

11 to 20 UNITS SAFETY EXPECTATIONS

Driver Hiring	Corrective Action	Driver Controls	Orientation	Driver Policies
Mostly informal hiring standards	Informal program	Usually lasts 2-3 hours		Generally informal - determined by owner, family member or business partner, as needed
May hire drivers with several moving violations, under 25 y/o, no experience or job hoppers	Handled on case-by-case basis by owner	Minimal defensive driver training		Typically applies to operations (D/A testing) with no additional regulatory issues
DQ files incomplete	Drivers may be given second or third chance	Generally completed by owner or office assistant and typically not documented		Driver required to check in once a day
Applications generally incomplete (missing accident, citations, experience gaps, reasons for leaving, etc.)	Roadside inspections reviewed with possible follow-up	Review of: paperwork, company policies, dispatch procedures, accident reporting and maintenance		
Sometimes attempts to contact previous employers for unknown drivers, not for locally known drivers				
May obtain MVR, but will accept okay from agent				
Typical D/A testing program in place				
May road test and document - results more than likely are perfect				

Safety Responsibility	Safety Attitude	Safety Management	Training	Management
Owner responsible for safety but could have assistance with administrative aspects (DQ files, logs, etc.)	Processes are reactive, not proactive	Little to no documented training process		Owner generally in office on a consistent basis
Possible utilization of outside resources, consultants, etc.	Customer service takes precedence	May have annual company meetings that may mention safety or have outside source speak		Minimal management - owner plus administrative help (most like a family member)
Owner begins to take an interest in obtaining regulatory knowledge	Regulatory guidelines and safety are considered	Ongoing training may consist of annual handing out a couple safety handouts and one-on-one discussion		Basic safety and regulatory knowledge - no formal training with operation
Processes established but informal and drivers understand them	Control is informal - owner personally involved with drivers and makes management decisions based on loyalty and not safety	Post accident training consists of a discussion of events that led to the loss and how it could have been prevented		
Typically does not review SafeStat on regular basis for trends				

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Loss Trending	Reporting	Loss Analysis
Accident files may or may not be maintained	All accidents may not be reported - depends on severity, type of damage and if other parties involved	
Typically no analysis/trending - not many accidents	No formal reporting procedures - often reported to agent first	
	Drivers may use cell phones or disposable cameras for incidents that occur	

Maintenance	GL/WC	Miscellaneous	Technologies	Safety Features
May have PT mechanic employed but not certified	Business operated from owner's resident with very little contact with customer at residence		Company makes limited use of industry technology	Installation of additional after market safety equipment rarely done
Maintenance files kept and contain minimal information	Owner may sponsor community activities		Costs associated with technology may limit installaton and use	Speed governors usually set at factory settings
Maintenance done by local repair facilities or owner	Company typically incorporated - additional businesses may or may not be legally separated from trucking business		ECM data may be used at service shops for engine diagnostics but not considered to monitor driver performance	Speed governors may be lowered for fuel economy
Preventative maintenance done on regular basis - drivers may be required to monitor	Security includes lighting and some urban fenced areas		Limited use of EOBR devices or data	
Owner only reviews Company Snapshot and SafeStat reports when they remember or when presented by Risk Control to verify OOS violations	WC provided for employees to cover statutory requirements		Satellite tracking only used to track assets if customer requires	
Management may give cursory check to O/O equipment or require current annual inspection prior to leasing equipment on	Private outbuildings may be used for maintenance- O/O may be allowed to use to maintain equipment		Cell phone use while driving is discouraged but not controlled, unless enforced by local/state laws	
O/O do own maintenance and must report when complete - files may or may not be kept	Little safety activity in place related to coverages - management is reactive as opposed to pro-active			
No regular equipment replacement schedule				