Driver Screening Protocols

March 14, 2019

Housekeeping Items

- Audio streamed through computer speakers
- Widgets are resizable and moveable
  - Minimize/maximize
  - Expand/shrink
- Enter questions via the Q&A
- Check out the resources area to download today’s slides
- Click the help icon if you need tech help
Driver Screening Protocols

This webcast will cover...

- A regulatory overview
- Best practices in 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

Gary Petty
President & CEO
National Private Truck Council

Tom Moore, CTP
Senior Vice President
National Private Truck Council

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Manager, Transportation Questions
Hillyard, Inc.

Regulatory Overview
Regulations

• FMCSA requires two screening mechanisms be used:
  • MVRs (§391.23(a)(1))
  • Safety performance history (§391.23(a)(2))

MVRs

• MVR from all states the driver was licensed in over the previous three years
  • Valid
  • Correct class and endorsements
  • No applicable restrictions
  • Must be in hand within 30 days of hire*
    • If CDL driver does not have a medical card issued in the last 15 days, need MVR before driver operates for you

MVRs

• Kept in DQ file the entire time the driver is employed, plus three years
  • Do not confuse with annual MVR
Safety Performance History (SPH)

- Using employer information from driver’s application
  - Contact all DOT-regulated employers over the previous three years
    - General employment verification
    - DOT recordable accidents
    - DOT drug and alcohol testing refusals or positives
      - If refusal or positive: Status in return-to-duty process

We Don’t Share That

- Make sure they have received a signed release and that you are only asking the required questions
- Document refusal to provide the information
- Consider reporting other carrier to FMCSA

Not There or Not Answering

- Make a “good faith effort” to get in contact
  - Make sure driver provided good contact information
  - Document three attempts to contact
    - Phone
    - Fax/email
    - Mail or certified mail
No DOT-Regulated Employers

- Document the fact that the applicant did not have any DOT-regulated previous employers
- Place document where SPHs are normally kept

Prove It

- Cannot get SPH verification through previous employer, ask for:
  - Logs
  - Pay stubs
  - W-2s
  - Personal contact from previous carrier
- Not required, but clearly a best practice

Beyond Compliance
### Driver Shortage

![Graph showing the trend of driver shortage from 2011 to 2016.](image)

### Driver Turnover Improves

![Bar chart showing the percentage of driver turnover from 2005 to 2018.](image)

### Applicant Recruiting Phases

- Establish/Revise Policy and Job Description
- Recruit
- Interview
- Screen
- Background Check
- Hire

![Diagram illustrating the applicant recruiting phases.](image)
Hiring Qualifications

Minimum Age

<table>
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<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
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<td>21.5</td>
<td>22</td>
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</table>

Minimum Experience

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience</td>
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<td>0.5</td>
<td>1</td>
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</tbody>
</table>

Screening Best Practices

PSP

- Functional
- Personality
- Hair Follicle

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
What Information Does PSP Provide?

- An employer may only use PSP during the hiring process
- There is a $10 fee for electronic access to the record

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

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
The Fleet Perspective: Hillyard, Inc.

Who We Are

- Founded 1907, St. Joseph, MO
- 5th Generation Family, Privately Owned & Managed
- Manufacturer and Distributor of Cleaning Solutions
- Over 800 Employees Nationwide

Transportation Fleet thru the Years
Inventor of Modern Day Gym Finish

A Rich Heritage in Basketball...

Chuck Amen, CTP
Manager, Transportation Operations
Hillyard, Inc.
Hillyard – The Manufacturer

- General Cleaners & Disinfectants
- Restroom Care & Hand Hygiene
- Hard Floor Care and Carpet Care Products
- Sports Floor Coatings – Gym Finishes

Application Process

- Job postings are advertised through multiple platforms
- Candidates must apply online
- Qualified candidates are identified and interviewed by our Traffic Department
- Candidate is then referred to HR for interview

New Hire Approval & Screening

- HR approves candidate
- Conditional offer of employment pending screenings
- Candidate must accept offer and begin screening process
  - Background checks (MVR, PSP and Criminal Background)
  - Drug screen
  - Driving test
  - Post Offer Employment Test (POET) validates physical capability
Importance of the PSP

- We learned several years ago, the importance of the PSP
- We had a former employee that had numerous violations that we thought could be attributed to the area he was driving in
- When he left our employment, those inspections and violations did not reoccur with other drivers

Hillyard, Inc.

- Driver must pass the Road Test, Post Offer Employment Test (Function ability test), Drug Screen and new DOT Physical

Post Offer Employment Test

- POET – Vendor came in and conducted a functional job analysis for each position in our company
- The validated analysis provides us the “measurable” physical job demands for our positions
- Job specific testing is completed and validated prior to the candidate starting and performing any assigned duties
In-House Orientation

- Hazardous Communication
- Active Shooter
- Sexual Harassment
- Fork Lift and Power Dolly
- Ladder Safety
- DOT Drug & Alcohol
- Distracted Driving
- Hazmat Awareness
- Hazmat Shipping papers, label and placarding
- Fire Extinguisher
- Slips, trips and falls
- Strains & Sprains

Safety is our Goal!

- Traffic Department is closing in on 1,000 days since Lost Time due to Injury!!

Veteran driver training assistance

- We send the new driver out with a veteran driver on 1 trip to see how we access Hillyard locations after hours, how to operate the E-Log system, fill out paperwork, and to have a person to rely on when questions come up
Question & Answer Session

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More Questions?

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Please join us for our next webcasts

Understanding FMCSA's Item Response Theory Model for Identifying At-Risk Carriers

May 8, 2019

How to Use the DataQ System to Remove a Non-Fault Crash from Your Record

May 9, 2019

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