



# CTP<sup>®</sup> Insider



A quarterly publication for the Certified Transportation Professional (CTP<sup>®</sup>), published by the NPTC Institute.

Fall 2008

## National Driver All-Stars

### Quarterly Highlights

- Earn Recertification Points
- 2009 Private Fleet Management – Register Today!
- CTP Profile

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The National Private Truck Council has announced a unique driver appreciation program to recognize private fleet drivers for meeting high performance standards in the fields of customer service, safety and compliance.

Known as the National Driver All-Stars, the program will recognize the top 100 drivers of member companies based on how they stack up against their peer drivers. A complimentary program to the NPTC Driver Hall of Fame recognition, the National Driver All-Stars is a way for private fleet drivers to gain recognition for their drivers who are, in large part, responsible for delivering the high levels of customer service with which private fleets distinguish themselves.

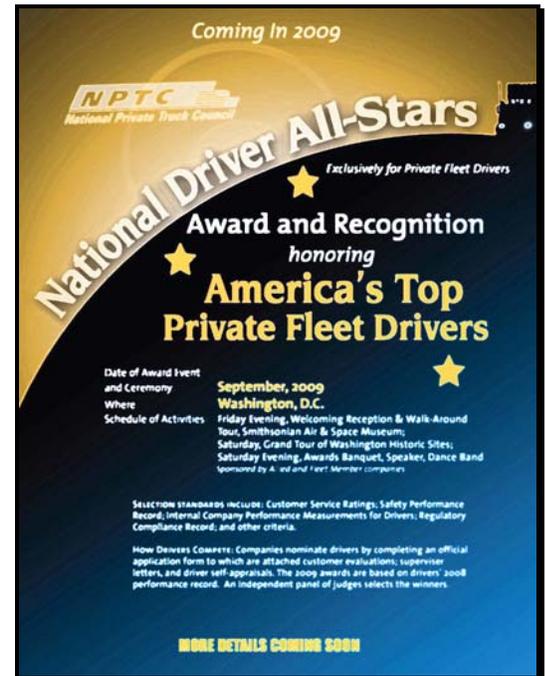
Specific measures will be:

- 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

There will be areas in which customers, both internal and external, will be encouraged to compliment the driver's performance.

Other requirements of the program will be that you must be an NPTC member and you must provide a current Motor Vehicle Record for the past three years. Applicants must be a regularly employed, full-time, leased, or dedicated driver and actively driving for the 12 month period beginning June 1, 2008 through May 31, 2009. There is only one entry per company.

For more information, please visit, [www.nptc.org](http://www.nptc.org).



## In The News



Dan Norris, CTP, demonstrates to NSC attendees what to look for when doing a pre-trip inspection.

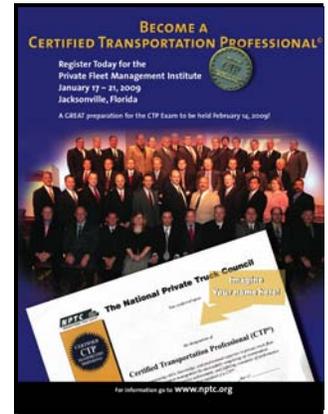
**Chet Landis, CTP**, has joined the Illinois Truck Centre, Inc. as a Fleet Account Executive; **Timothy Young, CTP**, is now a Sales Coordinator for Loading Master; and **Scott Sigman, CTP**, is now a Principal with Global Insight (USA), Inc.

Meanwhile, **Dan Norris, CTP**, of The Pepsi Bottling Group, spoke at NPTC's National Safety Conference in September in Herndon, Virginia.

### New CTP Ad

The CTP Class of 2008 is featured in a new NPTC ad showcasing the CTP Program and the upcoming 2009 Private Fleet Management Institute in January.

The "Picture Your Name Here" ad will run in the upcoming months in *Fleet Owner* and *Heavy Duty Trucking* magazines.



New CTP/Institute Ad

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*"Earn Recertification points by volunteering."*

### Earn Recert Points

Working with HumRRO, our independent certification test administrator, NPTC is in the process of creating the 2009 CTP exam. Before we do that, we need to collect content validity ratings on new test items that CTP volunteers wrote in June.

We will be seeking volunteer subject matter experts (SMEs) to begin this process in mid-to-late October.

SMEs will receive a packet with the items and instructions for completing ratings in mid-October and will have one to two weeks to return the completed materials.

SMEs should expect to spend about two hours evaluating the items. After receiving the materials, we will analyze the data, drop those items with low ratings, and revise any items that do not have an acceptable average rating and/or are deemed irrelevant.

This exercise is worth 15 Recertification points.

We will be recruiting volunteers in the upcoming weeks.

### 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": [kfeeny@nptc.org](mailto:kfeeny@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, ([tmoore@nptc.org](mailto:tmoore@nptc.org)).

**In the next issue, we will be discussing the question: What are the pros and cons of centralizing a formerly decentralized fleet operation?**

**Q.** What are the latest trends in active safety devices? Specifically, I am wondering if there has been any work done on the cost-benefits of such systems.

**A.** While a number of NPTC members have been "test driving" collision warning systems, roll stability control systems, lane departure warning systems, and other on-board safety systems, the adoption rate is still too low to

provide meaningful data. However, over the last several years, the Federal Motor Carrier Safety Administration has collaborated with the trucking industry to test, evaluate, and encourage the deployment of several promising onboard safety systems for commercial motor vehicles in an effort to enhance the safety of all roadway users. Amy Houser, an engineer in the FMCSA's Technology Division spoke at NPTC's National Safety

Conference earlier this month and briefed attendees about the technologies. She provided an in-depth benefit-cost analysis to allow private fleets to make more informed purchasing decisions of the onboard safety system.

For a complete analysis of FMCSA's work, please click [here](#) to see a copy of a technical paper prepared by the agency.

## CTP Profile: Haig Dikijian, CTP



Haig Dikijian, CTP

They say you can't teach an old dog new tricks. Well, for an "old dog" like Haig Dikijian, that's not true. The 43-year veteran of Verizon Logistics has survived by learning new tricks – in the form of skills, contacts, and best practices that have helped him not only survive in this new era of supply chain logistics, but thrive.

Dikijian earned his Certified Transportation Professional designation in the first graduating class of 1993. He credits the program for providing him the cross-disciplinary skills in finance, human resources and operations, safety and equipment and maintenance that have enabled him to become a

more valuable team player.

Since then he has put his new-found knowledge to work to improve the safety and productivity of the Verizon fleet.

Dikijian was honored earlier this year by the National Private Truck Council as the Private Fleet Executive of the Year. Dikijian has served on the NPTC Board of Directors, NPTC Membership Committee and is currently an active member of the NPTC Safety Committee.

"It would be very difficult for me to put a value on my CTP," he says.

"Without question, it enhanced by credibility and value to the organization. The networking opportunities my CTP has afforded me with other fleet managers has proven invaluable. You soon discover that each of us has experienced similar problems. Through my CTP network of peers in the industry, I have been able to network with other professionals to both share and receive information on successful steps that have been taken to solve our similar problems."

To read more about Dikijian's experience, click [here](#).

## NPTC's Private Fleet Management Institute



The National Private Truck Council (NPTC) has scheduled its annual Private Fleet Management Institute, featuring all new and updated material, January 17-21, 2009 at the Crowne Plaza Jacksonville Riverfront Hotel in Jacksonville, FL.

"Private fleet managers must look for new ways to enhance their operating knowledge and expand their personal and professional effectiveness," said Gary Strausbaugh, CTP, Vice President of Transportation for Mennel Milling Company and Chairman of the NPTC Institute Board of

Governors. "The 2009 Private Fleet Management Institute offers just such an opportunity."

"Managing transportation choices in a corporate environment which demands a maximum return on the investment has become more challenging in a world marked by increasing freight rates, skyrocketing fuel prices, regulatory uncertainty and driver shortages," he continued. "The PFMI is a concentrated, five-day immersion in the core private fleet management curriculum Fleet Finance; Operations; Safety and Security; Human

Resources; and Maintenance and Equipment."

A faculty consisting of the nation's most experienced and respected private fleet management leaders will guide the learning experience through a series of workshops, panel discussions, lectures and interactive formats designed to enhance the attendees' educational experience and ensure their grasp of key private fleet management disciplines.

Registration information is now available on our website, [www.nptc.org](http://www.nptc.org).

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Ed Welch, CTP  
Perdue Farms, Inc.

Gary Petty, Ex-Officio  
National Private Truck Council

## Coming Events

### 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)

### CTP EXAM PREP WORKSHOP

Friday, January 16, 2009 in Jacksonville, FL; Crowne Plaza Jacksonville Riverfront Hotel

### NPTC 2009 PFMI

January 17-21, 2009 in Jacksonville, FL; Crowne Plaza Jacksonville Riverfront Hotel

### 2009 CTP EXAM

Saturday, February 14, 2009 at various locations across the U.S. and Canada

### NPTC 2009 ANNUAL CONFERENCE

May 3-5, 2009 in Nashville, TN

## 2008 Benchmarking Survey

In the face of a turbulent business environment and mounting corporate expectations, today's private fleets continue to enhance their value proposition by providing cost-effective transportation and pre-eminent customer service, according to the 2008

Private Fleet Benchmarking Survey, just released by the National Private Truck Council.

To learn how private fleets have responded to the dramatic industry challenges by delivering more value-added,

integrated supply chain management and superior customer service at costs generally better than market rates; plus how they lowered driver turnover, increased slip seating, and extended their trade cycles, click [here](#).

### 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.



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