



June 21, 2016

Confidential Drayage Complaint Line Users

This Bulletin is a reminder for all users of the Office of the BC Container Trucking Commissioner's (OBCCTC) Confidential Drayage Complaint Line (ConfidenceLine). The ConfidenceLine provides a mechanism for anyone wanting to report payment issues, truck licensing system requirement concerns or incidents of intimidation or harassment related to container drayage activity.

Based on the information provided by callers to the ConfidenceLine, the OBCCTC will determine if an audit or investigation is required. Callers are reminded to make note of their caller ID number and call the ConfidenceLine back within 3-5 business days in order to be kept informed about that status of their complaint.

Sincerely,

OFFICE OF THE BC CONTAINER TRUCKING COMMISSIONER

Michael Crawford
Deputy BC Container Trucking Commissioner