

Case Study Compliance & Risk Management Distribution & Fleet

Issue

This leading distributor of convenience store products experienced a fatal accident with significant liability and enforcement risk. The organization was looking to make significant improvements in fleet operations, through policy and compliance enhancements, driver education and performance measures.

Scope

Assess the fleet operations of the company to identify risks and compliance issues as well as opportunities to improve overall performance.

Approach

Complete a detailed assessment including policies, driver files, hours of service records, and maintenance files. Work jointly with client project team to develop recommendations and improvement action plan.

Results

Client organization accepted assessment findings and engaged us to support improvement initiatives. The following improvements were implemented:

- New policies were drafted, negotiated and accepted by Senior Management
- Driver performance measures were developed and database created to track critical information
- Managers were trained at all company locations
- Driver training was completed for all drivers at each facility
- Defensive Driving training completed
- On-going audit program developed and implemented

**Overall accidents were reduced by 77%.
Major DOT accidents reduced by 79%.**

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PROJECT PROCESS

Assessment:

Simulated DOT compliance reviews at each of seven locations
Follow-up audits at conditional locations

Audit Tools:

Compliance Review matrix
New policy implementation and accountability standards
Driver and management training
Defensive driving training

DOT scoring (SMS) trend June 2008 thru June 2011

BASIC(s) Overview	06/20/2008	06/26/2009	12/18/2009	06/25/2010	12/17/2010	06/24/2011
Unsafe Driving						
On-Road Performance Detail	39.4%	56%	48.4%	49.6%	56.2%	30.1%
Investigation Results Detail						
Fatigued Driving (Hours-of-Service)						
On-Road Performance Detail	10.4%	3.5%	2.5%	2.5%	.5%	1.2%
Investigation Results Detail						
Driver Fitness						
On-Road Performance Detail	30.3%	22%	Inconclusive	Inconclusive	35.8%	30.4%
Investigation Results Detail						
Controlled Substances and Alcohol						
On-Road Performance Detail	Inconclusive	No Violations				
Investigation Results Detail						
Vehicle Maintenance						
On-Road Performance Detail	10.1%	7.6%	8.1%	5.7%	7.2%	6.5%
Investigation Results Detail						
Cargo-Related						
On-Road Performance Detail	Inconclusive	No Violations	No Violations	Inconclusive	Inconclusive	Inconclusive
Investigation Results Detail						
Crash Indicator						
On-Road Performance Detail	44.6%	46.3%	43.5%	31.7%	44.8%	15.5%

All but one of the BASIC scores have shown significant improvements since the program began in March 2006. Driver Fitness remains steady at among the best 30% in this carrier size category.

Accident Trends 2005 thru 2010

