



*Licensing*

# Completed Activity Report Motor Carrier Safety

Upload?  Yes  No - Reason for no upload: New Entrant Inspection

1. Investigator(s): Richard Smith 2. Assignment No.: 111232

3. Current Date: 9/9/11 4. Date of Activity: 9/8/11

5. Carrier Name: Harlow's Bus Service, Inc. d/b/a Harlow's Trailways

6. Permit: Pending 7. New Entrant date of authority: \_\_\_\_\_

8. MOTCAR No.: 1D 6454 9. Carrier is:  Intrastate Only

Interstate Only

Intra and Interstate

10. Industry Code: 232

11. USDOT No.: 0321336

12. MC No.: 162811

### 13. Destination Check

Attached is a copy of the Destination Check Safety Plan.

- Number of buses inspected: # of 9-15 passenger \_\_\_\_\_ # of 16+ passenger \_\_\_\_\_
- Number of vehicle inspections: Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 3 \_\_\_\_\_ Level 5 \_\_\_\_\_
- Describe any special emphasis placed on the destination check and the results:
- What might we do differently to increase our success at the next destination check:

### 14. Safety Complaint

Attach a copy of the Individual Safety Complaint Plan.

- What activity did staff complete for this safety complaint:

Compliance review

Technical assistance

Number of vehicle inspections: Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 5 \_\_\_\_\_

Unannounced terminal visit

Other (please explain):

### 15. New Entrant - Charter, Auto Transportation

- Is this carrier referred by FMCSA, operating intra and interstate:  Yes  No
- Is this carrier based in another state, requesting intrastate authority:  Yes  No
- Is this carrier based in Washington, requesting intrastate authority:  Yes  No

Comment: New Entrant vehicle inspection and safety training for authority

16.  **New Entrant- HHG**

- Is this carrier referred by FMCSA, operating intra and interstate:  Yes  No
- Is this carrier based in another state, requesting intrastate authority:  Yes  No
- Is this carrier based in Washington, requesting intrastate authority:  Yes  No
- Did staff complete the following:
  - ◆ Inspect all vehicles between three and eighteen months?  Yes  No  
 Number of vehicle inspections: Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 5 \_\_\_\_\_
  - ◆ Conduct a SI/SA between three and eighteen months?  Yes  No  CR  SA
  - ◆ Conduct technical assistance within three months?  Yes  No

17.  **Individual Safety Plan Only:**

What activity did staff complete for this safety complaint?

- Attach a copy of the Individual Carrier Safety Plan.
- Safety Investigation
- Technical assistance
- Number of vehicle inspections: Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 5 \_\_\_\_\_
- Unannounced terminal visit
- Other (please explain): \_\_\_\_\_

18.  **Safety Investigation:**

**Safety Audit:**

- SI Rating:  Satisfactory  Unsatisfactory  Conditional
- SA Rating:  Pass  Fail
- Number of vehicles operated: \_\_\_\_\_
- Number of drivers operated: \_\_\_\_\_
- Total miles for prior year: \_\_\_\_\_
- Recordable accidents for prior year: \_\_\_\_\_
- Accident Ratio: \_\_\_\_\_

19.  **Part B Violations:**

Part	Violations	Part	Violations	Part	Violations
382/40		383		387	
390		391		392	
395		396		397	

Comment: \_\_\_\_\_

20.  **Vehicle Inspection Data:**

	MC	MB 1-15	MB 16+	SB 1-8	SB 9-15	SB 16+	VAN 1-8	VAN 9-15	TRK	TT	TRA
Inspections	1										
Defective Vehicles	0										
OOS Vehicles	0										
Location	T										
Level	5										

Comment:

21.  **Vehicle Inspection Violations:**

	MC	MB 1-15	MB 16+	SB 1-8	SB 9-15	SB 16+	VAN 1-8	VAN 9-15	TRK	TT	TRA
Brakes											
Steering											
Lights											
Tires, wheels, rims											
Horn											
Windshield and Wipers											
Mirrors											
Emergency Equip, Exits											
Coupling Devices											
Frame											
Suspension											
Exhaust											
Other											

Comment:

22.  **Driver Inspection Violations:**

Medical Card	Medical Waiver	Hours of Service	Drivers License

Comment:

23. **Relevant carrier history:**

No prior intrastate history. This carrier is making application for intrastate authority but has been operating interstate from Bismarck North Dakota for over two years and had received a full CR 3/11/2011 and had been issued a satisfactory safety rating. Per the company general Manager Jim Harlow, the comp[any is moving its main corporate office to Auburn Washington with only a terminal still operating in North Dakota. The CR review conducted by FMCSA in North Dakota is attached for review; The company has a 57.3% basic in the crash indicator category and only a 7.1% basic in vehicle maintenance. A copy of the company's SMS scores is attached.

**24. Findings:**

This carrier's vehicle is a new 2011 51 passenger Prevost and has yet to be used to transport passengers. No defects were found. The company has plans to add four or five additional motor coaches in the next few months and will notify UTC as each is brought into the fleet. The owner and safety manager was provided safety training by me in 49 CFR 382, 383, 387, 390, 391, 392, 393, 395 & 396.

This carrier also is a lease agency of school buses to private school in the local areas and provides drivers for these vehicle leases. Although this contract work qualifies under the school exemption rules by providing home to home service and is inspected by WSP, the company may also have some buses that only provide charter service to these schools. The company management now understanding what is regulated by UTC will be re-examining its business policies and making sure the appropriate authority is achieved before providing any illegal operations.

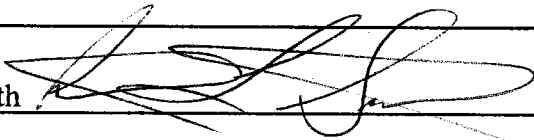
**25. Recommended Action:**

- No further action.
- Notify the company in writing of the findings by providing a copy of the safety investigation, vehicle inspection report, safety audit or other similar document.
- Require the company to submit a compliance plan in response to the 15-day letter requirement.
- Recheck – Safety Investigation (Date: \_\_\_\_\_ )
- Revisit to recheck a specific issue (Date: \_\_\_\_\_ )
- Send the company a compliance letter. Require a response:  Yes  No
- Issue administrative penalties in the amount of \$
- Issue a complaint.
- Stop company operations.

**26. Is this carrier considered a high risk carrier as a result of this activity?**

- Carrier accident ratio is higher than aggregate ratio.
- Carrier had an out-of-service ratio 25% or higher at the last vehicle inspection.
- Carrier had a defect ratio 75% or higher at the last vehicle inspection.
- Carrier received more than one conditional or unsatisfactory compliance review rating in more than one of the last four compliance reviews (or less than four if four are not completed).
- Other (please explain): \_\_\_\_\_

27. Additional Comments: I recommend authority be issued. Close and file.

Investigator's signature: Richard Smith 

Initial review by: \_\_\_\_\_

Date: \_\_\_\_\_

Reviewer's recommendation: \_\_\_\_\_

Final review by:

D Pratt

Date:

9-9-11

Reviewer's recommendation:

OK to issue authority.

Close & file.

Thanks Rick!

Date closed:

Rick Smith

9/9/11

By:

CAC

cc:

Company name

Licensing  
Harlow's Bus Services

Assignment #

111232

Staff Assigned

Rick Smith



[A&I SITES](#)

[SMS HOME](#)

[CARRIER SEARCH](#)

[REPORTS](#)

[DOWNLOADS](#)

[INFORMATION CENTER](#)

SMS Home > Carrier Overview

Richard Smith is logged in

**HARLOW'S BUS SERVICE INC**

**DOT#:321336**



The SMS provides an assessment of a motor carrier's on-road performance and investigation results within the Behavior Analysis and Safety Improvement Categories (BASICS). Assessments cover 24 months of activity and results are updated monthly. For current Motor Carrier Safety Ratings visit [SAFER](#) and for current operating authority and insurance information visit [Licensing and Insurance \(L&I\)](#) system.

Select a BASIC below to view details

**BASICS Overview**

(Based on a 24-month record ending July 22, 2011)

**Unsafe Driving**

On-Road Investigation **BASICS Status**  
 No Violations =

**Fatigued Driving (Hours-of-Service)**

Inconclusive =

**Driver Fitness**

No Violations =

**Controlled Substances and Alcohol**

No Violations =

**Vehicle Maintenance**

7.1% =

**Cargo-Related**

No Violations =

**Crash Indicator**

57.3% =

**Insurance and Other**

=

**History**

**\*USE OF SMS DATA/INFORMATION**  
 Driver Information

For more information on the BASICS Overview please visit our [Information Center](#)

**ICON LEGEND**



Serious violation cited within last 12 months from an investigation.



Denotes this carrier exceeds the FMCSA intervention threshold relative to its safety event grouping based upon roadside data and/or has been cited with one or more serious violations within the past 12 months during an investigation. Therefore, this carrier may be prioritized for an intervention action and roadside inspection.

View Complete Measurement Profile

**SUMMARY OF ACTIVITIES**

	Number	OOS Rate
<b>Total Inspections:</b>	25	
Vehicle Inspections:	21	5 %
Driver Inspections:	9	0 %
Hazardous Materials Inspections:	0	0 %
HM Placard Inspections:	0	0 %
<b>Total Crashes:</b>	3	
Tow-aways:	1	
Injuries/Fatalities:	3	

**RECENT INVESTIGATIONS**

The following are up to five most recent investigations:

Intervention Type	Date
Compliance Review	3/18/2011
Compliance Review	9/6/2007
Compliance Review	2/10/2005
Compliance Review	3/28/2001
Compliance Review	11/12/1993

**DATA CENTER**

Scope:

File Type:

PRINT

DOWNLOAD

**Carrier Registration Information as of July 22, 2011**

**USDOT#** 321336 **Power Units:** 9  
**DBA** Harlow's Trailways **Vehicle Miles Traveled:** 414,025  
**Name:** **MT Year:** 2010  
**Address:** 1021 S 23Rd Street **Drivers:** 20  
 Bismarck, ND 58503 **Carrier Operation:** Interstate  
**Telephone:** (701) 224-1787 **Passenger:** Yes  
**Fax:** (701) 224-1127 **Subject to Placardable HM Threshold:** No  
**Email:** neal. prichard@harlowbussales.com **Household Goods:** No  
**New Entrant:** No

**Carrier Registration**  
 Registration Updated:  
 05/17/2011

Need more information about what SMS is or how to improve safety in a BASIC?

Learn more

[View Carrier Registration Details](#)

**\*USE OF SMS DATA/INFORMATION**

The data in the Safety Measurement System (SMS) is performance data used by the Agency and Enforcement Community. A symbol, based on that data, indicates that FMCSA may prioritize a motor carrier for further monitoring.



# MCMIS

Motor Carrier Management Information System

Choose Subsystem



Exit MCMIS

## View Compliance Review



USDOT Number:	321336	Company Type:	CARRIER	Status:	ACTIVE
Legal Name / DBA Name:	HARLOW'S BUS SERVICE INC / HARLOW'S TRAILWAYS				
Physical Address:	1021 S 23RD STREET, BISMARCK, ND 58504				

Registration	Review	Violations	Remarks	Requirements and/or Recommendations
--------------	--------	------------	---------	-------------------------------------

USDOT Number:	321336	Application Tracking Number:	
Company Type:	CARRIER		

Identification	
MC/MX Number:	MC162811
Legal Name:	HARLOW'S BUS SERVICE
DBA Name (Doing Business As):	HARLOW'S TRAILWAYS

Physical Address			
Street:	3800 EAST CENTURY AVE		
City:	BISMARCK		
State / Country:	NORTH DAKOTA	ZIP/Postal Code:	58503
Colonia (Mexico Only):		County:	
Phone#:	7012241767	Fax#:	7012241127

Mailing Address			
Street (PO Box):	3800 EAST CENTURY AVE		
City:	BISMARCK		
State / Country:	NORTH DAKOTA	ZIP/Postal Code:	58366-0399
Colonia (Mexico Only):		Mailing County:	

Other			
Dun & Bradstreet No.:			
EIN:	450355137	SSN:	
State Director Code:	38	Service Center:	WESTERN
Internet E-Mail Address:	NEAL.PRICHARD@HARLOWSBUSSESALES.COM		
RFC Number:			
Business Organization:		Territory:	
Placarded?(Y/N):	NO	Permit Required?(Y/N):	NO
Name of Authorized Person:	MICHEAL FARLEY	Title of Authorized Person:	SAFETY MANAGER
1. Officer Name:	NEAL PRICHARD		
1. Officer Title:	OPERATIONS MANAGER		
2. Officer Name:			
2. Officer Title:			

Carrier/Shipper
<input type="radio"/> A. INTERSTATE <input type="radio"/> B. INTRASTATE HAZMAT <input type="radio"/> C. INTRASTATE NON-HAZMAT

Carrier Operation: \_\_\_\_\_

Operation Classification		
<input checked="" type="checkbox"/> AUTHORIZED FOR HIRE	<input type="checkbox"/> PRIVATE PASSENGER, NON-BUSINESS	<input type="checkbox"/> STATE GOVERNMENT
<input type="checkbox"/> EXEMPT FOR HIRE	<input type="checkbox"/> MIGRANT	<input type="checkbox"/> LOCAL GOVERNMENT
<input type="checkbox"/> PRIVATE PROPERTY	<input type="checkbox"/> U. S. MAIL	<input type="checkbox"/> INDIAN TRIBE
<input type="checkbox"/> PRIVATE PASSENGER, BUSINESS	<input type="checkbox"/> FEDERAL GOVERNMENT	<input type="checkbox"/> OTHER

Cargo Classification		
<input type="checkbox"/> GENERAL FREIGHT	<input type="checkbox"/> LIQUIDS/GASES	<input type="checkbox"/> CHEMICALS
<input type="checkbox"/> HOUSEHOLD GOODS	<input type="checkbox"/> INTERMODAL CONTAINERS	<input type="checkbox"/> COMMODITIES DRY BULK
<input type="checkbox"/> METAL; SHEETS, COILS, ROLLS	<input checked="" type="checkbox"/> PASSENGERS	<input type="checkbox"/> REFRIGERATED FOOD
<input type="checkbox"/> MOTOR VEHICLES	<input type="checkbox"/> OIL FIELD EQUIPMENT	<input type="checkbox"/> BEVERAGES
<input type="checkbox"/> DRIVE AWAY/TOWAWAY	<input type="checkbox"/> LIVESTOCK	<input type="checkbox"/> PAPER PRODUCTS
<input type="checkbox"/> LOGS, POLES, BEAMS, LUMBER	<input type="checkbox"/> GRAIN, FEED, HAY	<input type="checkbox"/> UTILITY
<input type="checkbox"/> BUILDING MATERIALS	<input type="checkbox"/> COAL, COKE	<input type="checkbox"/> FARM SUPPLIES
<input type="checkbox"/> MOBILE HOMES	<input type="checkbox"/> MEAT	<input type="checkbox"/> CONSTRUCTION
<input type="checkbox"/> MACHINERY, LARGE OBJECTS	<input type="checkbox"/> GARBAGE, REFUSE, TRASH	<input type="checkbox"/> WATER WELL
<input type="checkbox"/> FRESH PRODUCE	<input type="checkbox"/> U.S. MAIL	<input type="checkbox"/> OTHER

Hazardous Materials Carried or Shipped					
Carried/Shipped	Hazardous Material Code	Bulk/Non-Bulk	Carried/Shipped	Hazardous Material Code	Bulk/Non-Bulk
	DIV 1.1			DIV 4.3	
	DIV 1.2			DIV 5.1	
	DIV 1.3			DIV 5.2	
	DIV 1.4			DIV 6.2	
	DIV 1.5			DIV 6.1A	
	DIV 1.6			DIV 6.1B	
	DIV 2.1			DIV 6.1 POISON	
	DIV 2.1 LPG			DIV 6.1 SOLID	
	DIV 2.1 METHANE			CLASS 7	
	DIV 2.2			HRCQ	
	DIV 2.2A AMMONIA			CLASS 8	
	DIV 2.3A			CLASS 8A	
	DIV 2.3B			CLASS 8B	
	DIV 2.3C			CLASS 9	
	DIV 2.3D			ELEVATED TEMP MAT	
	CLASS 3			INFECTIOUS WASTE	
	CLASS 3A			MARINE POLLUTANTS	
	CLASS 3B			HAZARDOUS SUB(RQ)	
	COM LIQ			HAZARDOUS WASTE	
	DIV 4.1			ORM	
	DIV 4.2				

Number of Vehicles operated in the U.S. (at least one must be entered in the non-passenger group or the passenger group)					
Number of Vehicles that can be Operated in the U.S.					
	STRAIGHT TRUCKS	TRUCK TRACTORS	TRAILERS	HAZMAT CARGO TANK TRAILERS	HAZMAT CARGO TANK TRUCKS
OWNED					



TERM LEASED										
TRIP LEASED										
Number of Vehicles operated in the U.S. (at least one must be entered in the passenger group or the non-passenger group)										
Number of Vehicles Carrying Number of Passengers (including the driver) Below										
	MOTOR COACH	SCHOOL BUS 1-8	SCHOOL BUS 9-15	SCHOOL BUS 16+	MINI-BUS 16+	VAN 1-8	VAN 9-15	LIMOUSINE 1-8	LIMOUSINE 9-15	LIMOUSINE 16+
OWNED	9									
TERM LEASED										
TRIP LEASED										
Total Power Units: 9 Total Trucks: 0 Total Buses: 9										

Drivers Subject to FMCSR (at least one must be entered)	
Interstate Within 100-Mile Radius:	0
Interstate Beyond 100-Mile Radius:	11
Intrastate Within 100-Mile Radius:	0
Intrastate Beyond 100-Mile Radius:	0
Avg. Drivers Leased per Month:	0
Total Drivers (computed field):	11
Total CDL Drivers:	11

Options for this Company



September 09, 2011

[Cargo Tank Search](#) | [Company Information](#) | [Crash](#) | [Inspection](#) | [MCS150/150B/150C Add](#) | [Monitoring](#) | [Reports](#) | [Review](#) | [Safety Audit](#)



[FMCSA Home](#) | [Feedback](#) | [Privacy Policy](#) | [USA.gov](#) | [Freedom of Information Act \(FOIA\)](#) | [Accessibility](#) | [OIG Hotline](#) | [Web Policies and Important Links](#) | [Plug-ins](#)

Federal Motor Carrier Safety Administration

1200 New Jersey Avenue SE, Washington, DC 20590 - 1-800-832-5660 - TTY: 1-800-877-8339 - Field Office Contacts



# MCMIS

Motor Carrier Management Information System

Choose Subsystem

60

Exr MCMIS

## View Compliance Review

?

USDOT Number:	321336	Company Type:	CARRIER	Status:	ACTIVE
Legal Name / DBA Name:	HARLOW'S BUS SERVICE INC / HARLOW'S TRAILWAYS				
Physical Address:	1021 S 23RD STREET, BISMARCK, ND 58504				

Registration	Review	Violations	Remarks	Requirements and/or Recommendations
Review Date:	03/18/2011	Form No:	864841	
Created By:	LEEANN JANGULA	Create Date:	04/04/2011	
Changed By:	LEEANN JANGULA	Change Date:	04/04/2011	
Upload Date:	03/24/2011			

EDMS Document Link (864841): [CLICK HERE TO VIEW THE DOCUMENT](#)

Acknowledgements (person interviewed during this review)										
Name:	NEAL PRICHARD				Title:	OPERATIONS MANAGER				
Received by:	JASON HAGENESS				Title:	PRESIDENT				
SI Code:	ND0010				Principal Safety Investigator:	TUHY, CORY				
Assistant SI Code:					Assistant Safety Investigator:					
Reason for Review										
COMPLAINT	ENFORCEMENT FOLLOW-UP	CARRIER REQUEST	PRIORITY LIST	CONDITIONAL CARRIER	UNSAT FOLLOW-UP	SA CONVERSION	OTHER	COMPLIANCE REVIEW	FOCUSED CR	CSA 100% STATES

Planned Course of Action							
COMPL MONITOR	PROSECUTION		OOS	STATE PROSECUTION		NOTICE OF VIOLATION	COOPERATIVE SAFETY PLAN (CSP)

Parts Reviewed			
325	NOT REVIEWED	382	COMPLIANCE REVIEW
383	COMPLIANCE REVIEW	387	COMPLIANCE REVIEW
390	COMPLIANCE REVIEW	391	COMPLIANCE REVIEW
392	COMPLIANCE REVIEW	393	COMPLIANCE REVIEW
395	COMPLIANCE REVIEW	396	COMPLIANCE REVIEW
397	NOT REVIEWED	398	NOT REVIEWED
399	NOT REVIEWED	171	NOT REVIEWED
172	NOT REVIEWED	173	NOT REVIEWED
177	NOT REVIEWED	178	NOT REVIEWED
180	NOT REVIEWED		

1. Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?	YES - BOTH INTERSTATE AND INTRASTATE
2. Does carrier transport placardable quantities of HM?	
3. Unsat/Unfit Rule:	45-DAY - INTERSTATE PASSENGER

Special Studies				
Special Studies 1:	Special Studies 2:	Special Studies 3:	Special Studies 4:	Special Studies 5:

Prior Reviews	Prior Prosecutions
1 (MM/DD/YYYY)	09/06/2007
2 (MM/DD/YYYY)	02/10/2005
3 (MM/DD/YYYY)	03/28/2001

Fitness (within the prior 365 days...)	
	Recordable

Total Miles:	414025	Total Recordable Crashes:	1	Total Preventable Recordable Crashes:	0	Crashes/Million Miles (computed field):	2.42
--------------	--------	---------------------------	---	---------------------------------------	---	---	------

From Carrier Review (Site Check)			
Number of Out of Service Vehicles:	0	Number of Vehicles Inspected:	0

From MCMIS (Carrier Profile)			
Number of Out of Service Vehicles:	0	Number of Vehicles Inspected:	11

Combined	
Out of Service Vehicle Rate (computed field):	0

Factors			
Rating Factors	Rating	Violation Points	
		Number of Acute	Number of Critical
Factor 1:	SATISFACTORY	0	0
Factor 2:	SATISFACTORY	0	0
Factor 3:	SATISFACTORY	0	0
Factor 4:	SATISFACTORY	0	0
Factor 5:	NOT APPLICABLE	0	0
Factor 6:	SATISFACTORY		

Proposed Rating:	SATISFACTORY
Actual Rating:	SATISFACTORY

Miscellaneous	
Follow-up:	
Could an Unsat Safety Rating result in 45-day shutdown procedure?	

Options for this Company



September 09, 2011

[Cargo Tank Search](#) | [Company Information](#) | [Crash](#) | [Inspection](#) | [MCS150/150B/150C Add](#) | [Monitoring](#) | [Reports](#) | [Review](#) | [Safety Audit](#)



[FMCSA Home](#) | [Feedback](#) | [Privacy Policy](#) | [USA.gov](#) | [Freedom of Information Act \(FOIA\)](#) | [Accessibility](#) | [OIG Hotline](#) | [Web Policies and Important Links](#) | [Plug-ins](#)

Federal Motor Carrier Safety Administration

1200 New Jersey Avenue SE, Washington, DC 20590 - 1-800-832-5660 - TTY: 1-800-877-8339 - Field Office Contacts



# MCMIS

Motor Carrier Management Information System

Choose Subsystem



Exit MCMIS

## View Compliance Review



USDOT Number:	321336	Company Type:	CARRIER	Status:	ACTIVE
Legal Name / DBA Name:	HARLOW'S BUS SERVICE INC / HARLOW'S TRAILWAYS				
Physical Address:	1021 S 23RD STREET, BISMARCK, ND 58504				

Registration	Review	Violations	Remarks	Requirements and/or Recommendations
--------------	--------	------------	---------	-------------------------------------

Current Violations Associated with this Review							
Violation Type	Acute Critical	# Disc	# Chkd	Drivers In Violation	Drivers Checked	Federal Section #	State Section #
FEDERAL		8	250	8	250	382.305(i)(2)-Not ensuring each driver has an equal chance at random test	
FEDERAL		1	5	1	5	391.21(a)-Incomplete or no employment application	
FEDERAL		5	14	5	5	391.25(b)-Failing to review the driving record of each driver	
FEDERAL		2	14	2	5	391.25(a)-Failing to obtain driver s driving record each 12 months	
FEDERAL		3	150	1	5	395.8(f)-Failing to prepare RODS in form and manner prescribed	
FEDERAL		4	61	3	5	395.8(e)-False reports of records of duty status	
						395.8(e)-False	

FEDERAL		7	61	3	5	reports of logs, inaccurate log (not critical)	
FEDERAL		7	14	5	5	391.27(a)1-FAILED TO REQUIRE EACH DRIVER IT EMPLOYS, AT LEAST ONCE EVERY 12 MONTHS, TO PREP	
FEDERAL		2	51	1	5	396.11(b) - Failing to ensure inspection report is complete accurate	

Options for this Company



September 09, 2011

[Cargo Tank Search](#) | 
 [Company Information](#) | 
 [Crash](#) | 
 [Inspection](#) | 
 [MCS150/150B/150C Add](#) | 
 [Monitoring](#) | 
 [Reports](#) | 
 [Review](#) | 
 [Safety Audit](#)



[FMCSA Home](#) | 
 [Feedback](#) | 
 [Privacy Policy](#) | 
 [USA.gov](#) | 
 [Freedom of Information Act \(FOIA\)](#) | 
 [Accessibility](#) | 
 [OIG Hotline](#) | 
 [Web Policies and Important Links](#) | 
 [Plug-ins](#)

Federal Motor Carrier Safety Administration

1200 New Jersey Avenue SE, Washington, DC 20590 - 1-800-832-5660 - TTY: 1-800-877-8339 - Field Office Contacts



# MCMIS

Motor Carrier Management Information System

Choose Subsystem

Go

Exit MCMIS

## View Compliance Review

?

USDOT Number:	321336	Company Type:	CARRIER	Status:	ACTIVE
Legal Name / DBA Name:	HARLOW'S BUS SERVICE INC / HARLOW'S TRAILWAYS				
Physical Address:	1021 S 23RD STREET, BISMARCK, ND 58504				

Registration	Review	Violations	Remarks	Requirements and/or Recommendations
--------------	--------	------------	---------	-------------------------------------

### Remarks

REASON FOR INVESTIGATION: THIS COMPLIANCE REVIEW (CR) WAS CONDUCTED BECAUSE THE CARRIER IS ON THE NORTH DAKOTA INVESTIGATE 1 PRIORITY LIST. CARRIER OPERATION DESCRIPTION: SEE PART A FOR GENERAL INFORMATION. HARLOW'S BUS SERVICE, INC. TRANSPORTS PASSENGERS IN ALL 48 STATES (PRIMARILY THE MIDWEST) AND OCCASIONALLY INTO CANADA. HARLOW HAGENESS HAS RECENTLY TRANSFERRED PRESIDENCY TO HIS SON JASON HAGENESS. HARLOW NOW HOLDS THE POSITION OF CHAIRMAN OF THE BOARD AND DONNA HAGENESS, HARLOW'S WIFE, IS THE VICE PRESIDENT AND SECRETARY/TREASURER. NEAL PRICHARD IS THE OPERATIONS MANAGER AND IS RESPONSIBLE FOR COMPLIANCE WITH THE FMCSRS. NEAL PROVIDED INFORMATION DURING THIS INVESTIGATION. AN ADDITIONAL POSITION FOR SAFETY IS IN THE PLANNING STAGES. THE BUSINESS IS PLANNING RELOCATION WITHIN BISMARCK DURING THE SPRING OF 2011. THE ADDRESS AS OF 4/18/11 SHOULD BE 1021 SOUTH 23 ST BISMARCK, ND 58504. GROSS REVENUE WAS PROVIDED AT \$1,906,245.00. HARLOW'S BUS SERVICE, INC IS ONE OF FOUR CORPORATIONS. THERE ARE TWO OTHERS IN ND TO INCLUDE HARLOW'S BUS SALES, INC AND HARLOW'S SCHOOL BUS SERVICE, INC. THE OTHER CORPORATION IS BASED OUT OF LIBBY, MT. PRE-INVESTIGATION: HARLOW'S BUS SERVICE, INC WAS ORIGINALLY CONTACTED BY PHONE TO SCHEDULE THE INVESTIGATION. CONTACT WAS MADE WITH SHEREE HOLZWORTH. SHEREE PROVIDED ME WITH NEAL PRICHARD'S EMAIL SINCE HE WAS OUT OF STATE AND SCHEDULING WAS COMPLETED WITH HIM. A CONFIRMATION LETTER OF SCHEDULING ALONG WITH A LIST OF INFORMATION NEEDED WERE E-MAILED TO PRICARD AND HOLZWORTH ON 2/28/2011. THE SAME INFORMATION WAS ALSO MAILED ON 3/1/11. HOLZWORTH PROVIDED A DRIVER AND VEHICLE LIST BY FAX AND EMAIL. BOTH INDIVIDUALS WERE VERY COOPERATIVE AND EASILY ACCESSIBLE FOR PLANNING AND INFORMATION. A COMPANY PROFILE WAS OBTAINED ON 3/7/11 AND THE INVESTIGATION WAS CONDUCTED ON 3/8 & 9/11. CDLIS (DRIVER LICENSE) CHECK: CDLIS LICENSING CHECKS WERE CONDUCTED AND ALL STATUSES WERE CURRENT. RED FLAG DRIVERS: NO RED FLAG DRIVERS WERE IDENTIFIED THROUGH A PORTAL SEARCH SO NO RED FLAG INVESTIGATIONS WERE CONDUCTED. DRUG AND ALCOHOL SUPPLEMENTAL REVIEW: NO DRUG AND ALCOHOL SUPPLEMENTAL REVIEW PERFORMED. INVESTIGATION: NEAL PRICHARD ASSISTED IN PROVIDING THE INFORMATION IN THIS INVESTIGATION. RANDOM DRUG AND ALCOHOL TESTS AND DRIVER QUALIFICATION FILES WERE AVAILABLE AND LOCATED ON SITE. ALL DOCUMENTS WERE STORED IN VARIOUS WAYS TO INCLUDE BY DRIVER NAME, AND UNIT NUMBERS. DVIRS WERE LOCATED IN MAINTENANCE FILES, IN DVIR BOOKS KEPT IN THE BUSES, OR BY RECORDS PRESENTED VIA JERRY THE SHOP FOREMAN. WHEN ASKED FOR RODS AND SUPPORTING DOCUMENTS, THE CARRIER PRODUCED THE REQUESTED RODS ALONG WITH FUEL RECEIPTS, A FUEL TRANSACTION REPORT CONTAINING DATES, TIMES & LOCATIONS OF TRANSACTIONS, AND MISCELLANEOUS PURCHASE RECEIPTS. SAMPLING FOR HOS COULD NOT BE REACHED IN ACCORDANCE WITH THE FOTM DUE TO THE LACK OF INTERSTATE TRIPS. MILEAGE WAS DETERMINED BY THE PROVIDED IFTA REPORTS.

THE CLOSEOUT WAS HELD WITH NEAL PRICHARD. JASON HAGENESS WAS NOT AVAILABLE FOR THE CLOSEOUT.

---

Options for this Company



September 09, 2011

---

[Cargo Tank Search](#) | [Company Information](#) | [Crash](#) | [Inspection](#) |  
[MCS150/150B/150C Add](#) | [Monitoring](#) | [Reports](#) | [Review](#) | [Safety Audit](#)



---

[FMCSA Home](#) | [Feedback](#) | [Privacy Policy](#) | [USA.gov](#) | [Freedom of Information Act \(FOIA\)](#) | [Accessibility](#) | [OIG Hotline](#) | [Web Policies and Important Links](#) | [Plug-ins](#)

Federal Motor Carrier Safety Administration

1200 New Jersey Avenue SE, Washington, DC 20590 - 1-800-832-5660 - TTY: 1-800-877-8339 - [Field Office Contacts](#)



# MCMIS

Motor Carrier Management Information System

Choose Subsystem

Go

Exit MCMIS

## View Compliance Review

?

USDOT Number:	321336	Company Type:	CARRIER	Status:	ACTIVE
Legal Name / DBA Name:	HARLOW'S BUS SERVICE INC / HARLOW'S TRAILWAYS				
Physical Address:	1021 S 23RD STREET, BISMARCK, ND 58504				

Registration	Review	Violations	Remarks	Requirements and/or Recommendations
--------------	--------	------------	---------	-------------------------------------

### Requirements and/or Recommendations

1. UPDATE EMPLOYMENT APPLICATION TO INCLUDE ALL REQUIRED INFORMATION. ENSURE DRIVER'S COMPLETE APPLICATION.
2. ENSURE THAT ALL DRIVERS' RECORDS OF DUTY STATUS (LOGS) ARE ACCURATE. CHECK THEM AGAINST "SUPPORTING DOCUMENTS" TO VERIFY ACCURACY. PROHIBIT FALSIFICATION OF LOGS BY ANY DRIVER. REVIEW THE RULES ON SUPPORTING DOCUMENTS. TAKE APPROPRIATE ACTION AGAINST DRIVERS WHO FALSIFY LOGS.
3. REQUIRE ALL DRIVERS TO PREPARE COMPLETE AND ACCURATE RECORDS OF DUTY STATUS FOR EACH DAY, AND TO SUBMIT THEM WITHIN 13 DAYS. MAINTAIN ALL DUTY STATUS RECORDS ON FILE, WITH ALL SUPPORTING DOCUMENTS, FOR AT LEAST 6 MONTHS.
4. AT LEAST ONCE EVERY 12 MONTHS, MAKE AN INQUIRY TO OBTAIN THE MOTOR VEHICLE RECORD OF EACH DRIVER COVERING AT LEAST THE PRECEDING 12 MONTHS, TO THE APPROPRIATE AGENCY OF EVERY STATE IN WHICH THE DRIVER HELD A COMMERCIAL MOTOR VEHICLE OPERATOR'S LICENSE OR PERMIT DURING THE TIME PERIOD. AT LEAST ONCE EVERY 12 MONTHS, REVIEW THE MOTOR VEHICLE RECORD OF EACH DRIVER IT EMPLOYS TO DETERMINE WHETHER THAT DRIVER MEETS MINIMUM REQUIREMENTS FOR SAFE DRIVING OR IS DISQUALIFIED TO DRIVE A COMMERCIAL MOTOR VEHICLE AND REQUIRE DRIVER'S TO SUBMIT A LIST OF VIOLATIONS.
5. REQUIRE ALL DRIVERS TO PREPARE A WRITTEN INSPECTION REPORT FOR EACH DAY A VEHICLE IS OPERATED. ENSURE THAT EACH REPORT IS SIGNED BY THE DRIVER, CERTIFIED, AND REVIEWED IF DEFECTS ARE REPORTED.
6. KEEP ALL DRIVER VEHICLE INSPECTION REPORTS, SIGNED, CERTIFIED, AND REVIEWED AS REQUIRED ON FILE FOR AT LEAST 90 DAYS.
7. UNDERSTAND WHY COMPLIANCE SAVES TIME AND MONEY: COMPLIANCE WITH FMCSRS WILL NOT ONLY SAVE LIVES, BUT ALSO SAVES YOUR BUSINESS TIME AND MONEY. TRACKING HOW MUCH YOUR BUSINESS SPENDS ON NON-COMPLIANCE ACTIVITIES CAN HELP YOU UNDERSTAND THE MANY BENEFITS OF COMPLIANCE TO YOUR BUSINESS AND WHY SAFETY IS GOOD BUSINESS.
8. DOCUMENT AND FOLLOW THROUGH ON ACTION PLANS TO ENSURE THE ACTIONS YOU ARE TAKING ARE CREATING IMPROVEMENT IN SAFETY MANAGEMENT AND COMPLIANCE.
9. NOTICE: 49 CFR PART 391.23 REQUIRES PROSPECTIVE EMPLOYERS TO, AT A MINIMUM, INVESTIGATE A DRIVER'S EMPLOYMENT INFORMATION, CRASH RECORD, AND ALCOHOL AND CONTROLLED SUBSTANCES HISTORY FROM ALL EMPLOYERS THE DRIVER WORKED FOR WITHIN THE PREVIOUS 3 YEARS. THE PRE-EMPLOYMENT SCREENING PROGRAM (PSP) IS A SCREENING TOOL THAT ASSISTS MOTOR CARRIERS IN INVESTIGATING CRASH HISTORY AND ROADSIDE SAFETY PERFORMANCE OF PROSPECTIVE DRIVERS. THE PSP ALLOWS MOTOR CARRIERS TO PURCHASE 5 YEARS OF CRASH DATA AND 3 YEARS OF ROADSIDE INSPECTION DATA FROM THE FEDERAL MOTOR



CARRIER SAFETY ADMINISTRATION (FMCSA) MOTOR CARRIER MANAGEMENT INFORMATION SYSTEM (MCMIS). RECORDS ARE AVAILABLE 24 HOURS A DAY VIA WEB REQUEST. MOTOR CARRIERS SHOULD VISIT THE FOLLOWING WEBSITE FOR MORE INFORMATION:

[HTTP://WWW.PSP.FMCSA.DOT.GOV/PAGES/DEFAULT.ASPX](http://www.psp.fmcsa.dot.gov/pages/default.aspx)

10. ALL MOTOR CARRIERS AND TRUCK DRIVERS ARE NEEDED TO FIGHT AGAINST TERRORISM AND HIJACKING. YOU COULD BE A TARGET. PROTECT YOURSELF, YOUR TRUCKS, YOUR CARGO, AND YOUR FACILITIES. VISIT THE FOLLOWING WEBSITE FOR MORE INFORMATION:

[HTTP://WWW.FMCSA.DOT.GOV/DOCUMENTS/HIJACKING-BROCHURE.PDF](http://www.fmcsa.dot.gov/documents/hijacking-brochure.pdf)

11. SERIOUS VIOLATIONS WERE RECORDED ON THIS INVESTIGATION REPORT. THESE VIOLATIONS WILL IMPACT YOUR SAFETY RECORD. IF YOU WISH TO DISCUSS THIS INVESTIGATION, CITED VIOLATIONS, OR CORRECTIVE ACTIONS, PLEASE CONTACT THE FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION (FMCSA) AT 701-250-4346, OR AT 1471 INTERSTATE LOOP, BISMARCK, ND 58503.

12. THE DIVISION ADMINISTRATOR WILL CONTINUE TO CONSIDER PREVENTABILITY WHEN A MOTOR CARRIER CONTESTS A PROPOSED SAFETY FITNESS RATING. THE MOTOR CARRIER MAY DEEM THAT THE RECORDABLE ACCIDENT RATE IS NOT A FAIR MEANS OF EVALUATING ITS ACCIDENT FACTOR (FACTOR 6) ON THE CR REPORT. IF SO, THE MOTOR CARRIER MUST SUBMIT THE COMPELLING EVIDENCE WITHIN SEVEN CALENDAR DAYS IF THE PROPOSED RATING IS UNSATISFACTORY AND 10 CALENDAR DAYS IF THE PROPOSED RATING IS CONDITIONAL TO: JEFFREY P. JENSEN DIVISION ADMINISTRATOR FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION 1471 INTERSTATE LOOP BISMARCK, ND 58503 COMPELLING EVIDENCE MUST BE LIMITED TO OFFICIAL POLICE ACCIDENT REPORTS AND OFFICIAL INSURANCE ACCIDENT INVESTIGATION REPORTS.

13. ENSURE RANDOM CONTROLLED SUBSTANCE AND ALCOHOL TESTING IS ADMINISTERED AND CONDUCTED IN ACCORDANCE WITH 49 CFR 382. 305. THIS INCLUDES PROVIDING AND MAINTAINING CONTINUALLY UPDATED LISTS OF DRIVER NAMES FOR PARTICIPATION IN THE RANDOM SELECTION PROCESS SO THAT TESTING MAY BE UNIFORMLY CONDUCTED THROUGHOUT THE CALENDAR YEAR WHILE MAINTAINING AN EQUAL OPPORTUNITY OF SELECTION FOR ALL PARTICIPANTS OCCUPYING SAFETY- SENSITIVE FUNCTIONS

---

Options for this Company



September 09, 2011

---

[| Cargo Tank Search](#) | [| Company Information](#) | [| Crash](#) | [| Inspection](#) |  
[MCS150/150B/150C Add](#) | [| Monitoring](#) | [| Reports](#) | [| Review](#) | [| Safety Audit](#)



[FMCSA Home](#) | [Feedback](#) | [Privacy Policy](#) | [USA.gov](#) | [Freedom of Information Act \(FOIA\)](#) | [Accessibility](#) | [OIG Hotline](#) | [Web Policies and Important Links](#) | [Plug-ins](#)

Federal Motor Carrier Safety Administration

1200 New Jersey Avenue SE, Washington, DC 20590 - 1-800-832-5660 - TTY: 1-800-877-8339 - [Field Office Contacts](#)

DRIVER/VEHICLE EXAMINATION REPORT

Aspen 2.13.2.4

Washington State Patrol  
Commercial Vehicle Enforcement Section  
P.O. Box 42614  
Olympia, WA 98504-2614  
Phone: (360)596-3819 Fax: (360)596-3828

Report Number: WAU001000402  
Inspection Date: 09/08/2011  
Start: 10:04:00 AM PT End: 11:32:00 AM PT  
Inspection Level: V - Terminal  
HM Inspection Type: None

HARLOW'S BUS SERVICE INC  
1021 S 23RD STREET  
BISMARCK, ND 58366-0399  
USDOT#: 00321336 Phone#: (701)224-1767  
MC/MX#: 162811 Fax#: State#:

Driver:  
License#: State:  
Date of Birth:  
CoDriver:  
License#: State:  
Date of Birth:

Location: AUBURN TERMINAL 1240 WEST MAIN MilePost: Shipper:  
Highway: Origin: AUBURN, WA Bill of Lading:  
County: JEFFERSON, WA Destination: AUBURN, WA Cargo:

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate #	Equipment ID	VIN	GVWR	CVSA #	CVSA Issued #	OOS Sticker
1	MC	PREO	2011	ND	TEMP.	5065	2PCH33496CC711901	52,000		15726659	

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	N/A	N/A	N/A
Left	N/A	N/A	N/A
Chamber	DISC	DISC	DISC

VIOLATIONS: No Violations Were Discovered.

HazMat: No HM Transported.

Placard: No Cargo Tank:

Special Checks: No Data for Special Checks.

Report Prepared By:  
SMITH, RICHARD

Badge #:  
J580

Copy Received By:

Page 1 of 1



00321336 WA WAU001000402

X *[Signature]*

X *With Inspection 1312093*