

# 101: Pre-Employment Screening, Driver Qualification Queries

1002-SAFETY DIRECTOR



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# Big shout out to Women in Busses

Please please go to their website and learn more about Recruiting & Retaining Drivers.

<https://www.buses.org/about/drivingforce>

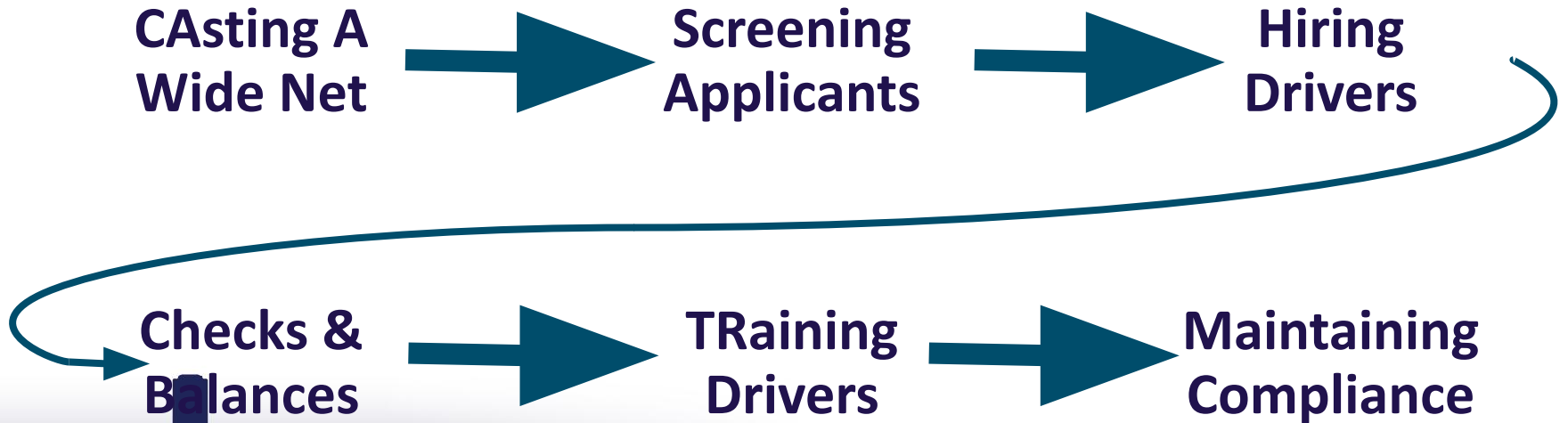


# *A little About Me!*

- I have 6 kids.
- I live in a pepto pink house.
- I drive a herbie knock off.
- I wear my birthday suit to work each
- My favorite hobby is taking the kids



# Hiring Quality, Competent, Legal Drivers



# Driver Recruitment

- You have to cast a wide net.
- Vary your hiring budget between different platforms.
  - I have found that switching your hiring platform often really works
  - Drivers hide on different sites in different cities
- Talk to people. Always carry business cards. Everyone you meet has a family member looking for work
- Use social media.

# A posting that grabs

## GRAB ATTENTION

- ★ Want to get paid to see Yellowstone?
- ★ Full time drivers earning \$65,000+.
- ★ \$2,000 Sign on bonus.

## WHAT SETS YOU APART

- ★ Benefits
- ★ Equipment
- ★ No forced dispatch.
- ★ Assigned routes
- ★ Home time
- ★ Multi day charters



## Targeted ads

With self checkout coming  
it's time to get a new job.

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# Referral Bonuses

- ★ Good drivers talk positively about the company, they sell the job to their family and friends
  - Referral bonuses are a nice touch.
  - Retention is always cheaper than recruitment



## Contest

Hold a contest. The employee who refers the most hired applicant gets an additional bonus.

## \$500 UP FRONT

- ★ Pay some upfront.
- ★ Pay after the applicant completes training.

## \$500 AFTER 6 MONTHS

- ★ Keeps the referring driver interested.
- ★ Turns the referring driver into a mentor.

# Question Time

What do you use for advertising?

What methods are successful

Who can think of the best grabbing headline?

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# Screening Applicants

## DO THEY HAVE a MEDICAL CARD?

- ★ Do you have a company dr?
- ★ Think of redoing it with a dr you know?

## WHAT DID THEY SAY ON THEIR APPLICATION?

- ★ Accidents, felonies, experience?
- ★ Document all of it in the interview

## DO THEY MEET YOUR STANDARDS?

- ★ Review against your hiring standards.
- ★ Do your hiring staff know our standards?

Were they honest?

- ★ Review the application against the background check.
- ★ Document any discrepancies and the reason for.





# KEEP CALM

# HIRING DRIVERS

- ★ Stay Calm!
- ★ Stay Organized!
  - Make a habit of doing it the right way and the same way, every time.
- ★ Talk to your insurance!
  - Do they have specific requirements on who you can hire?

## Applicant Process

STEP 1 Hiring	
Hiring Manager	Interview
Safety Office	Employment Application
Safety Office	Application Signature
Hiring Manager	Interview Notes
Safety Office	DOT Past Employment
Safety Office	New Hire E-documents
Safety Office	Drug Test Introduction Letter

**STOP**

**CDL B with passenger & Air Brakes or Permit**

Step 2 Drug Test & Paperwork	
Safety Office	Pre employment Drug Test
Safety Office	Chain of Custody
Safety Office	New Hire E-documents
Safety Office	Certificate of Compliance
Safety Office	Certification of Violations
Safety Office	Credit Card Policy
Safety Office	Discipline Policy
Safety Office	Insurance Request Form
Safety Office	Driver General Policy
Safety Office	Procedures Manual
Safety Office	Drug & Alcohol Policy
Safety Office	FMCSR Receipt
Safety Office	I-9 Form
Safety Office	PSP Release Form
Safety Office	Background Check Form
Safety Office	W-4 Form
Safety Office	D&A Clearinghouse Consent
Safety Office	D&A Clearinghouse
Safety Office	E-Verify
Safety Office	Residency Addendum
Safety Office	Employment Addendum
Safety Office	JJ Keller (name to Michelle)
Safety Office	Hire Date (day after drug test results)
Hiring Manager	Rate/Sign on bonus

STEP 3 Onboarding Training	
Safety Office	Distracted Driving
Safety Office	Drug & Alcohol
Safety Office	Back Safety
Safety Office	Human Trafficking
Safety Office	Electronic Logs
Safety Office	Paper Log

**STOP**

**Wait for OK from Safety**

Step 5 Back Office	
Safety Office	Motorcoach Manager
Safety Office	Maverik, Manifest, etc
Safety Office	^Flix Entry
Safety Office	^Flix Training

Step 5 Smith & CDL & Vehicle	
Vehicle certification needs to be completed for every vehicle type, MCI, Grech, ABC, Sprinter w/ Trailer; Wheelchair	
Training	Vehicle Certification
Training	Record of Training
Training	Smith System
Training	Record & Certificate of Road

Route Training	
Training	Route Training

\* All forms are found on the Shared Drive  
\* Only use the most current forms

# Checks & Balances

Background checks

**IF**

- ★ A vehicle weighing 10,000 lb or more.
- ★ Transport 9-15 passengers.
- ★ Transport hazardous materials.
- ★ Require a Class A, Class B or C commercial driver's license (CDL).

**REQUIRED**

- ★ Applicant's driving history
  - MVR for at least 3 yr.
  - Try for 5yr
- ★ DOT employment verification
  - Accident history (49 CFR 390.5T)
- ★ FMCSA drug and alcohol screen
  - Clearinghouse
- ★ Check 10-year employment and residency. Go for Overkill.
  - Satisfies both FMCSA and FTA
- ★ I-9 Check

# Hired & Beyond

## 1st Day

- ★ I-9 - Keep in a separate folder/binder. Do not keep with Qualifications or Personnel folder

## Tips

- ★ Keep all requests you receive from other employers. You never know when you will be audited for failure to turn over the information

## Within 30 Days

- ★ Motor carriers must investigate, document, and retain all drivers' previous employment safety performance history for the three years immediately prior to the driver joining a new employer.
- At least 3 attempts.

Documentation is key

# Drug & Alcohol Clearinghouse

- ★ What is the Drug & Alcohol Clearinghouse?
  - It is a record of all FMCSA, State Driver Licensing Agencies (SDLAs), and State law enforcement personnel real-time information about commercial driver's license (CDL) and commercial learner's permit (CLP) holders' drug and alcohol program violations.
  - The Clearinghouse contains records of violations of drug and alcohol prohibitions in 49 CFR Part 382, Subpart B, including positive drug or alcohol test results and test refusals. When a driver completes the return-to-duty (RTD) process and follow-up testing plan, this information is also recorded in the Clearinghouse.



# Drug & Alcohol Clearinghouse Queries

- ★ Limited vs Full vs Annual vs Pre Employment
  - Pre Employment - Full Query. Driver must login under their account and give permission
  - Annual - Limited Query. Driver must give written approval.
  - If any limited Query comes back with hits, you are required to run a Full Query
- ★ Should I do all Annual/Limited queries at the same time?
  - This is up to you. I like doing them annually when we do our company wide MVR check. It is easier to stay organized and not forget.



# Drug & Alcohol Clearinghouse cont.

- Does the clearinghouse cover FTA?
  - It depends. Drivers who perform only FTA-regulated safety-sensitive functions are exempt from Part 382, including the Clearinghouse requirements, as are their employers. These drivers and employers are subject only to the alcohol and/or controlled substances testing requirements of Part 655. On the other hand, FTA-regulated entities that employ drivers who also perform FMCSA-regulated safety-sensitive functions must comply with the relevant alcohol and/or controlled substances testing requirements of Part 382.



# Drug & Alcohol Clearinghouse Queries

- Do I need to hire a vendor to run queries?
  - No, you just need an account.
- Do the Queries cost?
  - Yes, all queries cost \$1.25. You must purchase queries prior to performing them.
- Do I report a violation to the Clearinghouse?
  - Employers are required to report driver drug and alcohol program violations in the FMCSA Commercial Driver's License Drug and Alcohol Clearinghouse. An employer may designate a consortium/third-party administrator (C/TPA) in the Clearinghouse to assist with meeting these reporting requirements; however, the employer retains ultimate responsibility for compliance
  - Must be reported by close of the third business day after receiving results





# Question Time

When do you run your annual clearinghouse? Do you run all of the. At the same time?

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# Checks & Balances

## Background checks

### EXTRA

- ★ PSP check
- ★ Criminal Check
- ★ Previous employer references



- ★ Review the application against the background check.
- ★ Document any discrepancies and the reason for.

# TRAINING DRIVERS

What training do I need to do? Should I do?

## Required

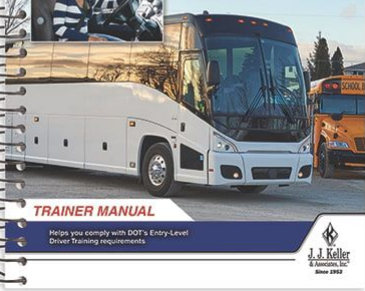
- ★ 60 min. Drug and Alcohol Training.
- ★ Review FMCSR Handbook.
- ★ Company Policies.
- ★ ADA

## Extra

- ★ Record of Road Test.
- ★ Vehicle specific training.
- ★ Back Safety.
- ★ **Human Trafficking.**
- ★ Time behind the wheel.
- ★ Customer Service.
- ★ Procedures.
- ★ Expectations.



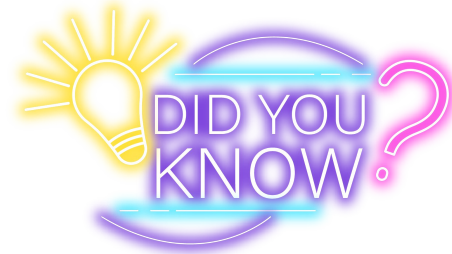
Supervisors need 120 minutes of reasonable suspicion training.



# TRAINING DRIVERS

## ELDT

- ★ Classroom (80% during assessment)
  - Basic operation
  - Safe operation procedures
  - Advanced operation procedures
  - Vehicle systems and reporting malfunctions
  - Non driving activities (e.g., Hours of Service).
- ★ Behind the Wheel (No Federal minimum hours).
  - On Road
  - Range
  - Basic vehicle control skills and mastery of basic maneuvers

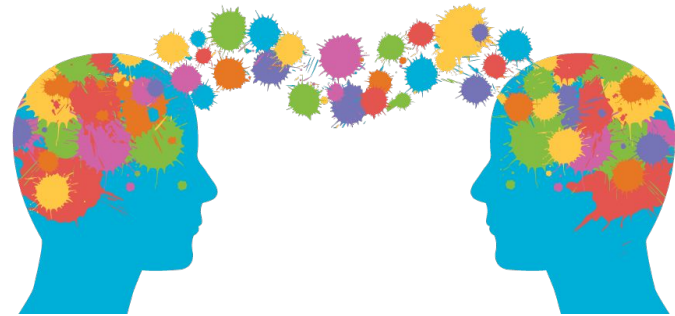


Some States have minimum hours. (4)

# Training should transition into Mentoring

## WHAT IS a mentor?

- A Guide.
- A Friend.
- An Example.
- A phone call away.



# What a mentor is not

- NOT a Supervisor.
- NOT a Disciplinary.
- Not authorized to review sensitive information about the new hire.
- Not a full time role.
- Not an undercover boss.



UNDERCOVER  
BOSS

# What makes a mentor?

- A mentor is chosen after the interview.
- Mentors don't have to be your best driver. Just someone who is real and can relate to the new hire.
- Chose someone who the new hire may want to exemplify.
- With enthusiasm you cannot chose wrong.
- Pay is not the motivation of a mentor. Mentors are self motivated.



# MAINTAINING COMPLIANCE

## MVR'S

- ★ After every new license.
- ★ After every new medical card.
- ★ Annually

## IN ADDITION

- ★ Check the national registry for each medical card.
- ★ Clearinghouse limited query.
- ~~★ Certificate of Violations.~~



Medical cards must be submitted to the State.

<https://www.fmcsa.dot.gov/registration/commercial-drivers-license/state-state-med-cert-submission-update>

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# Question Time

Have any of you had success at a mentor program? Tell me a story about your mentor.

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# WHAT RESOURCES ARE AVAILABLE?

## APPLICATION TRACKING WEBSITES

- ★ <https://www.driverreachapp.com>
- ★ <https://www.tenstreet.com/drivers>

## ENTRY LEVEL DRIVER TRAINING

- ★ <https://www.fmcsa.dot.gov/registration/commercial-drivers-license/entry-level-driver-training-eldt>
- ★ <https://www.jjkeller.com/shop/Product/Passenger-School-Bus-Endorsement-Entry-Level-Driver-Training-Trainer-Manual>

## BISC Mentor Program

## CLEARINGHOUSE

- ★ <https://www.fmcsa.dot.gov/regulations/commercial-drivers-license-drug-and-alcohol-clearinghouse>
- ★ <https://www.ntassoc.com/>



# Questions

- Handouts and Slides available on table
- *Greg's contact information*
- Email: [greg.hendricks@saltlakeexpress.com](mailto:greg.hendricks@saltlakeexpress.com)
- Cell: 208-201-3511

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4. <https://www.dol.wa.gov/driverslicense/cdltraining.html>