

# COVID-19 BEST PRACTICES

## AN NPTC OPEN FORUM ABOUT HOW FLEETS ARE COPING

With the stunning outbreak of the Coronavirus (COVID-19), many NPTC Fleet members have turned to NPTC to learn what other private fleets were doing to cope with this novel virus and protect the health and safety of their workforce.

If you would like to contribute suggestions about what is working in your fleet (or even what is not), please send your information in to NPTC Senior Vice President Tom Moore ([tmoore@nptc.org](mailto:tmoore@nptc.org)). He will keep updating the list of best practices and share these in subsequent Weekly Updates. We will keep your submissions confidential and not share your identity with anyone. These shared best practices are at the heart of what makes NPTC such a valuable resource to NPTC members.

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**i HOW DO I GET EMERGENCY TEMPORARY OPERATING AUTHORITY?**



**From the FMCSA –**

- The FMCSA has issued a notice that it will not enforce the \$100 fee for temporary operating authority, but you still must apply for the authority. As a private carrier operating with for-hire authority, you would need a minimum of \$750,000 in liability coverage, and your insurer must file evidence of coverage with the FMCSA.
- The process for requesting Emergency Temporary Authority (ETA) for those Carriers with an existing USDOT #. If they do not have an existing USDOT #, an MCS-150 must also be submitted. The FAQ link at the bottom explains further.
- ETA OP-1 Applications will be submitted by the carrier to the FMCSA Contact Center, via one of the methods below. Carriers should annotate 'ETA' on the application.
- Senture will mark the application for ETA processing and will escalate the application to Tier 3 in the HQ Registration Queue.
- The FCMSA Registration Office will process the applications without delay.
- The FMCSA Registration Office will verify both BOC-3 and Insurance are on file before notifying the carrier their ETA application has been granted.
- The certificate granting ETA authority will be automatically generated and mailed the next business day, if the BOC-3 and Insurance are on file.
- The FMCSA Registration Office will track all incoming ETA applications in Sharepoint.
- The FMCSA Registration Office will provide a daily or weekly count of ETA applications and their status.

**Methods for filing ETA OP-1 Applications**

- **Online Form** [ask.fmcsa.dot.gov](http://ask.fmcsa.dot.gov) (select email at the top of the page)
  - For ETA OP-1 Applications that are submitted via the online form, the applicant will receive a confirmation number by email.
- **Fax: (202) 366-3477**

**i GENERAL GUIDELINES**

The most effective weapon against COVID-19 is soap (for seats and dashboards, of course). It doesn't need to be antibacterial. Pretty much any household soap will do. Soap interacts with viruses in a similar way it does with oils: it breaks them down. The good news is that the virus has an oil-based enzyme that serves as its outer protective barrier that can be obliterated by common, everyday soap and warm water. So, a simple soap scrub will annihilate any viruses in your truck, and soap is unlikely to degrade your interior surfaces the way many cleaners can. Scrubbing your hands for 20 seconds applies here, too. You can't just move some soap around and then rinse it off. Soap needs time to surround and break down the virus.

When cleaning, wear disposable gloves. And be sure to pay special attention to door handles, the steering

wheel, the shifter, seat belt buckles and other surfaces you touch the most. It's not a good idea to be splashing water all over the electrical components of the dash or even the steering wheel, and bleach solutions are obviously not a good idea for interior fabrics and materials. The comprehensive list (online [here](#)) from the Environmental Protection Agency of cleaners that are effective against the virus includes plenty of bleach-free sprays and wipes.

## **i** HOW SHOULD WE BEST CONDUCT ROAD TESTS AND/OR DRIVER TRAINING IN THIS NEW ENVIRONMENT?

The CDC has recommended social distancing as a must to prevent the spread of the virus. However, as a trucking entity we are tasked with evaluating an applicant's driving abilities and properly train them.

- For us, all driver training has been postponed until our school re-opens, and we don't have any current driver applicants in the pipeline so road tests haven't been an issue. I will say though for social distancing we've eliminated sending two drivers in the same cab for any reason.
- We have told our Road test evaluators have driver get in the cab and they are to follow in the cab. Before they leave on the road test to call the driver on cell phone and put on speaker and give them instructions from there over the phone and fill out the form based on memory when they get back to office.
- At this point, the only thing we can do is have the trainer and the trainee enter the cab from different sides, establish understood boundaries in the cab. This is, of course, after the cab has been thoroughly wiped down with disinfecting cleaning cloths., then do the same at the completion of the road test. If at all possible drive with the windows down to pull any particles out of the cab while in motion. (Use the CDC Risk assessment <https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html> that has changed two times so far, to determine if the driver or the examiner have come into "close contact" as defined by the CDC. Look at the incubation period guidance at <https://annals.org/aim/fullarticle/2762808/incubation-period-coronavirus-disease-2019-covid-19-from-publicly-reported> to evaluate if either party may become symptomatic or not. If low risk of any symptoms developing does the road test. If high risk or if being in close contact as defined by CCD, then wait to do the testing until the home isolation period has expired for either party. CDC home isolation <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html>
- Instead of ride along or road tests where the vehicle is accompanied by more than (1) Team Member, I recommend a "follow behind". The instructor or Team Member conducting the training/observation can follow behind the equipment and gather feedback. I think this will provide the instructor even more visibility in terms of space management around the vehicle and what the driver is doing to avoid hazardous situations. As far as what's going on inside the cab, perhaps a Go-Pro can be used to access best practices that should be used inside the cab, but that might require some legal approval first, not sure this portion of my idea will ever be acceptable?
- We disinfect the cab of truck before and after each test and require the both the candidate and tester to wear masks and gloves during the entire road test.
- Road tests are as follows, Observe DVIR process, direct the driver what route to take (usually a local delivery location), follow them in another company vehicle, observe them backing into the store, review captured video
- We have postponed certain training exercises that require close proximity. We are still doing road testing, but forego the Smith System group at this time.
- Road tests have been done with the applicant going through the usual pre-trip inspection and backing components. The tester observes six feet distance from the applicant. If the tester feels comfortable with what is observed they travel to a local store, the applicant driving the vehicle, the tester in another vehicle. Training is conducted similarly. The trainer is leading the trainee to a store. Once there the trainer instructs the trainee on store deliver processes. We also are trying to develop a Plexiglas barrier we can place in the cab. Much to work through on this.

- There are a couple of exemptions having to do with road tests that can be used in place of doing the road test:
- If the driver is strictly hauling in direct support of the declared emergency, then Part 391 (including the road-testing requirement) does not apply. However, as soon as the driver does any driving not covered by the emergency declaration or the declaration expires, the driver will need to be fully qualified, including have passed a road test before operating.
- The carrier can accept one of the two equivalents to a road test provided in §391.33 (a copy of a road test certificate issued by another carrier within the previous three years or a copy of the driver's CDL). Some carriers that are using this option are going one step further and using onboard video technology to monitor the driver initially, to verify the driver does have the skills the driver's license and experience implies.
- One option is to delay the road test and not use the new hire until after the worst of the pandemic has passed. This is a very real option if either of the people involved in the road test have any symptoms of infection (dry cough, unexplained fatigue, fever, etc.). If the road test cannot be delayed and neither of the exemptions apply, the road test will need to be done before the driver operates on his or her own. If the road test is done, then precautions should be taken to protect the driver and examiner. Common precautions can include (this is not an exhaustive list, nor is it a guarantee that if one of the individuals is infected the other party won't become infected):
  - Maintaining safe distance during the pretrip portion of the test.
  - Avoiding being upwind or downwind of the other party. When the driver and examiner are standing outside, if they are close together for some reason, neither should be downwind of the other (they should stand so the crosswind passes between them).
  - Minimizing the time the two are together in the cab (paperwork, briefing, debriefing, and any other discussions should be done before or after the road test, not in the vehicle).
  - Maintaining as much distance as possible when in the cab and not creating any common touch points (at no time should one person touch something in the vehicle the other person has touched).
  - Restricting uncontrolled, large quantities of incoming air (such as an open window at road speed) to avoid pushing droplets around the cab in the airflow. Part of this is making sure both doors are not open at the same time when the driver and examiner are entering or exiting if it is windy outside.
  - Setting dash air control to intake fresh air, not recirculate, to avoid circulating droplets (Note: At this point it is believed the disease is not airborne, as in carried in small aerosolized droplets, and it is only spread by droplets moving directly from person to person or contaminating a surface the next person comes into contact with, but controlling air flow will not hurt anything).
  - Washing hands before and after the test (both the driver and examiner) and both individuals should avoid touching their faces.
  - Wearing at least work gloves at all times and washing or disposing of the gloves immediately after the test (both individuals should avoid working bare-handed). Note: Non-body substance isolation (BSI) gloves are of course not as effective as BSI gloves, but something is preferred to nothing. Both the driver and examiner should never touch their face while wearing their gloves.
  - Cleaning/disinfecting any common equipment between uses (even pens).
  - Having each person wipe down their area when done, using disinfectant wipes on anything that was touched (steering wheel, door handles, seats, etc.).
  - Using their own pen when completing any paperwork.
  - Considering having both driver and examiner wear at least cloth masks. However, masks cannot be effective unless used in conjunction with all of the above recommendations.
  - As far as passing documents back and forth, if the document only needs to be read by the other party (such as the examiner verifying the driver's license and medical card, and recording the license the number), pictures can be used or the driver can roll the driver's side window up and hold the document against it while the examiner reads or records the number from the outside. If the document must be signed by both the driver and examiner, both should avoid bare-handed contact with the document.

## **i WHAT ARE OTHER FLEETS DOING IF AND WHEN ONE OF THEIR ASSOCIATES TESTS POSITIVE FOR CORONAVIRUS?**

- We have a number of employees out of work now either because they are sick or because they are afraid to work. So far, we've been lucky that nobody has tested positive. Our plan when this happens is to notify our employees that we did have an employee that tested positive, alert the department of health and follow their directions explicitly as far as next steps. We've been extremely proactive since the outbreak and have stepped up our cleaning and sanitation schedules, promoted social distancing in all areas, promoted extreme handwashing, encouraged employees that are sick to stay home, and even brought in two different outside companies to do on site sanitation as well as weekly sanitation inside our tractors.
- While this has not occurred yet, if it does, we will conduct a thorough cleaning of the vehicle that the driver uses and instruct the driver to stay at home until medically cleared.
- The associate is immediately told to quarantine if not held at the hospital. All associates that had contact with them in the past fourteen days are notified of a person (no name given) has tested positive. They are encouraged to get checked and are allowed to quarantine at home. If at all possible, arrangements are made for them to be able to continue to work from home or a remote area. All areas the person(s) were at are thoroughly cleaned by a third-party cleaning company.
- We have a full reporting to a crisis response center. Review trips to identify potential exposure locations
- We have put a plan in place to pay an employee two weeks pay and stay home – whether it is the employee or his immediate family. As you can imagine, we are VERY busy since we are on the list of essential products. Our company just announced that the company is shutting down Friday before Memorial Day, so there will be an extra holiday pay. Also giving all employees an extra day vacation that must be used by end of June.
- We have our HR and EHS leaders take point on each case. We evaluate and investigate each case. Establish a timeline (virus lives in air 3 hours, 24 hrs. on cardboard, 72 hours on stainless steel and plastic). We look at symptomatic vs. asymptomatic using the incubation period as a tool. From there, we give a risk assessment and look to see co-workers were in close contact as defined by the CDC. From there, we decide on length of home isolation or referral for medical evaluation and/or testing.
- If/when a Team Member tests positive for COVID-19, all HIPPA guidelines must be followed, limit the number of people this information should be communicated with (obviously the fewer the better). Create a policy/procedure in the event a Fleet/Transportation Manager is told one of his drivers has tested COVID-19 Positive, next steps, when he/she can return to normal duties, communication with everyone exposed to that Team Member, etc. Stay off of email and text messages, all lines of communication should be shared verbally with the limited number of folks you and your organization have labeled as “first responders.” Immediately quarantine the assigned asset that driver was accountable for.
- Protocol is to follow CDC guidelines. If a driver develops symptoms, we will track down (or attempt) everyone they may have been in contact with.
- We require self-quarantine for 14 days and 48 hours symptom free after the original 14 days, along with a doctor release.
- We are following CDC guidelines for quarantine and isolation if required. We have no active cases in our company at this time.

## **i SINCE THE OUTBREAK OF COVID-19, HOW HAS YOUR DRIVER COMPENSATION STRUCTURE CHANGED?**

We are not looking for a specific pay scales, numbers or amounts, but how fleets have changed their compensation to recognize the new environment. For instance, are you including hazard or emergency pay or other incentives?

- All employees are being paid an award for every hour worked for the month of March and the month of April to be paid out in two separate checks. The company may decide to extend this program if conditions persist beyond May 3.
- Hazard pay for all associates that are working in the stores / Dc's /field and includes drivers.
- No changes.
- Added weekly "Hero Pay" too all associates
- We have increased our hourly pay
- We have added a weekly "essential employee" bonus for our Drivers.
- Not at this time
- The company instituted a bonus for every hour worked going back to March 1st and until further notice

## **i WHAT ARE COMPANIES DOING TO HELP REDUCE THE RISK OF POSSIBLE EXPOSURE IN REGARD TO LIMITING INTERACTION WITH OUTSIDE OVER THE ROAD DRIVERS OR VENDORS, AND THOSE WORKING IN RECEIVING OFFICES AND LOADING DOCKS?**

- Drivers are to remain in their cabs, some vendors are making drivers fill out a questionnaire and even taking their temperatures before allowing them on property.
- Training, spraying down/off DC's and trucks every two weeks, Social distancing and some PPE depending on position. Washing totes when they return., Quarantining return loads from stores that had a known infected employee, looking at installing Plexiglas windows at cashier.
- We have set up exterior tents or placed a plexiglass partition between the drivers and inside personnel. The documents are sent through a bank teller type tube limiting transfer of the virus. All touchpoint areas are wiped down hourly.
- Facilities are "pre-screening" anyone entering with a Covid-19 health questionnaire, safe distancing is monitored, and, in some cases, drivers are asked to remain in their vehicles
- I have supplied all drivers with sanitizer, disposable gloves and instructions on how to use properly. I have also authorized some meals to be purchased and paid by the company. I have also put together some "goodie" bags of snacks and gave to each driver. Oranges, apples, beef sticks, granola bars, etc.
- We have limited access to our facility, for those who need to enter, we go through a questionnaire and take temperatures.
- Drivers are not allowed on the docks and they must use the lumper service. Extra Porta-Potties have been brought in.
- We have asked that no one leave their cabs at the fuel islands, not even to use the bathroom facilities, all fueling is done by the fuel island attendant.
- I've heard that paper manifests and BOL's have completely gone away, specifically within grocery and food service distribution. Signatures and discrepancies, overage and shortages are notated via email from distributor to the vendor, etc., driver remains in the tractor cab, bathroom, driver breakroom facilities are closed off to them.
- We are seeing more and more limited human interaction. (bills in nose of trailers, mailboxes for paperwork, intercoms, some require a self-declaration each time for each driver.
- If we are going in to one of our places after hours. Drivers have disposable gloves (with instruction sheet on proper way to wear and dispose) and sanitizer. If going to one of our places during working hours, the driver opens the doors, puts paperwork in trailer and then backs into the dock and calls the receiving department. They unload him, sign paperwork and call him back to say they are done and out of the trailer.
- We have heightened our daily sanitation and have done a deep clean of the areas that third parties utilize. We have also equipped our team with masks and working on spit shields when discussions need to occur. We are working on a paperless invoice program to limit the handling of paperwork.

- Non-Essential personnel are now given the option to work from home. Operations personnel (WH and Transportation) are still reporting for work. Company is providing extra PTO Days to those employees who do not WFH to be used later in the year.
- Customers are actively changing delivery procedures across the country. Drivers are no longer allowed inside the building; we are instead performing outside drops and the product is being brought inside by the customer after they sanitize. Deliveries in high-risk facilities have had these practices in place for over a week now. We are complying with all customer requirements. Most places where drivers are allowed access are now performing non-invasive temperature checks and questionnaires regarding potential exposure.
- We have actively been sharing information with drivers in the form of memos, postings and one-on-one discussions. We are sharing the changes at customer deliveries, our active plans and procedures, and how they should escalate any issues they come across.
- Drivers are actively being instructed to monitor health and stay home as needed. Supervisors and managers are being asked to actively monitor employee health and send people home proactively if they appear symptomatic.
- Housekeeping is being maintained at a high level inside facilities. Drivers are provided disinfecting product for their use in the trucks. If a driver is sent home for sickness (regardless of symptoms), we are actively disinfecting all equipment. We are limiting building access to outside carriers dropping off and picking up; normally they can come in and unload, now we are loading/unloading and keeping the drivers away from the loading docks.
- We are currently developing business continuity strategies if capacity is impacted. We are actively looking at capacity with existing partners and working to find alternative carriers in markets. We are considering the impact of using contracted carriers /1099 owner-operators who may not have full health insurance and sick-day policies.
- We are putting more scrutiny on who is allowed into our buildings. For example, we are not allowing transportation suppliers in for visits. For vendors who are delivering, we are requiring signatures that they haven't been exposed before they are let in.
- We are distributing anti-bacterial hand gel and instructing on proper hand washing as well as just plain educating on how virus spreads.
- We are purchasing supplies (hand sanitizer, gloves, wipes, etc.), training drivers on prevention. We are also have them do a risk prediction on the basics for the virus...like what risk do you have when pumping gas? What can you do to reduce your risk?
- We're not doing anything with Drivers' day to day operations. We are postponing any events or meetings (Safety Banquets, etc...) that are held at offsite venues and/or that would include Driver spouses to limit exposure. We're limiting air travel to business critical and are flooding awareness about general hygiene and handwashing, using anti-bacterial wipes, etc....all of our conference rooms and common areas are supplied with anti-bacterial wipes.
- This was determined to be best course of actions by our internal experts on the subject. We are not supplying masks and gloves for driver or employee use; all it does is waste precious pandemic resources and take the away from those who need them. OTC masks may not properly prevent transmission, and untrained users may end up using them improperly. This causes a false sense of protection and increases the risk of transmission.
- We have made available disinfectant wipes and hand sanitizer for all drivers to wipe down the equipment to prevent spread of disease. Housekeeping has been kept at a high level to keep common areas clean. All employees are being reminded of the necessity to wash their hands properly and frequently, and to maintain good practice in preventing disease spread: cover your sneezes and coughs, avoid touching your face, and limit contact with others when sick. Employees who are sick are expected to stay home from work to avoid contact with others.
- We are seeing customers who are increasing their response level, up to and including checking drivers for signs/symptoms of flu (non-contact fever readings primarily) before allowing delivery. This is occurring in places where there is a high-risk population (nursing homes, etc.), and in places where there may be a

higher chance of infected outside personnel coming in contact with patients and employees. We are complying with all customer requirements at this time.

- We have contacted staffing agencies in the event of a quarantine. We have also pulled hand sanitizer and disinfectant wipes from our inventory and made those items available to our associates only.
- We have made materials available from the Center for Disease Control to all of our drivers.
- We have implemented a “clean sweep” program whereby my shops as part of the PM process are to disinfect the interior of the tractors and provide a bottle of Clorox wipes inside all cabs. We will remain anonymous on these items.
- Some of our tactics include:
  - Information: flyers with tips and techniques to stay safe and avoid contamination
  - Cleaning: sanitary wiping materials provided to all drivers and we have increased our quantities of gloves that we give to each driver, allowing for more frequent disposal of existing gloves
  - Daily driver startup meetings were moved from conference rooms / offices to more open warehouse areas
  - We temporarily stopped any slip-seating activities and rented more vehicles to give each driver their own truck for the time being.
  - We’re also starting to do temperature screening at all of our sites.
- All our drivers are provided with PPE. They notify the store upon arrival and wait in the truck for the store to unload. If they have to enter the backroom its for a short period of time and they practice social distancing.

## **i WITH MANY STATES SHUTTING DOWN THEIR DRIVER LICENSING OFFICES, WHAT STRATEGIES ARE OTHER FLEETS ARE EMPLOYING TO KEEP THE PIPELINE OF NEW DRIVERS OPEN AND FLOWING?**

- At this point all State license centers are closed. Drivers will renew licenses and update medical certificates when practical.
- We have a hiring freeze on and are utilizing 3PL in our areas of seasonal uptick. Not what we prefer, but it does make it easy to see the increase in costs of utilizing 3PL at the end of the pandemic, helping justify our private fleet.
- This is going business as usual for us, we are onboarding new drivers weekly, with a skeleton staff and limited to 2 new hires/ week to allow for social distancing.
- We use an on-line service and can at least access the last most recent version of the record.
- This is the tricky part due to many states shelter in place directives, people are scared to travel, and frankly our office staff is concerned about them coming into the office, so we are seeing a substantial slow down recruiting drivers.
- We have partnered with several driver leasing companies that have employees displaced in other industries. We have also established several partnerships with food service companies for driver, warehouse labor and equipment

## **i HOW HAVE YOU BEEN DEALING WITH REGULATORY WAIVERS AND EXEMPTIONS DURING THIS PANDEMIC?**

- Nothing about what we are doing can be considered normal as all of our deliveries contain “essential” food, products or medicine. Drivers are maintaining their logbooks and we are making sure they have at least 10 hours off between shifts, but otherwise we’re pretty much self-regulating driver hours to cap at about 70 in a week.

- We briefly allowed our drivers to work 7 days per week. Once we were able to adjust with additional assistance, we returned to adhering to the Hours of Service rules. We have not had any issues with medical cards. We use a service that can run MVR's.
- When it comes to CDL renewals and medical recertification, we consider it business as usual. If no facilities are open, we document the process. Those with an expired CLD will have their MVRs run monthly until renewals are complete. Our third-party medical review officer will review previous DOT medical certifications to determine fitness. We still require CPAP, BP, Blood Sugar tests and expect compliance. We know only 1.5% of medical facilities have closed or have limited hours or services. Random drug/alcohol test as expected to be completed as well. We will make up any tests by EOY to make testing percentages. We are using not using the HOS exemption.
- We have given all drivers and employees letters noting that we are an essential industry and need to be on the road.
- Two respondents indicated that they had not taken advantage of any of the waivers
- We place copies of waivers in trucks along with cover letter from Fleet Safety.
- We are not using them without approval from fleet manager or above.
- We are considered "essential" and have had our busiest weeks of the year the past three weeks. Nevertheless, we haven't used the exemption yet.
- We have developed a document for the waiver in addition to tracking what drivers this may impact. We also developed a document so in case they do not qualify for the waiver based on the Terms, Conditions and Restrictions of the Waiver Program from the FMCSA. We are adding this document to the DQF as well and making sure the driver has a copy of it.
- We are still choosing to keep our drivers under normal HOS so we do not burn them out.

## CHECKLIST OF ITEMS TO CLEAN AT SERVICE INTERVALS

Outside of Truck/Tractor	
Key and Key Fob	
Door Handles	
Grab Handles	
Hood Latches	
Hood Pull	
Fuel Cap	
DEF Cap	
Oil Dipstick	
<b>Tractors Only</b>	
Airline Glad Hands	
Trailer Electric Cord	
Fifth Wheel Latch Handle	
<b>Straight Truck Only</b>	
Rear Box Grab Handles	
Liftgate Handles and Locks	
Liftgate Control Switch	
Rear Door Latch and Handle	
Inside the Truck/Tractor	
Steering Wheel	
Inside Grab Handle	
Seat Belt Connections	
Gear Shift Knob/Stalk	
Window Controls	
Mirror Controls	
Arm Rests	
Visors	
Turn Signal Stalk	
Console/Cupholders	
Air Supply Valve Knob(s)	
Light Switches/Dash Controls	
Seats and Adjustment Controls	
Inside of Windshield	
Door pulls	
Additional Items for Sleeper Tractor	
Sleeper HVAC Controls	
Curtain	
Mattress	
Vents	

## **i HOW DO YOU THINK THINGS WILL LOOK A MONTH FROM NOW?**

- Based on the uncertainty at this point, I'd say it's really hard to predict what it will look like a month from now. If I were to place a bet, I'd say it will look an awful lot as it does today.
- For our business, the same. People have to eat.
- For us, it's too early to tell.
- Don't know although regarding the waivers for medical and licensing, my advice to our team is to continue to do all we can when it comes to medical certifications and licensing. When the waivers are removed there is going to be a massive catch-up on these items so it would be smart to do everything possible now as to not get caught in that rush. Added to the crunch will be the inflow of catch-up random testing... So, the health centers are going to get very busy adding to the rush to get medical recertified.
- We will still have issues to work through with our customers. Drivers will be trying to get into facilities to renew CDL and Medical Certifications. Exemptions and waivers will be extended once again. We would like to see freight levels rebound but realistically, that will take many months.
- Mixed bag. West Coast will continue to aggressively work on flattening the curve and limiting social interaction thus lowering our work with industrial pickups of recycled materials. Rockies and East, I think we will continue to see waves of hot spots and state or local attempts to control the virus and put additional requirements on businesses that continue to operate. Dallas County TX is an example of what I think we will see.
- After a big surge our freight has leveled out back to a normal level
- I am expecting more of our customers to slow down
- That depends on how fast we can get back to a new normal. Once the gates open, I have a feeling we will be in a capacity crunch that makes 2018 look slow.
- The same as now. All indicators from our team show this lasting into early June.

## **i WHAT CONCERNS SHOULD THERE BE WITH AVAILABILITY OF FREIGHT NOW AND IN THE LONG-TERM?**

- There are legitimate concerns for freight availability as companies will struggle to bring production lines back up to pre-COVID levels. We will feel this disruption to our nation's supply chain for many months to come.
- We are not sure, we are working heavy now, seeing changes in supply of fiber and we don't have a crystal ball!
- Freight is slowing down now, and unless plants that are shut down get back up and running, it will only get worse, not to mention the sick outs, slower / poor production when plants do open back up.
- Freight is about to hit a wall and there will be fewer loads. Without a diverse freight mix, many of our locations will have limited options. We are looking at offering a temporary move for drivers to other locations to help out. We are also looking for (and have found) in-house freight that was not previously available
- I don't know how our suppliers are doing and if they will be able to remain open due to contamination or lack of workers.
- We have shifted to almost being a complete for-hire carrier at this time because we have seen a drastic reduction in the amount of our primary loads.
- Freight is now starting to level off and slow rapidly with the panic buying shortages getting filled.
- Our industry – strong now, but will most likely fall off as the unemployment rates rise.

## **i HOW HAS THE COVID-10 PANDEMIC CHANGED YOUR MAINTENANCE PRACTICES?**

- All communication between company and service providers is done over the phone or electronically. No driver interaction with technicians directly.
- We wipe down the equipment before repairs. Our third-party repair vendors have remained open so far.
- Garages have added clean in and clean out protocols. Mechanics wear PPE.
- Our maintenance facilities are on lock down. Drivers are not able to walk into our shops. This means our electronic DVIRS are more critical and more accurate.
- Limited driver/tech physical interaction. We sanitize trucks, techs wear masks and gloves when working in cab. No outside work being performed at any of our locations
- Several changes. Our service trucks normally take four mechanics, now two. We have one in the driver's seat and the other one in the back seat on the opposite side. We are renting four-door pick-up trucks to have the other two mechanics follow the service truck to the jobsite. All mechanics are wearing cloth masks when work safely permits it.
- No change (2)
- Social distancing and disinfecting are in place
- Overall the need for social distancing is pushing us to work with maintenance and drivers on keeping 6-ft distance from each other while working. Hard in maintenance so we are also using tracking mechanisms to help educate and if we have a positive have a quick way to know who interacted so that we can get the right folks into quarantine without shutting down whole facilities.
- Following CDS guidelines and established company protocols on cleaning of the truck and tools.

## **i ARE YOU STILL CONDUCTING PMS AND REGULAR MAINTENANCE INTERVALS?**

**All respondents indicated that they were had made no changes in PM schedules or maintenance of any type.**

- Yes, we have enough increase in expenses, we do not want to make it worse my not properly maintaining our equipment.

## **i ANY CONCERNS OR THOUGHTS ON THE AVAILABILITY OF PARTS NOW, OR IN THE LONG TERM?**

- At this point we've seen some parts availability issues and expect we may see more in the short term. Hopeful that this doesn't become a long-term issue.
- We are stocking up on common parts to protect our operation.
- Short term no, long term if we stay in lockdown, I can see that becoming an issue.
- I am in weekly contact with the top six aftermarket parts suppliers. All have 10-12-week supply on hand. All U.S. factories (except Pennsylvania) remain open. Should not see a major impact; maybe a part here or there is short, but not overall.
- Not at this time (4 responses)
- Our parts suppliers have noted they do not anticipate any shortages
- It appears that segment of their business has been steady and minimal impact

## **i** WHAT HAS YOUR FLEET BEEN DOING ABOUT NEW HIRES?

- We have hired no new drivers at this point. Warehouse employees continue to be screened and interviewed following CDC recommended guidelines for social distancing.
- We are following in a car to a local store where the driver and trainee meet to review the unload process.
- No new hires at this time. We have furloughed 5 office staff effective 4.13.20
- We've continued to hire
- We suspended orientation for locations outside of our headquarters where orientation is conducted, mainly due to travel and exposing them to major airport hubs, rented vehicles and motel rooms. We plan to continue to hold orientation for drivers based at our headquarters location. Only 2 presenters are conducting classes, participation are at least 6' a part.
- Still trying to hire, and the one that do go to onboarding, go through a rigorous screening process, along with PPE while in onboarding
- We are on a hiring freeze (2 mentions)
- We can't find any new drivers
- Working on how to train keeping the need to social distance in mind. We have not had to hire in the last 3 weeks that I am aware of, but I am continuing to communicate with my fleet managers on the need to think outside the box on how to maintain social distance but still get folks trained. Masks are part of the equation but not a silver bullet.
- We have hired roughly 4 drivers in the last 2 months. We are still seeing applications and hearing from a lot of natural gas drivers about if part time work is available
- Right now, application flow is down although pretty much the same protocols as usual. One exception is the Road Test... In cases where we are confident of the experience of the new hire, we are waiving the Road Test using §391.33 Equivalent of road test

## **i** ARE DRIVERS EXPRESSING CONCERN ABOUT DELIVERIES INTO NYC?

- Drivers are expressing concerns about NYC deliveries as well as New Jersey and Philadelphia specifically. Understandably, most concerns around urban areas and hot spots (2 mentions)
- Yes, we have suspended deliveries into NYC. (2)
- We have tried to stay out of hot zones as much as possible (2 mentions)
- Those drivers are on high alert and following CDC guidelines
- Some but the concern is from their home state as they return when their home state has a quarantine on people entering the state from NY.
- No, we are there every day with multiple deliveries
- Yes, as well as Southern states, GA mostly

## **i** ARE YOU CONDUCTING OR CONSIDERING HEALTH CHECKS (INCLUDING TEMPERATURE CHECKS) OF YOUR OWN DRIVERS? OUTSIDE DRIVERS? WHY OR WHY NOT?

- Yes, we will be moving forward with a company-wide "Wellness Checks" starting next week before every employee's shift. Looking for signs and symptoms of illness as well as fever. Employees will be sent home and seek medical advice.
- We will start this next week. Everyone that enters the building will go through screening.

- We conduct temperature checks on all of our own drivers and have asked our 3PL's to do the same for any driver they send to our facilities. Anyone with a temperature is not allowed to drive in our trucks, and we ask the 3PL's to not send them among our people.
- We request our driver to take their temps prior to work and if there is an elevation in temps they are to stay home.
- Mandatory temperature checks and protocols of all drivers entering our processing plants
- We have a questionnaire for all incoming visitors/drivers/vendors. All nonessential folks have been limited from onsite visits
- We're equipping all drivers with thermometers to do self-checks. Our drivers are not home or back at the terminal every day (or week in some cases) so equipping them with their own thermometers was the best option we could come up with
- We have implemented health checks for anyone who comes on our property. If they refuse, then they will be turned away
- We ask that they self-monitor. Who would be the one taking the temps? What about their safety? Sends a bad message.
- The logistics of conducting tests as well as the fact that we are not healthcare professionals has deterred this. We are asking all associates to monitor their own temps and all other symptoms.
- Facilities are starting to conduct temperature checks. Dallas County is requiring Temp Check and documented social distancing and sanitizing processes. We require all team members document daily all interactions closer than 6 ft and longer than 10 minutes. Working to change habits and have tracking in case of a positive COVID-19 so that we can get the right folks into quarantine and not close whole plants.
- We are doing temperature checks on anyone entering any building at every site, drivers included
- Not at this time

## **i IS AVAILABILITY OF PPE A LEGITIMATE CONCERN FOR YOUR WORKFORCE?**

### **The results were mixed with concerns about obtaining disposable masks outweighing those that had ample supplies:**

- We are looking at cotton washable makes that can be reused if handled properly to help alleviate some of this concern.
- Yes, face masks are hard to find. We have seen hand sanitizer come back and available in quantity.
- Some... Another topic that came up is protocols for quarantine and sanitation of trucks in the event of a driver getting sick. We have had to manage through this area
- Yes, we have been doing well on finding most things we need. Masks have been our biggest challenge to this point; however, we have drivers' wives making cloth masks for everyone now
- Absolutely! PPE specifics are needed when doing temperature taking, we can't get the PPE to do the temp taking at this time. We are in a very dusty process system and can't get dust masks. Gloves are hard to come by as well. Don't even ask about sanitizing and cleaning materials, we are doing everything we can as a company to support everyone but need to risk rank who gets what based on COVID-19 positives on site as the first factor to get materials.

### **However, some fleets reported that PPE was not a pressing concern:**

- At this time, it is not, we had a strategic level in place and trying not to order excess as we do not want to impact the critical services our health care professionals are providing by taking from their needed supplies
- We have provided our drivers with hand sanitizer, gloves and masks and have their trucks sprayed every two weeks. We also have provided them with all information on the best way to protect themselves from COVID-19

- We have been fortunate to procure our PPE. We are even buying hand sanitizer in 5-gallon buckets and 55-gallon drums. (Thanks to a distillery that has converted their production line.)
- Not a huge concern. All our drivers already had full face, cartridge respirators.
- No, we have an ample supply

## **i HAVE YOU MOVED TO SOME FORM OF PAPERLESS CHECK IN/OUT PROCEDURES TO MINIMIZE CONTACTS?**

**While a handful of fleets reported that they had not changed from a paper environment to paperless, most respondents indicated the switch was on:**

- For outside vendors, we moved our license scanner into the vestibule area where they can scan their license directly without having to hand it to an employee. The policy of allowing vendors to arrive only two hours early for a receiving appointment is being strictly enforced to maintain a safe number of people on campus.
- We are still using paper.
- We have not at this time as we are using very strict protocol on CDC guidelines as far as cleaning etc.
- Many customers are asking for the BOL to be sent prior to the delivery. We are rolling out e-BOLs as we speak. Drivers will capture a photo of their BOL to offer an officer in the event of an inspection.
- Yes, we have eliminated the need for signatures off our paperwork.
- We already had paperless systems in check
- We are asking the driver to stay 6 ft back; we snap a picture of them and put their initials on the paperwork with an upload of their picture to the document.
- We are doing non-interactive document sharing. No sharing pens. Drop boxes for paperwork.

## **i ARE YOU AWARE OF ANY POLICIES THAT IMPEDE OR ENABLE FREIGHT MOVEMENT?**

**While about half of the respondents reported not encountering policies that impeded or enabled freight, the others reported:**

- Not at this time, other than the impact it has had to some of our own stores being closed and not being able to deliver there.
- We have been stopped a few times and asked to see bills, then a thank you and on your way.
- We are looking at renting additional yard / terminal tractors and placing them at distribution points so if needed we could quarantine a yard tractor and continue operations without interruption.

**On the good news side, New Jersey reportedly is bumping up GVW on commercial motor vehicles by 15% or up to 92,000 lbs. on a 5-axle combination vehicle.**

## **i ANY DIFFICULTY ACCESSING ROADSIDE FACILITIES (REST AREAS AND TRUCK STOPS) ALONG THE INTERSTATES?**

**Again, a good number of fleets are reporting not encountering any difficulties. However, for others the challenge was more impactful:**

- Initially PA closed all rest areas. A week later they opened some with portable johns. I believe plans are in place to open the remaining rest areas soon.

- Yes. The stops are open, but facilities are not. Thankfully the drivers can use the restrooms at our stores.
- Yes. Truck stops have started shutting down showers now.
- None so far
- Yes, still have problem due to limited hours and limited food selections. We are allowing drivers to add plug in coolers to cab along with normal refrigerator.
- Rest areas are generally open, customer facilities for drivers are closed and is a huge problem.
- Our drivers in most cases do the same runs or same area basically every week so they know the situation in those areas.
- As long as the rest areas remain open, we are OK. We do have some must move off property issues where we operate under the HOS waivers to get to a rest area or return to the terminal whichever is the closest and most convenient.

## **i HAVE YOU HAD ANY EMPLOYEES THAT HAVE OPTED OUT OF WORK TO RECEIVE BENEFITS UNDER THE CARES ACT?**

**Most respondents were not aware of any employees in their fleet operation that had opted out of work. Many reported that the drivers liked the overtime pay they were receiving. However, about 30% of the respondents reported having drivers and office personnel opting out of work.**

## **i HAVE YOU HAD ANY WORKER PROTESTS -- "SICKOUTS" -- CALLING FOR IMPLEMENTATION OF IMPROVED WORKPLACE HEALTH PROTECTIONS?**

**Most of the respondents reported no "sickouts":**

- No, just the opposite. Our drivers are making suggestions and we are complying with their concerns and providing every safety protection we can.
- No, we've made many changes and have communicated very well with our employees throughout the last month or so. We made videos with messages to employees and family members that has gone over extremely well.
- No, but the notion of "Hazard pay" or some additional benefit is a notion circling around some driver groups. We currently are NOT paying any additional monies or benefits
- We have hit this hard and early. We communicate what we are doing constantly, leadership is messaging weekly, sometimes daily, and we know we are an essential business and it is a sense of duty and pride to continue to do our work and jobs. Our Senior Leaders are right in front of us constantly and positively.
- No in fact our attendance and call out have the best they have been in years. I think the driver feel a sense of duty to get the medical supplies to the customers.

## **i GOOD NEWS: WHAT IS THE BEST THING THAT HAS HAPPENED IN YOUR FLEET OPERATIONS SINCE THE OUTBREAK OF COVID-19**

- Forced us to re-evaluate our business continuation plans (this was a scenario that was never planned) to better position us for future pandemics or natural disasters. Especially highlighted areas of vulnerability so we can address and be better prepared in the future.
- A genuine “Can do” spirit has evolved among the team.
- Drivers are get recognized from the general public for their role in supporting the supply chains, and the economy – we deserved and past due
- Equipment has never been cleaner
- A return to understanding the importance of safety and all of the procedures previously put in place. Now we have to take them to a new level, but our people realize it truly is for their protection. Safety is no longer a meeting they were required to attend or a box that was checked. There is a renewed focus on its importance and a clearer understanding of its prominence.
- We have really stepped up our level of communication with our drivers. I host a weekly call in/update to go over the rapidly changing situation. I think it has been very positive for us to control the message and address rumors.
- Drivers have also been getting a lot of “thank you” from people they run into.
- I think we’re even closer as a team than we were before. People appreciate what we’re doing to keep them safe and they and their families are responding very positively.
- A refocus into other markets and speeding the process of adding in more for hire freight that will more than likely remain with us and allow us to grow our 3pl business as well as our own brokerage department.
- This has reinforced the notion that our family owned, private fleet will handle this adversity by putting its associates’ safety and well-being first. That has always been present, but this pandemic has strengthened it
- I think a sense of pride among all drivers that they are important, and they know their role in very important at this time.
- The sense of pride we have regarding how we are keeping boxes going to carry all the essential materials the world needs today and tomorrow. Same with our Global Cellulose Fibers team, we know we need to supply the world.
- Our resources with the NPTC were up to the challenge and immediately provided members with ideas and best practices. It has pushed the necessity to improve internal IT access and equipment. Pushed us to think outside the box for PPE supplies, customer concerns and ideas to keep colleagues safe. We determined that administrative colleagues are able to keep the business running “off-site”. Finally, I am appreciative of the FMCSA stepping up and allowing waivers and exemptions to keep essential trucks moving

## **i** HOW DO YOU SANITIZE THE ENTIRE TRUCK?

- Drivers have been issued spray bottles with a 10% mix of bleach and water for day to day cleaning.
- For deep cleaning, we signed a contract with an outside service provider. We are still working on the frequency. We did one truck and had problems with the in-cab electronics afterwards, so carriers must be cautious that deep cleaning is suitable for the environment.
- See checklist provided elsewhere in this resource guide. We plan on using an outside provider for a deep clean and sanitize if we have a driver with a confirmed positive test. (touch wood none so far). This provider will be able to handle all our various locations.
- We are supplying cleaning materials and the expectation is daily interior cleaning by the driver. We supply hand sanitizer and sanitizing agents to all drivers, and I have asked that these cleanings be documented. We don’t slip seat so that is a good thing. We had a positive at a site and brought in a cleaning company that had Blood Borne Pathogen cleaning training and supplies. They cleaned the entire facility, all PITs and all truck cabs. I made sure they had the training and it was documented and reviewed all materials used
- Our truck washing vendor began interior cab disinfecting for us two weeks ago. We target this to be done once per week per vehicle. In addition, our drivers are provided a disinfectant spray and are expected to wipe down all surfaces inside the cab at the beginning and end of their shift.

- We do all touchpoints at each shift start (slip seat operations). Full disinfectant once a week at slow periods and if we have a report of a positive.
- The product our wash vendor is using is applied as a mist or spray. All surfaces are sprayed and allowed to air dry for at least 10 minutes.
- Our trucks are assigned to specific drivers, so those drivers clean the unit themselves. However, when they are in the shop, then they are electrostatically cleaned.
- We are using the same company that is doing our DC's. They spray them down every 2 weeks and is the same solution that is used in the warehouse it is a fine mist that covers everything and dries in a few minutes. I think it is antibacterial /weak bleach type mix. The warehouses are using it with those sprayers like they use for cooling on the NFL sidelines. Dc's also do it twice a week. We are also using it to spray down returned totes. Any store that has had outbreak they close the store and do this same process. If product was picked up at that store, they quarantine the trailer for 72 hours and then have it sprayed out with the big blower.
- The Technology and Maintenance Council of the American Trucking Association has been working The new guidelines cannot be an 'official' TMC document until it is voted on at the fall meeting. Additionally, a fleet will need to determine if they do not want to go the route of CLO2- the appropriate "Sit Time"- there is thought that if a truck sits for 9-14 days that is enough for the virus to die. At my fleet, we are waiting a minimum of a week and then sending our technician in for a full cleaning/ Lysol/ sanitizing, with the tech also wearing proper PPE.

## CL02 TRACTOR CAB ODOR ELIMINATION AND DISINFECTING PROTOCOL

CL0 <sub>2</sub> INFORMATION	
<p><b>CAUTION: ClO<sub>2</sub> gas vapors during this treatment process will be at extremely high concentrations. Remove people, plants and pets from the treatment space during the treatment period.</b></p>	
<p>Lockout/tagout procedures should be applied to limit cab and sleeper access to an authorized employee during treatment and out-of-service periods. Refer to TMC RP 543 (Guidelines for Lockout-Tagout Procedures).</p>	
<p>Truck interior surfaces must be dry prior to vapor treatment or permanent bleaching could take place.</p>	
<p>Take caution not to splash or spill liquid solution on surfaces during removal of the pail from truck following treatment. Affected surfaces could be permanently bleached.</p>	
<p>Do not vapor treat the truck in direct sunlight as sunlight breaks down ClO<sub>2</sub>. Pull truck into shade or under cover.</p>	
<p>Performing the treatment process overnight is a good option.</p>	
MATERIALS AND EQUIPMENT REQUIRED	
1 - ClO <sub>2</sub> , 1-100 g tablet	1 - Aerators, battery powered with air stone
1 - 5-gallon size pail	1 - Sign: "Treatment in process – Do not enter! Per manager"
<p>PPE: <b>Safety glasses or face shield, P100 respirator per manufacturer directions, rubber gloves (e.g., reusable latex)</b></p>	
DISINFECTING STEPS	
<ol style="list-style-type: none"> <li>1. Remove all driver effects, soft goods &amp; food stuffs.</li> <li>2. Open refrigerator and all cabinets in truck and sleeper berth.</li> <li>3. Affix treatment signs to all exterior truck entry points (i.e., door windows)</li> <li>4. Tape over exterior vents with non-marring tape to seal cab.</li> <li>5. Place 1 gallon of water in pail</li> <li>6. Hang aerator on the pail edge and extend the hose with air stone (i.e., weight and dispersant) to the bottom.</li> <li>7. Place pail in the center of the truck on the floor.</li> <li>8. Turn on aerator</li> <li>9. Open package of ClO<sub>2</sub> tablets: Place (1) one 100 g tablet into pail.</li> <li>10. Exit the truck, close vents, doors &amp; windows for five hours or until vapors cease and water is clear.</li> <li>11. After treatment, flush the treated space with static fresh air for up to one hour or until the odor has dissipated. Return to service time can be reduced by providing forced fresh air movement into the treated space (e.g., fan, blower, etc.)</li> <li>12. Remove the treatment pail from the truck. When the solution turns clear, it can be disposed of by discharge to sanitary sewer.</li> <li>13. Replace the cabin air filter and bunk air filter.</li> <li>14. Return truck to service.</li> </ol>	

**i DO YOU KNOW IF NPTC HAS MANAGED TO COLLECT AND CONSOLIDATE ANY INFORMATION ON STATE EFFORTS TO EXTEND ENDORSEMENT EXPIRATION DATES?**

FMCSA has issued guidance to the states regarding the temporary suspension of background checks and fingerprinting for HazMat drivers among others. In that guidance, the agency suggested the states should extend expiration dates of expiring endorsements to June 30. Fleets are left chasing every state's response to that guidance.

**NPTC does not know of any official compilation of hazmat endorsement treatment by the states. The American Association of Motor Vehicle Administrators (AAMVA) has a compendium of temporary changes to state licenses requirements. For further information, visit: <https://www.aamva.org/COVID-19JurisdictionUpdatePDF/>.**