

J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Webcast Logistics

- Please note the start time of today's webcast:

Developing Effective Driver Onboarding Practices

11:00 AM Eastern Time (New York)
10:00 AM Central Time (Chicago)
9:00 AM Mountain Time (Denver)
8:00 AM Pacific Time (Los Angeles)



Webcast Logistics

- The webcast “Developing Effective Driver Onboarding Practices” will be starting in a few moments.
- The handout is available to print. You’ll find it in the “Webcast Handouts” box on the lower right-hand side of your screen.



Webcast Logistics

- Participants’ phones will be muted during the webcast.
- Please use the “Q&A” function in the upper right corner of your screen to ask a question or if you need a dial in number.
- Additional Q&A time will be provided at the conclusion of the webcast.



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Webcast Logistics

- The webcast will be recorded and posted within 7 days at: www.jjkeller.com/nptcinfo
- Register for future J. J. Keller & NPTC webcasts at: www.jjkeller.com/nptcinfo
- View archived J. J. Keller & NPTC webcasts at: www.jjkeller.com/nptcinfo



Webcast Logistics

- **AUDIO:** Participants' phones will be muted during the webcast. Listen through your computer's speakers or chat us through the Q&A for a dial in number.
- **QUESTIONS:** Send your questions through the "Q & A" box on your screen. We'll get to as many questions as time permits.
- **HANDOUTS:** Download today's handout in the "Webcast Handouts" box found on the bottom of your screen.
- Thank you for participating in today's webinar!





Gary Petty
National Private
Truck Council

**Developing Effective Driver
Onboarding Practices**

Gary Petty
President & CEO
National Private Truck Council



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Driver Onboarding Protocols

This webcast will cover ...



- A regulatory overview
- Best practices in compliance
- A case study in implementation
- Question & Answer

Housekeeping Issues:

- You will be muted during the event. Please use the Q&A feature to send questions us. We'll try to answer them during the Q&A period if they are not covered in the presentation.

Attention Attendees:

- + Thank you for attending!
- + You will be muted during the event.
- + Please use the Q&A feature to send in questions to us. We'll try to answer them during the Q&A period if they are not covered in the presentation.
- + The slides and recording will be posted within 7 days at: <http://www.jjkeller.com/nptcinfo>



Meet Your Presenters



Gary Petty
President & CEO
National Private
Truck Council



Tom Bray
Senior Transportation
Management Editor
J. J. Keller & Associates



Tom Moore, CTP
Senior Vice President
National Private
Truck Council



Dennis Updike, CTP
Logistics Safety & Compliance
Manager
Alliance Healthcare Radiology





Tom Bray
J. J. Keller &
Associates, Inc.

Driver Onboarding Regulatory Training Requirements

Thomas Bray
Sr. Editor, Transportation Management
J. J. Keller & Associates, Inc.



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST


Required Training





- **Part 380: Entry-level and LCV** (clearly defined requirements)
- **Part 382:**
 - Driver's policy requirement (vague requirement)
 - Supervisors to be trained on "reasonable suspicion" (clearly defined requirement)
- **Part 390: Instruction on the regulations** (specific requirement, but vague as to what training is actually required)
- **Part 391: Driver must be able to safely operate the vehicle** (vague requirements)
- **Parts 172 and 177: Hazardous Materials** (clearly defined requirements)



Part 380



- **LCV drivers**
 - Specific training requirements
 - Only applies to driver that operate multiple-trailer configurations that exceed normal limits
- **Entry-level driver training**
 - Training on driver qualifications, hours of service and fatigue, health and wellness, and whistleblower protections
 - Required for any driver a carrier hires that has less than one year of experience driving a CDL vehicle
 - Changing in the next few years



Part 382



- **Driver requirements**
 - Provide driver with copy of drug and alcohol policy
 - Must get signed receipt from the driver
 - While not required, training in this area is important!
- **Supervisors**
 - One hour recognition of drug use and one hour on alcohol use
 - No refresher requirement, however...



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Part 390

- Drivers must be instructed on, and obey, the safety regulations
- Key areas:
 - Part 391 Driver qualifications
 - Part 392 Safe driving
 - Part 393 Required parts and accessories
 - Part 395 Hours of service
 - Part 396 Inspections




Tom Bray
J. J. Keller & Associates, Inc.





Part 391

- By virtue of “training or experience”, driver must be able to safely operate the vehicle and road test requirements
 - Experience verified on the application
 - If no experience, what was the driver’s training
 - Road test is where the proof is found
 - All new drivers should be road tested during onboarding




Tom Bray
J. J. Keller & Associates, Inc.





Hazardous Materials

- Driver must be trained on:
 - General awareness
 - Function specific
 - Safety
 - Security awareness
 - In-depth security training (if required)
 - Mode specific (vehicle inspection, driving, etc.)
- Training must be done within 90 days and every 3 years thereafter



Tom Bray
J. J. Keller & Associates, Inc.



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

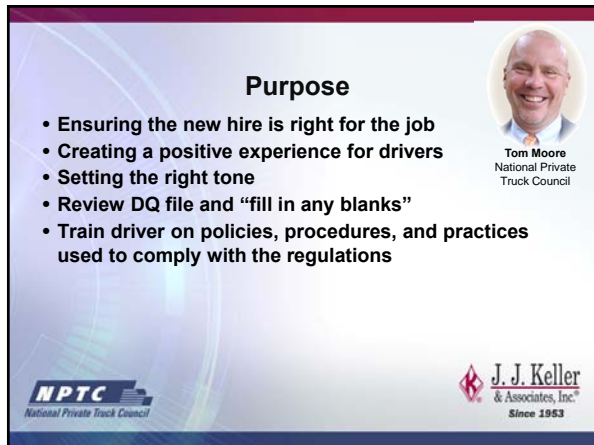


Beyond Compliance

Tom Moore CTP
Sr. Vice President
National Private Truck Council

NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953



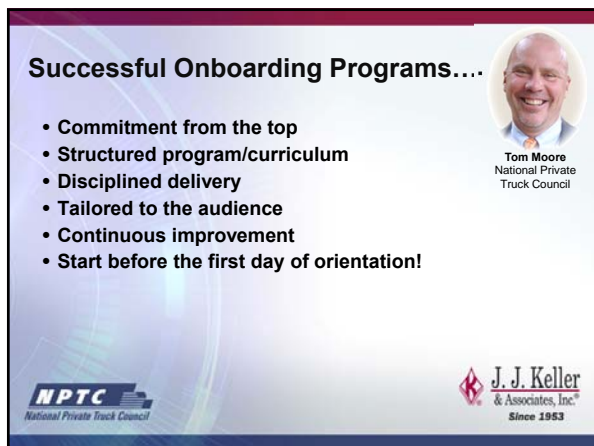
Purpose

- Ensuring the new hire is right for the job
- Creating a positive experience for drivers
- Setting the right tone
- Review DQ file and “fill in any blanks”
- Train driver on policies, procedures, and practices used to comply with the regulations

Tom Moore
National Private
Truck Council

NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953



Successful Onboarding Programs....

- Commitment from the top
- Structured program/curriculum
- Disciplined delivery
- Tailored to the audience
- Continuous improvement
- Start before the first day of orientation!

Tom Moore
National Private
Truck Council


NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953



Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

How Does Onboarding Fail?



- No support from the top
- Lack of buy-in
- Lack of focus/trying to do to many things
- Poor execution
- Rushing: trying to do too much in too short a period of time
- No tracking of results



Orientation: A Critical Investment



- Consider orientation a process not an event
- Clarify expectations up front
- Share details about company culture
- Provide the big picture – goals, values and strategy
- Outline helpful details
- Don't assume qualifications will equal success
- Establish a professional relationship
- Should include meetings with company personnel



What Should be Covered?



Company Specifics	Regulatory Compliance	Company Policies and Procedures	Defensive Driving	Compensation
<ul style="list-style-type: none">•History•Mission and Vision•Values•Goals•Company•Division•Org Chart•Expectations•Company•Driver	<ul style="list-style-type: none">•FMCSA•OSHA•EPA•State & Local	<ul style="list-style-type: none">•Drug and Alcohol•Administrative•Safety Orientation•Payroll•Cell Phones•Safety Belts•RR Grade Crossing•Smoking•Probationary Period•Seniority•Safety Meeting Attendance•CDL•Violations•Renewals•Physicals	<ul style="list-style-type: none">•Road Rage•Following Distance•Speed•Leaving an Out•Avoiding Rollover/Jackknife•Blind Spots/Mirrors•Adverse Weather•Winter•Warm/Summer	<ul style="list-style-type: none">•Incentives•Bonuses•Annual and/or Mileage•Trinkets•Dinners/Picnics•Outside Recognition•State and National•Association




J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices



October 13th, 2016 10 AM CST

Curriculum Continued




Tom Moore
National Private Truck Council

Accident Procedures	Equipment	Personal Equipment	Miscellaneous
<ul style="list-style-type: none">• Accidents and Injury Reporting• Communications• Camera• Working with law enforcement	<ul style="list-style-type: none">• Pre/Post-Trip Inspections• VCRs• Roadside• Breakdowns• Maintenance• Cab Cleanliness	<ul style="list-style-type: none">• Safety Equipment• Uniforms and Hygiene• Shoes/Boots• Gloves• Flashlights• Special for Business	<ul style="list-style-type: none">• Fatigue and Wellness• Extreme Driving Conditions• Skid Recovery• Team Building• Connect/Disconnect (5th Wheel)• Loading/Unloading• Customer Service/Relations• Backing• Route Sales (if Appropriate)• Ergonomics/Lifting Procedures• Behavior Based Safety Training• Hours of Service• Blood borne Pathogens• Slips, Trips, and Falls





Mentoring



Tom Moore
National Private Truck Council

THE FOUR PRIMARY TYPES OF MENTORING

INFORMAL: This takes place when an experienced person decides to take someone less experienced under his or her wing, often to give career advice.	POSITIONAL: This occurs when the mentor supervises the new employee.	FORMAL: This is an attempt to gain the advantages of an informal relationship while recognizing the limitations of positional mentoring.	SITUATIONAL: This provides advice for a specific circumstance.
---	---	---	---



The Fleet Perspective



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology

Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Alliance HealthCare Radiology
dba – Alliance Imaging



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology

- Mobile Fleet consists of all Class 8 tractors and Diagnostic Imaging Coaches, PETCT, MRI, and CT units
- 135 Tractors
- 358 Coaches
- 1 Straight Truck
- Support Vehicles
- ≤ 8 million miles/yr.



Fleet Operations



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology

- 150 CDL Drivers, a mix of full- and part-time
- Operations in 46 states
- Internal Logistics and Maintenance Managers supporting the fleet
- Use of onboard telematics since 2010, DOT logs, DVIR, and custom reporting used today
- Centralized Routing Dept. with automated optimization
- All Drivers are paid by the hour, overtime after 40 hours worked
- Fleet is fully dedicated to Internal Customer
- Very limited backhaul opportunities with hospital-owned imaging equipment
- Selective areas of contracted outsourcing used



Customer Support
Turn key radiology solutions



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology

Full support options



- Technician staffing
- Marketing and advertising
- Scheduling services
- Billing with health system payors

Short term – interim - 6 months or less

- To cover down times for in-house system upgrades
- Disaster recovery
- To allow for in-house staff training

Long term – 3-5 years – joint ventures – brick and mortar

- Strategic planning
- Expertise – 30 plus years in the radiology industry
- Variable equipment options available



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Our Driver

- Turnover rate is currently at 8.9%
- Recruiting profile
- Minimum 25 years old with 3 years of experience in same vehicle type (verified)
- No more than 1 moving violation in the last 12 months
- No more 2 moving violations over the last 3 years, and no serious traffic violations in the last 5 years
- No more than 1 preventable crash in the last 3 years




Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology





Overview of the Program

- Orientation timeline covers 2 days
- The program has changed to more online training for ease and better documentation
- Success of the program has allowed for an earlier completion and release into training
- From date of hire to solo is approximately 3-4 weeks with more follow up training on an as needed basis



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology



Human Resources

- Human Resources Department guidelines
 - Benefit coverage, direct deposit, tax withholding
 - Team Member website login process (virtual)
- Federal and state compliance paperwork
- Company (HR) Policy documents
- Mandated training modules
- Logistics operations
- Regulatory – industry specific– healthcare
- Safety history



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology




J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices



October 13th, 2016 10 AM CST

Driver Qualification (DQ) File

- Know what paperwork is required for a DQ file
- Key Items
- Road Test - follow up on any notes or comments from the person conducting the test
- Medical card and MD national registry verification inter- or intra-state
- CDL copy and needed endorsements are in place
- Previous employer safety history, drug testing forms
- Review PSP and MVR documents




Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology





Driver Policies and Regulations

- Fleet Safety – keep updated
- Drug and Alcohol - incorporate changes
- Accident Reporting
- FMCSR
- HOS
- Telecommunications
- HazMat regulations
- Travel and Entertainment - expenses
- Industry specific by company
- Acknowledgement and sign off pages on file




Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology





Driver Training

- Select a Driver Mentor to train newly hired drivers, a safe, highly skilled person who understands the culture of the company
- A Driver Trainer or Lead Driver
- Transportation Supervisor
- Shop foreman (in-house maintenance)
- Training documentation for company specific areas
- Customer service expectations at delivery points
- Entry level drivers will require more time to bring up to your standards while still learning to drive



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology




J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices



October 13th, 2016 10 AM CST

Driver Training

- Different types of equipment will require specific training
- Site location training
- Cross training with other selected drivers
- Long Haul
- Team Drivers
- Driver - salesman
- Other certifications required



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology




Summary

- Onboarding new drivers is a cross-functional tedious process
- Selecting the right candidate from the start is most important
- Taking care of the candidate needs and priorities through the process is most important of all.
- The end result being a well trained customer service agent of the company that will allow for safe operations and continued growth




Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology



Question & Answer Session




Gary Petty
President & CEO
National Private Truck Council



Tom Bray
Senior Transportation Management Editor
J. J. Keller & Associates





Tom Moore, CTP
Senior Vice President
National Private Truck Council



Dennis Updike, CTP
Logistics Safety & Compliance Manager
Alliance Healthcare Radiology

Please continue to submit your questions.



J. J. Keller & National Private Truck Council (NPTC) Webcast

Developing Effective Driver Onboarding Practices

October 13th, 2016 10 AM CST

Thank you for participating!

Join us next year

Visit www.jjkeller.com/nptcinfo for more information

NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953

Gary Petty
National Private
Truck Council

Thank you for participating
in today's webcast!

Visit: www.jjkeller.com/nptcinfo
For today's presentation and learn more
about future NPTC and J. J. Keller webcasts.

NPTC
National Private Truck Council

J. J. Keller
& Associates, Inc.
Since 1953
