

*Getting Started*



SEND



AUDIT



FIX



REPORT



SMILE

# *J. J. Keller CSA Program Administration Service*



**J. J. Keller**  
Business Services

## Background

The CSA carrier safety rating and enforcement process is one of the most impactful programs introduced by the FMCSA over the last 20 years. Far more than a categorical safety scoring system, CSA is a complex program that impacts all carriers and introduces additional risk for unsafe practices. While having solid, underlying programs that address each BASIC category is still the key to DOT compliance, carriers must now establish programs and dedicate resources to “manage” CSA. Carriers are finding that substantial labor hours are required to keep up with the new set of processes that are implemented to properly manage compliance under CSA.

## Protecting Your Fleet

If you have commercial motor vehicles, your fleet will have a safety scorecard that the DOT is paying attention to. Your insurance company and even your clients have interest in knowing that your fleet operation is safe and compliant. Your competitors will also be watching. To understand your risk, consider these questions....

- *Are your company executives clear, and informed, about your safety and compliance practices?*
- *Do you have more than 25 roadside inspections – as a COMPANY – every month?*
- *Do you have more than one terminal or location?*
- *Do you operate under multiple DOT #'s?*
- *Are your drivers in fact turning in every roadside inspection, every accident report, and every violation to your fleet managers?*
- *Are you actively monitoring roadside documents for completeness and accuracy?*
- *Do you actively use the DataQ system to challenge FMCSA filings?*

There's no mystery that roadside inspections, accidents, and violations are three situations that put your company, and your brand, at risk every day.

Companies that ignore CSA – or don't proactively manage – are opening themselves up to more risk and missing out an excellent opportunity to understand what aspects of their transportation can and/or need to be improved.

## Why J. J. Keller Program Administration?

J. J. Keller's Compliance Services team is frequently called to help support companies that are going through a DOT audit. Recently, one of our clients with multiple locations needed our help due to deficiencies in certain CSA Behavior Analysis and Safety Improvement Categories (BASICs). Their driver records were a mess. It was clear that our CSA Program Administration Service would have helped them avoid the intervention and overall improve their safety. By not having updated and trackable records, including driver qualification files, medical cards, roadside inspections reports, driver vehicle inspection reports, accident files, and violation history, you put yourself at risk.

J. J. Keller's CSA Program Administration Service manages documents that your drivers receive on the road – roadside inspection paperwork, tickets or other violations, and accident reports. These documents can significantly affect your safety rating, so it's important to have a process to track, audit and correct any discrepancies in this information. This service was developed in response to carrier requests for help in managing CSA oversight, as many fleets simply cannot take on this burden.



## Overview

J.J. Keller's CSA Program Administration is an outsourced service where our team of compliance and regulatory experts actively monitor your roadside inspections, accidents and violations - helping to protect your risk for DOT audit and intervention.

We work for you to:

- *Avoid DOT intervention, vehicle downtime and litigation*
- *Predict compliance gaps prior to DOT intervention*
- *Ensure DOT is recording information correctly*
- *Offload a data management burden and reduce your workload*
- *Centralize and store important roadside inspection and accident information*
- *Provide help with appeals and Data Qs when you need it*

### Here's how it works...

- |                     |   |  |
|---------------------|---|--|
| <b>You</b>          | ▶ | <i>Send your actual roadside inspections, citations and accident reports to us</i>                               |
|                     | ▶ | <i>Work with us to correct data deficiencies and process appeals</i>   |
|                     | ✓ | <i>Assigns a dedicated and experienced representative to work with your company</i>                              |
|                     | ✓ | <i>Organizes and stores your scanned documents in a central location</i>   |
| <b>J. J. Keller</b> | ✓ | <i>Audits your information against the Safety Measurement System (SMS) to identify incorrectly reported data</i> |
|                     | ✓ | <i>Notifies you of missing documents or discrepancies</i>  |
|                     | ✓ | <i>Files, tracks, and manages appeals with the FMCSA (Data Q)</i>  |
|                     | ✓ | <i>Provides data analysis and in-depth reporting</i>   |
|                     | ✓ | <i>Provides guidance on corrective action</i>  |

Monitoring the accuracy of your company data from roadside inspections, citations and accidents is an important part of protecting your BASIC scores. J. J. Keller's CSA Program Administration Service takes much of this burden off your hands. We take your actual DOT documents and compare them to DOT records to validate your safety rating. If there's a discrepancy, we help with the appeal.



## Reporting

The CSA reporting needs often differ from carrier to carrier. While a number of standard reports are provided, we conduct a needs assessment to determine what reporting will be most beneficial for each carrier. Beyond understanding BASIC scores and DOT thresholds, carriers have a difficult time organizing and analyzing the large volumes of CSA data to uncover meaningful data.

Our service reporting can help you answer the following questions:

- *What violations are hurting us the most?*
- *What violations are occurring most frequently?*
- *Who are my best performing drivers?*
- *Who are my worst performing drivers?*
- *What program/area should I target first for improvement?*
- *What is the inspection history of each driver?*
- *Which of my locations/regions/etc. are performing the worst?*
- *What is the inspection history of each location/region?*
- *What violations have been cited since the last update?*
- *Is that my driver? Is that my vehicle?*
- *Does this driver have a DQ file?*
- *How do each of my DOT numbers compare?*

## Service Reports

Report Title	Description	Comments
Basic Summary	This report shows BASIC scores for all of a company's DOT numbers on a single page. Problem areas are highlighted and movement from the prior period is indicated.	Updated monthly in conjunction with SMS update
Summary of Violations	This report shows all violations that a carrier has been cited for over the past 24 months (including total number of instances). Allows a carrier to see which violations are having the biggest impact on their BASIC scores.	A single report or individual reports can be run for carriers with multiple DOT numbers
Summary of Violations w/Location Detail	Allows the user to drill down on any violation to see details of which locations have been cited and which locations are having the biggest impact on their BASIC scores.	** Only available to DQ File Management subscribers **



## Service Reports (continued)

Report Title	Description	Comments
Inspected Drivers with Violations	This report shows aggregate and detail information regarding violations that each driver has been cited for over the past 24 months. It provides carriers with a view of those drivers having the greatest negative impact on their CSA scores. The report does pull in location and driver status for DQ File Management clients.	Updated monthly in conjunction with SMS
Inspected Drivers with No Violations	This report shows those drivers who have been inspected over the past 24 months without being cited for a violation. It provides carriers with a view of their best performing drivers (from a safety standpoint). The report does pull in location and driver status for DQ File Management clients.	Updated monthly in conjunction with SMS update
Inspection History by Location	This report shows aggregate and detail inspection information for each level of a carrier's organizational structure. This view allows a carrier to compare inspection and violation activity across their enterprise. As organizational structure information is not available as part of the SMS data, this report is only available to DQ File Management clients.	** Only available to <a href="#">DQ File Management subscribers</a> **
Recent Inspection Violations	This report shows detail associated with violations accumulated since the prior SMS update. Makes it easy for a carrier to see only recent activity without having to page through 24 months worth of data. Especially useful for carriers wanting to monitor results of implemented improvements. Also very useful for carriers with a high volume of inspections. The report does pull in location and driver status for DQ File Management clients.	Updated monthly in conjunction with SMS update



## Service Reports (continued)

Report Title	Description	Comments
Crash Detail	A listing of all DOT-recordable crashes within the past 24 months.	Updated monthly in conjunction with SMS update
Audit Summary	Summary and detail information resulting from the multi-faceted audit we conduct on a carrier's Roadside Inspection Reports (RSIs), Crash information, and SMS data. Documents and information submitted to us is compared against the SMS database to identify missing, incomplete and/or challengeable inspections.	Updated monthly in conjunction with SMS update
Challenge Tracking	A listing of all challenges we have filed via the FMCSA DataQ system on behalf of the carrier. Details such as challenge type, status, date verified on FMCSA and notes are included in this report.	Updated monthly in conjunction with SMS update
CSA Trend Analysis	Ad-hoc report(s) created for carriers who wish to see various trends related to CSA data/performance.	As needed




## Reporting Examples

Prepared For:  
**ABC Company, Inc.**

**ROADSIDE INSPECTION & CRASH AUDIT SUMMARY  
NOVEMBER 2011**

DOT #	Company Name	Roadside Inspections				Crashes		
		# Rec'd	# Missing	# Not Found	# Deficient	# Data Q Challenges	# Rec'd	# Missing
	ABC Company - Atlanta	5	2	1	0	0	0	1
	ABC Company - Birmingham	61	6	0	0	0	1	0
	ABC Company - Chicago	110	18	0	2	1	2	1
	ABC Company - Denver	242	9	0	7	5	5	9
	ABC Company - Franklin	0	0	0	0	0	0	0
	ABC Company - Georgetown	3	1	0	0	0	0	0
<b>Corporate Totals</b>		<b>421</b>	<b>36</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>11</b>

Data is reflective of the Roadside Inspection & Crash Reports received by J. J. Keller Summary Report prepared by J. J. Keller & Associates, Inc.




## Reporting Examples

**FMCSA Safety Measurement System BASIC Score Summary**  
*Based on 24-month record ending September 23, 2011*

Prepared For:  
**ABC Company, Inc.**

DOT #	Entity Name	# RSI's	# Crashes	Unsafe Driving	Fatigued Driving	Driver Fitness	Controlled Substances & Alcohol	Vehicle Maintenance	Cargo Securement	Crash Indicator
				60%	60%	75%	75%	75%	75%	60%
12346	Trucking ABC	1,150	85	52.0%	10.2%	52.4%	No Violations	32.5%	Inconclusive	No Violations
348879	ART Trucking	112	16	32.6%	8.1%	76.2%	No Violations	61.2%	Inconclusive	2.6%
499210	XYZ Trucking	1,488	33	48.9%	6.2%	66.2%	No Violations	66.2%	2.4%	1.2%
<b>TOTALS</b>										

Scores are based on a 24-month record ending 10/28/11.




### Getting Started

It's very easy to begin working with J. J. Keller to manage your roadside data, and protect your company. We will work with you and your drivers to get documents processed timely, and will provide you with reporting to show your progress. There's really no complexity to the implementation process; it's about us working with you to collect roadside documents, ensuring those documents are accurate, and helping to manage your CSA scores.

#### Communicate to Your Drivers

Make sure your drivers understand why it's important to collect roadside documents, and to get them in timely. Their timeliness ensures that you can be proactive in managing your CSA scores.

#### Document Collection

Begin collecting all DOT documents from your drivers. Once drivers understand the need to collect these documents, collection should get easier. Our clients typically have all documents turned into a central place, where they can be pooled and delivered to J. J. Keller. It's also important to have documents collected within a week of receipt by the driver.

#### Send Documents to J. J. Keller

Documents can be mailed, scanned and sent by email, or faxed. Documents don't have to be originals – copies are fine. What's important is getting everything to J. J. Keller in a legible and timely fashion.

#### We Work Together

We'll work with you to get the collection process up and running, and use your roadside data to identify any gaps in your safety and compliance processes. For instance, you may be able to see trends in roadside inspection "cargo securement" for a certain driver, based on the roadside inspection documents that are turned in. With the reporting that we provide, those trends become clear, and can be acted on by you with additional driver training.



### Items Needed to Begin the Service

- Signed service agreement
- Understanding of your company structure and program contacts
- An inventory of your drivers and vehicles if available
- Receipt of roadside inspections and accident reports

### Frequently Asked Questions

#### What happens if the DOT officer records wrong information during a roadside?

When we receive your roadside inspections and accident reports, we review them for accuracy. If we find incorrect information we will challenge it through the DataQ process. If we have appropriate back up documentation we will usually be able to get the information corrected and, in most cases, positively affect your BASIC scores.

#### What if we have multiple DOT#'s?

Our service is ideal for companies operating with multiple DOT#'s. Your reports can be run by DOT# or location, or rolled up into a global view of your organization. Our clients find this reporting to be one of the greatest benefits of the service.

#### How does the appeals process work?

If we find incorrect information recorded by the FMCSA, we notify you immediately. We work with you to obtain any back up documentation to submit with the DataQ to challenge the inaccuracies. We keep you up-to-date on the DataQ challenge process every step of the way.

#### How do you handle good roadside inspections that don't get recorded?

We've found that some of the states are months behind on entering roadside inspections. If we become aware of good roadside inspections that don't get recorded, we'll notify you right away and initiate a DataQ challenge to get the roadside inspection on the FMCSA database. So far we have a 100% success rate in challenging the DataQ.

#### How often should we send documents? Is monthly enough?

It's important to send your documents to us on a regular basis. Many fleets will scan their documents and email them to us as they come in from the drivers. Other fleets will hold them and send weekly. And the frequency may change based on the amount of inspections you have. Your J. J. Keller Client Service Representative can work with you to determine a schedule that allows for the most proactive management of your documents.



## Let's Talk! Contact Us

We'd like the opportunity to learn about your company and to help you evaluate whether J.J. Keller CSA Program Administration Service is the right choice for you.

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