



FMCSA Field Office Perspective on CSA for the Motor Carrier Safety Advisory Committee

February 12, 2014





Agenda

- Compliance, Safety, Accountability (CSA) implementation at the Division level
- Three Components of CSA impacting Divisions
- Summary



Implementation

- Background:
 - FMCSA New Jersey Division 1 of 4 original “Test” States
 - Test States – 24 months of CSA implementation side-by-side with SafeStat (50/50)
 - Direct input into CSA changes prior to rollout



Implementation

- Why New Jersey?
 - Diverse Motor Carrier Population
 - Personnel Balance – Decades of experience working in combination with new staff
 - Support Structure – Internal & External Partnerships
 - A Challenge



Three Components of CSA Impacting Divisions

1. Safety Measurement System (SMS)
2. Safety Interventions Process
3. Safety Management Cycle (SMC)



Three Components of CSA Impacting Divisions

Safety Measurement System (SMS)



Safety Measurement System (SMS)

- What is SMS to the Division?
 1. A workload prioritization tool
 2. Wealth of investigative data
 3. Source of outreach to stakeholders



Safety Measurement System (SMS)

- Workload Prioritization Tool:
 - Replaced SafeStat
 - More Robust
 - Elevated more motor carriers into prioritization for investigation



Safety Measurement System (SMS)

- Wealth of investigative data:
 - Had to learn to “trust” the data
 - Score is not the whole story – look behind the number
 - Analyze every violation – patterns
 - Problems can get fixed



Safety Measurement System (SMS)

- Source of outreach to stakeholders:
 - Motor Carriers – contact is always positive
 - Warning Letters
 - Drivers – concerned how data can impact them
 - Public interest
 - State Partners – every violation counts



Three Components of CSA Impacting Divisions

Safety Interventions Process

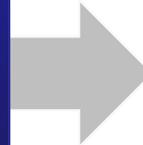


Safety Interventions Process

- Business Process Change

PREVIOUS WORK

- Generally one CR at a time
- Using same tool for all
- Mostly on-site, comprehensive
- Documents acute and critical violations
- Intervenes on relatively few carriers



CURRENT WORK

- Multiple cases at once
- Using an array of tools
- On or off site depending on issues
- Focused or Comprehensive
- Identify causes and remedies
- Intervene with more carriers, earlier



Safety Interventions Process

- For the DA/Managers:
 - Efficiency – moved away from “One size fits all” investigative approach
 - Added level of complexity to assignment function of managers
 - Forced an evaluation of data – Managers
 - Wider array of follow-on actions



Safety Interventions Process

- For the Investigator:
 - Emphasized data analysis
 - Focus on identified problem areas – efficient use of time
 - More time & data to better identify why problems occurring
 - More options available to assist in gaining compliance



Safety Interventions Process

- For the Program:
 - Warning Letters
 - Off-Sites
 - Focused Interventions
 - Cooperative Safety Plans (CSP)
 - Notice of Violations
 - Program Analysts



Safety Interventions Process

The Safety Interventions Process addresses the:

- **WHAT**
Discovering violations and defining the problem
- **WHY**
Identifying the cause or where the processes broke down
- **HOW**
Determining how to fix it/prevent it by using the **Safety Management Cycle (SMC)**

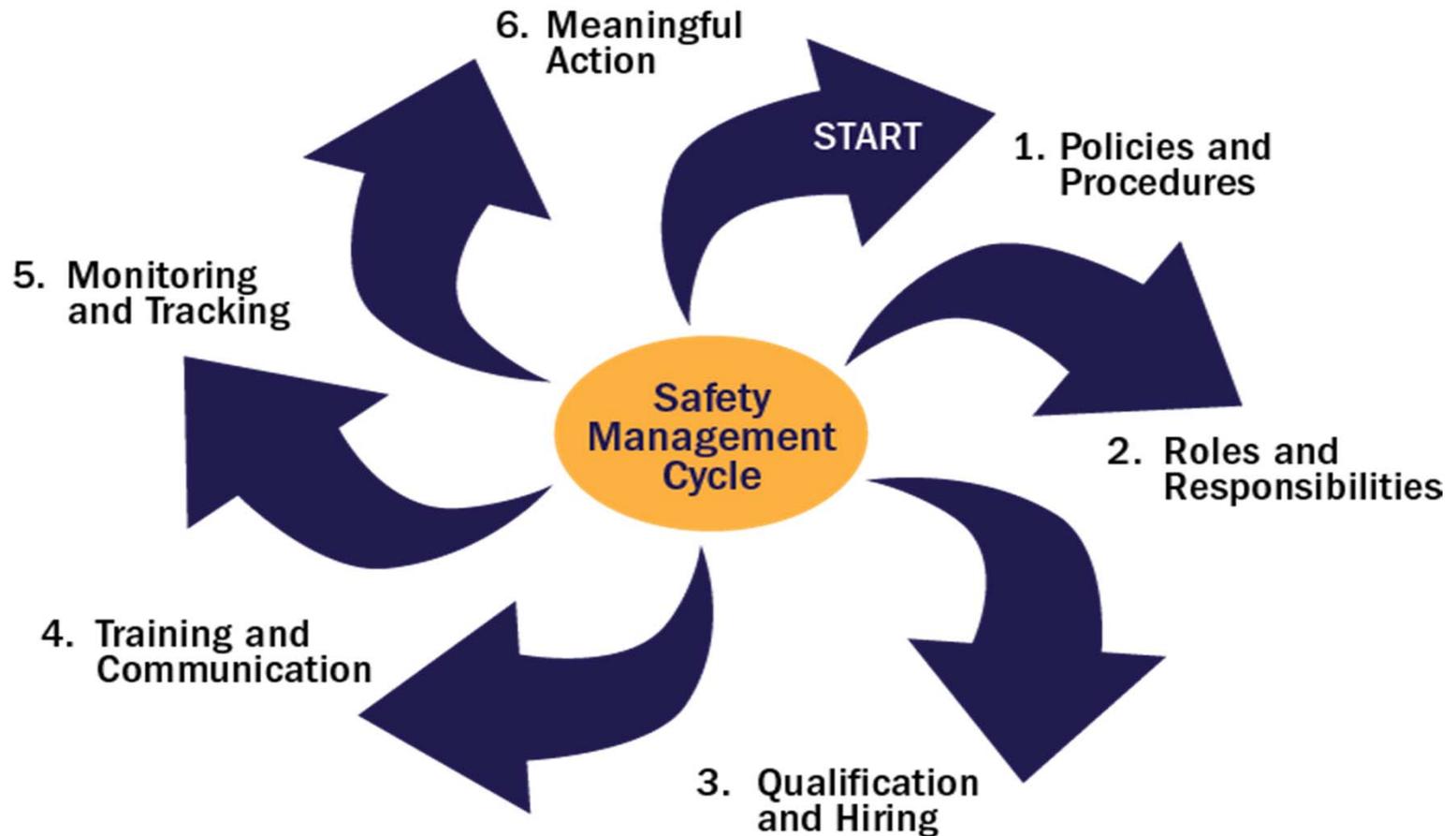


Three Components of CSA Impacting Divisions

Safety Management Cycle (SMC)



Safety Management Cycle





Safety Management Cycle

- Moved from the “What” to the “Why” & “How”
- Forced us to keep asking questions
- Assisted the Motor Carrier in developing its own solutions – take ownership
- Added complexity to Management Review
- Learning curve to articulate properly
- Available to Motor Carriers w/o an intervention



Summary