

# CSA Update

Wednesday, October 14<sup>th</sup>, 2015

10:00 AM CST

## Webcast Logistics

Please note the start time of today's webcast:

**CSA Update**

- 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)



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## Webcast Logistics

- The webcast “**CSA Update**” will be starting in a few moments.
- The handout is available to print. You'll find it in the “Webcast Handouts” box on the lower right-hand side of your screen.



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## Webcast Logistics

- Participants' phones will be muted during the webcast.
- Please use the “Q&A” function in the upper right corner of your screen to ask a question or if you need a dial in number.
- Additional Q&A time will be provided at the conclusion of the webcast.



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## CSA Update

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**Webcast Logistics**

- The webcast will be recorded and posted within 7 days at: [www.jjkeller.com/nptcinfo](http://www.jjkeller.com/nptcinfo)
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**Webcast Logistics**

- **AUDIO:** Participants' phones will be muted during the webcast. Listen through your computer's speakers or chat us through the Q&A for a dial in number.
- **QUESTIONS:** Send your questions through the "Q & A" box on your screen. We'll get to as many questions as time permits.
- **HANDOUTS:** Download today's handout in the "Webcast Handouts" box found on the bottom of your screen.

Thank you for participating in today's webinar!



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**Gary Petty**  
National Private  
Truck Council

**CSA Update**

**Gary Petty**  
President & CEO  
National Private Truck Council



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# CSA Update

Wednesday, October 14<sup>th</sup>, 2015

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**CSA Update**

This webcast will cover ...



- How CSA addresses unsafe carriers
- The increased use of the focused off-site investigations
- The status of the crash preventability study
- Strategies carriers can use to prevent being selected for an intervention
- Question & Answer

**Moderator**  
Gary Petty, President & CEO, NPTC

**Panelists**  
Tom Bray, Sr. Editor – Transportation Management, J. J. Keller & Associates, Inc.  
Tom Moore, CTP – Sr. VP, National Private Truck Council  
Joseph M. Dilley, Sr., CDS – Director of Transportation & Fleet Safety, Oldcastle Precast Inc.

**Attention Attendees:**

- + Thank you for attending!
- + The presentation will start in a few minutes at 10:00 AM Central.
- + You will be muted during the event.
- + Please use the Q&A feature to send in questions to us. We'll try to answer them during the Q&A period if they are not covered in the presentation.
- + The slides and recording will be posted within 7 days at: <http://www.jjkeller.com/nptcinfo>



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**Introduction**

- Regulatory Background – Tom Bray
- Beyond Compliance – Tom Moore, CTP
- Fleet Perspective – Joe Dilley
- Housekeeping issues:
  - You will be muted during the event.
  - Please use the Q&A feature to send questions us. We'll try to answer them during the Q&A period if they are not covered in the presentation.



Gary Petty  
National Private Truck Council



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**Regulatory Background**

Thomas Bray  
Sr. Editor, Transportation Management  
J. J. Keller & Associates, Inc.



Tom Bray  
J. J. Keller & Associates, Inc.



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## CSA Update

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**What Is CSA?**

- Not “new” regulations
- Tracks, scores, and evaluates carriers (and drivers) based on compliance with the safety regulation and crash performance
- Poorly performing carriers are selected for “interventions”
  - It is the primary system used to select carriers for investigation/audit
- Core of the system is the Safety Measurement System (SMS)



Tom Bray  
J. J. Keller & Associates, Inc.



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**SMS**

- Uses seven BASICS
  - Unsafe Driving
  - Hours-of-Service Compliance
  - Driver Fitness
  - Controlled Substance and Alcohol
  - Vehicle Maintenance
  - Hazardous Materials
  - Crash Indicator
- Must “pass” all seven BASICS or face intervention



Tom Bray  
J. J. Keller & Associates, Inc.



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**SMS Process**

- Violations assigned to BASIC (crashes to the Crash BASIC) and then severity and time weighted
- BASIC Measure created
- BASIC Measure compared to other carriers' BASIC Measures to create score (“percentile rank”)
- Scores compared to thresholds



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J. J. Keller & Associates, Inc.



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## CSA Update

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**BASIC Measure Process**

- **BASIC Measures are based on your compliance and crash performance**
  - **In Hours-of-Service Compliance, Driver Fitness, Controlled Substance and Alcohol, Vehicle Maintenance, and Hazardous Materials BASICs severity and time weighted violations are divided by time weighted inspections**
    - The Measure is a calculation of violations per inspection, with severity and time considered
    - Good inspections help!



Tom Bray  
J. J. Keller & Associates, Inc.



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**BASIC Measure Process**

- **BASIC Measures are based on your compliance and crash performance**
  - **In Unsafe Driving and Crash BASICs severity and time weighted violations are divided by carriers APU count multiplied by a utilization factor**
    - The Measure is a calculation of violation/crash per power unit, with severity, time, and utilization considered
    - Only time helps!



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J. J. Keller & Associates, Inc.



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**BASIC Score Process**

- **BASIC Measure compared to carriers in carrier "Safety Event Group"**
  - **Carriers with similar number of violations, inspections, or crashes are compared**
  - **The lower the Measure, the lower the final score**
    - Best carriers (lowest BASIC Measure) get "0", worst carriers (highest Measure) get 100
  - **Can see who other carriers in your group are by clicking on link on BASIC page**
  - **BASIC Scores compared to thresholds based on carrier type and BASIC**
    - Threshold is visible on BASIC page



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**Intervention**

- Above threshold leads to intervention
  - Warning letter
  - Targeted roadside inspections
  - Focused off- or on-site investigation
  - Comprehensive investigation (compliance review)
  - Not used in order (enforcement policy and carrier history determine which intervention will be used)
  - Being placed directly out of service is NOT one of the interventions



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J. J. Keller & Associates, Inc.



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**Recent and Upcoming Changes**

- August/September SMS updates (updated “serious violation list” and violations)
- Proposed changes to SMS:
  - Adjusting thresholds based on “risk” associated with each BASIC
  - Dividing HM Basic into “bulk” and “non-bulk” carriers and making scores public
  - Moving all jumping OOS violations to Unsafe Driving BASIC
  - Increasing VMT used in Utilization Factor
- More use of off-site investigations
- Safety Fitness Determination proposal release



Tom Bray  
J. J. Keller & Associates, Inc.



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**Beyond Compliance**

Tom Moore CTP  
Sr. Vice President  
National Private Truck Council



Tom Moore  
National Private Truck Council



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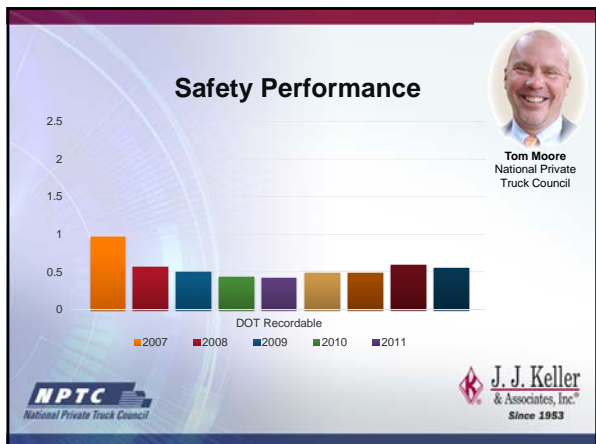
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### CSA Scores

Tom Moore  
National Private  
Truck Council

	Unsafe Driving	Fatigued Driving	Driver Fitness	Controlled Substance	Vehicle Maint.	HazMat	Crash
2012	12.8	17.9	17.77	1.7	24.91	19.78	22.14
2013	11.3	13.46	11.9	0.99	20.86	1.06	29.8
2014	12.1	10.9	10.7	0.91	20.8	1.94	27.2
2015	11.9	12.9	13.0	.05	21.9	1.3	22.3

**NPTC**  
National Private Truck Council

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- ### Safety Management
- Measure, monitor, manage and improve
  - Policies and procedures
  - Qualifications and hiring
  - Roles and responsibilities
  - Communication
  - Training
- Tom Moore  
National Private  
Truck Council
- NPTC**  
National Private Truck Council
- J. J. Keller**  
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# CSA Update

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**Know Your DOT Data**

- SAFER
  - [safer.fmcsa.dot.gov/CompanySnapshot.aspx](http://safer.fmcsa.dot.gov/CompanySnapshot.aspx)
  - Carrier census information
  - Inspection OOS rates compared to national averages over last 24 months
  - Carrier crashes over last 24 months
  - Carrier safety fitness rating
  - Flag if carrier is prohibited from operating



Tom Moore  
National Private  
Truck Council



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**Know Your DOT Data**

- SMS
  - [ai.fmcsa.dot.gov/SMS/](http://ai.fmcsa.dot.gov/SMS/)
  - Carrier census information
  - 24 months of inspection, intervention and crash data (including identification of serious violations)
  - BASIC percentile rankings and over threshold notice
  - Data download functionality
  - Informational materials on improving BASIC percentile rankings
- Compass Portal
  - [portal.fmcsa.dot.gov](http://portal.fmcsa.dot.gov)
  - Daily, un-scored roadside inspection and crash data
  - Access to other FMCSA sites



Tom Moore  
National Private  
Truck Council



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**Improving CSA Scores**

Get good data going into the system

- Good data means “no violation” inspections and no preventable crashes
- Review all roadside inspections to check for errors
- Know what the industry problems are in each BASIC
- Know what YOUR problems are in each BASIC



Tom Moore  
National Private  
Truck Council



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**What Happens If You Find Inaccurate Data?**

- Access DataQs from the SAFER website, the SMS website or at: <https://dataqs.fmcsa.dot.gov/login.asp>
- Challenges are reviewed by the state that entered the data, with federal oversight.
- 65% of challenges are successful
- Can appeal to state motor carrier safety office if you do not like the results of a challenge.
- Be sure to upload supports for your argument



Tom Moore  
National Private  
Truck Council



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**How Oldcastle Drives Safety Through CSA**



Joe Dilley  
Oldcastle Precast

Joe Dilley  
Director of Transportation & Fleet Safety  
Environmental, Health, Safety and Transportation Group  
Oldcastle Precast Inc.



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**Company Profile**

- Oldcastle Precast is the largest manufacturer of precast concrete products in the US and is part of the Oldcastle Inc., family of companies
- Oldcastle, Inc., is the North American arm of CRH plc, one of the world's leading building products and materials companies based in Dublin, Ireland. Oldcastle operations include more than 1,800 locations in 50 states and 6 Canadian provinces. Oldcastle has 39,000 employees.



Joe Dilley  
Oldcastle Precast



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**Oldcastle Inc.**

Oldcastle Materials

The leading supplier of aggregates, asphalt, ready mix concrete, and construction and paving services in the United States.

Oldcastle Building Products

**Architectural Products Group**  
Concrete masonry and hardscapes, packaged cement mixes, packaged lawn and garden products

**Precast**  
Utility and structural precast, composite utility enclosures, construction accessories

**Building Envelope**  
Architectural glass, aluminum glazing systems

**Oldcastle Distribution**  
Leading national distributor of roofing, siding, window, and interior products for specialty contractors in the construction and remodeling industries.

**NPTC**  
National Private Truck Council

**J. J. Keller & Associates, Inc.**  
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**Oldcastle Precast**

- 90 trucks and 90 drivers in 26 states
- Carrier and shipper -- we partner with some 250 for-hire companies
- In 2004, we had an ISS (Inspection Selection System) score in the high 80's
- We re-evaluated roadside inspection scores
  - Discovered that 20% of our drivers were incurring the most roadside inspection violations
  - Many being repeat offenders

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**CSA Liabilities**

- Many manufacturers are evaluating BASIC scores to vet new carriers
- Having scores above the acceptable thresholds can cause carriers to lose opportunities for backhauls, etc. with other companies
- Higher than normal CSA scores can also have a negative effect on insurance renewals

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### CSA Liabilities



Joe Dilley  
Oldcastle Precast

- While some information on CSA is not viewable by the public, it is easily obtainable by plaintiffs' attorneys
- BASIC scores can and will be used against your company in a court of law should litigation be brought as a result of an incident and if BASIC scores can bolster the plaintiff's case



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### Improving CSA Scores



Joe Dilley  
Oldcastle Precast

Get good data going into the system

- Good data means “no violation” inspections and no preventable crashes, more “no violations noted” inspections are a good thing
- Review all roadside inspections to check for errors, contest unrighteous violations on DataQ's
- Know and CORRECT YOUR problems immediately



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### Roadside Inspections



Joe Dilley  
Oldcastle Precast

- We also learned that approximately 40% of all of our roadside inspections came from something that the officer observed that prompted him / her to pull our trucks over for inspection.
- Load Securement was our largest issue and greatest area of opportunity.



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## CSA Update

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**How We Improved**

- Developed and implemented Policies and Procedures.
- Vetted our drivers prior to hiring by changing qualifications and hiring standards.
- Initiated Roles and Responsibilities for our Transportation Management personnel and drivers.
- Revised and improved upon Communication and Training (with a special emphasis on our problem areas).
- We also implemented the use of ELDs.



Joe Dilley  
Oldcastle Precast

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**Developed and Implemented and Policies and Procedures**

- We realized that our lack of policies and procedures were not getting us where we needed to be in terms of our safety goals and our roadside inspections.
- We developed our policies and procedures using the regulations as a baseline and then with the help of all stakeholders.



Joe Dilley  
Oldcastle Precast

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**Changed Driver Qualifications and Hiring Standards**

- We noticed that our drivers weren't being vetted very well in terms of experience with regard the research we had done as to why our scores were what they were
- We raised the experience requirement level to a minimum of 3 years
- We started reviewing the applications coming through at the corporate level using a third party to make sure all applicants met our new standards of hiring and insuring that we were paying much more attention to the details, such as past employment inquiries, etc.



Joe Dilley  
Oldcastle Precast

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## CSA Update

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**Roles and Responsibilities for Transportation Management**



Joe Dilley  
Oldcastle Precast

- We adjusted the roles and responsibilities of our transportation managers, so that they had a more defined role and gave them ownership
- We also put in writing the responsibilities and expectations of the drivers so that they had a much clearer understanding of what their role was



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**Revised and improved upon Communication and Training**



Joe Dilley  
Oldcastle Precast

- We realized that we were lacking in our training of both Drivers and Transportation Managers.
- We developed a Learning Management System and are continually adding new subjects, with many of them being customized to our operations.
- All drivers and Transportation Managers are now on a scheduled training program throughout the each year.



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**Implemented the Use of ELDs**



Joe Dilley  
Oldcastle Precast

- We implemented the use of Electronic Logs and Data so that we could make sure that we were compliant with HOS regulations
- Also to improve operating efficiencies such as time spent at deliveries, idle times reduction, time spent loading in the yard, paperwork reduction, etc.



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**Point System  
For Roadside Inspections**

- Each roadside inspection spurs a review call between the drivers Supervisor, the Plant Manager, the General Manager, the Area Safety Manager and the Director of Transportation
- That review board then decides whether or not the driver contributed to any violations cited



Joe Dilley  
Oldcastle Precast



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**How Points Are Assessed**

- If found to have contributed the driver is assessed 1 to 3 points depending on whether or not the violation was an out of service
- Also the driver is coached on the violation and given a counseling session, and warning
- A driver who receives 3 points in 12 months or 6 points in 36 months is subject to dismissal
- Other points can be added as well for non-roadside inspections



Joe Dilley  
Oldcastle Precast



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**The Bottom Line**

- All aspects of any safety program must be conducted with a proactive approach
- Any training given must be done proactively as well, focusing specifically on those areas where past performance has given you indicators of being a problematic



Joe Dilley  
Oldcastle Precast



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### CSA Update

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**The Bottom Line**

- CSA scores are an objective look at how your fleet is operating
- Failing to address the issues exposed by roadside inspections and CSA overall is inviting certain liability



Joe Dilley  
Oldcastle Precast



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**Question & Answer Session**



Gary Petty  
National Private Truck Council



Tom Moore, CTP  
National Private Truck Council





Tom Bray  
J. J. Keller & Associates, Inc.



Joe Dilley  
Oldcastle Precast

Please continue to submit your questions.



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**Thank you for participating!**



Gary Petty  
National Private Truck Council

Join us for our next webinar series:

**Successful DataQs Strategies**  
Thursday, October 15th, 2015 @ 10AM Central

Visit [www.ijkeller.com/nptcinfo](http://www.ijkeller.com/nptcinfo) for more information



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**CSA Update**

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**Thank you for participating  
in today's webcast!**

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For today's presentation and learn more  
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