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Comment

I have been a SAP for over 20 years. It would be helpful if a SAP could see the drivers entire dashboard. If the personal info like address and CDL# isn't shown, that's okay. Not having access to their violation information makes extra work. I have to have the driver open his dashboard and get into the violations so I can get the employer, address, violation date, what the actual violation actually is, specimen ID and MRO information. I contact MRO's frequently to get THC levels of the test to help a driver figure out when they would possibly be "clean" to take a return to duty drug test after my portion of SAP process is complete.

Also, making it easier to take back an "approve request" would be helpful. I recently had a driver who had requested someone else before they found me. I could get them in sooner and he wanted to switch. The other SAP had already approved him and wasn't sure how to "deny" at that point. These things come up. It would be helpful for SAPs to have more access to many more of the things that go on. Also, let SAPs send driver for return to duty status. Many employers won't even look at a driver if they are in the prohibited status. Having the 3rd party administrator to do it is helpful, but that is a lot longer, more steps route than if SAP could send them and post the return to duty drug test. Also, if employers were to post EACH follow up drug test, then when it is the last one state somehow that "this is the last one", that would help. I tell my drivers to keep all the chain of custody forms, but that is not always remembered. If the follow up drug tests were listed then it would be easier, if SAPs have access or new employers have access, to figure out where the driver is in his follow up drug testing. Making things easier for the employer to hire someone and do the follow up drug testing would be fabulous. I understand why many companies don't want to hire a driver who has had the violation. They aren't afraid of the driver testing positive again. It is the paperwork, time, and vigilance that is the problem. I'm sure I have other things but I can't think of them right now.