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GO GREEN WITH CLEAN INSPECTIONS

Roadside inspections create operational delays that may result in financial losses. Every time a truck is stopped for an inspection, this delay may impact key performance indicators tracked by the motor carriers, such as on-time delivery, out-of-service rates, and customer satisfaction, to name a few. To help manage this risk, try reducing the number of roadside inspections your company must take part in. One way to achieve this is by building a history of clean inspections.

The Federal Motor Carrier Safety Administration (FMCSA) utilizes the Inspection Selection System (ISS) to prioritize carriers by assigning inspection recommendations and inspection values based, in part, on a motor carrier's Behavior Analysis and Safety Improvement Categories' (BASICS) percentile values from the FMCSA's Safety Measurement System (SMS). After a carrier's percentile ranking is determined in each BASIC, the motor carrier is placed in a safety event group. An ISS-CSA algorithm then prioritizes each motor carrier by assigning an inspection recommendation and value. The three inspection recommendation values in ISS are Inspect (red), Optional (yellow), and Pass (green). Motor carriers with a score of 75-100 are the top priority and given the Inspect recommendation. A score of 50-74 is assigned an inspection recommendation of Optional, while those carriers with a value of 1-49 are assigned a Pass designation, meaning an inspection is not warranted.

The importance of the ISS score is critical to operational efficiency. Keeping your ISS score in the green, or Pass without an inspection, not only can reduce the risk of increased roadside inspections, but also sends a strong message to your fleet, customers, and job seekers that you run a top-notch operation.

HERE ARE SOME SUGGESTIONS THAT MAY HELP YOU IMPROVE YOUR ISS SCORE

- Monitor SMS for preventable equipment violations.
- Train drivers on proper pre-trip vehicle inspections.
- Install a mirror check station at the terminal.
- Monitor each driver's hours-of-service availability and shut them down when they are out of hours.
- Review ISS and SMS scores regularly with the management team and operations staff.

CALL TO ACTION

- **Monitor ISS and SMS scores and take corrective action.**
- **Train drivers on proper vehicle inspections.**
- **Ensure equipment issues are resolved immediately.**

Submitted by:

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Manager, Safety Services

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IMPROVE PRODUCTIVITY BY KEEPING PEOPLE INTERESTED

Employee engagement is a hot topic these days due in large part to the so-called “Great Resignation.” Since the pandemic started, workers in all industries have been quitting their jobs and seeking employment elsewhere. Whether they want greater work-life balance, an increase in pay, or simply to see if the grass is greener on the other side, workers are moving on and forcing employers to pivot in order to keep the wheels rolling, so to speak.

Turnover is nothing new to the trucking industry and represents a significant risk to the company’s success. The driver shortage, coupled with the issues mentioned above, are requiring motor carriers to re-evaluate their processes for attracting and retaining quality talent. This change of talent management strategy requires leaders to get creative and think outside the box if they want to maintain productivity. One way to approach this issue is to re-define the acronym KPI. KPI is typically associated with key performance indicators, a set of metrics used to measure if a company is meeting specific performance goals. However, this acronym can also be used to reflect a leadership style designed to improve employee engagement. By keeping people interested (KPI) in their jobs and their companies, motor carriers may be able to offset the impact of the great resignation. Below are several low-cost suggestions to help improve employee engagement. Consider these ideas and the “Call to Action” items below as you evaluate your risk management approach to this issue.

CULTURE

Building a culture where employees want to go to work, and excel on top of that, starts at the top. Senior management’s responsibility is to establish a work environment that reflects company values. For example, establishing a culture with an unwavering commitment to safety demonstrates that the company wants to protect its most valuable asset: people. Likewise, building a culture that focuses on diversity, equity, and inclusion can help make everyone feel welcome and respected.

AWARDS AND RECOGNITION

Recognizing employee contributions and giving awards for performance achievements is a great way to keep people interested in their jobs and the company. Whether an employee is recognized in a company-wide email or newsletter, praised in the hallway, or acknowledged in a meeting or company party, showing appreciation for a job well done sends a strong signal to employees that their contributions matter to the company’s success.

PROFESSIONAL GROWTH

Providing opportunities for employees to grow within their roles and with the company can help improve employee engagement. This can start with defining career paths for every job so employees know the next steps in their career ladders.

Offering training and education as well as relocating a high performer to a new location to assume a new role can be great motivators to attract and retain talent.

CALL TO ACTION

- Establish a culture that reflects the company’s commitment to diversity, equity, and inclusion.
- Create an awards and recognition program to celebrate performance achievements.
- Provide personal growth opportunities to employees.
- Define career paths for each job.

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TIME TO DISCUSS SPRING DRIVING HAZARDS

Spring has returned, which means it is a good time to remind drivers of the seasonal risks that come with this time of year. Read about the spring-related driving hazards below and commit to completing the “Call to Action” items at the bottom of the page.

ROAD CONSTRUCTION

Road construction is inevitable, but operations staff can help drivers by rerouting them away from construction areas. If a delay occurs, call the receiver on the driver’s behalf to let them know that, due to construction traffic, your driver is running behind but is on the way. This act of kindness will help alleviate your driver’s stress so they can remain focused on driving. Also, remind drivers to slow down below the posted speed limit in construction zones and maintain proper following distance. Workers and equipment may enter the roadway unexpectedly, so drivers should avoid distractions and stay focused on the road ahead.

TRAFFIC CONGESTION

As the temperatures heat up, people will be looking to get outside and enjoy the weather. Springtime brings increased traffic and more cars, motorcycles, and bicycles on or around roadways. These factors create additional hazards for drivers to track. Likewise, slow-moving farm equipment can make passing difficult on rural roads and add to a driver’s stress. Remind drivers to stay extra vigilant and yield the right of way to others. If driving is becoming too stressful, always remind drivers it is better to pull over in a safe place and refocus than to let their emotions boil over into aggressive driving or road rage.

DANGEROUS ROAD CONDITIONS

Melting snow and ice, as well as rain, make road conditions slippery. Operations staff should allow drivers to take their time and be extra cautious in adverse driving conditions. Shoulders also become soft, so remind drivers not to stop on the shoulder unless it is an emergency. Likewise, remind drivers to conduct pre-trip inspections to ensure their vehicles are operating safely, especially brakes, tires, and lights. Also, potholes can wreak havoc on equipment. Popping a tire could lead to a loss of control crash. Remind drivers to avoid distractions, like talking or texting on the phone, and be attentive to the road ahead. If a hazard presents itself, advise drivers to react properly, such as by slowing down and staying in one lane.

ADVERSE WEATHER

Spring marks the beginning of warmer temperatures and some of the country’s most dangerous weather systems. Drivers must contend with severe weather hazards, such as thunderstorms, high winds, tornadoes, and flooding. To help protect drivers, operations staff should monitor weather forecasts and communicate these hazards to drivers. If conditions are safe

to continue, remind drivers to slow down and increase their following distance to allow more time to stop in the slippery conditions. If conditions become unsafe, encourage drivers to find a safe place to pull over and wait for the storm to pass.

CALL TO ACTION

- If delays occur, notify the shipper/receiver on your driver’s behalf.
- Train drivers how to conduct a thorough pre-trip vehicle inspection.
- Monitor weather and traffic reports, and communicate potential hazards to drivers.

Note: These lists are not intended to be all-inclusive.

Submitted by:

Belinda Edison, CDS

Safety Services Representative

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ROLLOVERS



Tractor-trailers typically have a high center of gravity, which makes them susceptible to rollover crashes. The key to preventing a rollover is for drivers to be able to recognize the hazards that increase the likelihood of a crash and apply the appropriate defense measures. Read the information below and ask yourself if there are actions you can take to improve your driving skills and reduce the risk of a rollover crash.

RECOGNIZE THE HAZARDS

ENVIRONMENT

Uneven road surfaces can cause cargo to shift and roll the trailer over. High winds can catch a trailer without warning and cause a rollover. Likewise, traffic conditions, like vehicles stopping suddenly ahead, can cause a driver to react abruptly and lead to a jackknife and possibly a rollover crash.

EQUIPMENT

A truck's high center of gravity makes it susceptible to rollovers. Likewise, the slosh/surge of liquid commodities or improper load securement can cause cargo to shift and roll the trailer over.

PERSONAL BEHAVIORS

Driving too fast on a ramp, curve, or turn increases the amount of centrifugal force on the trailer; the increased force will push the unit outward and possibly cause a rollover. Overcorrecting when reacting to a hazard, putting a wheel off the road surface, or hitting a curb may upset the vehicle and cause a rollover.

KNOW THE DEFENSE

OBSERVE PROPER SPEED FOR CONDITIONS

Slow down before reaching ramps, curves, and turns. Reduce speed by at least 5-10 mph below the posted speed limit or more based on conditions and type of vehicle. The speed limit signs on ramps are intended for passenger vehicles.

MAINTAIN PROPER FOLLOWING DISTANCE

Avoid hard brakes by maintaining a minimum of six seconds following distance. Add one additional second for every hazard present, like slippery conditions, traffic congestion, and poor visibility.

AVOID DISTRACTIONS

Avoid distractions inside or outside of the cab. Be alert for traffic ahead slowing or stopping abruptly. Preplan your route and program your GPS before leaving to avoid making changes while driving.

REACT PROPERLY TO HAZARDS

At the first sign of centrifugal force pulling the truck to the outside of a ramp or curve, get off the accelerator and apply controlled braking. Avoid overcorrecting in reaction to hazards.

CONDUCT A PRE-TRIP INSPECTION

Conduct a thorough pre-trip inspection with special emphasis on brakes to ensure they are properly adjusted and on tires to ensure sufficient tread depth and air pressure. Ensure the trailer is properly hooked to the tractor. Check load securement at every stop to prevent possible shifting while enroute.

Note: These lists are not intended to be all-inclusive.

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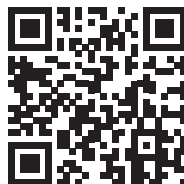


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