

Driver Qualifications

March 21, 2018



Driver Qualifications

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



Gary Petty
President & CEO
National Private Truck Council



Meet Your Presenters



Gary Petty
President & CEO
National Private Truck Council



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



Tom Moore, CTP
Senior Vice President
National Private
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Mike Mason
Transportation Manager
Nestle USA/Nestle
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Regulatory Overview



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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



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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"



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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



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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



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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



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Why the Regs Aren't Followed

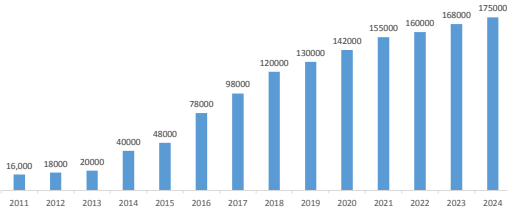
- Poor communication
- Conflicting goals
- Processes that lead to poor follow-through
- Hiring pressures



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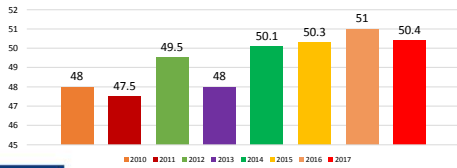
Driver Shortage



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Aging Workforce



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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

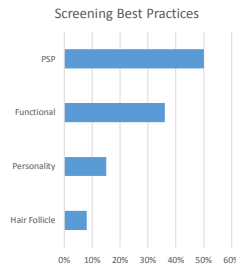


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Hiring Qualifications

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



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Education and Training

- FMCSA provides excellent resource
<http://www.fmcsa.dot.gov/rules-regulations/administration/fmcsr/fmcsrruletext.aspx?reg=391.43>
- 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



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The Fleet Perspective



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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.



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The Hiring Process



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Have Strong Policies & Procedures

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.



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Have Strong Policies & Procedures

Hiring best practice is to ensure that applicants pledge to follow the rules in your company policies.

- Develop a policy that prohibits passengers from being onboard without your approval.
- Develop a procedure ensure that vehicles defects are reported, repaired, and certified before the vehicle is operated.
- Develop a written and progressive disciplinary policy focused on taking corrective action to ensure drivers comply with regulations and company policies. Leading & Lagging Behaviors



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Outline Roles & Responsibilities

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.



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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.



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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.



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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



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BE UPFRONT ABOUT MONITORING & TRACKING

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.

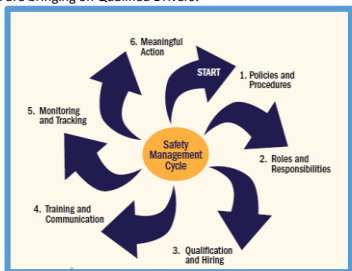


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Summary

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



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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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today's webcast!

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