

EXPERT GUIDANCE FOR LIGHT & MEDIUM DUTY FLEETS

Risks You Can't Ignore



ARE VEHICLES A PART OF YOUR BUSINESS OPERATIONS?



THEN YOUR ORGANIZATION IS EXPOSED TO LIABILITY AND RISK.

There is a high expectation from consumers and the government for businesses to operate vehicles safely. Unfortunately, these expectations are often realized by businesses only after an accident or a citation.

While light-duty vehicles don't face the same level of regulatory oversight as their large vehicle counterparts, they face the same risk — employees driving and interacting with the public. So it's reasonable to consider the benefits of applying large truck safety standards to light-duty operations.

Medium-weight vehicles, those weighing 10,001 pounds to 26,000 pounds and used to further interstate commerce, face the same regulatory requirements as their large cousins. But intrastate, medium-weight vehicles may or may not have the same requirements, depending on the state of operation's definition of a regulated vehicle.

Safety programs and diligent recordkeeping not only guard against risk and litigation but also provide substantial benefits to productivity, business planning, and company growth through visibility to and measurement of operational data.

Read on for what rules apply and guidance on best practices to reduce risk and improving productivity.

YOUR BUSINESS FLEET

Business fleets come in all shapes and sizes.

Some are comprised entirely of sedans and minivans, while others small delivery vehicles and pick-up trucks, others larger trucks or tractor trailers, or a combination of these.

Regardless, fleets have three primary risk and opportunity areas.

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Encompass® Fleet Management System

All aspects of employee and fleet recordkeeping are easier to manage with the Encompass® Fleet Management System.

The cloud-based system helps you track and store records that document your safety commitment to regulatory agencies, insurance companies, and litigators. Areas include:

- Hiring and onboarding
- Vehicle inspections and maintenance
- Fleet credentials
- Accidents
- Training

Encompass makes it easier to proactively manage your risk with powerful reporting that allows you to access data to improve your business.



ENCOMPASS FLEET MANAGEMENT VIDEO

FLEET VEHICLES

An employee who drives a fleet vehicle will fall into **one of three categories** based on the vehicle operated (as defined by the federal government):

NOT REGULATED

Vehicle is outside of the scope of federal or state definitions. Best practices are used to ensure the safe operation of the vehicle.

NON-CDL COMMERCIAL DRIVER

Vehicle meets the definition of a commercial motor vehicle (CMV) in, but does not require a CDL to operate. The driver and vehicle are subject to the general safety regulations, including driver files, hours of service, vehicle maintenance and vehicle inspections.

CDL DRIVER

Vehicle requires compliance with the general safety regulations, in addition to compliance with CDL licensing, DOT drug and alcohol testing, and CDL driver training.



CRITICAL DEFINITIONS

General CMV (49 CFR 390.5):

- Gross Vehicle Weight (GVW) or Gross Combined Weight (GCW) or Gross Vehicle Weight Rating (GVWR) or Gross Combined Weight Rating (GCWR) @ 10,001+ lbs.
- Placardable amount of Hazmat
- Transporting 9+ people for direct or indirect compensation
- Transporting 16 or more people regardless of compensation

* Actual weight or the manufacturer's rated carrying capacity, and considers the unit being driven plus any trailing units in combination

** Both GCWR and GCW are considered the actual combination weight and the combination weight ratings.

CMV requiring a CDL (49 CFR 383.5):

- Gross Vehicle Weight (GVW) or Gross Vehicle Weight Rating (GVWR) @ 26,001+ lbs*
- Gross Combined Weight Rating (GCWR) or GCW @ 26,001+lbs inclusive of a towed unit 10,001+ lbs.**
- Placarded Hazmat
- Transporting 16+ people

CDL License (49 CFR 383.5):

- Is issued to an individual by a state or other jurisdiction in accordance with the testing and licensing procedures in 49 CFR Part 383; and
- Authorizes the individual to operate a class of a commercial motor vehicle as defined in 383.5.

FLEET VEHICLES

Regardless of the type of vehicle your business uses, the risks remain constant. To stay profitable and compliant with regulations, **your** vehicles need to be:



INSPECTED

Completing inspections every day is the only way to ensure the vehicle is safe to operate and protect against unexpected downtime.



MAINTAINED

Regular and scheduled maintenance by qualified individuals keep vehicles in good working condition lessening the chance of costly over-the-road breakdowns or accidents.



REGISTERED

States may require “commercial” tags at weights below the CMV definition.

Vehicles must be registered at the maximum actual gross vehicle weight rather than the average weight.



CAPACITY-VERIFIED

Loading a vehicle beyond the manufacturer’s rating is considered unsafe, a considerable driving hazard, and a litigation risk.



TRACKABLE

Knowing where vehicles are in real-time is key to ensuring productivity and safe operation.



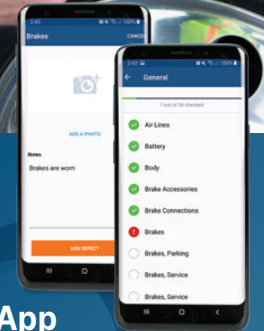
BRANDED

Marking fleet vehicles is a common requirement and an inexpensive way to increase name recognition.



CLEAN

You never get a second chance to make a good first impression.



Encompass® DVIR Mobile App

- Automate inspection recordkeeping
- Use smart device to capture defect images
- Streamline defect resolution process
- Customize inspections

JJKeller.com/EncompassDVIR

DRIVERS

There are many details to attend to when filling employee positions, especially ones that involve driving. Though you want to identify your ideal candidates as quickly as possible before other companies snatch them up, **you should ensure all drivers are:**

- Trained
- Licensed
- Not impaired by substances
- Rested
- Safety-verified to uncover patterns of unsafe driving and disregard for motor vehicle safety

Depending on the type of vehicle your company uses, you'll have different requirements to meet when you have an employee who will also be driving a vehicle as part of their job responsibilities. These include:

- Light-duty vehicle drivers (non-CMV)
- Commercial motor vehicle drivers (CDL and non-CDL CMV drivers)

[Read on for details.](#)



HIRING BEST PRACTICES

- Score Motor Vehicle Records (MVRs) by assigning values to traffic convictions and crashes and set a predetermined threshold.
- Require a specific level of experience of all driver applicants.
- Send background checks to all former employers to learn of attitudes toward safety.

HIRING LIGHT-DUTY VEHICLE DRIVERS



Non-Regulated Operators

Though not required by federal law, the requirements that govern the screening of commercial drivers can benefit your organization's hiring practices. They will help you identify applicants with a poor driving record, reducing potential liability to the company.

Consider using a driver application that asks about:

- Traffic convictions
- Crashes
- Vehicles operated
- Miles traveled

NEW HIRE BEST PRACTICES CHECKLIST

- Employment application with driver-specific questions
- Driving record (also called a Motor Vehicle Record or MVR)
- Previous employer checks
- Road test using a representative vehicle
- Copy of the current driver's license



DID YOU KNOW?

The application for employment of a driver cannot ask about drug or alcohol use due to American Disabilities Act.

HIRING CMV DRIVERS

Federal safety regulations require that you collect basic information, called a **DRIVER QUALIFICATION (DQ) FILE**, on candidates to help you understand their level of experience and attitude toward safety.

These new hire documents are required of anyone operating a CMV for your company and are not limited to full-time drivers on your payroll. Be sure to qualify contract, intermittent, and part-time drivers.

But the regulations don't tell you who to allow behind the wheel of your vehicle. **It's up to you to set the bar.**

Create policies to standardize who doesn't meet the company's hiring criteria. Examine DQ file documents, looking at level of experience, patterns of unsafe driving, or other signs to help you understand the likelihood that the driver will act responsibly behind the wheel.

Requesting the optional Pre-employment Screening Program (PSP) report will offer additional information for consideration, specific to operating a CMV.



New Hire Checklist — CMV Drivers

- Driver-specific application
- Road test and certificate
- Medical examiner's certificate (wallet card)
- A note verifying the medical examiner is certified
- Motor vehicle records (MVRs) for licenses within the past 3 years
- Returned safety performance history records requests, or documented efforts to obtain the data

ONBOARDING

No matter what type of vehicle your employees drive, the goal of orientation is to introduce new drivers to your corporate culture and set drivers up for success at the company.

Onboarding should provide drivers with a solid understanding of how the company operates.



ORIENTATION CHECKLIST

- Distribute policies and procedures
- Issue and demonstrate use of equipment
- Provide points of contact:
 - Who to contact with future questions (dedicated dispatch, mentor, etc.)
- Discuss company expectations, including:
 - Probationary period
 - Annual performance reviews
 - Working hours
 - Productivity
 - Compensation cycle
 - Workplace and vehicle safety
 - Customer service
 - Honesty
 - Grounds for immediate termination

BEST PRACTICES

What Went Wrong?

If a driver doesn't make it through orientation, find out why the driver wasn't a good fit. Possibilities include:

- The driver viewed your corporate culture as toxic. You need to fix it quickly!
- The driver was identified as a risk. What vetting tool should have spotted this earlier?

TRAINING

Many facets of onboarding and training drivers can be applied to your CMV and non-CMV drivers. Promote a corporate safety culture by creating policies and presenting training specific to your vehicles.

It's a good business practice that protects your brand, your bottom-line, and your employees and drivers.

Properly trained drivers result in fewer:

- Accidents
- Freight claims
- Injuries
- Customer complaints
- Fines and penalties
- Vehicle downtimes

Types of Training

Initial

- Compliance topics (speeding, parking, construction areas, etc.)
- Company-specific requirements

Transitional

- Small lessons as the driver begins the job

Ongoing

- Follow-up on opportunity areas
- Monthly, quarterly, and annual training

Remedial or Corrective Action Training (CAT)

- A result of an accident, violation, or driving complaint
- Coaching, evaluation, and retraining
- Tracked and verified post-training behavior



BEST PRACTICES

To mitigate claims of negligence and/or noncompliance, document all instructed training.

TRAINING

FMCSA's Implied Driver Training

Section 390.3(e) requires anyone operating a commercial motor vehicle (CMV) to know and comply with applicable safety regulations.

All drivers must be:

- Instructed on and knowledgeable of the regulations
- Able to safely operate the vehicle by virtue of "training or experience"
- Knowledgeable on:
 - The vehicle
 - Cargo securement
 - Vehicle inspections
- Instructed on regulatory issues and safe driving practices



FMCSA Required Driver Training

CDL positions are subject to:

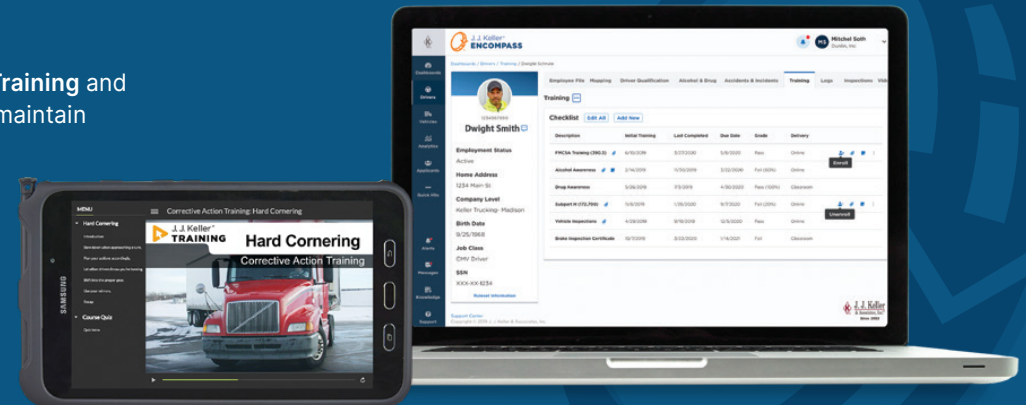
- Entry-level driver training
- DOT drug and alcohol testing policy and educational materials
- Hazmat training (if applicable)

J. J. Keller® Encompass® Training

Many carriers struggle to manage safety and training proactively. **Encompass® Training** and compliance recordkeeping provide a better way to fulfill DOT requirements and maintain efficient operations.

With Encompass, you can quickly assign remote interactive training to your drivers via email or text. Drivers complete training at their convenience using the J. J. Keller® Training mobile app — on the road or at home. They can even download courses to complete them later without an internet connection!

VISIT [KellerEncompass.com/solutions/driver-training](https://www.kellerencompass.com/solutions/driver-training)



FATIGUED DRIVING

Physical or mental exertion impairs performance and results in fatigue, creating the risk of an accident. However fatigue occurs — lack of restful sleep, long work hours, strenuous work — is irrelevant.

Studies suggest that operating tired is like operating under the influence of drugs or alcohol — response times are diminished, alertness is decreased, and a driver may fall asleep behind the wheel. Simply put — operating fatigued is dangerous.

If you reduce fatigued driving, you'll have fewer accidents, increased performance, and likely, a lower turnover rate.

Two methods are proven to uncover and stop fatigued driving — dash cams and ELDs.



REDUCING FATIGUE

- Be well rested
- Avoid medications that cause drowsiness
- Eat healthy
- Exercise
- Keep a routine
- Take naps

The FMCSA and NHTSA conducted a Large Truck Crash Causation Study (LTCCS) to determine the root cause of crashes. They found:

- 13% of commercial motor vehicle (CMV) drivers were considered fatigued at the time of the crash, and
- Fatigue was included with illness and drug use reflecting the condition of the driver before the crash.

FATIGUE IDENTIFICATION WITH DASH CAMS

Drivers that are tired have measurable and visual symptoms. Dash cams can help – but only if they are installed, activated, and properly monitored. Alerts from a dash cam about specific behaviors provide clues on a driver's level of alertness.



Lane Deviation

Tired drivers have more lane deviations than alert drivers.



Erratic Following Distance

Drowsy drivers have more fluctuations in following distance and speed.



Hard Stops

Fatigued drivers are inattentive and hit the breaks more often.

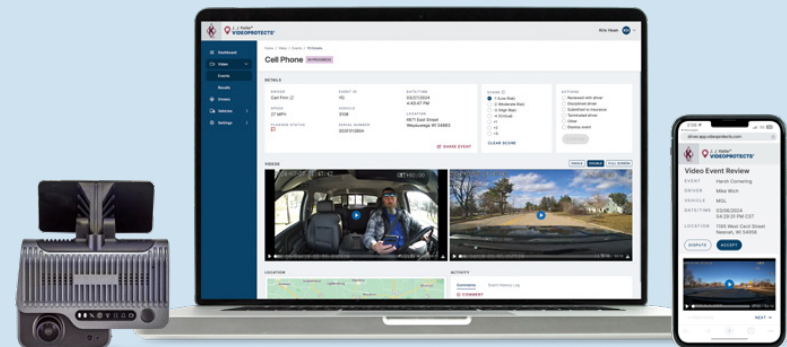
DID YOU KNOW?

Dash cams help identify unsafe driving behaviors — hard-braking, failure to yield, following too close, and more — providing employers with the opportunity to coach and provide additional training to both new and existing drivers before the behavior leads to a crash.

Advanced Video Technology for Any Type of Fleet

J. J. Keller's **VideoProtects® Fleet Camera System** gives you a full suite of driver safety features, from driver coaching workflow to video recall, live streaming, event scoring and more. Plus, it's platform-independent, so you can install our dual-facing dash cams in any type of vehicle your company operates!

855.693.5338 | [VideoProtects.com](https://www.VideoProtects.com)



FATIGUE IDENTIFICATION WITH ELDs

While ELD use is required for most CMV drivers, it's a best practice for any driver as it provides a framework for reducing fatigue and mitigating risk.

ELDs supports a company's commitment to stated policies and procedures to prevent fatigued driving – which is essential during litigation.

ELDs provide many operational and safety benefits, like vehicle location tracking, electronic vehicle inspections, geofencing, and automated fuel tax reporting.



TRACK HOURS

ELDs can track on-duty, driving, and off-duty time of regulated and exempt drivers.



TRACK DRIVER BEHAVIORS

ELDs provide visibility to poor driving like hard braking, speeding, and failure to yield.



DRIVER ALERTS

In-cab alerts for drivers who are approaching a regulated driving threshold.



DOCUMENTATION

ELD records, along with training and disciplinary actions, provide proof that you take driver fatigue seriously.

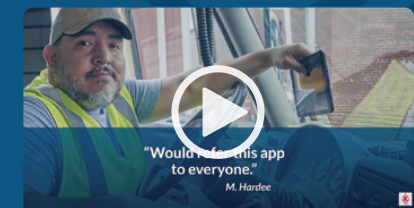


J. J. Keller® ELDs

ELDs aren't just for mandate compliance. They're powerful tools that can help any fleet — no matter what type of drivers or vehicles they have — manage safety and productivity concerns, including:

- ✓ Fatigued driving
- ✓ Poor driving behaviors (speeding and hard braking)
- ✓ Vehicle location & utilization (idle time and over-revving)
- ✓ Exempt driving
- ✓ Vehicle inspections
- ✓ IFTA & IRP automation

[JJKeller.com/ELogs](https://www.jjkeller.com/ELogs)



ENCOMPASS® WITH ELOGS

COMPANY

Fleets do not operate in a vacuum; they operate on behalf of and in support of commercial companies. So risk mitigation protects the entire company.

Safety has more to do with your overall culture than individual drivers, managers, or vehicles. A healthy company culture includes a commitment and support for:

Safety

Know what success looks like and document expectations.

Trained Supervisors

Supervisor training is every bit as important as training drivers. After all, they're the ones responsible to deliver results and need to understand how critical it is to do it safely.

Fact-Based Results Tracking

Winners keep score at the driver, leader, and location level. But it's not enough to just have data – you, your supervisors, and the drivers need to know what it means.

Protected Revenue

Operating safely and compliantly isn't an expense — it is an investment to ensure revenue coming in makes it to the bottom line.

Proper Insurance

Make sure damages are either covered by insurance or can come off your earnings.

Proper Registration

Ensure you are properly registered by the appropriate agencies — both state and federal.

Got Insurance? Not Optional

Most states have **insurance requirements** that apply to commercial vehicles.

The FMCSA also has minimum required levels coverage applicable to for-hire passenger and property carriers as well as hazardous material haulers:

For-hire property:

- < 10,001 pounds: \$300,000
- ≥ 10,001 pounds: \$750,000

For-hire passenger:

- < 16 passengers: \$1,500,000
- ≥ 16 passengers: \$5,000,000

Hazardous Material

(depends on type and quantity):

- \$1,000,000, or
- \$5,000,000



COMMIT TO IMPROVING



An ongoing commitment to safety and risk mitigation will continue to yield the operational benefits you want. The Safety Management Cycle is a proven model to follow:

1. Policies and Procedures

Know what success looks like and document expectations

2. Roles and Responsibilities

Define each employee's responsibility. From senior leaders to frontline workers – everyone plays a part.

3. Qualifications and Hiring

What skills do you expect individuals in each role to possess?

4. Training and Communication

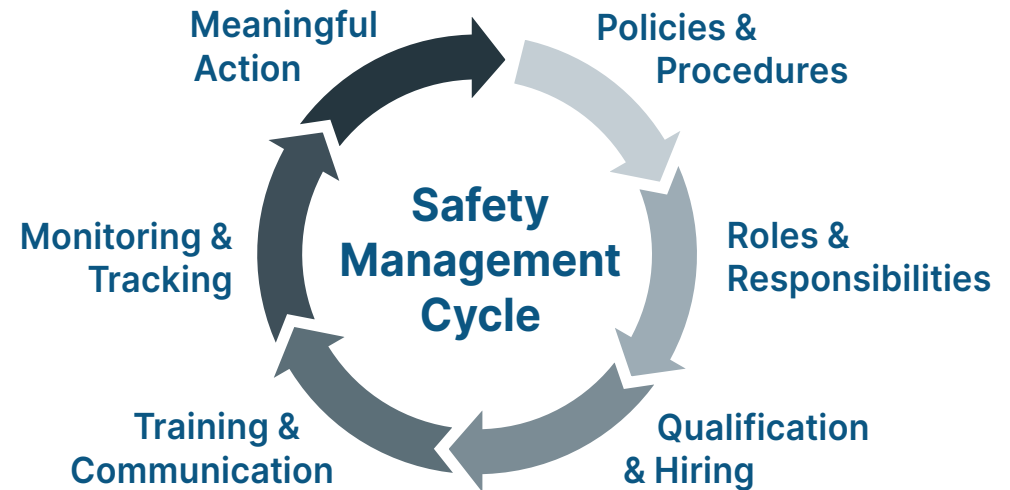
Effective training proactively mitigates risk.

5. Monitoring and Tracking

Do the results match the expectations from Step 1?

6. Meaningful Action

If your expectations aren't met, what documented action will be taken to make the reality match the vision?



J. J. Keller® FleetMentor® System

With FleetMentor's interactive tools and templates, you can quickly, efficiently, and effectively keep your fleet profitable and compliant. FleetMentor features include:

- Motor Carrier Safety Audit
- Online Training
- Policy & Procedure Handbook Builders
- Roadside Inspection Tracking
- MVRs
- Hazmat Table
- References, regulations, and more

Take advantage of personalized best practices and guidance on regulatory questions with the FleetMentor **Personal Assistant** feature.

[FleetMentor.com](https://www.fleetmentor.com)



WHAT ARE YOU WAITING FOR?

When you proactively manage risk, you'll find the rest of your operations run more smoothly and efficiently with a benefit to your bottom line.

Don't wait any longer. Take the next step towards safety. Talk with a J. J. Keller fleet specialist.

833.708.4634 | JJKeller.com/FleetSolutions



GET READY TO HANDLE YOUR TOUGHEST LIGHT & MEDIUM DUTY FLEET CHALLENGES

J. J. Keller® Encompass is the exceptional fleet management system that offers multiple solutions for solving productivity and risk challenges — dash cams, mobile apps, ELDs, and vehicle trackers.

It provides better technology and data to support you in essential operations like hiring and onboarding, training, accident recordkeeping, vehicle inspections, maintenance, parts inventory management, and more.



Talk with a fleet specialist today to learn how Encompass can help you improve operations and reduce risk.

Proactive fleet management manages risk and operations. [Watch how Encompass helps.](#)

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- Recordkeeping & Alerts
- DOT Compliance & Safety
- Regulatory Guidance
- Driver & Vehicle Management
- Training Library
- ELDs
- Dash Cams
- Vehicle Trackers
- EDVIRs



Kathy Close
Editor — Transport Safety

Kathy joined J. J. Keller & Associates, Inc. in 1999. As an Editor in Transportation Publishing, she has a background in driver's qualification file auditing, reviewing client compliance with 49 CFR Part 391, and as third-party administrator of DOT drug and alcohol testing programs for motor carriers.

Kathy provides regulatory support for a variety of products; her areas of expertise include transportation security, DOT drug and alcohol testing, driver qualification, and the Compliance, Safety, Accountability (CSA) enforcement model.

She writes content for several manuals (Transport Security, DOT Enforcement Essentials Manual, Everyday Drug & Alcohol Program Management, and Personnel Management), as well as the Transportation Security & Risk Management Today monthly newsletter and KellerOnline®, FleetMentor® and RegSense® online services. Her work has also appeared in a variety of trade publications and other media outlets.



Rick Malchow
Industry Business Advisor

Rick joined J. J. Keller & Associates, Inc. in 2013 as an Editor in the Transportation Publishing Department. He specializes in motor carrier safety and operations management, with an emphasis on hours of service, vehicle inspections, and fleet legalization. He is responsible for developing and updating content for the Vehicle Sizes and Weights Manual.

Before joining J. J. Keller, Rick worked in the transportation industry for 13 years. As an Operations Manager, he focused on training employees in areas impacted by regulations. In addition to his operations management experience, he also has expertise in transportation rating, collection, and process improvement.

Since we began as a family-owned company in 1953, our purpose at J. J. Keller & Associates, Inc. has been to protect people and the businesses they run. Today, serving 500,000+ companies across North America, our associates are proud to make a larger impact than ever. Organizations of all sizes rely on our expert insights to help create safe work environments and simplify complex government regulations. They trust in our comprehensive portfolio of solutions – including ELogs, dash cams and mobile technology; driver training via online courses, streaming video or DVD; cloud-based management tools; managed services; consulting services; online and print publications; forms, PPE and safety supplies.



Transportation professionals rely on J. J. Keller's experts, products and services to reduce risk, improve regulatory compliance, manage performance, and boost operational efficiency. For more information, visit JJKeller.com.

J. J. Keller®
Fleet Technology Solutions

Put your safety program on the road to becoming best-in-class with J. J. Keller's full suite of Fleet Technology Solutions, ranging from cloud-based fleet management tools to ELDs, dash cams and more.

ENCOMPASS®
FLEET MANAGEMENT SYSTEM

This cloud-based system is the fleet manager's choice for simplifying driver and vehicle compliance tasks, from recordkeeping to training, reporting and more.



VIDEOPROTECTS®
FLEET CAMERA SYSTEM

Identify and address risky driver behaviors quickly with our AI-powered dash cam solution that features video recall and live streaming, driver coaching workflow and video scoring.



FLEETMENTOR® SYSTEM

Take the guesswork out of running your fleet with our robust library of regulatory information, audit tools, cost calculators, policy and handbook builders, and much more.



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