

21 to 40 UNITS SAFETY EXPECTATIONS

Driver Hiring	Corrective Action	Driver Controls	Orientation	Driver Policies
Mostly formal hiring standards	May have formal program, but may make exceptions	Usually lasts between two hours to a full day		Owners begin to develop some formal policies, possibly with assistance from a safety consultant
DQ files mostly complete	Consistant and handled by operations manager or owner	Formal defensive driver training may be included		Typically applies to operations (D/A testing) with some additional regulatory issues
D/A testing program in place and followed	Reviews MVR with follow-up	Generally completed by office staff or safety person		Manual may exist, but exceptions made on regular basis
Typically follows hiring standards, but may be overridden by owner/upper management		New driver may ride with a senior driver for a couple of runs		
Applications generally complete but usually missing information (accident, citations, experience, etc.)		Review of: paperwork, formal policies, dispatch procedures, accident reporting, maintenance/equipment program and hours of service		
Attempts to contact previous employers and documented		New driver generally introduced to department personnel to review policies of each		
Will obtain and review MVR, sometimes from agent - may still use agent to review				
Typically obtains D/A testing results before allowing to drive				
Will road test and document - results more than likely are perfect				

Safety Responsibility	Safety Attitude	Safety Management	Training	Management
Company has safety contact - usually an employee with other responsibilities in addition to safety	Safety takes priority over customer service and driver loyalty	Generally documented training process		Has several staff members including owners, operations, admin staff and PT or FT safety person
At least one employee has a good understanding of regulatory issues	Follows regulatory guidelines with few exceptions	Safety meetings held at least annually		Owner heavily involved in daily operation
May utilize outside sources - safety consultants, etc.	Management begins to realize future value of safety	Ongoing training may consist of forwarding safety information to drivers, one-on-one discussion of any issues and video based tools		Someone on staff has basic understanding of regulatory and compliance issues
Policies become more formal and may have a driver or safety manual		Post accident training consists of dicussion with safety contact and post accident training		Upper management may override safety decisions
Begins to review SafeStat for trends and issues				

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Loss Trending	Reporting	Loss Analysis
Normally an informal process is conducted for analysis/trending efforts	Losses usually reported in a timely manner	
	All accidents may not be reported - depends on severity, type of damage and if other parties involved	
	Some form of document retention is maintained - individual files or one group folder for all accidents	
	Typically training provided to drivers during orientation on what to do at accident scene	
	Drivers will use cell phones or disposable cameras for incidents that occur	

Maintenance	GL/WC	Miscellaneous	Technologies	Safety Features
At least one FT mechanic (may or may not be certified) is employed - owner may still do preventive maintenance on weekends	Office and maintenance facilities usually in leased or owned space away from owner's private residence		Company makes limited use of technology	Installation of additional after market safety equipment sometimes considered
Maintenance files kept on all O/O equipment	Limited sponsorship of community activities		Costs associated with technology installation is typically a determining factor in obtaining it	Speed governors usually set at factory settings
Some maintenance work may be done by local repair facilities or dealers	Company is typically incorporated - any affiliated businesses are separate corporations		ECM data used for engine diagnostics but consideration may be given to monitor driver performance	Speed governors may be lowered for fuel economy
Formal maintenance files kept on all equipment - may be computerized	Some uncontrolled contact with outside vendors and general public at business location		EOBR recording devices not used unless dictated by regulatory agencies	
Management regularly reviews Company Snapshot and SafeStat reports to monitor OOS violations as they relate to vehicle maintenance	Security includes some fence and lighting		Satellite tracking may be used to track assets and communicate with drivers	
Formal maintenance schedules are established and followed	WC provided for all employees - O/O required to provide proof of occupational accident insurance		Use of on board technologies while driving is discouraged	
Management actively involved in monitoring O/O equipment maintenance - O/O responsible for maintenance and must turn in monthly reports	O/O may be allowed to use company owned maintenance facilities		Drivers may be asked to return calls on cell phones when safely able	
O/O equipment inspected before being leased on - management may require annual inspections	Safety programs in place related to coverages - management realizes the financial benefits of controlling "on-the-job" injuries			
Usually no regular equipment replacement schedule				
Management realizes benefits of equipment maintenance and opposes repairs done on the road				