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**INTERMODAL ASSOCIATION  
OF NORTH AMERICA**

# ***The Truth About DVIRs: The Key to Road Ready Equipment***

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December 1<sup>st</sup> 2017, 2:00 PM ET

# Housekeeping

- Panelist presentations will be followed by audience question and answer session
- Audience audio will be muted
- Submit questions at any time for Q&A session at the end of the webinar presentations



# Our Panel

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Crystal Frederick  
Transportation  
Specialist, Compliance  
FMCSA



Dave Hensal  
President & COO  
Eagle Systems, Inc.



Mike Pagel  
Manager, Industry  
Projects & Measures  
BNSF Railway



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# Agenda

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- Introductions
- DVIRs and why they are so Important
- The current state of affairs
- Major misconceptions about DVIR submission
- What we can do about it
- Q&A




Crystal Frederick  
Transportation Specialist,  
Compliance  
FMCSA



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A white semi-truck is parked in a lot, with a large green container trailer attached. The container has the text 'HGU 644750' and 'WORLDWIDE' visible. A person is walking in the background. The text 'What is a DVIR And Why is it Important' is overlaid on the image.

# What is a DVIR

## And Why is it Important

# Driver Vehicle Inspection Report (DVIR)

- **396.11 Driver vehicle inspection report(s).**

(b) *Equipment provided by intermodal equipment provider. (1) Report required.* Every intermodal equipment provider must have a process to receive driver reports of, and **each driver or motor carrier transporting intermodal equipment must report** to the intermodal equipment provider or its designated agent, **any known damage, defects, or deficiencies in the intermodal equipment at the time the equipment is returned to the provider or the provider's designated agent.** The report must include, at a minimum, the following parts and accessories:

- (i) Brakes;
- (ii) Lighting devices, lamps, markers, and conspicuity marking material;
- (iii) Wheels, rims, lugs, tires;
- (iv) Air line connections, hoses, and couplers;
- (v) King pin upper coupling device;
- (vi) Rails or support frames;
- (vii) Tie down bolsters;
- (viii) Locking pins, clevises, clamps, or hooks;
- (ix) Sliders or sliding frame lock.



# Driver Inspections

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- **396.13 Driver inspection.**

Before driving a motor vehicle, the driver shall:

(a) **Be satisfied that the motor vehicle is in safe operating condition;**

(b) Review the last driver vehicle inspection report; and

(c) Sign the report, only if defects or deficiencies were noted by the driver who prepared the report, to acknowledge that the driver has reviewed it and that there is a certification that the required repairs have been performed. The signature requirement does not apply to listed defects on a towed unit which is no longer part of the vehicle combination.

- Information on the requirement for pre-trip inspections can also be found in part 392.7 (b)

# DVIRs and Repaired Defects

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- Part 396.11 (a)(2)(i) says of DVIRs

*The report must identify the vehicle and list any defect or deficiency discovered by or reported to the driver which would affect the safety of operation of the vehicle or result in its mechanical breakdown. If a driver operates more than one vehicle during the day, a report must be prepared for each vehicle operated. The driver of a passenger-carrying CMV subject to this regulation must prepare and submit a report even if no defect or deficiency is discovered by or reported to the driver; the drivers of all other commercial motor vehicles are not required to prepare or submit a report if no defect or deficiency is discovered by or reported to the driver.*

# DVIRs and Repaired Defects, continued

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- Repaired Defects:

When a driver detects a defect but repairs the defect prior to the end of their shift the driver **DOES NOT** have to prepare a DVIR.

# Why DVIRs are Important

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- Promotes and Maintains Safe Operations
- Saves Time and Money
- It is required by Part 396.11 (if a defect is detected)



Dave Hensal  
President & COO  
Eagle Systems, Inc.





# The Current State of Affairs



# Well, It's Not Very Good

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- DVIR's filed less than 0.5%

Per study conducted by Road Ready Chassis Task Force 2015

# Intermodal Chassis DVIR Inspection Reporting Standards Task Force

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Driver Survey 2016-2017

# Driver Survey

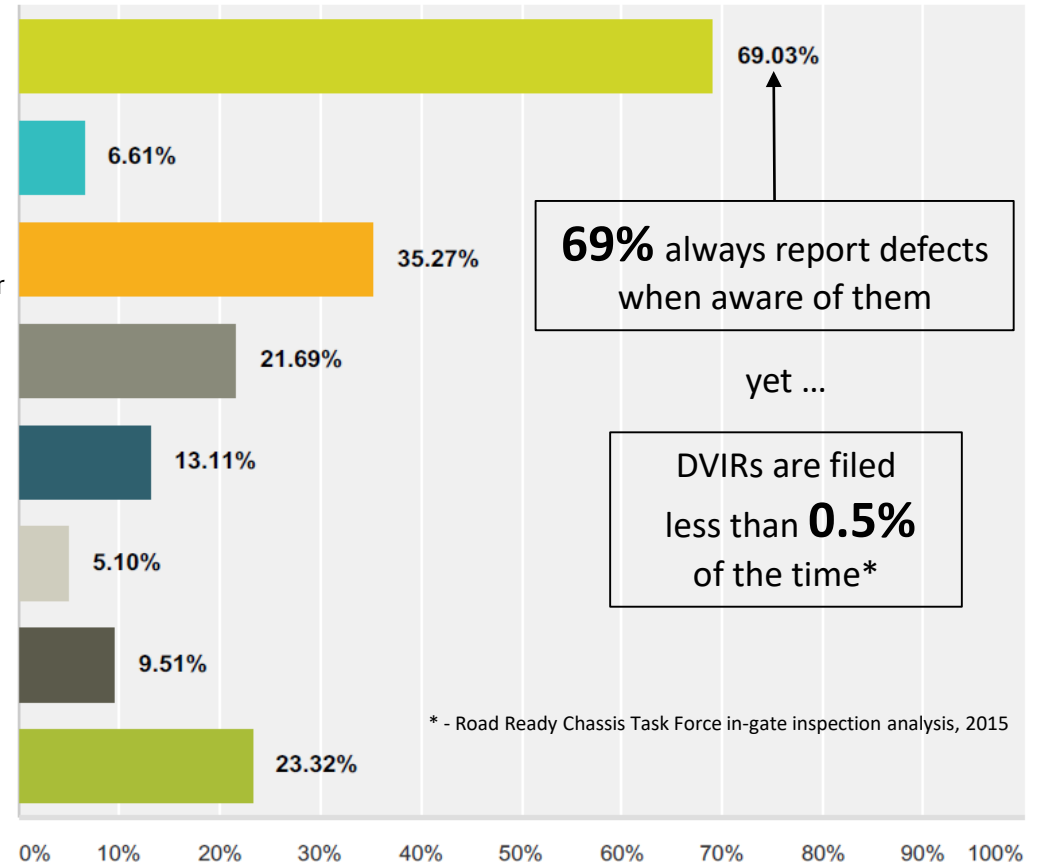
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- **Who participated?**
  - 1,018 drivers
  - 50% over 7 years experience
  - 32% from Midwest Region and 32% from Southeast Region
  - 87% are Independent Contractors
- **Which locations ask if drivers have equipment defects to report?**
  - 60% reported Rail Terminals
  - 45% reported Container Depots
  - 35% reported Marine Terminals
- **What were the biggest issues identified?**
  - Tires
  - Lack of systematic maintenance at terminals
  - Loading containers on bad chassis
  - Lack of terminal inspections

# Key Driver Question #1

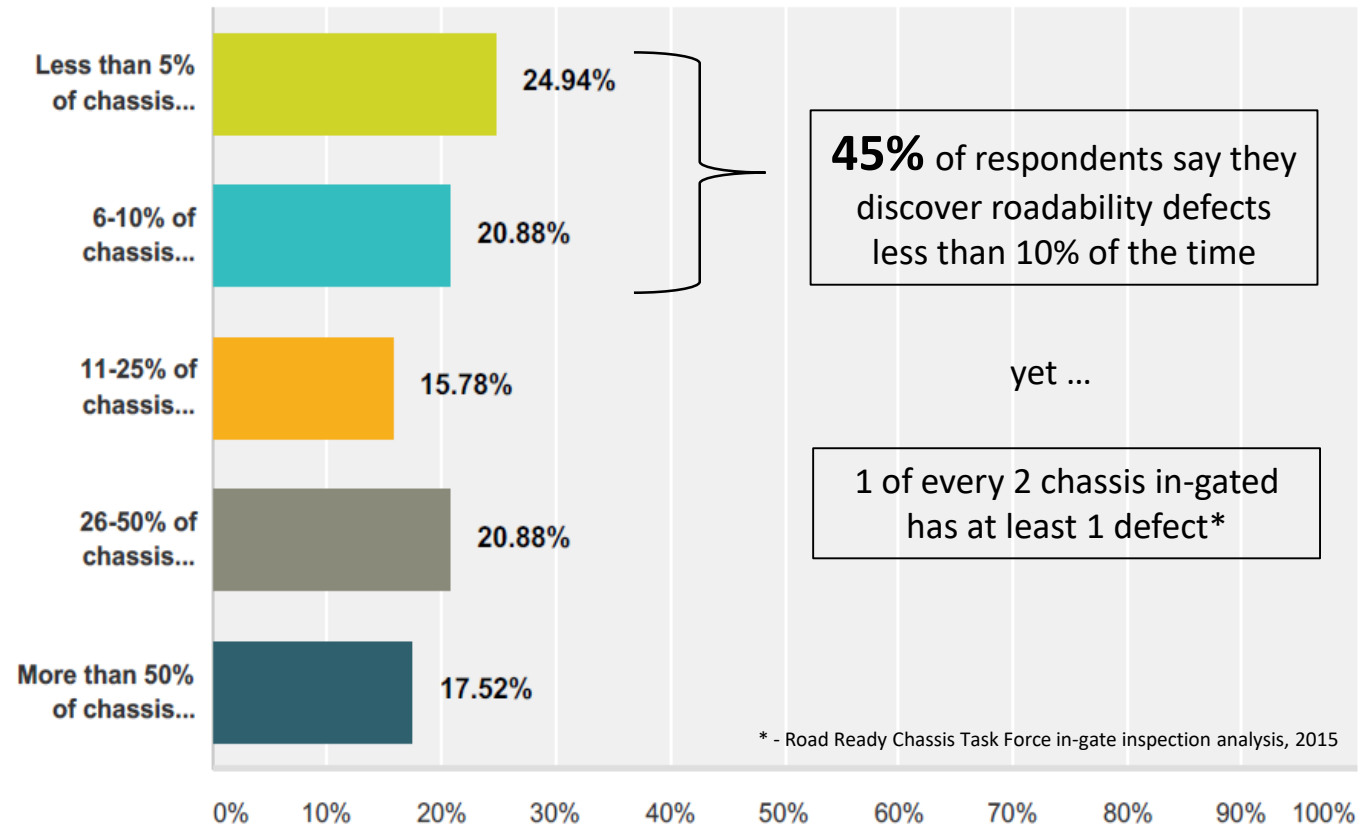
When you are aware of a roadability defect(s) to a chassis that you are returning, what are the top three reasons you might choose not to report the defect to the Intermodal Equipment Provider, rail, port or container yard? (select top 3 reasons)

- No reason, I always report the defect I am aware of
- I don't know how to properly file it
- I don't want to be charged for or blamed for something I don't think I am responsible for
- It's not a significant defect. Even with the defect, the chassis is still roadworthy
- Filing a report takes too much time and is inconvenient
- The chassis defect isn't my problem
- I did not know that I had to submit a DVIR report for each defect
- I repair the chassis before bringing it back to the yard



# Key Driver Question #2

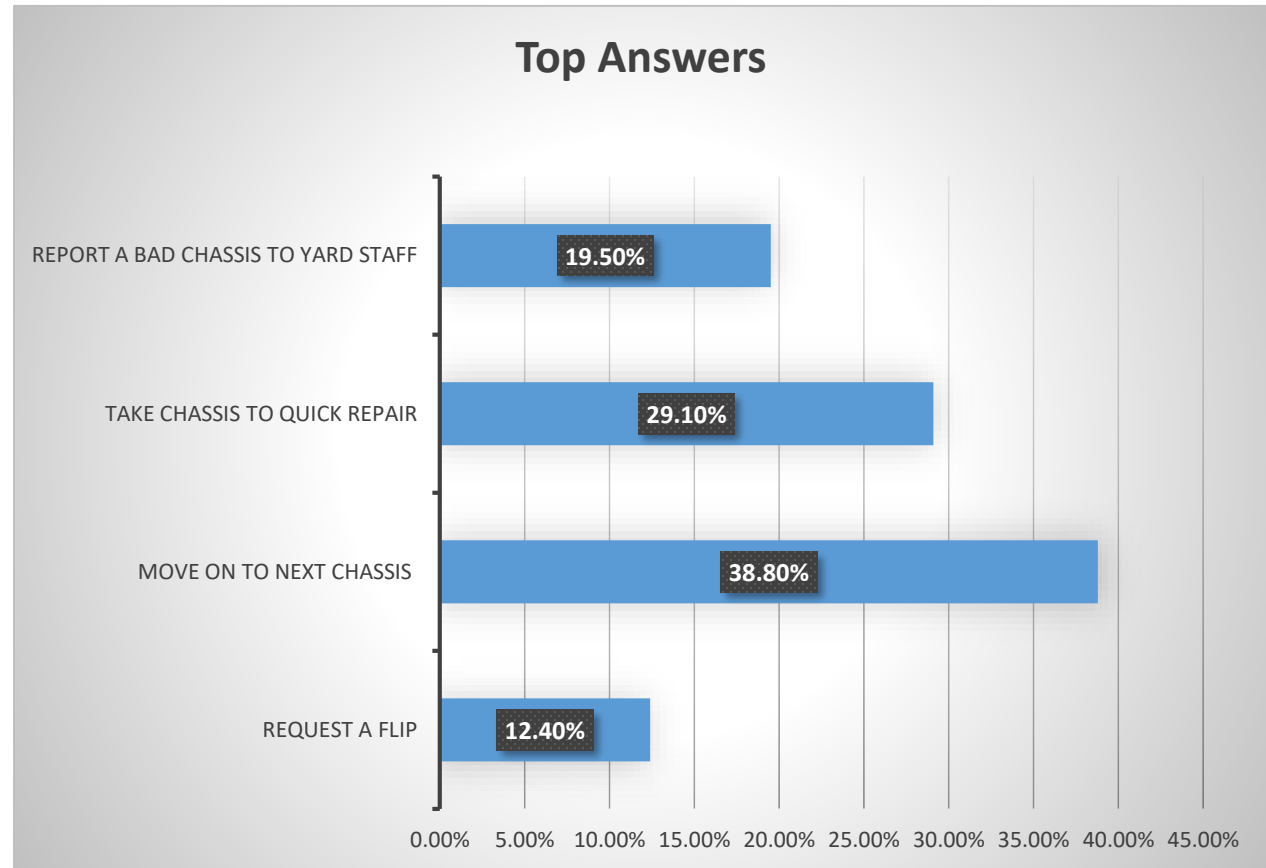
Of all your chassis interchanges, how frequently are you discovering roadability defects that may require a DVIR?



# Key Driver Question #3

When picking up a chassis and finding a common defect, what is the most common action you would normally take?

(Answers ranked 1 to 4, with #1 being most common)







# Roadblocks to Improving Compliance

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- Major Misconceptions by Drivers
- Gate operations collection of defects (driver perception vs. reality)
- Engaging Motor Carrier's and Industry Stakeholders
- Measuring Success



Mike Pagel  
Manager, Industry Projects &  
Measures  
BNSF Railway





# Prompting Change

# Prompting Change Through Communications

## Marketing Communications Plan Goals:

1. Reinforce the importance of reporting defects through DVIR
2. Dispel lingering misconceptions
3. Educate the audience on ease of submitting DVIRs
4. Convey the “What's in it for me?” benefits
5. Foster renewed levels of trust and cooperation among stakeholders



# Communications Materials

## Information Card

**BETTER EQUIPMENT STARTS WITH DVIRS**

**AS A DRIVER WHAT IF YOU COULD:**

- Have access to better, more reliable roadworthy chassis?
- Be more productive by increasing turn times at terminals?
- Contribute to making the roadways a safer place for all?

**YOU CAN! AND IT'S EASIER THAN YOU THINK.**

It only requires a simple notification of a defect at the time of the equipment interchange, called a driver vehicle inspection report (DVIR). If you are aware of a defect on the chassis you are in-gating, simply acknowledge that defect by issuing a DVIR at the gate. This lets the facility operator, the IEP and M&R personnel know your chassis will need repairs before it can be used again.

**1 INSPECT YOUR CHASSIS**

**2 REPORT ANY DEFECTS**

**3 IMPROVE YOUR TERMINAL EXPERIENCE**

**IT'S A TEAM EFFORT!**

Better chassis and more efficient hub turn times are an achievable goal, but it involves cooperation among all key stakeholders:

- Drivers
- IEPs
- M&R Providers
- Facility Operators

Everyone has a role to play, but the cycle of compliance and improvement starts with drivers. Nobody knows the status of the equipment better than you!

## Video

### The Truth About DVIRs: The Key to Road Ready Equipment



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# Information Card

## Side 1

### BETTER EQUIPMENT STARTS WITH DVIRS

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## Side 2

### COMMON DVIR MISCONCEPTIONS

#### MISCONCEPTION 1

A DVIR WILL TRIGGER A REBILL TO DRIVERS FOR THE EXPENSE OF REPAIRING A CHASSIS

REALITY

The simple act of submitting a DVIR does not incriminate the driver, nor does it rebill the driver for the expense of repairs. Often, defects are the result of basic maintenance needs, with the IEP assuming responsibility and handling the expense. Only when the driver is responsible for the damage can they potentially be held liable.

#### MISCONCEPTION 2

A DVIR IS COMPLICATED

REALITY

Submitting a DVIR is simple. Look for the prompt asking if there are equipment defects and provide the proper notification. That chassis is now flagged as a "bad order" and will not be used until it is repaired.

#### MISCONCEPTION 3

A DVIR IS OPTIONAL

REALITY

Filing one is not necessary if there are no defects to the equipment. However, if the driver knows of at least one defect, the FMCSA requires the driver to complete a DVIR.

DVIRs support better safety standards for everyone. They contribute to more reliable and roadworthy equipment, increase efficiency and terminal turn times, and help strengthen fleet-wide productivity. Completing a DVIR ensures you're complying with federal law, and more importantly, you're helping drivers like yourself, decreasing the likelihood of them pulling a bad order chassis on their next trip to a terminal.



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# Overcoming Common Misconceptions

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# How to Obtain These Materials

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- Visit the IANA Committee Recommended Practices page on [intermodal.org](http://intermodal.org):

DVIR Video:

<https://youtu.be/hhISFabn0to>

Information Card:

<http://intermodal.org/membership/committees/assets/dvircard.pdf>

DVIR Video Discussion Guide:

<http://intermodal.org/membership/committees/assets/TheTruthAboutDVIRsVideoDiscussionGuide.pdf>

# How to Get Involved

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- Everyone has a role to play
- Progress requires help from the entire industry
  - Print and distribute [information cards](#)
  - Share [video](#) at meetings, training sessions
  - Post video to websites, social media ([#DVIRtruth](#))
  - Facilitate [discussions](#) with drivers
  - Correct misconceptions
  - Encourage drivers, business partners







# Questions?

Enter your questions in the control panel



# For More Information

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- Please Visit:

[Intermodal.org](http://Intermodal.org)

[UIIA.org](http://UIIA.org)

[DVIR.intermodal.org](http://DVIR.intermodal.org)

[FMCSA.dot.gov](http://FMCSA.dot.gov)

# Our Panel

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