

J. J. Keller®

Driver Qualification Services

We keep your drivers qualified
and reduce your risk.



J. J. Keller
& Associates, Inc.®

Since 1953



Driver Qualification File Management | Driver Qualification File Audit
Non-Regulated Driver File Management | MVR Monitoring

JKellerDataSense.com/dq-services | 888.473.4638



It's All About the Drivers

Hiring the right drivers and ensuring they also comply with driver qualification regulations is critical for the successful – and safe – operation of your company's fleet.

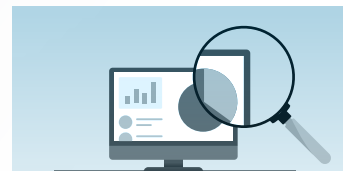
Quality driver candidates that meet DOT requirements are the first step. Making sure they're qualified in accordance with Parts 382, 383 and 391 of the FMCSRs is the second. Maintaining driver qualification then follows.



Whether you need to hire someone new, rehire a driver, or maintain the driver qualification file of an existing driver, J. J. Keller can help with a wide variety of services, including:

- Conducting a compliance audit of your driver qualification files
- Managing the compliance of you driver qualification files
- Ongoing monitoring of drivers' motor vehicle records (MVRs)
- Managing non-regulated driver files
- And more

The experts at J. J. Keller make it easy!



We manage over
170,000
 driver files annually!

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Who Needs a DQ File?

Managing driver qualification (DQ) files requires knowing a little about a lot of topics, ranging from driver applications to fed med cards. Here's what you need to know to keep your DQ files in compliance.

WHO NEEDS A DQ FILE?

Many mistakenly believe that the DQ file and other general safety regulations only apply to those operating a commercial motor vehicle (CMV) requiring a commercial driver's license (CDL).

However, all drivers operating the following vehicles on a highway or any area open to public travel — as defined in Section 390.5 — in interstate commerce need to have a completed DQ file:

- Vehicles with a gross vehicle weight (GVW) or gross vehicle weight rating (GVWR) or gross combination weight (GCW) or gross combination weight rating (GCWR) of 10,001 pounds or more;
- Vehicles designed to transport more than 8 people (including the driver) for compensation or more than 15 people (including the driver) not for compensation; or
- Vehicles transporting hazardous materials that require the vehicle to be placarded.

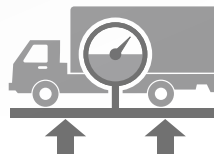
The definition above often catches those with company fleets off guard since it includes both CDL and non-CDL vehicle types.



5 Common Driver Qualification File Mistakes



General weight
for DQ file
10,001 pounds



General weight
for CDL
26,001 pounds

What's Required In a DQ File and How Long to Keep It

Certain items are created at time of hire and kept for the duration of employment plus three years. Other documents that are generated biennially, annually, or more frequently, may be discarded after three years. Here's a quick reference based on Sections 391.51 and 391.53:

DOCUMENT	MINIMUM RETENTION PERIOD
<input type="radio"/> Driver-specific application (§391.21)	Duration of employment, plus 3 years after it ceases
<input type="radio"/> Original motor vehicle record (MVR) from time of hire (§391.23)	Duration of employment, plus 3 years after it ceases
<input type="radio"/> Road test/certificate (§391.31) or a copy of the CDL as allowed by 391.33	Duration of employment, plus 3 years after it ceases
<input type="radio"/> Photocopy of Commercial Driver's License if used in lieu of a road test (§391.33)	Duration of employment, plus 3 years after it ceases (subsequent renewals not required in the file)
<input type="radio"/> Returned Safety Performance History inquiry, or record of your good faith efforts (§391.23)	Duration of employment, plus 3 years after it ceases and stored under the confidentiality requirements specified in §391.53
<input type="radio"/> Annual MVR (§391.25)	3 years from document date
<input type="radio"/> Annual documented review of the annual MVR (§391.25)	3 years from document date
<input type="radio"/> Medical Examiner's Certificate (§391.43(g))	3 years from document date
<input type="radio"/> MVR indicating medical status for CDL holders (§391.41(a)(2))	3 years from document date
<input type="radio"/> Documentation that you checked the National Registry of Certified Medical Examiners for driver physicals (§391.23(m))	3 years from document date
<input type="radio"/> Medical variance or exemption document, if applicable (§391.49/Part 381)	3 years from document date



We Provide More to Make DQ Compliance Feel Like Less

Our robust line of services includes a team of Compliance Specialists along with the powerful DataSense® platform, which uses your data to deliver recommendations for reducing risk and will soon be able to calculate your proprietary DQ Compliance and Safety Scores.

Dedicated Compliance Specialist

You'll work directly with our Compliance Specialists who have a wealth of experience, managing over 246,000 driver files annually. **They'll ensure your compliance by managing your recordkeeping, auditing that data for accuracy, identifying risks, providing regulatory guidance, and [more](#).**

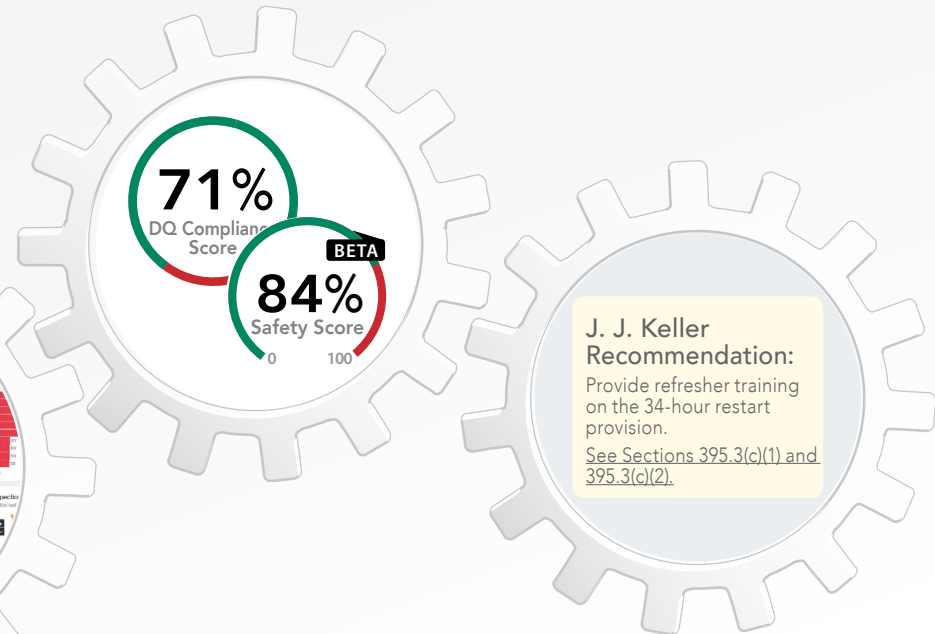


Robust Reporting

With the [DataSense® portal](#), you can access the website anytime to **view electronic driver files, get immediate information on your compliance, and use the reporting capabilities to view data from different perspectives.** This platform also aggregates your DQ data to help you pinpoint compliance gaps, spot trends, clarify priorities, and see the work we're doing on your behalf.

DQ Compliance and Predictive Safety Scores

Your DQ Compliance score shows you the percentage of your drivers that are in full DQ compliance. Your DQ Safety Score (Beta) helps you identify your greatest safety threats, prevent violations and benchmark key metrics. It's based on your drivers' behavioral data captured from MVR and CSA data.



AI Recommendations

Based on fleet data we aggregate on your behalf, and our decades of expertise you'll **receive expert recommendations and regulatory detail that allow you to take immediate corrective actions,** know where to focus your efforts, deliver driver remediation as needed and conduct more effective safety coaching.

The Value of Outsourcing

J. J. Keller lets you outsource your fleet's complex, labor-intensive DQ tasks and compliance monitoring to the industry experts. The value of outsourcing DQ compliance includes a many benefits:

- **Going above FMCSA minimums** to show that safety is a value and a priority at your company.
- **Gaining expertise** to be sure your company doesn't have compliance or company policy gaps.
- **Augmenting compliance efforts** if there's a shortage of workers or turnover in your safety or HR department.
- **Saving time** that's required by staff to undertake due diligence in consistently meeting every regulatory and company policy requirement.
- **Reducing risk of negligent hiring or negligent supervision.** If a crash leads to litigation, a plaintiff attorney will have the driver's DQ file scrutinized for anything missed in the hiring process, compliance or company policy.
- **Reducing the risk of unqualified drivers on the road** by getting notifications for any compliance deficiencies and advanced notice of expiring documents.



- **Understanding nuances of the requirements,** such as unique safety performance history data collection, document retention practices and accident reporting requirements.
- **Protecting your data** by training every associate on data security and achieving accreditation by the Professional Background Screening Association and ISO 27001:2013 certification. We also offer secure APIs and document upload features to further protect your data.

Let our Compliance Specialists keep your drivers qualified



Outsourcing your work to our expert team will ensure the accuracy of your DQ information, not merely the presence of data. They will also...

- Proactively **notify you of file deficiencies** and update them.
- Be available to **answer all of your regulatory questions.**
- Work with **multiple locations and drivers** to obtain all necessary documents.
- Collaborate on **targeted improvement areas**, such as expired drivers' licenses or missing medical cards.
- Procure **background checks**, audit them upon receipt and notify you immediately when needed.
- Ensure **new driver compliance** as they're added to your rosters.
- Maintain **accurate driver rosters.**
- Assist with FMCSA Clearinghouse compliance by **managing pre-employment and annual queries.**
- Manage **records retention**, purging online documents according to the retention timeline stated in the regulations.
- Provide **audit support**, gathering the required paperwork and being there during the audit process for auditor questions.

The Industry's Most Complete Suite of Services

Maintaining accurate, complete, and compliant driver qualification files is a job unto itself. Let J. J. Keller's compliance experts and our DataSense[®] platform manage that time-consuming work for you, so you can focus on other priorities.

Choose from our complete portfolio of driver qualification file management services:

DRIVER QUALIFICATION FILE AUDIT

This comprehensive audit reviews your files to identify missing, expired or incomplete documentation to ensure compliance with FMCSR Part 391 requirements. This is a critical first step in establishing your baseline compliance for future benchmarking.

DRIVER QUALIFICATION FILE MANAGEMENT SERVICE

Let us help you maintain your DOT driver documents in accordance with Part 391 requirements. Your Compliance Specialist will monitor your driver qualification program and you'll receive advanced notification of expiring documents. This service also includes an initial file audit.

NON-REGULATED DRIVER FILE MANAGEMENT SERVICE

Keeping driver files for your non-CMV drivers is a best practice that helps protect your company by showing due diligence in an accident or litigation.

MVR MONITORING SERVICE

This service provides on-going monitoring of your drivers' records for negative events. Getting this information more frequently than the annual pull allows you to remove unsafe drivers from the road faster and provide timely coaching. We monitor both regulated CMV drivers and non-regulated company-vehicle drivers.



Data Integration Capabilities

We offer **Application Program Interfaces (APIs)** that seamlessly integrate the data we can collect from your driver applications, HRIS, LMS or other systems to improve compliance across your entire driver employment process.

RECRUITMENT

Collect DOT-compliant driver applications.

PRE-HIRE

Screen potential new driver hires using the drivers' employment application data.

PRE-QUALIFICATION

Pre-qualify new drivers before they're hired using the collected data.

ONGOING QUALIFICATION

Ensure ongoing driver qualification compliance using the data we continually collect, from DQ file contents to MVRs.

Driver Qualification File Management Service

This service provides our team of experts to keep your drivers qualified, on the road and in compliance with FMCSR Part 391 by **managing all of your driver qualification (DQ) documentation.**

This service helps you...

Conduct an Initial File Audit

An audit of your driver qualification file contents will be conducted covering over 170 items in each file, verifying the accuracy of the information, not simply the presence of data.

Create Online DQ Files

We'll establish a centralized database in the DataSense® portal of driver qualification files for all your drivers at all your locations.

Fix Non-compliant Items

An action plan will be created to fix any incomplete, missing and expired files to bring you into full compliance quickly.

Hire & Qualify Drivers Faster

Hire and qualify your new drivers faster and easier than ever before. Our Driver Applicant Management hiring dashboard lets you quickly create custom job profiles, and our applicant center allows you to collect driver applications and related documents to streamline the entire process.

Manage Ongoing DQ Compliance

We'll perform ongoing auditing of drivers' file contents to identify missing, expiring, and incomplete documents, then send you daily notifications of these compliance deficiencies and advanced notice of documents that will be expiring.

Assist with Clearinghouse Compliance

We'll manage your pre-employment and annual queries of the FMCSA Drug & Alcohol Clearinghouse for CDL drivers.

Support You During an Audit

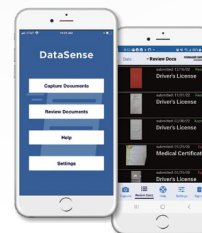
Expert advisement will be provided in the event of an audit, including explaining the audit process, providing instructions on how to present your records, help preparing requested files and answering your questions throughout.



DQ Compliance for Canadian Fleets

We can also address the unique needs of Canadian fleets that must comply with provincial regulations by providing them with:

- New hire Canadian and US DQ file packets (CDL and non-CDL)
- Training certificates available in French Canadian and English
- Canadian DQ files audited to the Alberta requirements
- Compliance alerts emailed in English and French Canadian



DATASENSE® APP

Your drivers can submit required documents directly to us.

[Learn more.](#)

Driver Qualification File Audit

This audit is a critical first step in establishing your baseline compliance level for future benchmarking. Upon completion of the audit, **you'll receive a custom Compliance Summary of the results**, with the option to have J. J. Keller work with you to correct any file deficiencies and get you into compliance. **Your files will be centralized and stored electronically in our DataSense® portal where you'll have 24/7 access.**

As part of this comprehensive audit, we will check your files for:

- Application for Employment
- Medical Examiner's Certificate
- Medical Examiner's National Registry Verification
- Physical Disqualification Waiver Letters
- Driver's License
- Record of Road Test and Certificate or Commercial Driver's License (if accepted in lieu of road test)
- Previous Employer Information Requests
- Safety Performance History Records Request
- Driver Motor Vehicle Record (MVR) from applicable states
- Annual Review of Driving Record
- Entry-Level Driver Training Certificate (if applicable)
- Hazardous Materials Endorsement (if applicable)

Understanding your compliance is critical to keeping qualified drivers in your fleet and reducing your risk!

Non-Regulated Driver File Management Service

Keeping driver qualification files for your non-CMV drivers is a best practice that can help protect your company by showing due diligence in an accident situation or litigation.

Your Compliance Specialist will **monitor and audit each driver's license, motor vehicle record (MVR), and MVR release consent, checking the accuracy and integrity of each item.** They can also manage your company-specific policies such as cell phone, alcohol and drug, and company car use, as well as proof of insurance.

Many clients have us manage both their regulated CMV drivers and their non-regulated drivers, because they **get full visibility to all company drivers through one service.**



Background Checks & Add-On Services

As a client of any of our driver DQ services, you can choose from these additional services that will further improve your fleet's DOT compliance.

J. J. KELLER® SERVICE	REGULATORY REQUIREMENT / BEST PRACTICE	HOW THIS SERVICE HELPS
Driver Applicant Management	Recruit new drivers while identifying those who pose a safety and/or compliance risk.	We will provide an online applicant center and driver applicant center to make it faster and easier to hire and qualify drivers in compliance with the regulatory requirements.
Motor Vehicle Report (MVR) Ordering OR Ongoing Monitoring	Section 391.23 requires an MVR on new drivers, and Section 391.25 requires that an MVR and review of drivers be done at least once every 12 months. Section 391.51 requires that, for CDL drivers, an MVR showing the driver's current certification status be in the DQ file.	We will obtain MVRs for your new driver hires, drivers receiving annual reviews, CDL drivers getting new medical certification, or for any other need (for example, if a company policy requires an MVR after an accident). On-going MVR monitoring also available.
Motor Vehicle Report (MVR) Scoring	Identify drivers who pose a safety and/or compliance risk.	We can take the Motor Vehicle Report (MVR) Ordering Service a step further by allowing you to see at a glance the risk level your drivers pose.
DOT Employment Verification Ordering <small>(Safety Performance History Records Request)</small>	Section 391.23 requires motor carriers to request a safety performance history of drivers, including three years of work history at DOT-regulated employers, three years of information about DOT accidents a driver was involved in, and a driver's DOT drug and alcohol testing history.	We will attempt to contact a driver's previous employers, obtain the necessary information, and document it in accordance with the regulations.
DOT Previous Employer Verification Service	Section §391.23(g) requires fleets to respond to a safety performance history records request (SPHRR) within 30 days of receipt.	We will handle all SPHRRs, including verifying that the former driver served in a DOT role, completing the drug & alcohol and accident history sections, creating an electronic file of the document for your records, and sending the completed SPHRR to the driver's prospective employer. (Available for clients of DOT Drug & Alcohol Program Management Service as well as a DQ service.)
National Registry Verification	Section 391.51 requires the motor carrier to verify that the medical examiner on a driver's medical card was listed on the National Registry of Certified Medical Examiners at the time of the exam.	We will confirm that the medical examiner who performed the driver's physical exam is certified to examine drivers and is listed on the National Registry. Then we will document that information and include it in the driver's electronic DQ file.
Pre-Employment Screening Program (PSP) Service	The FMCSA allows motor carriers to research prospective drivers and view three years of the driver's roadside inspection data and five years of the driver's crash history. (Must be done prior to hiring a driver.)	We will collect the pre-employment screening data, then apply FMCSA's Safety Measurement System scoring methodology to help you evaluate your potential new drivers.
California Employer Pull Notice (EPN) Program Service	California Vehicle Code 1808.1 requires employers who have CDL drivers who regularly operate in California to participate in an ongoing review of driver records.	We will enroll your drivers in accordance with the requirements of this program.

MVR Monitoring Service

With this service, **we'll monitor your drivers' records year-round and notify you of a driver's high-risk behaviors as soon as we're notified by the state**, so you can immediately remove them from the road and provide corrective coaching.

Your Compliance Specialist will...

Run Baseline MVRs

Baseline compliance levels will be established for your drivers for future benchmarking.

Create Electronic Files

A centralized database will be established in the DataSense portal of electronic driver records for all your drivers at all locations.

Monitor Drivers' MVRs

We'll monitor your drivers' MVR for negative events.

Notify You of Negative Events

Get notifications of negative events related to your drivers, including the MVR itself that we'll order from the state and audit for completeness and accuracy.

Enroll Drivers in Corrective Action Training

Your offending drivers will be enrolled in a high-impact J. J. Keller® training course targeted to correct the negative behavior

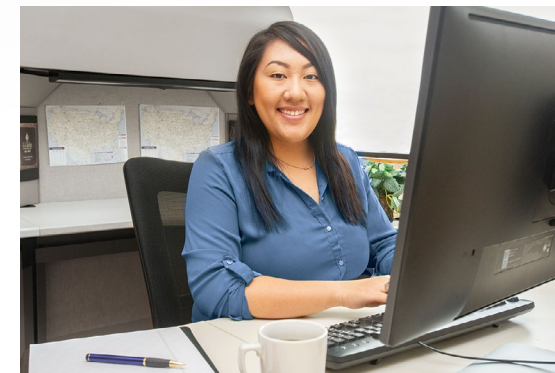
Support You During an Audit

We'll provide expert advisement in the event of an audit, including explaining the audit process, providing instructions on how to present your records and answering your questions throughout.



Examples of Negative Driving Events We Monitor For:

EVENT CATEGORIES	EXAMPLES
Alcohol & drug violations	Driving or operating a motor vehicle under the influence of drugs or alcohol, refused to submit test for alcohol
Improper driver behavior	Improper driving behavior, leaving an accident before police arrive
Equipment violations/hazards	Failure to use lights as required, seat belt not used properly
Maneuvers - illegal or improper	Reckless driving, failure to obey stop sign, following too close
Speeding	Driving too fast for conditions, driver over the regulated or posted speed limit



Why MVRs are Key to Driver Qualification



A Motor Vehicle Record (MVR) is a report of a driver's driving history as reported by a state's Department of Motor Vehicles. Information on this report can include:

- Driver's license number
- License issue date and expiration date
- Type of license
- License suspensions
- Driving restrictions
- Accident reports
- Traffic violations
- Driving record points
- Vehicular crimes
- Medical certification status for CDL drivers

This information allows you to identify and remove unqualified and/or unsafe drivers from the road and provide immediate coaching.

Who Needs an MVR?

Anyone who drives a commercial motor vehicle (CMV) on a highway in interstate commerce is required to have an MVR, with few limited exceptions. Intrastate-only drivers must follow their state's driver qualification file requirements, which may be the same or different than the federal requirements.

When Are MVRs Needed?

For new non-CDL drivers, you must have the MVR within 30 days of hire. For new CDL drivers, you must have the MVR showing their medical status before the driver can operate a CMV. If you're sending the CDL driver for a new medical exam, you must have the MVR within 15 days following the exam.

In order to make sure all of your drivers continue to be properly licensed, you're required to request an MVR once every 12 months starting at their one-year hiring anniversary. Someone within your organization must document the annual review of the driving record, looking at convictions in both personal vehicles and CMVs. This alerts you to patterns of unsafe driving despite their still being licensed.

For CDL drivers, you also need a new MVR within 15 days of every medical recertification to make sure the most recent medical exam has been added on to the record.



“Having access to the experts at J. J. Keller has made the fleet management part of my job a lot easier. New hire driver compliance that used to take fourteen days is now taking less than five.”

Nolan Waters
Hawthorn Senior Living LLC



J. J. Keller's Purpose

To create safer workplaces and highways, so your employees thrive and return home each day to the families who love them.

Why J. J. Keller?

For nearly 70 years we've been helping fleets like yours run safer, more efficiently, and with reduced regulatory risk. Our safety and compliance specialists have over 300 years of combined regulatory experience. When you partner with us, you'll join over 500,000 customers, including 90% of the Fortune 1000® companies and 99% of the top 100 private motor carriers.

Discover how J. J. Keller goes the extra mile to make sure you have qualified drivers.

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