



## FREE CSA 2010 SCORECARD FAQs

**Q. When will I receive my scorecard?**

A. You will receive your first scorecard in one to two weeks after we receive your request. After that, you will receive a scorecard near the end of every month.

**Q. How will I get the scorecard?**

A. We will automatically e-mail the scorecards to the people whose names and e-mail addresses you provide. The e-mail will have two attachments: a scorecard in a PDF format and an Excel spreadsheet with violations data by BASIC.

**Q. Can you send the scorecard to more than one contact at my company?**

A. Yes, we can send it to multiple contacts. We just need their names, titles, and e-mail addresses.

**Q. How long will we be able to get this for free?**

A. We will provide free scorecards through October of this year.

**Q. Why are you giving this away for free?**

A. We don't charge for monthly scorecards because carriers can (or will be able to) get much of this information themselves on the FMCSA's website. We only charge for services that add value to our clients.

**Q. What other CSA 2010 compliance services do you offer?**

A. Here are some highlights of our CSA 2010 program:

- CSI Management – DAILY scorecards with details by violation, driver, and equipment. Reports can be displayed as a corporate summary, by division, and by manager.
- COMPASS Portal Management – We identify inaccuracies in your COMPASS data and help you manage your DataQs challenges. We even track the status of your DataQs and report your success rate.
- Intervention Management – intervention tracking, SafeStat/BASIC measures comparison, risk indicators, driver management details, positive reinforcement tools, and more.

**Q. Is there a catch to this? Are there any hidden costs or requirements?**

A. No.

**Q. What information do we get with the free scorecard?**

A. We will send two files every month – a PDF scorecard and an Excel spreadsheet. The spreadsheet gives you violation details for each BASIC. The scorecard includes:

- Some basic information about your fleet (*DOT number, type of carrier, number of power units, etc.*)
- Estimated measures for each BASIC
- Peer grouping for each BASIC (*Identifies your peer group according to number of power units or number of inspections, depending on the BASIC.*)
- Estimated peer percentile rank for each BASIC (*Shows how you perform compared to similar carriers.*)
- Intervention threshold for each BASIC (*Shows the cut-off point that puts you at risk for an intervention.*)
- Intervention risk indicator (*Lets you know if you are at low, medium, or high risk for an intervention for each BASIC.*)
- Bar graph with your estimated peer rank

**Q. Why should I use your free scorecard instead of going to the FMCSA's CSA 2010 website myself?**

A. Our scorecard offers much more information than you can get on the FMCSA's CSA 2010 website (as of April 12, 2010). We give you BASICs measures, percentile ranks against peers, and an indication of intervention risk for each BASIC in a user-friendly format. We also save you time because we send the scorecard to you automatically. And, it's free!

**Q. How do I sign up for the free monthly scorecard?**

A. Fill out the Free Scorecard Request Form at [RAIR.com/freescorecard](http://RAIR.com/freescorecard). You can also call us at 1-888-444-7010 or email us at [info@rair.com](mailto:info@rair.com).