



# Alberta Sand & Gravel Association

Truck Registry Program





# ASGA Relationships





# Background

## Gravel Sterilization

- Public concern on pit and hauling operations was limiting access to new gravel deposits
- Individual MDs are imposing restrictions to control trucking from existing pits
- ASGA worked with the province, ARHCA, and MDs through the Aggregate Resource Development Task Force to develop a new approach to permitting
- Actual and perceived concerns about trucking was one of the main items to address



# Trucking Issue

- Hauling operations impact the general public
- Trucks are very visible and use public roads
- People are intimidated by the size of the trucks, speed, and aggressive behaviour – real and perceived
- Its difficult to identify trucks and know who to call. . .  
    . . . **so they call their MD**
- It's more effective and efficient for the MD to incorporate controls at the source → in the road haul agreement



## Permit Conditions

The ASGA recommends that all counties or municipalities with aggregate operations require an operator have their operational trucks registered as a condition of their development permits or as a condition of the haul road agreements



## For Example

- The Applicant shall ensure that all trucks/haulers associated with this development are registered with the Alberta Sand and Gravel Association (ASGA) Central Truck Registry Program.
- All gravel trucks to be identified with signage and current registration with the ASGA Truck Registry, including a truck number on at least three sides of each truck/trailer unit.



## Government Example

Alberta Transportation requires that all contractors working on provincial or municipal contracts will participate as a condition of their contracts – the ASGA program is cited as the model



# ASGA Truck Registry Benefits

- Province-wide efficiencies and consistencies
- Standard requirements across the S&G industry
- Educates the public, industry, truckers, and government
- Adds accountability to truckers and employers
- Relieves MDs of the burden of complaint management
- ASGA collects and compiles data – implements Best Practices





## ASGA Truck Registry Benefits Continued

- Minimum Operating Standards
- Common Truck ID Sticker & mounting locations
- One common Complaint Line (always open)
- Database
- Discipline
- Recommended complaint handling protocol
- Uniform and cost efficient program across jurisdictions



## County Implementation

- ASGA truck registry can be incorporated into Development Permits and Road Use Agreements
- Counties that have implemented the program use a simple daily disclosure template for pit gravel truck traffic
- Public Works and Bylaw enforcement use the spreadsheet to determine compliance to county RUAs and ASGA registry decals



# County RUA Truck Tracking Spreadsheet

Industrial Haul Agreement 2014-H-54  
 Mixcor Aggregates Inc  
 (pertaining to Development Permit 03-D-171)

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**SCHEDULE "B"  
 FOR INDUSTRIAL HAUL AGREEMENT**

**COMPANY NAME / HAULER:** \_\_\_\_\_  
**CONTACT INFORMATION:** \_\_\_\_\_  
**SAFETY OFFICER:** \_\_\_\_\_  
**PHONE #:** \_\_\_\_\_  
**EMAIL ADDRESS:** \_\_\_\_\_

Patrol Date	Time	Duration	Route/Location	Violations Noted - speeding, illegal passing -	Truck No.	Action Taken



# Truck and Driver Identification

- Producers register trucks/haulers they use and related driver information into the ASGA database
- A unique 4-digit truck number is assigned by the ordering system and the decal package is sent to the registrant of that vehicle
- Registration is valid for one calendar year
- All operational trucks are required to display current registration



# 4 Digit Decal Package



*A truck will receive two large decals, one small and two year renewal decals.*



*The decals are applied to the truck and will remain with the vehicle for its life on the road.*





# Complaints Process: How it works

- Toll free phone line with 24 hour answering service which documents complaint and sends a notice to the web database and to the producer who has registered that vehicle
- Once a producer has been notified they have received a complaint, they can find the complaint in their database listing by logging into their secured access
- The producer can view all information related to the complaint including: caller name and contact, date/time of the call, description of incident and vehicle information



# Resolving Complaints

To resolve a complaint the company:

- finds out the details of the complaint
- follows up with the complainant
- addresses the issue with the driver and owner of the vehicle
- enters the information into the open complaint in the database and closes the investigation and notifies the ASGA of any disciplinary action taken





# Complaint Management

## Complaint Received

- Caller files a complaint with the toll-free line
- Details of the complaint are documented and entered into database

## Notification

- Registered producer is notified immediately by email of the complaint
- ASGA is notified of the complaint received

## Follow Up

- Producer will investigate the complaint, take appropriate action and close out the complaint in the ASGA database
- ASGA reviews all complaints received on weekly basis and manages all open complaints by contacting producers and complainants



# Summary

- Annual review of data collected in the database that allows the ASGA to address issues, publish reports and develop education programs
- The ASGA registry helps alleviate complain volumes typically faced by the County or Municipal District alone
- Associated costs of the registry are paid for by the suppliers in the province of Alberta and all registry components are actively managed by the Association
- Province of BC has looked to the program for development and modeling of a similar program; Ontario Stone, Sand and Gravel Association are also considering a similar program.



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