



Reduce Risk Through Driver Training:
Strategies for Safer, More Successful Fleets



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Gary Petty
President & CEO
National Private Truck Council



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Thank You for Joining Us!

- This webcast will cover ...
 - A regulatory overview
 - Best practices in compliance
 - A case study in implementation
 - Question & Answer session
- 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:
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Meet Your Speakers



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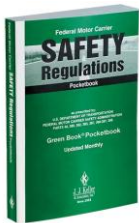
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Training is more than checking a box

- CDL confirms drivers have the basic skills
- Carriers have a responsibility to evaluate readiness
- Training should prepare drivers
- Goal is to develop safe, knowledgeable drivers



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Entry Level Driver Training (ELDT)

- Part 380
- On the job training is gone
- Training provider must be on the TPR
- First time CDLs
- Class B to Class A upgrades
- Haz-Mat, Passenger, School Bus endorsements



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Required Training

- Hazardous material employees 172.704
 - All carriers transporting hazardous materials
 - All hazmat employees
 - Within 90 days of employment
 - Retraining is required every 3 years



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Required Training

- Longer Combination Vehicles (LCV) Part 380
 - Doubles and triples exceeding 80,000 GVW
 - Instructor must be qualified
 - Includes theory and behind-the-wheel training
 - 380.109 includes automatic failure for disobeying traffic laws or a preventable crash
 - Carrier must retain a copy of the certification in DQ file



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Implied Training

- Not really implied-may not be applicable
 - 390.3(e) sets the foundation
- 1) Every employer shall be knowledgeable of and comply with all regulations contained in this subchapter that are applicable to that motor carrier's operations.
- 2) Every driver and employee involved in motor carrier operations shall be instructed regarding, and shall comply with, all applicable regulations contained in this subchapter.

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Implied Training

- Examples of implied training
 - Hours of Service
 - Cargo securement
 - ELDs
 - Accident procedures
 - Company policies



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Remedial and Recurring Training

- Retrain when
 - Deficiencies are found
 - Regulations change
 - Proactive training is better received than punitive training



Documentation

- If it wasn't documented, it didn't happen
 - When was the training delivered
 - Why was it delivered
 - Who was trained
- Ongoing training shows a good faith effort to improve



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How Fleets are Raising
the Bar

Tom Moore, CTP
National Private Truck Council

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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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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?

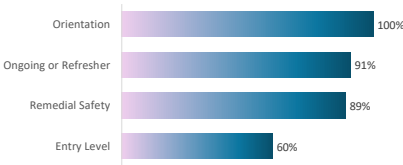
- Know the individual learning type
 - Hands-on
 - Visual
 - Auditory
- Try to use all three for standardized or group training

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Training Offered By Fleets

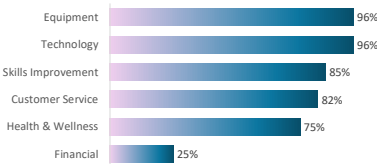


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Subjects Covered By Training



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Training Platforms Used



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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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CLI TRANSPORT, LP

SHEETZ

DEDICATED CARRIER



CLI Driver Training

Process and Overview

New Driver/

Enhanced Training/

Student Apprentice/

Driver Trainer

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CLI TRANSPORT, LP

SHEETZ

DEDICATED CARRIER

- Dedicated fuel hauler for Sheetz Convenience Stores
- Operate in 8 states (PA, MD, VA, WV, NC, SC, MI, OH)
- 26 locations servicing 860 stores
- 600 drivers
- 250 tractor/tanker units
- 42 Certified Driver Trainers

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AGENDA

What we'll cover today

01

Driver Training Program

4 Years/ 260,000 Miles

02

Enhanced Training Program

2 Years/ 130,000 Miles

03

Student Apprentice Program

Non-CDL Sheetz/CLI Employees

04

Driver Trainer

Certification & Role

05

Impact of Training

Successes and Lessons Learned

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Q & A

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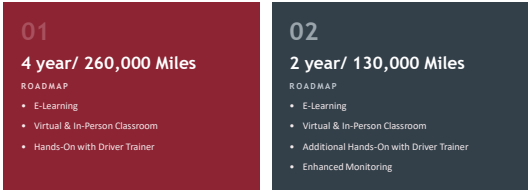
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THE BIG PICTURE

Meeting Driver Needs

Two programs based on experience



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The Approach

Meeting Driver Needs

Blended Approach

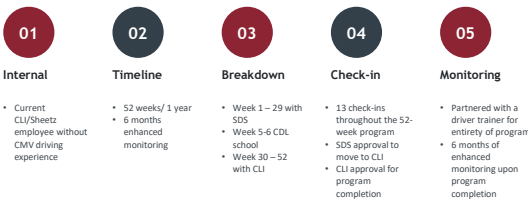


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Internal Opportunity

Student Apprentice Program



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Mentoring

Driver Trainers

Coach and Support

Certification

- 3-Day Certification
- Internal Speakers
- External Facilitator

Yearly Conference

- Regional In-Person
- Virtual Meetings

Change Champions

- New Hires
- New Programs
- New Equipment



Don Peterson, Driver Trainer - Columbus

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TRAINING IMPACT

Successes & Lessons Learned

Continuous Improvement

Success

- Culture/ Connection
- Engagement/ Communication
- Retention
- Cross-Drops
- Misloads
- Accidents/ Incidents

Lessons Learned

- Early Driver Trainer Involvement
- Communication
- Change Management
- Program Adoption
- Evolving Safety Technology

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Training

Additional Training

Coach and Support

Coaching

- Re-enforcing behavior
- Improvement Opportunities
- Training VS Coaching

Remedial/Post Incident

- Awareness
- Re-education
- Driver Trainer

Reoccurring Training

- 10 Safety Meetings (fire extinguisher, spill response, back to school, etc)
- HazMat Recertification

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TRAINING IMPACT

Awards and Recognition



Awards

- 2026 - ATA Top 3 for the President's Trophy
- 2025 North Carolina Motor Carrier of the Year (20-50 Million Mile category)
- 2025 NTTC Merit Award
- 2024 VA Trucking Association Carrier of the Year

Recognition

- State Certified Apprentices Program
- FMCSA BASIC Percentile consistently among the very best in our peer group nationally
- 69 Million Mile Safe Drivers
- 1 Two Million Mile Safe Driver – NPTC Driver All Star – Tom Merriman

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Questions and Answers



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More Questions?



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A Practical Guide**

October 21st – 10:00 AM Central



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