



# Toolkit

## for RTA Transportation Managers

Nova Scotia Community Transportation Network | April 2022



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## Disclaimer



Please note, the *Professional Drivers Manual* distributed through Access Nova Scotia and published in 2015 contains information that is now out of date. Please refer to the Nova Scotia Department of Public Works website for the most updated information.

# Introduction

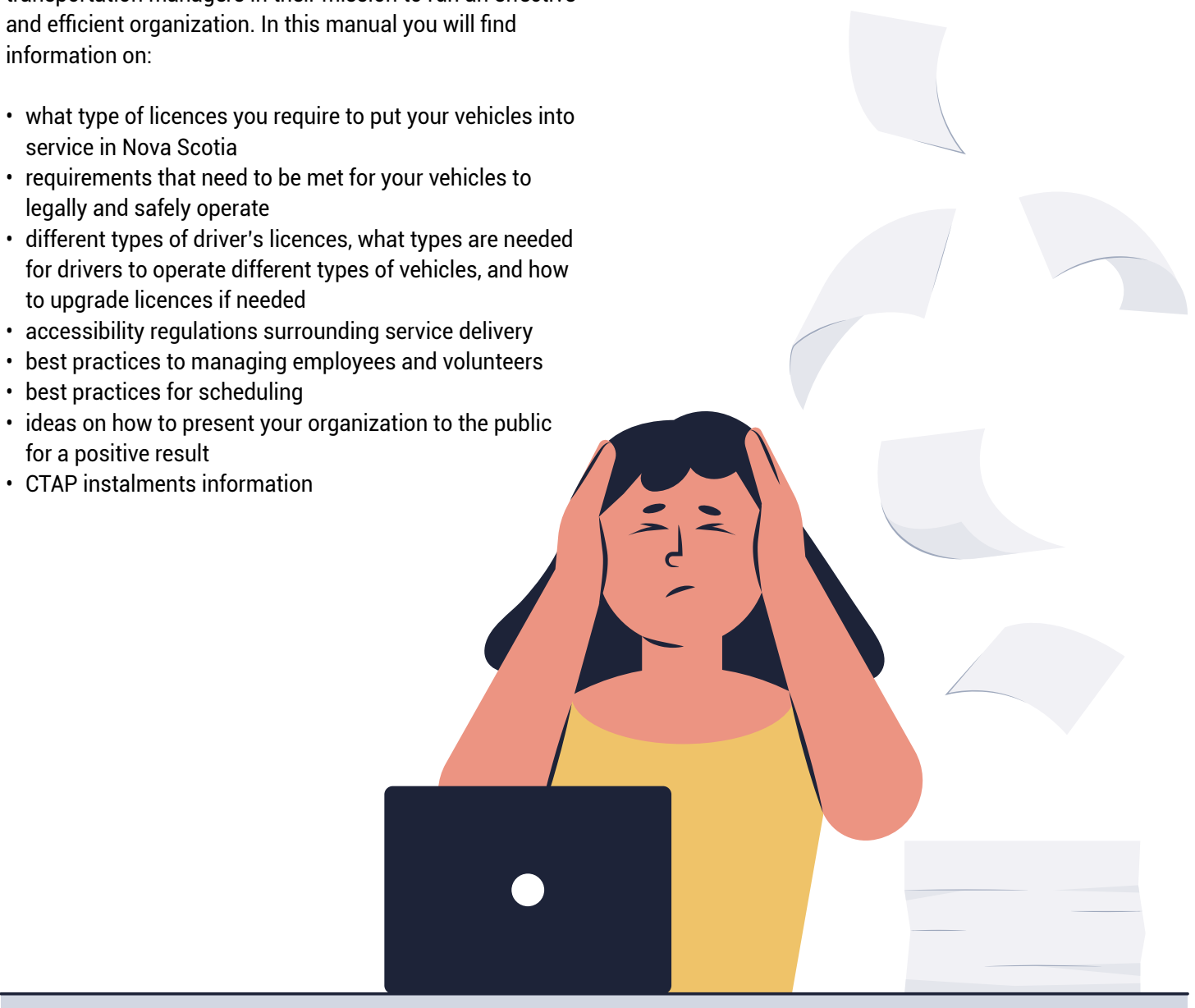
Community transportation helps Nova Scotians get to work, school, and important appointments, stay connected with friends and neighbours, and maintain active and independent lifestyles. A well delivered service masks the large amount of work behind the scenes that is required to meet all regulations necessary to deliver that important service. Managing the day-to-day operation of a community transportation organization can be overwhelming due to the varied requirements that must be followed.

This user manual is intended to help community transportation managers in their mission to run an effective and efficient organization. In this manual you will find information on:

- what type of licences you require to put your vehicles into service in Nova Scotia
- requirements that need to be met for your vehicles to legally and safely operate
- different types of driver's licences, what types are needed for drivers to operate different types of vehicles, and how to upgrade licences if needed
- accessibility regulations surrounding service delivery
- best practices to managing employees and volunteers
- best practices for scheduling
- ideas on how to present your organization to the public for a positive result
- CTAP instalments information

Divided into easy-to-understand sections, this Toolkit will help you navigate the vast amount of information related to how to safely and properly offer passenger services in Nova Scotia.

Please note, information in this guide strives for accuracy (as of April 2022). Please always rely on the original sources cited if there are disagreements between this Toolkit and those referenced.



# Acronyms, Commonly Misused Terms & Definitions

These terms will help you navigate your way through the language used in managing your organization. Not all the listed terms are used in this Toolkit, but defining them will help you when you encounter them online, in written materials or in dealing with others associated with rural transportation.

## Acronyms:

<b>ATAP</b>	Accessible Transportation Assistance Program
<b>CTAP</b>	Community Transportation Assistance Program
<b>CV</b>	Commercial Vehicle
<b>FAP</b>	Fare Assistance Program
<b>MC</b>	Motor Carrier
<b>NGO</b>	Non-Government Organization
<b>NSCTN</b>	Nova Scotia Community Transportation Network
<b>NS-TRIP</b>	Nova Scotia Transportation Research Incentive Program
<b>PTAP</b>	Public Transit Assistance Program
<b>UARB</b>	The Nova Scotia Utility and Review Board (NSUARB or Board)

## Commonly Misused Terms:

### Charter Licence:

This licence does not exist. What does exist is a charter designation that is applied for, approved by the UARB and attached to a motor carrier or commercial vehicle.

### Non-profit Licence:

This licence does not exist. However, there is a licensing fee waiver for non-profits that is that is applied for and approved by the UARB.

### On Demand:

"On-Demand" and "Door-to-Door" are sometimes used interchangeably. On-demand micro-transit or demand-responsive transit means that vehicles are only dispatched when there is a ride request. Door-to-Door is a service that is pre-booked and picks up passengers at the door of their place of origin and delivers them to the door of their place of destination.

## Definitions:

### Accessible transit:

Specialized and barrier-free transportation services available to people who are unable to access traditional local public transit, such as for those with limited mobility, including seniors and people with disabilities.

### Basic Services: Basic Goods, Services and Activities:

- Emergency services (police, fire, ambulances, etc.)
- Public services and utilities (garbage collection, utility maintenance, etc.)
- Health care (medical clinics, rehabilitation services, pharmacies, etc.)
- Basic food and clothing
- Education and employment (commuting)
- Social and recreational activities
- Mail and package distribution
- Freight delivery

### Best practice:

A proven technique, technology, or methodology for planning, design, construction, management, evaluation, and maintenance that takes into account economic, environmental, and social factors.

### Carrier:

A person who owns, leases or is responsible for the operation of a commercial vehicle for the purpose of transporting passengers or goods.

### Charter Designation:

A designation that is applied for, approved by the UARB and attached to a motor carrier or commercial vehicle.

### Commercial Driver:

An individual with a commercial driver's licence, who is driving, in charge of or operating a commercial vehicle.

**Commercial Vehicle:**

Commercial motor vehicles are a truck, truck tractor or trailer, or any combination of them, that exceeds a registered gross vehicle weight of 4500 kg, a bus, including a motor coach.

**Community Based Transportation:**

Defined as a transit service, operated by a Not for Profit Organization or a municipal unit, that responds to the unmet transit needs of a community. An inclusive transit organization whose primary service option is for persons who are transportation disadvantaged (persons with disabilities, seniors, low income, and/or other disadvantaged) through transportation access and enhanced mobility.

**Defect:**

An inadequacy in a commercial vehicle that is listed in the column headed "Defects" in an inspection schedule.

**Disability:**

Having a condition that impedes the completion of daily tasks using traditional methods. This includes physical impairments affecting movement such as post-polio syndrome, spina bifida, and cerebral palsy, sensory impairments such as visual or hearing impairments, cognitive impairments such as Autism or Down Syndrome, or psychiatric conditions such as Depression and Schizophrenia.

**Door-to-door:**

A service that is pre-booked and picks up passengers at the door of their place of origin and delivers them to the door of their place of destination. This service may necessitate passenger assistance between the vehicle and the doors.

**Fixed route:**

Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand response and taxicabs.

**Flex Route:**

Flex route transportation systems, also called deviated fixed-route systems, use a hybrid fixed-route and demand-response model.

**Inspection Report:**

A report prepared by a designate or a licensed technician as required by Section 7 on completing an inspection of a commercial vehicle.

**Inspection Schedule:**

A written list as set out in Schedule 1, 2, 3 or 4, itemizing the components of a commercial vehicle to be inspected and the defects and major defects associated with each component.

**Licensed Technician:**

An individual who holds a valid certificate of qualification in the truck and transport mechanic trade under the Apprenticeship and Trades Qualifications Act.

**Licensing Fee Waiver for Non-profit:**

A waiver that a non-profit can apply for through the UARB to have the motor carrier licences fee waved.

**Long-Haul Transit:**

Involve transporting passengers over long distances.

**Major defect:**

An inadequacy in a commercial vehicle that is listed in the column headed "Major Defects" in an inspection schedule.

**Motor Carrier:**

Carriers are broadly defined to include commercial bus companies, school bus operations, and van pools with a capacity of 9 or more passengers (excluding the driver).

**Motor Vehicle Inspector:**

An individual appointed as a motor vehicle inspector by the Minister under Section 6 of the Act.

**Non-Government Organization:**

A non-profit organization independent of governments and international governmental organizations (though often funded by governments) that try to improve the lives of other people through humanitarian, educational, healthcare, public policy, social, human rights, environmental, and other activism and services.

**Non-Urgent Medical Transportation (NUMT):**

Includes transportation services offered to patients and healthcare consumers who face extraordinary barriers getting to their medical appointments.

**Nova Scotia Federation of Municipalities (NSFM):**

A collective voice for municipal governments across the province since 1906. With 376 members comprised of Mayors, Wardens and councillors, NSFM represents the interests of municipalities on policy and program matters that fall within provincial jurisdiction. Members include all 49 of Nova Scotia's municipalities.

**Paid Driver:**

A person who drives a motor vehicle in return for a salary or other remuneration.

**Paratransit:**

A passenger transportation service primarily intended for mobility challenged, intellectually challenged, and seniors. The trips may be provided by public, non-profit, or other organizations and are often subsidized for the rider and require advance scheduling.

**Public transit:**

Comprises all transport systems in which the passengers do not travel in their own vehicles. While it is generally taken to mean rail and bus services, wider definitions would include scheduled airline services, ferries, and taxicab services. Also called public transport or mass transit.

**Public transportation:**

A transportation service available to the public, using vehicles designed for use by multiple individuals with fares, schedules, and routes that are planned and available in advance. It includes local public transit, accessible transit, and regional transit.

**Rural:**

Communities with fewer than 10,000 residents.

**Small communities:**

Communities with a population of fewer than 100,000 as determined by Statistics Canada. HRM is the only area in NS that does not meet these criteria.

**Transit:**

Local area common carrier passenger transportation configured to provide scheduled service on fixed routes on a non-reservation basis.

**Transportation Barriers:**

An impediment to accessing transportation (e.g. no car, bus route is unavailable, cannot find a ride, etc.).

**Transportation Disadvantaged:**

Those who, due to low income (inability to pay), physical or mental disability, inability to drive, geographic isolation, or some other transportation barrier cannot transport themselves or are unable to purchase available transportation services.

**Volunteer Driver:**

Is an individual who transports persons or goods on behalf of a non-profit entity or governmental unit and receives no compensation for services provided other than the reimbursement of actual expenses.

**UARB:**

The Nova Scotia Utility and Review Board (NSUARB or Board) is an independent body with legal or court-like powers assigned to it by various statutes.

**Urban:**

Communities with more than 10,000 residents.

**Vehicle:**

A non-living means of transport, most often made by humans (e.g., cars, motorcycles, trains, ships, aircraft, and buses).

# Vehicle Licences

The Nova Scotia Utility and Review Board ("NSUARB" or the "Board") has established specific regulations relating to what type of licensing you will need to operate in Nova Scotia. This section will help explain what regulations your vehicles will operate under and will introduce you to the particular requirements you must fulfill. It also supplies links to specific forms you will need to submit for different requests.

## The two types of passengers carriers in Nova Scotia

The NSUARB is responsible for the regulation of all public passenger carriers within the Province and carriers based in Nova Scotia but operating interprovincially.

The Board's mandate includes:

- licensing
- approving fares
- routes
- stops
- determining equipment suitable for use
- hearing complaints against carriers
- hearing applications for change or ending of service

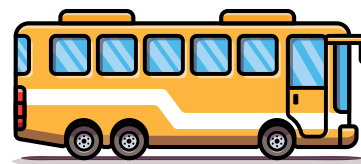
The Board mandates that passenger carriers fall into two categories in Nova Scotia:

- Commercial Vehicles (CVs)
- Motor Carriers



### Commercial Vehicle

As of January 1, 2003, the Board began regulating passenger vehicles that have a seating capacity of eight (8) passengers or less, excluding the driver, as Commercial Vehicles (CVs). This does not include a passenger vehicle used for personal use. A list of currently licensed Commercial Vehicle carriers can be found on the Board's website at [nsuarb.novascotia.ca](http://nsuarb.novascotia.ca) in the Motor Carrier - Passenger mandate section.



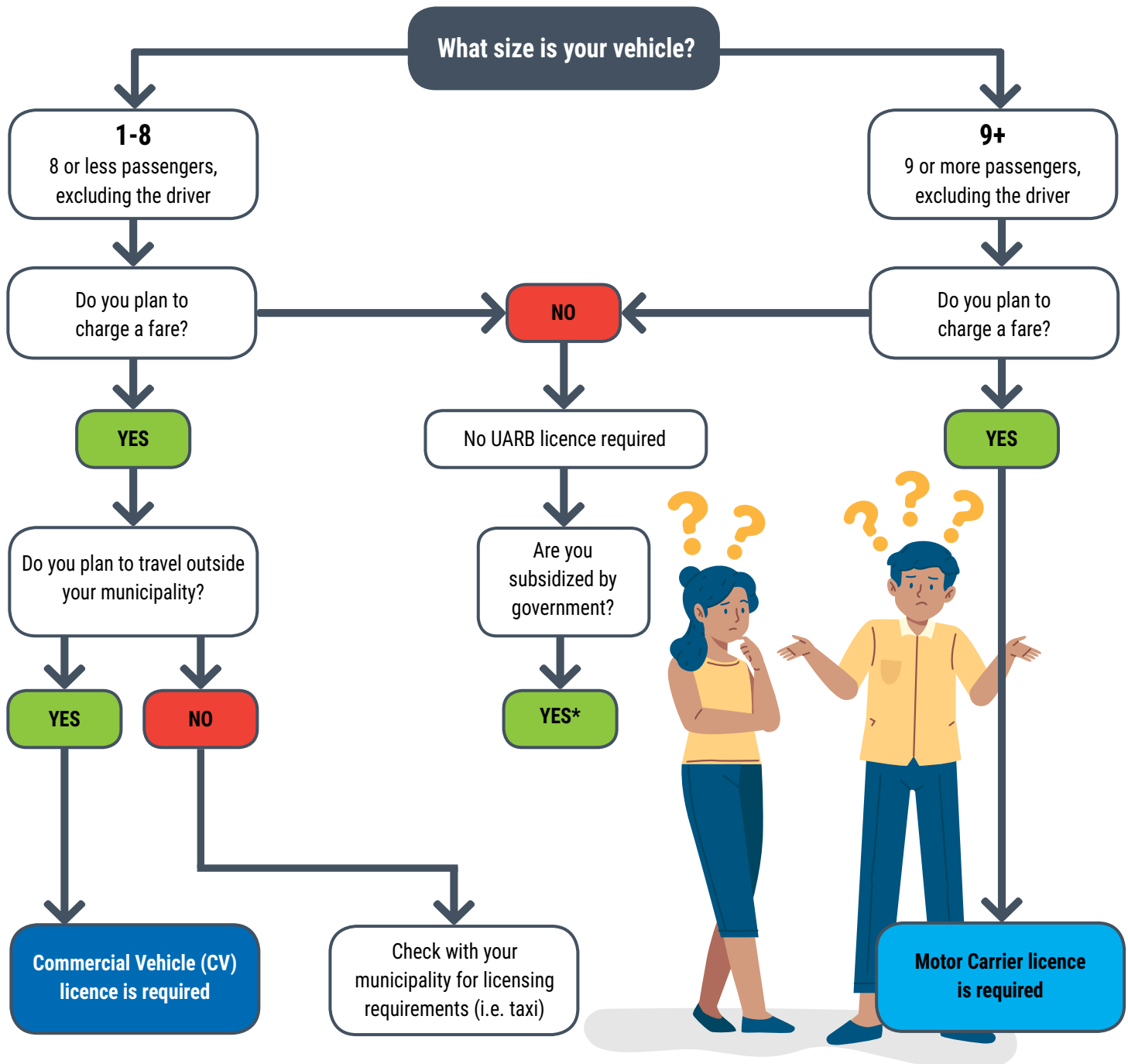
### Motor Carrier

Motor Carriers include commercial bus companies, school bus operations, and van pools with a capacity of nine (9) or more passengers, excluding the driver. A list of currently licensed carriers can be found on the Board's website at [nsuarb.novascotia.ca](http://nsuarb.novascotia.ca) in the Motor Carrier - Passenger mandate section.



# What kind of licence does your organization need?

There are a few questions that need to be answered to determine what kind of licence each vehicle in your fleet requires. The chart below can help you make the right decisions:



\* If you are subsidized by the Government, or the vehicle being used is more than 16 passengers, you are required to provide your information to the UARB to enable semi-annual vehicle inspections.

# Commercial Vehicle (CV) licence requirements

A commercial vehicle is a passenger vehicle designed, constructed and used for transportation with a designated seating capacity of eight (8) or less passengers, excluding the driver. This does not include vehicles for personal use only.



## A commercial vehicle provides:

- daily service,
- weekly service,
- other regular service,
- charter or tour service that enters or departs any municipality.

The requirements around commercial vehicles are based on safety and not economics.

## Applying for a commercial vehicle licence

Carriers who want to provide service as a commercial vehicle operator must apply for a commercial vehicle licence. The form to submit for a Commercial Vehicle Licence ("Form I") can be found at [https://nsuarb.novascotia.ca/sites/default/files/form\\_I\\_-\\_application\\_for\\_a\\_commercial\\_van\\_license.pdf](https://nsuarb.novascotia.ca/sites/default/files/form_I_-_application_for_a_commercial_van_license.pdf)

## What is required?

### 1. Insurance



Insurance requirements are as follows:

- **vehicles 20 passengers and under** \$2,000,000 Third Party Liability (inclusive limits) and \$2,000,000 passenger liability and property damage (inclusive limits)
- **vehicles 21 passengers or over** \$2,000,000 third party liability (inclusive limits) and \$3,000,000 passenger liability and property damage (inclusive limits)

**Form G, Certificate of Insurance** must be submitted  
<https://nsuarb.novascotia.ca/sites/default/files/formg.pdf>

### 2. Vehicle Inspection



Vehicle Inspection required:

- A semi-annual inspection by a Motor Carrier Division inspector (no fee)
- An internal brake component inspection (form must be completed prior to issuing of this licence). Internal brake inspections must also be completed annually & provided to the Inspector.

[https://nsuarb.novascotia.ca/sites/default/files/internal\\_brake\\_inspection\\_form.pdf](https://nsuarb.novascotia.ca/sites/default/files/internal_brake_inspection_form.pdf)

**The owner is responsible to:**

- a) supply a place for the Inspector to inspect the vehicle(s), and b) supply a person other than the Inspector to

drive the vehicle during the road and brake test portion of the inspection.

### Requirements of the Organization:

- A review the owner's/driver's hours of work (all CV or MC drivers must keep a daily record of the hours of work or a driver's log book and cannot work or be on call more than 14 hours per day)
- Daily Pre-Trip inspection
- Maintenance records documentation to ensure compliance

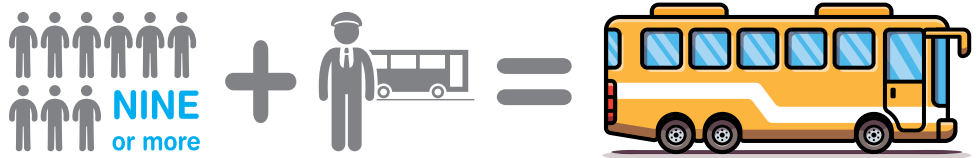
### 3. Vehicle Plating



There is an annual fee of \$257.65 for a commercial vehicle plate. (CTAP organizations are eligible for the nominal fee).

# Motor Carrier licence requirements

Motor Carriers include commercial bus companies, school bus operations, and van pools with a capacity of nine (9) or more passengers, excluding the driver. It is strongly recommended that new applicants do not invest in vehicles until they have been granted an operating authority by the Board.



## Applying for a Motor Carrier licence

All carriers who wish to provide service as a motor carrier must apply for a motor carrier licence. The form to submit for a Motor Carrier Licence ("Form a") can be found at:

<https://nsuarb.novascotia.ca/sites/default/files/forma.pdf>

## What is required?

### 1. Insurance



Insurance requirements are as follows:

- **vehicles 20 passengers and under** \$2,000,000 Third Party Liability (inclusive limits) and \$2,000,000 passenger liability and property damage (inclusive limits)
- **vehicles 21 passengers or over** \$2,000,000 third party liability (inclusive limits) and \$3,000,000 passenger liability and property damage (inclusive limits)

**Form G, Certificate of Insurance** must be submitted

<https://nsuarb.novascotia.ca/sites/default/files/formg.pdf>

### 2. Vehicle Inspection



Vehicle Inspection required:

- A semi-annual inspection by a Motor Carrier Division inspector (no fee)
- An internal brake component inspection. Internal brake inspections must also be completed annually & provided to the Inspector.

[https://nsuarb.novascotia.ca/sites/default/files/internal\\_brake\\_inspection\\_form.pdf](https://nsuarb.novascotia.ca/sites/default/files/internal_brake_inspection_form.pdf)

**The owner is responsible to:**

- a) supply a place for the Inspector to inspect the vehicle(s), and
- b) supply a person other than the Inspector to drive the vehicle during the road and brake test portion of the inspection.

### Requirements of the Organization:

- A review the owner's/driver's hours of work (all CV or MC drivers must keep a daily record of the hours of work or a driver's log book and cannot work or be on call more than 14 hours per day)
- Daily Pre-Trip inspection
- Maintenance records documentation to ensure compliance

### 3. Vehicle Plating



- The annual plating fee is \$515.30 per vehicle.
- An additional \$257.65 is required for each extra-provincial plate.
- If the applicant is applying for an extra-provincial plate only, the fee is \$515.30 per plate.

## Motor Carrier licence regulations



For vehicles with nine (9) or more seats, excluding the driver:

- Must provide service according to the schedule approved in your licence. If you want to change your schedule or rates, you can apply to amend your licence.
- No tacking on services. Providers must not combine services to offer transportation that they are not licensed to provide. You can amend your licence (see following section) so that it includes combined services with specific providers.
- Drivers require a Class 4 licence or higher for any public passenger vehicle with less than 24 seats.
- Must not transport flammables, explosives, other dangerous goods, or packages that would cause discomfort to passengers.
- Must not exceed seating capacity of the vehicle.

## NSUARB Motor Carrier Licensing Forms

The NSUARB supplies all the forms you will need on their site. You can either download, print and fill in by hand, or fill in the forms digitally. They can then either be printed or sent via email directly from the form page. Specific forms are referenced in the information following this section.

The entire list of motor carrier forms can be found at: <https://nsuarb.novascotia.ca/mandates/motor-carrier-passenger/motor-carrier-forms>

This screenshot is from the website on April 2022.

### Motor Carrier Forms

All forms can be filled in and printed from the free Adobe Reader, but the completed form cannot be saved unless you have Adobe Writer.

- Fee Schedule for 2015-2016
- Form - Internal Brake Component Inspection
- Form "A" - Application for Motor Carrier License
- Form "B" - Application for Motor Carrier License to Furnish Specialty School Bus Services
- Form "C" - Application for Amendment to Motor Carrier License
- Form "D" - Application for Approval of Sale Assignment Lease or Transfer of License
- Form "E" - Add/Remove or Replace Vehicle
- Form "F" - Affidavit (Replacement Plate)
- Form "G" - Motor Carrier Certificate of Insurance - Public Passenger Vehicle (Third Party Coverage) / Passenger Liability and Property Damage
- Form "H" - Motor Carrier Certificate of Insurance for Parcel Express
- Form "I" - Application for Temporary Authority
- Form "J" - Confirmation and Undertaking Respecting Clause 42A(2)(a)
- Formulaire "J" - Confirmation et Engagement relatif à l'article 42(2)(a)
- Form "K" - Confirmation and Undertaking Respecting Clause 42A(2)(a) For Taxi Vehicles Only
- Form "L" - Application for a Commercial Vehicle License
- Form "M" - Application for Approval of Sale Assignment Lease or Transfer of Commercial Vehicle License
- Form "30" - Application for Extra-Provincial Operating License
- Form "41" - Application for Amendments to Extra-Provincial Operating License



## Amending an existing Motor Carrier licence

An amended licence is a licence that has had qualifications added or deleted since the issuing of the original licence. Examples of amendments include: additional or extended services, routes, areas or time-tables, services to be abandoned or discontinued, public passenger service rate increases, or public passenger vehicle additions.

If you need to amend a licence issued to your organization, fill out "Form C", found on the UARB Motor Carrier Forms page at <https://nsuarb.novascotia.ca/sites/default/files/formc.pdf>

## Adding, removing or replacing a vehicle on an existing licence

**Add, remove or replace a commercial vehicle**—seating capacity of eight (8) passengers or less, excluding the driver—to your licence by filling out "Form E". <https://nsuarb.novascotia.ca/sites/default/files/Form E Form E Add Remove Replace Vehicle WEB R.pdf>

**Add a motor carrier vehicle**—seating capacity of nine (9) passengers or more, excluding the driver—to your licence by filling out "Form C". <https://nsuarb.novascotia.ca/sites/default/files/formc.pdf>

Both forms can be found on the UARB Motor Carrier Forms page and the required form is to be submitted to the Motor Carrier Division for review.

When applying to replace a vehicle, the new vehicle must have the same capacity as the previous one. For example, you can replace an old 7-passenger van with a newer, more fuel-efficient 7-passenger van using the same licence.

Vehicles must fall under the same licence. For example, you cannot replace a 7 passenger van, CV licence, with a 12 passenger van, MC licence.

If you wanted to replace that same 7-passenger van with a minibus, you would have to apply for a licence amendment. To do so, use "Form C".

<https://nsuarb.novascotia.ca/sites/default/files/formc.pdf>

## Applying for a temporary authority

Temporary authority is a temporary approval to operate that has been granted for a specific vehicle or operator. Temporary authority can be issued in the following cases: to provide a service that is not usually part of your licence (for example, a special community event), or to replace a vehicle that has broken down for the length of time it is being repaired.

To request a temporary authority, fill out "Form I" on the UARB Motor Carrier Forms page and submit it to the Motor Carrier Division for review. <https://nsuarb.novascotia.ca/sites/default/files/formi.pdf>

Temporary authority applications are prioritized by the UARB. They will be processed immediately and turned around within one to 24 hours.



## Applying for a Commercial Vehicle or Motor Carrier Licence

For a **Commercial Vehicle Licence** (a vehicle that has eight (8) or less seats, excluding the driver) use "Form L".  
[https://nsuarb.novascotia.ca/sites/default/files/form\\_l\\_-\\_application\\_for\\_a\\_commercial\\_van\\_license.pdf](https://nsuarb.novascotia.ca/sites/default/files/form_l_-_application_for_a_commercial_van_license.pdf)

For a **Motor Carrier Licence** (a vehicle that has nine (9) or more seats, excluding the driver) use "Form A".  
<https://nsuarb.novascotia.ca/sites/default/files/forma.pdf>

Submit your completed application to the NSUARB Motor Carrier Division. The Board will generally grant or deny the licence within 65 days.

See this link for more information on the licensing procedure:

<https://nsuarb.novascotia.ca/mandates/motor-carrier-passenger/requirements-licensing>

Following is a link to specific information about Statutes, Rules And Regulations governing public passenger carriers. Scroll to the "Motor Carrier Division (Public Passenger) Rules And Regulations" section on the page, or use the menu link under the main headline. You will find links to detailed information on several topics.

<https://nsuarb.novascotia.ca/rules-regulations-statutes>



## How to contact the NSUARB

The Motor Carrier Division is committed to assisting you throughout the licensing process. They are a resource that you can go to with any questions that you may have.

### Nova Scotia Utility and Review Board

3rd Floor, Summit Place  
1601 Lower Water Street  
Halifax, Nova Scotia B3J 3P6

Telephone: (902) 424-4448

Toll Free: 1-855-442-4448

Fax: (902) 424-3919

Email: [board@novascotia.ca](mailto:board@novascotia.ca)

Or at

<https://nsuarb.novascotia.ca/contact>

You can also use these contacts, depending on the specifics of your inquiry:

### Motor Carrier (Public Passenger) licence applications

Appeals Officer/Clerk  
(902) 424-4448 Ext. 9291

### Motor Carrier (Public Passenger) licence certificates, plates and filing of proof of insurance

Motor Carrier Licensing Clerk  
(902) 424-4448 Ext. 9317

### Motor Carrier (Public Passenger) enforcement and vehicle inspection

Public Works  
(902) 860-5591

# Licensing Fee Waivers for Non-Profits

Applicable to non-profit community-based organizations only, carriers can apply to have licensing fees waived. The waiver is not automatically applied when you apply for your licence. You must request to have your licence fee waived.

When applying, you must state your non-profit status. All licence fee waivers are sent to be reviewed by the Nova Scotia Utility and Review Board (NSURB). Your funding source typically does not affect your chance of approval. There is no cost to apply to have your licensing fee waived.

## Who can apply?

Only community-based carriers or non-profit organizations registered with the Province of Nova Scotia can apply. Carriers who do not charge a fee for their service are also considered non-profit. Transportation services that may request to have their licence fees waived include:

- **Community-based carriers**
- **Non-profit organizations**
- **School buses**

## Safety inspections

Organizations applying for a licence fee waiver must enter their information into the system for safety inspection tracking to ensure they remain compliant with all road safety requirements. Non-profit carriers must complete safety inspections every six months if:

- Their capacity is 16 passengers or more
- They are fully or partially government-funded

## Applying for the waiver

To apply to have your licensing fee waived, you must email to [Board@novascotia.ca](mailto:Board@novascotia.ca) to request a form and submit your application for review. If the Board requires any additional information to make a judgement they will contact the applicant.





# Vehicle requirements

## Getting a Certificate of Registration and a Vehicle Permit

Anyone operating a motor vehicle of any kind in Nova Scotia must have a valid Certificate of Registration and a Vehicle Permit for that vehicle.

A Provincial *Certificate of Registration* proves who owns a vehicle (technically, it certifies that the ownership of a vehicle is **properly registered** to some particular person or business). A vehicle's *Certificate of Registration* and the *Vehicle Permit* are often confused. A *Certificate of Registration* is your proof of ownership (and is used to sell or transfer a vehicle. When you purchase a *Vehicle Permit* you receive the Nova Scotia licence plates that must be displayed on the vehicle.

See the following links for more information on the application process, expiry and renewal, prices, and more.

### Vehicle Certificate of Registration:

<https://www.novascotia.ca/snsmr/paal/rmv/paal271.asp>

### Vehicle Permit:

<https://www.novascotia.ca/snsmr/paal/rmv/paal272.asp>

## Vehicle insurance

Every vehicle operating on Nova Scotia roads must have appropriate insurance. Insurance requirements are subject to change without notice. The current requirements are listed below:

- Every vehicle must be insured for at least \$2 million, providing third party coverage in respect of liability for loss or damage resulting from bodily injury to/death of people other than passengers.
- Every vehicle must be insured for at least \$2 million providing coverage for passengers and property carried by the vehicle, for loss or damage resulting from bodily injury or death, as well as property damage. If the vehicle has a seating capacity of 21 or more, then the limit is \$3 million.
- Vehicles licensed for parcel express require a minimum of \$5,000 coverage in case of loss or damage to parcels (see Section 18 "Insurance" of the Board Public Passenger Motor Carrier Act Regulations for the list of accidents that need to be covered).

<https://novascotia.ca/just/Regulations/regs/mcboard.htm>





As part of the licensing process, providers must fill out "Form G" (Certificate of Insurance – Public Passenger Vehicle Third Party Coverage / Passenger Liability and Property Damage) on the UARB Motor Carrier Forms page and submit the completed form to the Motor Carrier Division.

<https://nsuarb.novascotia.ca/sites/default/files/formg.pdf>

If you plan on providing a parcel delivery service, you must also submit "Form H" (Certificate of Insurance for Parcel Express) on the UARB Motor Carrier Forms page and submit it to the Motor Carrier Division.

<https://nsuarb.novascotia.ca/sites/default/files/formh.pdf>

## Vehicle requirements for motor carriers

Vehicles must meet all inspection requirements. Inspection staff from the Motor Carrier Division will ensure that your vehicles are up to standard. Some basic requirements are:

- The name and location of the licence holder, as well as licence number, must be visible on both sides of the vehicle.
- Vehicles must conform to the construction and equipment standards prescribed in the Motor Vehicle Safety Act (Canada), found here: <http://laws-lois.justice.gc.ca/eng/acts/M-10.01/page-2.html#h-4>
- Detailed information about the Board Public Passenger Motor Carrier Act Regulations can be found at: <https://novascotia.ca/just/Regulations/regs/mcboard.htm>
- See Sections 20 through 23 of the Board Public Passenger Motor Carrier Act Regulations (URL in the point directly above) for vehicle equipment regulations. Inspection staff from the Motor Carrier Division will ensure that all equipment requirements are fulfilled.

## Passenger Comfort and Safety Regulations

In the list of Board Public Passenger Motor Carrier Act Regulations, the NSUARB has implemented additional requirements related directly to passengers. Two of note are:

Board Public Passenger Motor Carrier Act Regulations, subsection 27(1), *Motor Carrier Act*:

- 26 A motor carrier providing a public passenger service over a specified route shall establish at intervals of not greater than 3 hours and 30 minutes driving time, properly equipped and maintained restrooms at which public passenger vehicles shall stop for a reasonable length of time.
- 30 (1) A motor carrier shall not permit any person to smoke in a public passenger vehicle.  
(2) No person shall smoke in a public passenger vehicle.  
(3) A motor carrier shall post in a conspicuous place in every public passenger vehicle operated by the motor carrier a legible notice forbidding smoking in the public passenger vehicle.

For the full set of regulations go to <https://novascotia.ca/just/Regulations/regs/mcboard.htm>



## CSA D409-16 Motor vehicles for the transportation of persons with physical disabilities

Vehicles that will be used to transport people with disabilities must conform to CSA Standard D409-16.  
<https://www.scc.ca/en/standardsdb/standards/28539>

- 1.1 This Standard applies to motor vehicles other than passenger cars (as defined in Section 2 of the Motor Vehicle Safety Act) designed and manufactured, or converted, and equipped for the purpose of transporting persons with physical disabilities.
- 1.2 This Standard specifies
  - a) the design and manufacture of the vehicle, lifts, and ramps;
  - b) the mobility aid location and securement; and
  - c) the required safety equipment.
- 1.3 This Standard does not apply to any transit bus and any over-the-road bus.  
This Standard also does not apply to school bus (see CSA D250).
- 1.4 The values given in SI units are the units of record for the purposes of this Standard. The values given in parentheses are for information and comparison only.
- 1.5 In this Standard, "shall" is used to express a requirement, i.e., a provision that the user is obliged to satisfy in order to comply with the standard; "should" is used to express a recommendation or that which is advised but not required; and "may" is used to express an option or that which is permissible within the limits of the Standard.

## Checklist for commercial vehicles

The list below is from the checklist for commercial vehicles that will be used during inspections. Clauses cited below are from the Board Public Passenger Motor Carrier Act Regulations. The full list can be found at <https://novascotia.ca/just/Regulations/regs/mcboard.htm>

- Portable fire extinguisher in accordance with Clause 20(1)(a).
- Unitized first aid kit in accordance with Clause 20(1)(n).
- Three triangular reflectors in accordance with Clause 20(1)(p).
- Name and address of owner or operator on both sides of vehicle in letters not less than three inches high and in contrasting colours. Clause 42C(1)(d)
- Legible notice in van, visible to all passengers, stating that seatbelts are required by law to be worn by passengers. Clause 22(h)
- Legible notice in van, visible to all passengers, forbidding smoking. Clause 30(3)
- Abstract on file for all drivers. Clause 42C(1)(i)
- All drivers hold a minimum Class 4 licence or Class 4 licence restriction with Condition 16. Clause 42C(1)(h)(i)



## Annual vehicle fees for motor carriers

Every motor carrier must pay an annual fee for each public passenger vehicle that the motor carrier is authorized to operate. Annual rates vary depending on the type of vehicle operated.

The full list with current costs can be found at <https://www.novascotia.ca/just/regulations/regs/mcfees.htm>

## Vehicle maintenance and inspections

Each vehicle must be inspected by an Inspector from the Motor Carrier Division once before it receives its licence plate, and at a minimum of every six months following. There is no inspection fee.

The driver must inspect the vehicle before the first trip of every day or, in the case of a multi-day trip, no later than the first rest stop of every day, in accordance with Appendix A of the Board Public Passenger Motor Carrier Act Regulations. [https://novascotia.ca/just/Regulations/regs/mcboard.htm#TOC1\\_1](https://novascotia.ca/just/Regulations/regs/mcboard.htm#TOC1_1)

Be diligent about inspecting tires; measure the tread depth at the weakest point on the tire and replace the tire immediately if the tread depth is less than 3.175mm.

Regular maintenance is crucial; it increases vehicle reliability and minimizes vehicle downtime.

Get your vehicle pre-inspected one to two weeks before your bi-annual inspection; if anything is wrong, you have time to get it fixed before your inspection. Although this is not mandatory, it is highly recommended.

If the vehicle is being inspected, it is wise not to book it for any rides for the rest of the day.

Maintain a close working relationship with your local garage. Having the same people work on your vehicles can save time and effort because they will be familiar with the vehicle and its operation.

You may find it useful to have some spare parts, such as a spare windshield wiper, in the vehicle just in case.



## Pre-Trip Vehicle Inspections

In May 2005 the new National Safety Code Standard 13: Trip Inspection was completed by the Canadian Council of Motor Transport Administrators.

This new daily vehicle trip inspection standard is intended to ensure early identification of vehicle problems and defects, and to prevent the operation of vehicles with conditions that are likely to cause or contribute to a collision or vehicle breakdown.

Daily vehicle trip inspection is a continuous process designed to protect your drivers and vehicles from mechanical problems that can cause injury or accident. The purpose of daily vehicle trip inspections is to promote an improved level of safety and compliance in commercial vehicles operating on the highway.

In 2018 Nova Scotia amended its regulations to adopt the new National Safety Code Standard 13. Nova Scotia's current Commercial Vehicle Trip Inspection Regulations can be found at:

<https://novascotia.ca/just/regulations/regs/mvcvtrip.htm>

Schedule 2: Bus Daily Inspections

[https://novascotia.ca/tran/trucking/Schedule\\_2\\_Bus\\_Daily\\_Inspections.pdf](https://novascotia.ca/tran/trucking/Schedule_2_Bus_Daily_Inspections.pdf)

Schedule 3: Motor Coach Daily Inspections

[https://novascotia.ca/tran/trucking/Schedule\\_3\\_Motor\\_Coach\\_Daily\\_Inspections.pdf](https://novascotia.ca/tran/trucking/Schedule_3_Motor_Coach_Daily_Inspections.pdf)

Example Inspection Report Schedule 1

[https://novascotia.ca/tran/trucking/Example\\_Inspection\\_Report\\_Schedule\\_1.pdf](https://novascotia.ca/tran/trucking/Example_Inspection_Report_Schedule_1.pdf)

Example Weekly Trip Inspection Report December 2020

[https://novascotia.ca/tran/trucking/Weekly\\_Schedule\\_1\\_Example\\_December\\_2020.pdf](https://novascotia.ca/tran/trucking/Weekly_Schedule_1_Example_December_2020.pdf)



# Drivers Licencing Requirements

## Driver's Licence Classes in Nova Scotia

The Registry of Motor Vehicles requires anyone who lives in Nova Scotia and wants to operate a motor vehicle on public roads and highways in Nova Scotia to have a driver's licence of the proper Class for the vehicle they wish to operate.

The types of licences required for operating vehicles associated with rural transportation range from Class 1 to Class 4 restricted with condition 16. They do not include Class 5, 6, 7 and 8.

The Classes of licences associated with passenger vehicles in Nova Scotia are:

### Class 7 Learner's Licence

It is necessary for all drivers to have previously fulfilled the requirements of a Class 7 Learner's Licence, including not operating the vehicle without a fully licenced (Class 5 or above) supervising driver in the front seat, and no passengers.

Class 7 is a prerequisite for learning to drive class 5 vehicles (see below.)

### Class 5

This most common of licences is required to drive cars, pick-up trucks, sport utility vehicles and vans with a seating capacity of less than 24. It is a non-commercial licence.

A Class 5N licence cannot be used as a level for upgrade to 4 or above. Class 5N licences are for drivers with less than 2 years experience. They also operate under some restrictions (Condition 47).

### Class 4 (commercial)

This licence is for driving smaller buses and vans seating between 10-24 passengers for compensation, taxis and ambulances.

### Class 4 restricted with condition 16 (commercial)

Class 4 restricted with condition 16 is for community transportation drivers, taxi, limo or rideshare drivers. The difference between it and a Class 4 is that a knowledge test is no longer required, although you must complete a Driver's Medical Examination report.

### Class 3 (commercial)

This Class is for driving vehicles or vehicle-trailer combinations with a weight greater than 14,000 kilograms.

### Class 2 (commercial)

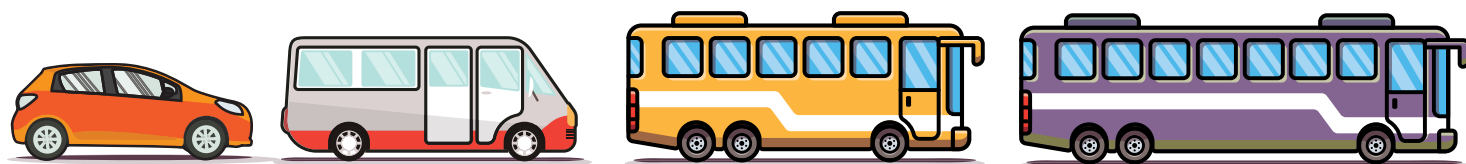
Class 2 allows the holder to drive large passenger vehicles (over 24 passengers).

### Class 1 (commercial)

Class 1 allows the holder to drive large passenger vehicles (over 24 passengers) and also semi-trailers and tractor-trailer combinations.

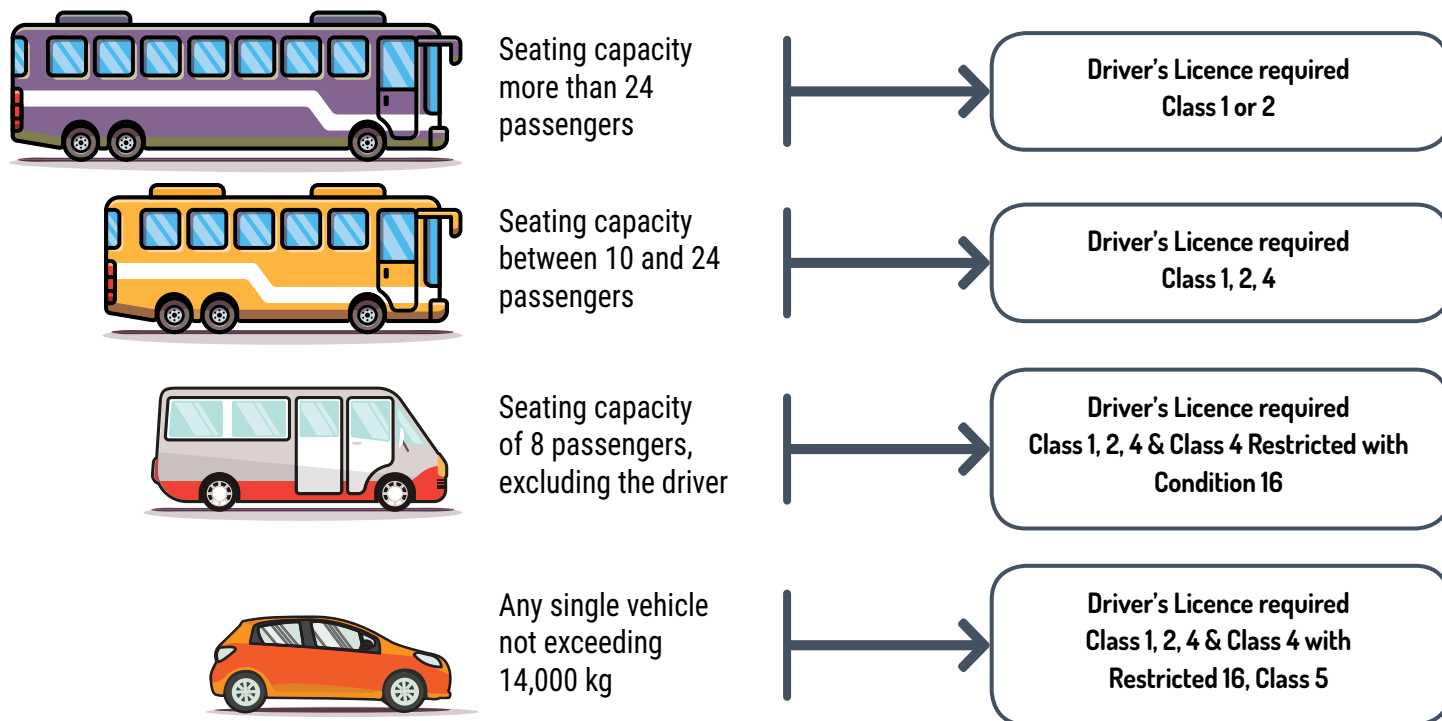
### The following two classes do not pertain to passenger transportation:

Class 6 is for driving motorcycles and motor-driven cycles.  
Class 8 for driving farm tractors.



# What Type of Professional Drivers Licence do you need?

What type of vehicle does your organization own?



## Commercial Licensing Upgrades for Classes 1 - 4

### To apply for your upgrades

for Commercial Class 1- 4 Licence, you must:

- be age 19 for Class 1, 2, 3 and 18 for Class 4
- have 1 year experience with at least Class 5 licence (not a 5N)
- pay for and pass written test for the Class of licence upgrade
- pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed; cost to be paid by applicant
- pay for and pass road test in a Class 1-4 vehicle
- pay for licence upgrade

### Costs:

Written test . . . . .	\$15.15 HST included
Medical and optical report . . . . .	approximately \$50-\$70 depending on healthcare provider
Road test . . . . .	\$53.00 HST included
Licence upgrade . . . . .	\$11.90 HST included

Note: Prices listed are as of March 1, 2022 but may not reflect current pricing.

**To upgrade to another class of licence, you must first meet certain criteria. Depending on the class of licence you want to get, this process may involve classroom training, road testing and knowledge testing.**

- You must be at least 19 years old and have a full driver licence before you can take the test. You can't take the test if you have a learner's licence (class7) or are newly licensed (Graduated Licence 5N or 6N).
- Study the Professional Drivers Manual before your appointment. It contains information you need to know to pass the test. You can get a free copy at any Access Nova Scotia or Registry of Motor Vehicles office.

# The Process of obtaining a Class 1 - 4 Driver's Licence

## Before you book a road test make sure you:

- know the type of road test you want to take
- have your driver's licence number (you can find this on the front of your driver's licence)
- pass a Driver Medical Examination report from a licensed healthcare provider
- submit payment for your road test before booking

<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>  
<https://beta.novascotia.ca/pay-road-test-driving-test>

## Payment options

You can pay with debit card, Visa, Master Card, American Express, cash, cheque or money order. Road test fees are to be paid before each test, even if you are re-taking because of a failed test. The cost is \$53, payable at any Registry of Motor Vehicles office throughout the province.

After payment is received you will be sent a road test receipt (no expiry). The receipt number must be presented at the time of scheduling your road test appointment. You must also present this receipt, along with your licence, insurance card (in the name of the vehicle owner), vehicle and trailer permit(s) to the Driver Examiner at the time of your road test. You may schedule your appointment by phoning: 1-800-898-7668 (toll-free) or 424-5851 (Metro Halifax)

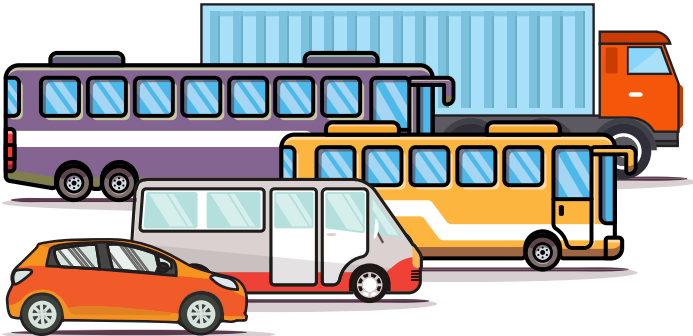
## How to pay

1. Complete the payment form online.
2. Include payment with your form.
3. Submit your completed form and payment.
4. The service emails you a road test receipt.  
Keep a copy for your records.

## Booking a road test

When you're ready to book a road test, call Registry of Motor Vehicles to schedule the test. Have your road test receipt with you when you call (you need this as proof that you paid for the test).

# Licencing Upgrades to Class 1



## To apply for a Class 1 Licence, you must:

- be age 19,
- have 1 year's experience with at least Class 5 licence (not 5N, a newly licensed driver's licence),
- pay for and pass written test for Class 1 vehicle
- pay for and pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed
- pay for and pass road test in a Class 1 vehicle
- pay for licence upgrade

## More things to know:

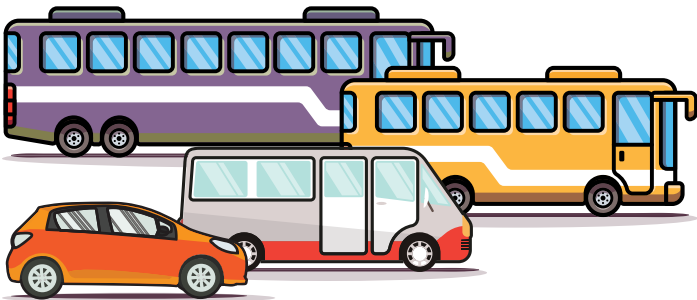
- Class 1 includes large passenger vehicles (over 24 passengers, semi-trailers and tractor-trailer combinations, and also all types of vehicles in Classes 2, 3, 4, 5 and 8
- Driver's Medical Examination reports are not covered by Nova Scotia MSI, fees may vary. Driver's Medical Examination report are available for download.  
<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>
- To upgrade your present licence to Class 1 there is a road test examination fee. Book an appointment by phone or in-person and pay in-person or online.

## Costs:

Written test	.....\$15.15 HST included
Driver Medical Examination report	..... approximately \$50-\$70 depending on healthcare provider
Road test	..... \$53 HST included
Licence upgrade	.....\$11.90 HST included



## Licencing Upgrades to Class 2



### To apply for a Class 2 Licence, you must:

- be age 19,
- have 1 year's experience with at least Class 5 licence (not 5N, a newly licensed driver's licence),
- pay for and pass written test for Class 2 vehicle
- pay for and pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed
- pay for and pass road test in a Class 2 vehicle,
- pay for licence upgrade

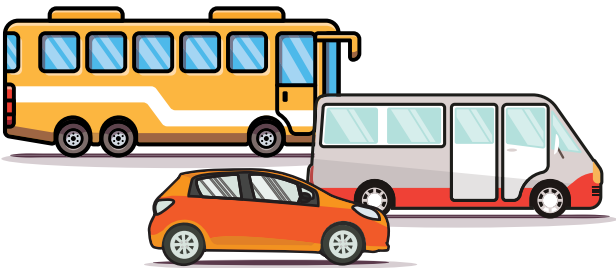
### More things to know:

- Class 2 includes vehicles having a seating capacity of 24 or more and all types of vehicles in Classes 3, 4, 5, and 8
- Driver's Medical Examination reports are not covered by Nova Scotia MSI, fees may vary. Driver's Medical Examination report are available for download.  
<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>
- To upgrade your present licence to Class 2 there is a road test examination fee. Book an appointment by phone or in-person and pay in-person or online.

### Costs:

Written test .....	\$15.15 HST included
Driver Medical Examination report .....	approximately \$50-\$70 depending on healthcare provider
Road test .....	\$53 HST included
Licence upgrade .....	\$11.90 HST included

## Licencing Upgrades to Class 4



### To apply for a Class 4 Licence, you must:

- be age 18,
- have 1 year's experience with at least Class 5 licence (not 5N, a newly licensed driver's licence),
- pay for and pass written test for Class 4 vehicle
- pay for and pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed
- pay for and pass road test in a Class 4 vehicle
- pay for licence upgrade

### More things to know:

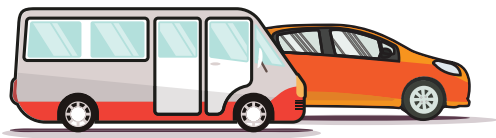
- Class 4 includes smaller buses and vans with seating under 24 passengers for compensation, taxis and ambulances and all types of vehicles in Classes 5 and 8
- Driver's Medical Examination reports are not covered by Nova Scotia MSI, fees may vary. Driver's Medical Examination report are available for download.  
<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>
- To upgrade your present licence to Class 4 there is a road test examination fee. Book an appointment by phone or in-person and pay in-person or online.

### Costs:

Written test .....	\$15.15 HST included
Driver Medical Examination report .....	approximately \$50-\$70 depending on healthcare provider
Road test .....	\$53 HST included
Licence upgrade .....	\$11.90 HST included



# Licencing Upgrades to Class 4 restricted with condition 16



Class 4 Driver's Licence restricted with condition 16 is for community transportation drivers, taxi, limo or rideshare drivers (i.e. "drive for hire").

A knowledge test is no longer required to upgrade to a Class 4 restricted with condition 16, although you must still complete a Driver's Medical Examination report.  
<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>

## To apply for a Class 4 restricted with condition 16, you must:

- be age 18,
- have 1 year's experience with at least Class 5 licence (not 5N, a newly licensed driver's licence),
- pay for and pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed
- pay for licence upgrade.

## More things to know:

- Vehicles having a seating capacity of 8 or less excluding the driver.

## Costs:

Driver Medical Examination report	..... approximately \$50-\$70 depending on healthcare provider
Licence upgrade	..... \$11.90 HST included

# Class 5 Driver's Licence (upgrade from Class 7 Learner's Licence)



**You must complete all necessary requirements of a Class 7 (Learner's Licence) before upgrading to Class 5.**

Class 5 is the most common driver's licence in Nova Scotia. It is for driving cars, pick-up trucks, sport utility vehicles and vans having a seating capacity of less than 24. Note, if you will be driving in a "drive for hire" situation, you must upgrade to at least a Class 4 restricted with condition 16.

## To apply for a Class 5 licence, you:

- must be age 18 (or 16 with consent of parent or guardian),
- must have held a Class 7 Learner's licence for 12 months, or 9 months if you have completed a recognized driver education or driver training course,
- have successfully demonstrating driving ability in any Class 5 vehicle (driver's road test).
- may need, if required, to pay for and pass a Driver Medical Examination report from a licensed healthcare provider, to be periodically renewed

## More things to know:

- Any single vehicle not exceeding 14,000 kg
- May be required to complete a Driver's Medical Examination report.  
<https://novascotia.ca/sns/rmv/interlock/pdf/ans-rmv-drivers-medical-examination-report.pdf>

## Cost:

Driver Medical Examination report	..... approximately \$50-\$70 depending on healthcare provider
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# Accessibility and your Organization

## Nova Scotia's Accessibility Directorate

The Government of Nova Scotia's Accessibility Directorate is responsible for administering the Accessibility Act and advancing disability issues within government. They work collaboratively with persons with disabilities, municipalities, businesses, post-secondary institutions and others to achieve the goal of an accessible Nova Scotia by 2030.

## The Act states

Government will develop accessibility standards in the following areas:



### Goods and services:

ensuring that people with disabilities have equitable access to goods and services



### Information and communication:

ensuring all people can receive, understand and share the information they need



### Transportation:

making it easier for everyone to get where they need to go



### Employment:

making workplaces accessible and supporting people with disabilities in finding meaningful employment



### Built Environment:

making public buildings, streets, sidewalks and shared spaces accessible to all



### Education:

making the education system accessible to all students, from early childhood to post-secondary

For information regarding the province's commitment to accessibility and inclusion see

<https://novascotia.ca/accessibility/>

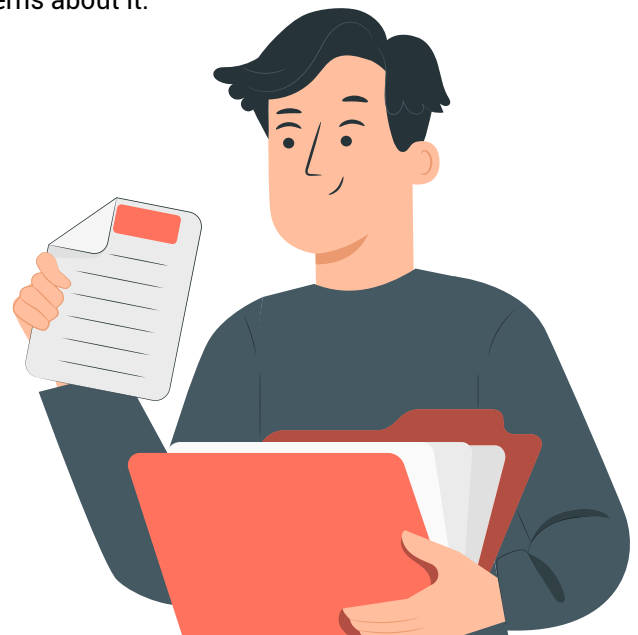
Or contact:

- Email [accessibility@novascotia.ca](mailto:accessibility@novascotia.ca)
- Phone: 902-424-8280  
Toll free within NS: 1-800-565-8280
- TTY: 902-424-2667  
Toll free within NS: 1-877-996-9954

## Your organization's accessibility and inclusion guidelines

It is advisable to refer to your organization's accessibility and inclusion policy. Refer to your organization's policies around these concerns for specific actions taken by your group and how to implement them. If your organization does not have a written accessibility and inclusion policy it is highly recommended that one is developed.

An accessibility and inclusion policy acts as resource for those who have questions about the accessibility and inclusion commitment of your organization. It should provide an overview of the points in your policy and contact information in case anyone wishes to raise concerns about it.



# Human resource management

It is very important to have written human resources policies on managing paid and volunteer drivers as well as any other employees or volunteers associated with your organization. Good policies will set out the responsibilities, terms and conditions for employees and volunteers. These policies must then be circulated to all people that it covers so they are aware of the contents and can act according to the stated conditions.

## Managing paid drivers

Refer to your organization's Human Resources policy for specific detail on managing paid drivers.

Drivers can be hired through the Labour Market Program Support System:

<https://novascotia.ca/lae/LaMPSS/LaMPSS.asp>

When hiring drivers must:

- provide a copy of their Motor Vehicle Driver Abstract before they are hired, and provide an annual update.  
<http://www.novascotia.ca/snsmr/rmv/licence/abstracts.asp>
- undergo an RCMP Criminal Record Check and a Child Abuse Register Request from the Department of Community Services. The Child Abuse Register Request can only be filled out if the driver will have contact with youth under the age of 16.  
<http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm>  
<http://novascotia.ca/coms/families/abuse/ChildAbuseRegister.html>

## Managing volunteer drivers

Look for guidance on managing volunteer drivers in your organization's Volunteer policy. You should find specific detail there.

You can also refer to Nova Scotia Community Transportation Network's (NSCTN) *Insurance Questions Around Volunteer Drivers* for a complete guide on questions around volunteer drivers. NSCTN developed this guide to clearly outline the best practices for organizations that recruit volunteer drivers to transport people.

This guide has two goals:

- Demystify issues around insurance for both non-profits and their volunteer drivers.
- Supply tools and forms to help screen potential volunteers.

[https://communitytransitns.ca/wp-content/uploads/2021/11/DD-21-089-NSCTN-Volunteer-Driver\\_Nov1\\_Issuu.pdf](https://communitytransitns.ca/wp-content/uploads/2021/11/DD-21-089-NSCTN-Volunteer-Driver_Nov1_Issuu.pdf)

[https://communitytransitns.ca/wp-content/uploads/2021/11/DD-21-089-NSCTN-Volunteer-Driver\\_Forms-1.pdf](https://communitytransitns.ca/wp-content/uploads/2021/11/DD-21-089-NSCTN-Volunteer-Driver_Forms-1.pdf)

Another valuable resource is Volunteer Canada's *The Screening Handbook 2012*. It can be found on their website at <http://volunteer.ca/>.

## Maintaining close relationships with staff and volunteers

Clarity and transparency are important in all dealings with staff and volunteers. It is also good policy to try to ensure that at least two people in your organization are knowledgeable about every task, so that if one person leaves or is ill someone else will be able to step into the roll.

## Financial forecasts

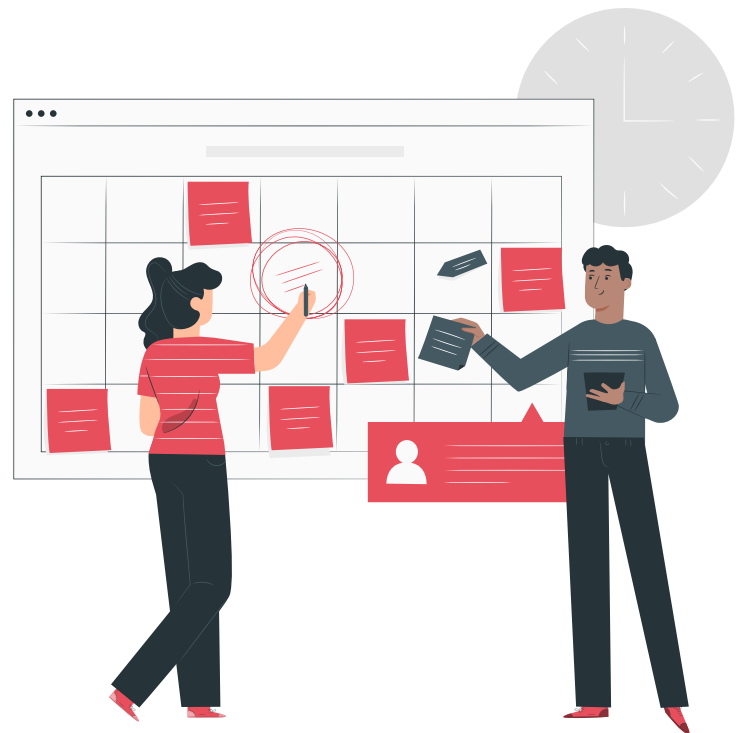
Your Board should be in the habit of thinking ahead and manage finances based on a long-term forecast of what the organization hopes to accomplish and expects to happen. A long-term financial plan allows the manager to have more freedom in day-to-day operations, instead of having to ask the Board's permission before every single decision.

# Scheduling

The points below list two good practices to follow when scheduling clients

- Schedule clients with the goal of maximizing the number of people in each vehicle.
- Be reliable when communicating your schedule to dispatchers, managers and drivers. For example, send the schedule to them at a consistent day and time every week.

There is currently an initiative to find suitable dispatch software for all community transportation providers that will facilitate scheduling and dispatching .



## Building your name in the community



Refer to your organization's Communication Policy for guidance.

Branding is crucial; the community needs to know who you are and what you do.

- Advertise your service in your community.
- Have a Facebook presence that is up-to-date and is posted to often. Use it as a way to interact with your ridership.
- Make presentations to community groups or other organizations.

- Go to municipal meetings and speak with local Councillors.
- Meet with seniors in local long-term care facilities, or at local seniors' fairs.
- If funds allow, consider running short radio advertisements, place newspaper ads, or even television ads. Another option is to develop ads that can be run/shared in digital environments (e.g. Facebook, Twitter, etc.).
- Leave pamphlets about your service at any location that may give client referrals, such as in hospitals, pharmacies or doctor offices.
- Talk about your organization when in public and encourage others to do so. Word of mouth is great – and it's free.
- Paint vehicles brightly, with your organization's name, location and phone number painted in visible font so they are noticed when they are in the community.
- Investigate hiring a marketing student <https://makeithere.novascotia.ca/>
- Show that your organization is consistently thinking about its accountability to and involvement in the community.

# Community Transportation Assistance Program (CTAP) Installments

CTAP covers a portion of the operating costs of a community-based, inclusive transportation service. Services are developed and provided by non-profit organizations through partnerships by coordinating public, private, non-profit and volunteer resources and services. Inclusive transportation services are community-based public transportation systems in rural Nova Scotia aimed at improving transportation options to Nova Scotians who need transportation to and from medical appointments, education and recreation opportunities.

## Schedule for installments

1. Once your hold back for the previous year has been paid out, you will be sent a funding agreement for the new year.
2. In order to receive your first quarterly installment, you must provide the following:
  - a. Signed funding agreement
  - b. A three (3) year budget approved by the Board
3. The following information is required for the second quarterly installment:
  - a. Schedule C and D, approved by the board, show actuals for April-June and projections for July to March,
  - b. Board Meeting Minutes for April – June show approval of policies and procedures manuals and drivers handbook.
  - c. Notice to Reader or Financial Statements
  - d. Copy of Annual General Meeting Minutes
4. The following information is required for the third quarterly installment
  - a. Schedule C and D, approved by the board, show actuals for April - September and projections for October to March.
  - b. Board Meeting Minutes for July - September.
  - c. Notice to Reader or Financial Statements if not provided for or 2nd installment

5. The following information is required for the fourth quarterly installment
  - a. Schedule C and D, approved by the board, show actuals for April – Dec. and projections for January to March.
  - b. Board Meeting Minutes for October - December.
6. The following information is required for the hold back installment
  - a. Schedule C and D show actuals for April - March
  - b. Board Meeting Minutes January - March

Important note: All information for the Quarterly Installments 1-4 must be received by the Department of Public Works by March 31 of each year or your organization will lose any unpaid CTAP amounts.

## Three Year Budget Projection

The purpose of creating a Three Year Budget Projection is to provide the Nova Scotia Department of Public Works (DPW) and your Board a snapshot of budget projections for three years. The three-year projection should reflect known changes in operations, i.e. new contracts, partnerships, etc.

DPW checks the following items:

- each line to make sure that the increase or decrease looks reasonable,
- that the CTAP amount is correct,
- that there is not a substantial (over \$1,000) net loss for the year,
- current year projections reflect what happened in the prior year.

# Cash Flow Statement- Schedule C

**1. DPW provides a copy of the Schedule C at the beginning of each fiscal year.** Start off these schedules by filling in the prior year actuals column and the Budget column. The Budget amounts are the same that have been approved by your Board. This column does not change through the year.

**2. For the 2nd quarter payment:**

- a. Fill in the actuals for April – June and projections for July – March.

*Note: These projections are important because they tell us what you expect your net income (or loss) to be at the end of the year and should be based on prior year trends, changes to the operations, etc. Do not take your first quarter information and multiply it by 4 as this will not give a true picture – there are many items that are not equal throughout the year i.e. fare revenue. Do not take the budget and subtract the actuals and then divide by the future months as this is not true forecasting*

- b. If there is a significant difference (of 5% and \$5000) between the budget and projections, please provide an explanation  
*Note: An explanation simply stating expenses greater than expected is not valid. You are required to explain why expenses are greater than budgeted.*
- c. Only include actuals and projections that are applicable to the current fiscal year i.e. your hold back for the previous year, should not be included in April as this should have been included as an accrual for the previous year.
- d. If your net loss at the end of the year is over \$1,000, please explain how you are going to make up the shortfall.

- e. If there is an increase (or decrease) in ridership make sure it is in line with the increase (or decrease) in fare revenue, salaries and fuel expense.
- f. All of the revenue and expenses provided should be operating i.e. do not include revenue and expenses for the purchase of a vehicle. The “Capital Cash Flow” section is for the purchase of a van.
- g. Make sure that these schedules have the proper signatures.

**3. For the 3rd quarter payment,** fill in the actuals for April – September and projections from October to March. We look for the same items as in #2.

**4. For the 4th quarter payment,** fill in the actuals for April – December and projections from January to March. Again, we look for the same items as in #2.

**5. For the hold back payment,** fill in the actuals and accruals for April – March.

- a. Make sure that you include substantial revenue and expenses that were earned or incurred by March 31st, but not received or paid. For example, your hold back for CTAP – you will not receive this until April, but it pertains to the current fiscal year, so include it in March.
- b. If your net loss at the end of the year is over \$1,000, please explain how you are going to make up the shortfall and how you are going to change operations to eliminate a loss in the future.

This form is emailed annually to RTA Managers as a two-tabbed spreadsheet called NEW CTAP Schedule C-D.xlsx.

## Operating and Capital Summary - Schedule D

1. Schedule D "Operating and Capital Summary" requires actuals only – no projections.
2. Fill in the "one-way passengers" actuals, no projections required.
3. Fill in the year to date actuals as a breakdown of ridership, no projections required
4. Ensure the Vehicle Count Summary is accurate and up to date.
5. Fill in the "Capital Cash Flow Statement" for capital purchases of vehicles made throughout the year.
6. Update the "Capital Reserve" at the beginning and end of each year .
7. Fill in the "Long Term Debt" information if you have any debt (usually on vehicles).

This form is emailed annually to RTA Managers as a two-tabbed spreadsheet called NEW CTAP Schedule C-D.xlsx.



# Other Provincial Funding Sources

## Accessible Transportation Assistance Program (ATAP)

– an application based program that provides funding towards the purchase of vehicles. You will be notified of the application period by DPW, usually opens in March or April. More information can be found at [accessible-transportation-assistance-program-atap-criteria-en.pdf](#) (novascotia.ca)

## Nova Scotia Transit Research Incentive Program (NSTRIP)

– an application based program that will provide funding for business plan updates, marketing plans, board governance etc. You will be notified of the application period by DPW, usually opens in March or April. More information can be found at [Apply for funding to help assess the need for and develop a transit service in a rural or underserved urban area: Nova Scotia Transit Research Incentive Program](#) - Government of Nova Scotia

## Fare Assistance Program (FAP)

– funding to help low income individuals or families access transportation. Administered by the RTA.

## Public Transit Assistance Program (PTAP)

– an application based program to assist fixed route operators with the purchase of capital assets. You will be notified of the application period by DPW, usually opens in March or April. Apply for funding to buy capital assets for fixed route transit services run by municipalities and community organizations: [Public Transit Assistance Program](#) - Government of Nova Scotia





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# Toolkit

for RTA Transportation Managers  
April 2022