

Frequently Asked Questions – Coquitlam Road Tests Open House

About the Coquitlam Road Tests location

The Lower Mainland 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 is taking steps to address.

After a thorough search for commercial road testing lots within the Lower Mainland, the Centralized Estimating Facility (CEF) at 1575 Hartley Avenue in Coquitlam has been identified to best meet Driver Licensing commercial testing needs. This facility has been repurposed to accommodate commercial truck testing (Classes 1, 2 and 3), Code 20 heavy trailers tests, Endorsement 07 house trailer tests, and Motorcycle Skills Testing.

This facility meets the greater space requirements of commercial and motorcycle skill testing, and its central location ensures equitable access to commercial testing for all the Lower Mainland. Centralization will streamline the training schedule, allow for better coordination, reduced logistical complexity and more efficient resource management.

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 Coquitlam Road Tests?

Coquitlam Road Tests is open:

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

The gate will close automatically each day at 4:25pm. In the event that tests are running late, the Driver Examiner will be available to let instructors and vehicles out of the lot.

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, 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 inbox 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 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 Coquitlam Road Tests 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 student is eligible – but due to privacy concerns we will not release student information to driving schools. We recommend students visit an ICBC 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 Coquitlam Road Tests.

12. Where can I find the truck routes?

The most up to date information about truck routes can be found on the [City of Coquitlam's](#) website. Please note the entrance / exit is on Hartley Ave.

Day of the road test

13. Do my students 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.

14. Can we bring in outstanding paperwork in advance of my road test date?

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

15. What happens if the 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.

16. If my student's 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 (and the issue can be resolved) prior to the road test appointment time. If time does not permit, then driving schools will need to rebook the test.

17. What time will the lot be open?

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

18. How early can we arrive with the truck?

For the first appointment of the day we recommend arriving at 8:15am, or 8:45am on Wednesdays. For all others, we recommend arriving 15 minutes prior to the appointment time.

19. Do we need high visibility clothing?

It is strongly recommended that students and driving school representatives wear high visibility clothing in the truck testing area.

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

Coquitlam Road Tests has 10 designated lanes to choose from. On your road test date you may park in any available lane. We recommend that each truck should be equipped with landing pads to make full use of all available lanes. Please remember the lane you are parked in, as it will be needed for check in.

21. 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 inside the yard until a spot opens.

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

22. 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. Please note this is only for back to back tests – if the tests are not back to back, then equipment will need to be removed between tests.

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

We recommend that students take advantage of available street parking in the area. There are also nine parking stalls available in the front of the office. As parking is limited, students should not be arriving too early and waiting the whole day for their road test time. Students should not park in the parking lot of neighboring businesses for the purposes of these road tests.

24. 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 Coquitlam Road Tests lot, at either the beginning or end of the test.

25. If my student has outstanding fees with ICBC will they still be allowed to take their road test?

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

26. Where do I report if we are late?

Please call 604-982-2250 to let us know if there are any delays. Customers and instructors can also come in to the office to inform us, and the Supervisor will determine whether the test can proceed. We cannot guarantee the road test will proceed if you are late, but will accommodate as best as possible.

27. Where can we wait while the student is out on the Road Test?

Driving School representatives are welcome to wait in the reception area where there is seating available, or may take advantage of the nine parking stalls in front of the office. Instructors and waiting students should not park in the parking lot of neighboring businesses or wait on their property for the purpose of these road tests. Street parking is also available.

28. If my student is 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 the customer a new appointment.

After the road test**29. What happens next after my student passes the road test, and what happens if they fail?**

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.

30. Are we welcome to listen to the Driver Examiner's debrief of the test?

Yes – students can ask the Driver Examiner to review the test results with the driving schools.

31. 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.

32. 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.

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

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

34. 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.

35. Can I leave my tractor in the lot?

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

36. Can I leave my trailer parked in the lot while switching out the truck?

Yes, you are welcome to leave the trailer parked in the lot in the event you are switching out the truck (changing automatic to manual, or Class 1 test followed by a Class 3 test for example).



This is only allowed for back-to-back tests – if your tests are not back-to-back, the trailer will need to be moved from the lot and brought back closer to the test time.

37. 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. It is located in the reception area.

Assorted / General

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

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

39. What forms of payment are accepted?

We are able to accept debit and credit cards for transactions. At this time, we do not support cash transactions.