








Hiring Standards: Background Checks

11:00 AM Eastern Time (New York)
10:00 AM Central Time (Chicago)
9:00 AM Mountain Time (Denver)
8:00 AM Pacific Time (Los Angeles)




Housekeeping Items

- Audio streamed through computer speakers
- Widgets are resizable and moveable
 - Minimize/maximize 
 - Expand/shrink 
- Enter questions using the 
- Check out the resources area to download today's slides 
- Chat via the Q&A if you need tech help, or click on 

Hiring Standards: Background Checks

May 23rd, 2018




Required Background Checks

- Required by FMCSA:
 - Building a DQ file to prove the driver meets the qualification requirement (§391.51)
 - Conducting required background checks (§391.23)
 - MVRs
 - Safety performance history checks



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Industry Consultant – Transportation
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Required Background Checks

- Process begins with application
 - Must include:
 - Applicant's name, address, date of birth, and SSN
 - License information, and driving experience and history
 - Complete three-year work history
 - DOT regulated employers from 7 additional years required if applicant drove a CDL-required vehicle at the employer
 - Whether he/she was subject to the FMCSR while at the previous employer
 - Whether a previous position required a CDL and was subject to DOT-regulated alcohol and drug testing
- See regulation §391.21 for full details



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MVRs

- Driver has the correct license and it is valid
 - CDL driver: Medical information is current and correct
- MVR from all states the driver was licensed in over the previous three years (minimum)
 - Also, there is no reference to another state in the previous three years on the MVRs the driver has not put on the application



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Safety Performance History

- Must have signed release to start process
- Must send request to all DOT-regulated employers the driver applicant worked at over the previous three years



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Safety Performance History

- Request must ask for:
 - General employment information
 - DOT accident involvement over previous three years
 - Information on drug and alcohol program participation
 - Did the driver fail or refuse a test
 - If yes, where is the driver in the return-to-work process



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Industry Consultant – Transportation
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Problems with SPH Checks

- Driver had no previous DOT-regulated employers
 - Document this and place in DQ file
- Other carrier refuses to answer or requires payment before answering
 - Document attempts and refusals
 - Consider reporting carrier to FMCSA if reply not received within 30 days
- Other carrier no long exists or could not locate the other carrier
 - Document three attempts to locate and contact other carrier
 - Consider getting alternative verification from the driver



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Regulations Only State Minimums

- Be on the lookout for gaps and false apps
 - Can indicate the driver is trying to hide something
- Use additional hiring tools
 - Complete employment checks (not just DOT-regulated)
 - PSP



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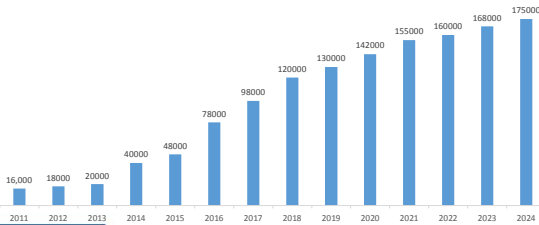
Beyond Compliance



Tom Moore, CTP
 Senior Vice President
 National Private Truck Council



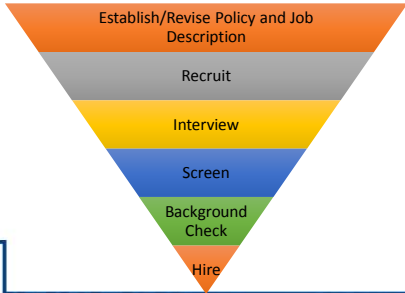
Driver Shortage



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 Senior Vice President
 National Private Truck Council



Applicant Recruiting Phases



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Senior Vice President
National Private Truck Council



Policies and Procedures

- Documented policies and standards
- Requirements based on core job duties
- Discriminatory *effects* are not allowed; stay away from processes that are “too personal” or “gather potentially discriminatory information”
- Clear additional processes with HR or legal



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Senior Vice President
National Private Truck Council



Recruiting Basics

- Age
- Driving experience
- Length of stay at previous employer(s)
- Job physical requirements



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Senior Vice President
National Private Truck Council



Competency Based

- Identify competencies/characteristics that fit your culture
 - Customer facing skills
 - Attention to detail
 - Risk avoidance
 - Judgement
 - Reliability
 - Team Player
- Design behavior based questions to determine fit
- Have more than one person involved in the interview



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Senior Vice President
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Screening Phase

- Relationship to job requirements
- Additional physical requirements
- Drug & Alcohol Testing
 - Blood and hair follicle testing
- Intangibles
 - "Honesty" tests
 - Personality tests



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Senior Vice President
National Private Truck Council



Pre-employment Background Checks

- Criminal Background and Driver's Record Check
 - Choose a reputable and dependable 3rd-party provider
 - A provider that actually sends an investigator to the local county court house
- Previous Employer Safety Performance History Requests/Checks
 - Verify company through FMCSA Carrier Database
 - Search the Internet to verify company name, address, phone number, etc.
- Other background checks: credit, education, non-driving employment
- Pre-employment Screening Program (PSP) Request is performed.
- Above results are compared against each other as well as the driver application



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Senior Vice President
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What is PSP?

- The Federal Motor Carrier Safety Administration (FMCSA) developed PSP in response to a mandate legislated in SAFETEA-LU to provide electronic access to records in the Motor Carrier Management Information System (MCMIS) database
- Before PSP, MCMIS information was only available through Freedom of Information Act (FOIA) requests
- PSP was launched in 2010 with the goal of helping motor carriers make more informed hiring decisions
- It provides instant online access to driver crash and inspection history for use by motor carriers during the hiring process



<https://www.psp.fmcsa.dot.gov/psp/FAQ.aspx>



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Senior Vice President
National Private Truck Council



What Information Does PSP Provide?

5 years
CRASH
HISTORY

3 years
ROADSIDE
INSPECTION
DATA

30 days
UPDATED
REGULARLY

- An employer may only use PSP during the hiring process
- There is a \$10 fee for electronic access to the record



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Senior Vice President
National Private Truck Council



Enrolling in PSP

- To access PSP records motor carriers must first enroll in the program by visiting www.psp.fmcsa.dot.gov and follow the steps on the online enrollment wizard
- The cost to enroll is \$25 a year for motor carriers with 1-99 power units in their fleets and \$100 a year for motor carriers with 100+ power units in their fleet



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Senior Vice President
National Private Truck Council





The Fleet Perspective: Reyes Holdings



Brian Antonellis, CTP
Director of Fleet Management
Reinhart Food Service
Reyes Holdings



Reyes Holdings

- Made up of five distribution companies
 - Reinhart Food Service
 - Martin Brower
 - Reyes Beverages
 - Great Lakes Coca Cola
 - Reyes Coca Cola



Brian Antonellis, CTP
Director of Fleet Management
Reinhart Food Service
Reyes Holdings



Headcount Alignment and Forecasting

- Utilize headcount forecasting tool built to factor in:
 - Historical retention
 - Positive turn over (Retirements)
 - Injuries
 - Sale volume by period
 - Growth/loss
- Allow managers to become actionable based on predetermined staffing levels
- We don't want to wait to hire until customer impact is being felt



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Director of Fleet Management
Reinhart Food Service
Reyes Holdings



Sourcing Applicants

- Internal and external execution
- Job descriptions that limit confusion about position details
 - Type of freight
 - Drop and hook
 - Schedule
- Honesty around pay and physical demands
- The retention process starts with proper job descriptions and onboarding



Brian Antonellis, CTP
 Director of Fleet Management
 Reinhart Food Service
 Reyes Holdings



Interview Process

- Utilize phone screeners to complete introductory interview
- Allow location leadership to be the key decision makers
- Ensure highest number of candidates make it to the interview process
- Try and allow the manager to disqualify any candidate that meets or is close to minimum requirements



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 Director of Fleet Management
 Reinhart Food Service
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Job Shadowing

- Allow potential applicants to tour the facility
- Talk to current employees
- Handle the product in simulated deliveries
- Review technology and policies that are enforced
- Review equipment
- Review current and past schedules
- Discuss routing bidding



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 Director of Fleet Management
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Day In The Life Of Driver Video

- Applicants watch a video that takes them through the skills needed to be successful
 - Safe Driving
 - Customer Service
 - Product Delivery
 - Conflict Resolution
 - Receipt Management



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 Director of Fleet Management
 Reinhart Food Service
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3rd Party Pre-Employment Support

- Review application for errors
- Complete back ground screening to ensure applicants meet minimum requirements
 - Age
 - Experience
 - Drive history
 - Criminal record
 - Fed-Med state match
 - Key operational experiences
 - Drug and alcohol testing



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Pre-Employment KPI's

- Track and rank most common reasons for rejection
- Establish time line and track progress
- Ask for weekly/daily updates
- Include recruiting team in the process



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Associate Driver

- Associate drivers allow the organization to hire and then develop drivers that do not meet the minimum experience requirements
- Utilized in every division
- Higher retention
- Expanded driver pools in tight markets



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 Director of Fleet Management
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Internal Driver Development

- Train current non-CDL employees
- Create cross functional expertise
- Promotional opportunity
- Higher retention
- The associates already have a strong understanding of the distribution business



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 Director of Fleet Management
 Reinhart Food Service
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Sister Companies

- Offer employment opportunities to our sister companies in Reyes Holdings
- Allows for seasonal staffing to shift to another internal opening
- Aligned common operating principals



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 Director of Fleet Management
 Reinhart Food Service
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System Integration

- Recruiting
- Background
- Onboarding
- Employee management
- Historical records

Integration of these systems limit the need for redundant data entry. It will allow for the hiring manager to understand where he is in the process of filling the position. It will allow for the organization to make decisions on next steps or needed changes.



Brian Antonellis, CTP
 Director of Fleet Management
 Reinhart Food Service
 Reyes Holdings



Question & Answer Session



Gary Petty
 President & CEO
 National Private Truck Council



Tom Bray
 Industry Consultant-
 Transportation
 J. J. Keller & Associates



Tom Moore, CTP
 Senior Vice President
 National Private
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Brian Antonellis, CTP
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More Questions?



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Please join us for our tomorrow's webcast

Hiring Standards: Screening Protocols

Thursday, May 24th at 10 AM CST

Visit www.jjkeller.com/nptcinfo to register



Horizontal lines for registration information

Thank you for participating in today's webcast!

Visit: www.jjkeller.com/nptcinfo for today's presentation and to learn more about future NPTC and J. J. Keller webcasts



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