

TRANSPORTATION INDUSTRY GUIDE 2:

# Keep Your Drivers Safe on the Road

Improve your ISS score and keep your drivers  
safe and supported on the road



## TRANSPORTATION INDUSTRY GUIDE 2: Keep your drivers safe on the road

### BEING GOOD TO YOUR DRIVERS IS GOOD FOR BUSINESS

Good safety and fleet management practices protect your employees — and improve your bottom line.

Taking the right actions to improve driver safety can contribute to improved ISS scores and deliver measurable business benefits.



### CONSIDER THIS

Insurers are looking at Inspection Selection System (ISS) scores and other publicly available fleet safety and performance data, and they're using that data in their risk rating calculations. That means fleets with higher ISS scores can face increased insurance premiums, while those with a lower score can minimize premiums in addition to gaining significant operational benefits.

## THE STRATEGY: ISS SCORE REDUCTION; THE TACTICS ARE “BASIC”

---

### LOWER YOUR ISS SCORE WILL MAKE YOUR COMPANY MORE ATTRACTIVE TO:

- Your customers — because a lower score means fewer inspections, fewer delays and greater reliability
- Drivers — because a lower score limits inspections and downtime
- Insurance carriers — because a lower score indicates that you have implemented a culture of driver and vehicle safety

How can you lower your ISS score? Organize your driver safety initiatives around the Behavior Analysis and Safety Improvement Categories (BASIC) values that are driving your ISS score in the first place.

The Federal Motor Carrier Safety Administration’s (FMCSA) Safety, Compliance, Accountability initiative defines the BASICs as follows:

---

1	<b>Unsafe Driving</b>	Dangerous or careless operation of CMVs
2	<b>Hours of Service (HOS) Compliance</b>	Operation of CMVs while sick, fatigued, or exceeding Hours-Of-Service (HOS) regulations
3	<b>Driver Fitness</b>	Operation of CMVs while unfit to do so due to lack of training, experience, medical qualification, or suspended or inappropriate operator license
4	<b>Controlled Substances/Alcohol</b>	Operation of a CMV while impaired due to alcohol, illegal drugs, or misuse of prescription medications or over-the-counter medications
5	<b>Vehicle Maintenance</b>	CMV failure due to improper or inadequate maintenance
6	<b>Cargo Related to Hazardous Materials</b>	Shifting loads, spilled or dropped cargo or unsafe handling of hazardous materials
7	<b>Crash Indicator</b>	Histories or patterns of high crash involvement, including frequency and severity

Your HUB broker can help with a range of resources to address these driver safety issues and reduce your ISS score in the process. Visit [hubtransportation.com](http://hubtransportation.com) today.

## IMPROVE THE BASICS TO IMPROVE DRIVER SAFETY

The FMCSA's ISS is used by roadside inspectors to identify and prioritize motor carriers for safety inspections. A high ISS score greatly increases the likelihood that your vehicles will be pulled in for inspections — an inconvenience at best, and a costly business disruption at worst.

### HOW ROADSIDE INSPECTORS DECIDE WHEN TO PULL YOUR DRIVERS IN:



Put the focus on the BASICs to lower your ISS score and avoid roadside inspections.



BASIC #1:

## UNSAFE DRIVING

Speeding, following too closely, lane violations, not using a seat belt, distracted driving: all will push up your ISS score adversely — even if your drivers only receive a warning.



An inattentive/negligent driving conviction increases the odds of a crash by 69%.\*



According to the FMCSA, unsafe driving behavior is the root cause of 88% of large truck crashes.



A past crash increases the odds of a crash by 74%.



The likelihood of a crash increases 114% if a driver has had a reckless driving violation.

## AVOID UNSAFE DRIVING

Driver training will always be your first course of action to combat unsafe driving habits. Your drivers should know your expectations and how to meet them.

Here are four more ways to address unsafe driving:

- Don't hire a high-risk driver in the first place. Take advantage of the Pre-Employment Screening Program and monitor Motor Vehicle Records (MVRs).
- Set a no-tolerance texting-while-driving policy. An in-cab driving study of commercial truck drivers by the Virginia Tech Transportation Institute revealed that truck drivers who texted while driving were 23 times more likely to be involved in a crash or near-crash incident.
- Know your drivers' habits firsthand. Make a management ride-along program a foundation of your culture of safety and show your drivers that safe driving is a shared responsibility.
- Take advantage of your fleet telematics. Train drivers and managers on the ways that telematics data can reveal unsafe driving habits.



According to a recent FMCSA study, 14% of truck drivers do not wear seat belts. Remind your drivers to buckle up and observe speed limits, and regularly review your company's safety operating procedures.

\* Unless otherwise stated, statistics cited in this guide are sourced from the American Transportation Research Institute (ATRI), the Federal Motor Carrier Safety Administration's (FMCSA), and the National Highway Traffic Safety Administration (NHTSA).

## Fleet risk management solutions from HUB

Our fleet safety professionals work with you to develop and implement driver accountability, incentive and disciplinary programs. Our services include:

- Pre-hire screening
- Driver management and training
- A driver accountability program
- Collision scene management
- DOT audit preparation
- Fleet gap benchmark analysis

Contact a HUB fleet safety specialist to learn more.



## GO DEEPER

Distracted driving is the number one cause of motor vehicle crashes resulting in death. Learn more:

[Distracted Driving: What Every Business Should Know](#)

BASIC #2:

## HOURS OF SERVICE (HOS) COMPLIANCE

While active enforcement of the legal requirement to use electronic logging devices (ELDs) to record hours of service (HOS) began in 2018, the underlying HOS regulations have been in place since 2003. But many drivers still don't know how to use the devices properly, don't know what to do if they're pulled in, or simply continue to violate the law by driving beyond the prescribed maximum number of hours.

**30%**

30% of commercial vehicle fatalities are caused by tired drivers.

### Big consequences

Getting just one violation for exceeding hours of service will have a serious impact on your ISS score, especially since the score is relative — meaning if others are following the rules and you aren't, the negative impact on your score increases even more.

### Work with your drivers

ELD awareness and training can reduce the instances of fatigued driving. ELD instructions should be on board at all times, and your drivers need to know how the system works and how to provide data to inspectors and law enforcement upon request; they should never profess ignorance of ELDs when talking to an inspector.

Companies also have a responsibility to help drivers plan their routes and find safe places to park so they're not in the middle of nowhere when they hit their hours limit.

### Good reports from early adopters

It's worth noting that companies that were early adopters of ELDs — and made the necessary effort to communicate the benefits and to train managers, dispatchers and drivers — now report that their drivers are satisfied with the technology and see its advantages.

### THE ELD ADVANTAGE

- Decreased fuel costs: ELDs enable you to monitor excessive idle time or speeding. Create an incentive program for drivers that will reward them for improving fuel efficiency.
- Lower crash rates: According to the Center for Truck and Bus Safety at the Virginia Tech Transportation Institute, drivers using e-logs experienced an 11.7% lower crash rate.
- Improved customer service: ELDs enable you to more accurately estimate ETAs.



Your HUB advisor can help you choose an ELD solution that meets your needs. Visit [hubtransportation.com](http://hubtransportation.com) today.

BASIC #3:

## DRIVER FITNESS

There are two dimensions to driver fitness. First, drivers must be healthy, and carry an up-to-date medical card to prove it; second, they must possess a valid license to operate the class of vehicle in question.

### Support Driver Health

Good physical and mental health is important for all your employees and doubly important for your drivers. According to a University of Utah School of Medicine study, commercial truck drivers with three or more medical conditions — such as obesity, diabetes, heart disease and high blood pressure — double to quadruple their chance of being in a crash, compared with drivers who have only one condition.

When you provide medical benefits that are tailored to meet your drivers' needs, you help your drivers manage their chronic medical conditions and reduce the risk of being sidelined due to a health condition.

### GO DEEPER

Discover a strategic approach to employee health benefits that can help keep your drivers safe on the road:

[Support Your Drivers' Health and Financial Well-Being](#)



### Avoid CDL Suspension

Drivers who have been on the road for an extended period may not be aware of a change in the status of their license. If their license has been suspended for any reason, both you and they need to be alerted immediately. To stay on the safe side, fleet operators should sign up for 24/7 MVR monitoring services.

Continuous MVR monitoring has multiple benefits, including:

- Helping your drivers understand the value of maintaining their license.
- Preserving your reputation in the event of an accident.
- Protecting your company's bottom line — when an accident involves a driver with a suspended license, settlement costs can be astronomical.
- Making you more attractive to insurance companies — insurance underwriters are increasingly requiring ongoing MVR monitoring, and doing so provides an advantage in a sometimes difficult insurance market.

Contact a HUB advisor today to discuss preferred pricing on MVR monitoring services for HUB clients.

### GO DEEPER

Learn how you can use MVR monitoring to maximize fleet uptime:

[Avoid Sidelined Trucks Due to CDL Suspension](#)

BASIC #4:

## CONTROLLED SUBSTANCES/ALCOHOL

---

The number of drivers testing positive for drugs or alcohol is on the rise. Marijuana, opioid and methamphetamine use while at the wheel is growing. No matter what the substance, any charge of driving under the influence will drive your ISS score higher.



The number of drivers and other workers in safety-sensitive jobs who have failed drug tests has jumped by 77% since 2006.\*

### Show you're serious

The law states that no driver should consume alcohol within four hours of coming on duty. Enforcing a zero-tolerance policy for noncompliance with the law will help your employees understand that you're serious about their health and safety.

### Start early, repeat often, act immediately

It pays to prescreen drivers for substance abuse risks during the hiring process to avoid problems whenever possible. Frequent refreshers on your controlled substances and alcohol policies can also help prevent new problems before they develop.

Learn how to recognize the changes in behavior that may be linked to substance abuse, monitor for them, and act on them immediately.

### GO DEEPER

Be aware and act promptly to keep your drivers safe on the road:

[Train Your Staff to Know When There's Reasonable Suspicion of Alcohol or Drug Use](#)

[Maintaining a Drug-Free Workplace](#)

---

\* Washington Post

BASIC #5:

## VEHICLE MAINTENANCE

---

A burnt-out backup light is enough to raise your ISS score. And roadside inspectors will never overlook worn tires or weak brakes.

Don't allow simple vehicle maintenance issues to compromise your drivers' safety and drive up your insurance costs:

- Institute a formal program that includes regularly scheduled preventive maintenance. Ensure that required annual inspections and maintenance are being completed by thorough and competent repair facilities.
- Build a good working relationship between your mechanics and drivers.
- Train your drivers to conduct pre- and post-trip walk-around inspections to spot issues needing attention before they are spotted by a roadside inspector or cause a system failure.
- Before they hit the road, drivers should clean dirt off all lights and conspicuity (reflective) tape, and ensure that all lights and tape are intact, to reduce the likelihood of being pulled over for an inspection.

### BEST PRACTICE

#### Safety Lane Inspections

Several HUB clients who have implemented safety lane inspections have seen measurable reductions in roadside inspections and improved their safety scores.

This practice requires all drivers to perform a walk-around of their vehicle, with a mechanic, whenever they pull in or out of the company lot. The benefits are twofold: the driver learns how to spot issues and develops a relationship with the mechanic, while the mechanic gains an opportunity to review every vehicle pre- and post-trip.



### GO DEEPER

Use these checklists to help keep your drivers safe all year round:

[Winter Maintenance Checklist for Fleet Vehicles](#)

[Summer Truck Maintenance for Fleet Managers](#)

[Fleet Vehicle Maintenance Checklist](#)

BASIC #6:

## CARGO RELATED TO HAZARDOUS MATERIALS

Understand the risks and the rules that apply to the safe transport of all your cargo — especially hazardous materials. Sometimes the risk to your ISS score lies in something as simple as inaccurate paperwork or incorrect placarding.

Always ensure that cargo manifests are accurate and complete before a trip begins, and that your drivers:

- Are trained in hauling hazardous materials and emergency procedures.
- Have hazmat shipping papers in clear view and within immediate reach.
- Keep an up-to-date copy of the emergency response guidebook in their cab.
- Follow proper loading and unloading procedures.
- Follow load segregation procedures in the Hazardous Materials Regulations (49 CFR 177.848).
- Display exactly the right placards on all sides of the vehicle; there are differences in the details that can trigger a citation.
- Follow state and county route constraints for transporting hazmat.
- Have the right liability coverage for the hazardous materials being hauled. A \$1 million policy is required for many common hazardous materials, but some “more dangerous” materials require a \$5 million policy.

Contact your HUB broker to discuss your insurance needs and confirm that you are adequately covered.

### GO DEEPER

Make sure high-risk loads arrive safe and sound:

[Guide for Drivers – Transporting Hazardous Materials](#)



BASIC #7:

## CRASH INDICATOR

Your drivers make every effort to avoid them, but accidents will happen. Drivers should know how to facilitate better outcomes from post-crash investigations and insurance claims.



In up to 80% of car/truck crashes, the car driver is at fault, but truckers are too often assumed to be at blame.

### 10 BEST PRACTICES

Consider the following best practices for before and after a vehicle crash:

- 1 Have a detailed accident report form. It will help to ensure that all important information is collected, and help you defend against potential claims.
- 2 Train your drivers on what to do at a crash scene as part of their onboarding and annual training.
- 3 Make sure your drivers know which people or departments to inform when an accident occurs. Designate a single person to deal with outside inquiries related to the situation.
- 4 Instruct drivers on how to take photos at the scene of an accident. Make sure they know what to capture and what not to — and to keep photos confidential.
- 5 Engage outside resources if the accident is serious. Work with your insurance broker to identify the support and service providers you may need.
- 6 Report crashes to your insurance carrier or broker, even if you're unsure whether it will result in a claim. This documentation will be important if a claim arises.
- 7 Report claims properly and promptly to ensure that the claims management process begins in a timely manner and that all critical information is collected.
- 8 Notify your workers' compensation insurer if the accident resulted in an injury to your driver. This will help ensure that the claim is managed properly.
- 9 Stay engaged in the claims process to help ensure proper claims management and identify ways to improve safety in the future.
- 10 Track your accidents to improve risk management. This information is critical for tracking loss trends and directing driver training to prevent future crashes.

### GO DEEPER

Learn more about the benefits of accident preparedness. Read:

[Fleet Accident Best Practices](#)

## YOUR RULES ARE ONLY AS EFFECTIVE AS YOUR ENFORCEMENT

Developing and documenting your safe driving policies and practices is the right thing to do for your drivers and your business, but it's only the critical first step. Failure to enforce your own rules is like having no rules at all, and that can lead to costly liabilities.



The cost of the judgment against one Texas trucking firm that failed to enforce its own safe driving policies and practices.

### REAL STORY

A Texas fleet operator was hit with one of the largest civil penalties ever awarded after one of its drivers was in an accident with injuries.

The driver had been hired despite a driving record that did not meet the company's standard, and the company had both good cause and several opportunities to pull this driver off the road, but failed to do so.

\$101 million was the price paid for its failure to make the full commitment to a culture of safety.

Even in the midst of a driver shortage, you must be prepared to terminate any driver who puts your business at risk.

### GO DEEPER

Learn how rising settlement costs can affect your business:

[What Texas' \\$101 Million Personal Injury Verdict Means for Fleet Operators](#)

## Strategic support that puts you in control

We can advise you on how to reduce your ISS score, and help you build a culture of safety that protects your drivers — and your bottom line.

Contact a HUB advisor today at:

[hubtransportation.com](http://hubtransportation.com)

