








**Entry Level Driver Training
and Onboarding**

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 using the 
- Check out the resources area to download today's slides 
- Chat via the Q&A if you need tech help, or click on 

**Entry Level Driver Training
and Onboarding**

July 18, 2018




Entry Level Driver Training and Onboarding

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/nptinfo



Gary Petty
President & CEO
National Private Truck Council



Meet Your Presenters



Gary Petty
President & CEO
National Private Truck Council



Rick Malchow
Editor-
Transportation Management
J.J. Keller & Associates



Tom Moore, CTP
Senior Vice President
National Private Truck Council



Eric Eveslage, CTP
Logistics Manager
Coborn's, Inc.



Entry Level Driver Training & Onboarding

What the Regulations Require




Rick Malchow
Editor- Transportation Management
J.J. Keller & Associates, Inc.




Driver Training Requirements

- General
 - §385.5: Adequate safety management controls (systems, policies, programs, practices, and procedures used by a motor carrier to ensure compliance)
 - §390.3(e)(2): Every driver and employee shall be instructed regarding, and shall comply with, all applicable regulations



Rick Malchow
Editor—Transportation Management
J. J. Keller & Associates, Inc.





Driver Training Requirements

- Specific:
 - §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.
 - Entry-level driver training (ELDT)
 - Hazardous materials training



Rick Malchow
Editor—Transportation Management
J. J. Keller & Associates, Inc.




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
- No minimum time requirements
- Upon completion of training, driver is to be given a certificate of training (see §380.513 for details)



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Editor—Transportation Management
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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
 - 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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Editor- Transportation Management
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ELDT Future Requirements

- Will require 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 skills)



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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
 - Facilities
 - Equipment
 - Instructors
- Must also meet state and local requirements
- Each training facility must fill out online application and be provided a TPR number



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ELDT Future Requirements

- As of February 7, 2020, only drivers that complete a training program at an entity on the TPR will be allowed to take CDL tests
- Carriers will no long be responsible for verifying that an entry-level driver has had the entry-level training
 - Having CDL will be proof that training was completed
- 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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Best Practices in Entry Level Driver Training & Onboarding

Best Practices in Entry Level Driver Training & Onboarding



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



Tom Moore, CTP
Senior Vice President
National Private Truck Council



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



Tom Moore, CTP
Senior Vice President
National Private Truck Council



Training Delivery Options

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



Tom Moore, CTP
Senior Vice President
National Private Truck Council



Who Is to Be Trained?

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



Tom Moore, CTP
Senior Vice President
National Private Truck Council



Elements of Effective Training

- Assess current state (trainee knowledge, job responsibilities, job hazards, policies, standards)
- Set the budget
- Staff skilled trainers and select/develop engaging training materials
- Determine students' learning style and adapt to the student
- Training events emphasize consistency, focus on basics, help student "relate", are accessible, create differentiation
- Test for knowledge



Tom Moore, CTP
Senior Vice President
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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Senior Vice President
National Private Truck Council



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

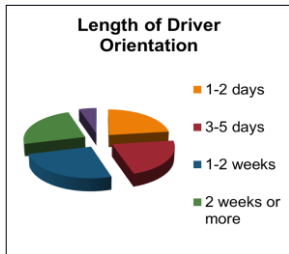



Tom Moore, CTP
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National Private Truck Council






Initial Training/Orientation

• Cost = \$8,000-\$15,000






Tom Moore, CTP
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 • Dinners/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 •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



Tom Moore, CTP
Senior Vice President
National Private Truck Council



The Fleet Perspective: Coborn's, Inc.



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



About Coborn's

- Established in 1921 in Sauk Rapids, MN
- Headquarters in St. Cloud, MN
- Employee Owned



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



What We Do

- 55 Grocery Stores
 - Coborn's
 - Cash Wise
 - Marketplace Foods
 - Save A Lot
- 34 Convenience Stores
- Topps Dry Cleaning
- Central Bakery
- Coborn's Delivers
 - Home Delivery Service



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Where we are



COBORN'S INC Proud Family of Stores



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Fleet Overview

- 72 Drivers
- 30 Class 8 Trucks
- 75 Trailers
- Slip Seat Operation
- 3.5 Million Miles Annually, and growing
- Drivers paid by the Hour



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



“Safety First, Service Always”

Our Pillars: Each are Key ingredients to our training program

- 1) Safety
- 2) Customer Service
- 3) Cost Efficiency
- 4) Being The Best Place to Work



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



The PRE-Orientation

We want to control the controllable, and get folks off to a good start whenever possible. For us, that means...

- Starting a new hire as close to the end of the month as we can
 - Save on out of pocket insurance costs before ours kick in
- Starting people at the beginning of a week, and making sure we're allocating full time hours right off the bat so the first paycheck looks decent.
- Have their space and gear ready for them
 - Mailbox, hat, safety vest, straps, organizer



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Orientation Days 1 and 2

These days have a Classroom or Office feel, guided by our New Driver Orientation Checklist

- HR orientation/Administrative items like uniforms and program sign ups
- Power Industrial equipment certification
- Shop tours and equipment training
- OBC training and credentialing
- Meetings with Dispatch, Supervisors and Lead Drivers
- Lunch with a Supervisor



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Orientation Checklist

Priority	What	Who	In Progress	Done
Day 1	Driver's File	Safety/Training		
Day 1	FMCSR Book, Log Book Assignment	Safety/Training		
Day 1	Video Based safety/Eng. Training	Safety/Training		
Day 1	Fuel Pump Access to Shop Supervisor	Shop Supervisor		
Day 1	Route Training Schedule (ride along)	Safety/Training/Ops Lead		
Day 2	OCB Introduction	PM Lead		
Day 1	Shop Tour/Reefers Intro	Shop Supervisor		
Day 1	Building Tours	Safety/Training		
Day 1	Yard Experience	Yard Lead		
Day 1	Intranet Training	Admin		
Day 2	Lift Gate training	Safety/Training		
Day 2	Drug & Alcohol Policy	Safety/Training		
Day 2	FSMA Training	Safety/Training		



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Hiring Process Guide

21. Meet with the Logistics Supervisor and the Logistics Operations Lead to plan which driver trainers will be used and which routes the new driver will be trained on.
22. Direct the Administrative Assistant to enter the new driver's employee number in PeopleNet after it is received.
23. Print new driver evaluation forms for driver trainers.
24. Review evaluation forms and get information from driver trainers as the evaluation forms are returned.
25. Upon completion of training, meet with the Logistics Supervisor and the Logistics Operations Lead to determine whether more training is required or if the driver is qualified to drive solo.
26. Once the driver is driving solo, scan the new driver evaluation forms and save them on the shared file in a folder that you create for the driver under Operations/Distribution/Safety-Training/New Driver Training.



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Route Training with Lead Drivers

- We plan for two weeks of ride along training so drivers see our more challenging obstacles while being supported by a mentor
- Driver Evaluation and Feedback

COBORN'S INC.

Driver Evaluator: _____

Skill Assessment Evaluation Form		Evaluation Date
K = Not observed 1 = Certain to perform task 2 = Obvious improvement 3 = Proficient		July 18 2018
Pre Trip Vehicle Inspection		
Operate hand-checks components (i.e., oil, windshield, wiper fluid, etc.		
Drive a walk-around inspection vehicle (i.e., check lights, tires, etc.		
In cab air brake check performance		
Visually inspect cooling, conducts tag test		
Properly adjust mirrors before pulling out		
Comments:		
Skill Assessment Evaluation Form/page 2		Evaluation Date
K = Not observed 1 = Certain to perform task 2 = Obvious improvement 3 = Proficient		July 18 2018
Drive		
Control mirror usage during turns		
Proper traffic checks		
Proper set up for turns		
Control distance from truck		
Proper use of horn signals		
Truck from the correct lane to the correct lane		
Select proper gear before exiting turn		

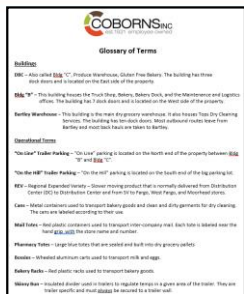


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Glossary of Terms

- Items that are easily taken for granted by veteran staff
- Given to each driver as a reference



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Logistics Manager
Coborn's, Inc.



Ongoing Training

- Monthly scorecard and vehicle operations discussions
 - Fuel economy and speed are usually high the first couple of months on the job as people adjust to new equipment
- Technology is an ongoing process for the first couple of months
 - Dispatch Software not a "need to have" right off the bat. Focus on Safety and Compliance.
 - Logging your inspections and breaks correctly (manual duty status changes)
- Quarterly video based training and safety meetings



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Failures to Launch from Training

- We really haven't experienced any of these *during* the program
- People do pretty well when they're supervised and learning
 - The 2nd or 3rd week after they're on their own is when we tend to see issues
 - Overconfidence in abilities and not Getting Out to Look (Safety)
 - Cutting corners during deliveries and making errors (Customer Service)
 - Over RMP, Long Idle numbers start going in the wrong direction (Cost Efficiency)
 - Availability suddenly changes, and they can't work certain days (Best Place to Work)



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Dealing with Failures

We don't have a true probationary period for new hires.

When we begin to feel like we could have issues with a new hire, we proceed as follows:

- Verbally counsel and document
- Written counseling and document
- Performance improvement plan, to include possible reentry into the training program
- Final Counseling with the possibility of Termination

We usually don't get past the 3rd step, as folks will choose to opt out and move on



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Current Experience

We're going through an issue with a new hire right now

- No red flags during training
- Driver was qualified with solid work history
- Minor delivery issues coupled with a minor damage incident
 - This driver has reentered the training program
 - 2 possible outcomes, both of which are better than where we were:
 - This driver might opt out; Nobody likes to be put in remedial training
 - This driver might learn and improve, which is the desired outcome



Eric Eveslage, CTP,
Logistics Manager
Coborn's, Inc.



Question & Answer Session



Gary Petty
President & CEO
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Council



Rick Malchow
Editor
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J. J. Keller & Associates



Tom Moore, CTP
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More Questions?



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Please Join Us for Our Next Webcasts

Driver Scorecarding & Development

Thursday, July 19, 2018 at 10 AM CST

Hours of Service and Fatigue Management

Wednesday, October 17, 2018 at 10 AM CST

How to Survive a DOT Audit

Thursday, October 18, 2018 at 10 AM CST



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