



# Transportation Spotlight 2014

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From the HireRight Employment Screening Benchmarking Survey

2014 Edition





## About HireRight

HireRight, a leading provider of innovative, online background checks, drug and health screenings, and employment eligibility verifications, serves more than 9,500 transportation organizations with more than one million annual screens. Comprehensive, cost-effective screening packages are custom-designed to meet an organization's needs and changing regulatory compliance requirements. Our expertise in integrating screening solutions with applicant tracking systems (ATS) delivers unmatched efficiency that helps your organization win the competition for talent.

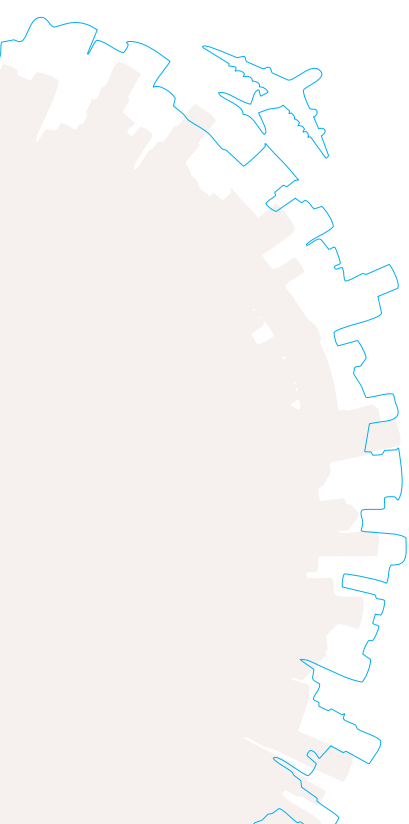




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# Survey Overview and Methodology

The HireRight 2014 Annual Employment Screening Benchmarking Report is based on a survey of 3,038 human resources, talent management, recruiting, security, safety and executive level professionals from more than 2,200 unique organizations. The survey was conducted during the fourth quarter of 2013 and was sent to HireRight customers and other professionals throughout the United States who were knowledgeable about employment screening practices.

Of the total survey respondents, 21% indicated their primary industry was transportation. The results that follow are from transportation industry respondents, except when otherwise noted.

## Report Interpretation

The HireRight Transportation Spotlight addresses common screening practices and policies and explores issues and trends affecting screening programs. Differences between a company's practices and policies and the results of this survey do not necessarily suggest strengths or weaknesses, but simply offer an opportunity to evaluate programs and explore best practices.

The survey was conducted using an online questionnaire, and results were combined and reported anonymously. In interpreting the results, figures may not add up to 100% due to rounding or may exceed 100% when multiple responses were allowed.

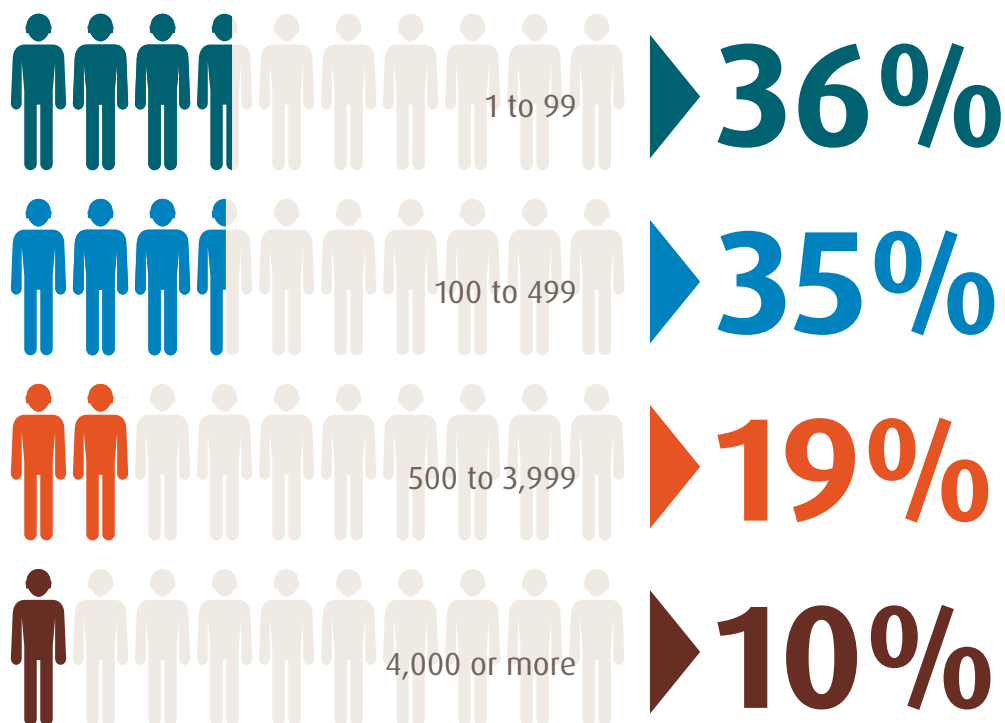
Questions were modified this year, so the range of topics covered may differ from last year's report. In some instances, prior year comparisons are made to help understand potential trends.

## Respondent Profile

Various segments within the transportation industry were surveyed; however, the majority of respondents (92%) indicated trucking as their primary mode of business. Five percent were from bus organizations and the remaining respondents were from airline, maritime and rail classifications.

Almost three-quarters (71%) of the responses were from companies with fewer than 500 employees. Forty-eight percent of respondents worked primarily in director and middle management roles, 37% had administrator, recruiter or specialist titles, and 7% were executives or owners.

## Workforce Size



## 2014 Outlook

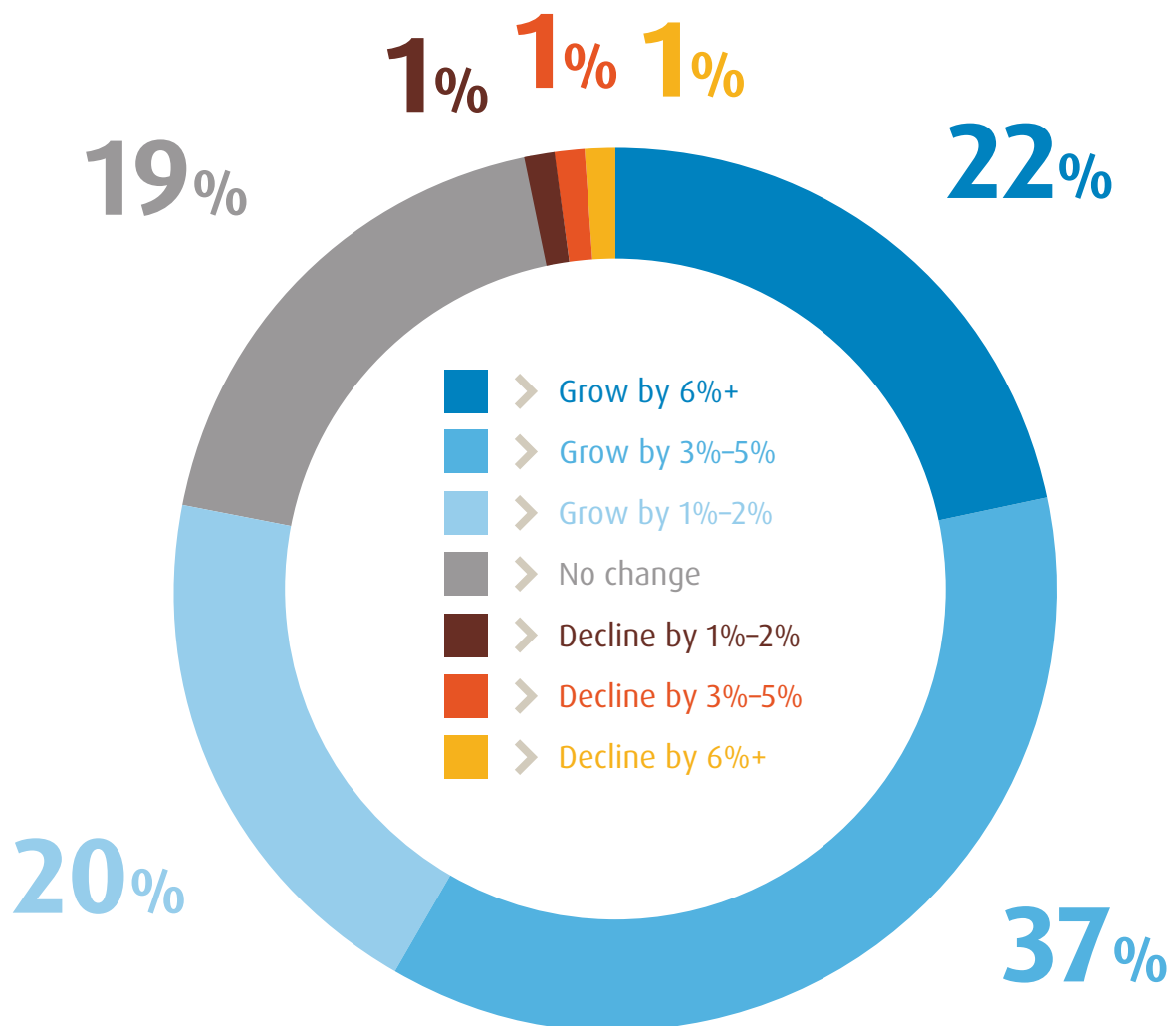
### Steady Growth Continues, Challenges in Finding Talent

The transportation industry experienced steady, albeit slow growth in 2013. The challenge to find experienced drivers remains a top concern as Class 8 truck sales have increased and carriers are starting to add some additional capacity. The U.S. Bureau of Labor Statistics projected that between 2012 and 2022, an increase of just under 800,000 new transportation jobs will be created, an increase of 8.6%<sup>1</sup>.

### Expected Change to Workforce in 2014

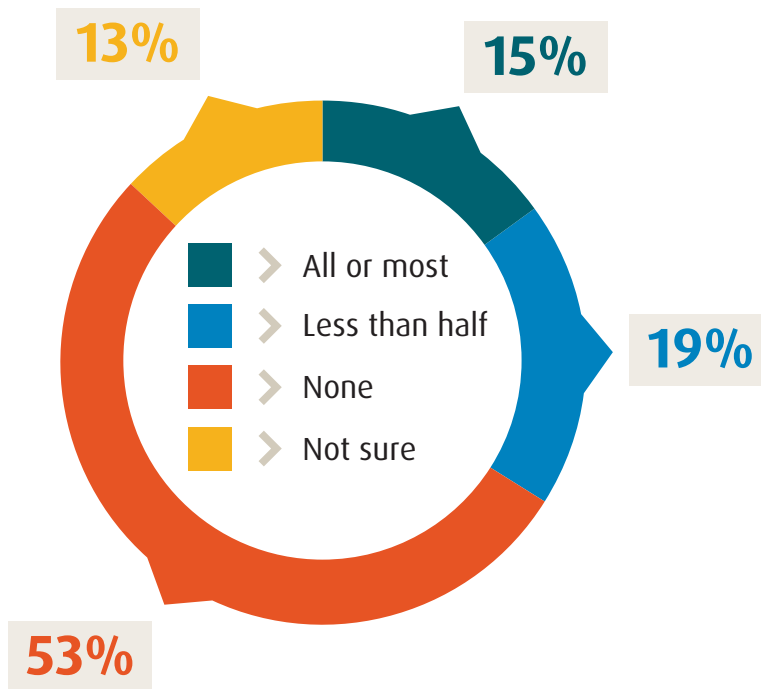
Consistent with last year's findings, most respondents (79%) reported they expect an increase in the size of their total workforce in 2014. Almost a quarter (22%) projected an increase of 6% or more, while only 3% indicated an expected decline.

### Expected Change to Workforce in 2014



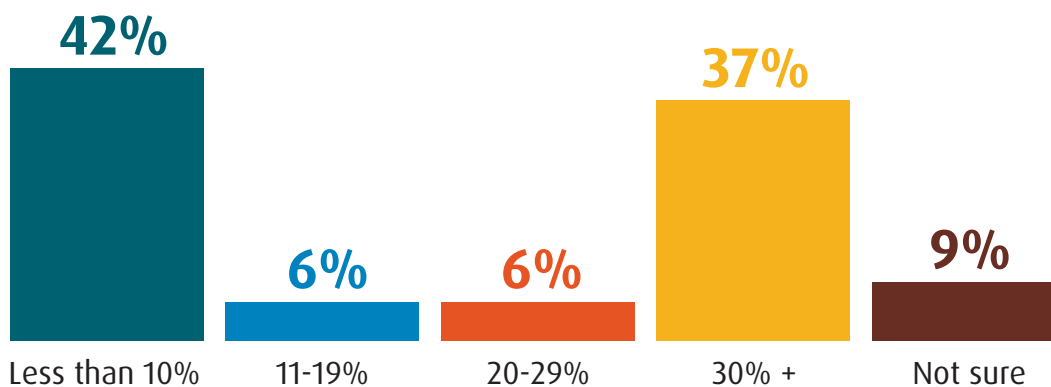
<sup>1</sup> See more at: <http://www.bls.gov/news.release/ecopro.t06.htm>

## Degree of Growth Attributed to Non-Employee Workforce



To meet the needs of a growing workforce, organizations plan to hire both employees and non-employees. More than half of the respondents projecting hiring growth (53%) plan to hire actual employees. Fifteen percent of respondents believed that all or most of the growth will be filled by contingent, temporary or contract workers. This is down eight percentage points from last year.

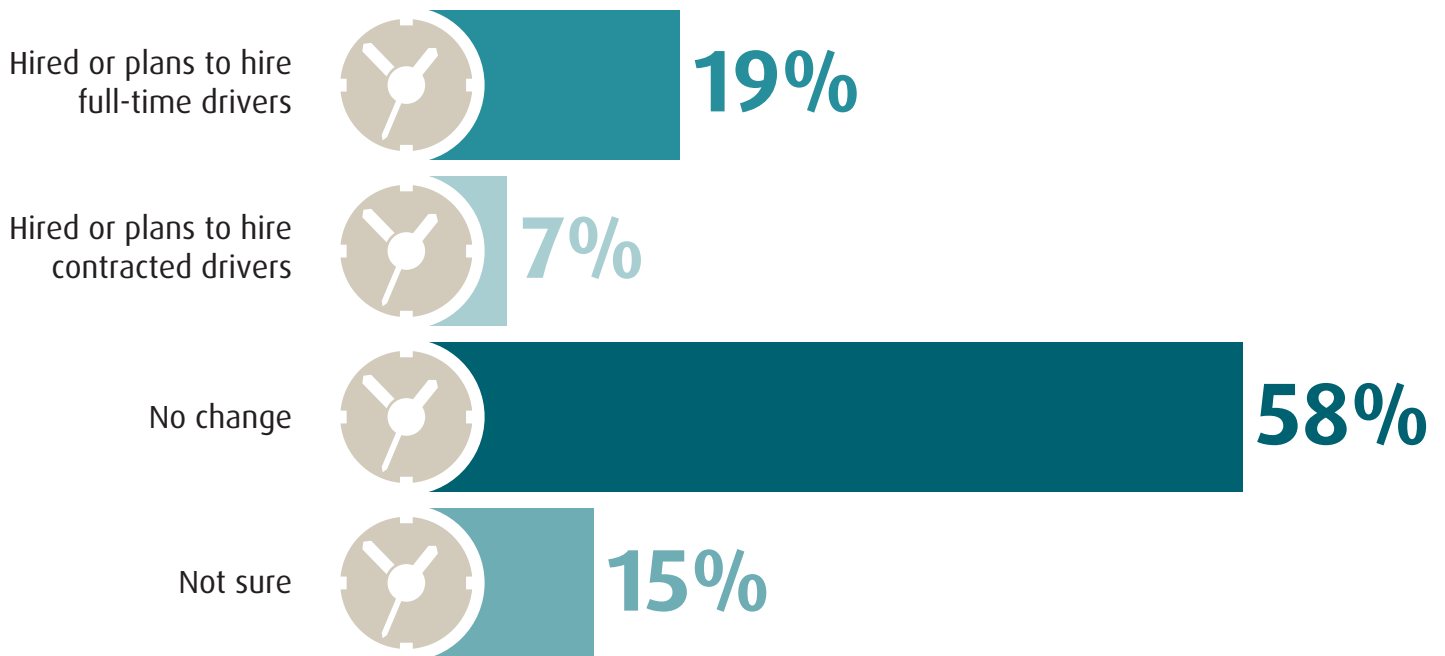
## Current Non-Employee Workforce



Most transportation companies (90%) use contingent or contracted workers. When asked what proportion of their current workforce is comprised of non-employees, 37% of respondents stated that 30% or more of their workforce is classified as non-employees. Forty-two percent reported that contingent workers made up less than 10% of their total workforce.



## Driver Staffing – New Hours-of-Service Rule



### Hours-of-Service Rule Impact on Staffing

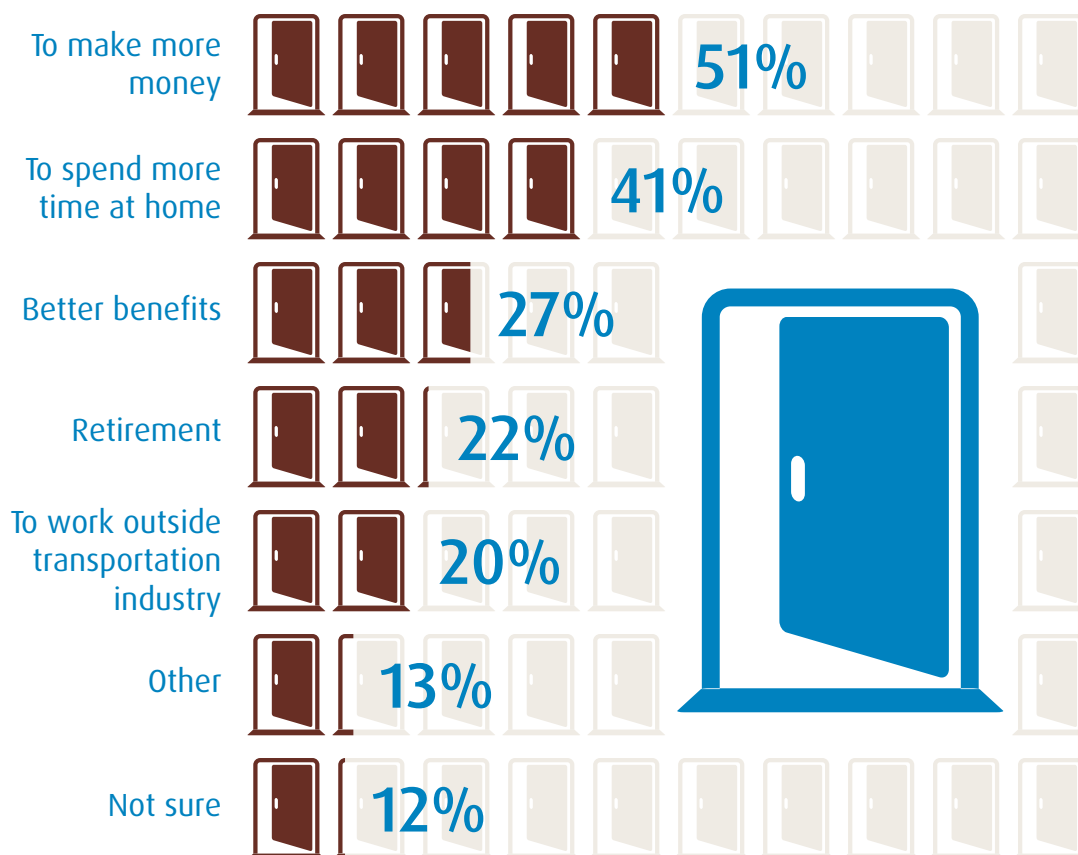
On July 1, 2013 the new hours-of-service ruling was put into effect and many analysts predicted that the guidelines would reduce productivity, increase driver turnover due to lower wages, and ultimately raise shipping costs. A new question was added this year to see what impact the new ruling was projected to have on driver staffing levels. Fifty-eight percent expect no change, 19% hired or planned to hire full-time drivers, and 7% hired or planned to hire contracted drivers. The type of trucking organizations principally affected by the rule change has been long-haul carriers while the impact to short-haul and one-way has been less significant. The American Trucking Association has been working with the Federal Motor Carrier Safety Administration (FMCSA) to address mounting problems caused by the change. It remains to be seen whether Congress will support the TRUE Safety Act which would put the brakes on these rules until they can be thoroughly vetted.

# Turnover and Retention

## Top Reasons Drivers Are Leaving

A major business challenge for the transportation industry is recruiting and retaining experienced talent. For a driver, the cost to switch jobs is extremely low, so they can hop from one carrier to another with relative ease. Driver retention may only get worse if the economy improves and more job opportunities with higher pay and more home time become available outside the industry. The American Trucking Association reports there is a shortage of about 25,000 drivers and estimates that about 96,000 drivers will need to be hired each year to keep pace with the anticipated turnover and industry growth.

## Reasons Drivers Are Leaving



When asked for the top reasons drivers are leaving, over half of respondents (51%) indicated it was to make more money, 41% said it was to spend more time at home, and 27% left for better benefits. Just under one quarter of respondents (22%) reported that drivers were leaving due to retirement. According to the U.S. Bureau of Labor Statistics, the average age of a commercial driver in the United States is 55. With more baby-boomers entering the later stages of their careers, we can expect to see continued increased retirement levels. Another contributing factor often not accounted for is the increase in federal regulations which have made truck driving jobs less appealing. The demand on drivers is at an all-time high with the introduction of the hours-of-service regulations, electronic logging, and driver Compliance, Safety and Accountability (CSA) scores.



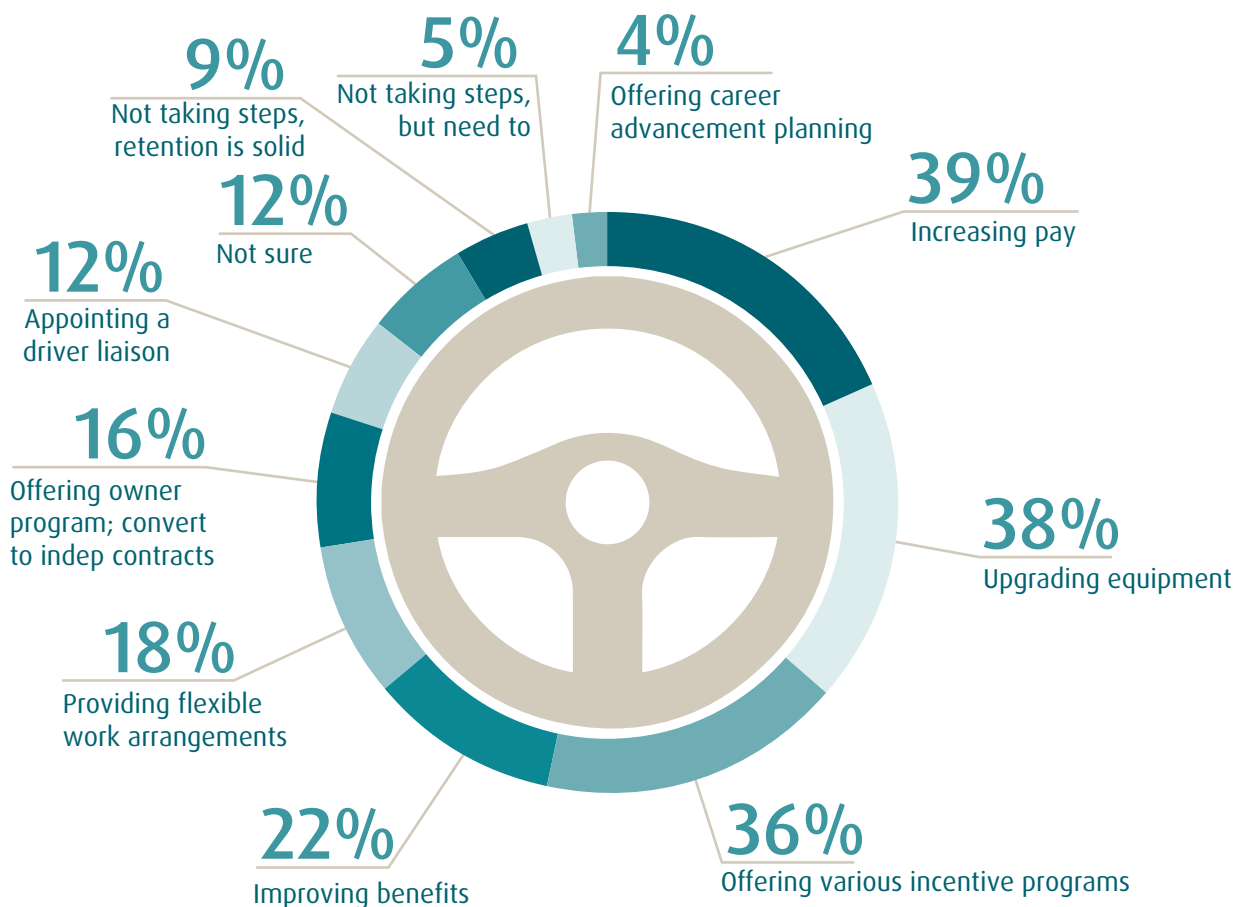
Discovering why drivers are leaving can help employers find effective remedies to combat turnover. However, a surprising number of organizations do not conduct exit interviews. Unfortunately, without these interviews, employers can only make assumptions about turnover that may be inaccurate. It is critical for employers to understand the driver's experience.

One tactic all organizations should consider employing with their former drivers is to offer those who performed well an invitation to come back. Many drivers may be willing to return at some point, but without an actual verbal or written invitation from the organization, they wouldn't consider it a viable option.

### Retention Strategies

In an economic environment where many motor carriers are running on a very tight operating margin, proper driver retention is critical to overall profitability. Therefore, it is no surprise that the majority of respondents were taking proactive steps to retain drivers. The top three methods utilized are to increase pay (39%), upgrade equipment (38%), and offer incentives (36%). In fact, many carriers are offering bonus plans based on productivity or performance such as: on-time performance, preventable accidents, utilization, hazmat endorsements, roadside inspection results, log violations, traffic violations, equipment violations, idle time, and MPG.

## Steps Taken to Retain Drivers



Eighteen percent of respondents offered flexible work arrangements, which vary in scope by company and region of the country. For instance, truck drivers can often choose what type of hauls they would like to drive and can decide if they prefer local, long distance or cross-region runs. Some carriers are even allowing spouses, children and pets to join drivers on road trips.

Sixteen percent of respondents gave drivers the opportunity to become owner-operators. Carriers can establish a financing program that converts company drivers to owner-operators and set a goal defining how many drivers to convert each year. Encouraging drivers to be independent and providing them with a company-endorsed avenue to generate greater income is a great way to build solid relationships.

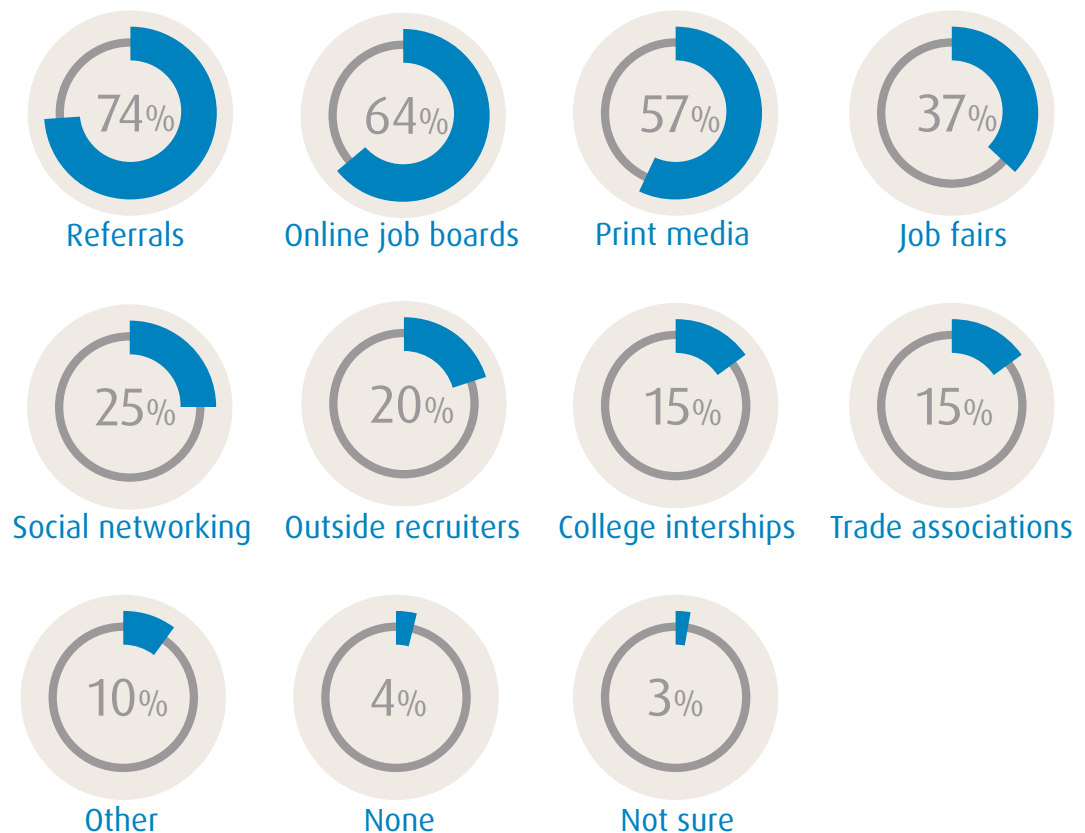
A fairly inexpensive but effective tactic used by 12% of the respondents, was to hire a driver liaison. These employees serve as mentors and problem solvers for drivers to ensure their success and happiness at the company. Unfortunately, there are no “magic bullets” to solve attrition; however, innovation and fresh thinking are important in curbing the industry outflow of drivers.



## Driver Recruiting Methods

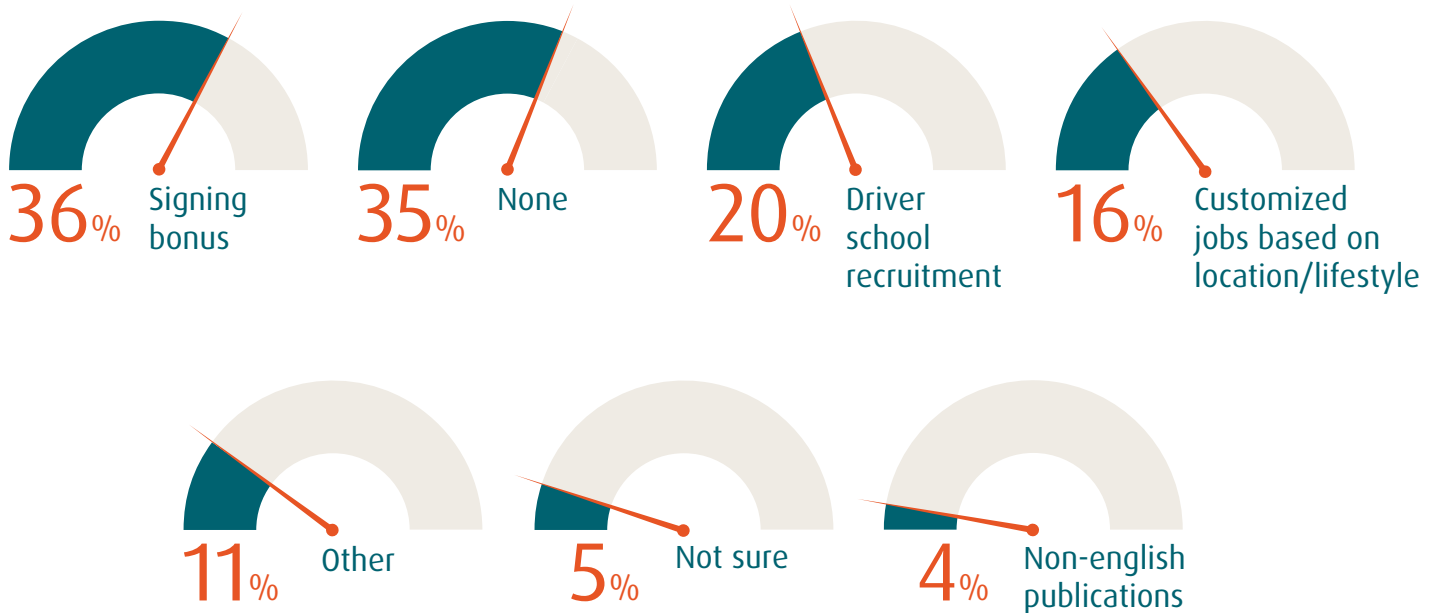
The ability to source and recruit talent effectively is an ongoing concern in light of the challenges referenced earlier in this report. The top two methods used to recruit applicants were referrals (74%) and online job boards (64%). Both of these methods were consistent with responses from other industries. However, transportation respondents were more likely to use print media (57%) than respondents from other industries (40%).

### How Do You Attract/Find New Talent?



Transportation respondents were far less likely to use social media (25%) in their recruitment efforts than respondents in other industries (41%). Social networking offers a low-cost means to promote an organization's open positions. Drivers are actively using smartphones and Internet-enabled devices to stay connected while on the road. Any employer can set up a Twitter or Facebook account with a few simple clicks of a button, but to be an effective recruitment tool, social media requires a steady stream of content relevant to your audience. Organizations should be willing to allocate the time and people needed to ensure that their social media presence is healthy and provides valuable information to their online communities. An employer's social media presence can be an influential factor in choosing whether to work for that company.

## Additional Driver Recruitment Methods



When asked what additional driver recruitment methods were used, over one-third of respondents (36%) stated they offered a hiring bonus. This approach is becoming much more widespread than in recent years, and in some cases, is even being offered to recent truck driving school graduates. One-fifth (20%) actively recruited at driver schools, and 16% customized jobs based on a applicant's preferred location or lifestyle. In addition, we've seen employers recruiting workers through these types of untapped labor pools: dislocated workers, transitioning military personnel, veterans, and individuals with disabilities such as: those who qualify for FMCSA's vision exemption and diabetes exemption programs.

# Screening Practices

## Top Benefits of Screening

The importance of screening cannot be over-emphasized as demonstrated by consistent year-over-year findings. The top three benefits mentioned for the past several years were: better quality of hires, improved regulatory compliance, and more consistent safety and security. According to CareerBuilder, 27% of employers indicated that the cost of a single bad hire can be as much as \$50,000<sup>2</sup>. This amount does not account for non-financial costs such as employee morale, the impact on customer relationships, and possible damage to an organization's reputation. An effective screening program is a sound investment with a strong return on investment.

## Top Benefits of Conducting Employment Screening

### Better quality of hires



### Improved regulatory compliance



### More consistent safety & security



### Better company reputation



### Greater employee retention

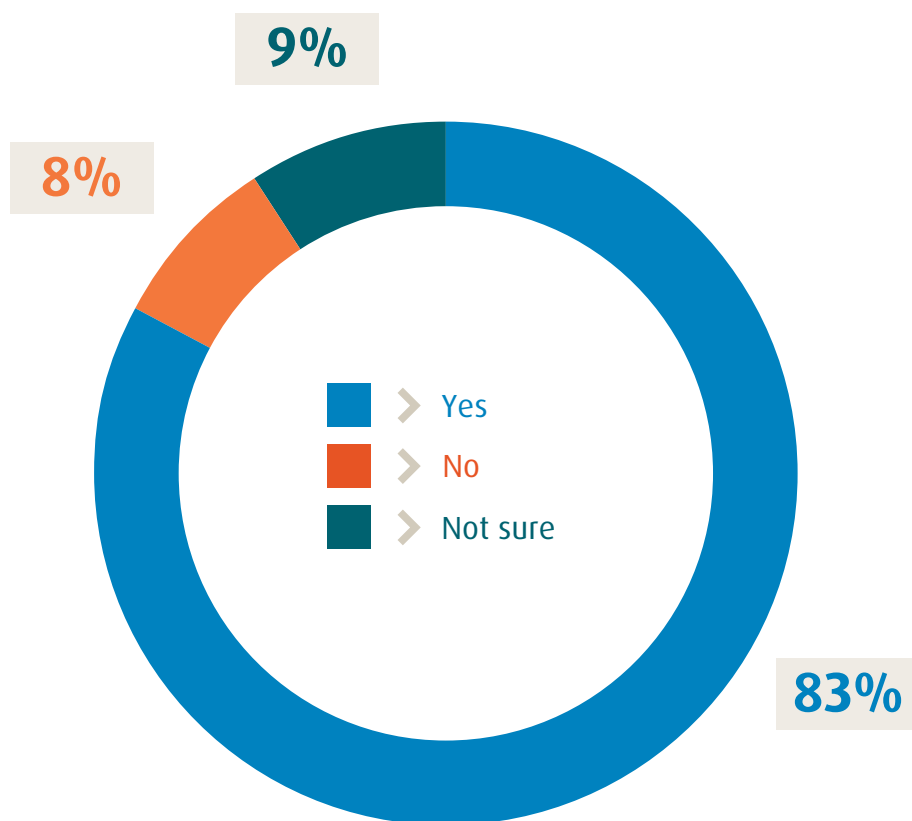


**2014      2013      2012**

<sup>2</sup> See more at: <http://thehiringsite.careerbuilder.com/2013/05/08/whats-the-cost-of-a-bad-hire-a-global-perspective/>



## Screening Uncovers Issues That Would Not Have Been Found Otherwise



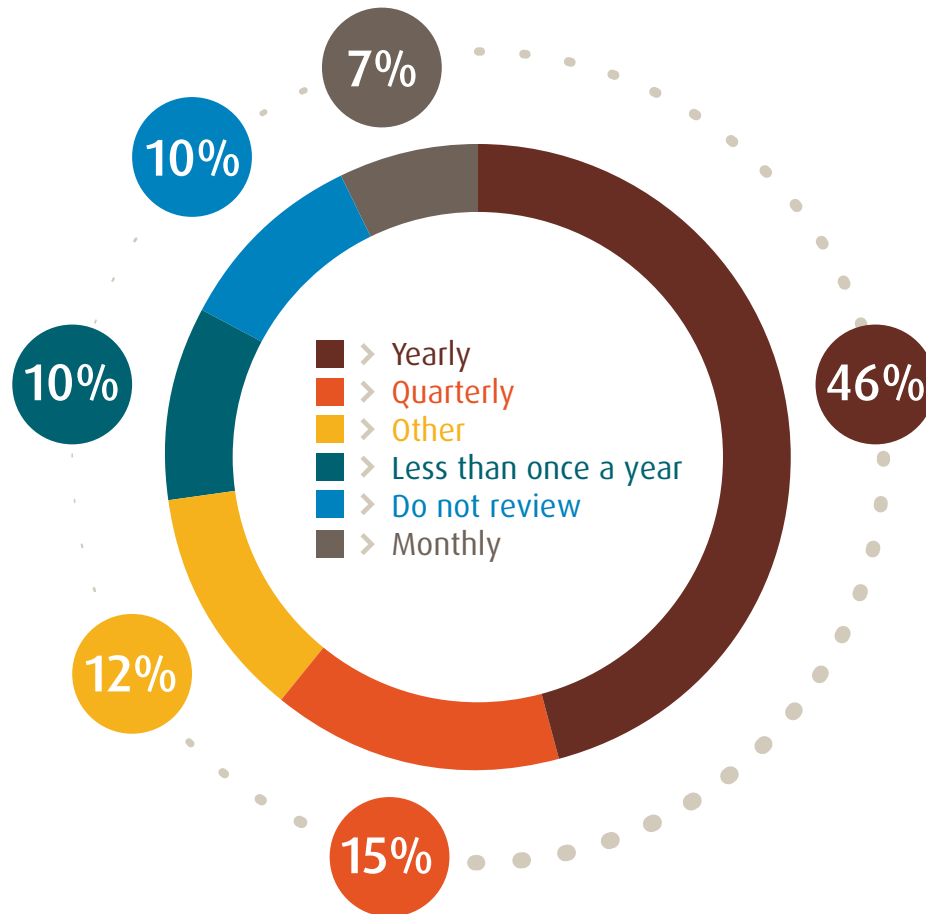
### Improved Quality of Hires

When asked if screening uncovered issues that would not have been caught otherwise, 83% of the respondents answered affirmatively. Over half (55%) indicated that from 1 to 10% of their applicants lied or misrepresented themselves on their resumes or applications. One quarter stated that between 11% and 20% misrepresented information and 16% reported that over 20% had done so. Checking previous employment records and other credentials will help validate the information provided by the applicant and help ensure a good fit for your organization.

## Screening Policy Review

With constantly changing laws and regulations, it is important for organizations to consider reevaluating their screening programs a minimum of once a year to identify security gaps and to facilitate compliance. Sixty-eight percent of respondents reviewed their policies at least annually (15% quarterly and 7% monthly).

## Frequency of Screening Program Review



Negligent hiring and retention cases are costing organizations millions of dollars, with an average payout of over one million dollars. These claims are on the rise with approximately 75% of all negligent hiring cases lost by the employer<sup>3</sup>. Twenty percent of respondents reported that they either do not review their policies at all or do so less than once a year. This could be a costly practice in today's continually evolving regulatory landscape.

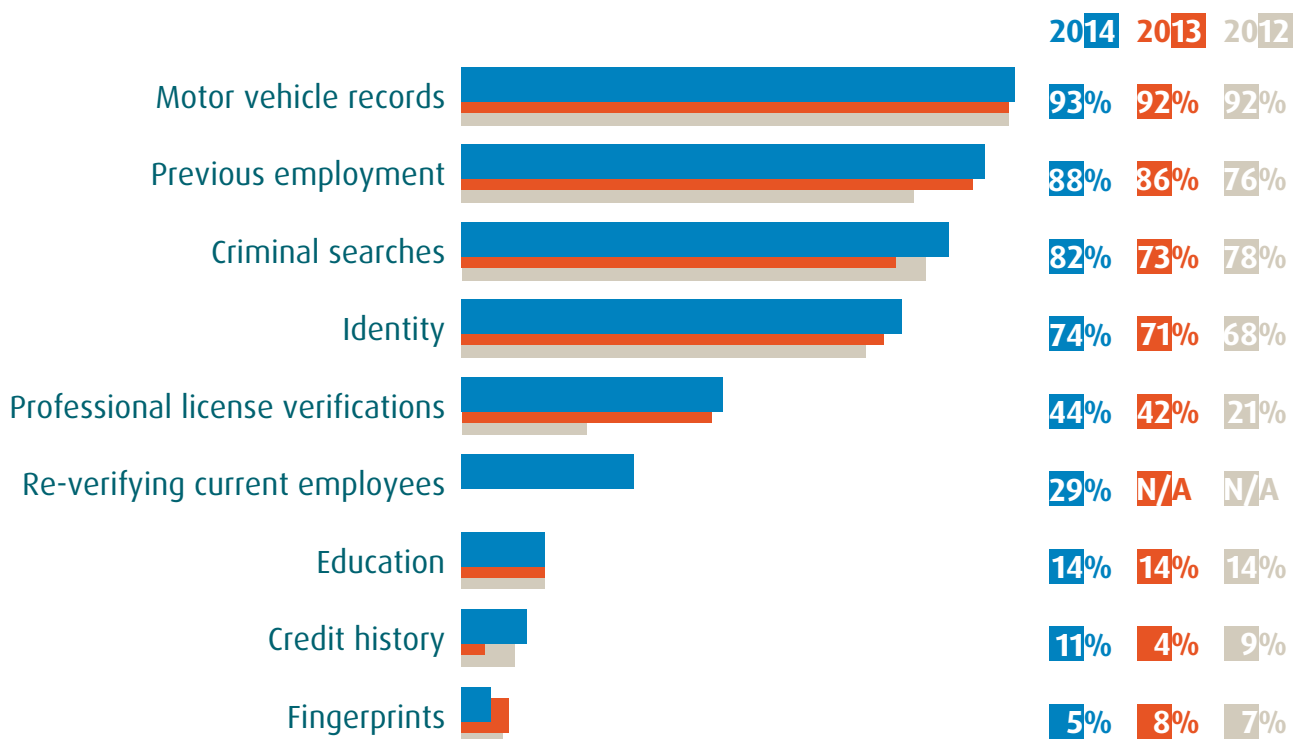
For many decentralized organizations, reviewing policies becomes even more important because small unauthorized changes to screening policies can sneak their way into company processes that could possibly become non-compliant. Although the review process is time-consuming, it is an excellent investment to help maintain compliance with the Equal Employment Opportunity Commission (EEOC), the Fair Credit Reporting Act (FCRA), and the Federal Motor Carrier Safety Administration (FMCSA) regulations.

<sup>3</sup> See more at: [http://go.hireright.com/healthcare-negligent-hiring?campaign\\_id=7016000000FcmpAAC](http://go.hireright.com/healthcare-negligent-hiring?campaign_id=7016000000FcmpAAC)

## Types of Background Checks Performed

Motor Vehicle Record (MVR) checks remained the number one background check performed consistently from year to year. For those who employ commercial drivers, a three-year MVR history for all commercial driver applicants is required by FMCSA 391.23.

## Types of Background Checks Performed



The second most common background check in the transportation industry was verifying previous employment history. One-third of the respondents used a third-party provider to do the checks for them and 10% used both internal and external sources. Larger organizations were more likely to outsource the entire verification process.

It is interesting to note that even though the percentage of criminal checks increased from 73% in 2013, to 82% in 2014, it still lags significantly behind other industries. In the general 2014 HireRight Benchmark Report, 95% of other industries conducted criminal checks as part of their background screening program.

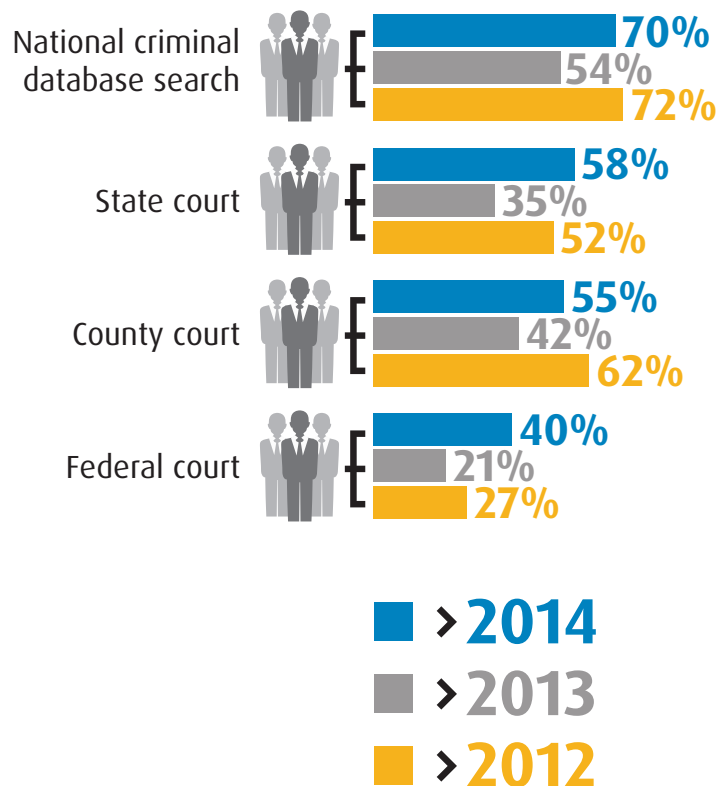
## Criminal Checks

Criminal background checks are increasingly becoming an industry “standard of care” check within the transportation industry. The frequency of criminal checks increased from the prior year in every category as seen from the accompanying chart.

The rationale for seeking criminal background information is to reduce the risk of criminal behavior in the workplace and related civil liabilities by identifying applicants who may be likely to re-engage in criminal activity, potentially posing a risk to an organization, its employees, and customers. According to EEOC guidance, when evaluating criminal background screening results, employers should make an “individualized assessment” including a review of the nature and gravity of the crime, as well as the time elapsed, before disqualifying an applicant based on past criminal conduct. As EEOC guidelines evolve, employers should take reasonable measures to keep current by periodically assessing pertinent changes in the legal landscape.

As an additional recommendation, find out how the screening provider your organization uses conducts national criminal searches. Any initial matches returned from the national criminal database search should be perfected or verified. This means that the screening provider should do a follow-up record search with the primary source and confirm the record’s accuracy, currency and completeness before being reported.

## Types of Criminal Checks Performed

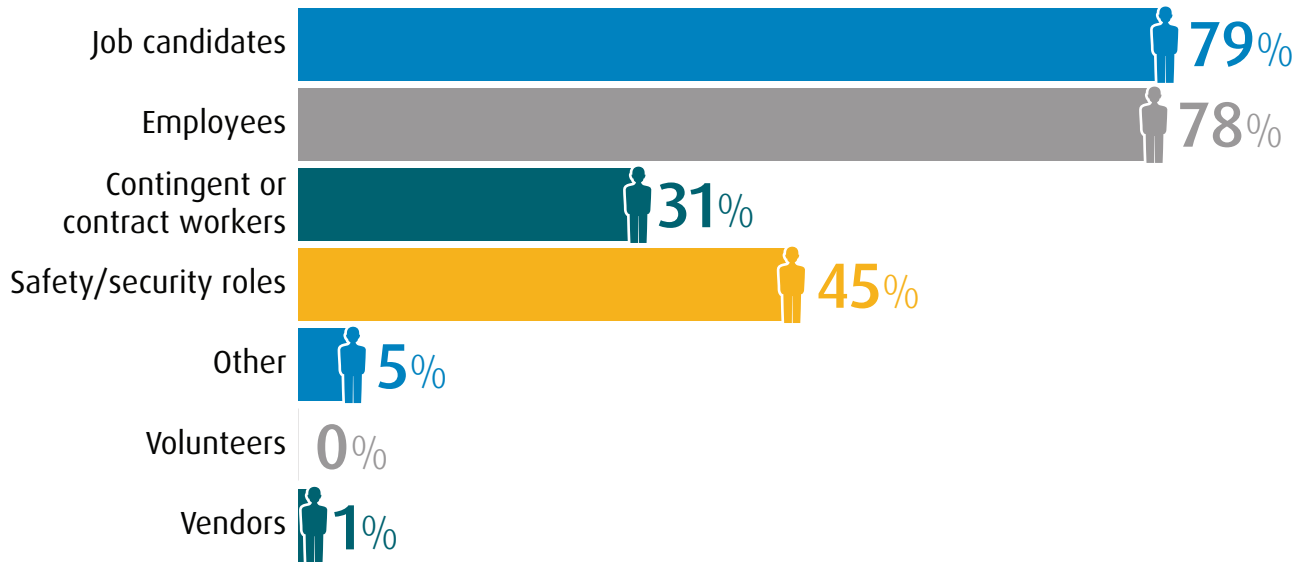


# Drug and Alcohol Testing

## Types of Workers Tested

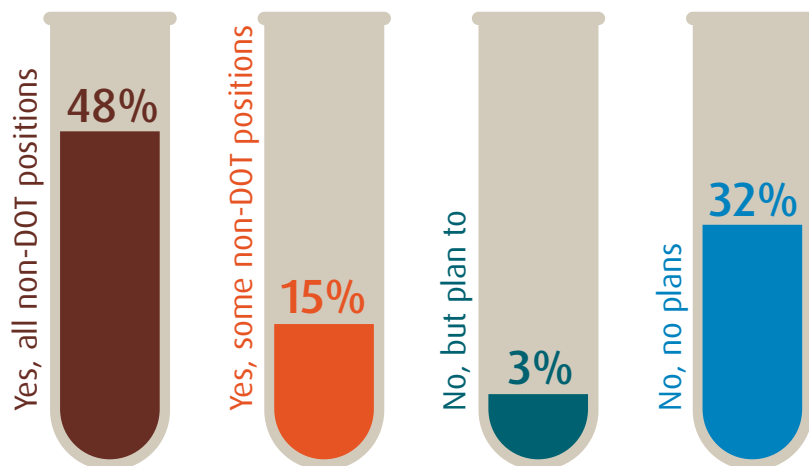
Drug and alcohol testing is mandated by federal law for safety-sensitive job positions within the transportation industry. Under FMCSA regulations, commercial drivers must submit to pre-employment drug testing and are subject to random drug and alcohol testing throughout their employment (FMCSA 49CFR382).

## Type of Workers Drug Tested



While testing is not mandated for employees in non-DOT positions, many organizations test the entire workforce to ensure uniformity among their employee base. Forty-eight percent of respondents conducted drug testing on all non-federally regulated positions and 15% conducted testing on some of those positions. Larger organizations were more likely to have policies in place to test all positions within their organization.

## Drug Testing for Non-Regulated Employees





## Hair Testing

Our survey results for hair testing remain consistent with last year's findings – only 7% of the respondents performed hair testing. However, 10% would implement hair testing if accepted by DOT and 1% planned to implement it within a year.

Under DOT rules, motor carriers are required to administer urine testing, while other alternative testing options such as hair testing is optional. Interest has increased in finding more effective ways to deter substance abuse – as opposed to just identifying specific abusers.

One of the major advantages of using hair testing is that illicit drug users are detected at a much higher rate than urinalysis due to the longer window of detection. Another advantage is that there are no known adulterants for hair testing. Since hair tests analyze the drugs inside the hair shaft, external contaminants/chemicals have no effect. Continued interest will grow as more carriers implement dual testing policies and report their findings to DOT.

## Does Your Organization Perform Hair Testing?



## Prescription Usage Policy

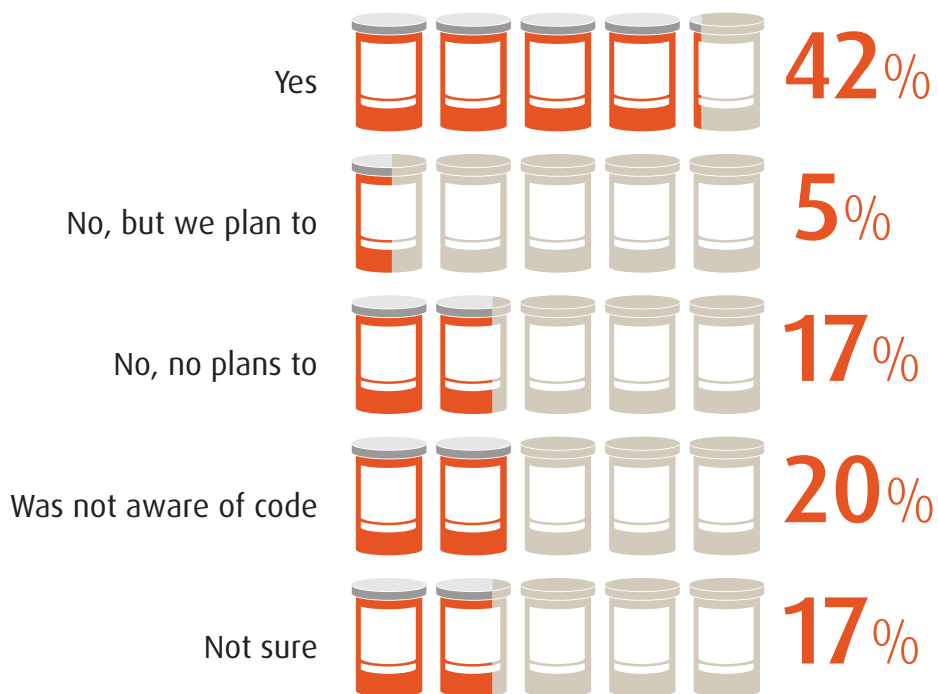
Many employers are concerned about the impact of prescription drug use in the workplace. In some cases, safety issues can arise even if the medication is being used legally and as directed by a physician.

Organizations regulated by the FMCSA may require their drivers to proactively report the use of all prescription medications they are taking pursuant to FMCSA regulation 49 CFR 382.213 – (controlled substance use). Common prescriptions for pain relief or amphetamines for daytime drowsiness may automatically disqualify a driver from safety-sensitive duty unless the driver has medical clearance from his/her treating physician. Please note that treating physicians need to have knowledge of the driver's safety-sensitive duties.

Only 42% of organizations collected prescription information from their safety-sensitive personnel. One fifth (20%) replied they were not aware of the regulations permitting collection and 17% were not sure if this information was collected.

As a best practice, organizations should consider implementing a policy to require drivers to disclose any therapeutic drug use and failure to do so may be treated as a policy violation.

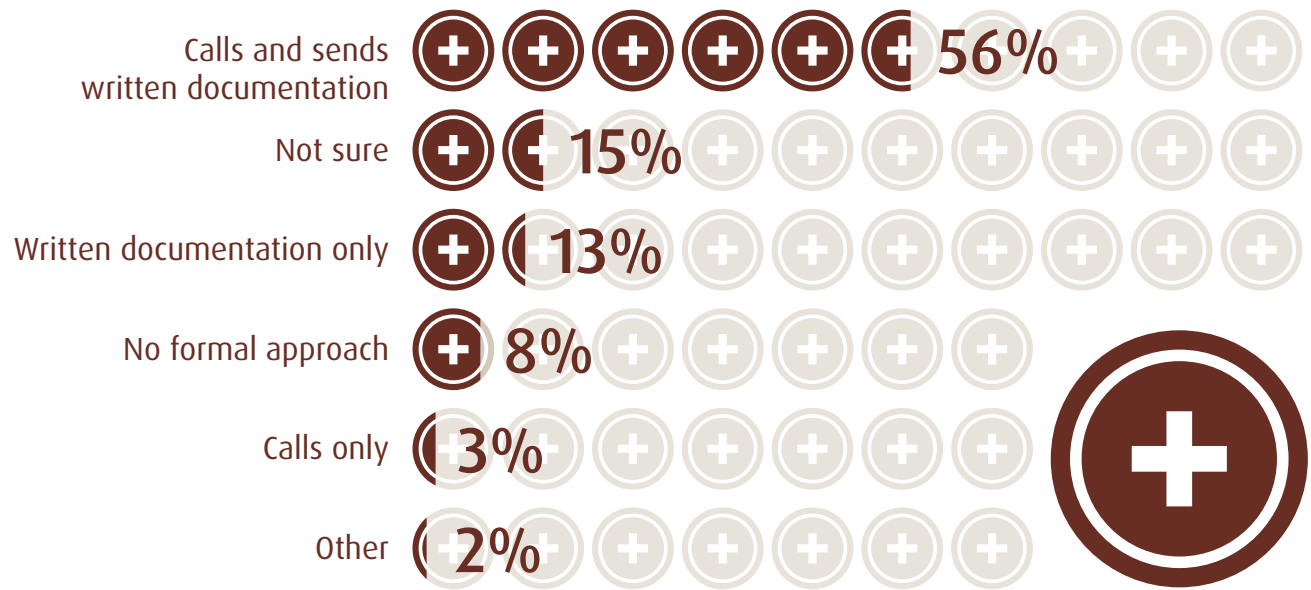
## Do You Collect Prescription Information From Safety Sensitive Employees?



### Medical Review Officer (MRO) Report

As a best practice MROs should communicate all safety concerns by phone and written documentation. More than half (56%) of the organizations surveyed follow this standard process. The benefit of receiving a phone call in addition to a written document is that organizations have the chance to ask questions and the MRO can clearly articulate safety concerns in layman's terms. Developing a sound working relationship with your organization's MRO will enhance the effectiveness of your drug and health screening program.

## How Does MRO Inform Organization of Safety Concerns?

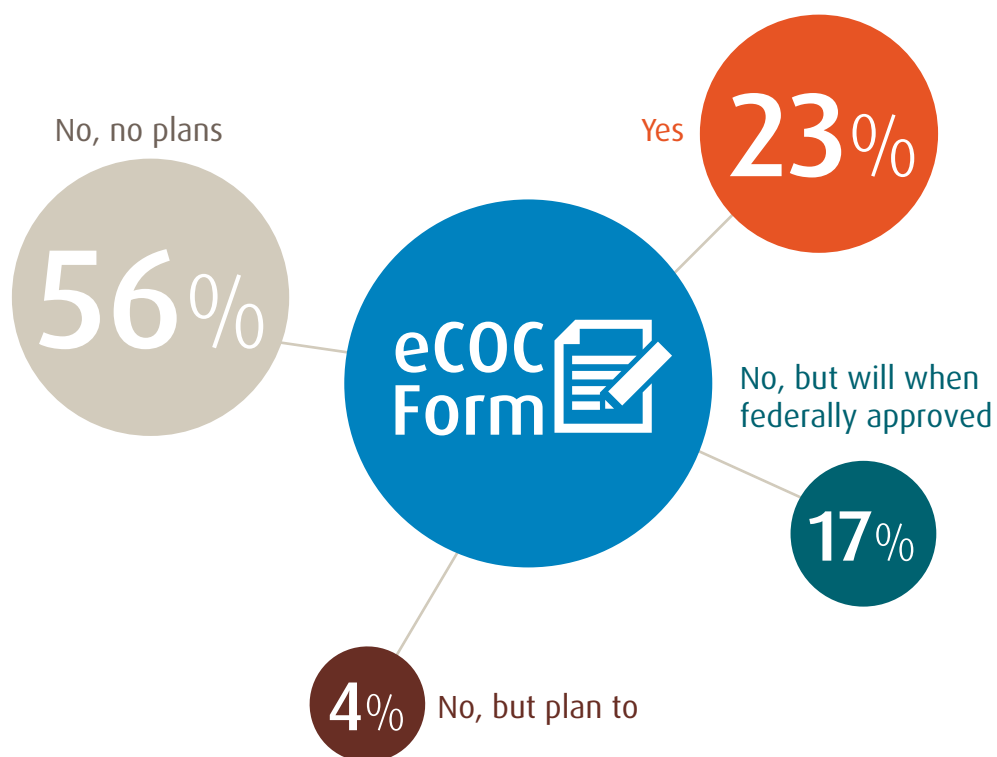


## Electronic Custody and Control Forms

Currently, DOT does not allow electronic custody and control forms for drug testing regulated workers. The paper custody and control form is a five part form provided by the laboratory and used by the collector to create the chain-of-custody and document the collection event. Just under one quarter (23%) used electronic forms for their non-regulated testing and 17% planned to when federally approved.

Currently there are ongoing discussions to accommodate electronic custody and control forms for DOT, but no confirmation date has been set for implementation. Electronic forms streamline the process for managing non-regulated drug testing in an efficient and accurate manner. Drug testing managers can enter the individual's information electronically during the ordering process. The information is then transmitted to and registered with the collection site, and individual's are emailed an authorization form to print and take to the collection site. In addition, program managers can view updates on all activity related to the drug test status and results.

## Use of eCOC Form for Non-DOT Drug Testing



# Employment Verification (U.S. Form I-9 and E-Verify)

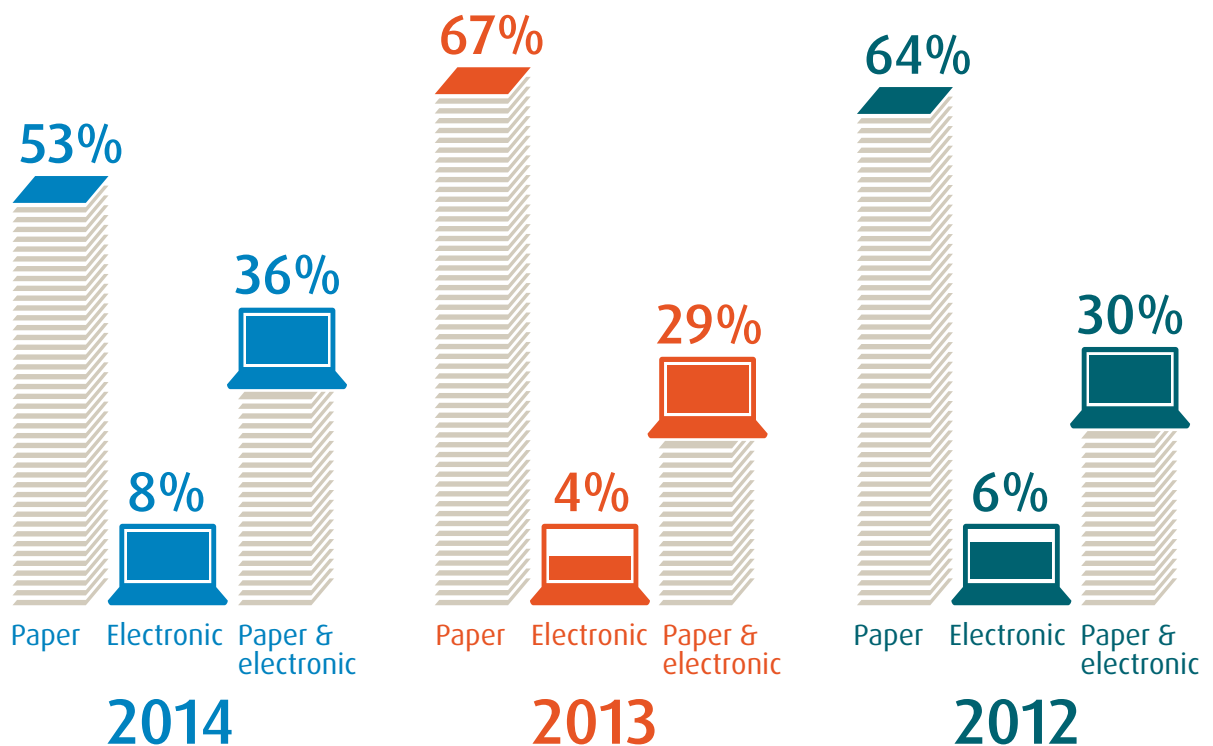
## I-9 Form Storage

Complying with the U.S. Citizenship and Immigration Services (USCIS) I-9 regulations can be logistically difficult for employers, especially when handling employees in different locations. For many organizations, an I-9 form and related process may be perceived to be simple, but the reality is quite different. Recently, the USCIS estimated that organizations cumulatively spend one million hours per year managing the Form I-9 process.

Slightly over one half (53%) of respondents used paper I-9 forms - down 14 percent from last year at 67%. Additionally, we are seeing an increase in the use of I-9 electronic storage and management as the number of respondents whose process now includes electronic forms, as well as paper, has gone up from 29% in 2013 to 36% in 2014.

There are many benefits associated with using electronic I-9 form management - it transforms manual procedures into automated online processes involving electronic forms and documents, e-signatures, and audit trails. It can help prevent mistakes by sending error messages for incomplete or inaccurate work. Digital I-9 forms may also help facilitate compliance by issuing automatic reminders on expiring employment authorizations.

## Storage of Completed I-9 Forms





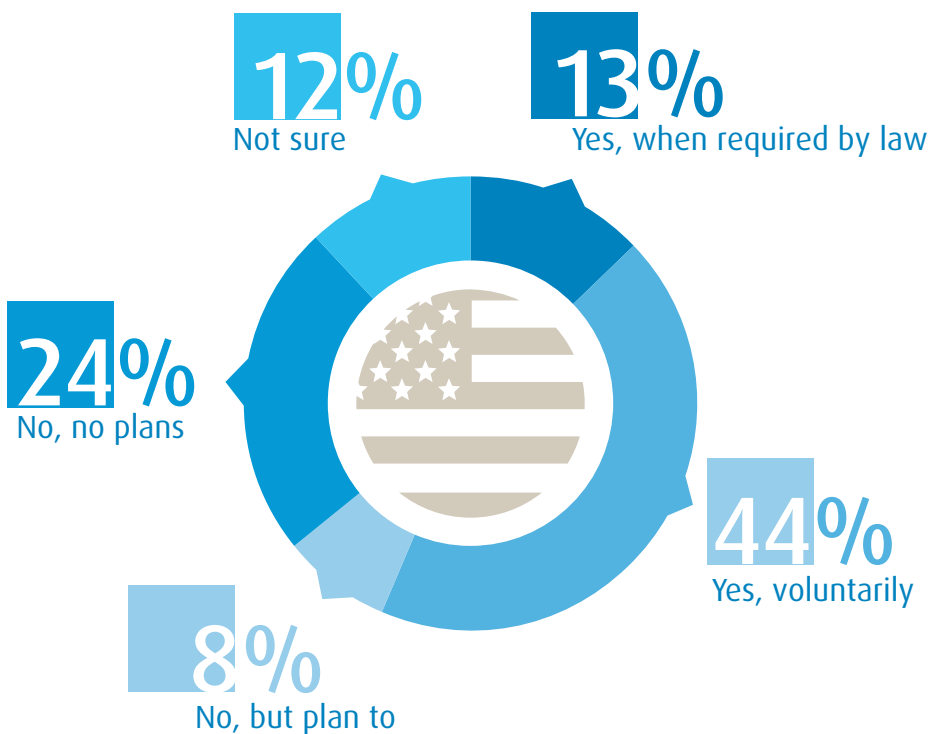
## E-Verify Usage

E-Verify is an online system that compares information from an employee's I-9 form against data from the U.S. Department of Homeland Security (DHS) and the Social Security Administration (SSA) records to confirm an individual's eligibility to work in the United States. Although E-Verify is not a national requirement, federal legislative trends indicate this process may be mandated for all employers in the future. Currently some states and/or cities require employers to verify employment eligibility through E-Verify.

There was a slight year-over-year increase in the number of respondents using E-Verify: 44% of respondents did so in 2014 vs. 38% in 2013. In the overall HireRight survey, the majority of respondents (84%) in all other industries used E-Verify.

Using an electronic I-9 solution with a seamless E-Verify integration allows one-time data entry. The required data entered into the I-9 form is submitted automatically to the E-Verify system, without any additional data entry work from the employer. This saves a substantial amount of time and cuts down on human error.

## Does Your Organization Use E-Verify?

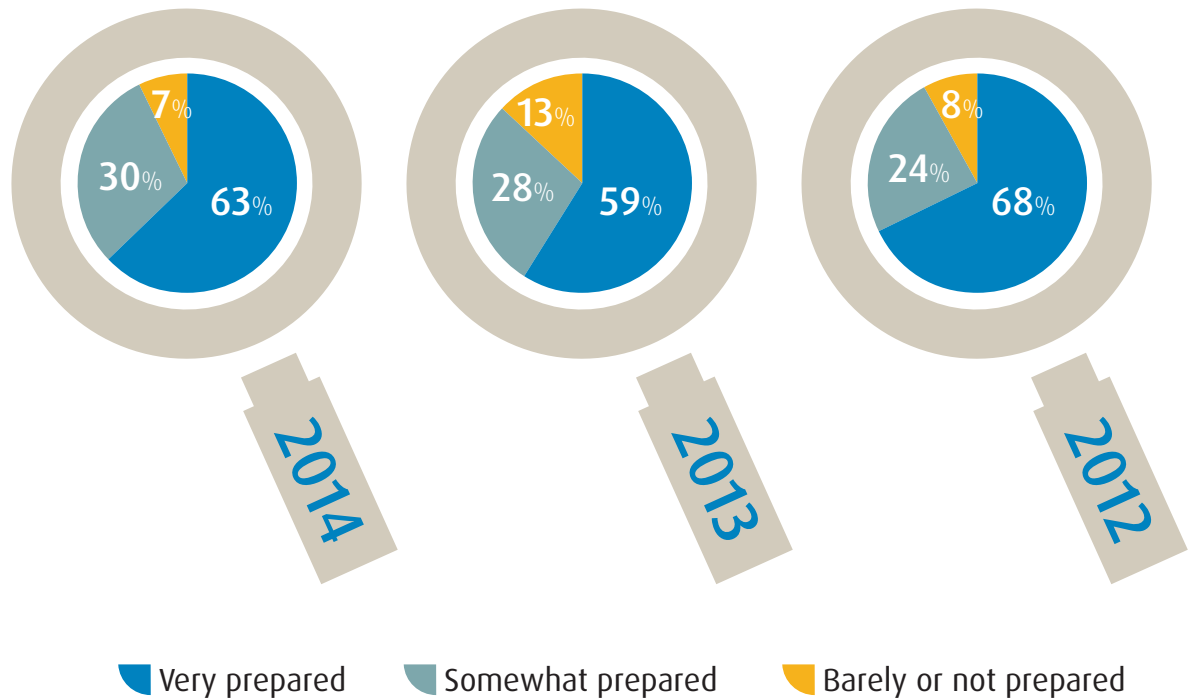


## ICE Inspections

As seen in the survey results from the last three years, the majority of respondents are still committed to a “paper trail”. Most respondents (63%) believed they were very prepared to respond to an Immigration Customs Enforcement (ICE) Notice of Inspection (NOI) within three days.

Yet the majority of respondents (71%) have never experienced an audit of any type (16% conducted internal audits, 7% have been through an audit with a third-party, and 6% have been through a government audit). Though this confidence is commendable, responding to a NOI is quite challenging and just one mistake on an I-9 form can result in a heavy fine in the event of an ICE audit. Fines have grown from \$1 million in 2009 to \$13 million in 2012. By leaving the “paper trail” behind and using electronic I-9 forms and E-Verify, organizations may reduce the likelihood of making mistakes that could lead to steep penalties.

## Preparedness for an ICE Notice of Inspection Within Three Days



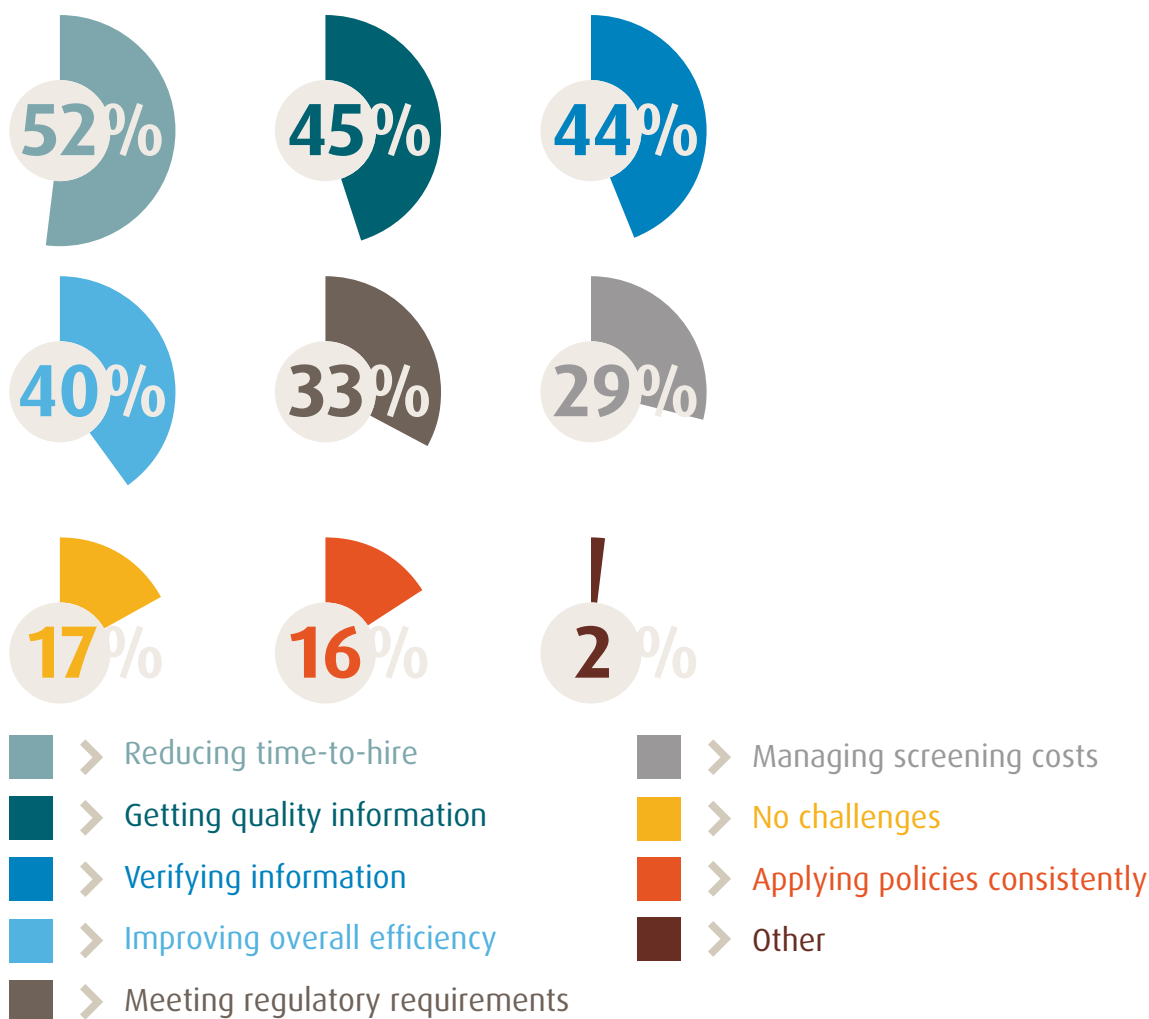
# Screening Challenges and Planned Improvements

## Top Screening Challenges

With the ongoing shortage of experienced drivers, organizations are competing for talent, and the ability to hire quickly remained the top concern for over half (52%) of the respondents surveyed. Organizations with efficient screening programs can vet job applicants and make offers more quickly than their competitors. As a result, employers with the quickest time-to-hire will often net the highest caliber applicants.

Managing screening costs and meeting regulations were of much lower concern than were challenges relating to efficiency and speed. As a best practice, consistently review your screening program to look for efficiencies that will eliminate time-consuming, oftentimes manual processes. Increased automation and electronic management solutions will decrease workflow requirements, improve data accuracy, increase program effectiveness, and improve the overall applicant experience.

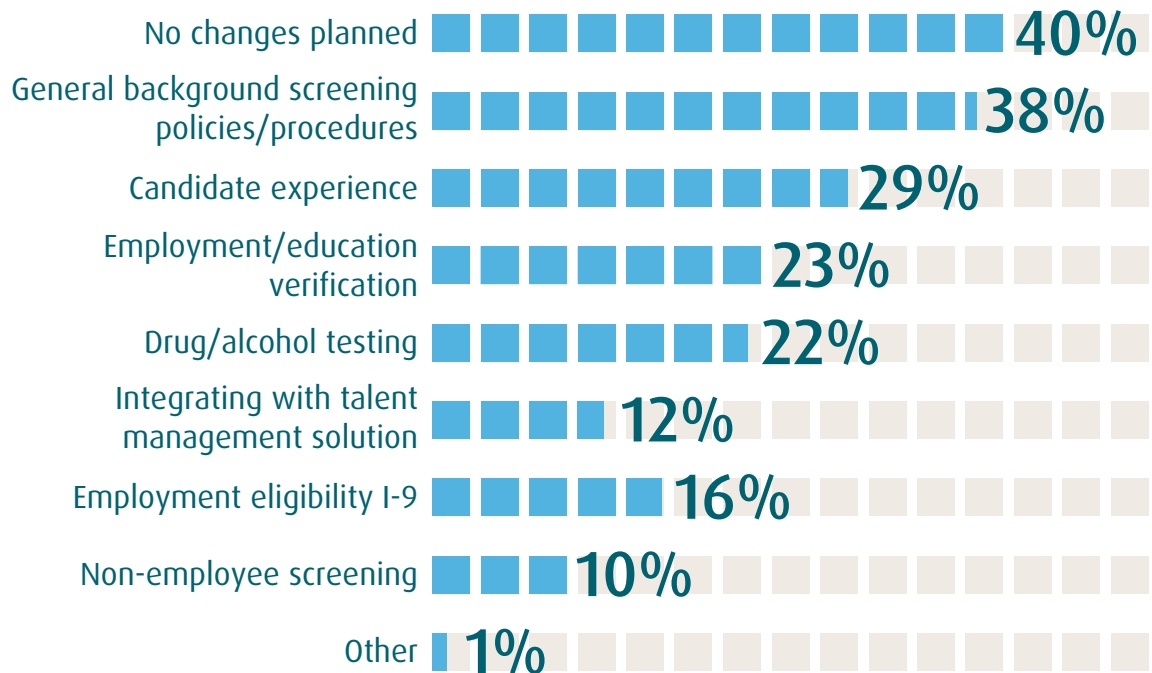
## Top Screening Challenges



## 2014 Planned Improvements

The top area targeted for improvement is general background screening policies/procedures (38%). Organizations can work with their background screening partners to identify process changes and improvements that could alleviate many of the issues cited by respondents.

### Screening Policies/Procedures Plan to Improve in 2014



Improving the applicant experience was a key initiative for over a quarter of the respondents (29%) as organizations struggle to hire quality drivers. Most new hires decide within the first 72 hours whether they will be with an organization for a long time – an applicant's first impression is critical to retention. A positive experience can elevate an organization's reputation and can help make the employee an advocate for the organization.

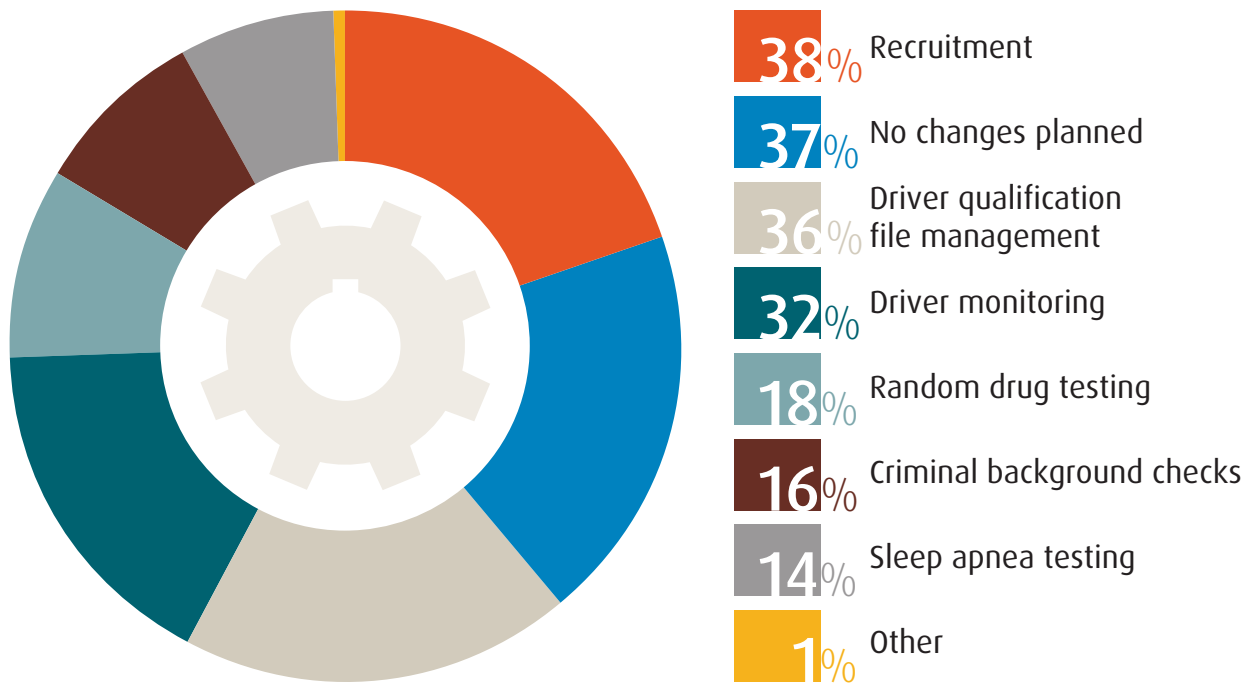
Twenty-three percent of respondents plan on taking steps to enhance employment/education verifications. Last year 58% of respondents stated that completing prior employment verifications was the most challenging aspect of employment screening. Outsourcing this task to a third-party provider would help alleviate time spent on having to request this information from previous employers.

Twenty-two percent of respondents said they plan on improving their drug and alcohol testing program in 2014, while an additional 29% stated that they already made changes in 2013. Under the Department of Transportation CSA program, the Safety Measurement System (SMS) has shifted from an occurrence-based model, in which actions were taken in response to problems, to a risk-based model designed to prevent substance abuse issues before they occur. Having an effective drug and alcohol testing program can help deter drug and alcohol misuse.

### Additional Regulated Workforce Initiatives

Repeatedly throughout the survey, respondents' concerns centered around the ability to attract, retain and hire qualified applicants. When asked what additional improvements respondents planned to focus on regarding their regulated workforce in 2014, the number one answer was recruitment at 38%.

## Additional Hiring & Screening Procedures to Implement with Respect to Regulated Workforce



Thirty-six percent of respondents planned on improving their driver qualification (DQ) file management system or upgrading to an electronic one. With multiple terminals and regional distribution centers, centralized oversight of DQ files becomes more challenging. Investing in a good DQ system provides site level access and hierarchical reporting with real-time data to help site managers and company leadership understand performance.

The number of respondents planning to implement driver monitoring increased 12 percentage points from last year: 20% in 2013 vs. 32% in 2014. Automatically monitoring employee's driving records on a regular basis can help keep organizations informed of critical violations and approaching license renewal dates. Additionally, HireRight has seen an increase in the number of organizations that are contracting with third-party providers to directly observe drivers' performance on U.S. highways.



Fourteen percent of respondents were proactively taking steps to implement sleep apnea testing. A study sponsored by the FMCSA and the American Transportation Research Institute of American Trucking Associations found that 28% of commercial truck drivers have mild to severe sleep apnea<sup>4</sup>. While FMCSA regulations do not specifically address sleep apnea they do prescribe that if a condition interferes with the ability to safely drive a truck, then drivers cannot be medically qualified to operate a commercial motor vehicle in interstate commerce.

Other planned improvement initiatives mentioned by multiple respondents included: onboarding; aptitude testing; human resource tracking and measurement systems; international background screening; utilization of the PSP report; broadening testing to all personnel; social security verifications; and improved social media plans.

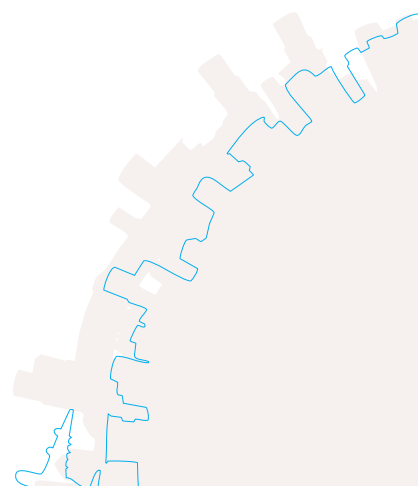
## More Information

HireRight is a leading provider of on-demand employment background screening, drug and health screening, and I-9 employment eligibility solutions that help employers automate, manage, and control screening and related programs. For more information, go to [www.hireright.com/transportation](http://www.hireright.com/transportation).

## HireRight Transportation Solutions

- » DAC Employment History File
- » Commercial Driver's License Information System Plus (CDLIS+)
- » DOT Drug and Alcohol Violation History Database
- » DOT Drug and Alcohol Testing (Pre-employment, random selection and post-accident)
- » DMV (Driver Violation Alert, Motor Vehicle Records Check, Annual Driving Records Review)
- » Pre-Employment Screening Program (PSP)
- » Criminal Background Checks
- » Manual Employment and Drug and Alcohol Verifications
- » Background Screening and Verifications (SSN, Education, Employment, Credit, Workers' Compensation)
- » I-9 Management and E-Verify Employment Eligibility Verification Solutions

<sup>4</sup> Pack A.I., Dinges D.F. & Maislin G. (2002). A study of prevalence of sleep apnea among commercial truck drivers (Report No. DOT-RT-02-030). Washington, DC: U.S. Department of Transportation, FMCSA.





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