



# **2020** **DISA** **OWNER SURVEY** **SUMMARY**

Establishing Industry Trends & Best Practices in Safety-Sensitive Industries

**Download the Complete Survey:**  
[www.disa.com/owner2020](http://www.disa.com/owner2020)

# INTRODUCTION

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Welcome to DISA's third annual Owner Survey, an in-depth survey of safety-sensitive owner/operators to determine industry-wide best practices.

This document is a summary of the data collected, and does not include specific questions or answers. You can download the full 28-page owner survey with specific question results and analysis at [www.disa.com/owner2020](http://www.disa.com/owner2020).

# SURVEY GOAL

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Our goal is to better understand specific industry best practices and share them with other owners who might realize efficiencies as a result, or simply find the reassurance that their own practices are being utilized elsewhere.

The results of this survey are contained within this report, aggregated, and organized by topic. We hope you'll find this information useful, and we look forward to supplying further insight into testing industry practices.

# SURVEY METHODOLOGY

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DISA conducted more than 120 surveys with owner / operators in the oil & gas, chemical, and energy markets that perform drug testing. The incentive for owners to participate was to get a high-level report back that compares their facilities to the best practices across the industry.

Owner Survey results are confidential and are not shared, except when included in high-level analyses like this report. 70+% of owners that participated are using DISA Global Solutions in some capacity for drug testing.

We are always looking for more owners to add to the survey and will use that data to update our 2-year running dataset for the 2021 Owner Survey. To participate in the 2021 Owner Survey, please email [ownersurvey@disa.com](mailto:ownersurvey@disa.com).

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1

## There's a noticeable shift toward multiple testing methodologies to eliminate gaps in drug testing coverage.

42% are using dual methodologies.  
9% want to add hair testing.

2

## Communication to employees needs improvement.

70% aren't using medical acknowledgement forms.  
42% aren't communicating marijuana-related information at all.

3

## Concern for legal marijuana and opioids is still low at 41% and 42% respectively.

Traveling workforces and increased legalization by states make this an issue everyone should be concerned about. Companies should protect themselves with medical disclosure forms.

4

## Lack of labor pool, prescription abuse, drug-related activity and alcohol abuse are the top trends that are increasing at sites/locations.

5

## 68% of owners mandate a single provider for drug testing.

The leading reasons for mandating a single provider are standardized requirements, real-time tracking, standardized requirements, ease of administration, and reciprocity.

6

## Most owners share contractor compliance information with peers.

Compliance information is predominantly shared through DISA and 77% of the time, contractor screening is standardized across all sites.

7

## 36% of owners saw a reduction in safety-related incidents upon implementing a drug testing program.

In addition, 41% of owners saw a further reduction in safety-related incidents upon implementing a drug testing consortium.

8

## 79% of owners integrate with portal companies. 81% of owners integrate with a badging company.

86% use ISNetworld for a portal company, 41% use Lenel for badging.

9

## 71% of downstream owners offer temporary passes, while only 59% of upstream owners do.

More than half of all owner sites limit who can receive them to emergency contractors, escorted contractors, or other specific criteria.

10

## POCT offers quicker access, but risks false positives and increased costs.

38% of owners use POCT tests, but most are sent to be lab certified regardless. 1/3 of owners that use POCT have seen false positives.

11

## More owners are implementing background screening.

70% of owners have implemented background screening with regularly scheduled renewals.

More than 25% of all owners have seen on-site drug abuse, 20% have seen theft-related incidents, and 7% have had on-site violence in the past 12 months.



DISA IS AN INDUSTRY-LEADING TPA FOR DRUG TESTING, BACKGROUND SCREENING, AND TRANSPORTATION COMPLIANCE IN SAFETY-SENSITIVE INDUSTRIES.

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**DISA Global Solutions**  
1-800-752-6432  
[sales@disa.com](mailto:sales@disa.com)