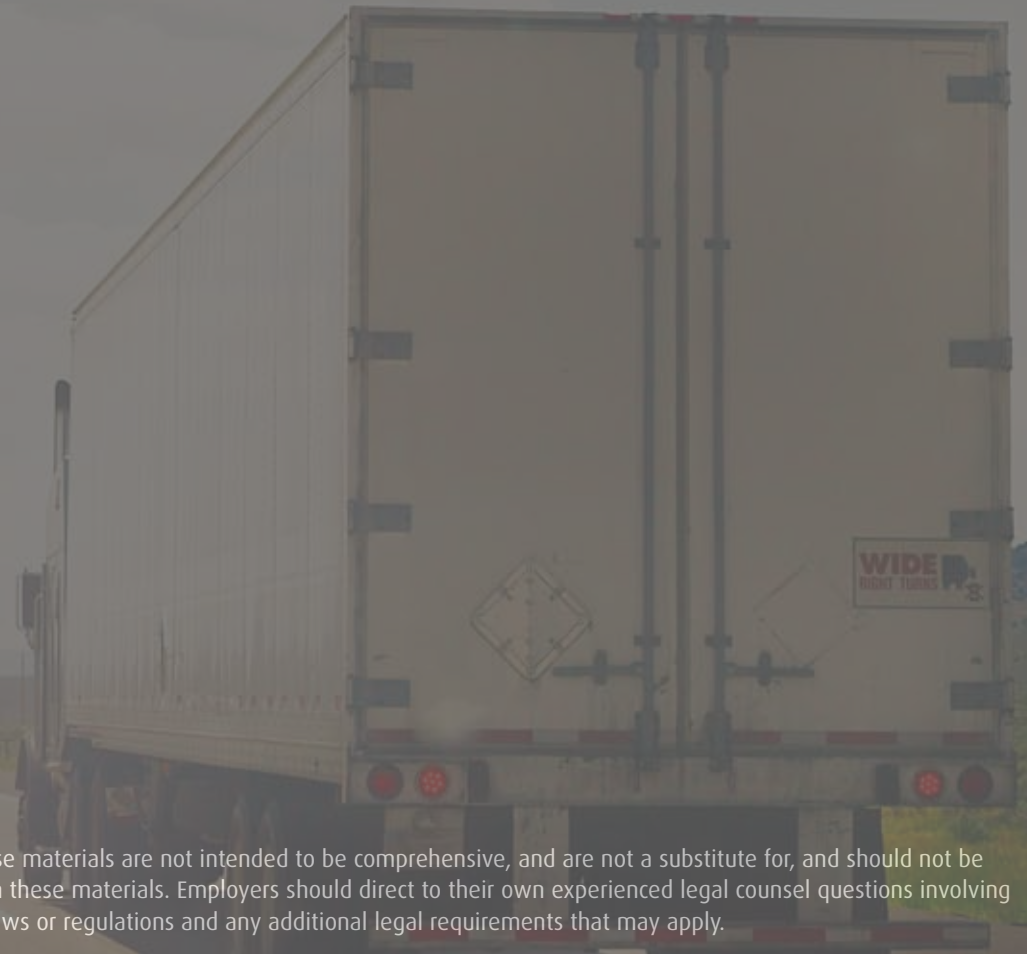




2018 Transportation Spotlight Report



HireRight®



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About the Report

The HireRight Transportation Team is pleased to share the results of our 2018 employment background screening survey compiled from 1,000+ U.S. transportation professionals. Our goal in producing this annual report is to provide a quick snapshot of key industry trends and best practices to help you enhance and strengthen your current programs. A complete review of the methodology can be found in the Survey Overview and Methodology section at the end of the report.

Key Report Highlights



Transportation companies predict a positive 2018 bolstered by tight capacity, strong demand, tax reforms and rising rates.



Finding and retaining employees remains a top concern, especially in the long-haul trucking segment, exacerbated by retiring baby boomers and the rising demand for goods.



The utilization of social networking is increasing year-over-year as it provides an effective sourcing channel to target and recruit a younger more diverse audience.



Onboarding is crucial to retention as more companies use this time to introduce new employees to top management.



An aging and shrinking driver pool is driving more companies to implement a variety of retention tactics and most notably an increase in recognition and reward programs.



As more safety and regulatory data becomes available online, a comprehensive background screening program is important to minimize the risk of negligent hiring claims.



Oral fluid testing (final rule under review by the Department of Health and Human Services as a permissible methodology for drug testing) is an ideal choice when there is a need to detect immediate drug usage.

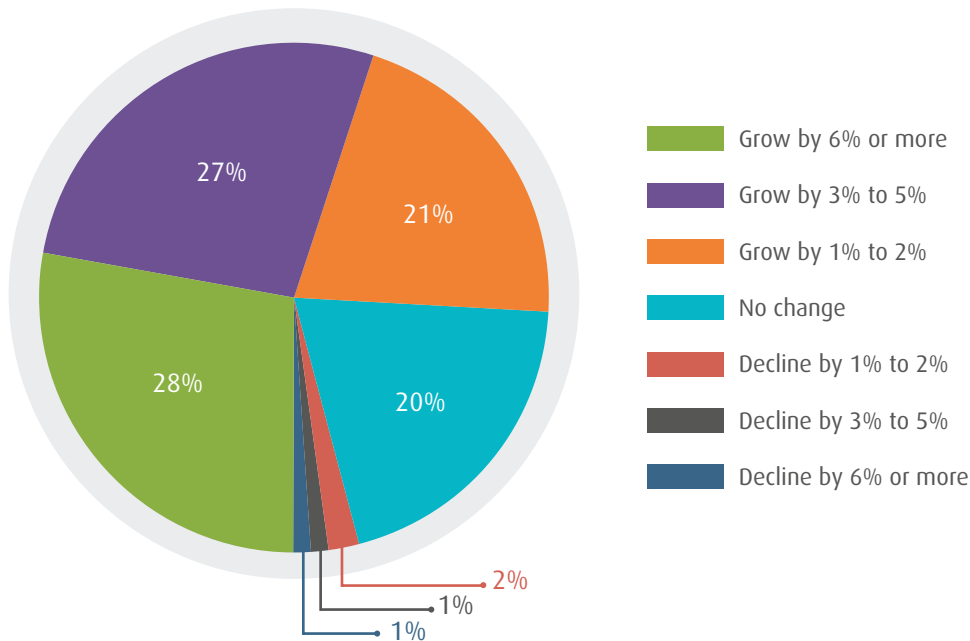


Retention and training/development programs cited as top investment initiatives for this year coinciding with the need to retain talent in a shrinking labor pool.

Steady Growth Anticipated for 2018

- The U.S. economic outlook is projected to be positive for 2018 according to key economic indicators – GDP growth will rise to between 2.5 and 2.9 percent. The unemployment rate will drop to 3.9 percent, and U.S. manufacturing is forecast to increase faster than the general economy at 2.8 percent.
- The 2017 freight trends are expected to continue into 2018 with tight capacity and strong demand, the trucking industry should have a profitable year allowing carriers to give drivers pay raises, order new equipment and add to their bottom line. Truckload rates are projected to increase between 3 and 10 percent.
- The primary driver of the supply/demand tightness is the economy-wide shortage of skilled, blue collar labor. While it may be challenging to fill empty seats, 76% of this year’s participants expect their workforce to grow compared to 72% last year.

Workforce Growth Expectations



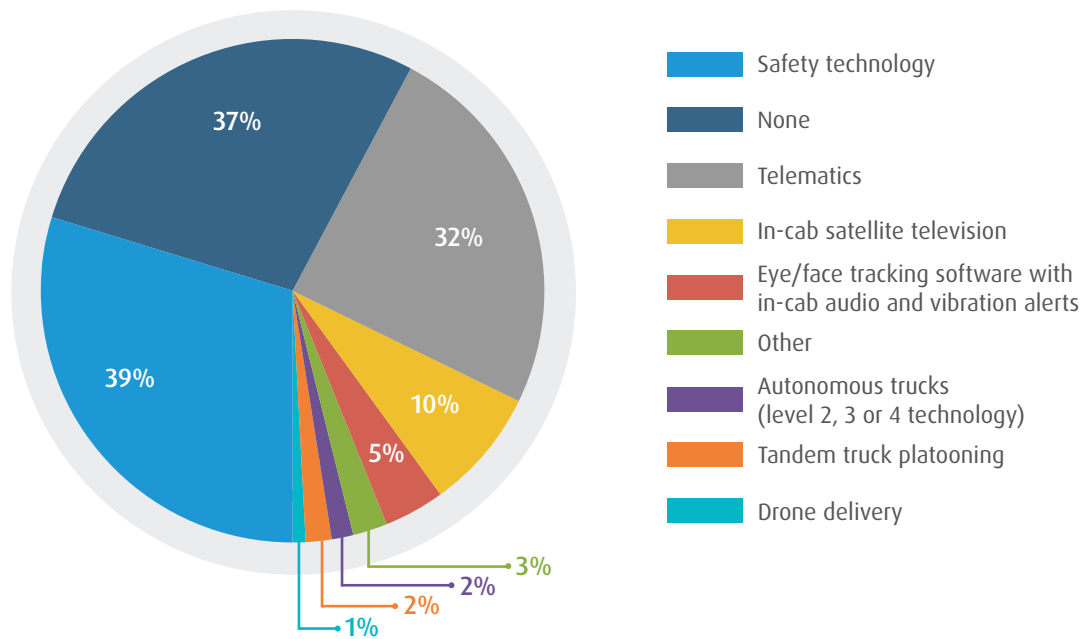
5 Commercial Trucking Industry Trends

- 1 Electronic Logging Devices/Hours of Service** – limitations on the maximum number of hours a driver can work may reduce truck productivity.
- 2 Driver Shortage** – as more drivers retire, carriers will be continually challenged to find new drivers.
- 3 Surge of e-Commerce** – will trigger an increased demand for last mile carriers.
- 4 Rising Claims** – as more safety and regulatory data becomes available online, litigation may rise as a result of increased transparency.
- 5 Technological Innovations** – telematics, freight matching software, platooning, and other innovations will have a major impact on the future direction of global fleet management.

Emerging Technologies Ready or Not

- For companies with 100+ employees, safety technology was currently being considered or deployed by more than 50% of respondents. Truck manufacturers are starting to incorporate new safety features that will pave the way for future automated systems with more electronically connected components.
- Telematics is becoming increasingly more important to the transportation industry, as it will help improve maintenance and repairs, fuel costs, security, road safety, communication, vehicle utilization and navigation.
- While fully-automated driving technology has major hurdles to overcome, the industry may see early adoption of retrofit kits in the next few years that would allow drivers to set their vehicles to auto pilot for a fixed amount of time.

Emerging Technologies Organizations are Exploring/Considering



63,000 crashes, 17,773 injuries, and 293 deaths could potentially be prevented in the U.S. annually by installing video-based onboard safety monitoring systems on all new and used large trucks, according to a [recent report by AAA](#).

26% of U.S. drivers surveyed said that adding safety technology to large trucks would help them feel better about sharing the road.

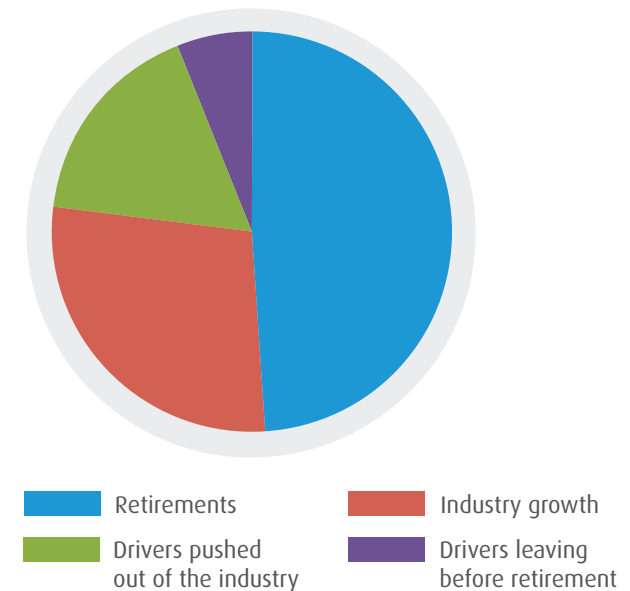
Finding Qualified Candidates an Ongoing Challenge

- More than two-thirds of survey respondents (69%) reported that their number one challenge this year is finding qualified job candidates and more than half (54%) of respondents are concerned with keeping them onboard.
- In 2016, the trucking industry was short roughly 36,500 drivers; if the current shortage continues this could surge to 174,000+ by 2026.
- Over the next decade, the trucking industry will need to hire roughly 898,000 new drivers or an average of 90,000 per year. Replacing retiring truck drivers will be the largest factor accounting for new hires (49%). The second largest factor will be industry growth, accounting for 28% of new hires (source : ATA Truck Driver Shortage Analysis 2017).
- The driver shortage impacts the current capacity crunch; according to an industry analysis by DAT Solutions, only one truck was available for every 12 loads needing to be shipped at the start of 2018, which is the lowest ratio since 2005.

Most Significant Talent Acquisition/Management Challenges



Share of Drivers Needed Through 2026

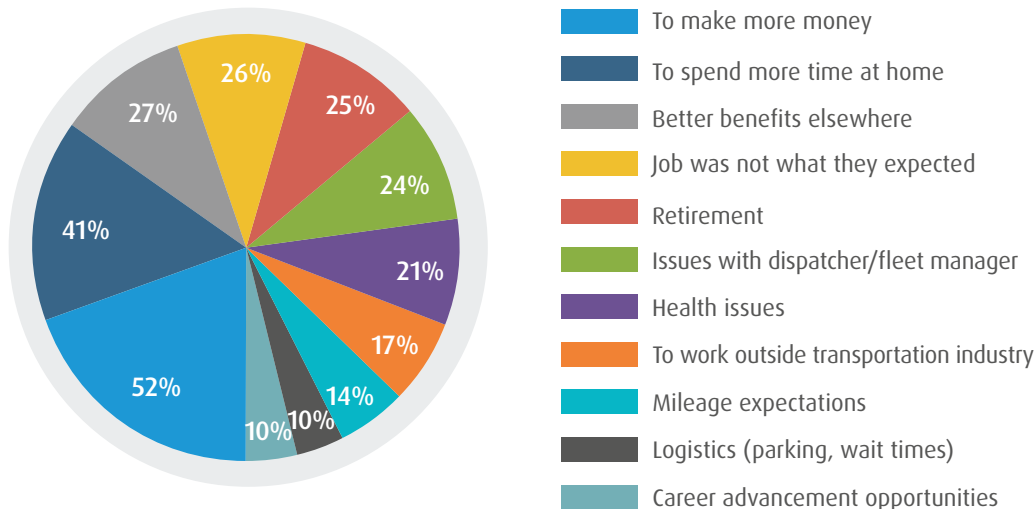


Source: ATA Truck Driver Shortage Analysis 2017

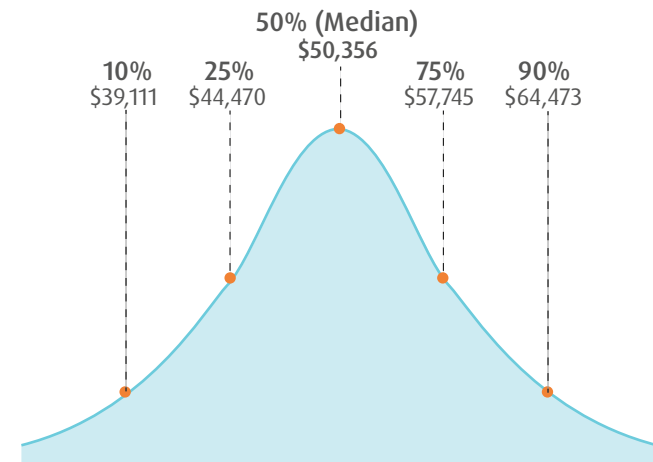
Top Reasons for Driver Turnover

- While there are many reasons why drivers leave a particular company, pay seems to be the number one reason cited by 52% of all survey respondents regardless of company size.
- Time away from home was the second highest contributing factor for driver turnover at 41%. This is significantly higher for larger-sized companies (2,500+ employees) at 52% than for smaller-sized companies (<100 employees) at 35%. In a recent [TruckersReport.com study](#) consisting of truck driver participants, overall home time ranked highest for drivers at 17.7% followed by equipment at 17.1% and pay at 15.5%.
- Smaller-sized companies reported fewer drivers leaving due to dispatcher issues (14.5%) or misunderstandings about the job (18.5%). Nearly a third (32%) of medium-sized companies (100-2,499 employees) had drivers quit due to problems with their dispatcher/fleet manager. Many companies have implemented employee profiling services to help better match drivers to their dispatchers.

Reason Drivers are Leaving Voluntarily



Average Annual Salary for Truck Drivers

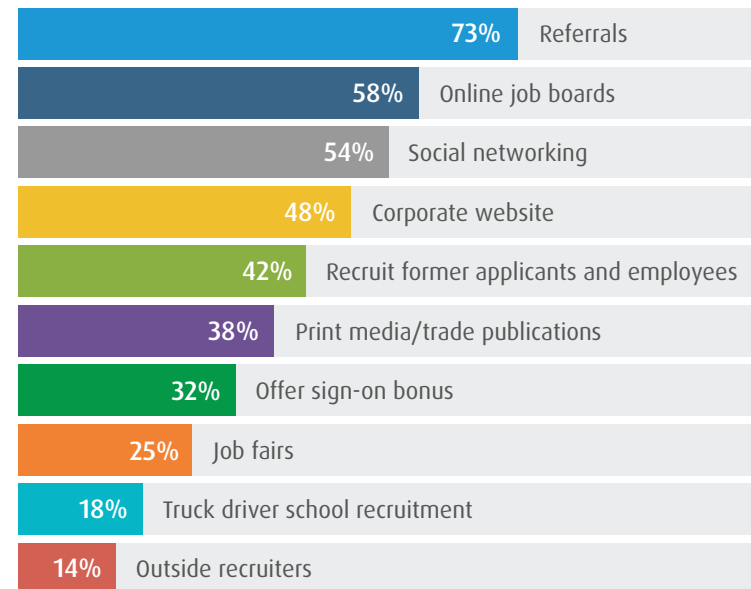


Source: [Truck Driver-Tractor Trailer Salaries in U.S. - Salary.com](#)
Salary information as reported on March 20, 2018

Recruiters Are Embracing Social Channels to Attract a Younger and More Diverse Audience

- Referrals continue to be the most effective way to find candidates and are used by 73% of our survey respondents, most noticeably by medium- and large-sized companies. Referrals are a high-yielding, low-cost means to source candidates and referred individuals are oftentimes more likely to fit the company's culture.
- The big surprise this year is the significant jump in the use of social networking which is now the third highest technique for finding talent. HireRight's survey results have seen the usage increase robustly year-over-year (29% in 2016, 42% in 2017 and 54% in 2018).
- According to LinkedIn, 59% percent of candidates use social media to research companies they are interested in.
- The use of print media decreased four percentage points over last year and has consistently dropped for the past four years (57% in 2015, 48% in 2016, 42% in 2017 and 38% in 2018).

Recruiting Tactics



90%

of drivers apply on a mobile device but only 40% of trucking companies are using a mobile friendly application.

Source: [Avatarfleet](#)

Job seekers rank social and professional networks as the most useful job search resource, above job boards, job ads, employee referrals, recruiting agencies and recruiting events.

Source: [23 Surprising Stats on the Future of Recruiting](#)

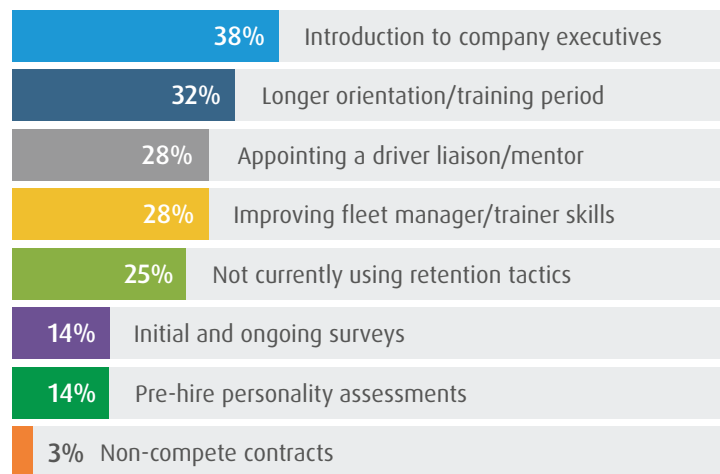


BEST PRACTICE: By posting on multiple social channels and having an integrated social media recruitment strategy your chances of hiring quality candidates significantly increases.

Retention Starts at Orientation/Onboarding

- Recruiting is all about sales while onboarding is the beginning of the retention process. Drivers decide within 72 hours of arrival if they're going to stay with your company. Orientation is the perfect time to make drivers feel good about the decision they made to join your company. Nearly one-third (32%) of survey participants are incorporating longer orientation sessions.
- Orientation is an opportune time to introduce your drivers to company executives, a new hire retention tactic employed by 38% of survey respondents and 49% of medium-sized company respondents.
- The number one new hire retention tactic employed by large-sized organizations (2,500+ employees) is improving fleet manager training/skills (47%), followed by appointing a driver liaison/mentor (38%).

New Hire Retention Tactics



20%

Up to 20% of turnover happens in the first 45 days of employment.



58%

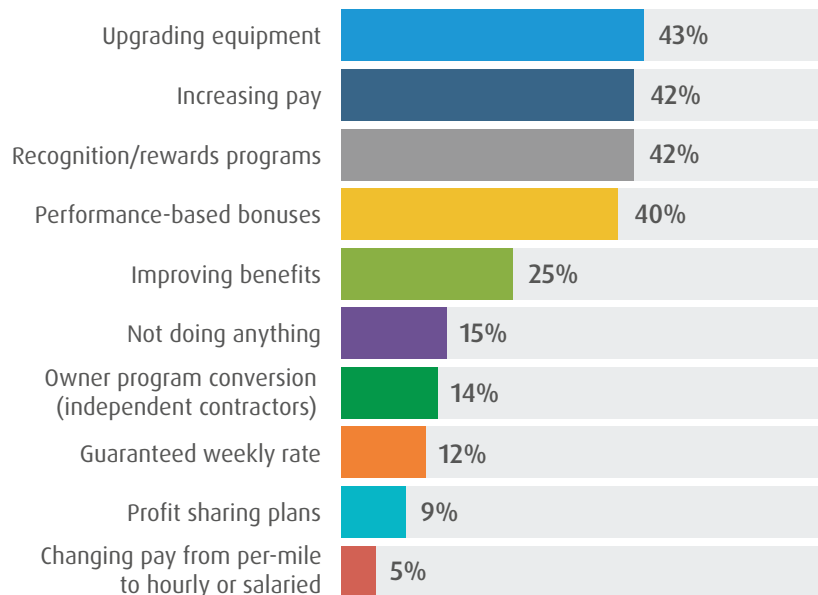
New employees who went through a structured onboarding program were 58% more likely to be with an organization after three years.

Source: [18 Jaw-Dropping Onboarding Stats You Need to Know](#)

Shift in Monetary Retention Tactics

- An aging and shrinking driver pool coupled with rising freight demand may force fleets to increase pay, add performance-based bonuses and/or other reward or benefit programs in order to effectively recruit and retain enough drivers to meet the capacity crunch.
- This is the first time in the past five years that increasing pay dropped as the number one monetary retention tactic (52% in 2015, 51% in 2016, 50% in 2017, 42% in 2018), down eight percentage points over last year. However, it still remains the number one tactic employed by small-sized companies (<100 employees).
- Upgrading equipment moved to the number one spot this year, selected by 50% of medium-sized company survey respondents (100-2,499 employees). Trucking companies buoyed by strong demand and extra cash following the recent tax overhaul are accelerating plans to replace or expand their fleets.
- Recognition and reward programs increased six percentage points over last year (36% in 2017 and 42% in 2018). This tactic is used more extensively in larger-sized companies; 60% in companies with 500 to 2,499 employees and 62% in companies with 2,500+ employees.

Monetary Retention Tactics



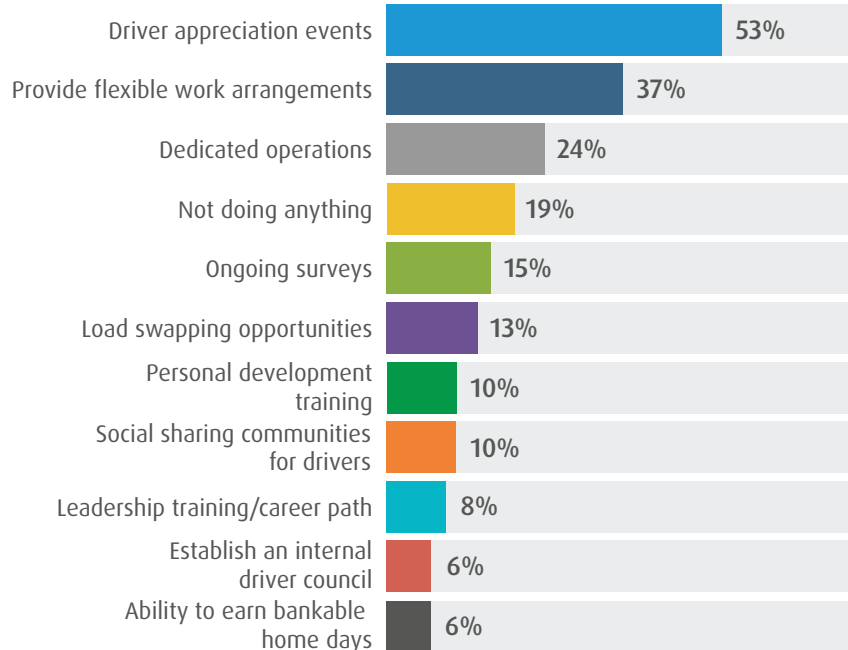
Top 3 Tactics by Company Size

	1st	2nd	3rd
<20 employees	INCREASING PAY	UPGRADING EQUIPMENT	NOT DOING ANYTHING
20-99 employees	INCREASING PAY	UPGRADING EQUIPMENT	PERFORMANCE-BASED BONUSES
100-499 employees	UPGRADING EQUIPMENT	RECOGNITION/REWARD PROGRAMS	PERFORMANCE-BASED BONUSES
500-2,499 employees	RECOGNITION/REWARD PROGRAMS	UPGRADING EQUIPMENT	INCREASING PAY
2500+ employees	RECOGNITION/REWARD PROGRAMS	PERFORMANCE-BASED BONUSES	INCREASING PAY

Non-Monetary Tactics to Retain Drivers

- While driver appreciation events are used by all company sizes; more than three-quarters (78%) of medium- and large-sized companies (>500 employees) hold these events.
- Flexible work arrangements are used more often in small- (<100 employees) and medium-sized companies (100-499).
- Larger-sized companies utilize a more robust set of retention tactics, such as: ongoing surveys to measure driver satisfaction (27%), personal development training (27%), internal company driver councils (23%), social sharing communities (18%) and load swapping opportunities (18%).
- Other tactics mentioned include: provide advances to drivers when needed, send birthday boxes/surprise gifts, constant contact, and maintain an open door policy with management.

Non-Monetary Retention Tactics



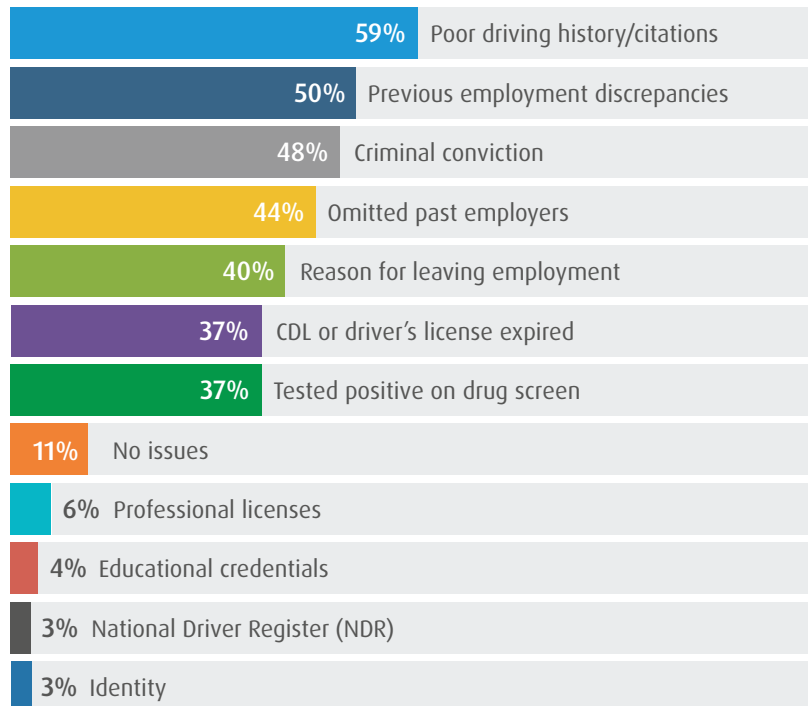
Top 3 Tactics by Company Size

	1st	2nd	3rd
<20 employees	FLEXIBLE WORK ARRANGEMENTS	NOT DOING ANYTHING	DRIVER APPRECIATION EVENTS
20-99 employees	FLEXIBLE WORK ARRANGEMENTS	DRIVER APPRECIATION EVENTS	NOT DOING ANYTHING
100-499 employees	DRIVER APPRECIATION EVENTS	FLEXIBLE WORK ARRANGEMENTS	DEDICATED OPERATIONS
500-2,499 employees	DRIVER APPRECIATION EVENTS	DEDICATED OPERATIONS	FLEXIBLE WORK ARRANGEMENTS
2500+ employees	DRIVER APPRECIATION EVENTS	DEDICATED OPERATIONS	ONGOING SURVEYS & PERSONAL DEVELOPMENT TRAINING

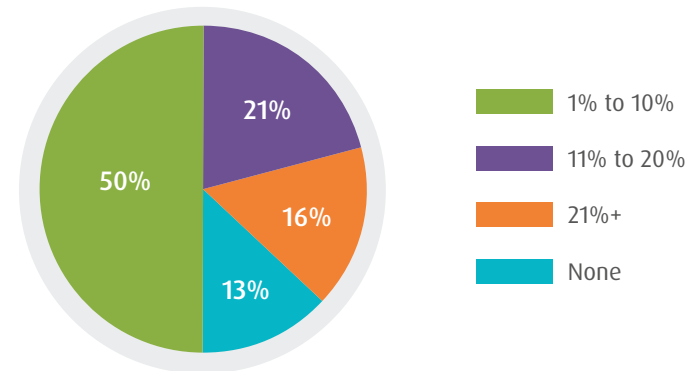
Screening Important to Vet Candidates

- The importance of screening cannot be overstated as 87% of respondents found information that was misrepresented on candidates' resumes and/or job applications.
- The top benefits cited from screening include: better quality of hires (57%), improved regulatory compliance (48%), more consistent safety and security (45%), better company reputation (23%) and greater employee retention (22%).
- Poor driving records and previous employment discrepancies were top issues reported that would not have been uncovered without doing background checks. Criminal convictions were cited by more than two-thirds (66%) of large-sized organizations (>500 employees) and positive drug tests by more than half (52%).

Issues Uncovered That Wouldn't Have Been Caught Without Screening



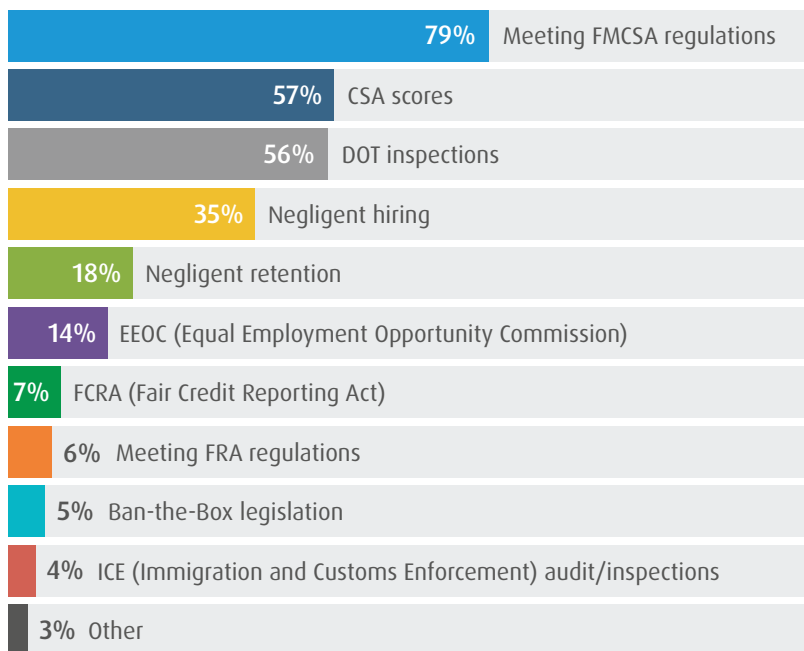
Percent of Individuals Who Misrepresent Information on Resumes/Job Applications



Main Compliance Concerns

- Keeping track of the numerous regulatory and compliance requirements is a complex and time consuming responsibility, especially onerous for the transportation industry.
- The top four compliance concerns for respondents from trucking companies are meeting FMCSA regulations (83%), CSA scores (64%), DOT inspections (55%) and negligent hiring (36%).
- While bus companies have the same main issues as trucking companies, the order shifts slightly: DOT inspections (71%), meeting FMCSA scores (58%), CSA scores (25%) and negligent hiring (21%).

Main Compliance Concerns



Employers are potentially exposed to negligent hiring claims if they FAIL to do the following:

- Check driving records for occupations requiring the use of company trucks, cars or machinery
- Check employment history and personal references
- Validate drivers' licenses or other certifications
- Validate education or training
- Conduct criminal background checks
- Perform drug screening tests
- Perform physicals in jobs such as truck driving or any position where strenuous activity is involved

Top 4 Concerns by Transportation Mode of Business



Trucking



Bus



Towing



Airline



Rail

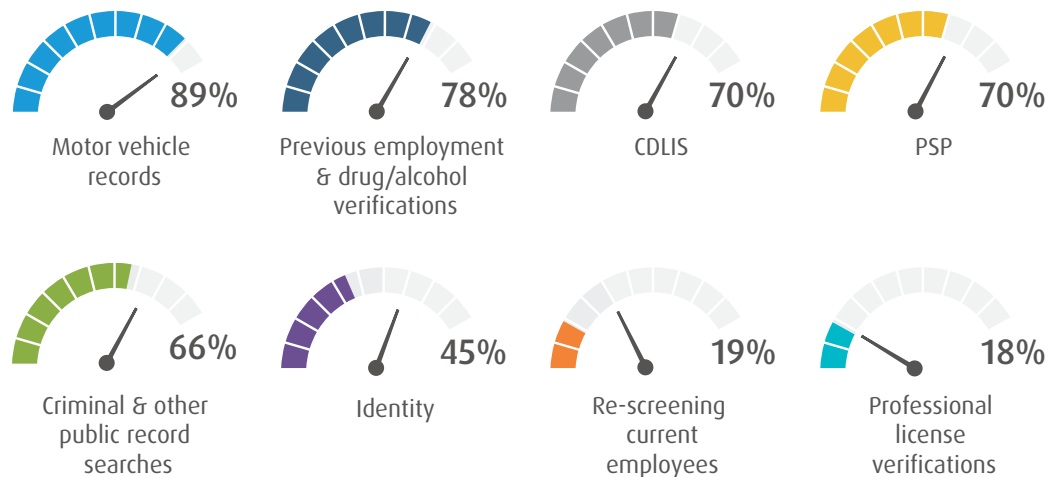
Meeting FMCSA regulations	1	2	2		2
CSA scores	2	3			3
DOT inspections	3	1	1	2	
Negligent hiring	4	4	3		2
Negligent retention			4		3
EEOC				3	
Meeting FRA regulations					1
Meeting FCRA regulations				3	
Ban-the-Box legislation			4		3
ICE audit/inspections				3	
Other				1	

Repeat numbers signify an equal weighting in response.

Background Checks are an Essential Part of the Hiring Process

- Comprehensive background checks can help minimize the risk of negligent hiring claims. In addition to satisfying regulatory requirements, background checks help safeguard an employer's reputation by promoting a safer, more secure work environment.
- Motor vehicle records are the most cited background check performed (89%) and are used more extensively (90%+) in medium- and large-sized organizations. Checking employment and drug/alcohol violations was noted by 83% of trucking respondents.
- Eighty percent of trucking respondents use the Pre-employment Screening Program (PSP) report which contains the most recent five years of crash data and the most recent three years of roadside inspection data.
- Interestingly, criminal searches are used more often by maritime/pipeline companies (100%), bus companies (81%), towing companies (76%) and airlines (71%) than by trucking companies (63%) or rail companies (43%). Criminal searches are used more extensively (80%+) in medium- to large-sized companies (>500 employees).

Types of Background Checks Performed



25%
of respondents have their employment screening process integrated with an applicant tracking system.

3 Stages of Successful Screening

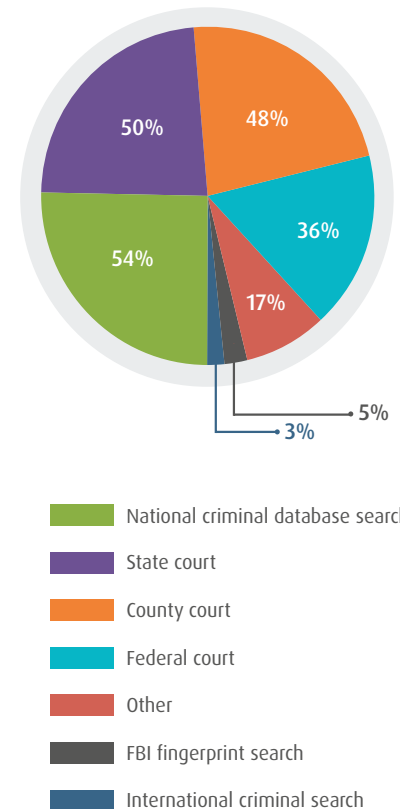
Transportation companies that need to quickly identify qualified candidates may benefit from a phased or staged screening program. Unqualified candidates are eliminated early in the screening process, so companies can devote their time and resources on the best candidates.

STAGE 1: CANDIDATE PRE-SCREENING	STAGE 2: CORE SCREENING	STAGE 3: CONDITIONAL SCREENING
<p>An employer may consider the following screening solutions as an initial step to weed out those candidates who do not meet the basic minimum hiring criteria.</p>	<p>Once you have determined that a candidate meets your basic qualifications, more extensive screening can help ensure the most qualified candidate is selected.</p>	<p>Regulated companies are required to conduct pre-employment drug testing and health screenings.</p>
<p>Employment History Search Verify a driver's three-year previous employment history as required by FMCSA.</p>	<p>Motor Vehicle Reports MVRs from each state where a driver held a CDL in the prior 3 years will satisfy the three-year driving history requirement. Employers will know which states to order reports from based on the information returned from the CDLIS report.</p>	<p>Pre-Employment Drug Test A negative test result is mandated for CDL drivers.</p>
<p>Social Security Number (SSN) Verification Identify whether a SSN is valid. This is an important check since additional searches will be conducted using the SSN.</p>	<p>Employment Verifications When one or more of a driver's previous DOT regulated employers does not participate in an electronic employment history database then manual requests must be sent to employers to complete the required three-year employment history requirement.</p>	<p>DOT Physical Exam Validation from a licensed, certified and registered medical examiner in FMCSA's National Registry that the driver is physically qualified to drive a commercial motor vehicle (DOT medical certificate).</p>
<p>Commercial Driver's License Information System (CDLIS) Obtain a driver's current and up to three prior CDLs, which will help employers determine the proper states to request driver motor vehicle records.</p>	<p>Drug/Alcohol History Violations Obtain a three-year drug/alcohol violation history as required by DOT 49 CFR Part 40.</p>	
	<p>Pre-Employment Screening Programs (PSP) Driver records are obtained through FMCSA's PSP report, which includes the most recent five years of crash data (DOT recordable accidents) and three years of roadside inspections.</p>	
	<p>Widescreen and County Level Criminal History Searches Records are searched to identify whether a candidate has a criminal history.</p> <p>National Sex Offender Registry Search Searches the National Sex Offender Public Website to search the sex offender registries of all 50 States, Washington D.C., U.S. Territories and U.S. Native American Tribes.</p>	

Comprehensive Criminal Searches Imperative in Today's Litigious Environment

- While the FMCSA and Department of Transportation do not require companies to conduct criminal record searches, the cost of foregoing these checks may end up costing companies more in terms of lawsuits, employee theft and lost customers than the savings gained by omitting them as an integral part of the pre-employment package.
- The national criminal database search is the most performed criminal search cited by 54% of survey respondents and is an effective source for locating criminal activity outside a candidate's home area, especially important for employees who travel extensively. However, it should always be used in conjunction with a local criminal felony and misdemeanor criminal search.
- County searches are used more extensively with towing companies (70%), bus companies (67%) and maritime/shipping (67%) than trucking (45%).

Types of Criminal Searches Performed



Criminal Search FAQs

Why should I search at the county level?

All felony and misdemeanor offenses are stored at the county courthouses and contain the most current information available. As a best practice, all candidates should be screened at this county level prior to hire. Companies should perform county criminal searches on the current county of residence at a minimum and then extend the search to include counties identified in SSN trace, employment and education sources.

Are there any restrictions on conducting criminal searches?

Before asking a candidate if they have been convicted of a crime, make sure you are aware of your city, county and state ban-the-box laws. These laws will specify whether you are allowed to ask questions related to a candidate's criminal history prior to a conditional offer or other timeframe, and whether you must conduct an individualized assessment or provide the candidate with a notice concerning their criminal history.

What do I do if a conviction is returned?

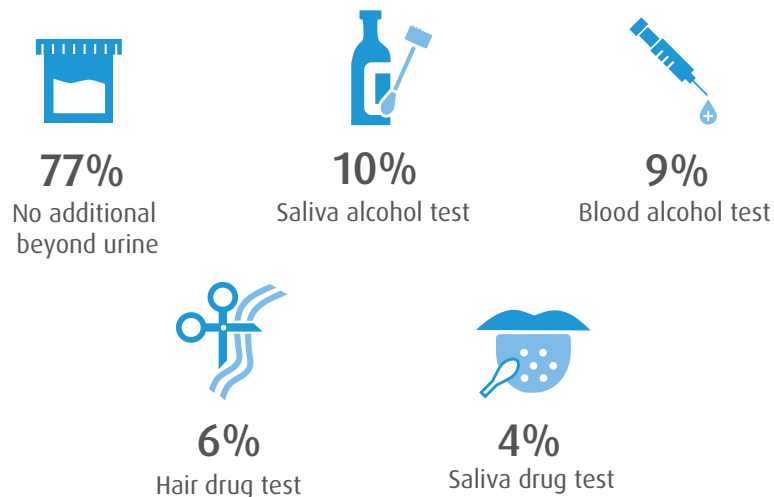
Your company should have a policy and process in place to fairly evaluate all candidates. Evaluate a number of factors before making a hiring decision, such as the role you are hiring for and whether or not the conviction is relevant to the job at hand, the type of crime, the severity, and how long ago it happened. You should also follow the FCRA's Pre-Adverse and Adverse Action process, as well as any state or local notice or assessment requirements.

While database searches may provide useful "tip or lead" information to help uncover details of a candidate's criminal history, those tips or leads should then be verified at the primary source.

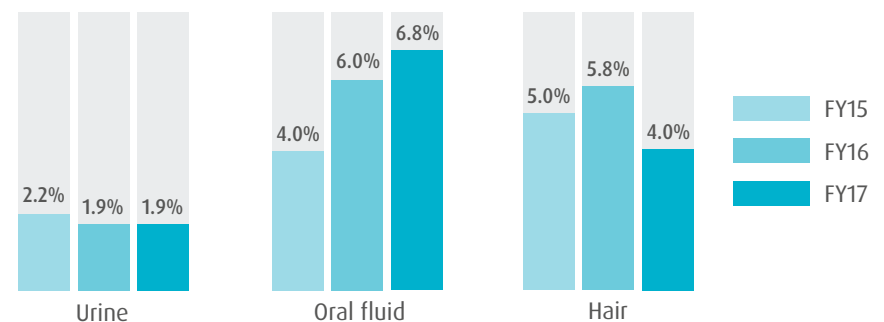
Consider the Advantages of Multiple-Specimen Testing

- While mandatory drug testing is required for all DOT regulated employees, 43% of respondents test all non-DOT positions and 15% test some non-DOT positions.
- Currently only urine specimens are allowed for DOT regulated drug testing, therefore 77% of survey respondents are not using alternate specimens for testing.
- As can be seen from the HireRight MRO Verified Positive Rate chart, alternate specimens (oral fluid and hair) are tracking significantly higher than the urine positive rate. Seventeen percent of large-sized organizations (2,500+ employees) are using hair (as well as urine) as an additional specimen in their testing programs.
- Oral fluid testing is ideal for a broad range of testing situations where the employer is interested in assessing immediate drug usage (up to 48 hours).

Additional Drug/Alcohol Tests Performed Beyond Urine



HireRight MRO Verified Positive Rate

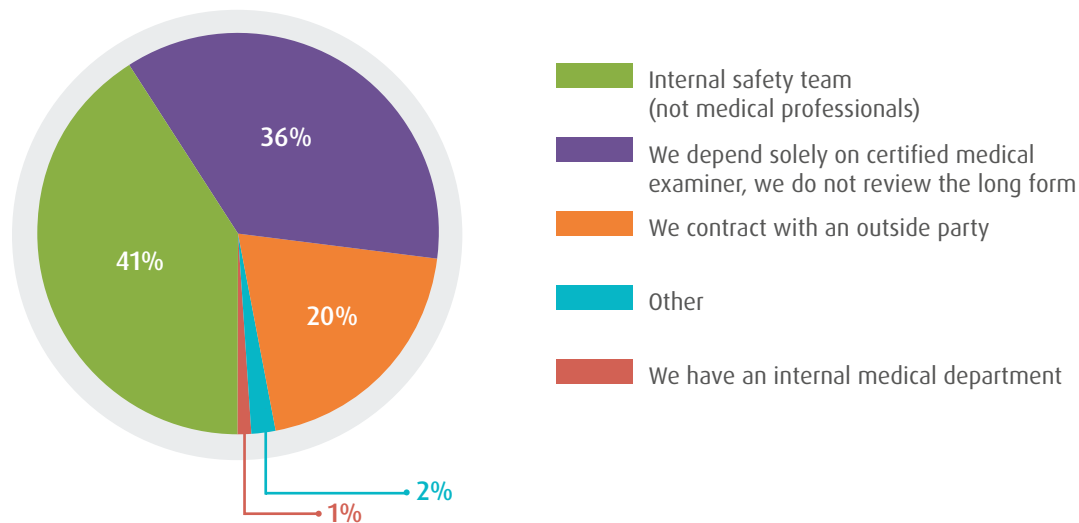


As of January 1, 2018 the revised 49 CFR Part 40 mandates that DOT regulated programs test for additional Schedule II substances including hydrocodone, hydromorphone, oxycodone and oxymorphone.

FMCSA Long Form Exam Review Crucial to Assure Drivers Meet Minimum Medical Requirements

- A DOT physical examination must be conducted by a licensed “medical examiner” listed on the Federal Motor Carrier Safety Administration’s National Registry and all interstate commercial drivers must maintain a current Medical Examiner’s Certification (MEC).
- The FMCSA does not prohibit employers from obtaining copies of the medical examination (long form). Medical examiners should have a release form signed by the driver if the employer wishes to obtain a copy of the long form.
- More than one half (54%) of large-sized organizations have their internal safety team review the long form to ensure driver candidates meet the minimum medical requirements and 35% contract with an outside party. Whereas more than half (52%) of small-sized companies (<20 employees) rely solely on the certified medical examiner.

Who Reviews FMCSA Long Form Exams?



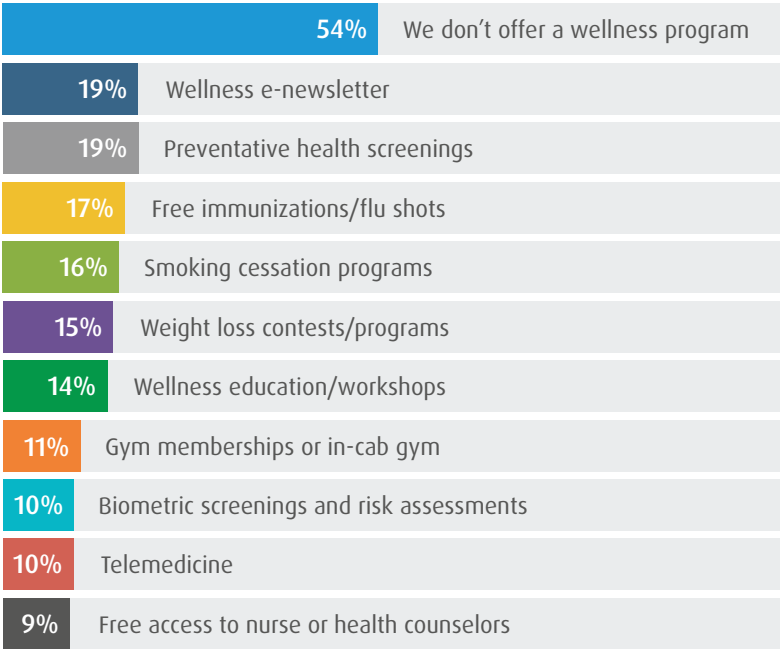
22%
error rate found on 2017 long form exams brokered by HireRight Medical Review Officers.

Depending solely on the certified medical examiner who conducted the DOT physical exam may be placing your company at risk.

Wellness Programs May Help Cut Healthcare Costs, Reduce Turnover and Boost Recruitment

- According to the American Transportation Research Institute’s “Top 10 critical issues in trucking list”, health and wellness is becoming a greater concern among truck drivers and motor carriers alike, ranked 7th by drivers and 10th by motor carriers.
- While the percentage of companies represented in the survey that do not offer wellness programs remained stagnant from last year, small-sized companies make up the bulk of respondents who do not offer these types of programs.
- Larger-sized company respondents (2,500+ employees) stated they offer a variety of programs with more than half offering preventative health screenings, wellness e-newsletters and weight loss contests/programs.
- Telemedicine may be on the rise with a five percent increase from last year and was noted by respondents from the following types of companies: airlines (40%), maritime/shipping (33%), taxi/shuttle (33%), rail (17%), trucking (11%), and bus (7%).

Workplace Wellness Benefits Offered



Estimates of wellness program ROI range from **\$2.00 to \$5.00** per employee. The disease-management component of wellness programs amounted to **\$136** in savings per employee per month.

Top Wellness Activities by Mode of Transportation



Trucking
Preventative health screenings



Towing
Free immunizations shots, weight loss contests, preventative health screenings, wellness e-newsletter



Bus
Wellness e-newsletter and free immunizations shots



Maritime/Shipping
Free immunizations shots, preventative health screenings, smoking cessation programs, wellness e-newsletter



Airline
Preventative health screenings



Taxi/Shuttle
Telemedicine

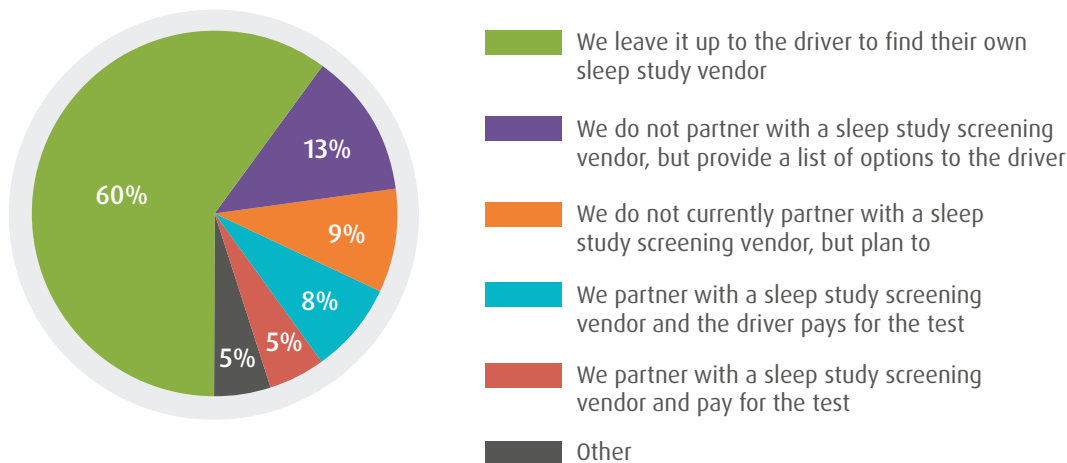


Rail
Wellness e-newsletter, gym memberships

Sleep Apnea Growing Health Concern

- A string of high-profile incidents involving truck drivers and railroad engineers has brought attention to emerging sleep disorders. The Obama administration supported proactive sleep apnea screening for train engineers and truck drivers; however, the Trump administration withdrew the proposed requirement.
- Sleep apnea is a breathing-related sleep disorder that causes brief interruptions of breathing during sleep, and may happen at least ten seconds or more and can occur up to 400 times a night. In general, studies show that people with untreated sleep apnea have an increased risk of being involved in a fatigue-related motor vehicle crash ([see FMCSA guidelines](#)).
- Sixty percent of respondents leave it up to the driver to find their own sleep study vendor. More than a quarter (26%) of large-sized company respondents (2,500+ employees) partner with a sleep study screening vendor and pay for the test and 21% of small-sized company respondents (<20 employees) do not currently partner with a sleep study screening partner but plan to.

How Do You Handle DOT Medical Examiner Requirements for a Driver to be Tested for Sleep Apnea



Can Employees Still Work with Sleep Apnea?

While FMCSA regulations do not specifically address sleep apnea, they do advise that a person with a medical history or diagnosis of any condition likely to interfere with their ability to drive safely cannot be medically qualified to operate a commercial motor vehicle (CMV) in interstate commerce.

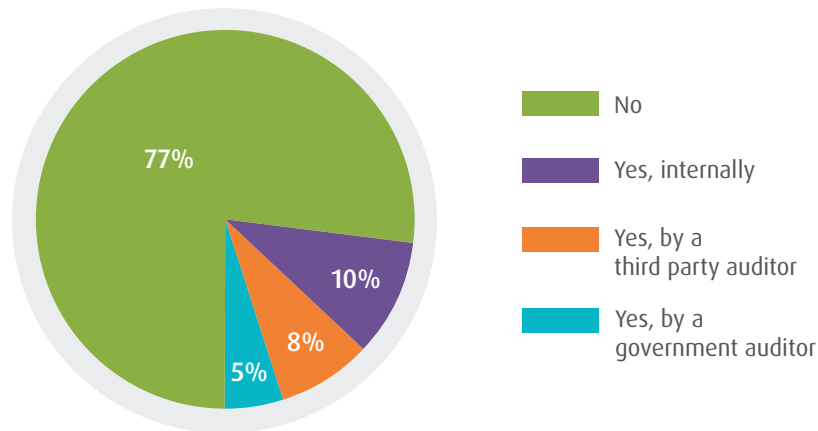
However, once successfully treated, a driver may regain their “medically-qualified-to-drive” status. Each state has its own medical standards for driving a CMV in intrastate commerce, check with your local DMV for regulations in your state.



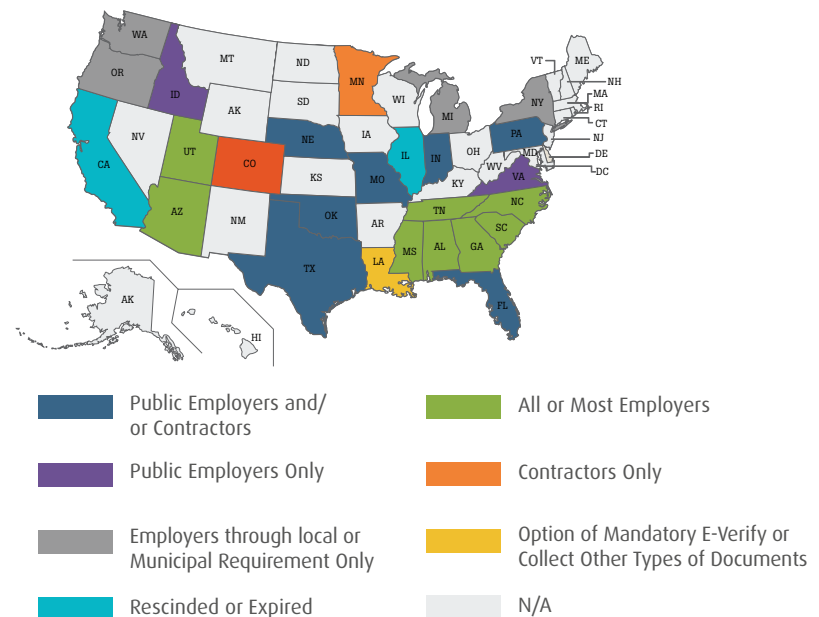
Form I-9 Employment Eligibility Verification

- Employers must be prepared for an I-9 audit and be able to present Form I-9s to government officials for inspection within three business days of the date requested.
- Paper (55%) remains the predominant method of storing Form I-9s, 34% of respondents use both paper and electronic versions, and 11% use electronic exclusively. Even though paper is the main storage method, 88% of respondents feel very or somewhat prepared for an ICE Notice of Inspection.
- E-Verify is a web-based service for employers to electronically verify the employment eligibility of their candidates to work in the U.S. While it is not yet required in all states and industries, ongoing state and federal legislative trends indicate this may become mandatory in the future. According to the survey results, 33% of survey respondents currently use E-Verify and 20% plan to implement when required by law.

In The Past 3 Years, Has Your Organization Been Through An Audit For I-9 Documentation Verification?



E-Verify Laws by State

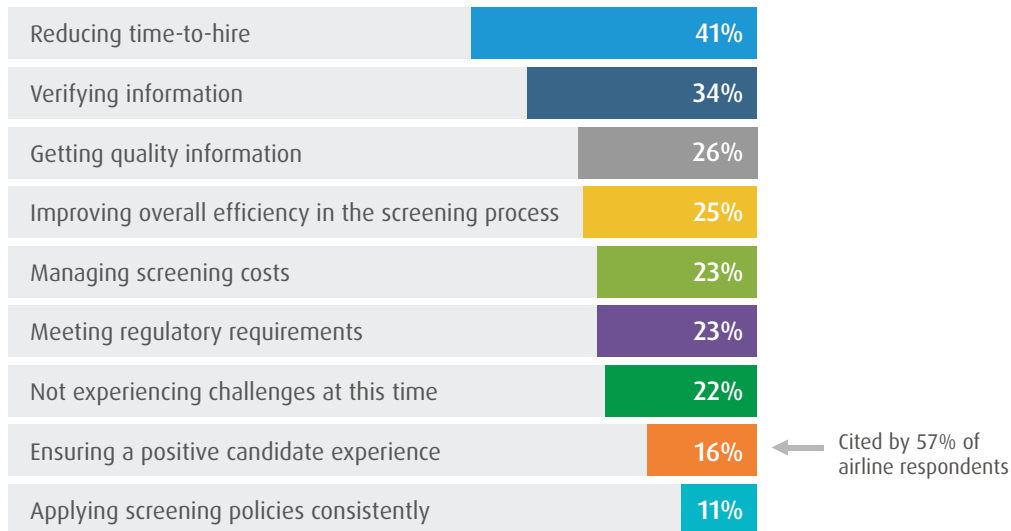


Source: LawLogix E-Verify States Map. <https://www.lawlogix.com/e-verify-map/>

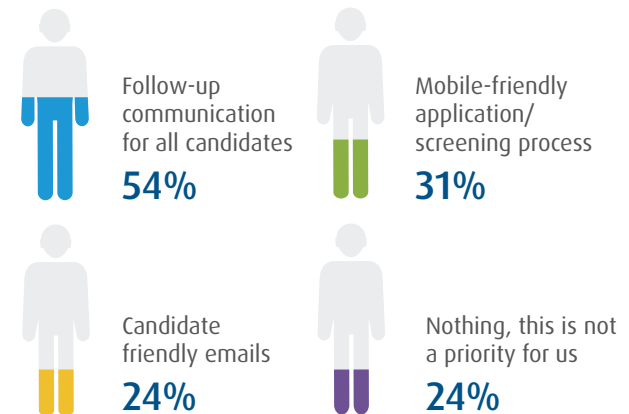
Background Check Challenges Coincide with Competitive Job Market

- For the fifth year in a row, reducing time-to-hire (41%) remains the number one employment screening challenge for survey participants as the demand for qualified candidates escalates.
- Survey respondents continue to be concerned with improving efficiencies in their screening process (25%) and managing costs (23%). Background screening can be easily integrated into applicant tracking systems, resulting in reduced workloads, faster time-to-hire, improved accuracy, consistency and process efficiencies.
- Screening is an important, and often overlooked, aspect of the candidate experience. Utilizing a mobile-friendly screening process can help drive turnaround times, extend your brand into the screening process and help create a sense of continuity for candidates throughout their hiring journey.

Most Significant Background Check Challenges



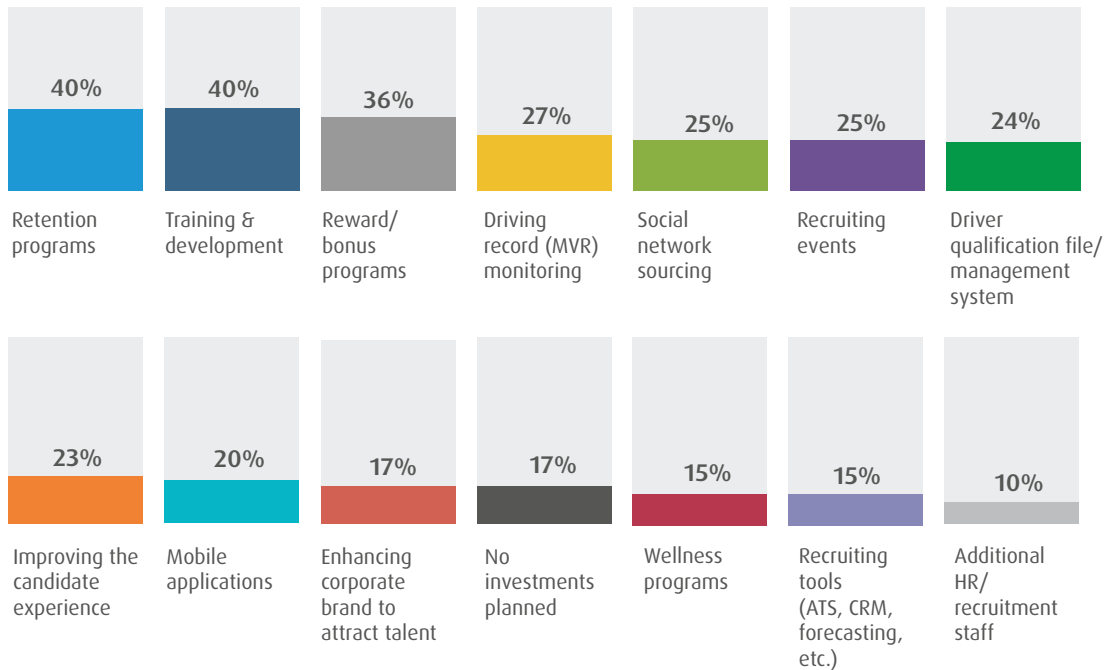
What Organizations are Doing to Ensure a Good Candidate Experience



Planned Investments for 2018

- The top investments planned for large-sized companies (2,500+ employees) are retention programs (61%), training and development (58%), recruiting events (55%), social network sourcing (50%), reward/bonuses (49%) and improving the candidate experience (43%).
- Because of the driver shortage it is not surprising that trucking companies selected retention programs, rewards/bonuses and training and development as their top three investment initiatives.
- Training and development was the number one planned investment for airlines, buses, maritime/shipping, and rail. Driving record (MVR) monitoring was the top initiative planned for towing companies and was selected by 33% of all small-sized companies with 21-99 employees.
- Wellness programs were investments being planned by 43% of bus companies, 40% of rail and 20% of medium-sized companies (100-2,499 employees).

Investments Planned for 2018



55 Creative Employee Reward Ideas

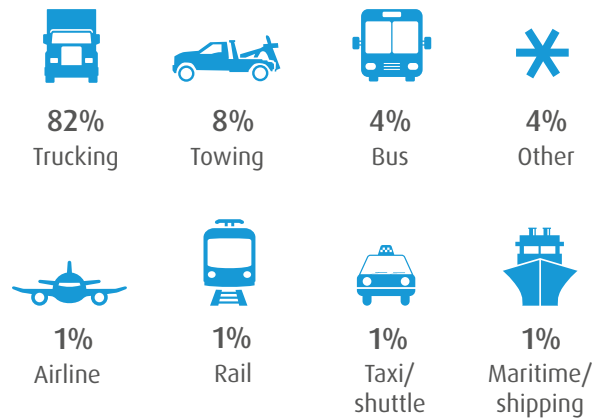
Employee rewards don't have to be large or costly, in many cases, small rewards are even more impactful because they can be given more frequently, and frequency is crucial to a successful reward program.

Source: <https://blog.bonus.ly/55-creative-employee-reward-ideas/>

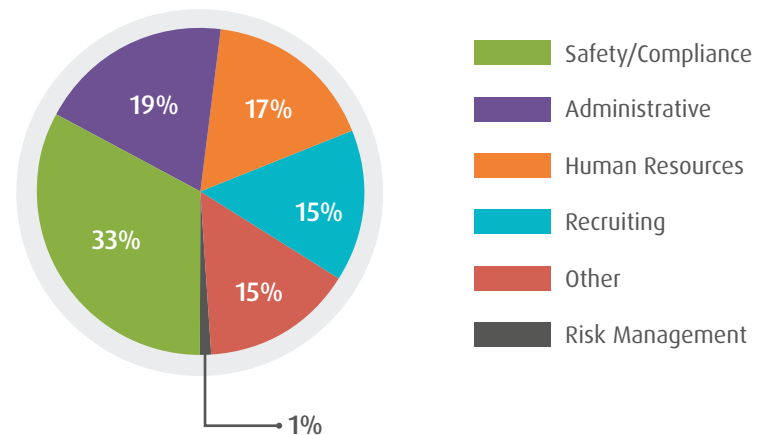
Survey Overview and Methodology

The HireRight 2018 Annual Employment Screening Benchmarking Report is based on a survey of 5,886 U.S.-based professionals who indicated they were knowledgeable about employment screening and recruiting. Of the total survey respondents, 18% indicated that their primary industry was transportation. The results in this report were compiled from those respondents. Survey questions included multiple choice, multiple selections and open text. Figures may not always add up to 100% due to rounding or multiple selection questions.

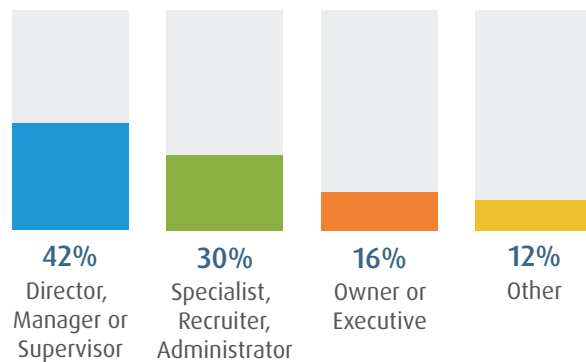
Transportation Modes of Business



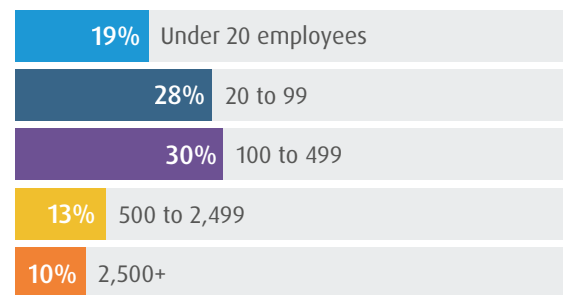
Business Area/Department



Primary Role



Size of Workforce



Share the Data on Social Media

Did you find any of the results interesting? Click on your favorite stat to share it with your network instantly?



76% of employers surveyed expect their workforce to grow in 2018.



Finding and retaining candidates remains top talent acquisition challenge.



Transportation companies are losing a quarter of employees due to retirement.



54% of employers utilize social networking in their recruiting efforts.



Criminal databases provide useful tips that must be verified at the primary source.



Establishing an internal company driver council lends a voice to employee issues.



87% of employers found misrepresentations on job applications.



Oral fluid and hair testing have higher MRO verified positive rates than urine.



Implementing a mobile-friending screening process helps improve the candidate experience.



Telemedicine gaining ground as new wellness benefit offered to mobile workforce.



88% of companies with 500+ employees offer wellness benefits or programs.



Increasing pay drops below upgrading equipment in retention tactics for 2018.



80% of trucking company respondents now utilize PSP reports before hiring drivers.



47% of companies with 500+ employees are improving fleet manager skills.



Companies may be vulnerable to negligent hiring if they do not conduct criminal check.

About HireRight

HireRight delivers global background checks, employment verifications, drug and health screening, and electronic Form I-9 and E-Verify solutions that help employers automate, manage, and control background screening. More than 9,500 transportation companies trust HireRight because the company delivers customer-focused solutions that provide greater efficiency and faster results. HireRight also provides pre-integrated background screening services through many leading applicant tracking systems.

Visit us at www.hireright.com/transportation
Contact us at 1.866.791.4355

