

Management Consulting, Training, & Support in Motor Carrier Safety & Operations

Offered by Motor Carrier Safety Associates

<https://carriersafety.info/>

Do you want to improve your company's safety performance? Reduce losses due to crashes and other incidents? Improve your operational discipline?



Lower insurance rates? Motor Carrier Safety Associates (MCSA) is a consortium of U.S. and Canadian truck and bus safety professionals providing management consulting, training, and research to motor carriers and other organizations. Our senior associates have extensive, multifaceted experience in industry, government, and academia. MCSA offers consultation, program development, and instruction in 27 subjects relating to carrier safety and operations. A consulting agenda and training curriculum can be customized for any motor carrier to address their current situation and concerns. Each topic area is designed both for standalone presentation and for inclusion in an integrated, individualized program based on customer needs.

Carrier Consultation, Support, & Training Areas

Key Concepts in Motor Carrier Management & Safety. Program introduction and overview encompassing safety, other management issues and customized curriculum.

Crash Risk Factors & Risk Reduction. Driver, vehicle, roadway, and operational risk categories and risk reduction strategies for each.

Crash Causes & Countermeasures. Types of crashes, types of driver errors, mistakes vs. misbehaviors, technological and other countermeasures.

Fatigue Management Essentials. Introduction to the North American Fatigue Management Program, including goals, key principles, instructional program, and implementation.

Motor Carrier Management: Structure & Processes. Evaluation of company operations and safety organization structure, with recommendations to improve process performance in efficiency and safety.

Compliance Management. Operating standards, procedures and process documentation, performance metrics, CSA, Canada's National Safety Code, and self-audits for government, insurance, or customers.

Post-Audit Remediation. Safety management plans, strategies, and systems to correct deficiencies identified in Federal, State, or provincial/territorial audits; response to notice of claims or other sanctions.

Performance-Based Vehicle Size and Weight Guidance. Assistance identifying vehicle configurations as well as operating and route matching procedures to enable use of safer, more-productive trucks.

Safety Beyond Compliance. Crash risks and causes not addressed by regulations; includes defensive driving, safety management systems, safety culture, and operational discipline.

Reducing Non-Driving Injuries. Key accident types, consequences, risks, causes, and effective interventions such as behavior-based safety.

Crash Investigation & Accountability. Fact-finding and documentation, risk and root cause analysis, liability reduction, remediation and other consequences.

Motor Carrier Claims Administration. Receiving, processing and resolution of vehicle accident, cargo and personal injury claims.

Driver Recruiting & Selection. Individual differences, high-risk drivers, tests and measurements, selection procedures and hiring criteria.

Driver Orientation & Training. Initial orientation, probationary periods, ongoing training, trainer/mentor selection/development, curricula, methods/media.

Driver Performance Management. Driver evaluation metrics, crash and violation monitoring, onboard devices, feedback, effective consequences.

Driver Pay & Retention. Relationships among driver pay, job value, retention, and safety; do's and don'ts to retain good drivers and align retention efforts.

Driver Health & Wellness. Health problems and consequences for drivers and carriers, fatigue management, medical conditions (e.g., obesity, sleep apnea, cardiac), company wellness programs.

Insurance and Risk Management. Working with existing insurance carriers to better identify safety performance and analyze trends; tendering insurance requirements and evaluation of alternatives.

Product Stewardship. All phases of materials handling including types of trailer equipment, valves, hoses and safety procedures.

Cargo Securement. North American cargo securement standards; principles and detailed requirements; variances among U.S., Canadian, and Mexican rules; CVSA out-of-service criteria and best practices.

Cargo Tank Industry Issues. Safety and regulatory and training issues, including cargo tank rollover prevention and other unique challenges. Part180 and cargo tank cleaning practices and compliance.

Leadership. Executive and management characteristics, leadership training and development, and succession planning.

Motor Carrier Property, Real Estate and Facilities. Requirements and strategies for economical and efficient truck terminals and other facilities, both owned and leased.

Customer Focus. Measurement of customer satisfaction, developing and sustaining customer/supplier partnerships.

Acquisitions. Due diligence and future operating strategy development and implementation, human resources, facilities, equipment, safety and compliance, and environmental issues.

Strategic Planning. SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis, competitor analysis, product line and geographical focus.

International Operations. Establishing business operations throughout the Western Hemisphere; facilitation, interpretation, and translation services English-Spanish-French-Portuguese.

Critical Services to Motor Carriers

MCSA will help you start and sustain a proactive and comprehensive company program for safety and improved operations:

- Assess carrier performance and programs.
- Review crashes and incidents.
- Help develop safety culture and policies.
- Design risk management programs.
- Assess staff capabilities.
- Access web-based training services.
- Train trainers.
- Recommend safety technologies/software.
- Document safety programs and policies for internal and external (e.g., insurance) use.
- Provide certificates to each trainee for successful completion of training units.
- Provide testimonial letters to enable you to showcase your safety achievements to employees, customers, and insurance.

On-Site & Remote “Webinar” Options

MCSA’s professionals can travel to your site to provide services, or we can conduct similar discussions online via personalized private webinars. Face-to-face contact is always preferable, but the same discussions and presentations can be conducted remotely with greatly reduced cost and time commitments. Customized webinars are also an attractive option for companies with dispersed management teams.

MCSA Principals

MCSA’s principals have been leaders in industry, government, research, and training. They are:

Richard W. Carr is an experienced transportation safety executive. This includes executive roles with Quality Carriers, one of North America’s largest bulk carriers and Pioneer Transportation, a west coast private fleet bulk carrier. He also managed the safety of a 10,000-vehicle construction fleet and was Managing Director of Transurance Risk Retention Group. Contact: Dickcarr48@gmail.com, (904)646-7925.



Benoit Cayouette has 27 years of experience in transportation including 8 years in commercial vehicle enforcement and 19 years in Quebec’s government service as a motor carrier, truck and safety regulator. Mr. Cayouette has expertise in safe and seamless truck border crossings between Canada and the U.S. He has also worked on North American regulation harmonization. Contact: Benoit.c@oricom.ca, 418-573-6103.



Roger Clarke has worked for 37 years in airline, trucking, and motor coach transport. He served as a provincial safety official in Alberta for 32 of those years. During his government career Mr. Clarke developed partnerships with the truck and bus industry including serving as Chair of the NAFMP from inception to completion. Contact: roger.clarke@shaw.ca, (403) 318-1609.



Len Comtois is the principal of HSSE Consulting Services and has over 30 years of trucking and transportation experience. He has held senior compliance positions with industry leaders in bulk transportation and waste management. Areas of expertise include cargo tank standards, hazardous materials, carrier and workplace safety, border security and environmental compliance. Contact lcomtois2@gmail.com (514) 594-5174.



Barry Davy recently retired as Senior Vice President at Trimac Transportation. His experience in transportation management includes executive roles with Trimac, one of North America’s largest bulk highway carriers, and with CP Express & Transport, an international less-than-truckload carrier. He has been responsible for line operations, staff management, marketing, and sales. Contact: barrywdavy@gmail.com, (403) 288-8490.



Rodolfo Giacoman is the Founder of Alertness.Pro which helps professionals improve their well-being, alertness and productivity. Over the last two decades, Rodolfo has helped government, non-profits and private organizations achieve better commercial driver safety through education, information technology, and compliance programs. Contact: rodolfo@alertness.pro, (703) 751-9344.



Jennifer Hall has had a progressive career in justice and road safety in the public, private, and academic arenas. In establishing Sirius Strategic Solutions, she works both nationally and internationally on motor carrier issues. Jennifer is completing her PhD at the University of Victoria and is the Vice-President of the Canadian Association of Road Safety Professionals. Contact jkhall@telus.net or (250) 881-8503.



Peter Hurst has 42 years of government experience in transportation. This includes policy, regulation, and executive management of motor carrier safety for the Ontario Ministry of Transportation. Mr. Hurst has held leadership roles with the Commercial Vehicle Safety Alliance, the Canadian Council of Motor Transport Administrators and the International Registration Program Inc. Contact pdhurst53@gmail.com, (905) 347-0983.



Ronald R. Knipling is President of Safety for the Long Haul Inc. Dr. Knipling is the author of the first and only comprehensive textbook on large truck safety, entitled *Safety for the Long Haul; Large Truck Crash Risk, Causation, & Prevention*. The book's 13 chapters cover 100 different large truck safety topics. He has held senior government, university, consulting, and training positions. Contact rknipling@verizon.net, (301) 229-2023.



Rob Weston is the Principal of TransWest Consulting and has over 35 years of trucking and transportation experience. He has held senior management positions at the Trucking Safety Council of British Columbia, a BC-based trucking company, and the BC Trucking Association. Areas of expertise include regulation, policy, safety, logistics, human resources, training, and operations. Contact: rkweston@gmail.com, (604) 889-7439.



Other MCSA Services

North American Fatigue Management Program. The NAFMP assists carriers in managing driver fatigue and health proactively in ways that are complementary to HOS compliance. The program includes instruction for motor carrier executives, managers, trainers, dispatchers, shippers and receivers, and, most importantly, drivers and their families.



MCSA helps each carrier to start its NAFMP program and integrate it into its regular safety management systems. We can provide the full program (10 units, 15 total hours), or a one-day seminar capturing core NAFMP fatigue management concepts and information. Services can be provided in person or remotely via private webinars.

Services for Other Organizations. MCSA also provides consultation, research, training, and program development for associations, service agencies, insurance carriers, shippers, and for government agencies.

Conference Presentations and Training. MCSA principals are available to speak at conferences or management meetings on all of the topics listed above. We can also work with you to plan and conduct informative and engaging meetings for motor carrier executives, managers, and supervisors.



For more information, contact any of MCSA's Principals,
or visit: <https://carriersafety.info/>