

Driver Recruiting in an Era of Driver Shortages: *How to Effectively Qualify and Screen Drivers*

March 18th, 2015

Driver Recruiting in an Era of Driver Shortages:
How to Effectively Qualify and Screen Drivers

Dr. Gary Petty
President & CEO
National Private Truck Council

NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953

Introduction

- Regulatory Background – Tom Bray
- Beyond Compliance – Tom Moore, CTP
- Fleet Perspective – Doug Simpson, CTP
- 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.


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General Qualifications of Drivers

- At least 21 years old
- Read and speak English
- Complete road test
- Safely operate vehicle
- Physically qualified
- Valid driver's license
- Listed violations
- Not disqualified (see §391.15 and §383.51)
- It is up to the carrier to make sure the driver is and remains qualified



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Required Qualification Process

- Driver application
- MVR check
- Background check ("SPH")



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Driver Application

- Must include:
 - Applicant's name, address, date of birth, and Social Security Number (SSN)
 - License information and driving history/experience
 - Complete three-year work history
 - Ten-year driving work history required if CDL driver



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Driver Application

- Employment information on application must include:
 - Whether he/she was subject to the Federal Motor Carrier Safety Regulations (FMCSR) while at any previous employer
 - Whether any previous position required a CDL and was subject to DOT-regulated alcohol and drug testing
 - Certification signature and date



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Driver Application

- Before the application is submitted, carrier must notify applicant:
 - That the information provided on the application will be used to investigate his/her safety history
 - That previous DOT-regulated employers will be contacted
 - Of his/her due process rights
- Be sure to get a driver application if laborer advances to driver!




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Investigations and Inquiries

- Using the information on the application, the carrier must (within 30 days of hire):
 - Get a MVR from all states the driver had a license in over the previous three years
 - Complete a safety performance history (SPH) check of the applicant
 - This is the required "previous employer" verification
 - Regulations are found under §391.23



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Investigations and Inquiries

- **Safety performance history (SPH) inquiry process**
 - SPH must be done with DOT-regulated previous employers
 - Driver must sign release
 - Carrier must create a written record for each previous employer contacted
 - If the driver had no previous DOT-regulated employers, this must be documented



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Investigations and Inquiries

- **Minimum information you must get from previous DOT-regulated employer:**
 - Driver identification/employment verification information
 - Data regarding any DOT-recordable accident involving the driver
 - Any violations regarding the prohibitions of Part 382
 - Information regarding SAP/RTW process (if failed, refused, etc.)




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Investigations and Inquiries

- SPH must be completed within 30 days
- If previous employer refused to answer or cannot be contacted, document attempts (prove a "good faith effort")
- Employers allowed to report previous employers who refuse to respond within 30 days
 - Works as threat to carriers that are refusing to reply




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Investigations and Inquiries

- Application and initial MVRs to be kept in DQ file
- SPH paperwork to be kept:
 - In DQ file; or
 - Dedicated "Driver Investigation History file"
- Must be kept the entire time the driver is driving plus three years



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Road Test

- Carrier must either:
 - Conduct road test and place road test form and certificate into DQ file
 - Accept an equivalent and place proof of equivalent in DQ file. Acceptable equivalents are:
 - Road test certificate issued by another carrier within the last three years
 - A valid CDL




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Review: Deadline for Certain Steps

- Before operating
 - Application
 - Medical qualification information (card or MVR and NRCME proof)
 - Road test (or equivalent)
 - Drug/alcohol policy receipt and verified negative results in hand
- Within 30 days
 - Full 3-year MVR check complete
 - SPH complete



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Only the Minimums!

- Regulations only establish the minimum
- Pre-employment Screen Program also available from FMCSA
 - Provides roadside inspection and crash data FMCSA has on driver to prospective employers



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Beyond Compliance

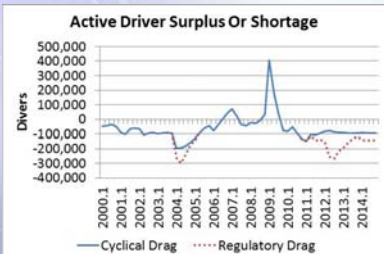
Tom Moore, CTP
Sr. Vice President
National Private Truck Council



Tom Moore
National Private Truck Council



Looming Driver Shortage




Active Driver Surplus Or Shortage

Y-axis: Drivers (500,000 to -400,000)



X-axis: 2000.1 to 2014.1

Legend: Cyclical Drag (solid line), Regulatory Drag (dotted line)

Source: FTR Associates



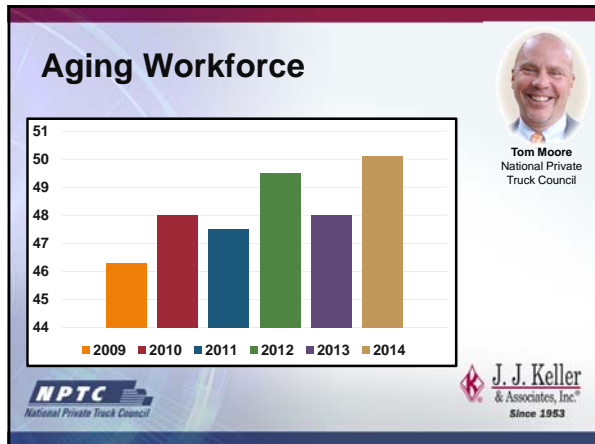
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National Private Truck Council

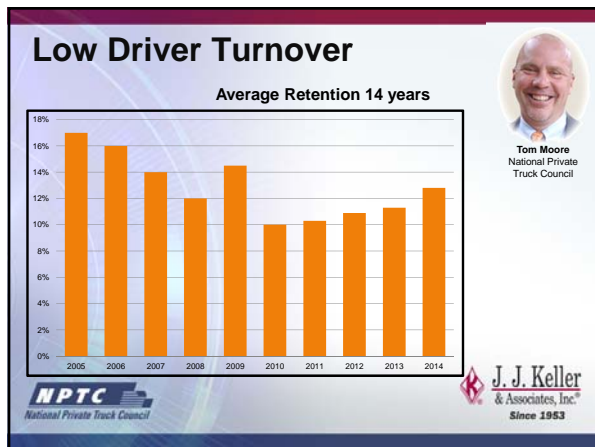


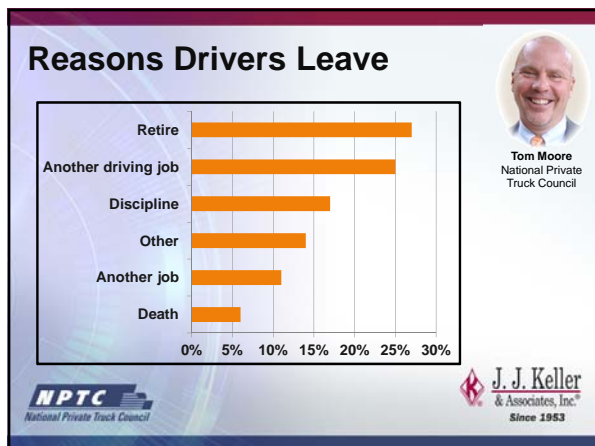
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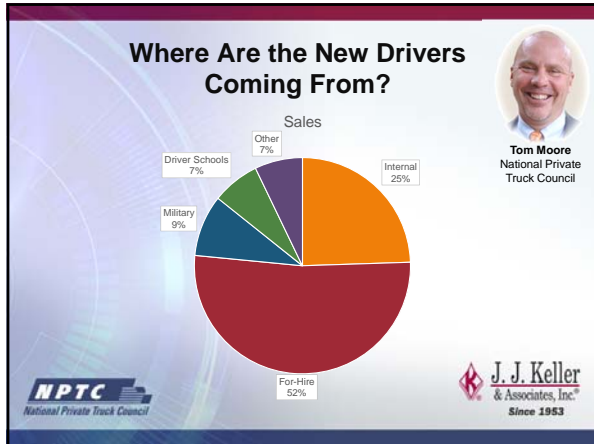


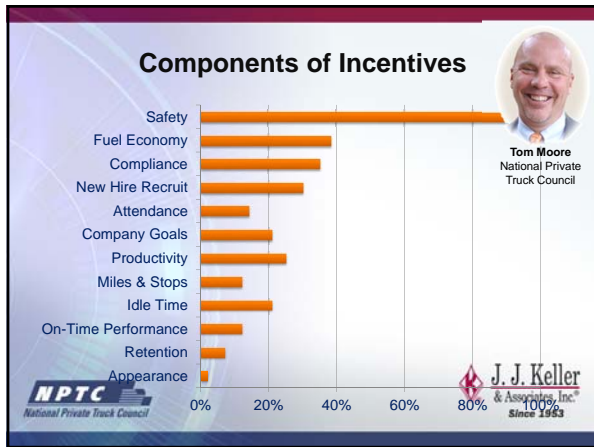


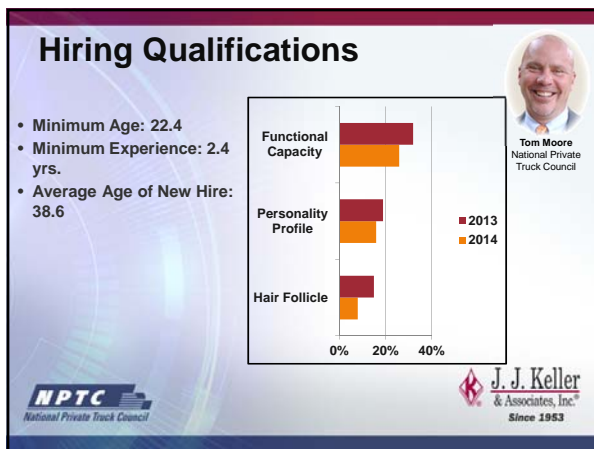
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Driver Recruiting in an Era of Driver Shortages





Doug Simpson, CTP
Recruiting Manager
Castellini Group of Companies



Over 100 Years of Service To the Produce Industry

Founded in 1896

- › One of the oldest members in the produce industry
- › Originally part of the Cincinnati produce terminal market
- › Visionary growth and expansion based on supplying the fresh produce needs of the foodservice and retail industries



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J. J. CASTELLINI
Cincinnati, Ohio
FRUITS AND VEGETABLES.



Castellini Group of Companies Today

- › Still privately held
- › One of the largest fresh produce distributors in the United States
- › Encompasses all major segments of wholesale produce distribution
- › Customers include:
 - › Wholesale Grocers
 - › Foodservice Distributors
 - › Retail Stores
 - › Restaurants
 - › Military Bases



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Castellini Group Fleet Operations

Castellini Group of Companies

- 6 Different Business Units
- 400 Tractors
- 600 Trailers
- 40 Million Miles per Year

Castellini Company

- Regional Carrier - 500 mile radius of Cincinnati, OH
- 70 Tractors
- 120 Trailers
- 105 Road Drivers
- 365 Employees
- Union Environment
- Slip-Seat




Doug Simpson, CTP
Castellini Group of Companies




The Driver Shortage Is Real

- According to the American Staffing Association's *Skills Gap Index*, Truck Drivers was the **2nd most difficult occupation to fill** in 2014. Behind only Occupational Therapists.

How are companies addressing the issue?

- Unfortunately, many are lowering standards whether that be amount of experience or candidate background standards.
- Using new advertising mediums: online, social media, radio and television.
- Others are focusing on new applicant pools: recruiting more women and veterans.
- Still others are developing more programs to "finish" drivers or promote from other functions within the organization.

Don't Box Yourself In!



Doug Simpson, CTP
Castellini Group of Companies




How We're Combating the Shortage

- Targeting Veterans Who are Exiting the Military.
 - 88M - Transport Operators, On-Base Job Fairs.
- Driver Finishing Program.
 - Putting Less Experienced Candidates Thru Extensive Training Program.
- Promote From Within
 - Helping Internal Candidates (Warehouse, etc.) Obtain a Class A CDL and Putting Them Thru a More Rigorous Training Program.



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Castellini Driver Qualifications

- Valid Class A CDL.
- Minimum 23 years of age.
- Minimum of 2 years "verifiable" T/T experience.
- Acceptable MVR.
- Acceptable CSA Record.
- Stable Work History.
- Acceptable Criminal Background.
- Preferably No Felonies Ever.
- Preferably No DUI's Ever.



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Castellini Group of Companies




Castellini Recruiting Efforts

- Company Website.
- Banner on Front of Building.
- Online Job Boards.
- Local Radio Ads.
- Local Television Commercials.
- Local Newspaper Ads.
- Job Fairs.
- Word of Mouth (Employee Referrals).



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Castellini Group of Companies




Castellini Hiring Process

- Online Application or Phone Call.
- Phone Interview.
- Drivers Complete Full Application Packet.
 - Application Jacket Becomes DQ File.
- Individual Interviews with At Least 2 Managers.
- Road Test.
- DOT Physical, Drug Screen & Physical Assessment.
- Brief Orientation (Completing Employee Paperwork).
- 3-4 Weeks of Training with a Road Trainer.




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Candidate Screening

- Multi-State MVR, CDLIS & Drug & Alcohol Database.
- Pre-Employment Screening (PSP) Report.
- Criminal Background Check.
- Drug & Alcohol Screening.
- Job Placement Assessment (JPA).
- Employment Verification (includes SPH & Drug & Alcohol History). Documented. Good Faith Effort.
- DAC Report Will Be Run When Needed.
- Personal Reference Check.




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Ongoing Compliance

- MVR Pulls on All CDL Holders Every 6 Months.
- Random, Post-Accident & Reasonable Suspicion Drug & Alcohol Testing.
- Drug & Alcohol Testing After Occupational Accidents as Well as Vehicular Accidents.



Doug Simpson, CTP
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Lessons Learned

- Don't Take Shortcuts.
 - Shortcuts Seldom Work out and Subject the Company to Increased Liability.
- Managing Self-Certification.
 - Drivers Can Have CDL Privileges Suspended.
- While Maintaining Efficiency, Take the Time Necessary to Properly Screen All Applicants.
- Where Will You Settle?
- Hire for Attitude, Train for Skills.



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Question & Answer Session





Gary Petty
National Private
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Tom Moore
National Private
Truck Council

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J. J. Keller &
Associates, Inc.

Doug Simpson, CTP
Castellini Group of
Companies

Please continue to submit
your questions.



Thank you for participating!



Gary Petty
National Private
Truck Council

Join us for our next webcast:

Physical Qualifications of Drivers
Thursday, March 19th, 2015 @ 1PM Central Time

Visit www.jjkeller.com/nptcinfo for more information!



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