



# CTP<sup>®</sup> Insider

A quarterly publication for the Certified Transportation Professional published by the NPTC Institute.



Winter 2007

## CTP Profile: Todd Hennis, CTP - Lance, Inc.

### Quarterly Highlights

- Looking Ahead: NPTC 2008
- CTP Recertification Opportunities
- Driver Performance Scorecards

### Inside This Issue:

|                 |   |
|-----------------|---|
| CTP Profile     | 1 |
| In The News     | 2 |
| Q & A           | 2 |
| Scoring Drivers | 3 |
| Coming Events   | 4 |
| Webcasts        | 4 |



Since earning his CTP in May, Todd Hennis, Fleet Manager,

has been hard at work putting into practice some of the management disciplines learned during his preparation for the exam.

He attended the Private Fleet Management Institute, where he "picked up about 20 years of transportation experience in one week," he says. "Although I've only been in transportation for five years, the education and training that I took away from the Institute has proven to be invaluable. I came back to Lance with 17 pages of to-do items. And I'm pleased to say that we're implementing them."

More important than the content was the number of contacts he made with other private fleet managers.

"Now, whenever I have a question or problem, all I have to do is pick up the phone," he says. "I met a number of people who are willing to share their experiences with me."



Lance, Inc.  
Charlotte, NC Facility

"The CTP has made me feel more confident in the job I perform and also tells senior management that I know what I'm doing, and that I'm doing a great job at it. It

also tells them if the program was able to do that for me, maybe we should sign up more of our folks."

"The CTP certification has been like a key for me," he says. "It has opened up doors created opportunities and started some lifelong friendships. Now I have a whole family of CTPs to go to if I need to ask questions or advice about any of the core fields."

To learn more about the Lance private fleet operation – specifically its customer service orientation, how it works with predominantly team drivers and some of the communication strategies that Hennis has used to break down some of the functional silos, click [here](#).

## NPTC 2008 – Cincinnati, April 27-29, 2008

The NPTC Annual Education Management Conference and Exhibition is shaping up to be one of the most educational and information sessions in the history of the event. Thus, it represents prime learning and networking territory for CTPs.

The conference will take place April 27-29, 2008 at the Hilton Cincinnati Netherland Plaza in Cincinnati.

Keynote speakers include John Boyens, a noted

leadership and sales management consultant; Dan Baker, a nationally-known speaker, teacher and consultant to the trucking industry, and Johnny Bench, the Hall of Fame catcher who played for the Cincinnati Reds.

Workshop sessions feature topics dealing with regulations, benchmarking, spec'ing: customer service, driver wellness, cost center vs. profit center, driver turnover, fuel cost containment, technology, driver compensation,

environmental pressures, accident investigation, strategies to control fleet costs, new engine technology, safety strategies, and maintenance strategies.

To register or to learn more about NPTC 2008, click [here](#).



## In The News



EJ Michaud, CTP

### CTPs on the Move

**Debora J. Acierno, CTP**, has accepted a position as Safety Director for TransVantage Transportation in Somerville, NJ.; **Jim Angel, CTP**, has accepted the position of Director of Business Development for T-Chek Systems. **E.J. Michaud, CTP**, has joined FMCSR Compliance Consultants.

### Exam Validation

Representatives from more than 50 companies will be sitting for the CTP Exam February 9, 2008.

Special thanks go out to the volunteers that helped in validating the multiple choice question item bank that will be used on the 2008 exam:

**Jim Angel, CTP; Keith Bailey, CTP; Gary**

**Bogers, CTP; Ricky Bray, CTP; Kevin Choate, CTP; Richard Evans, CTP; Katherine Fellenstein, CTP; Bill Pennington, CTP; Kris Peterinelli, CTP; Kevin Phillips, CTP; Dennis Woods, CTP; and Michael Rosengarten, CTP.**

Each CTP earned 15 points towards their recertification.

---

*"Earn Recertification points by volunteering."*

### Upcoming CTP Recertification Opportunities

**Exam Grading:** The NPTC Institute will be recruiting CTP volunteers to grade the case study portion of the exam. Specific details about the grading will be released shortly. Exam graders will receive 15 points toward their recertification.

**Cut-score Workshop:** A group of CTPs will be needed to participate in a

cut-score workshop that will help determine the cut (or passing score) for the multiple choice portion of the exam. This workshop will be conducted via web-conference. It will take approximately six hours with an appropriate break.

HumRRO, the company used as our independent test administrator, will provide rating materials ahead of time and will facilitate discussion about subject matter experts (SME's) ratings during the

WebEx meeting. You will receive 15 points toward your CTP recertification.

### WE WANT YOUR



If you've been promoted, had a change in companies or responsibilities, let us know! Send an email to the "CTP Insider" to: [kfeeney@nptc.org](mailto:kfeeney@nptc.org).

## Q & A

This Question and Answer column is designed as a forum to help answer questions that you encounter in your operation.

Please submit questions and/or comments to Tom Moore, CTP, [tmoores@nptc.org](mailto:tmoores@nptc.org).

Q. What is the current industry practice: tracking accident repairs separately or as part of regular maintenance?

A. While many fleets account for their accident repairs as regular maintenance, it would appear that the trend is moving toward tracking the two separately. The advantage to this

approach is that by knowing the true cost of maintenance, the fleet manager can make more informed life-cycle decisions including model comparisons and optimal trading cycles. In fleets that track the two separately, accident repairs are a part of the accident/claims/insurance line item for expense tracking purposes. They

are not part of regular maintenance and repairs, and would only distort those expenses as they would not occur if not for the accident

The thinking is summed up by one fleet manager: "Tracking it together would skew our PM numbers horribly," he reports. To read more, please click [here](#).

## Driver Performance Scorecards



**Jim Angel, CTP**

### *An Inside Look at Atrium Companies' Program*

We are in an industry that fights for every driver, does not want to lose any driver, and in some cases will just about put anyone in the driver seat. Over the past decade hardly any carrier is "not guilty" of lowering their hiring standards in some form or fashion. Some because of turnover, some because of pay rates, and others because of poor equipment utilization. Even with the lower standards why would we not want to measure that individual's performance.

We are all familiar with the 80 / 20 rule, where we

spend 80% of our time managing 20% of the driver staff. "A by product of this 80 / 20 rule is that generally speaking when a pay increase was needed for the drivers, it was always given to all the drivers regardless of level of performance," according to **Jim Angel, CTP, Director of Fleet Operations**. "This typical fleet offering tells the low performers that what they're doing is ok, and in turn tells the top performers that they are not appreciated any more or any less than everyone else. This does not allow a manager to improve the performance of his fleet as a group because it supports a middle of the

of the road approach."

Angel took that rule to heart. So about five years ago, he started measuring driver performance by mathematics. By taking company goals and building standards that require a driver to perform at a particular level to achieve the desired performance in six main categories:

- Hours of Service
- Safety
- Customer Service
- Job Knowledge
- MPG

For more on this topic, please click [here](#), or see the March issue of *Fleet Owner* magazine.

## NPTC's Private Fleet Management Institute

*"For more information about the PFMI, visit NPTC's website, [www.nptc.org](http://www.nptc.org), or call Tom Moore, CTP, at (703) 838-8898."*

**Private Fleet  
Management  
Institute**  
Jan. 12-16, 2008  
Jacksonville, FL

NPTC's Private Fleet Management Institute is right around the corner. Scheduled for January 12-16, 2008 at the Crowne Plaza Jacksonville Riverfront Hotel in Jacksonville, FL., the five-day intensive educational program offering courses on Fleet Finance, Operations, Legal, Regulatory and Safety Compliance, Human Resources, Maintenance and Equipment.

Specific sessions will focus on: Sustaining a Culture of Excellence; Communicating Private Fleet Value by Partnering with Corporate Finance, HR and Safety; Improving

Fleet Planning and Utilization; and Benchmarking and Best Practices.

Also featured will be sessions on Managing the Blended Fleet; Attracting, Recruiting and Developing Drivers; Understanding Financial Reports; Managing Outsourced Relationships; Best Maintenance Practices and Spec'ing; Activity Based Costing; and Fuel Hedging, among others.

Thanks to go to fellow CTPs that are part of the distinguished faculty: **George Carpenter, CTP**, Army and Air Force Exchange Service; **Ron**

**Tartt, CTP**, Bridgestone Firestone NA Tire; **Bedford Monday, CTP**, Schwann's Bakery Division; **Dan Norris, CTP**, Pepsi Bottling Group; **Jim Angel, CTP**, Atrium Companies; **Steve Downs, CTP**, Unisource Worldwide; **Jim Fitzpatrick, CTP**, Harris Teeter; **Jim Auriemma, CTP**, Linde; **Ed Welch, CTP**, Perdue Farms; **Kirk Rutherford, CTP**, Bridgestone Firestone NA Tire; **Ralph Stockmayer, CTP**, Penske Truck Leasing; **Ricky Bray, CTP**, Shaw Industries; **Chris Sullivan, CTP**, McKee Foods; **Gary Strausbaugh, CTP**, Mennel Milling Co.; and **Gary Holcomb, CTP**, Toys "R" Us.

**NPTC Institute  
Board of Governors**

Gary L. Strausbaugh, CTP, Chair  
Mennel Milling Company

J. Bedford Monday, CTP, Vice-Chair  
Schwans Bakery Division

Roger Baldwin, CTP  
Shaw Industries Group

Robert J. Boyich  
CPC Logistics Inc.

Gary A. Ciapetta, CTP  
Hendrickson

Shelley Davis, CTP  
Knaack Manufacturing Co.

David R. Ellis  
J.J. Keller & Associates, Inc.

Kieth Folck, CTP  
Wal-Mart Stores, Inc.

Harry J. Haney, III  
Kraft Foods, Inc.

David E. Helge, CTP, CDS  
Idealease of North America

Gary W. Holcomb, CTP  
Toys 'R' Us

Steve Jenkins  
International Truck & Engine

Kris J. Kolbe, CTP  
Bridgestone Firestone NA Tire

John M. Koliaska, CTP  
JK Trucking

Ron Konezny  
PeopleNet

Daniel D. Norris, CTP  
Pepsi Bottling Group

Michael P. Parrish  
PACCAR Leasing Company

William E. Perry, CTP, CDS  
Hill's Pet Nutrition, Inc.

Alex Popov, CTP  
PHH FirstFleet

Michael A. Pughes, CTP  
General Parts, Inc./CARQUEST

Delmar Sauer, CTP  
Alcoa Wheel Products

John Sczesny  
Eaton Corp. Roadranger

Angela Shue  
XATA Corporation

D.W. Spear  
PeopLease Corporation

Ralph K.F. Stockmayer, CTP  
Penske Truck Leasing Company

Roni Taylor  
SkyBitz, Inc.

William J. Toerpe, III, CTP  
Ryder System, Inc.

Stanley O. Wilson  
Springs Global

Gary Petty, Ex-Officio  
President & CEO  
National Private Truck Council

## Coming Events

### CTP EXAM PREP WORKSHOP

Friday, January 11, 2008  
Jacksonville, Florida

### NPTC 2008 PFMI

January 12-16, 2008  
Jacksonville, Florida  
Crowne Plaza Jacksonville Riverfront Hotel

### 2008 CTP EXAM

Saturday, February 8, 2008 at various  
locations across the U.S. and Canada

### NPTC 2008 ANNUAL CONFERENCE

April 27-29, 2008 in Cincinnati, OH

### CTP CLASS OF 2009:

### CTP ELIGIBILITY APPLICATIONS DUE

October 1, 2008  
Download from [www.nptc.org](http://www.nptc.org)

### CTP EXAM APPLICATION DUE

November 15, 2008  
Download from [www.nptc.org](http://www.nptc.org)

## NPTC – J.J. Keller Webcasts: A Valuable Resource

For the past three years, NPTC has teamed with J.J. Keller to offer a series of free, cutting-edge webcasts on topics that are of value in your quest to improve fleet productivity and efficiency.

Among the topics that have been addressed are:

- Building the Case for Technology (OBCs)
- Implementing Technology (OBCs)
- Driver Pay and Productivity: Optimizing Performance and Profitability
- Productivity Part 2: An Interactive Case Study Discussion

- Avoiding Negligent Supervision: Getting Started, the First 90 Days

These webcasts remain a tremendous resource for fleet managers. They can be downloaded at <http://www.jkeller.com/nptcinfo>

### About Our Organization...

Founded in 1939, NPTC is the only national trade association exclusively representing the interests of the private truck industry and corporate/business private truck fleet management. NPTC is the premier marketplace of information, networking and skill building for private fleet professionals as it leads in shaping the future of corporate transportation.

The Institute for Truck Transportation Management (ITTM) is the non-profit 501(c)(3) education and research affiliate of the National Private Truck Council (NPTC). As a leader in transportation education and research, the NPTC Institute's goal is to move fleet managers and industry suppliers toward greater efficiency and effectiveness in their corporate environments.

The NPTC Institute is an exclusive information resource for: Certified Transportation Professional® (CTP) program, Fleet Management Institute and the Fleet Learning Center. Through NPTC, both fleet and allied members come together to share information that enables them to meet the demands of changing business, safety and regulatory issues as well as competitive challenges.



**Editor:**  
Tom Moore, CTP  
Executive Director, NPTC  
Institute and Vice President of  
Public Affairs  
[tmoore@nptc.org](mailto:tmoore@nptc.org)

**Managing Editor:**  
Kristen M. Feeney  
NPTC Office Administrator  
[kfeeney@nptc.org](mailto:kfeeney@nptc.org)

**Contact Us:**  
NPTC  
950 N. Glebe Road  
Suite 530  
Arlington, VA 22203-4183

PHONE:  
(703) 683-1300

FAX:  
(703) 683-1217