

DOT Compliance Help, Inc.™

DCH Dispatch

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*****NEW*****

DCH is now offering many of the seminar classes as online webinars. The ease and flexibility provides an effective yet efficient way to get the training you need. All you need is an internet connection and a phone line.

Public Webinars:

DOT Overview/Audit - Sep 4
DQ Workshop - Oct 13

Or contact us today to schedule a webinar just for your company.

Upcoming DOT 101 Workshops:

Orlando, FL - Sep 1
Omaha, NE - Sep 21
Syracuse, NY - Nov 5
Elgin, IL - Nov 12

Upcoming Seminars:

Minneapolis, MN - Sep 17 & 18
Elgin, IL - Sep 23 & 24
Midland, TX - Sep 28 & 29
Dallas, TX - Oct 1 & 2
Charlotte, NC - Oct 14 & 15
Bakersfield, CA - Oct 19 & 20
Sacramento, CA - Oct 22 & 23
San Antonio - Oct 26 & 27
Houston, TX - Oct 29 & 30
Ocala, FL - Dec 8 & 9

Not sure which one is right for you? Call us and we will make sure you get the most out our classes.

MIKE'S Two Cents

Don't Chew Your Fingernails

I was just thinking about an old friend from the Missouri National Guard a few days ago. His name was Mike and he was in charge of a construction platoon. He was a skilled plumber and project manager, and I told him I was impressed with his skill set. "Plumbing is easy," Mike said, "there are only a few things you have to remember:

- Righty tightly, lefty loosey
- Hot on the left, cold on the right
- Payday is Friday
- And don't chew your fingernails."

You know, I thought, this idea of breaking down a process into several simple imperatives can be a valuable tool.

So when Mike was running a renovation project, I made a list of the things he had to do to be successful:

- When tearing down, work from the top down
- When building, work from the bottom up
- Get older workers to be patient with younger ones
- Get younger workers to listen to the old hands
- Detect defects early so they can be repaired with a minimum of demolition and reconstruction
- Schedule material deliveries to avoid work stoppages
- Entertain visiting officers so they don't interfere with the project

Much like the great military strategist Sun Tzu's 13 principals, you can apply this concept to anything worth doing.

People in the trucking industry would like the whole DOT compliance system to be broken down into bullet points and printed on an index card. Now, I don't mean to say DOT Compliance is more complicated than construction or plumbing, but I'm not sure I can actually get it down to 7 or fewer bullets or one card.

But I will try to make it really simple and easy to remember.

- First, be safe – no one can afford the real costs of accidents and fatalities
- Second, try to get all this paperwork stuff figured out so the DOT doesn't shut you down

There are basically four different types of paperwork you need to worry about:

1. Driver Qualification
2. Drug and Alcohol Testing and Record-keeping
3. Hour of Service Monitoring
4. Maintenance Management

Once you get a handle on these things, shift your focus to accident prevention. The FMCSA calls this the 'accident countermeasures system.' The first part of every accident countermeasures system is, try really hard not to have wrecks. As simple as that sounds, you need scheduled safety training to focus drivers on just driving safely. The real job of a safety manager is to develop an organized approach to accident prevention, and a HUGE part of

this job is driver safety training. You will need an internal accident register. Then, you need to study it. Look at all the minor accidents and near misses and try to identify a trend. Then, ask yourself the three golden questions of accident prevention:

1. Based on this set of observations, what type accident is most likely to occur?
2. Based on the same set of observations, what is the most serious accident you can foresee?
3. And what can we do differently to keep #1 and #2 from happening?

Once you have answered the three questions, stop the cycle of crashes by putting a "countermeasure" in place to stop it before it happens.

Quite often, but not always, the answer is "get drivers to do this or stop doing that" - this is why driver training is such a big part of accident prevention.

Oh, and don't chew your fingernails. It can cause stomach problems and make your hands look funny.

Just my 2 cents worth

Mike England

President and Sr. Safety Consultant



INSPECTION SELECTION SYSTEM: Questions and Answers

What is it?

The Inspection Selection System (ISS-D) is a decision-aid for commercial vehicle roadside driver / vehicle safety inspections, which guides safety inspectors in selecting vehicles for inspection.

How is your rating calculated?

The ISS Inspection Value is based on the motor carrier's safety performance data. If you have poor safety performance, you may be recommended for inspection, or for good safety performance, you may be recommended for a pass.

Where do you find your rating?

Find your rating in SafeStat. On your company's overview page, click on the link that says "Click to view ISS-D Recommendation".

What can you do to lower your rating?

Having good inspections (driver and vehicle) will lower all of your ratings including your Driver and Vehicle SEAs as well.

Recommendation	ISS Inspection Value
Inspect (<i>inspection warranted</i>)	75-100
Optional (<i>may be worth a look</i>)	50-74
Pass (<i>no inspection required</i>)	1-49



The True Costs of an Accident



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Accident costs, both direct and indirect, can consist of any or all of the following:

Direct Costs:

- Cargo damage
- Vehicle damage
- Injury costs
- Medical costs
- Loss of revenue
- Administrative costs
- Police Report
- Cost of insurance
- Cost of workmen's comp insurance
- Towing costs
- Storage of damaged vehicle

Indirect (hidden) Costs:

- Lost clients/customers
- Lost sales
- Missed meetings
- Employee salaries involved
- Lost time at work
- Hiring/training costs
- Supervisor's time
- Loss of personal property
- Rental costs
- Damaged equipment downtime
- Accelerated depreciation
- Accident reporting
- Medical costs paid by company
- Poor public relations costs
- Government agency costs

REMINDER:

Every vehicle should have an accident kit AND every driver should know how to use it. DCH has developed a simple accident kit which includes the following items:

- "What To Do" Checklist
- Exchange of Information Form
- Sketch Pad
- Disposable Camera
- Custody Form for Drug Test

If you don't have something like this already, please contact us and we will help you get your fleet set up. Unfortunately, accidents are going to happen. Your job is to make sure everyone is prepared.

Making DOT compliance
BLACK & WHITE

DOT Compliance Help, Inc.
is accredited by the
Better Business Bureau



COMPLIANCE *Tip of the Month*

Mandatory Direct Observation Collections Update

On Monday, August 31, 2009, Direct Observation for all DOT Return-to-Duty and Follow-Up drug testing became **MANDATORY** rather than remain an employer's option. Be sure to check out the DOT web site (www.dot.gov) for updates and downloadable documents with more information:

What Employees Need to Know About DOT Drug and Alcohol Testing, What Employers Need to Know About DOT Drug and Alcohol Testing, DOT's Direct Observation Procedures Poster, Urine Specimen Collection Guidelines, The Substance Abuse Professionals Guidelines, Drug and Alcohol Testing Rule [49 CFR Part 40]

Accident Countermeasures

The heart of accident analysis is the determination of preventability, based on the facts furnished in the motor carrier's recordable accident register, and from various other sources. These sources of information must be evaluated in light of all available facts that are pertinent to the cause of the accident. Digging out these facts from the information on these reports can be difficult in practice due to the limited data contained in some reports. But the information can be obtained in many instances by a detailed analysis and reconstruction of the accident sequence. Each accident must be judged individually. Certain types will generally fall in the non-preventable category, and certain others, in the absence of extenuating circumstances and conditions, fall in the preventable category. Here are some examples of non-preventable and preventable accidents.

Non-Preventable Accidents:

1) Struck in Rear by Other Vehicle, non-preventable if...

- Driver's vehicle was legally and properly parked
- Driver was proceeding in his/her own lane of traffic at a safe and lawful speed
- Driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign or signal or the directions of a police officer or other person legitimately controlling traffic
- Driver was in proper lane waiting to make turn.

2) Struck While Parked: non-preventable if...

- Driver was properly parked in a location where parking was permitted.
- Vehicle was stopped, parked, or left standing in accordance with Sections 392.21 and 392.22 of the Federal Motor Carrier Safety Regulations.

Preventable Accidents:

1) Accidents at Intersections, preventable if...

- Driver failed to control speed so that he/she could stop within available sight distance
- Driver failed to check cross-traffic and wait for it to clear before entering intersection
- Driver pulled out from side street in the face of oncoming traffic
- Driver collided with person, vehicle, or object while making right or left turn
- Driver collided with vehicle making turn in front of him/her.

2) Striking Other Vehicle in Rear: Preventable if...

- Driver failed to maintain safe following distance and have his/her vehicle under control
- Driver failed to keep track of traffic conditions and did not slow down
- Driver failed to ascertain whether vehicle ahead was moving slowly, stopped, or slowing down for any reason
- Driver misjudged rate of overtaking
- Driver came too close before pulling out to pass
- Driver failed to wait for vehicle ahead to move into the clear before starting up. Driver failed to leave sufficient room for passing vehicle to get safely back in line. No two accidents or carriers are exactly alike, and the FMCSA recognizes that not all accidents are preventable. Some types of accidents, furthermore, can be prevented by drivers, while others require changes in motor carrier practices and policies or equipment. The new FMCSA method for determining preventability is based on examination of the facts in accident records.

WHEN
the DOT calls, will
YOU
be ready?™