



# Canadian ELD Factbook



Trip 184654  
Driver Trip Sheet  
Order #: 184654 Move Number: 193005  
Driver Name: DRIISA Tractor: VI01  
Load Requirements:  
Additional Information: ISAAC TEST TRIP, DO NOT  
INVOICE. HK  
Trip Segments Kms: 5338.0  
Order Reference Numbers: REF - 101010  
REF - 123455  
REF - 987654

Trip Recap:  
Pickup at OIL EXPRESS Ajax ON CANADA  
0 LBK 0 KGS of ARGINA X40 2005  
Deliver at XYZ ASPHALT Marathon FL USA  
0 LBK 0 KGS of ARGINA X40 2005



None: ABC META  
 9 manswood cres  
Start : 13/12/20  
Pickup: OIL EX  
Start : 13/12/2  
Delivery: XYZ  
Start : 13/12/20  
None: CDE PR  
 1796 steel  
Start : 1

Activities (Favorites) Start trip

Show c

# Helping you get ready for the Canadian ELD Rule

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# Regulation overview

On June 13, 2019, Transport Minister Marc Garneau officially announced that the use of electronic logging devices (ELDs) will be mandatory for federally regulated commercial vehicle operators in Canada. Similar regulations have been in place in the United States since December 18, 2017. Here is a brief overview of what you need to know about the Canadian regulations in order to be well prepared.

## 01

### What is an ELD?

An ELD is a tamper-resistant device synced with a vehicle's engine that electronically records the operation dates and times of a commercial vehicle. It allows you to know when and for how long a vehicle is travelling to ensure that drivers respect their daily limit and accurately log their working hours.

## 02

### Why make the use of ELDs mandatory?

According to Transport Canada, the regulation will improve road safety for all road users. Knowing that driver fatigue is still an issue, the mandatory use of ELDs could reduce the risk of fatigue-related collisions by approximately 10%. The Saskatchewan Coroners Service had also recommended the use of ELDs following the collision involving the Humboldt Broncos junior hockey team in April 2018.

In addition to improving security, ELDs will save carriers time and money due to the administrative burden of paper logs. They will help carriers comply with the Hours of Service Regulations and reduce the impacts of non-compliance.

The objective of using ELDs is also to promote and ensure fair competition for Canadian carriers. Tamper-proof devices will require everyone to follow regulations in the same way.

# 03

## Who must comply?

The new rules apply to federally regulated carriers, which means nearly 157,500 commercial vehicle drivers. In Canada, a company that provides extra-provincial transportation, in addition to its local activities, falls under federal jurisdiction, while a company operating within a province falls under provincial jurisdiction.

### Main exemptions

- short-term rentals, i.e., less than 30 days
- commercial vehicles built before the year 2000
- vehicles operated within a 160 km radius from their home terminal, which are not currently required to keep logbooks
- vehicles operated by a motor carrier to which an exemption has been issued by provincial or federal authorities

# 04

## Certification process

To ensure a higher level of compliance, the Government of Canada has opted for a third-party certification process. This way, ELD providers must have their solution tested and certified by an accredited body. The objective of this approach is to protect carriers by ensuring that an independent authority has validated that ELDs comply with technical requirements and cannot be falsified.



# Regulation timeline

**December 2017**

Proposal published in the Canada Gazette, Part I

Industry members had 60 days to submit comments on the proposed regulation.

**February 2018**

End of the public consultation period

Suggestions and concerns had been studied and regulations amended.

**June 2019**

Final rule published in the Canada Gazette, Part II

Transport Minister Marc Garneau officially announced that the use of electronic logging devices (ELDs) will be mandatory for federally regulated commercial vehicle operators in Canada.

**Fall 2020**

List of accredited certification bodies published by Transport Canada

To ensure mandatory compliance, the Government of Canada is opting for a third-party certification process. This way, ELD providers must have their solution tested and certified by an accredited body.

**Summer 2021**

First list of certified ELDs published by Transport Canada

Once tested and certified by an accredited body, solutions from ELD providers will then be listed as certified. This ensures that an independent authority has validated that ELDs comply with technical requirements and cannot be falsified.

**January 1, 2023**

Mandatory compliance

Mandatory use of ELDs in Canada. This regulation applies to federally regulated carriers, which group nearly 157,500 commercial vehicle drivers.



# Similarities with the U.S. regulation

Canadian requirements have been aligned with those of the United States to facilitate operations and the work of ELD suppliers in providing a solution compliant with both country's regulations. Among the similarities, here are the main elements that must be well understood by users.

## 01

### Change approval by drivers

Drivers will need to approve any changes before they are applied to their logbook.

## 02

### No modification of automatically recorded driving

A driving segment automatically recorded when the vehicle exceeds 8 km/h cannot be shortened. In case of a problem, the driver can annotate the driving segment to explain the situation. The driver can also change other statuses as needed.





# 03

## Automatic detection of driving status from 8 km/h

When the vehicle is travelling at a speed of 8 km/h or more, the log must automatically display the “driving” status.

# 04

## Unassigned driving management

When a driver logs in to the ELD in a vehicle, it must show the unassigned driving times that need attention. He must be able to accept or reject them.

# 05

## “Yard move” feature

Since the ELD indicates the driving status as soon as the vehicle exceeds a speed of 8 km/h, a driver travelling in a customer’s yard can activate the “yard move” mode in order to remain in the “on duty” status, if yard move is authorized by the carrier.

# 06

## Automatic return to “on duty” status after a 6-minute stop

After a 5-minute stop, a message must appear on the ELD screen asking the driver if they wish to change their duty status. If the driver does not respond within one minute, the status changes automatically to “on duty” and the elapsed 6 minutes will be registered as driving.

# 07

## Diagnostics and malfunctions management

A diagnostic message signals a minor issue, while a malfunction message signals a major problem. The ELD must, for example, automatically detect an odometer jump, disconnection from the device, etc.



# Differences with the U.S. regulation

Canadian and U.S. ELD regulations differ. For carriers operating in both countries, it is important to be aware of these distinctions in order to properly train users and avoid errors.



# 01

## Certification process

In the U.S., ELD providers perform self-certification in order to be registered on the FMCSA list. When searching for a supplier, carriers must keep in mind that their compliance depends on their choice of ELD supplier.

Canada has opted for a third-party certification process. This way, ELD providers must have their solution tested and certified by an accredited body. The objective of this approach is to protect carriers by ensuring that an independent authority has validated that ELDs comply with technical requirements and cannot be falsified.

# 03

## Notification prior to violations

Unlike the U.S. regulations, the Canadian version requires the ELD to notify the driver at least 30 minutes prior to reaching any limit imposed by the current hours of service rules. This is to keep the driver informed and thus avoid violations for the driver and ensure road safety.

# 02

## Use during malfunction

In the event of device failure, the driver's hours of service can be recorded with an alternate method (usually paper log) for a maximum of 8 days in the U.S. In Canada, the driver may use paper daily logs for a maximum of 14 days or until his return to the home terminal from the current trip, if the trip lasts longer than 14 days. After this period, the ELD must be repaired or replaced and be fully functional.

# 04

## Supporting Canadian rules

In Canada, the hours of service rules have more situations and provisions than the U.S. rules. A Canadian ELD must support all of them. Here are the main situations:

- 2 cycles: Cycle 1 (70 hours over 7 days) and Cycle 2 (120 hours over 14 days)
- 2 zones of operation: South of 60th and North of 60th
- Deferral of daily Off-duty time to the following day (day 1 / day 2)



# ELDs - Choose well and attract drivers

Much has been written about ELD's since the beginning of the ELD Rule Awareness and Transition Phase in February 2016. Discussion however, has occurred mostly from the perspective of transport industry authorities, and carrier and shipper organizations—covering the primary benefits of rigorously enforcing hours-of-service regulations, improving road safety, and reducing accident-related costs, as well as the longer-term effect of levelling the playing field and transforming carrier-shipper relations.

But what about drivers? Those at the heart of this transformation and affected by it every hour of their every work day? Their experience is key and must not be overlooked in the current context of driver shortage and challenges of driver retention.

## From the driver's seat

When speaking to drivers, a major concern lies in seeing their income decrease with the now precise tracking of hours leaving no flexibility to complete a trip when only a few hours away from the finish line.

Also very real, is the uneasiness of moving from a paper log to an electronic one, exposing many drivers to a technology they don't relate to, and the fear of having technology complicate their work day.

These concerns are understandable and can be a reality for some, in the short term that is. The truth is, making any kind of significant change in how we get work done often causes things

to get worse before they get better. Fleets that did make a substantial investment in an ELD system believing they could ensure compliance and increase productivity are now finding they selected an unreliable technology one unable to keep up with today's rapid business pace.

That is adding costs, upsetting customers and frustrating drivers. Thankfully, it's not too late for these carriers to make a change to set them up for greater success for years to come.



## Choose an ELD with your drivers in mind

### Start with compliance

Compliance is the priority when looking for an ELD solution. The self-certification process of the U.S. ELD mandate has required carriers to exercise caution to avoid fines due to system inadequacies. Thankfully, the Canadian ELD mandate's third-party certification process will set the minds of carriers at ease. Compliance however, is only the beginning when choosing a solution that drivers will enjoy using.

### Ease of use

Will the ELD in your driver's cab be easy to use? Are the options on the screen easy to find and clearly labelled? If not, your driver's initial encounter with the tool at the center of their day and your operations will generate resistance. Drivers must accomplish tasks in just a few clicks, and not have to browse through too many screens, getting lost in the process.

### Saving time

Drivers want minimal wait times, not only in shipper yards, but also when using electronic systems. Does your ELD show results instantaneously when using an option or does every click take too long to show results? Fast system response lets drivers feel the system is there to serve them, and not the other way around.

How about the time it takes to key in data? Is the ELD asking drivers for information already available in your central files or that they've already entered on a previous screen? Choose a system that keeps data entry to a minimum, so your drivers can focus on driving.

## Breezing through roadside inspections

Roadside inspections can cause unnecessary aggravation for your drivers if producing the information required by authorities is tedious. Is this feature easy to use, and are your drivers well trained on using it? Having an instruction sheet for authorities on hand in the cab is mandatory, but a system with a feature so straightforward they won't need it is a plus.

Make sure trucks travelling outside cellular coverage areas have the required communications on board to present up-to-date logs to authorities. Make sure drivers can annotate questionable driving records. These measures will alleviate driver stress during roadside inspections and avoid citations for failing to transfer or present HOS data.

## Beyond hours of service

Although the ELD mandate centers on hours-of-service logging, why not go beyond the required basics and consider extra features that could improve your operations? This could include pre-trip inspections your drivers could capture electronically and make readily available to dispatchers and mechanics.

It could also include powerful messaging capabilities that keep drivers connected to dispatchers in real time to get notified of trip changes without delay or get assistance when they need it. Implementing additional features some ELD providers are offering could turn the system "you had to implement" to one you are glad you did.

# 5 questions for choosing your ELD provider

In addition to being listed as a certified ELD in Canada, here are the top questions you should ask yourself when evaluating an ELD provider.



## 01

### **What are my needs?**

It may look like a silly question, but providers will often offer more than just ELD compliance. Just think of safety features, productivity tools and even driver behavior monitoring. If you dig deeper, you'll find that investing a little more in your ELD will greatly benefit your operations.

## 02

### **Is the solution future-proof?**

It is impossible to foresee what the future holds, but with contracts averaging 3 years, it is crucial to at least plan ahead. Make sure your provider is also in it for the long haul and one with whom you can establish a long-lasting partnership.

# 03

## How about my employees?

Managing change can be a challenge. Make sure the solution you pick will be well received by your drivers and office personnel. Ask around and request customer references. Why not benefit from your peers' previous experience?

# 05

## How reliable is the solution?

What happens to your operations if the ELD device stops working suddenly? Chances are this will directly impact your business. Make sure the solution you are considering is rugged enough to withstand shocks, drops and harsh weather conditions. Also, inquire about server downtime throughout the year for software updates, to know the impact on your operations.

# 04

## Self-implementation or turnkey?

Implementing a new solution will take time and effort. Depending on the resources you have at your disposal, you might want to consider going for a turnkey implementation. This way, you'll not only make sure your business is running smoothly during the transition period, you'll also benefit from your provider's experience.

# Beyond compliance

If you ask drivers why they chose this career, they often answer that they enjoy driving and spending time on the road, and that it's a passion for them. Few will ever say they enjoy work-related administrative tasks. Fortunately, some ELD solutions can help simplify and automate certain tasks, making things easier for drivers.

## Step-by-step workflows

From the very outset of the trip, some ELD systems offer step-by-step guidance. Steps are logically sequenced based on the task to be performed. Take, for example, a driver going out for a pick-up.

1. With geolocation and features that allow setting the customer location's perimeter, such systems can detect that the vehicle has reached its destination.
2. When the driver parks in the customer's yard, the activity related to the stop, in this case the pick-up, is automatically displayed on the device.
3. By pressing the activity, the driver's status switches from driving to on-duty. The logbook is automatically updated based on the activities performed. This synchronization prevents the driver from switching between various screens and ensures the trip sheet and hours of service match.
4. When the pick-up activity is selected, the appropriate form relating to the current customer appears on-screen.

The driver doesn't have to look for what to do next – everything appears at the right time on the device screen. The driver needs only to fill out the displayed form.

Not only do integrated workflows help reduce the risk of error, but they also mean drivers can simply follow the steps which are displayed on-screen in the most efficient sequence.



## Pre-populated fields and automated information integration

To save time, relevant information from the TMS can be added to the various activity forms so drivers don't have to fill it in manually. For less than truckload (LTL) trips, information such as exceptions, incidental costs, and item quantities can be already filled in the form.

Other basic information, such as the trailer number, can be pre-filled in the driver's workflow. The screen displays the scheduled time, the contact person on-site, the customer's address, and the type of work to be performed.

## Two-way communication

Communication between the TMS and the driver's device typically goes both ways. While the driver benefits from information provided by the TMS, administrative office employees receive information inscribed on the form in real time. Document filing is automated. When a driver scans a proof of delivery, it is recorded and integrated into the TMS customer file, which helps speed up the invoicing process. Accounting does not have to wait for the driver

to return to the terminal with a paper bill of lading to start working.

Integrated workflows have to be easy to use for drivers to buy into the process. With preset activities, programmed activities based on the truck's location, and pre-filled forms, drivers quickly complete administrative tasks.

## Improving driver retention through an incentive plan

Who doesn't want to see their efforts rewarded? An incentive plan often inspires people to go above and beyond. Drivers are no different. Being paid based on their driving is encouraging. An ATRI report states that financial incentive systems that reward the safest and most productive drivers may boost driver retention.

To link driver pay to performance, you need a technological solution that can assess drivers fairly. The solution must consider only driver performance and isolate uncontrollable elements such as the truck load, truck model or year, and type of route. With a user-friendly solution and real-time coaching that's easy to follow, drivers quickly get the hang of it and realize that they hold the key to their own success.





# The change curve

Going forward without flooding the engine

Managers everywhere will agree: even the smallest change in a company makes waves. Whether it's switching coffee suppliers, moving into a new building, or adopting an innovative new process, the reaction is the same - you will encounter resistance.



## Learning the skillful art of managing change

If some of your employees are often reluctant to changing their work habits, the reason is quite simple. According to psychiatrist Dr. Elizabeth Kubler-Ross, employee reaction in the face of change is quite similar to grief.

Before embracing a new situation, your employees will go through four stages of "grief": denial, decompensation, resignation, and integration. The most progressive will experience these stages in quick succession, while others will put up much more resistance.

One thing is certain: the more deeply the proposed change will upset employees' daily lives, the more support you will have to provide throughout the process.

In the transportation industry, the implementation of a new ELD solution requires skilled management, because it represents a significant change. Since workforce is in scarce supply, it is in your best interest to do everything you can to make the change easy for your drivers.

There are several initiatives you can take as a member of management or a team leader to ensure that your employees accept the change as easily as possible. The first step: getting to know every step in the change acceptance curve.



The two main problems are **resistance to change** and a **lack of management commitment**.



**ROI** is four times greater with effective change management.



70% of unsuccessful projects are attributable to a **lack of support** throughout the change.

## The 4 phases of the change curve

### 01 Denial

The first phase of the curve, denial, is a rejection of change in the shape of a negative, angry or skeptical reaction. At this stage, employees may believe something is being taken away from them. They are not ready to see the benefits of the proposed solution.

#### Our advice

Listen to your employees' concerns and tell them what advantages they will enjoy by using the new system. Explain what will change as well as what will remain the same across the company.

### 02 Bargaining and decompensation

After denial comes bargaining and decompensation. Employees recognize that the change will happen whether they want it to or not, but they don't know where they are in the process. Obviously, efficiency decreases during this phase.

#### Our advice

Employees in this state need your support. Explain to them in concrete terms what they can do to help the project succeed and present your vision of the company's future. This will help rekindle their motivation.

### 03 Resignation and acceptance

The next stage involves resignation and acceptance. This is when employees make a choice – refuse or accept the new situation.

#### Our advice

Reward efforts made in the right direction. Show your employees that they are part of the solution!

### 04 Integration and experimentation

Lastly, employees having gone through each phase reach the stage of integration and experimentation. Their energy is renewed and they start to gauge the positive effects of the new practices.

#### Our advice

Transform employees who have reached this stage into ambassadors for change! Give them a voice and let their enthusiasm convince the more reluctant employees. To avoid seeing these employees slip back, continue to acknowledge their successes.

## Now then - How to effectively manage change

### Talk about it!

The mere fact of talking about the change can have a major impact on your employees' attitude. Employees who suddenly learn that they'll be forced to do their work in a new way are more likely to react negatively. If, on the other hand, you talk about the new tool to employees before announcing its implementation, they will feel like they are involved in the decision-making process.

### Reassure your employees

The first thing to do is to explain to drivers, dispatchers and office employees that, although the technology behind new ELD systems might seem complex, its use isn't. Present the technology as a way to help every employee reach their full potential while reducing time spent managing operations.

Of course, fleet management solutions that include an ELD make it possible to implement practices that lower fuel consumption. That's a major advantage for carriers, but there are also a number of positives for drivers.

Well-designed systems help reduce the risk of accidents considerably, making driving safer for employees. Functions such as the ability to take photos for inspection reports, adaptive workflows and operations automation are also major assets to drivers. By making their administrative tasks easier, telematics helps them spend more time driving!

### Encourage their efforts

Alongside the deployment of ELD solutions, the implementation of performance-based employee reward programs helps make the transition easier. Thanks to the driving practices analysis and personalized coaching functions high-performance fleet management solutions provide, you can easily measure driver improvement.

One good practice involves setting up a monthly listing of top driver performance and rewarding your star employees. The greater your employees' motivation to perform well, the higher the yield of your telematics tools.

### These programs work in three ways:

1. They encourage your employees to do better;
2. They give employees the feeling of being responsible for their success;
3. They help you identify potential ambassadors.

Incentive programs can include bonuses, contests, etc. Employees are assured that if they work well, they will be compensated. By improving, they could even increase their income!

If you reinvest part of the savings generated by ELD and fleet management systems into reward programs, you increase fleet performance even more while ensuring employee retention.



## Empower your best drivers

Apart from financial incentives, one of the best methods to foster employee buy-in to new programs is probably to give convinced employees a voice.

By analyzing the performance of your drivers, you can identify employees who are doing really well with the new program and offer them a chance to share their experience with colleagues.

The “champions” on your team can rally more employees to the cause by showing them concrete proof of success. This way, you can kill two birds with one stone: you recognize the work of your high-performance employees and help others improve.

## Use technology as a selling point for talent attraction

Once fully implemented, telematics systems can contribute to personnel retention. These systems become a sort of guarantee that drivers are treated fairly in your company, particularly when combined with reward programs.

This selling point can help both attract new talent and win the loyalty of your current workforce! When they learn a carrier uses this type of system, many drivers contact employers directly because they know that good practice is rewarded.

This applies even more so to young drivers, since certain ELD and fleet management solution providers deal with driving schools across Canada and train students. Once they have their license, these drivers seek out employers who use the tools they already know.

By advertising the fact that you use such systems in your job postings, you can be sure you will receive higher quality applications. Experienced drivers with good practices will want to work for you and the next generation of drivers will provide the rating score they obtained using that system in their training – that means no nasty surprises!

## Think about your employees first and foremost

In the end, large-scale projects such as the implementation of fleet management tools require full employee cooperation, both drivers and office personnel.

Not everyone will appreciate the change, of course, but you can make things easier by managing the process well and being considerate.



# What makes ISAAC different

## Easy-to-use solution for your drivers

Above all, the ISAAC solution aims to optimize your operations. What makes it different is that it is designed with your drivers in mind.

The sharing of information with your transport management system (TMS) helps automate and simplify workflows. The user-friendly interface guides drivers step by step to eliminate errors. That means less paperwork, and more time for driving!

### Integration with your TMS makes it possible to

- Automatically display TMS information on drivers' tablets
- Pre-fill information on the tablet to save drivers data entry
- Automatically detect arrivals and departures from customer facilities
- Help office and road teams communicate quickly and effectively
- Automatically relay to drivers stop changes made in your TMS

## Seamless compliance management



**Instant, automatic synchronization** of drivers' electronic logbook and trip sheets



**Automated alerts and real-time notifications** to reduce and avoid hours of service violations



**Mobile tablets** that display required information for roadside inspections



**Electronic daily inspection** with integrated photos



## Up to 15% in fuel savings

The ISAAC Coach is the ultimate tool for **real-time driver feedback**. Visual indicators on the tablet coach your drivers on the best ways to reach up to 15% in fuel savings. **And the benefits don't stop there.** The precise data the ISAAC Coach provides serve as a solid basis for an effective incentive program that **rewards drivers based on their performance.**

- Extremely accurate data
- Simple visual indicators
- Fair score on ecodriving performance

## Proactive risk management

Thanks to **non-distracting tablet alerts**, drivers receive **feedback on their driving behaviors in real time**. This is a safe way to reduce the number of accidents. You can also receive notifications of these alerts to proactively identify high-risk practices.



The **ISAAC InView camera system** helps strengthen fleet safety. Every **video comes with telemetry data** that provides the full context of an event so you can make sense of an incident.



# Stay informed on ELDs

## Visit our website for even more resources

### Blog

Subscribe to our blog and be the first to hear news on best practices, the transportation industry, compliance and safety.

[isaacinstruments.com/en/blog/](http://isaacinstruments.com/en/blog/)

### Case Studies

See how carriers have benefited from our fleet management solution.

[isaacinstruments.com/en/case-studies/](http://isaacinstruments.com/en/case-studies/)

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View our exclusive webinars on transportation industry subjects.

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