

Frequently Asked Questions – Chilliwack Claims & Road Tests Open House

About Chilliwack Claims & Road Tests

The Fraser Valley is facing increasing demand for commercial driver testing, driven by the Mandatory Entry Level Training (MELT) program and limited space at testing locations. Currently, manual booking processes create inefficiencies and inequities that ICBC would like to address.

As a result of this increased demand, ICBC is expanding our Chilliwack Claims & Road Test, at 46052 Chilliwack Central Road, to include an additional testing lane to accommodate the high demand for commercial road testing in the Fraser Valley. This expansion will create a centralized commercial road-testing facility in the Fraser Valley – similar to the work we're doing in the Lower Mainland at the Coquitlam Road Tests location.

By creating these centralized commercial road-testing sites, we will be able to provide consistency and increased accessibility in both the Fraser Valley and the Lower Mainland regions. This transition will meet the increasing demands for commercial road tests and better serve customers.

We understand that driving schools that offer commercial road test courses may have questions about the move, and about how testing will look after the facility is fully operational. Please see below for answers to frequently asked questions.

Booking the road test

1. What are the hours for Chilliwack Claims & Road Tests?

The Chilliwack Claims & Road Tests is open:

- 8:30am – 4:30pm Monday, Tuesday, Thursday and Friday.
- 9:00am – 4:30pm Wednesday.
- Closed on weekends and statutory holidays.

2. How far ahead of time can I book in advance?

Schools are allowed to book driving tests up to 180 days in advance of the current date.

3. Can I swap appointments between students?

In the interest of fairness and to promote equitable booking practices in industry, ICBC will not accept appointment swapping between students.

4. Can my student amend / change the booking that I have booked for them?

Students will be unable to amend or change bookings made on their behalf. The booking is owned by the driving school, so any changes will need to come from the schools themselves.

5. Can I book back-to-back appointments for multiple different students from my school?

Booking road test appointments back-to-back is allowed, so long as there are appointments available.

6. How many road tests can I book at one time?

Multiple road tests may be booked during a single call, subject to appointment availability.

7. What information does the driving school require when booking an appointment?

Driving schools will be required to provide the following information when booking an appointment:

- Certification number.
- Phone number.
- Driver Licence number of the school instructor / administrator.
- The Driver Licence number of the student who is being tested.
- Name of the student (first three characters of last name required).
- An email address (please note that reminder communications will be sent to the e-mail provided).

8. Will ICBC provide me with a list of all my upcoming appointments?

ICBC will not provide a complete list of all upcoming appointments – it is incumbent on the driving schools to keep track of these road test appointment dates. The email address on file will receive a reminder email seven days before the road test, as well as a reminder email three days before the road test.

9. What happens if I cannot get my students back-to-back appointments like I used to?

In the event back-to-back appointments cannot be secured, driving schools will need to remove their trucks from the lot and return 15 minutes before your scheduled appointment time.

10. What information can you provide me about my student? For example, if there are holds on their record?

We will book an appointment if the appointment is eligible – but due to privacy concerns we will not release student information to driving schools. We recommend students visit an ICBC Driver Licence office or call in to inquire at 1-800-950-1498.

11. Will there be any standby appointments offered?

Standby appointments will not be offered at the Chilliwack Claims & Road Tests.

Day of the road test

12. Do I need to bring in my MELT Certificate prior to my road test appointment?

Yes – for those persons taking their road test, we will need their MELT Certificate 15 minutes prior to the appointment.

13. Can I bring in the paperwork in advance of my road test date?

Yes, ICBC will accept paperwork in advance of the road test date.

14. What happens if my MELT Certificate is denied when I attend for my road test?

The road test is not able to proceed if the MELT Certificate is denied. Driving schools will need to rebook the test should this occur.

15. If my students MELT Certificate is not accepted, can we get it corrected prior to the road test appointment time?

If time permits, then the MELT Certificate can be corrected prior to the road test appointment time. If time does not permit, then driving schools will need to rebook the test.

16. What time will the lot be open?

The lot will be open starting at 8:45 Wednesdays, and 8:15am other weekdays.

17. How early can we arrive with the truck?

For first appointment of the day we recommend arriving at 8:15am. For all others, we recommend 15 minutes prior to the appointment time.

18. Where should I park when I arrive for the road test?

On arrival, please proceed to the first available lane. The location will have three spots in numerical order.

19. Where should I go if the lanes are full?

In the event lanes are full with previous tests, trucks will need to use the travel lane to exit and return closer to their testing time. If it is within 15 minutes of your testing time, please line up on the right side of the entrance lane until a spot opens.

So long as all parties are arriving no more than 15 minutes ahead of their scheduled road test then this will not be an issue.

20. What can I do if I need to switch trucks between manual and automatic?

In the event that trucks need to be swapped out, the first truck will need to be removed from the lot and the second truck will need to be brought in to complete the road test.

21. Where can my students park when they are meeting me at the facility?

We recommend that students take advantage of the available street parking in the area. Parking is also available in the front parking lot, though availability is limited.

22. Where will my student be asked to complete the coupling and uncoupling portion of the road test?

Students will be asked to complete the coupling and uncoupling portion of the road test within the lot, at either the beginning or end of the test.

23. If I have outstanding fees with ICBC will I still be allowed to take my road test?

Any outstanding payments owed to ICBC will need to be settled prior to taking the road test, they can be paid at time of road test set-up.

24. If I am unsuccessful in the road test, when can I rebook?

There is a one-hour delay between the end time of a scheduled road test and the time when we will be able to book a new appointment.

After the road test

25. What happens next after I pass my road test, and what happens if I failed?

If successful, students will proceed to take a picture for their new licence at the location and will be directed to next steps by staff. If unsuccessful, either the school or student would have to rebook another test.

26. Can I leave my truck at the testing location if there is a gap between road tests?

If the appointments are back-to-back then you can leave the truck at the location. If there are any gaps between appointments, then the truck will need to be removed from the property.

27. What is the process if I have a complaint regarding the road test?

There has been no change to the complaint process for road tests. Complaints should first go through a Driver Examiner Supervisor, followed by the Manager if not satisfied. Should there be further complaints, you can contact the Fair Practices office.

28. What time do I need to pick my truck up at?

Once testing is concluded both truck and trailer will need to be removed off the lot to make room for other appointments throughout the day.

29. Can I leave my trailer in the lot if I have multiple appointments booked for different classes?

No, trailers must be removed from the lot after the road test concludes.

30. Can I leave my tractor in the lot?

No, tractors must be removed from the lot after the road test concludes.

31. Is there a place to get cleaned up after the road test?

There is a public washroom facility onsite that can be used for any clean up.

Assorted / General

32. Who do I contact if I have a general question?

The Driver Examiner Supervisor should be your first stop for any general inquiries.