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Driver Training Strategies

This webcast will cover ...

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

You will be muted during the event. Please use the Q&A feature to send in questions. 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: www.jjkeller.com/nptcinfo

Thank you for joining us!

Gary Petty
President & CEO
National Private Truck Council

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

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HOUSEKEEPING

<p>Before we begin, clear your browser's cache (Ctrl + Shift + Delete)</p>	<p>Audio is streamed through your computer speakers (no dial-in number)</p>	<p>For optimal experience, launch the presentation in Microsoft Edge, Chrome, or FireFox (Mac)</p>	<p>Download the Note-Taking pages from the handouts box</p>
<p>If you need additional assistance, click the ? icon to access the Event Help Guide</p>	<p>If you experience audio issues or slides are not advancing, refresh your browser by clicking F5</p>	<p>Send your questions through the Q&A box anytime during the event</p>	<p>Tell us how we did in the post-event survey</p>

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Meet Your Presenters



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Training Regulations

Tom Bray



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DOT Training Requirements

- Two main categories of DOT training:
 - Required
 - Implied
- Non-driver training requirements
- Other agency training requirements



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ELDT Current Requirements

- Entry-level driver:
 - A CDL driver hired with less than one year of experience operating a vehicle requiring a CDL
- Entry-level driver must be trained on four topics:
 - Driver qualification
 - Hours of service
 - Driver wellness
 - Whistleblower protections
- Upon completion of training driver is to be given a certificate of training (see §380.513 for details)



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ELDT Current Requirements

- If hiring an entry-level driver, the carrier must:
 - Get a copy of the certificate if driver has had the training or provide the driver with the training and issue certificate
 - Place copy of certificate in driver's file
- Requirement found in Subpart E to Part 380



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ELDT Future Requirements

- Requires training in specific areas for all new Class A and B drivers and drivers getting certain endorsements
- Training program must include:
 - Theory training (classroom): 31 topics
 - Range training: 7 topics/skills
 - On-the-road training: 12 topics/skills
- Driver must pass assessments (tests on theory and proficient at skills)
 - No minimum hours required



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ELDT Future Requirements

- Will require all training entities (carriers and schools) to be listed on the "Training Provider Registry" (TPR)
- To be in TPR, entity must meet requirements on:
 - Curriculum – Must cover the required topics
 - Facilities – Must be adequate and meet local requirements
 - Equipment – Match class being tested
 - Instructors – Two years of experience



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ELDT Future Requirements

- Entity must also meet any state and local requirements
- Each training facility must fill out online application and be provided a TPR number
 - Company has three training facilities, three TPR applications



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ELDT Future Requirements

- As of February 7, 2022, only drivers that completed a training program at an entity on the TPR will be allowed to take CDL tests
 - Training entity enters completion information in TPR, which is reviewed by state before CDL test
- Requirements found in Subpart F and G of Part 380 and Appendixes A to E to Part 380



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Hazardous Materials

- All HM employees must be trained within before working unsupervised or 90 days, and then every three years or when "the job" changes
- Training must include:
 - General awareness training
 - Function-specific training
 - Safety training
 - Security awareness training
 - In-depth security training, if...
 - Mode-specific HM training
- Requirements found in §172.704 and §177.816



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Longer Combination Vehicles (LCVs)

- LCV Instructors (classroom and skills) must meet knowledge, experience, and training requirements
- LCV driver must:
 - Complete knowledge and skills training
 - Pass knowledge and skills tests
- Documentation must be kept in driver's/instructor's DQ file
- Covered in Part 380, Subparts A, B, C, and D



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Implied Training Requirements

- §390.3(e)(2): Every driver and employee shall be instructed regarding, and shall comply with, all applicable regulations
 - CDL, DQ, and HOS the big ones in this area!
- §385.5: Adequate safety management controls (systems, policies, programs, practices, and procedures used by a motor carrier to ensure compliance)



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Implied Training Requirements

- §391.11(b)(3): ...can, by reason of experience, training, or both, safely operate...
- §393.1: Every motor carrier and its employees must be knowledgeable of and comply with...
- §396.1: Every motor carrier, its officers, drivers...must be knowledgeable of and comply with the rules of this part...
- §382.601: Each employer shall provide educational materials that explain the requirements of this part and the employer's policies and procedures



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Non-Driver Training Requirements

- §396.19: Annual inspectors
- §396.25: Brake inspection, maintenance, and repair
- §382.603: Reasonable suspicion training for supervisors
- HM for loaders/unloaders, shipping clerks, supervisors, mechanics, etc.
- OSHA for technicians: HazCom, tire and rim training, LO/TO, and other job-specific
- EPA for technicians working with refrigerants



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J. J. Keller® Safe & Smart Driver Training Program



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Best Practices in Driver Training

Tom Moore, CTP



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The Case for Training

- The bottom line – properly trained drivers lead to fewer:
 - Accidents
 - Freight claims
 - Injuries
 - Customer complaints
 - Image issues
 - Fines/penalties
 - Vehicle downtime
- And...
 - Increased productivity
 - Better morale
 - Lower turnover
 - Improved customer satisfaction
 - Lower insurance costs
 - Better retention results



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Elements of Effective Training

- Get buy-in from the top
- Assess current state (trainee knowledge, job responsibilities, job hazards, policies, standards)
- Set the budget
- Select skilled trainers
- Develop engaging training materials
- Determine students' learning style and adapt to the student
 - Delivery: visual, auditory, hands-on
 - Content: pure information, hands-on activities, problem solving activities
- Test for knowledge



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Types of Training

- On-boarding/orientation
- Ongoing
- On the job
- Recurring
- Remedial
- Life skills



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Identifying the Need

- Government regulations (FMCSA, OSHA, EPA, IRS, Homeland Security, USDA, FDA, etc.)
- Company policies
- Metrics
 - Safety
 - Fuel economy
 - Customer service
- Employee surveys, exit interviews, discipline and social media
- New employee orientation



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Who Is to Be Trained?

- Know the individual learning type
 - Hands-on
 - Visual
 - Auditory
- Try to use all three for standardized or group training



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Training Delivery Options

- Classroom
- Individual
- Web-based training
- On-board computer
- Newsletter
- Safety/operational meetings
- DVD, CD, recorded message



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Barriers to Effective Training

- No support from top management
- Trying to do too many things
- Poor execution
- No tracking of results
- Lack of training resources
 - Capital and Time
 - Staffing
 - Facilities




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NPTC SCHOOL OF PRIVATE FLEETS

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UFP INDUSTRIES

James Berry, CTP

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Universal Forest Products Industries (UFPI)

WHO WE ARE



Employees and facility counts in this presentation include the India/China operations, which closed on December 31, 2020, in FY 2021.



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UFPI's Global Footprint

WHERE WE ARE



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Business Segments



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UFP INDUSTRIES

- The Transportation Department's mission is to:
- Deliver the right product at the right place at the right time at the right cost.
 - Make transportation a competitive advantage enhancing revenue-generating effort for UFP.
 - Maintain a nationwide fleet that is modern, safe, and efficient.
 - Arrange all containerized shipments from Europe, South America, and Asia.



UFP Transportation Private Fleet

- 395 Power units
- 350 Drivers
- 725 Flat beds
- 50 Roll offs
- 175 Curtain sides
- 95% of our fleet are day cabs
- Drivers are home every day



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Driver Hiring Requirements:

- Read and write basic English
- 21 years of age
- One documented year of flatbed or similar tractor trailer experience (exception is DDP)
- No preventable DOT accidents in the past three years
- Must pass a DOT physical and drug screen



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UFP Business School:

- We offer over 90 courses for our drivers
- Each location has a kiosk for employees to use
- All training is automatically graded and updated in personnel file
- Courses are selected by plant management and myself.
 - New hire
 - Mandatory
 - Corrective action
- We are currently working to send training directly to the cab of the tractor.



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New Driver Training (Day 1):

- Starts inside the plant!
 - Drivers are required to complete all OSHA annual mandatory training
 - Employer policies and handbook briefing
 - Conduct plant tour- visit each EAP meeting locations
 - Meet trainer/mentor- share contact information
 - Coordinate with dispatch as to scheduled time to arrive next day



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New Driver Training (Day 2):

Home (New Truck Driver) Orientation Training

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<ul style="list-style-type: none"> • Review Day 1 topics and answer any questions • Complete the following OSHA training: <ul style="list-style-type: none"> • OSHA 101 Basics • Hazard Recognition • OSHA 309: Safety • OSHA 101: Safety • Complete training • Complete safety orientation • Complete driving 101 • Complete driving change-over • Complete driving upgrade 	<ul style="list-style-type: none"> • Review general rules of road • Review 3-point turn and objectives and facts • Review truck front and rear view • Review the rules of parking/truck back
--	--

• We like and value you! We have a lot to learn from you and we hope to hear from you!

Have questions or need more information? Contact your trainer. Bring to them the parking permits they had in the previous session, along with the up and including information.



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Driver Development Program(2019)

- Created to offer UFP employees an opportunity to expand their careers.
- Since 2019 we have successfully graduated 9 candidates from the program.
- 3 phase course with each phase lasting 30 days



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DDP Phase I

PHASE ONE- (First 30 days)

- Trainee is restricted to drive no more than 50 miles from domicile plant
- Trainee will always have mentor or trainer in cab at all times while driving
- Trainer/mentor will complete new driver training form daily (attached)
- Trainer/mentor will perform one evaluation per week (attached)

Classroom TRAINING REQUIREMENTS:

- Trainee is required to complete all **phase one** courses in the Universal Forest Products Business School
- Each phase requires the driver to complete 6 online UFP business school courses by the completion of each phase.



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DDP Phase II

PHASE TWO – (31-60 days)

- Trainee is restricted to drive no more than 75 miles from domicile plant
- Trainee will always have mentor or trainer in cab at all times while driving
- Trainer/mentor will complete new driver training form daily (attached)
- Trainer/mentor will perform one evaluation per week (attached)

Classroom TRAINING REQUIREMENTS:

- Trainee is required to complete all **phase two** courses in the Universal Forest Products Business School



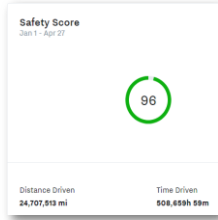
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Driver Scorecards - Self Coaching

- Drivers can see their scores and the scores of their peers-positive competition and immediate feedback
- Plants have monthly contests that include top parking spot, gift certificates, cookouts if fleet maintains a score above 90.
- Top 5 drivers create videos for the fleet to view. This year's theme is what makes me tick and how you too can become a better driver.



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Monthly Ride Along Observation Form



- Team member of management selects driver each month to ride with
 - Observation form is informal and not conducted in secret
 - Provides both driver and manager time to talk
 - Keeps management current to what's outside the office
 - Shows drivers buy in from the top down



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Ride Along Observation Form

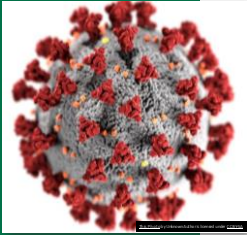
RIDE ALONG OBSERVATION FORM	
Driver Name	_____
Date	_____
Observer Name	_____
Observer Title	_____
Plant	_____
Vehicle #	_____
Vehicle Make/Model	_____
Vehicle Year	_____
Vehicle Color	_____
Vehicle Use	_____
Vehicle Mileage	_____
Vehicle Hours	_____
Vehicle Status	_____
Vehicle Location	_____
Vehicle Condition	_____
Vehicle Safety	_____
Vehicle Security	_____
Vehicle Maintenance	_____
Vehicle Compliance	_____
Vehicle Inspection	_____
Vehicle Audit	_____
Vehicle Review	_____
Vehicle Summary	_____
Vehicle Comments	_____
Vehicle Signatures	_____
Vehicle Date	_____



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The impact of COVID-19

- Created best practices for drivers
- Electronic BOL signature capture to avoid contact with customer
- Electronic receipts for drivers at the pump-no need to enter building
- Rethink the training process
 - Allow trainees to follow trainers in their own truck when possible.
- Trainers and trainees always wear masks in cab. Asked if they feel comfortable.



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Question & Answer Session



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More Questions?



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May 19 – 10:00 AM Central

Adoption and Integration of In-Cab Video Technology

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