

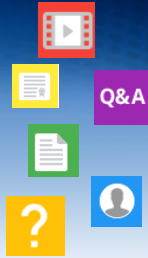
Entry Level Driver Training

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)



Housekeeping Items

- Audio streamed through computer speakers
- Widgets are resizable and moveable
 - Minimize/maximize
 - Expand/shrink
- Enter questions via the Q&A
- Check out the resources area to download today's slides
- Click the help icon if you need tech help



Entry Level Driver Training

March 13, 2019



Entry Level Driver Training

This webcast will cover ...

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

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: www.jjkeller.com/nptcinfo



Gary Petty
President & CEO
National Private Truck Council



Meet Your Presenters



Gary Petty
President & CEO
National Private Truck Council



Tom Bray
Industry Consultant -
Transportation
J. J. Keller & Associates



Tom Moore, CTP
Senior Vice President
National Private
Truck Council



Erle Bergstrom, CTP
Transportation/Fleet
Manager
Orscheln Farm and Home, LLC



Entry Level Driver Training *What the Regulations Require*



Tom Bray
Industry Consultant – Transportation
J. J. Keller & Associates, Inc.



Required and Implied

- Required:
 - ELDT
 - HM
- Implied
 - Safety regulations



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Industry Consultant – Transportation
J. J. Keller & Associates, Inc.



Current ELDT

- Entry-level driver: Hired with less than one year of verifiable experience
 - Must be trained on four topics:
 - Driver qualifications
 - Hours-of-service regulations and fatigue
 - Health and wellness
 - Whistleblower protections
 - Driver must either:
 - Provide carrier with ELDT certificate, or
 - Be put through ELDT training by carrier



Tom Bray
Industry Consultant – Transportation
J. J. Keller & Associates, Inc.



ELDT as of February 6, 2020

- Driver must train at a training entity that is on the Training Provider Registry (TPR)
 - Training must be done BEFORE driver is eligible to take CDL skills test




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Industry Consultant – Transportation
J. J. Keller & Associates, Inc.





ELDT as of February 6, 2020

- Training must include:
 - Classroom (theory) training
 - Behind-the-wheel training
 - Range and on-the-road
- Curriculum must cover specific required topics in each area
- Test on each topic required
- No hours requirement, passing testing show proficiency




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Requirements to be on TPR

- Curriculum: Matches the requirements in the Appendixes to Part 380
- Facilities: Must be adequate for the training being conducted
- Equipment: Must be representative vehicles




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Requirements to be on TPR

- Instructors
 - Two years of experience
 - Meet any state instructor licensing requirements
 - Entity keeps records showing qualification, FMCSA is NOT “certifying” instructors or requiring certification
 - State may require instructor licensing
- Comply with any state requirements
- Be able to electronically submit completion certificates to FMCSA




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Requirements to be on TPR

- Submit a TPR application and be approved
- Any entity can be on the registry if the above conditions are met
- Choices for carrier that do "from scratch" CDL training
 - Get onto the TPR
 - Partner with an entity that is on the TPR




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Recent Change to Requirements

- If driver is "upgrading" from a CDL B to CDL A, eight topics can be omitted from the curriculum/course




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Hazardous Materials

- Driver must be trained on HM within 90 days or the first time working with HM unsupervised
 - General awareness
 - Function specific
 - Safety
 - Security
 - In-depth security, if..
- Mode specific training also required (loading, driving, unloading, etc.)



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Implied in the Regulations

- Drivers and employees must be instructed regarding, and must comply with, applicable regulations (§390.3(e)(2))
 - Part 382: Drugs and alcohol
 - Part 391: Driver qualifications
 - Part 392: Safe driving
 - Parts 393 and 396: Parts and accessories, and vehicle inspections
 - Part 395: Hours of service



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Best Practices Entry Level Driver Training



Tom Moore, CTP
Senior Vice President
National Private Truck Council



The Case for Training

- The bottom line – properly trained drivers lead to fewer losses including 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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Identifying the Need

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



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Senior Vice President
National Private Truck Council



Training Delivery Options

- Classroom
- Individual
- Web-based training
- On-board computer
- Newsletter
- Safety/operational meetings



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National Private Truck Council



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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National Private Truck Council



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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Purpose of Onboarding

- Train driver on policies, procedures, and practices used to comply with the regulations
- Create a positive experience/connection
- Set the right tone
- Review DQ file and “fill in any blanks”
- Ensure the new hire is right for the job – serves as ongoing evaluation

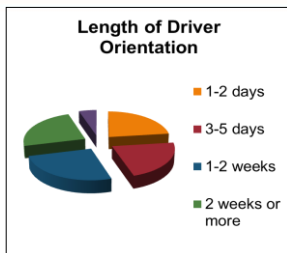


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Initial Training/Orientation

- Cost = \$8,000-\$15,000





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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
- Establish a professional relationship
- Should include meetings with company personnel



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Senior Vice President
National Private Truck Council



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 • R/R 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 • Dimmers/Picnics • Outside Recognition • State and National • Association



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Curriculum Continued

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 • Roadblocks • 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



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The Fleet Perspective: Orscheln Farm & Home, LLC



Erle Bergstrom, CTP,
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Orscheln Farm & Home LLC



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Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Private Fleet

Fleet consists of :

- 56 Power Units of varied types, with 56 CDL Drivers
- 36 company class 8 tractors & 20 Leased O/O's
- 220 (53') Dry Van Trailers



Orscheln Farm & Home Private Fleet transports:

- 85% outbound truckload freight from DC to 172 OFH stores in 10 states.
- 45% of all FOB truckload inbound supplier freight.
- 76% of FOB truckload direct supplier freight to OFH store loads



Erle Bergstrom, CTP,
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Entry Level Driver Program Requirements

1. Minimum age 21 by the completion of training, for interstate operations*, (operating beyond state lines).
2. Must possess a valid driver's license and a driving record that reflects not more than **one** moving violation within the past 3 years, ****violation can not be of the excessive/reckless nature**; and reflects **"NO"** alcohol-related, drug related, or careless or reckless conviction within the past 5 years.
3. Must speak, read and write the English language proficiently, demonstrated by obtaining a Class A CDL permit, by passing the required written examinations administered at nearest Department of Motor Vehicles.
4. Must pass D.O.T. Physical Examination; (will be sent to one of the Orscheln Farm and Home selected physicians) Pre-employment Drug Screen as well as demonstrate obvious physical and mental abilities for the safe operation of a commercial motor vehicle.



Erle Bergstrom, CTP
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Partners with Crowder College



- Well established program
- Emphasis on safety
- Up-to-date conventional tractors
- Member of Missouri Trucking Assoc.
- Active member of Missouri Trucking Safety Council of Supervisors
- 5-week/200 hour course



Erle Bergstrom, CTP
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Entry Level Driver Program Overview

1. Initial interview with potential new driver
2. Individual obtains Class A CDL permit.
3. Physical and Pre-employment drug screen.
4. 2-year contract agreement signed between parties
5. Housing provided & miscellaneous costs provided during (5) five week course.
6. Entry level driver receives weekly salary (weeks 1-6)
7. Entry level driver receives compensation at a rate of 80% of the Driver Trainer compensation for the week, for weeks 7-13
8. Upon completion entry level driver receives full OTR compensation.



Erle Bergstrom, CTP
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Phase 1 – Week 1 - 5 (Attend 5-Week Truck Driving School @ designated school)

- The primary objective of the Professional Truck Driving Program is to provide students with a comprehensive understanding of safe and effective truck driving practices and techniques.
- Students receive behind-the-wheel and classroom instruction in cargo handling, load securement, trip planning/mapping, hours of service, FMCSA regulations and driver protection laws, public relations and communications, as well as other aspects of the commercial transportation industry.
- The program features instruction on driving safety, combination vehicles, trip planning, hours of service practices, and public and employee relations.



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Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Other Program Elements

- In addition to classroom instruction and driving skills tests and practice exams, students receive over the road training on rural highway, interstate and city driving; as well as:
- Cargo Handling – Trip Planning and Communication -Hazard Perception II -Accident Procedures
- Endorsement Training - Professional Practices in Trucking - Vehicle Inspections - Coupling and Uncoupling - Sliding Axles - Extreme Weather Driving -Training program drive on 13 separate road trips in rural and urban settings - Closed-course driving
- Backing Exercises:
 - Straight-Line Backing (Mo CDL Standards)
 - Serpentine Lane Changing
 - Parallel Parking (Mo CDL Standards)
 - Off-Set Alley Left and Right (Mo CDL Standards)
 - 90° Alley Dock (Mo CDL Standards)
 - 45° Backing



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Phase 2 (Week 6) – Five Days of Orientation

- Human Resources Orientation if required (day one)
- Warehouse and product awareness tour - (day one)
- Inter office orientation - Driver Information & Reference Guide - (day one)
- Harassment Video - (day one)
- Injury prevention - (day one)
- Hazmat training - (day one)
- Smith System “5 keys to Driving” and “5 keys to Backing” - (day one)
- Driver Fatigue prevention - (day one)



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Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Phase 2 (Week 6) – Five Days of Orientation

- Orscheln Farm & Home Drug & Alcohol program - (day two)
- Accident reporting process - (day two)
- Dispatch process with fleet dispatch - (day two)
- Trip envelope and payroll procedures – (day two)
- Forklift training- (day two)
- Unloading Guidelines - (day two)
- ELD & Auto Dispatch Communication System Orientation -- (day two)
- Equipment and location familiarization -- (day two)
- Run with local driver delivering store freight - (day 3-4-5)



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Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Phase 3 – (Week 7-13) – Minimum of 2,500 miles per week

- Over-the-road training with an Orscheln Farm and Home senior driver trainer.
- Weekly assessment by driver trainer
 - Driver Paperwork requirements
 - Electronic dispatch and ELD
 - Load selection – Available HOS – Route planning
 - Pre and Post trip inspections
 - Tractor – trailer weight distribution (understanding the air gauge)
 - Setting up to back into store dock
 - City driving and lane control
 - Leaving yourself an out; continual observation of surroundings
 - Truck stop safety
 - Speed and space
 - Braking – Turning of vehicle – Operating in traffic
 - Coupling & uncoupling of trailer
 - 3 point entry/exit
 - Driver customer service at the store level, and with the public.
 - Overall communication



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Orscheln Farm and Home, LLC



Driver Trainee Evaluation

- Weekly evaluations on trainee progress
 - Driver Paperwork requirements
 - Electronic dispatch and ELD
 - Load selection – Available HOS – Route planning
 - Pre and Post trip inspections
 - Tractor – trailer weight distribution (understanding the air gauge)
 - Setting up to back into store dock
 - City driving and lane control
 - Leaving yourself an out; continual observation of surroundings
 - Truck stop safety
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Orscheln Farm and Home, LLC



Successful Completion of Program

- Assigned unit
- Paid at full driver compensation level

The Orscheln's trucking program has truly treated me very well I have never had any regrets from day one.

I think it's awesome how this whole process has allowed me to go from never seeing the trucking industry before in my life to being out on my own behind the wheel of a big rig.

I would highly recommend this same opportunity to anyone who is interested and have already done so.

I now have friends and family that look up to what I do and are so intrigued to find out about my job. It has been a big difference in changing my everyday life and I am truly thankful for the opportunity.



Erle Bergstrom, CTP,
Transportation/Fleet Manager
Orscheln Farm and Home, LLC



Continual Training

- See drivers on average every other day
 - Discuss any issues, general questions, etc.
- Have the ability to contact driver trainer
 - On-going dialogue as mentor
- Monitor through video intelligence periodically
 - Random look in's
 - Weather concerns



Erle Bergstrom, CTP,
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Orscheln Farm and Home, LLC



Question & Answer Session



Gary Petty
President & CEO
National Private Truck Council



Tom Bray
Industry Consultant-
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J. J. Keller & Associates



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More Questions?



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Screening Protocols: What's The Future?

Thursday, March 14, 2019 at 10 AM CST

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