

CTP Insider

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

Fall 2015

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Private Fleet Management Institute Registration Open!

PRIVATE FLEET MANAGEMENT INSTITUTE
JANUARY 16-20, 2016 JACKSONVILLE, FL 

NPTC IS PLEASED TO ANNOUNCE the 2016 Private Fleet Management Institute scheduled for January 16-20, 2016, at the Omni Jacksonville in Jacksonville, Florida. No matter what your official title is, today's transportation and logistics environment demands excellence. You need a variety of skills that lead to outstanding performance in every aspect of your job. NPTC's Five-Day Private Fleet Management Institute provides the most comprehensive and intensive instruction, education and learning experiences led by the industry's top practitioners, designed to enhance your personal and professional mastery of private fleet management.

In addition, the Institute provides one of the most effective ways of refreshing your knowledge base and preparing for the 2016 CTP Examination set for Saturday, February 13, 2016. This accelerated five-day "graduate level" program helps navigate the five core disciplines of private fleet management: Finance, Human Resources, Safety, Operations and Equipment and Maintenance. This is the core curriculum deemed by the industry's leading practitioners as essential for on-the-job success. The PFMI curriculum provides a rigorous learning environment in which attendees will be exposed to the foundational core disciplines of private fleet management through a series of presentations, round-table discussions, structured networking activities and applied learning exercises.

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NPTC'S National Safety Conference Surpasses All Expectations



Last week, 229 private fleet safety professionals attended the NPTC 2015 National Safety Conference where they learned more about those safety issues of critical importance to private fleet operators through a series of nearly 20 general sessions, “safety-in-the-round” roundtable discussions and informal networking. This year’s attendance was the largest in the history of the program!

NPTC is pleased to thank the following speakers and facilitators who addressed this year’s conference:

Lewis Allen, CTP, Fleet Operations, Aaron's, Inc.

Nicholas Cindrich, CTP, CDS, Senior Manager of National Safety and Compliance, CVS Health

Jim Corbean, CTP, Director Fleet & Safety, Orgill, Inc.

Jeremy C. Decker, CTP, Transportation Safety Manager, Mennel Milling Company

Joseph M. Dilley Sr., CDS, Director of Transportation and Fleet Safety, Oldcastle Precast Inc.

Laura Fredrickson, Director of Marketing & Outreach, Pre-Employment Screening Program, NIC Federal, LLC

Cameron Hafer, CTP, Sr. Manager DOT Compliance, Driver Development and Transportation Safety, TransPapa Logistics, Papa Johns

Victor Hart, Director, Transportation Safety, Dot Transportation, Inc.

Carol Heinowski, Logistics Manager-Outbound Logistics, Meijer, Inc.

Kris Kolbe, CTP, Transportation Compliance Manager, Bridgestone Americas Tire Ops

Joe Laskowski, CTP, Senior Manager Fleet Safety & Compliance, Medline Industries/MedTrans LLC

Randy Perry, CTP, South Division Fleet Safety Manager, Frito-Lay, Inc.

Todd E. Porter, Esq., ARM, Vice President – Safety & Compliance, Sentinel Transportation, LLC

Steve Powers, Shareholder, Baker, Donelson, Bearman, Caldwell & Berkowitz, PC

Bill Quade, Associate Administrator for Enforcement and Program Delivery, Federal Motor Carrier Safety Administration

Doug Simpson, CTP, Driver Recruiting Manager, Castellini Group of Companies

Greg Whisenant, CTP, CDS, Corporate Transportation Safety Manager, Shaw Industries Group, Inc.

John Woodrooffe, Research Scientist and Director of the Commercial Vehicle Research and Policy Program, University of Michigan Transportation Institute (UMTRI)

NPTC also would like to thank this year’s sponsors, without whose support, this year’s Safety Conference would not be possible:

AEON Sleep Group, Inc.

CEI Group

CPC Logistics Inc.

Custard Insurance Adjusters

Dedicated Sleep

EBE Technologies

Fleet Advantage

FORCON International Corp.

Gregory & Howe Inc.

HireRight

IMMI

Instructional Technologies

ITS Compliance, Inc.

J. J. Keller & Associates, Inc.

Lytix, Inc.

Mack Leasing System

Meritor WABCO

NIC Federal, LLC

Omnitracs, LLC

Penske Truck Leasing Co.

PeopleNet

Perkins & Associates, LLC

SafetyVision

Seeing Machines

SleepSafe Drivers

SmartDrive Systems, Inc.

SuperVision

Telogis

Vigillo, LLC

Vnomics Corp.

Finally, NPTC is pleased to express its appreciation to the Safety Committee for helping plan the program for this year’s successful event. The largest NPTC standing committee with nearly 100 members, the NPTC Safety Committee meets regularly to assist in the planning of various NPTC events, respond to regulatory rule-making proceedings, and to share best practices. For more information about joining the Committee, contact Tom Moore, CTP, at tmoore@nptc.org.

Strategic Components of the Private Fleet

- Sustaining Upper Management Support: Ongoing Communications and Justification Selling
- Long-Range Outlook for Private Fleets
- Converting Data Into Actionable Intelligence and Behavioral Change
- Lean Transportation Management Disciplines
- Establishing Performance Driven Key Performance Indicators (KPIs)

Organizational Strategies to Drive Operational Excellence

- Delivering Tailored Customer Service Value: The Private Fleet Advantage
- Optimization Protocols: Routing, Trailer Utilization, Capacity Management
- Inbound Logistics, Backhauling & Collaborative Logistics
- Right-Sizing Business Models: Private Fleet vs. Outside Carrier Capacity Ratios

Financial Strategies and Protocols

- Financial Models for Private Fleets: Profit Center vs. Cost Center
- Determining True Fleet Costs
- Understanding and Using Financial Reports and Budgeting to Drive Excellence
- Return on Investment Measures

Human Resources: Building a Culture of Excellence

- Recruiting, Cultural-Fit Assessment, Interviewing, Screening and Hiring
- Scorecarding, Rewards, and Recognition Programs
- Onboarding and In-Service Training, Coaching, and Professional Development
- Compensation and Performance Incentive Strategies

Safety and Compliance

- Managing CSA Scores
- Compliance Strategies
- Behavior-Based Safety
- In-Service Performance Metrics

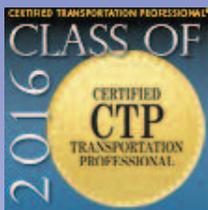
Equipment and Maintenance

- In-House vs. Outsourced Maintenance: Management Best Practices and Standards
- Spec'ing Strategies
- Life Cycle Costing and Trade Cycles
- Improving Driver-Shop Communications through Vehicle Inspection Reports

For more information about the Private Fleet Management Institute and how to register, [click here](#).

Interested in extra corporate visibility at the PFMI?

Sponsor the Monday evening networking reception: [Click here](#) for sponsorship details.

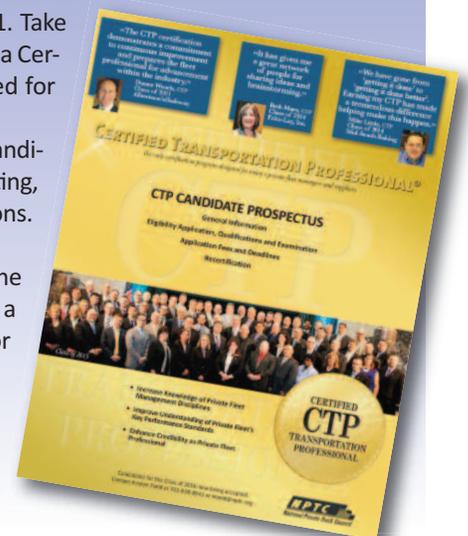


CTP APPLICATION DEADLINE EXTENDED TO DECEMBER 1

The NPTC Institute Board of Directors, at its September 9, 2015 meeting, formally acted to extend the deadline to submit your 2016 CTP Eligibility Application to December 1. Take your first step to professional success and get the recognition you deserve! Become a Certified Transportation Professional® (CTP). This is the only certification program designed for today's private fleet/transportation managers and suppliers.

Today's CTP Exam focuses on analytical competencies and assessments that require candidates to demonstrate depth of knowledge and advanced capacities in problem-solving, writing, analytic reasoning, and prescriptive workable management solutions to real-job situations. This objective is measured in the short answer essay question and case study formats.

The next CTP Exam is scheduled for Saturday, February 13, 2016 at locations across the country. Submit your completed Eligibility Application and fee by December 1, 2015. For a copy of the CTP Candidate Prospectus with details about the CTP program, [click here](#). For more information, contact Kristen Todd at ktodd@nptc.org or (703) 838-8841.



In the News



The NPTC Institute, at its September 9 Board of Governors meeting, elected and welcomed as new Board members: **Steven Garrish**, (left) Senior Vice President, SleepSafe Drivers, and **Justin Reed**, (right) Strategic Alliance Manager, HireRight



Q&A

Q *Do you know of companies that allow riders? I'm looking to find out if our rider policy should be updated. Currently, we allow drivers to have an approved rider who is at least 16 years old. I'm considering reducing that age based on requests that I'm getting from my drivers.*

A From one of our supplier members: "I had the same question come up from a few of our OTR clients. The consensus from that group was no one under 12 permitted to ride along."

"We only have the unofficial policy of allowing riders permitting they can 'be comfortable and not distracting', It's all subjective and as I stated, unofficial."

"Our policy is 18. Our lawyers set it there because 'being of legal age'."

"From another member: In regards to the rider policy that I used to have at two previous companies, we did not allow any riders unless they were authorized company representatives riding along for company business. There were no exceptions to our policy. We had them carry our company rider authorization form with them as well that I had signed as the authorizer."

"We, currently, don't allow any driver to ride unless approved by management. Our insurance company said that we would have to add a riding to our policy if we started allowing families to ride."

"Our company has a policy which prohibits any riders who are not employees. We do have safety days or roadeos with families attending and we do rides but we stay within company property."

"Below is our policy. The reason we authorize some is for training or to assist driver to unload. Sometimes a management employee may ride along and we give this person a permit to ride. This was recommended by our insurance company to prevent any liability issues.

Unless specifically authorized in writing by the Transportation Manager, Transportation Supervisor or the Distribution Center Manager, no driver shall transport any person or permit any person to be transported in his/her vehicle. No pets are allowed to be transported in XXX equipment.

Any driver carrying unauthorized riders will be terminated immediately."

"We follow the same guidelines, minimum age 16."

"No passengers are allowed within the first six months of the driver's start date with DTI. Also, no passengers are allowed without a release from DTI. This form must be signed by the passenger with the original remaining at the office. These forms can be obtained by contacting Dispatch. You may obtain a release form for a member of your immediate family, which includes only: Father, Mother, Spouse, Brother, Sister, Children and Grandchildren the age of 12 or older. Immediate family members between the ages of 8 - 11 may "ride along" on the transfer turn around loads only. In addition a fiancée or significant other is allowed with manager approval. Only one passenger is permitted to ride along at a time."

"Our company used to allow riders years ago (any age), with a signed liability release. However our Risk Management department/insurance carrier later changed that policy. For the last 10+ years, no riders are allowed. I would definitely check with the insurance company on whether it is allowed or not."

"At our company, the age is 10 for a child or grandchild. The drivers must also be employed for a minimum of three years, in good standing and no on-road accidents."



Ed Schultes, CTP
Senior Manager, Supply Chain, Walgreens

The Second Time's the Charm!

Born and raised in the Allentown, Pennsylvania, with deep roots in the community (his grandfather spent his career as an engineer for Mack Trucks, Inc.), **Ed Schultes, CTP**, and his wife of nearly 30 years still reside in the area and are parents of five children (three boys and two girls). The oldest son is 24 years old and is somewhat following his father in the transportation industry as a trained professional diesel mechanic. Their youngest child is 15.

Ed says, "My wife and I feel that being proud parents of five wonderful young people is the highlight of our lives—and a terrific honor and a great partnership. My wife has been the full time stay-home mom and I've been the single-income provider for twenty-nine years. Fortunately, many of those years have been with the best employer possible in Walgreens."

When Ed finished his formal schooling, he didn't imagine at the time a career in supply chain/logistics. By happenstance, however, he was hired by a local business franchise for home windows and doors which gave him his initial work experience and training in management, dispatch, DOT regulations, safety and driver training, and risk management. This broad range of work experience served him well in landing his first job with Walgreens and his first exposure to the NPTC.

Over a two year period, Walgreens encouraged Ed to enroll in and complete all of the home study courses offered through NPTC on the five core disciplines still featured in the CTP program. He subsequently relocated to Maryland to work for a major manufacturer under the supervision of George Hunter (former NPTC Board member and Private Fleet Executive of the Year winner in 2011) who encouraged him to complete the CTP program based on the study he had completed while at Walgreens through home study.

Ed found himself too busy and decided to take a pass. After several more years working for other transportation and logistics companies, he and his family returned to the Allentown area and he rejoined Walgreens as a member of the private fleet management team back at the same location where he worked before.

"Looking back, I know I missed an opportunity to get certified, but several years after returning to Walgreens the company offered me the CTP opportunity—and I jumped at the

chance!" says Schultes. Ed went through the five-day Private Fleet Management Institute and graduated with the CTP Class of 2009. "It was an incredible experience. Although by then I had several years of successful experience in supply chain management, I learned a great deal by going through the program and meeting dozens of professionals in the field—many of whom I stay in contact with even today."

Ed's story would not be complete without mentioning the fact that he is the only person in the 22-year history of the CTP program who became a CTP not once—but twice.

After three years as a CTP, Ed had not completed enough of the required recertification points to have his CTP status remain active. When Jacob Klingbeil, CTP, became Director of Fleet Operations at Walgreens, and went through the CTP program himself, interest in the CTP program was resurrected and other candidates from Walgreens followed.

Inspired by Jacob's leadership example and support, Ed decided to take the CTP Examination again and regain his credential. He participated in the 2014 Private Fleet Management Institute as a faculty member/facilitator on customer service and also participated in several of the group break-out sessions. He passed the exam and joined the CTP Class of 2014.

"Walgreens uses the NPTC as a valuable resource in helping scorecard best practices and justify the private fleet to upper management," says Ed. "Each time we return from NPTC's Annual conference, we prepare an ROI report for upper management which shows what new ideas we are bringing to the private fleet to optimize resources, containing costs and improving service capacity."

Ed says the first time he went through the CTP program it was for self-accomplishment; the second time it was more for team recognition and affirmation. "Walgreens plans to send two additional candidates through the PFMI and CTP program in 2016. We now have a culture and tradition in place at Walgreens which makes earning the CTP something special and appreciated within the company."

"I could not be more proud of my company's affiliation with NPTC, our leadership support, and with the letters "CTP" after my name."

"Walgreens uses the NPTC as a valuable resource in helping scorecard best practices and justify the private fleet to upper management."

NPTC Recognizes 18 National Driver All-Stars



EIGHTEEN PRIVATE FLEET TRUCK DRIVERS who have demonstrated high performance standards against their peer drivers throughout the country based on customer service, safety, adherence to company standards, regulatory compliance, and community service have been honored by the National Private Truck Council (NPTC) as National Driver All-Stars. The award, co-sponsored by **International Truck/Navistar, Inc.**, was presented at a ceremony that took place in conjunction with NPTC's National Safety Conference, September 10-11, 2015.

"These drivers embody all the characteristics, skills and attitudes that are the heart of what enables the private fleet to continue to deliver exceptional levels of customer service," according to NPTC President and CEO Gary Petty. "They are ambassadors, not only for their company, but for the entire private fleet community. We are honored to

recognize these private fleet drivers for meeting high performance standards in the fields of customer service, safety and compliance."

NPTC initiated the National Driver All-Stars program in 2009 to recognize those drivers of NPTC fleet member companies based on how they perform against their own inter-

nal customer service metrics. Specific measures of the recognition include:

- Customer service (uniform/appearance; on-time deliveries; attitude/conduct; customer feedback; loading/unloading; cooperation)
- Safety (number of DOT reportable accidents; number of OSHA reportable injuries; number of traffic violations verified by current MVR)
- Compliance with company standards (attendance, attendance at safety meetings, training, paperwork, etc.)
- Regulatory compliance (hours of service, DVIR, MVR, etc.)
- Community service

This year's National Driver All-Stars are:

- **Nora Black**, Orscheln Farm & Home, LLC
- **Keith Chantrey**, Maines Paper & Food Service, Inc.

- **Stephen Dixon**, CPC Logistics, Inc. *assigned to* North American Pipe Corp.
- **Shaun Feger**, WFM Transport, Inc.
- **Scott Fencil**, CPC Logistics, Inc. *assigned to* International Paper
- **James Henry**, CPC Logistics, Inc. *assigned to* Moen, Incorporated
- **Christopher Humbert**, Army & Air Force Exchange Service
- **Gregory Robbins**, CPC Logistics, Inc. *assigned to* Walgreen Oshkosh, Inc.
- **George Rockwell**, CPC Logistics, Inc. *assigned to* John Deere
- **Mary Rudelich**, LRI Logistics Corp. *assigned to* Hospira Fleet Services, Inc.
- **Mike Seelye**, Marathon Petroleum Company LP
- **David Smith**, CPC Logistics, Inc. *assigned to* Hospira, Inc.
- **Wesley Smith**, CPC Logistics, Inc. *assigned to* Northwest Food Prod. Transp.
- **Gerald Tainter**, CPC Logistics, Inc. *assigned to* Toyota Quality Parts Express
- **Mark Taylor**, Frito-Lay, Inc.
- **John Tiemann**, Kellogg Company
- **Claude Wiser**, CPC Logistics, Inc. *assigned to* Bridgestone Americas Tire Ops., LLC
- **Kenneth Woodward**, Shaw Industries Group, Inc.

NPTC wishes to thank the sponsor, **International Truck/Navistar**, and all participating companies and drivers.

NPTC/J. J. KELLER SET TWO WEBCASTS FOR OCTOBER: "CSA UPDATE" AND "SUCCESSFUL DATAQ'S STRATEGIES"

In October, NPTC and J.J. Keller & Associates conclude their 2015 webcast series with two webcasts, free to NPTC members. The first, on **Wednesday, October 14**, will be, "**CSA Update**." While it has been around for a while now, CSA is still an important issue to carriers. Its primary purpose is to locate under-performing carriers for "intervention" (a warning or an investigation). The vast majority of carriers investigated each year are selected based on their CSA scores alone. In this webcast we will be highlighting the past, recent, and upcoming changes to the CSA program, as well as the increased use of the focused off-site investigations and the cooperative safety plan intervention options, the status of the crash preventability study, and the Safety Fitness Determination proposal. We will also look at strategies carriers can use to hopefully prevent being selected for an intervention. **Joseph M. Dilley, Sr., CDS**, Director of Transportation & Fleet Safety, Oldcastle Precast Inc., will be the featured fleet presenter.

The following day, **Thursday, October 15**, the webcast will focus on "**Successful DataQs Strategies**." DataQs is the system the FMCSA provides to carriers and drivers to challenge data that is in the FMCSA's data systems that is incorrect. Failing to use the system can be impacting your scores in CSA, as well as giving officers on the road and investigators at the FMCSA the wrong impression of your company. In this webcast we will discuss how to spot something that should be in your data or that is incorrect, how the DataQs process works, the tactics that should be used to be successful when filing a DataQs challenge, and provide a detailed explanation of the "adjudicated citation policy." **Mike Little, CTP**, Director, Service First Distribution/Mid-South Baking, will be the featured fleet speaker.

For more information, to download previous webcasts or register for these October webcasts, [click here](#).

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Michael P. Parrish, CTP, National Account Manager, Mack Leasing System, Inc.

William E. Perry, CTP, CDS, Safety & Compliance Specialist, Hill's Pet Nutrition, Inc.

Justin Reed, Strategic Alliance Manager, HireRight

Robert Reid, Executive Vice President & Co-founder, SpeedGauge, Inc.

Sam Richardson, Director, DOT Compliance, Operations & Safety, ADM Trucking, Inc.

Gayle Robertson, President, BOLT System

Patrick R. Robinson, CTP, Driver Recruiting Manager, BCT, Inc.

Delmar L. Sauer, CTP, Sr. Fleet Territory Manager, Midwest, Alcoa Wheel & Transportation Products

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Robert W. Slaughter, CTP, Director of Fleet Maintenance, Murphy-Brown LLC

Jay Smith, General Manager, L-3 Driver Training Solutions

Gary L. Strausbaugh, CTP, Vice President, Transportation, Mennel Milling Company

Ryan Streblow, Channel Development, J. J. Keller & Associates, Inc.

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David Wehmeyer, CTP, Mobile Video & AVL Solutions Advisor, Safety Vision

Duane Woods, CTP, Director of Transportation, Albertson's/Safeway



NPTC/IDEALEASE EXPANDS SAFETY SEMINAR SCHEDULE

NPTC, IN PARTNERSHIP WITH IDEALEASE, INC., is pleased to announce an expansion of its one-day Safety & Compliance Seminars in seven locations throughout North America. These industry-leading seminars provide private truck fleet professionals with the most current industry safety rules and regulations. The one-day seminar provides insight into all major areas scrutinized during state and federal compliance interventions and reviews. The seminar's step-by-step approach simplifies compliance with federal and state regulations, hours of service (drivers' daily logs), drug and alcohol testing rules, vehicle maintenance and inspection, accident recordkeeping, and driver qualifications. Attendees also learn about new and proposed regulatory changes and how to enhance their safety programs above and beyond regulation requirements.

The seminars will be available to all Idealease customers, potential customers and NPTC members at no charge. The seminar provides important information applicable for both the novice and experienced transportation professionals.

The dates and locations are as follows:

Oct 7	Erie, PA
Oct 13	Toledo, OH
Oct 14	Grand Rapids, MI
Oct 14	Charlotte, NC
Oct 20	Las Vegas, NV
Oct 21	Los Angeles, CA
Oct 22	San Martin, CA

NPTC members can sign up for the seminars for free using the following link:

[Register for fall Idealease/NPTC Safety Seminars](#)

COMING EVENTS:

NPTC/J. J. KELLER & ASSOCIATES WEBCAST: CSA UPDATE

October 14, 2015

NPTC/J. J. KELLER & ASSOCIATES WEBCAST: SUCCESSFUL DATAQs STRATEGIES

October 15, 2015

2016 CTP ELIGIBILITY APPLICATIONS DUE

December 1, 2015

2016 CTP EXAM APPLICATIONS DUE

December 1, 2015

2016 CTP EXAM PREP WORKSHOP

January 15, 2016, Jacksonville, FL

2016 PRIVATE FLEET MANAGEMENT INSTITUTE

January 16-20, 2016, Jacksonville, FL

2016 CTP® EXAM

February 13, 2016, offered at locations across the country

NPTC ANNUAL CONFERENCE 2016

April 24-26, 2016, Cincinnati, OH