The Future Mobile Client -
Intervention / Investigation

IT Workshop – June 17, 2009

► A single field application that facilitates

- Inspections

- Interventions - Reviews / Audits – on or offsite

- Enforcement / Follow-Up Actions

- Crash Data collection

► Connectivity – will work online or offline

- Allows users to work offline and later sync with the central system / enterprise database when connected

- Provides real-time carrier, vehicle, and driver information or validation if connected

► Connectivity

- One user name and password

- Available on or off-line

► Integration / Consolidation of Applications

- No need to determine which application to use when

► Data Quality

- Standardization, consistent edit checks

► Flexibility

- Standard interface / data exchange capability for use with other state systems

►New DOT security requirements

►Federal Desktop Core Configuration Standard

►Incorporate functionality needed for the CSA 2010 initiative

www.fmcsa.dot.gov/csa2010/

Mobile Client Conceptual Overview

Mobile Client Application

Shared Functions and Services

- Log On/Log Off
- Data/File Management
- Uploads/Downloads

- Administrator Settings
- Manager Settings
- User Settings

Inspection Module

Includes functionality of Aspen, ISS, PIQ, and CDLIS Access (for license queries for one or two drivers)

Intervention / Audit Module

Includes functionality of CAPRI and CDLIS Access (for license queries for small or large batches of drivers)

Enforcement / Follow-Up Module

Includes functionality of CaseRite and UFA

Crash Module

Includes functionality for the collection of crash data

► Started with a focus on Inspection functionality

- Formed a working group with 16 states, including 2 border states represented – meet monthly and at CVSA

► Now adding a focus on Safety Audit functionality

- Including what is needed for the New Entrant rule

► Also adding a focus on Intervention functionality

- On and off-site reviews

► Working groups are being formed for both of these

► Specific emphasis / focus on the on and off-site review functionality for the client (CAPRI replacement)

- Example of Portal versus Client functionality

► Consider functionality want to keep and/or want changed, as well as new functionality needed

► Themes:

- Automate – pre-populate and auto-populate

- Guidance – promote uniformity

- Eliminate redundancy
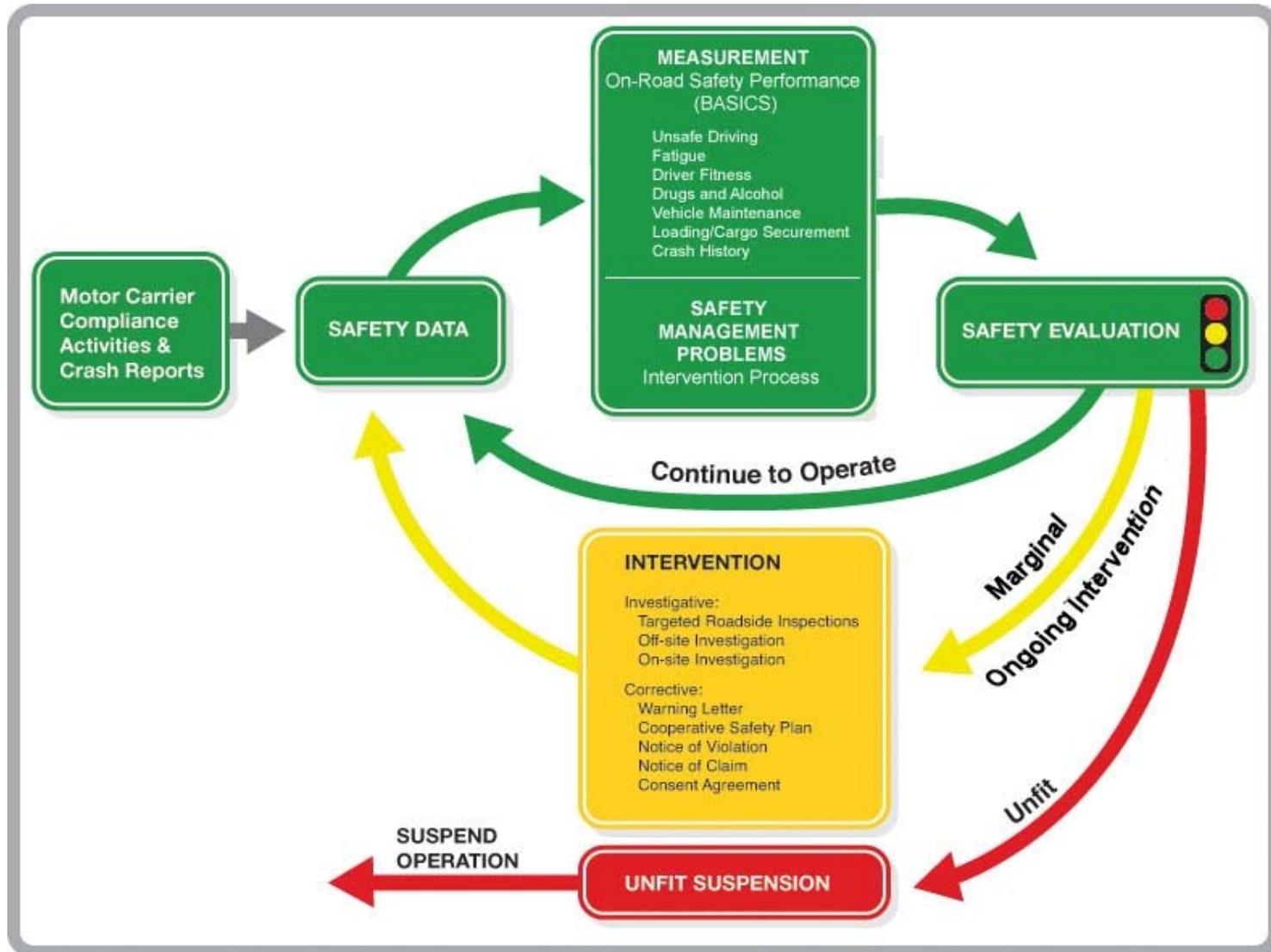
►The CSA 2010 investigative process differs in many ways from the Compliance Review (CR).

- The current CR process: 1) is a comprehensive review of all CFR compliance areas; 2) is intended to identify violations in all areas of non-compliance and; 3) determines an overall safety rating for the motor carrier.

- The CSA 2010 investigative process focuses on discovering "what the violation is and what safety management process is breaking down", "why it is breaking down" and "how can it be fixed" instead of simply "what is the violation" and "how much is the fine."

►1 – Monthly Intervention Selection and Carrier Assignment

►2 – Pre-Investigation

►3 – Investigation

►4 – Investigation Feedback and Closeout

►5 – Follow-on Intervention

►Primarily Portal and Enterprise Database functionality

►For the mobile client:

- Summary of why / reason the intervention type was chosen

- Company data at the time of selection

►Import list of assignments into mobile client

- Include profile data at time of assignment
- Ability to "update" / "refresh" profile data, and provide a list of differences

►Profile data organized by BASICs and include additional data, such as:

- Intervention history
- DIR
- Combine all relevant data from QC, L&I, CDLIS, crash reports (possible "affiliate addresses")

►Import / identify all drivers with any "red-flag" violations and recent activity

- For example, Driver Fitness - 383.23(a) - Operating without a valid CDL

- Sort drivers by their Driver Measurement System score and by BASICs, Crash BASIC first

►The Safety Management Cycle is a model for assessing carrier safety management processes in a holistic way. The cycle is made up of six Safety Management Processes:

- 1. Policies and Procedures

- 2. Roles and Responsibilities

- 3. Qualification and Hiring

- 4. Training and Communication

- 5. Monitoring and Tracking

- 6. Meaningful Action

►Integrate eFOTM

- Consistent guidance

►More interactive / automated, Q&A

- Warnings / alerts (as needed)

►Collaborative questioning cycle

- Confirm violations

- Identify process breakdowns and remedies

►"Help" available with list of "probing questions" organized by BASIC

► Concepts

- No more "Part A, B, and C"

- Streamlined / improved "worksheets" – more of a "guidance system"

- Everything entered populates final report (for carrier or enforcement user)

► Use of more technology

- Log scanning, download of EOBR data

- Make driver list available from information imported

► User is simply "verifying" data more often than "entering" data

► Keep running "Notes" available throughout process and categorize at the end by the point in the process

- For example, note a violation, triggers "notes" to explain the violation which becomes part of the final report

► Report

- Organized by the process breakdown, which led to this violation(s), and here is the remedy(ies) by BASIC

- Spelling and grammar-check options

►General comments / feedback

►Please submit any additional feedback to:

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