



TRUCKER

Focus

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ISSUE 2



SAFETY STARTS

AT THE TOP

BUILDING A SUCCESSFUL

FLEET SAFETY CULTURE

PART 1



This is the first of two articles discussing today's trucking fleet safety culture and how to improve performance.



Historically, a culture of competing interests has often existed between a trucking fleet's operational side—focused on hauling freight, generating revenue, and satisfying customer demands—and the safety side—focused on initiatives for preventing accidents.

However, over time, that has begun to change and, in today's best trucking fleets, that cultural divide has disappeared—and for good reason.

The operational side is still focused on a host of business challenges, including regulatory compliance, the shortage of qualified drivers and technicians, and ever-increasing operational costs related to fuel, equipment, parts, and technology. Carriers also continue to operate through periods of fierce industry competition and razor thin margins, leading many to reevaluate their operating costs.

The best carriers have found that profitable operations undeniably include safe operations. According to the Occupational Safety and Health Administration (OSHA), an average crash costs employers about \$16,500. That jumps to more than \$74,000 for a crash with injuries

and \$500,000 or more if there is a fatality. Motor vehicle crashes are costing employers \$60 billion annually in medical care, legal expenses, property damage, and lost production.

The total cost of an accident is more than just these direct costs. Indirect costs are more difficult to quantify, but they can greatly impact a fleet's bottom line. These costs can take many forms, depending on the severity of the accident and number of people involved, but can include:

- *Equipment downtime, causing a loss of production and customer service*
- *More frequent equipment replacement*
- *Higher maintenance costs*
- *Employee turnover, hiring, and onboarding*
- *Increased insurance premiums and possible legal costs*
- *Reduced equipment trade-in value*
- *Additional work hours/overtime*
- *Management dealing with the sunk cost of accidents rather than focusing on value-added tasks*
- *Employee absences and low morale*

Understanding the impact of these direct and indirect costs and their effect on bottom-line numbers has helped transform the best fleets' safety efforts, instilling new ways of thinking about the sunk cost of accidents and how to avoid them. This leads to the next step—implementing operational safety controls. Those controls should be outlined in a company safety or accident prevention manual. Operational excellence is directly linked to effective safety management.

A successful safety program needs to be written, but it should be seen as a working document that is regularly updated to address the actual exposures faced by drivers and the processes and expectations laid out for them in dealing with those exposures. It should be introduced to drivers during orientation and reinforced through ongoing training and testing. Key areas of safety plans will usually include:

- *Management commitment, including the company's guiding principles*
- *Training of employees*
- *Rules and work procedures*
- *Policies*
- *Safe work practices*
- *Hazard identification*
- *Communication*
- *Emergency response*
- *Incident reporting and accident analysis*

Improving safety reduces inefficiency, unnecessary driver turnover, and avoidable equipment downtime—all of which are hallmarks of the best trucking operations.

In the next article, we will take a deeper look into how a working company safety manual, as discussed above, can contribute to improving a company's safety culture, performance, employee morale, and bottom line.



JOIN THE CONVERSATION

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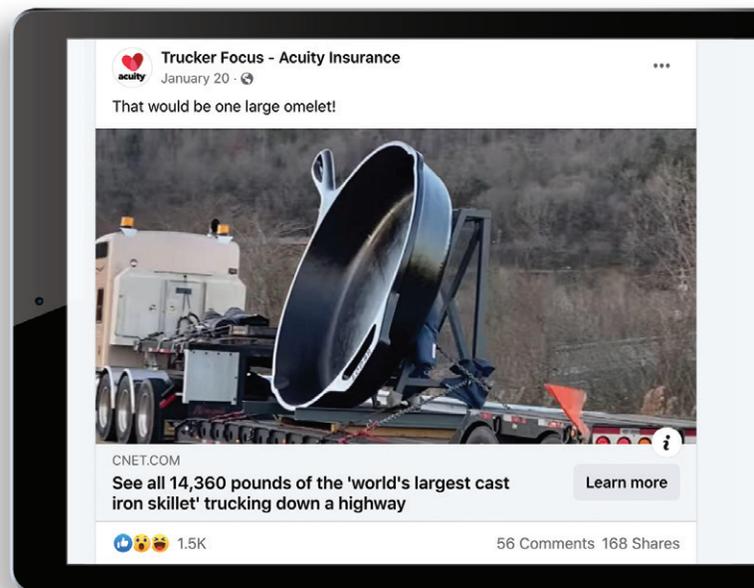
“They made that for the fish I caught.”

“I’ll take one—ham and cheese.”

“Is it made out of plastic?”



“No, it’s an actual cast iron skillet, located in Brandon, Iowa.”



A TRUCKER'S **WORK-LIFE** **BALANCE**

As with any career, a healthy work-life balance is important to a trucker's quality of life. Though a career in trucking can offer many benefits—great pay, job security, opportunities to travel, and more—it can also present challenges to that work-life balance. Long hours, sedentary work, loneliness, and stress all take their toll.

Fortunately, many truckers are taking advantage of some out-of-the-box thinking to enrich their lives on the road:

- **Technology.** *Use technology to learn about a subject of interest. Movies, audio books, podcasts, and YouTube can provide both entertainment and a wealth of knowledge about anything from health and fitness to the latest information about the James Webb Telescope project.*
- **Nature.** *Being a truck driver does not necessarily mean you're always tied to your truck. If security and time allow, rideshare services like Uber or Lyft can make it easy to explore your interests. Parks, zoos, museums, and even gyms can be within reach. While on the road, I once spent a day at the Kennedy Space Center.*
- **Health and Cooking.** *Truck technology has made it easier to explore your culinary talents. Today's sleeper trucks fitted with inverters can run everything from refrigerators to microwaves and hotplates. Cooking your own meals can save you money and make it easier to eat a healthier, wider variety of foods, all while continuing to expand your culinary skills.*

- **Sharing Memories.** *Documenting your memories from the road, whether you journal about your trips, take photographs, or run your own YouTube channel (while safely parked!), allows you to keep and share your experiences and memories with those of your choosing.*

What do you do—or what have you seen other truckers do—to enhance life on the road? Send your suggestions to cliff@acuity.com. We may include your ideas in a future issue!



Motor Carrier TOOLBOX

Our Motor Carrier Toolbox has loads of great information, such as this handy reference guide to violations. All the resources of the Motor Carrier Toolbox are available without a sign-in! Visit www.acuity.com/mctb to see everything we have to offer!

Common Violations
The following tables list some of the most common violations cited in each category.

Parts & Accessories Violations	Relevant Code
Not having required operable lamps	393.9
Clamp/roto-chamber type brake(s) out of adjustment	393.47E
Tire tread depth less than 2/32 of an inch	393.75C
No/discharged/unsecured fire extinguisher	393.95A
No/defective lighting devices/reflective devices/projected	393.11
Inoperative turn signal	393.11
Windshield wipers inoperative/defective	393.97S
Automatic brake adjuster CMV manufactured on or after 10/20/1994—air brake	393.78
Brake hose/tubing chaffing and/or kinking	393.53B
No/insufficient warning devices	393.45B2 393.95F

Vehicle Maintenance Violations	Relevant Code
Parts or accessories in disrepair	396.3(a)(1)
Oil or grease leak	396.5(b)
Operating a CMV without periodic inspection	396.17(c)
Hubs—Oil/Grease leaking from hub	396.5(b)
Hubs—Wheel seal leaking	396.5(b)
Failure to correct defects on inspection report	396.5(b)
Brakes (general)	396.5(b)
Brakes—reserve system pressure loss	396.3(a)(1)
Tires (general)	396.3(a)(1)
Failure to correct defects noted on inspection report	396.3(a)(1) 396.9(d)(2)

Driver Qualification Violations	Relevant Code
Non-English speaking driver	391.11
Incomplete driver qualification file	391.51
Operating a property-carrying vehicle without possessing a valid medical certificate	391.41
Driver does not have a valid operator's license for the CMV being operated	391.11
Expired medical examiner's certificate	391.11
Driver lacking physical qualification(s)	391.11
Driver operating a CMV	391.11

WIN \$100!

FIND THE FLAGPOLE TO BE ENTERED!



Acuity is proud to hoist a 70- by 140-foot American flag on a 400-foot flagpole at our headquarters in Sheboygan, WI. Visit www.acuity.com/flag to learn more.

To enter, find the flagpole hidden in this issue and send an email with the location to flagcontest@acuity.com. We'll randomly choose a winner from the correct entries received by June 30, 2022.



WINNER
of last issue's contest was:
Julie Terral
T Cross Trucking, LLC
Mertzon, TX

This contest is not open to employees of Acuity or their immediate family members. For a complete list of rules, visit www.acuity.com/flagcontestrules.

ASK THE CONSULTANT

Cliff Johnson
is Acuity's Trucking
Consultant. Have a
question for Cliff?
Reach him at
cliff@acuity.com.



Ask Cliff

“How can I protect against cargo theft?”

In today's world, almost everything we use or consume—food, clothing, fuel, household supplies, and more—has been on a truck at some point in its journey to us. As a matter of fact, the American Trucking Associations reported that the U.S. trucking industry had \$732.3 billion in gross freight revenues from trucking, representing 80.4% of the nation's total freight bill in 2020. This translates into 10.23 billion tons of freight hauled by trucks, representing 72.5% of total domestic tonnage shipped.

Unfortunately, all that cargo is subject to theft. And when it comes to cargo theft in the trucking industry, higher-value cargo, such as pharmaceuticals, alcohol, car parts, and electronics, are at a higher risk. Small high-value goods that are hard to track but easy to resell are of particular concern. Today, there are numerous methods employed by organized crime rings that help them target almost any type of freight. Additionally, cybercrime is an increasing form of cargo theft. An example is when a motor carrier's identity is stolen, and the thief uses the identity to pick up a load from the shipper and drive away.

The trucking industry faces many challenges in preventing cargo theft. I recommend using proven loss control programs and procedures engineered to deter theft. Some components of an effective program include:

- *Completing the driver qualification file (DQF), including the employment application and inquiry to previous employers, for all new truck drivers. The pre-employment screening program (PSP) can also provide good insight into the driver's background.*
- *Obtaining quality locking devices, including trailer door, king pin, and airline locks.*
- *Utilizing telematics and GPS tracking for trucks and trailers when possible.*

According to a white paper published by logistics specialist C.H. Robinson, here are six additional ways to prevent cargo theft within your fleet:

- 1 Know exactly who is handling your freight.** *Have you chosen providers that will follow your precise security instructions?*
- 2 Analyze your practices.** *Do you know everyone—internal and external—who can access sensitive cargo information? Do you use packaging that makes it too obvious that valuable goods are inside?*
- 3 Deploy technology.** *Can you use GPS, RFID, TMS, or other systems to track freight?*
- 4 Include traditional deterrents.** *Do you use locks and alarms? Do your vehicles park in well-lit spaces? How quickly can you report crime to authorities?*
- 5 Minimize unnecessary dwell time.** *Can you limit the need for weekend transits and avoid potential routes with high theft rates?*
- 6 Support law enforcement.** *Can you invite law enforcement to inspect your premises and offer recommendations? Will officers make your facilities part of their normal patrol route?*

Finally, one of my favorite quotes I find myself referring to on this and other issues is, “Trust but audit.” It is important to have procedures in place, employees trained, and antitheft technology installed, but don't stop there. Continue to test and audit your theft controls, so they continue to serve you well as you work to improve your freight's security.

BEST OF THE BLOG



WHAT DOES THE FEDERAL ENTRY-LEVEL DRIVER TRAINING (ELDT) MANDATE MEAN FOR YOUR FLEET?

The goal of the Entry-Level Driver Training (ELDT) mandate, which became effective February 7, 2022, is to create safer roads and highways by ensuring truck drivers have received adequate training. This includes ensuring both CDL training providers and applicants meet a minimum national standard.

The purpose of the program is to create uniform minimum training requirements to ensure truck drivers are taught the same skills and safety procedures prior to obtaining their CDL. The requirements also include new minimum qualifications for driver training instructors. The new requirements can be found at ecfr.gov.

How does ELDT impact fleets?

Drivers who meet the following criteria will be required to comply with the ELDT program:

- *Anyone obtaining a Class A or Class B CDL for the first time;*
- *Anyone seeking to upgrade their Class B CDL to a Class A CDL; or*
- *Anyone seeking a hazardous material (H), passenger (P), or school bus (S) endorsement for the first time.*

If you or your drivers meet any of these criteria, you must ensure that you obtain the proper training from an approved training provider authorized to deliver ELDT. Fleet managers who hire entry-level drivers should review their drivers' files to ensure they are compliant.

The mandate also applies to companies (including private fleets) that are training entry-level drivers who have not yet obtained their CDL as they must become qualified instructors. You can find more information on becoming a registered training provider at <https://tpr.fmcsa.dot.gov/Provider>.

The ELDT regulations are not retroactive. Drivers who were issued a CDL or an S, P, or H endorsement prior to February 7, 2022, are not required to complete training unless they seek a new endorsement or upgrade their CDL.

What is included in the new ELDT program?

ELDT training includes both classroom education and behind-the-wheel training. Applicants must complete the coursework and knowledge assessment. They must also receive their trainer's endorsement that they are adequately trained on driving skills before taking the formal CDL exam.

Where should I go for more information?

Visit the FMCSA's website to view statutes, requirements, ELDT curriculum, exemptions, information on training providers, and other frequently asked questions.

Check out the rest of our Trucking Blog at acuity.com/the-focus/trucker.



TEAR ALONG THE PERFORATION LINE



Acuity Knows Trucking!

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youtube.com/acuityinsurance
(Trucker Focus playlist)



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TRUCKING QUESTIONS?

Acuity's on-site trucking consultant provides over 30 years of industry experience to your business.



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800.242.7666, extension 1740





INCIDENT INVESTIGATION CHECKLIST

TRUCKER TALK AHEAD ↗

When investigating an incident, ask why. Use the checklist to get started. Keep asking why until you find the source of the incident.

DRIVERS

- Are there written procedures for the tasks to be accomplished? If so, was the employee provided training?
- Is the employee physically capable of carrying out the tasks?
- Did the employee wear the appropriate personal protective equipment (PPE)?
- Is enough time allowed for workers to do their tasks correctly and safely so they aren't tempted to take shortcuts?

Comments from employee:

ENVIRONMENT

Did the environment contribute to the incident?

- Light
- Dark
- Wet
- Heat
- Wind
- Cold weather or ice
- Outside
- Indoors
- Uneven ground
- Visibility (fog or shadows)
- Other

Comments on environment:

MANAGEMENT

- Is management trained in hazard recognition?
- Did management anticipate the hazard and the risk?
- Was management aware that a deviation from safety procedures might occur and take steps to prevent it?
- Is management's role in hazard recognition and corrective action clearly defined and assigned?

Comments from management:

EQUIPMENT

Did the equipment contribute to the incident through a failure, lack of feature, or lack of maintenance?

- Tractor
- Trailer
- Liftgate
- Pallet jack
- Hand jack
- Other

Comments on equipment:

SOURCE OF INCIDENT - What conditions could have been changed to prevent the incident?

NEXT STEPS

GENERAL CATEGORY	SPECIFIC TASK	OWNER OF TASK	DATE COMPLETED
Repair or replace equipment			
Develop environmental solution (e.g., correct lighting)			
Train employees			
Train management			

Signature _____ Date _____



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