

## Hiring Standards: Driver Screening Protocols

11:00 AM Eastern Time (New York)  
10:00 AM Central Time (Chicago)  
9:00 AM Mountain Time (Denver)  
8:00 AM Pacific Time (Los Angeles)




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




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## Housekeeping Items

- Audio streamed through computer speakers
- Widgets are resizable and moveable
  - Minimize/maximize 
  - Expand/shrink 
- Enter questions using the 
- Check out the resources area to download today's slides 
- Chat via the Q&A if you need tech help, or click on 

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# Hiring Standards: Driver Screening Protocols

May 24<sup>th</sup>, 2018




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## 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](http://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-  
Transportation  
J. J. Keller & Associates



**Tom Moore, CTP**  
Senior Vice President  
National Private Truck Council



**Jeremy Decker, CTP**  
Transportation Safety  
Manager  
Mennel Milling Co.



## Regulatory Overview



**Tom Bray**  
Industry Consultant – Transportation  
J. J. Keller & Associates, Inc.



## Regulatory Standards

- Driver must be “qualified”
- Cannot be “disqualified”

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## Driver Qualifications (§391.11)

- All commercial drivers
  - Over 21
  - Read and speak English
  - Can safely operate assigned vehicles
  - Pass a road test
  - Medically qualified (has valid medical qualification)
  - Correctly licensed for vehicles operated
  - Not disqualified
- CDL drivers (in addition to above)
  - Pass DOT pre-employment drug test
  - Entry-level driver training completed (if required)

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## Driver Disqualifications (§391.15 and §383.51)

- 60 days
  - If convicted twice of using a hand-held cell phone or texting while driving a CMV
    - CDL drivers: Any two serious driving violations (in any vehicle) in a three-year period
- 90/180 days up to one year
  - Jumping an out-of-service order
- One year
  - Driving a CMV while under the influence or refusing a test
    - CDL drivers: Driving any vehicle while under the influence
  - Leaving the scene of an accident
  - Transporting or possessing illegal drugs

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## Carrier Responsibility

- Carrier is responsible for screening the applicant to make sure the driver is qualified and not disqualified

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## Regulatory Mechanisms

- Background checks required in the regulations
  - MVRs: All states the driver was licenses in over the previous three years
  - SPHs: Done with all DOT-regulated employers over the previous three years
    - See yesterday's webcast for details on the process

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## Regulatory Mechanisms

- Other screening activities
  - Road test
- Regulations do not provide a "standard" that has to be met, carrier just has to complete the steps

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## Regulations Only State Minimums

- Be on the lookout for gaps and false apps
  - Can indicate the driver is trying to hide something
- Use additional hiring tools
  - Interviews
  - Having and using company hiring and qualification requirements



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## Beyond Compliance



**Tom Moore, CTP**  
 Senior Vice President  
 National Private Truck Council




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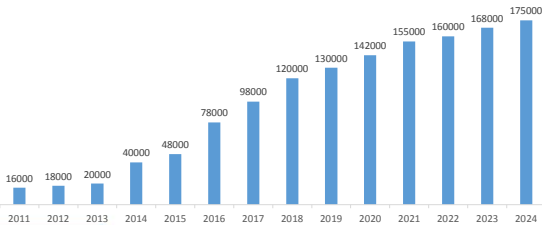
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## Driver Shortage



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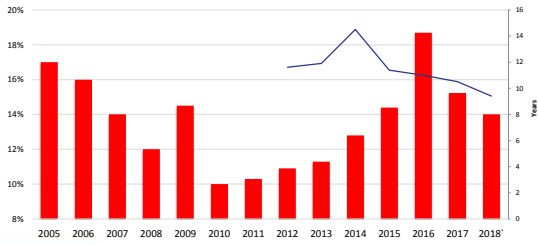
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## Driver Turnover Improves



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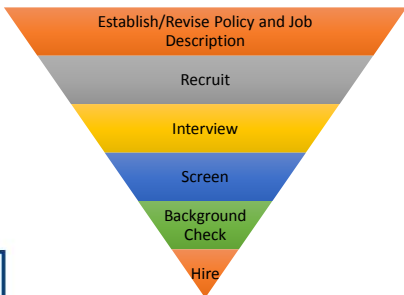
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## Applicant Recruiting Phases



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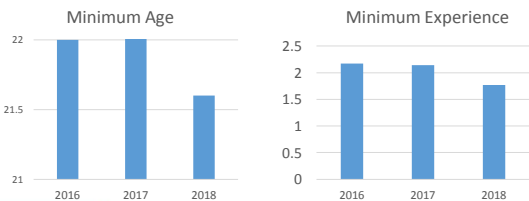
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## Hiring Qualifications



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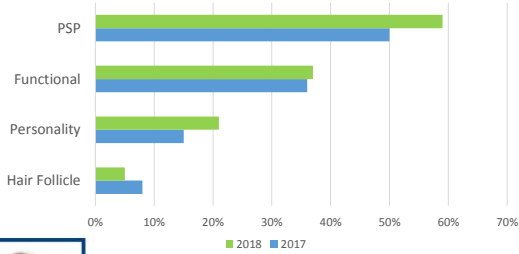
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# Screening Best Practices



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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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Senior Vice President  
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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

- An FMCSA safety impact study revealed that PSP has a positive impact on safety on the nation's roads. Motor carriers using PSP experienced, on average, an 8% greater decrease in crash rates and a 17% greater reduction in out-of-service rates.
- The studied 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](http://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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Senior Vice President  
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## The Fleet Perspective: Mennel Milling Company



Jeremy Decker, CTP  
Transportation Safety Manager  
Mennel Milling Company




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## The Mennel Milling Co

- Mennel Milling is now in its 5<sup>th</sup> generation of family run ownership starting in 1886.
- Mennel operates 7 flour mills in 5 states, two bakery mix facilities, a popcorn processing facility, a dedicated distribution facility, and is headquartered in Fostoria, Ohio.
- Mennel's mills consume more than 2,000 acres of wheat per day to produce more than 5.2 million pounds of flour.



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Transportation Safety Manager  
Mennel Milling Company




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## MMC Transport

- Mennel's fleet is known as "MMC Transport" which is a for-hire fleet which primarily carried Mennel products
- Overall trucking is split into two sections – each with their own separate USDOT #
- Operate 85 tractors and over 180 trailers
- Employ 75 drivers
- The fleet is ¾ day cabs; balance are regional sleepers



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Transportation Safety Manager  
Mennel Milling Company




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## Screening Protocols for MMC Transport

- Driver Application
- Document is meticulously checked.
  - No missing entries
  - No inconsistent information
- Interview is conducted in person.
  - Various ways
  - Explaining process in detail up front



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Transportation Safety Manager  
Mennel Milling Company




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## Road Test

- Only trusted driver trainers or CDL holding members of management are allowed to do road tests.
- Background Investigations.
  - MVR
  - PSP
  - Other
- Pre-Hire physical along with new DOT.

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## Application

- Completeness
- Accuracy
- Consistency
- We find over 25% of applications contain a “flaw”

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Transportation Safety Manager  
Mennel Milling Company



## Interview

- Different methods for different companies.
- What does the parent company or your policies define?
- Should you use your current drivers as part of the interview team?
- Or is it handled at a different level of the overall company?

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Transportation Safety Manager  
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## Pre-Trip Inspection Test

- It all starts with the “PTI” or Pre-Trip Inspection
- There are guides available or you can look at the FMCSA requirements
- Develop key items that are important to your fleet
- Do not try to trick the candidate
- To record or not record?
- Can the candidate show empirical knowledge of this process? If not you need to ask yourself if this person will follow guidelines or just kick the tires and light the fires



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 Transportation Safety Manager  
 Mennel Milling Company




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## Road Test

- Use a route that is consistent and offers several different driving conditions
  - Two lane, four lane, in-town, curves, tighter corners
- Driving lasts approximately 30 minutes
- Be careful to watch “slow drivers”
- This becomes my time to interview the driver



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 Transportation Safety Manager  
 Mennel Milling Company




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## Maneuverability

- Realistic scenarios
- Backing
  - Straight line
  - Blind and Sight side
- Around common tighter spots in the yard



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 Transportation Safety Manager  
 Mennel Milling Company




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## Next Steps

- We run the MVR and PSP.
- Check to see if the records match the application.
  - Many will not
- Consistency is the key.
  - What will you do if information conflicts?
  - Do you have policy, or S.O.P.?

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 Transportation Safety Manager  
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## Criminal and Credit Background

- This is run once the application process, and the road test takes place, essentially in line with MVR and PSP.
- For us, it's a make it or break it stage.
- We do not however fail many candidates at this step.
- Overall company policy.
- Minimal costs compared to liability

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## Pre-Hire and D.O.T. Physical

- Policy states any candidate must obtain at least a one-year D.O.T. physical.
- Wait until all results are back from the labs, etc.

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## Hair Follicle Testing

- Started 2008
- Reasons
- Results – Effectiveness
- Costs

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 Transportation Safety Manager  
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## Introductory Period and On-Boarding

- All drivers are onboarded by going through the MMC Transport Drivers manual
  - You cannot expect a new employee to know the rules
  - Clear expectations set them up on the road to success
- Depending upon specific position, one to two weeks with a trainer
- All new drivers are considered Introductory for 90 days, essentially on probation

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## Question & Answer Session



**Gary Petty**  
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## More Questions?



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## Please join us for our next webcasts

**“Entry Level Driver Training and Onboarding”**  
July 18 at 10 AM CST

**“Driver Scorecarding and Development”**  
July 19 at 10 AM CST

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