

Screening Protocols in an Age of Driver Shortages



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Thank You for Joining Us!

- This webcast will cover ...
 - A regulatory overview
 - Best practices in compliance
 - A case study in implementation
 - Question & Answer session
- You will be muted during the event.
- Please use the Q&A feature to send in questions. 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



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Meet Your Speakers



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President & CEO
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Tom Moore, CTP
Executive Vice President
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Recycling EHS Manager
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Required Screening

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



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Application (§391.21)

- Application must include all the required information
- Verify the application is complete, correct, and truthful
 - If something is missing, why is it missing?
- Locate and close gaps in employment, driving records, etc.
 - Document reason for gaps if they cannot be closed
- Much of the required screening uses the information on the application, so make sure it is accurate!



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MVRs (§391.23)

- MVR from all states the driver was licensed in over the previous three years
 - Must be secured within 30 days
 - Must be retained the entire time the driver is employed plus three years
- If driver is a CDL driver, may need before driver operates
 - For CDL drivers the MVR is tied to proof of being medically qualified
- Look out for other state references
- If you are not sure what you are seeing, ask someone!



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Special Note About ELDT

- If the applicant's MVR shows the driver has a CLP, you need to:
 - Make sure the driver completes the entry-level driver training (ELDT) at an entity that is on the Training Provider Registry
- If the driver already has a CDL, ELDT is not an issue or concern
- Still need to do the other required training
 - Regulations and safe operation (§390.3 and §391.31)
 - Drug and alcohol (§382.601)
 - Hazardous materials (§172.704 and §177.816)
 - Vehicle inspections (§393.1 and §396.1)



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Safety Performance History (§391.23)

- Must contact all DOT-regulated employers the driver worked at over the previous three years
 - General employment verification
 - DOT-recordable accidents
 - Drug and alcohol testing history
 - This portion of the SPH will be going away as of January 6, 2023, the Drug and Alcohol Clearinghouse will have enough data to replace it at that time



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SPH Problems and Solutions

- Other carrier:
 - No longer in existence
 - Document good-faith attempts to contact
 - Does not respond
 - Document good-faith attempts to contact
 - Refuses to provide information either outright or until paid
 - Warn the other carrier their response is required, and they could be reported to FMCSA if information is not provided within 30 days
 - Document attempts and responses
- If replies cannot be secured, work with the driver to document experience (best practice, not in the regulations)



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Screening Protocols in an Age of Driver Shortages

Verify Qualifications

- Driver must meet the requirements in §391.11
 - 21 years old or older
 - Basic English proficiency
 - Proper license
 - Medically qualified
 - Not disqualified (see §391.15 and §383.51)
 - Can by virtue of training and/or experience operate safely
 - Verified through a road test or accepting an equivalent



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Pre-Employment Drug Screen

- Must have verified negative results in hand before allowing the driver to operate a CDL-required commercial vehicle
- Results must be within previous 30 days (older than 30 days, retest)
- Can use exemption in §382.301(b) and (c)
 - Driver in a DOT drug testing program within last 30 days
 - While in the program, the driver was tested in the last six months or was in the random program for at least the last 12 months
 - The other carrier must be willing to document the above



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Pre-Employment Clearinghouse Query

- Pre-employment query must be run prior to driver operating a CDL-required commercial vehicle
 - Requires the driver to be registered with the Clearinghouse and authorizing the release of the information
 - Driver cannot be shown as "Prohibited"
 - If driver is in the return-to-work process, new employer must pick up where the previous employer left off



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Build DQ, SPH, and DA files

- DQ file must have:
 - Application (before operating)
 - Initial MVRs (within 30 day, unless needed to show medical qualifications)
 - Certificate of road test or equivalent (before operating)
 - Proof of medical qualification (before operating)
 - MVR for CDL driver
 - Copy of medical card for non-CDL driver or CDL driver that had taken a medical exam within the last 15 days



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SPH and DA Files

- SPH files
 - Responses to SPH requests (within 30 days)
 - Can be kept in DQ file if the DQ file is only visible to people involved in hiring
- Drug and alcohol files (all before operating)
 - Copy of policy receipt
 - Negative results and testing paperwork
 - Can be kept in DQ file if the DQ file is only visible to people involved in DA program



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Complimentary Driver Hiring Checklist



Hire & Qualify Drivers Faster with NEW Driver Applicant Management Feature!

- Save time creating custom job postings and reviewing applicants
- Integrate forms for background checks into the hiring workflow
- Use the online dashboard for instant visibility of the process
- Comply with the FMCSA requirements for driver hiring



JJKellerDataSense.com/DQservices

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How Fleets are Raising the Bar

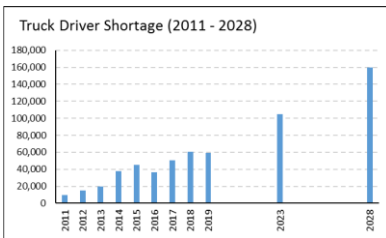
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National Private Truck Council



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Driver Shortage

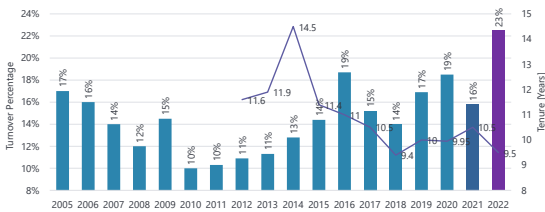


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Driver Turnover Increases

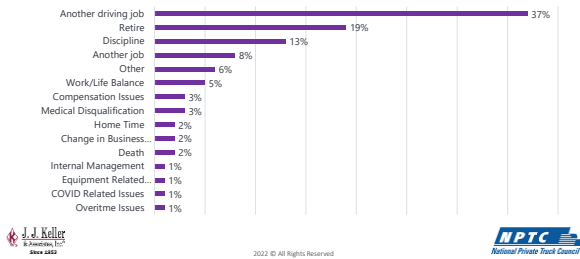


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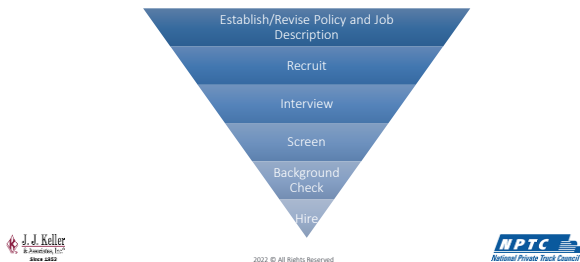
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Why Drivers Leave



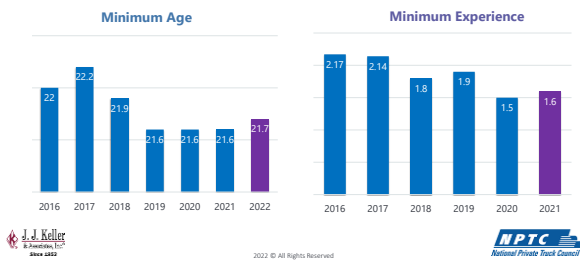
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The Recruiting Process



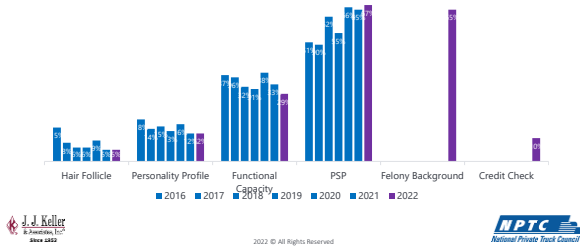
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Hiring Qualifications



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Screening Best Practices



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What is PSP?

- FMCSA developed PSP in response to a legislative mandate 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 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



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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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Safety Study

- Motor carriers using PSP experienced, on average, an 8% greater decrease in crash rates and a 17% greater reduction in out-of-service rates.
- Motor carriers also avoided more than 800 crashes and nearly 3,600 out-of-service events



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Enrolling in PSP

- To access PSP records motor carriers must first enroll in the program by visiting www.psp.fmcsa.dot.gov and following 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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Other Driver Metrics

- The average fleet has to review, screen and/or interview 10 candidates to fill one driver's position. This is almost half the number (19.7) that respondents reported they had to screen last year.
- The average time to recruit a driver candidate for an open personnel requisition is reported to be an average of 19.6 days, compared to the 35.7 days reported last year
- Similarly, the average time to hire a driver candidate is reported at 26 days down from the 34 days reported last year
- The average time to complete a background check is 13 days versus the 10 days in last year's survey.



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A Fleet's Perspective

*Kathy Fellenstein, CTP
International Paper Co.*

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International Paper Private Fleet

- 30 Locations Nationwide
 - 14 Recycling
 - 14 North American Container
 - 1 Global Cellulose Fibers
- 222 Drivers
 - 112 Recycling
 - 110 NAC/GCF
- Vehicles
 - Box Trucks
 - Roll on Roll Offs
 - Compactors
 - Tractor Trailers



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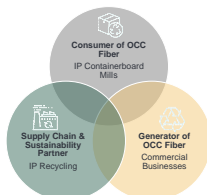
International Paper Recycling

WHO WE ARE

One of the largest consumers of recovered fiber at 5 million tons annually

HOW WE DO IT

Embrace the circular economy by sourcing OCC and making beneficial use of recycled materials, achieving a 66% increase in recovery of OCC over 2010.



WHAT WE DO

Advance the recovery and reuse of fiber after consumer and industrial use to extend the life of paper and packaging products.

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International Paper Recycling Footprint



Collect, process or market 7 million tons per year of recovered material

Full-service business with robust logistics & equipment capabilities

Multi-material recycling expertise in fiber & non-fiber grades



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Driver Screening at International Paper

- Ditto what Tom said...
- We then add the following:
 - PSP
 - Background Check
 - Criminal Record History



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Screening Rational

- Why do we complete background and criminal checks on driver?
 - Trust but verify
 - You told us, we trust but verify
 - Protect entire team (violence)
 - One additional step in keeping everyone safe on site
 - NAID Certification (National Association for Information Destruction)
 - Requires a more strict background check
 - No convictions for fraud or burglary
 - Site specific protocols for area



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What Is the Big Picture with Screening?

- From the "Truck Accident Attorneys Roundtable" website
 - "Truck Accident lawyers must look to see if motor carriers follow FMCSRs and screen drivers before putting them on the road."



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Other Screening Options

- What else can you do and why?
 - Functional Capacity
 - A functional capacity evaluation is intended to be both safe and objective in its assessment
 - Motion-capacity
 - Physical stamina
 - Capacity to lift
 - Flexibility
 - The ability to carry goods and maintain stamina
 - Other skills essential for their position
 - Pre-employment test
 - Simulated Job Tasks
 - Personality Profiles
 - Evaluate job fit
 - Predict job success
 - Hair Follicle Drug Test:
 - A hair follicle drug test, also known as a hair drug test, screens for illicit drug use and the misuse of prescription medication. During this test, a small amount of hair is removed from your head using scissors. The sample is then analyzed for signs of drug use during the 90 days preceding the test.



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Screening Considerations

- Present driver pool
 - Do additional screening protocols limit the pool of drivers
- Time to offer
 - How long can these take
- Loss of potential candidates
 - “nough said
- EEOC
- Costs



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Additional Screening Considerations

- Costs
 - Functional Capacity
 - \$772-871
 - Background checks/criminal checks
 - \$40 to 50
 - Personality Profiles
 - \$30 to 400
 - Hair Follicle 5 Panel Test
 - Average \$159.99



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Not Saying...

- We should lower standards
- Be less selective

We do need to consider what the ROI really is on these additional screens.



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What Impacts the ROI?

- Active Safety Technology in use
 - Better utilization of active technology to coach and evaluate
- Cost to hire and retain drivers
 - Inflation and recession
 - Wage and benefit increases
- Program administration
 - Who is responsible
 - Added head count
- Cost of each screening tool
 - Is the use really adding additional layers of protection



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Send Your Questions



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More Questions?



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Living with ELDs and the
Hours-of-Service Regulations

September 28, 2022 – 10:00 AM Central

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