training program should be in place to educate drivers on what to expect with the introduction of Canadian ELD processes and procedures.

- Make the training available online, in the office or downloadable when out on the road, so they can access it when it suits them.
- Train your driver champions first and then roll out to training other drivers.

- Use advance introductory training, implementation day training and deadline day training. After deployment, reinforce with regular reminders and updates.
- For cross-border fleets, ensure you train drivers on the differences in their U.S. and Canadian ELD profiles, roadside inspection differences and operating to different rules on both sides of the border.

What drivers need to know

Carriers should be ready to answer the most frequently asked questions by drivers when they come up during the implementation period. Ensure your fleet manager, driver trainers, driver champions and safety staff can answer all of these, before starting your training process. These are some of the common answers that drivers need to know:

- **Which ELD is the driver operating and what rule set are they running under?**
 - Drivers need to be able to communicate basic data about the ELD, the carrier, license, rulesets, and exemptions if applicable.
- **What is the effect of the driving threshold?**
 - Drivers need to understand the impact of the driving threshold and alter their driving behavior. The ELD will automatically switch to driving status once the vehicle reaches a speed of 8 km/h.



- **Are drivers eligible for yard moves?**

- > Carriers should outline in advance the company policy around on-duty yard moves. You will need to let drivers know if, where and in what circumstances they are eligible to use this status. Since the ELD will automatically record driving status at 8 km/h, drivers will need to ensure they select “yard move” before they reach 8 km/h in order to remain in that status.

- **What is the company policy around personal conveyance?**

- > Carriers in Canada will be aware that personal conveyance has strict daily distance limits of 75 km. ELDs will automatically calculate and enforce this rule. When a driver hits their personal conveyance limit, the ELD will force a driver into driving status.

- **How should drivers deal with log edits?**

- > Ensure your drivers know how to access logs, add and edit events, add remarks and certify their logs. Drivers can edit their logs, while only authorized staff can suggest edits to drivers to correct mistakes or add missing information. Drivers will need to approve any changes before they are applied to their logbooks. The original ELD records are kept even when edits or annotations are made.

- **How do drivers deal with unassigned driving?**

- > Drivers will see unidentified driving events on login. They need to be able to find them on the ELD and accept or reject them.

- **What do drivers need to be able to do at roadside inspection?**

- > Train drivers on how to operate their ELD at roadside inspections. In the event of an inspection, the official will review the ELD screen or printout of the driver’s RODS and verify compliance with Canadian HOS regulations. The ELD will report all information for the 24-hour period and the previous 14-day period. The official can also request electronic transfer of documents, so drivers need to be able to accomplish this easily.

TIPS FROM THE FIELD

#3. Be aware of personal conveyance

Ensure drivers are aware of their personal conveyance rules with concrete examples:

- > Time spent travelling to accommodation, such as a motel or truck stop after unloading.
- > Travelling to entertainment or restaurant facilities.

- **What in-cab documentation do drivers need to carry?**

- > Carriers should ensure that drivers have the basic supporting documents available. A driver must provide supporting documents if requested by an authorized official.

- **What does a driver need to do in the event of a malfunction?**

- > Drivers should report any malfunction to their managers/home office staff within 24 hours. Drivers may record their logs on paper for a maximum of 14 days or until their return to the home terminal from the current trip, if that trip is longer than 14 days. After this time, the ELD must be replaced or repaired.

What drivers need to know when crossing the border

Drivers who cross the border between Canada and the United States may be subject to different rules on either side. Fleets whose drivers are already travelling between the two will already be familiar with U.S. ELDs and compliance with FMCSA regulations. The following suggestions are in addition to the driver training section above.

- **How will the rules differ for drivers who are crossing the border?**
 - > Fleets and drivers who travel across the border should make themselves aware of the differences in rules, such as personal conveyance, and how a roadside inspection might differ, for example, in transferring logs.
- **What is the company policy around Personal Conveyance (PC)?**
 - > It's important for all drivers to be aware of PC rules and the differences that might impact them if travelling across the border. Just because the use in the U.S. is legal, it may not remain the same travelling into Canada. Drivers will likely require additional training on what they can do under PC in Canada.
- **What will drivers need to know in a roadside inspection?**
 - > Drivers will need to know how to operate their ELD and understand what is required. One area that requires attention is in the driving information on display to officials. In Canada drivers must display driving information to officials, but with a different level of detail than in the U.S. In Canada, there is a different measurement, using cycles.
- **How is the data transfer different in Canada and the United States?**
 - > Under the Canadian mandate, upon request by an official, the record will be transferred by email. Inspectors will specify an email address in the case of drivers having to present their RODS. In the U.S. the email address is preprogrammed by the ELD vendor.

- **What should drivers do in the event of a malfunction?**

- > As above, drivers should inform their fleet if their ELD is malfunctioning as soon as possible. In Canada, drivers can use paper logs for a maximum of 14 days, or until they return to their home terminal, if the trip goes beyond 14 days. In the U.S., drivers can keep paper logs for a maximum of eight days in the event of a malfunction.

Training – What office staff need to know

Training for office staff is just as important, so they know how to support drivers, manage users on the system, suggest log edits, deal with malfunctions and manage unidentified driving. Here are some things to consider:

What users need to know

- Are all users set up in the system? Have all personnel who drive, including yard movers, maintenance technicians or safety supervisors, been included?
- Are driver profiles complete and up to date?
- Have 'exempt users' been placed into categories on your ELD platform?

What policy holders need to know

Yard Moves may need to be re-defined:

- What is the fleet's policy?
- Which employees have been designated for yard moves?
- What has the company defined as a yard?
- Are drivers aware of the yard move special category in the event of moving a vehicle in the yard?

Personal Conveyance (PC) is another key area for focus:

- Hours of Service regulations limit personal conveyance to 75 km per day. This should be reflected in written policies.

- Ensure drivers are up-to-speed on the PC rule. For PC to be achieved, the vehicle must also be unloaded, and trailers unhitched.
- For business on both sides of the border, ensure your staff is aware of the differences in requirements. Both the law and enforcement differ between the U.S. and Canada.

What management needs to know

ELDs may impact on fleet management's KPIs around safety compliance resources, dispatch support for drivers in the field, delivery expectations of customers and customer satisfaction.


- Management should revise their KPIs in advance and measure against actual once ELDs go live.
- Fleets should consider educating their customers and vendors on the expected impact on business.
- Have new, additional responsibilities for drivers, safety and office staff been resourced and planned for?



TIPS FROM THE FIELD

#4. Know your exemptions

- > There are some exemptions for short-term rentals and some older vehicles.
- > Refer to Transport Canada for exemption requests and information, as exemptions rules can change occasionally.



“We’re able to track trailers, temperatures, the trucks, everything. Everything is faster—response time and visibility for drivers—the reports are so much clearer. Across the fleet it has boosted efficiency— it’s an easy system to work with. The drivers like it.”

Randy Martin, Compliance Manager, Dutch Valley Foods

STAGE 3 – DEPLOYMENT

Once you have all the planning in place and training is done, you will be ready to agree on the go-ahead date with your telematics provider.

- **Set the date for your implementation**
 - Make sure it's in advance of the January 2023 compliance deadline. We recommend making the switch as early as possible; if some problem is going to occur, it's better to know about it early to ensure you still hit compliance on the deadline.
- **Set the date for your switch**
 - Your fleet may already have an electronic recording device in place, and you may be switching to another vendor. In this case, you will want as much time as possible to ensure you can deal with any issues that may crop up. Allow extra time to prepare for a transition between two vendors, and then follow the guidelines above in implementing Canadian ELD.
- **Soft launch**
 - If applicable, implement first with a soft launch with your driver champions. Assign driver champions from the organization to monitor and deliver feedback on ELDs to trainers. Compile this information and use it to help to smooth the transition and make it easier to train the rest of the fleet.
- **Plan your rollout**
 - Training should be complete, so deliver a reminder of the date the implementation will happen. Drivers will need to be aware of the changes when they show up for work on that day. Remind drivers that you've switched over and what they might expect during a conversation with a roadside official after the ELD compliance date.

TIPS FROM THE FIELD

#5. Let your drivers know what to expect

Drivers are better prepared to start driving with ELD once they are aware of the changes.

Randy Martin, from Dutch Valley Foods gave his advice for keeping drivers in the loop:

"I stay in touch with our drivers, so it was no surprise to them when this (ELD) happened. They were given a paper saying what the changes were going to be."

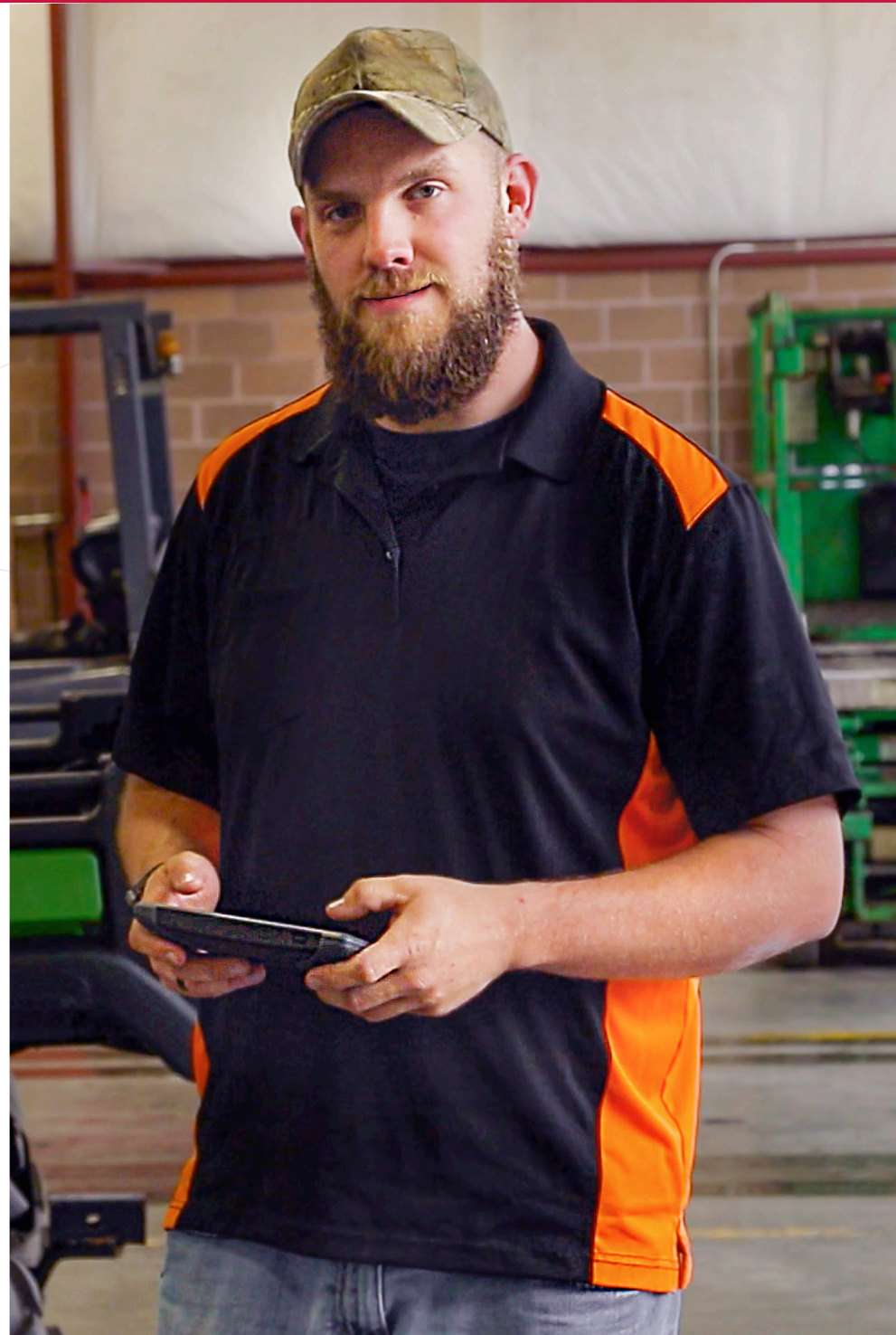
Remember to include enough backup paper logs in the cab for drivers in the event of a malfunction.

- **Switch on your ELD!**
 - Your fleet is ready; your drivers are ready. It's time to flip the switch for your ELD implementation.

STAGE 4 – MEASURE AND REVIEW

Your ELD is in! Now what? Of course, with projects like this, you can expect some growing pains. Here are a few ways you can assess and review to ensure your fleet is ready and compliant by January 2023.

- **Onboarding for the first few of weeks**
 - Make sure additional dispatch and safety support is available to drivers.
 - Listen to driver concerns or issues they may have. Discuss any adjustments with your telematics provider.
 - Hold daily cross-functional meetings to iron out teething problems.
- **Review your KPIs and ROI**
 - See how your fleet's KPIs have changed as a result of introducing ELDs.
 - Look at the further benefits as a result of ELDs. ELDs are not just a legal obligation but can turn fleet data into real, actionable insights. Increase productivity, reliability and reduce fuel and maintenance costs, while maximizing driver safety.
- **Be prepared for the actual compliance date**
 - In January 2023, Canada will begin enforcement of its mandate. The mandate applies to CMV drivers who operate in Canada or across the border with the United States.
- **Prepare your data for DOT inspections and audits**
 - Have at least 6 months of drivers' RODS reports up to date and available.
 - Focus on diagnostics and malfunctions, and unidentified driving reports.
 - Ensure any paper logs used during the period are accessible.



NEXT STEPS

It is never too early to think about implementing your Canadian ELD. While it may seem like you have a lot of time before the deadline, this time will go quickly and the earlier you make the move to Canadian ELD the better, reducing any potential risks to your compliance status.

We know that changing systems and introducing new processes in your fleet can be challenging, but we can tell you from experience it doesn't have to be. Preparation is key. Getting your planning and training schedule up and running, ensuring your drivers are aware of the change and preparing your fleet will give you continuing compliance.

ORBCOMM is committed to achieving mandated third-party certification well ahead of the January 2023 Canadian ELD deadline. [This certificate](#) is our pledge that your investment in ORBCOMM as your ELD provider is taken seriously, with the full force of our experience, dedication and large Canadian office presence behind you every step of the way.

Visit [our website](#) to see how our Canadian ELD solution can empower your fleet today or contact eld@orbcomm.com for more information.



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