



# The CSA Dispatch

## Letter from the Administrator

The rollout of Compliance, Safety, Accountability (CSA) is underway thanks to all of you: the program's dedicated and talented designers, developers, and implementers. Our stakeholders' reactions to the launch of the Safety Measurement System (SMS) in December indicate that the new data-driven, performance-based system, and our efforts to communicate and educate about it, are having an impact. Motor carriers are paying more attention than ever to their safety performance. In the first six weeks of the SMS launch the A&I Online Website (the system that houses SMS) experienced more than 5 million "hits" to its web pages. Nearly 11,000 unique carriers logged in (four times the volume from the previous six weeks) on almost 40,000 occasions (six times the number from the prior six-week period) to view their safety data. Many of the stakeholders who contact us report that the new approach to categorizing and explaining the safety data is helping to improve carriers' safety operations.

In December, roadside inspectors across the country began using the SMS to identify motor carriers for inspection. The Federal Motor Carrier Safety Administration (FMCSA) conducted training webinars to ensure that these frontline enforcement personnel had the information needed to continue to do their jobs well. We plan to publish a recorded version of the training webinar on the CSA outreach website soon.

In February, FMCSA began sending CSA warning letters to motor carriers with identifiable but not yet severe safety performance issues. The warning letters are

designed to make carriers aware of their safety performance problems so they can address these early, before they become habitual and more difficult to correct. And feedback from the Operational Model Test tells us that this is an effective early intervention for many motor carriers.

Additional components of CSA are scheduled to launch later this year. First, the field staff will be trained in the use of an important new safety investigation tool called the Safety Management Cycle (SMC) and will begin to apply the SMC during comprehensive and focused compliance reviews (CRs). The SMC introduction will be followed later by training in the full array of new interventions. I also anticipate that rulemaking will be underway in 2011 for the new Safety Fitness Determination, which will replace today's Safety Rating approach.

**"Motor carriers are paying more attention than ever to their safety performance."**

— FMCSA Administrator, Anne Ferro

We have an exciting year of change and learning ahead of us and I remain firm in my commitment to launch this important safety program as effectively as possible. I want to thank you again, the men and women in the enforcement and compliance community, for your dedicated public service at the frontline of roadway safety.

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## CSA Interventions: What Is Happening When?

**Warning Letters** – In early 2011, warning letters were sent to about 27,000 motor carriers with identifiable, but not yet severe, safety compliance problems. Following the initial batch, FMCSA expects to send about 3,100 warning letters each month to carriers nationwide. Two factsheets on the CSA outreach website provide valuable warning letter information: <http://csa.fmcsa.dot.gov/outreach.aspx>

**Transitional Elements** – Four elements were introduced in December based on lessons learned from the Operational Model Test. The transitional elements, aimed at facilitating the transition to the full CSA model, are focused CRs, Notices of Violation for specific inspection violations that are immediately correctable, use of SMS for driver sampling during carrier investigations, and use of the Red Flag Violation process during investigations. Policy and explanatory documents for enforcement personnel are located on the protected side of the CSA Website at: <http://csa.fmcsa.dot.gov/yourrole/fmcsa.aspx>

**Interventions Rollout** – In late 2011, FMCSA will train enforcement staff, state-by-state, on a new CSA investigative tool called the SMC. And that training will be followed by training on the new interventions, which include Offsite, Onsite Focused and Onsite Comprehensive Investigations, and Cooperative Safety Plans. The new interventions are designed to explore and address the underlying causes of safety compliance problems. More information about CSA interventions can be found at: <http://csa.fmcsa.dot.gov/about/interventions.aspx>

## New Online Resource Center for Enforcement Staff!

A new resource center has been added to the protected side of the CSA outreach website, which is available only to FMCSA and State Partner enforcement staff. Here is a sneak peak of what has been added:

- Field Listening Forum: notes and Q&As from the biweekly conference calls for enforcement staff
- Training: materials that clarify CSA principles, processes, and tools
- Policy: resources that provide guidance and clarification about CSA implementation

## Hot Topics with Industry

**CSA and Drivers:** Radio interviews and driver brochures at truck stops are two important ways we are addressing myths about the effect of CSA on drivers. We need your help to communicate the following facts to carriers and drivers to help set the record straight!

- CSA does not rate drivers or issue a composite driver or carrier “score.” Carriers or private vendors may issue “scorecards,” but FMCSA does not issue or endorse these.
- CSA does not directly impact a driver’s CDL.
- SMS does not provide driver records to carriers. The Pre-employment Screening Program (<http://www.psp.fmcsa.dot.gov/>) requires driver approval to provide driver records to carriers.

**SMS Website:** Pass along these quick tips to help carriers get the most out of the SMS Website (<http://ai.fmcsa.dot.gov/sms/>):

- Carriers should log in to view non-public data!
- Carriers must search by their DOT # after logging in to view their full safety record.
- The SMS Information Center has a lot of useful information for carriers, such as what to do to improve their safety record, a schedule for SMS data updates, etc.

More information will be added shortly, so log in today and check back often: <http://csa.fmcsa.dot.gov/yourrole/fmcsa.aspx>

**CSA Driver Pocket Cards and Brochures** now available in truck stops nationwide! FMCSA distributed 600,000 driver pocket cards and brochures to truck stops across the country. Printable versions are also available online: <http://csa.fmcsa.dot.gov/outreach.aspx>

