

J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Webcast Logistics

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


Driver Wellness

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 "Driver Wellness" 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 & NPTC Webcast

Driver Wellness

July 21, 2016



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

Driver Wellness

Gary Petty
President & CEO
National Private Truck Council



J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Driver Wellness

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 Moore, CTP
Senior Vice President
National Private
Truck Council



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



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





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

The Regulatory Background

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




J. J. Keller & NPTC Webcast

Driver Wellness



July 21, 2016

Health and Wellness Is a Qualification Issue!

- Driver must be examined at least once every two years
 - More often if driver has medical issues
 - If the driver does not pass, he/she cannot drive a CMV until condition improved (or waiver granted in some cases)
- If driver's health deteriorates, might not be medically certified by examiner
- NTSB has driver medical issues on its most wanted (still)
- Health and wellness directly tied to physical qualifications



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



Driver Medical Qualifications

- §391.41
 - No loss or impairment of a foot, a leg, a hand, or an arm
 - No diagnosis of insulin-dependent diabetes
 - No current cardiovascular disease accompanied by syncope, dyspnea, collapse, or congestive cardiac failure
 - No respiratory dysfunction




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





Driver Medical Qualifications

- §391.41
 - No current diagnosis of high blood pressure
 - No rheumatic, arthritic, orthopedic, muscular, neuromuscular, or vascular disease which interferes with the ability to operate a CMV safely
 - No epilepsy or any other condition likely to cause loss of consciousness



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



J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Driver Medical Qualification

- ***No mental, nervous, organic, or functional disease or psychiatric disorder**
- **Distant visual acuity of at least 20/40 (corrected or uncorrected)**
- **Adequate hearing**
 - Perceives a forced whispered at 5 feet (with or without hearing aid)
 - Passes hearing test on audiometric device



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



Driver Medical Qualification

- ***Does not use any Schedule I drug, amphetamine, narcotic, or habit-forming drug**
- ***Does not use any controlled non-Schedule I drug except when prescribed by a licensed medical practitioner**
- **No current clinical diagnosis of alcoholism**



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



More Rigorous Exams

- **To address past issues NRCME created**
 - Standardized training for examiners
 - Examiners must report all exams to agency
- **End result, it is harder for drivers with health issues to pass the exam**



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



J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Be Pre-emptive

- Address driver health issues before or as they occur
 - Do not wait for the driver to be disqualified
- Have programs to keep drivers healthy!



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



Beyond Compliance

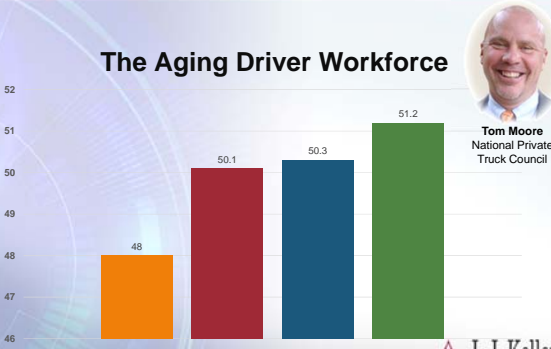
Tom Moore CTP
Sr. Vice President
National Private Truck Council




Tom Moore
National Private Truck Council





The Aging Driver Workforce



Year	Age (Average)
2013	48
2014	50.1
2015	50.3
2016	51.2



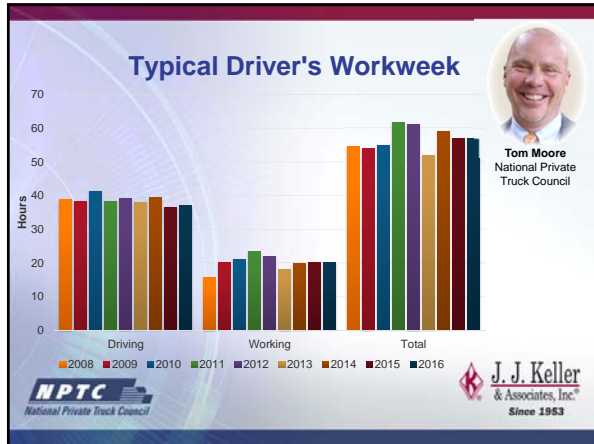
Tom Moore
National Private Truck Council



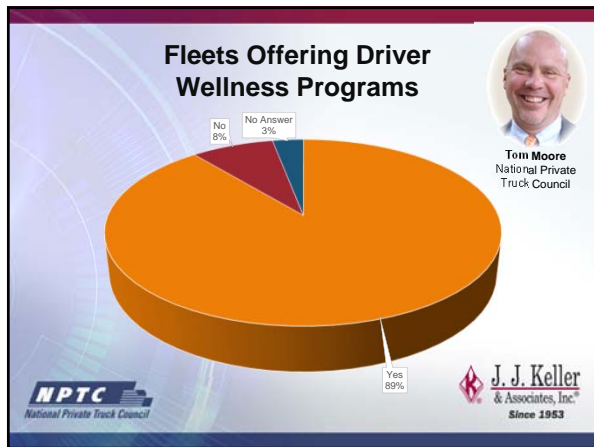
J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016



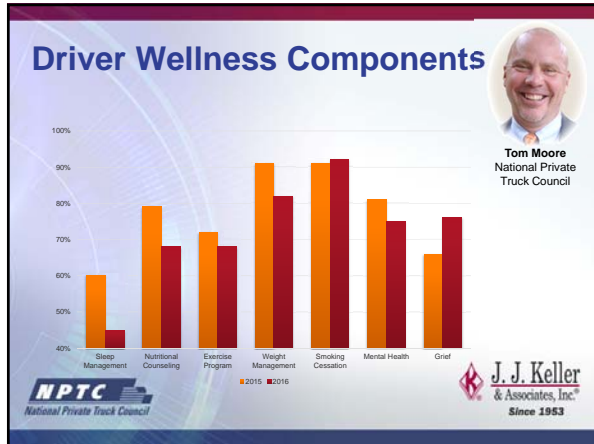




J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016



How Fleets Are Raising the Bar

- Education and training of the driver workforce
- Improving driver wellness programs
- Enhancing the qualification standards
- Fitness competition

Tom Moore
National Private
Truck Council

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

NPTC
National Private Truck Council

Education and Training

- FMCSA provides excellent resource
<http://www.fmcsa.dot.gov/rules-regulations/administration/fmcsr/fmcsrruletext.aspx?req=391.43>
- Beyond the regs, drivers need to know that you care about their welfare
- Drivers need to take responsibility
- Consider incorporating as part of the hiring & screening process

Tom Moore
National Private
Truck Council

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

NPTC
National Private Truck Council

J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

The Fleet Perspective

Ruffin Price
Transportation Safety and Training Lead
Harris Teeter, Inc.

NPTC
National Private Truck Council

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

Harris Teeter
Neighborhood Food & Pharmacy
Transportation Safety and Training Lead
Harris Teeter, Inc.

Super Flagship Stores

Harris Teeter Fuel

Ruffin Price
Transportation Safety and Training Lead
Harris Teeter, Inc.

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

Harris Teeter
Neighborhood Food & Pharmacy
Transportation Safety and Training Lead
Harris Teeter, Inc.

- Head Quarters Matthews, NC
- 239 Stores
- 128 Power Units
- 400+ Trailers mainly 53'
- 24/7 Slip Seat Operation
- 1400+ Routes/Week
- 25,000,000 Miles Annually

Ruffin Price
Transportation Safety and Training Lead
Harris Teeter, Inc.

NPTC
National Private Truck Council

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


J. J. Keller & NPTC Webcast

Driver Wellness



July 21, 2016

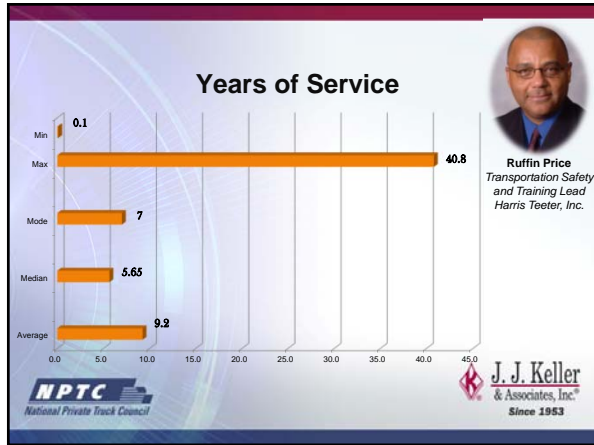
It Starts With the Hiring Process

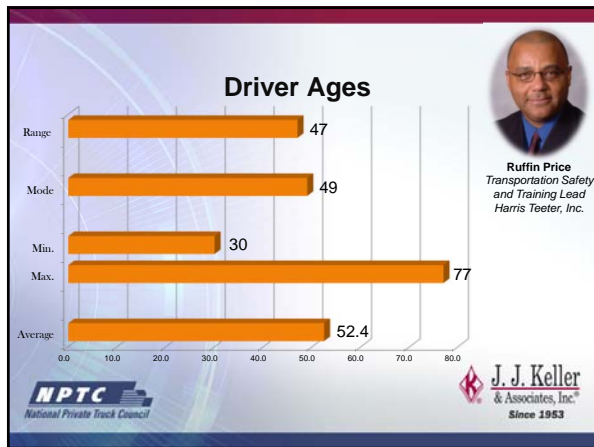
- **Setting proper expectation of the job**
 - Long hours
 - Greater Expectations
 - Growing Business
 - Doing More with Less
 - We want you to retire here
 - You have to make sure you are ready for the job each day you walk in that door



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.







J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

New Hires Last 12 Months

- We have hired 22 new Drivers in the last 12 months
- Average Age of new hires 47.1
- Five plus years CDL driving experience




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Driver Workforce

- The job of a truck driver is much more demanding than most people can imagine
 - Stressful
 - Mentally draining
 - Up to 14-hour days
 - Poor eating habits
 - Limited or no physical activity
- Can lead to weight gain and tobacco dependence




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Findings

Being new to the position I have spent the last six months trying to get an understanding of the needs of our fleet.

- ✓ 47 year spread in age
- ✓ Bad eating habits
- ✓ Increasing number of Sleep Apnea cases
- ✓ Tobacco use smoking and non



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.



J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Medical Provider

- We work with one medical provider
- All drivers including new hires must use single provider
- Benefits:
 - Consistency
 - They know and understand the physical requirements of our drivers
 - We meet regularly to review issues and concerns




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Medical Files

- I retain a copy of the medical exam long form
- I review and look for trends to assist in improving driver wellness programs
- I also review them to assist in providing appropriate training and education based on the drivers needs




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Health Defects of Not Getting Enough Sleep

- Increased blood pressure
- Increased risk of heart disease
- Increased sick days
- Increased calorie consumption
- Weight gain
- Increased diabetes risk
- Reduced immune system functioning
- Irritability
- Disrupts relationships
- Decreased quality of life



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.




Driver Wellness



July 21, 2016

Obstructive Sleep Apnea

- Apnea = breathing stops lasting 10+ seconds
- OSA = breathing stops repeatedly during sleep due to closures of the upper airway
- Apnea rate per hour:
 - <5 = normal
 - >5 = OSA
- OSA severity (mild, moderate, severe) based on rate
- Some people with severe OSA can have 100 per hour!




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Obstructive Sleep Apnea

- Higher risk:
 - Obese and overweight individuals
 - Male
 - 40+ years old
 - Large neck size (>17" for men, >16" for women)
 - Recessed chin, small jaw, or large overbite
 - Family history
- Physical effects and warning signs:
 - Excessive daytime sleepiness and reduced performance
 - Snoring
 - High blood pressure (hypertension)
 - Diabetes
 - OSA tends to worsen obesity




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Obstructive Sleep Apnea

- Studies of non-CMV drivers suggest 2 to 7-fold crash risk
- Can result in medical disqualification (although often undiagnosed and undetected during qualification process)
- Estimated 28% of CMV drivers have mild to severe OSA



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.




NAFMAP | North American Fatigue Management Program
Copyright © 2012

J. J. Keller & NPTC Webcast

Driver Wellness



July 21, 2016

Screening and Treatment




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.

- **Screening**
 - Assessment of risk
 - Sleep study
- **Treatments can be very effective if followed; e.g.,**
 - Continuous Positive Airway Pressure (CPAP) machine
 - Weight reduction and behavioral changes





What Have Done




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.

- **Based on observation, communicating with our medical provider and reading the long-forms**
 - We were year over year gaining weight
 - Number of drivers with high blood pressure was increasing
 - Percent of 2-year medical cards was declining
 - Number of sick days increased





What Have We Done



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.

- **Working with our medical provider more sleep studies have been done**
- **Number of CPAC machines have increased**
 - Drivers who were in denial are now my biggest supporters
 - Getting drivers in to take physicals early so they don't miss time from work getting the sleep study completed
 - Worked with our insurance carrier to speed up the approval process
 - Education and training on sleep and the lack of



J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

What Have We Done

- Installed a computerize Scale, BMI and blood pressure machine
- Changed to health fruits at our driver safety meetings
- Upgrading equipment in the exercise room
- Constantly evaluating our routes and bids to allow drivers to get home to be with family
- 3 major functions each year where family is invited




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Effective Health and Wellness Goals

- Have to begin early, before bad habits ever materialize.
- Tiered approached getting to the ticking bombs, first
- ID those who have risk factors that may eventually lead to problems




Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.





Goals

- Have a nutritionist work with the drivers and their families
- Provide a fitness device where they can compete on steps taken in a day
- Have drivers concerned about their health and take ownership of their well being



Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.




J. J. Keller & NPTC Webcast

Driver Wellness

July 21, 2016

Question & Answer Session




Gary Petty
President & CEO
National Private
Truck Council

Tom Moore, CTP
Senior Vice President
National Private
Truck Council


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

Ruffin Price
Transportation Safety
and Training Lead
Harris Teeter, Inc.

Please continue to submit your questions.



Thank you for participating!




Gary Petty
National Private
Truck Council

Join us for our next webinar series:

- **Developing Effective Driver Onboarding Practices**
October 12th 10 AM CST
- **Ensuring Driver Quality Through Effective Screening Protocol** October 13th 10 AM CST

Visit www.jjkeller.com/nptcinfo for more information



**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.