

Safety First: How HireRight's Speedy Implementation and Experience Helped Cut Costs for Legend Transportation



Overview

Legend Transportation started from one man and one truck, and in the almost 20 years since, has grown to over 5,000 combined tractors and trailers operating across North America—primarily running in the western region. Their offerings include LTL transport, truckload over the road (OTR), contract carriage, direct-store delivery freight services, and e-commerce services. With double-digit growth year-after-year, Legend Transportation continues to reinvest back into its company.

Legend Transportation's mission is simple; to provide exceptional service by placing their customers and drivers at the heart of everything they do. Through clear communication and a steadfast commitment to safety and service, Legend Transportation knows their drivers are the bloodline of their operations.

And when Legend Transportation needed a partner to implement DOT drug testing quickly, provide process guidance, and compliance-related resources, HireRight was right there to help.

Legend Transportation's Challenges

Legend Transportation knows how competitive it can be to find, and hire, top drivers. A particular challenge they faced was the time it took drivers to get approved for orientation, taking as long as 5-7 days. They found, by then, that drivers would take opportunities elsewhere that moved faster. Secondly, Legend Transportation's background screening and DOT drug testing were siloed. This limited visibility into test statuses, communication gaps, and extended result timelines. With drug screening being handled by a Consortium /Third-Party Administrator (C/TPA) and DQF management and verifications being handled by HireRight, Legend Transportation's small but mighty recruitment and processing teams needed more control.



“HireRight made this entire process manageable with patience and guidance through my ten thousand questions, and willingness to meet me exactly where I was in terms of knowledge. Most importantly, HireRight accomplished what felt impossible: getting us fully up and running with less than 30-day notice of needing their services.”

Julienne Bernard
Director of Recruiting
& Orientation

Then came a big process change Legend Transportation wasn't anticipating. Their drug testing provider was closing at the end of the year, and it was already December. With the short time frame, remaining compliant as a top priority, the risk of delays in onboarding, and the pressure of implementing a new process in less than 30 days, Legend's recruiting and processing teams found themselves in a tough spot.

That's when Legend Transportation made the call to HireRight. As an industry leader with the bandwidth and experience they needed, HireRight set out to help get their DOT drug screening implemented without skipping a beat.

"While I understood the importance and general requirements of the drug screening process, I was not familiar with the backend process of establishing a CTPA or what information was required to set one up. With safety and compliance being a top priority at Legend, I was genuinely concerned that I might ask the wrong questions, provide incorrect information, or overlook a critical step that could place the company out of compliance. However, from the very first phone call with the team at HireRight, those concerns and doubts were immediately put to ease."

Julienne Bernard

Director of Recruiting & Orientation

HireRight's Solution

HireRight immediately got to work to help Legend Transportation. Legend trusted HireRight to lead them through the transition frenzy with a tight turnaround. In the end, HireRight was able to get Legend Transportation set up within 3 weeks. Not only was HireRight able to meet the tight turnaround time for implementation, but their drug testing product cost less than their previous provider. This set Legend Transportation up for success with lower costs and faster turnaround times from drug test invitations sent to results received.*



"With our previous provider, we were accustomed to results taking four or more days. With HireRight, we had a driver test on day one of orientation. At about 4:30 the next day, results came through. We were all stunned. Less than two full days from testing to results was unheard of for us. Everyone is loving this new setup."

Julienne Bernard

In addition to getting Legend Transportation's DOT drug testing implemented, HireRight's integration with Tenstreet helped introduce useful ATS features that improved their internal processes. Some of Legend Transportation's favorite products and features between HireRight and Tenstreet include: driver communication for recruiting efforts, PulseMD, automations and notifications after initiating background checks, training and tutorials, and the heightened visibility into the background screening process end-to-end.

*Claims according to Legend Transportation.

“Since going live, I have been inundated with messages from our recruiting, orientation, and safety teams about how incredible this new system is. Between PulseMD in Tenstreet, and HireRight, real-time status updates, the ability to request screens directly through the dashboard, and alerts at each stage of testing, the difference has been night and day.”

| **Julienne Bernard**

With HireRight’s bundled transportation products, now including DOT drug testing, and Tenstreet’s driver communication and marketing features, Legend Transportation’s team of recruiters have more visibility into the entire background screening process. This confidence, and control, was exactly what they wanted.

Summary

Thanks to HireRight’s dedication to supporting Legend Transportation through a tight product implementation and Tenstreet’s marketing automations and dashboards, Legend Transportation can confidently **support their year-over-year growth, shorten their time-to-hire, and save money.**

Find out more about HireRight’s and Tenstreet’s integration on
www.hireright.com/partners/tenstreet

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