

# WHAT CSA 2010 MEANS TO PEOPLE ON THE MOVE

GRAEBEL, THE RELOCATION INDUSTRY'S LEADER IN SAFE DRIVING PRACTICES, TAKES A PROACTIVE APPROACH TO PREPARE FOR NEW GOVERNMENT SAFETY REGULATIONS.

In an effort to curb the number of truck-involved crashes, injuries, and fatalities, the Federal Motor Carrier Safety Association (FMCSA) will soon implement the Comprehensive Safety Analysis (CSA) 2010. This new safety methodology will hold both carriers and their drivers accountable for safety performance.

Unlike safety enforcement, the CSA will evaluate drivers and carriers on a monthly basis using seven safety performance categories, called Behavior Analysis and Safety Improvement Categories (BASICS). Through the combination of comprehensive safety categories and continuous monitoring, the FMCSA can help carriers and drivers identify problems and conduct corrective action before a crash occurs.

While rollout of the new regulation was originally slated to begin in September 2010, FMCSA now estimates the program will not be fully operational in all 50 states until spring 2011.<sup>1</sup>

Currently, CSA is being tested in nine states (Colorado, Delaware, Georgia, Kansas, Maryland, Minnesota, Missouri, Montana, and New Jersey)



through a pilot program, in which carriers are receiving their safety scores, introducing new training programs, and providing valuable feedback to the FMCSA.<sup>2</sup>

CSA will help relocation professionals and the general public better identify safety-conscious moving companies. Moving companies that place a strong emphasis on safety often have more satisfied customers. By reducing the likelihood that household goods will be damaged, lost, or delayed in transit due to safety infractions, maintenance issues, or crashes, moving companies can reduce the stress felt by relocating employees and relocation managers.

What's more is that by placing an increased emphasis on safety – for both carriers and drivers – CSA will offer more protection to everyone who travels on U.S. roadways.

## TAKING SAFETY TO THE NEXT LEVEL

According to the CSA 2010 website, for the last 40 years, federal and state governments have worked with carriers and other stakeholders to reduce the rate of commercial vehicle crashes. After evaluating its monitoring and intervention processes, FMCSA decided to develop a more comprehensive safety program.<sup>3</sup>

<sup>1</sup> Thomas M. Strah. "Reassessing Safety Performance." *Transport Topics*, April 2010.

<sup>2</sup> Mindy Long. "Test Scores Come in High." *Transport Topics*, April 2010.

<sup>3</sup> <http://csa2010.fmcsa.dot.gov>

Currently, the safety performance of commercial vehicles is measured through the SafeStat system. This system relies on a resource-intensive compliance review that reaches only a small percentage of commercial truck and bus operations each year – approximately one- to two-percent.<sup>4</sup>

Unlike the CSA, SafeStat groups safety problems together rather than focusing on the specific behaviors that are known to cause crashes. In 2007, FMCSA conducted “The Large Truck Crash Causation Study” to pinpoint the top factors associated with large trucks and their drivers that have been identified as causes of crashes. The top 10 factors are:<sup>5</sup>

- > Brake problems
- > Interruptions in traffic flow from congestion, previous crashes, etc.
- > Prescription drug use
- > Traveling too fast for conditions
- > Unfamiliarity with roadway
- > Roadway problems
- > Required to stop at stoplights, crosswalks, etc. before crash
- > Over-the-counter drug use
- > Inadequate surveillance
- > Fatigue

### GATHERING MORE DATA FOR AN EXPANDED EMPHASIS ON SAFETY

CSA will draw on a much wider range of data than the current SafeStat system does. To quantify on-the-road safety performance – and not simply out-of-service violations – drivers and carriers will be evaluated through Safety Measurement Systems, which weigh violations in each of the seven BASICs.<sup>6</sup>

According to FMCSA, the seven BASICs are defined as:<sup>7</sup>

- > Unsafe driving – speeding, reckless driving, improper lane changes, driver inattention, etc.
- > Fatigued driving – hours-of-service violations, operating a vehicle while ill or fatigued, logbook violations, etc.
- > Driver fitness – medical qualifications, invalid commercial driver’s license (CDL), etc.
- > Controlled substances and alcohol – impairment by alcohol and drugs (illegal, over-the-counter, and prescription)
- > Vehicle maintenance – mechanical defects including brakes and lights, failure to make repairs, etc.
- > Cargo-related – failure to properly prevent shifting, spilling, or dropped cargo, size-weight violations, etc.
- > Crash history – frequency and severity of U.S. Department of Transportation (DOT)-defined crashes

### CALCULATING THE SAFETY SCORE

Any violation (i.e., tickets, warnings, safety-related violations, crashes, and out-of-service violations) in a BASIC contributes to higher scores, and thus a lower safety record. Violations are weighted on a scale of one to 10, with a 10 being the most severe; and newer violations reflect more heavily on scores than older violations, as do violations that correlate closely with crashes.<sup>8</sup> Those carriers that receive clean inspections will reduce their scores.

The sum of all violations in each category is divided by an associated denominator. For example, the number of total vehicle inspections will serve as the denominator for the vehicle maintenance BASIC, while the number of driver inspections will divide the fatigued driving violation sum.

The resulting score indicates the carrier’s or the driver’s percentile ranking. For example, if a carrier or driver were to receive a score of 33, they would be considered 67-percent safer than other members of their peer group.

Peer groups are established based on the size of a carrier’s fleet. Five peer groups exist: five or fewer power units; six to 15 units; 16 to 50 units; 51 to 500 units; and 501 or more units. Drivers are grouped into one peer group – all those individuals holding CDLs.

However, until the complete rollout of CSA throughout the country, carrier scores will be based on SafeStat reports. These scores will be available to the public through the CSA website (<http://csa2010.fmcsa.dot.gov>) after November 30, 2010.<sup>9</sup>

### MONITORING AND IMPROVING PERFORMANCE

By updating scores on a monthly basis, FMCSA, carriers, and drivers can monitor on-going performance and identify if problems are improving or worsening. If a carrier or a driver receives a deficient score (see call-out below), FMCSA will issue a warning and establish a timeline for corrective action.

#### DEFICIENCY SCORES<sup>10</sup>

- > **72** or higher in unsafe driving, fatigued driving, and crash history
- > **77** or higher in driver fitness, vehicle maintenance, cargo-related, and controlled substances and alcohol
- > **90** or higher in all categories considered severely deficient

<sup>4</sup> Thomas M. Strah. “Reassessing Safety Performance.” Transport Topics, April 2010.

<sup>5</sup> Federal Motor Carrier Safety Administration. “The Large Truck Crash Causation Study.” July 2007.

<sup>6</sup> Thomas M. Strah. “Reassessing Safety Performance.” Transport Topics, April 2010.

<sup>7</sup> <http://csa2010.fmcsa.dot.gov>

<sup>8</sup> Rip Watson. “What Carriers Need to Know.” Transport Topics, April 2010.

<sup>9</sup> Thomas M. Strah. “Reassessing Safety Performance.” Transport Topics, April 2010.

<sup>10</sup> Ibid.



If problems persist, CSA investigators will intervene with recommended remedies and corrective actions. As a last resort, FMCSA can leverage penalties or shut down a carrier.

### THE POSITIVE EFFECTS OF SAFETY ON THE RELOCATION PROCESS

The overall relocation experience can be greatly improved when the moving company has an excellent safety rating. When a company has a strong record of safety, its customers can be confident that moves will be smooth – and goods will reach their destination on time and in the same condition as received.

For 60 years, Graebel has had a companywide commitment to safe driving practices, ongoing reinvestment in new equipment, and proactive and above industry-recommended standards of equipment maintenance from a dedicated team of safety and risk mitigation professionals.

Only experienced household goods drivers with credentials such as exemplary backgrounds, good credit histories, and safe driving records are considered to drive for Graebel. As these drivers contract exclusively with the company, they follow companywide standards and best practices. By participating in orientations

and ongoing programs led by award-winning, veteran household goods teams, Graebel drivers understand all possible violations and how they can affect Graebel's overall safety score.

Additionally, everyone at Graebel is safety conscious. For instance, Graebel Movers, Inc., the U.S. moving and storage division, helps ensure that each of its 41 centers nationwide is doing everything possible to be safe – from maintaining local and regional equipment, to identifying and implementing safe handling and warehousing best practices, to properly securing loads in trailers.

All equipment undergoes extensive maintenance to prevent issues and delays and to adhere to Graebel's eco-friendly practices. Included in this maintenance program is a defensive driving orientation for Graebel drivers that covers proper acceleration and braking, following at safe distances, and controlling vehicles during inclement weather, as well as a process for ensuring tires are kept appropriately inflated. For the last quarter century, Graebel has inspected each and every unit a minimum of three times annually – a process that goes above and beyond recommended industry requirements.

On a daily basis, the Graebel centralized safety and risk management department and national safety teams review and audit reports and results. Together with Graebel Van Lines – the company's owned and operated interstate hauler – the organization identifies issues and root causes, reviews and enhances processes, and removes drivers and equipment from service until proper steps are satisfactorily addressed. As a result of these deliberate, proactive measures, Graebel customers have experienced near-perfect, on-time interstate pick-up and delivery performance for well over a decade.

### THE SIGN OF PROFESSIONALISM

The American Moving & Storage Association (AMSA) created the ProMover<sup>SM</sup> program to

help relocation professionals and individuals identify professional and legitimate moving companies. As a charter member of the AMSA ProMover program, Graebel is dedicated to delivering high quality, value, and integrity – as well as meeting the strict requirements of the ProMover program:

- > Complying with all applicable state and federal laws
- > Upholding AMSA's Code of Ethics
- > Undergoing a thorough background check by AMSA and much more

### COMMITMENTS MADE. COMMITMENTS KEPT.<sup>TM</sup>

Graebel wholly owns its U.S. van line and moving and storage centers. Unlike other movers, Graebel does not rely on independent agents performing independent standards. By maintaining strict control over its standards of operation, service performance, equipment maintenance requirements, and eco-friendly practices, Graebel delivers stress-free and best-in-class moving and storage services. Graebel customers can always count on:

- > Accurate in-home surveys that determine the appropriate materials, manpower, and equipment needed to conduct the move without wasting the customer's time and money or surprising the customer with added costs during the relocation
- > The same qualified household goods driver from pick-up to delivery, when goods are not stored during transit
- > Proper in-home protection and safe handling of household goods during packing, loading, transport, unloading, and storage, when requested
- > Excellently maintained equipment and safe on-the-road driving records

**CHART 1: SAFESTAT SCORES FOR MAJOR VAN LINES AS OF JULY 23, 2010**

CARRIER	DRIVER SCORE	VEHICLE SCORE	INSPECTION SELECTION SCORE
<b>Graebel Van Lines</b>	<b>68.99</b>	<b>47.50</b>	<b>42; Pass, no inspection required</b>
Mayflower Transit	72.10	44.60	44; Pass, no inspection required
Atlas Van Lines	72.92	49.32	45; Pass, no inspection required
New World Van Lines	73.67	25.98	45; Pass, no inspection required
Joyce Van Lines	74.59	42.24	56; Optional inspection
Wheaton	71.33	52.01	58; Optional inspection
United Van Lines	77.14	44.96	85; Inspection required
Arpin	79.78	62.91	86; Inspection required
Bekins Van Lines	80.66	62.69	86; Inspection required
Allied Van Lines	80.28	48.11	86; Inspection required
North American Van Lines	83.67	54.98	87; Inspection required

Graebel has been recognized year-after-year as one of the safest fleets in America based on the millions of miles driven annually – and its SafeStat scores reflect this fact. As indicated in Chart 1, Graebel has the best inspection selection score for major van lines as of July 2010. The scores are updated monthly and are based on the

amount of DOT roadside and scale inspections and violations received. Lower scores represent higher safety ratings.

“Our entire team – from our professional drivers, to our safety department, to our operations and fleet management – comprise the backbone of our organization,” explained Bill Graebel, chief

executive officer of the Graebel Companies, Inc. “Each one of them helps make a difference along every mile of our clients’ journeys. We are fortunate to have such conscientious, accountable, and effective people who are helping us achieve our goal of being the safest carrier in America.”

#### FOR MORE INFORMATION CONCERNING CSA 2010, PLEASE REFER TO THESE RESOURCES:

- > CSA 2010: <http://csa2010.fmcsa.dot.gov>
- > Frequently Asked Questions: <http://csa2010.fmcsa.dot.gov/FAQs.aspx>
- > Safety and Fitness Electronic Records System: <http://safer.fmcsa.dot.gov/CompanySnapshot.aspx>
- > U.S. Department of Transportation: [www.dot.gov](http://www.dot.gov)
- > Federal Motor Carrier Safety Administration: [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov)
- > American Trucking Associations Safety Resources: [www.truckline.com/advisories/safety/pages/csa2010.aspx](http://www.truckline.com/advisories/safety/pages/csa2010.aspx)



#### CHARTER AND CERTIFIED MEMBER OF THE AMSA PROMOVER™ PROGRAM

Created by the American Moving & Storage Association (AMSA), the industry-wide PROMOVER certification program provides a solid building block for finding the right moving company. As a charter member of the AMSA PROMOVER program, Graebel is dedicated to delivering high quality, value, and integrity. When you partner with Graebel for your relocation, you can count on professional service and an unrelenting commitment to excellence.

Worldwide Moving & Storage Services | Worldwide Move Management | Worldwide Commercial Services | Worldwide Full-Service Relocation Services

#### TO LEARN MORE ABOUT GRAEBEL, CONTACT:

Graebel World Headquarters | 16346 Airport Circle | Aurora, CO 80011 | 800.723.6683 | 303.214.2156 (fax) | [marcom@graebel.com](mailto:marcom@graebel.com) | [www.GRAEBEL.com](http://www.GRAEBEL.com)

The information contained in this document represents the current view of Graebel Companies, Inc. on the issues discussed as of the date of publication. Because of changing market conditions, Graebel cannot guarantee the accuracy of any information presented after the date of publication.

© 2010 Graebel Companies, Inc. All rights reserved. DOT #220843, MC# 158651  
All trademarks are property of their respective owners.