Driver Qualifications

March 21, 2018

This webcast will cover ...

• A regulatory overview
• How industry best practices are raising the bar on compliance
• A case study in implementation
• Question & Answer

Attention Attendees:

» Thank you for attending!
» 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: www.jjkeller.com/nptcinfo

Meet Your Presenters

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Regulatory Overview

Driver Qualification Summary

- Applicant must meet qualification requirements and not be disqualified
  - Drivers must remain qualified once hired
- Applicant must complete driver application
- Carrier must conduct background checks
- Applicant must pass road test
- Applicant must be medically qualified
- Carrier must conduct annual reviews
- Carrier must maintain a driver qualification file

Basic Driver Qualification Requirements

(§391.11)

- 21 years old
- Read and speak English
- Can safely operate assigned vehicle (by virtue of training and/or experience)
  - Has passed a road test in a representative vehicle
- Is physically qualified (passed DOT medical exam)
- Has the correct license for the vehicle assigned
- Is not “disqualified”
The Application

- The driver application begins the process and must include
  - Applicant’s name, address, date of birth and SSN
  - License information and driving history/experience
  - Complete three-year work history
    - DOT regulated employers from 7 additional years required if applicant drove a CDL-required vehicle at the employer
  - Must ask was the previous employer DOT-regulate
  - Due process information
  - See regulation §391.21 for full details

Investigations and Inquiries

Using the information on the application, the carrier must (within 30 days of hire):

- Get an MVR from all states the driver had a license in over the previous 3 years*
  - * You may need the current one sooner!
- Complete a “safety performance history” check of the applicant
  - This is the required “previous employer” verification
- Regulations are at §391.23

Road Test §391.31

- Use a competent examiner
- The duration of the test should be long enough to determine if the driver can drive
- Test should reflect normal operations
  - Pretrip, coupling, driving, turning, backing, etc.
- Test route should be documented
- Everyone should complete the same test
- Can use equivalent rather than conducting
DQ File Contents

- **Requirements in §391.51**
  - Entire time driver is employed plus three years
  - Application for employment*
  - Road test and certificate*
  - Verified negative test results*
  - Initial MVRs from states/provinces
  - Past employment checks (SPH)
  - Kept for three years:
    - Medical examiner's certificate or MVR showing medical qualification for all exams over the last three years*
    - Proof examiner was on NRCME
    - Annual review with annual MVR and Certificate of Violations for the last three years
- Can have more, but not less!

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Ongoing Requirements

- **Annual review**
  - Certificate of violations
  - Annual MVR
  - Management note of review
- **Making sure driver remains qualified (tracking tool)**
  - License expiration
  - Medical card expiration
  - Annual review due
- The driver qualification file is what proves it!

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Beyond Compliance

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Why the Regs Aren’t Followed

- Poor communication
- Conflicting goals
- Processes that lead to poor follow-through
- Hiring pressures

Driver Shortage

Aging Workforce
How Fleets Are Raising the Bar

• Upgrading the driver application
• Enhancing interviewing skills
• Digging deeper on MVRs
• Going beyond the minimum when it comes to background checks
• Education and training of the driver workforce
• Improving driver wellness programs
• Establish roles and responsibilities for managers

Hiring Qualifications

• Minimum Age: 22.2 vs. 22.0
• Minimum Experience: 2.14 yrs. vs. 2.17 yrs.
• Average Age of New Hire: 41.2

Education and Training

• FMCSA provides excellent resource
• Beyond the regs, drivers need to know that you care about their welfare
• Drivers need to take responsibility
• Consider incorporating as part of the hiring & screening process
The Fleet Perspective

Nestlé’s Fleets

- 1,869 Vehicles (Ambient/Frozen)
- 2,161 Drivers (Ambient/Frozen)
- 2,065 Vehicles (Beverage)
- 2,416 Drivers (Beverage)

Objective:
Discuss the policies and procedures a carrier may want to consider to make sure that it is not hiring an unqualified driver or its next problem.

The Hiring Process

1. Establish needs
   - Update job description to align with needs
   - Consider internal candidates

2. Promote positions
   - Collect and screen applications against requirements
   - Screen for qualifications

3. HR interviews against JD
   - Area management determines if "fit"
   - More interview for "fit" and ensuring "mutual interest"

4. Contingent offer
   - Driver authorization
   - Background checks, physical and testing

5. Orientation
   - Training and job shadowing
   - Ongoing performance appraisal, screening, etc.
Hiring best practice is to ensure that applicants pledge to follow the rules in your company policies.

➢ Right out the gate: Win the hearts, minds and souls of your drivers. Communicate the what, when, how and the why.
➢ Develop a policy stating that drivers are responsible for adhering to all safe-driving related Federal, State, and local laws ordinances.
➢ Develop a policy requiring drivers to report all roadside inspections and crash involvements immediately.
➢ Develop policies and procedures that ensure drivers practice and apply safe, defensive driving techniques and skills.

Have Strong Policies & Procedures

Hiring best practice is to ensure that applicants know their roles and their managers roles:

➢ Manager’s role includes being responsible for making certain that employees receive safe driving training in accordance to your company policy and with State or Federal regulations.
➢ Make sure that you clearly define, and document roles and responsibilities of drivers, managers, and supervisors with respect to the carrier’s policies.
➢ Establish roles and responsibilities for managers and experienced drivers to provide oversight and instructions to newer drivers.
Automate DQF's

Hiring best practice is to ensure that DOT administrators know the Driver Qualification File. Best Practices is to automate DQF's.

➢ Ensure MVRs from states are reviewed for unsafe driving violations of all prospective drivers for a min of the last three years.
➢ Get permission for background to run PSP report or have drivers run their own prior to interview process to correct any outages.
➢ MVR & PSP do not match
➢ PSP may show a pattern or behavioral practice that may need to be explained.

Automate DQF's

Hiring best practice is to ensure that DOT administrators know the Driver Qualification File. Best Practices is to automate DQF's.

➢ Querying applicants, checking with previous employers and references.
➢ Review and evaluate gaps in employment.
➢ Application captures all information required by FMCSA, pertaining to moving violations, prior convictions and denied employment based on unsafe driving.

Company Procedures for Training & Communication

Hiring best practice is to training for drivers:

➢ Communicate expectations for adhering to safe driving regulations and company policy and procedures to all staff, and provide new hire and refresher training.
➢ Hands-on demonstrations of safe driving with a focus on defensive driving skill.
➢ Reinforce training by developing job aids, and/or establishing communication.
➢ Ensure that managers and supervisors communicate with drivers – show visible leadership.
➢ Engage your drivers
Hiring best practice is to monitoring and tracking:

- **Leading Indicators - Predictive Risk** – Driver score carding to indicate probability and then automated training.
- **Maintain roadside inspection reports, moving violations, crash reports.**
- **Review/retain each driver’s MVR at least annually.**
- **Get the details of any crash accident details – patterns and trends, police reports.**
- **Implement a system for keeping accurate records of employee via software tracking system for training.**

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Be Up Front About Taking Meaningful Action

Hiring best practice around taking meaningful action:

- **Design/share and implement incentives/recognition programs that rewards and encourages safe driving.**
- **Track data through driver score carding system focusing in on unsafe driving behaviors such as speeding, harsh braking etc..**
- **Give immediate feedback that require meaningful action that can be used by enhancing their knowledge and skills.**
- **Implement disciplinary and recognize good behaviors in policies with corresponding to the risk posed with violations associated with high-consequence accidents.**

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Summary

- **Follow the FMCSA Safety Management Cycle to develop best industry practices to ensure that you are bringing on Qualified Drivers!**
Question & Answer Session

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More Questions?

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Thank you for participating!

Please join us for tomorrow’s webcast:

Medical Qualifications & Sleep Apnea  
March 22, 2018

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