

CASE STUDY

HUB partnered with Harrisburg Dairies to reduce their CSA BASIC scores and appeal for an improved safety rating

Executive Summary

High CSA/SMS scores led to a USDOT compliance audit for Harrisburg Dairies. HUB Fleet Risk Services helped the company prepare for the audit and reduce BASIC percentage scores post-audit, which will ultimately lead to better insurance coverage options. HUB is currently preparing a “Safety Rating” appeal for Harrisburg Dairies, based on their improved BASIC scores.

Harrisburg Dairies Inc.**INDUSTRY: Transportation****BUSINESS: 48-unit dairy manufacturing and delivery fleet****LOCATION: Harrisburg, PA****CHALLENGE**

Higher than average CSA/SMS scores led the USDOT to audit Harrisburg Dairies. As a result of internal staff turnover, the company was not adequately prepared to address the violations that required attention in advance of the audit.

SOLUTION

HUB Fleet Risk Services responded with an on-site visit to Harrisburg Dairies just days before the scheduled audit, providing an overview on what to expect from the auditors, and helping to organize and prepare the necessary documents. In addition, HUB participated in the actual audit meeting to advocate for our client.

RESULTS

While the audit resulted in a few violations, Harrisburg Dairies’ Safety Rating was not changed and no fines were issued. By working with HUB Fleet Risk Services, in just two months Harrisburg Dairies was able to reduce their BASIC scores by 10% in the “Unsafe Driving” and “Crash” rating categories as well as a 5% reduction in their “Driver Fitness” score. HUB is now in the process of developing a USDOT appeal, to request a Safety Rating upgrade for Harrisburg Dairies, based on improved CSA/SMS scores.

USDOT
AuditHUB Fleet Risk Services
ongoing coaching**Reduction in CSA/SMS scores;
Potential improved Safety Rating**

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