

# CTP<sup>®</sup> Insider

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

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# NATIONAL DRIVER All-Stars!

Last month, as part of its **National Safety Conference**, NPTC recognized 16 private fleet drivers as **NPTC National Driver All-Stars**. The recognition, which is co-sponsored by International Truck/Navistar, Inc., honors those drivers who demonstrated high performance standards against their peer drivers throughout the country based on customer service, safety, compliance with company standards, regulatory compliance and community service. The 16 were:

- Billy (Steve) Couch**, Hospira, Inc., assigned by CPC Logistics, Inc.
- Phil Dierking**, WFM Transport, Inc.
- Gayle Evans**, Marathon Petroleum Company LP
- Mark Kemmerer**, True Value Company, assigned by CPC Logistics, Inc.
- James Knopsnyder**, CVS/Caremark
- Mark Mahan**, Avery Dennison, assigned by CPC Logistics, Inc.
- Chad Minter**, Walgreen Oshkosh, Inc., assigned by CPC Logistics, Inc.
- Robert Rice**, Bridgestone Americas Tire Operations, LLC, assigned by CPC Logistics, Inc.
- Charles Schneller**, Frito-Lay, Inc.
- Michael Shefchek**, Shaw Industries Group, Inc.
- George Sumner, II**, Meijer, Inc.
- Thurman (Carl) Taylor**, Moen, Incorporated, assigned by CPC Logistics, Inc.
- Mark Thompson**, Land O'Lakes, Inc., assigned by CPC Logistics, Inc.
- Gary Whitney**, Maines Paper & Food Service
- Anthony Wilkerson**, John Deere, assigned by CPC Logistics, Inc.
- Alfred Zegstroo**, Kellogg Company

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



# PFMI 2015 A LEARNING OPPORTUNITY



The National Private Truck Council will hold its **2015 Private Fleet Management Institute** January 17-21, 2015 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 and 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 2015 CTP Examination set for Saturday, February 14, 2015. This accelerated five-day "graduate level" program details the core curriculum deemed by the industry's leading practitioners as essential for on-the-job success. The knowledge you'll acquire in this interactive learning experience will provide you with a strong foundation in the following areas:

- Justifying the Private Fleet
- Network Optimization
- Communicating Private Fleet Value by Partnering with Corporate Finance, HR and Safety
- Improving Fleet Planning, Make-Up and Utilization
- Attracting, Recruiting and Developing Drivers
- Developing Effective Safety Programs
- Creating, Understanding and Using Financial Reports
- Creating Maintenance Standards – Managing Outsourced Relationships
- Reverse Logistics: Building Backhaul Profitability

For more information about the Private Fleet Management Institute and how to register, visit NPTC's website at [www.nptc.org](http://www.nptc.org).

## CTP CLASS OF 2015 NOW FORMING

Candidates for the Certified Transportation Professional® (CTP) program are encouraged to register now for their places in the Class of 2015. **The Eligibility Application deadline is extended to December 1, 2014**, although NPTC will hold open the submission deadline for any readers of Fleet Owner that want to enroll in the program.

By earning the CTP designation, you join a group of transportation professionals who have made a commitment to the private fleet industry, to an ongoing pursuit of career advancement, and to continuing enhancement of their knowledge and skills. Top management will readily identify you as a professional with the experience and knowledge to direct and administer a private fleet, traffic, or transportation operation.

Since 1993, nearly 1,200 transportation professionals have earned the right to use the CTP® designation after their names. To learn more about the CTP® program, visit [www.nptc.org](http://www.nptc.org), or contact Kristen Todd at [ktodd@nptc.org](mailto:ktodd@nptc.org) or (703) 838-8841.

## NPTC SLATES CTP EXAM PREP WORKSHOP

On Friday, January 16, NPTC will hold its annual CTP Exam Prep Workshop in Jacksonville, FL. The workshop immediately precedes the Private Fleet Management Institute at the same hotel (see details elsewhere on this page).

The Exam Prep Workshop provides background into the construction of the CTP exam as well as expectations of those candidates sitting for the exam. Through a series of large group practice sessions, small group activities and individual hands-on drills, candidates will learn how to best prepare for the CTP Exam.

For more information, please contact Tom Moore, CTP, ([tmoore@nptc.org](mailto:tmoore@nptc.org)).

## NPTC/J.J. KELLER WEBCAST

# Regulatory Update

On **October 22**, NPTC and J.J. Keller & Associates will offer a webcast, **free** to all NPTC members, featuring a comprehensive **Regulatory Update** on issues affecting private fleet operations. In its effort to improve highway and truck safety, the federal government has stepped up its regulatory activity. The pace and scope of these changes has never been greater. This webinar will help to identify critical policy, legislative, and regulatory issues impacting your business as well as a discussion of the forces that will help shape these future initiatives. Join us as we provide planning tools and strategies you can implement immediately to enhance your compliance efforts. To download previous webcasts or register for the 10/22 program, visit [www.jjkeller.com/nptcinfo](http://www.jjkeller.com/nptcinfo)



## In the News



**Joe Laskowski, CTP**, was promoted to Director, Fleet Safety and Compliance, a newly created position that MedTrans.

**Sandra Rosenfeld, CTP**, has been hired as manager of operations for Fleet Advantage.



**Steven Zicarelli, CTP** has been named Northeast Regional Transportation Manager at Kellogg Company.

**Michele MacCollum, CTP**, has been named Product Strategy Advisor at Product Management Consulting.

**Trent A. Gilles, CTP**, is now Product Manager at Vusion.

Five Star Member Fleet Advantage has named **Brian Holland** President and CFO of Fleet Advantage. Holland has been with Fleet Advantage since 2011 and previously served as senior vice president and CFO.

## Q&A

**Q** *Are there any predictive metrics for identifying behavior that may result in an injury?*

**A** While there are numerous motor vehicle accident related metrics but none on the injury side, not much is available on the industry side. This question was put to the NPTC Safety Committee and following are responses received:

At our company, we are very interested in predictive safety and utilize our near miss reporting to identify trends that could or have in the past resulted in an injury. All employees, including senior management, are to report near mishaps and investigate utilizing our incident investigation process with the aim of figuring out the root cause and implementing the needed corrective actions. We track near mishaps and again, look at trends and system needs. We are by no means perfect, but we look at the incident triangle and know that the base is what didn't but could have happened and put our energy there. We do take the perspective that the root cause isn't a blame game, it's truly about figuring out what in our management systems is in need of more work.

We use the following key performance metrics:

- Injury Frequency Rate (IFR) – Total OSHA recordable injury rate.
- Lost Time Injury Rate (LTIR) – Total OSHA injury rate that resulted in lost time days
- Days away from Work (DAFW) – Cumulative tally of # of lost time days from injuries.
- % employees on LOA – measures the percentage of sites employees that are currently on LOA (personal and work related).

- We use % overtime as a lead indicator for potential injuries – We have found that as OT increases, our injury rate goes up.
- We are considering adding DART (Days Away/Restricted Time) – measuring cumulative days away from work, and any days with restricted (light) duty.

Whenever I have an employee that starts to have several little things go wrong such as near hit / misses etc., they are on their way to having a larger incident. The mechanics for personal injury work much the same as they do for vehicle accidents. It's not just an increase in little things I have noticed, but also changes in behavior and attitude as well. Someone not normally inattentive becomes that way for reasons unknown. I have found the best way to gauge this is to be in touch with your employees. Get to know them, the way they operate, their personalities, etc. If you do that, you can (for the most part) notice changes in behavioral patterns that I find to be a good indicator something may be on the horizon. Many is the time that I have believed that a simple "intervention" may have stopped something from happening that otherwise would have, especially if you couple behavioral changes with smaller type incidents and begin to coach the employee. It is all about knowing the employee and a lot of the time spending time out in the yard looking at what is going on. We can preach safety until we're blue in the face, but unless we are out there watching what they are doing, we won't notice things that we could and should have picked up on. Having said that, the #1 work comp cause for a driver is a collision. We generally implement a behavioral based safety program to control worker injuries. Then use the noncompliance as a leading indicator.

The only metric we use is past performance. If someone with less than 4 years incident free driving has an injury or vehicle accident we ride with him/her once per quarter and more frequently if necessary. The purpose of this is to observe and coach on any driving or ergonomic behaviors that could lead to future incidents. We have found the cumulative trauma incidents such as bending at the waist or overreaching cause injuries later in the employee's career.

### 2014 BENCHMARKING SURVEY

**NPTC HAS RELEASED ITS 2014 ANNUAL BENCHMARKING SURVEY**, which examines a number of private fleet related issues and is designed to validate private fleet performance based on comparative peer data; to identify areas of improvement and opportunity; and to highlight significant trends affecting private fleet practitioners.

Working together with a Benchmarking Steering Committee, NPTC staff designed and updated a 75-question survey that was emailed to all NPTC Fleet Member companies. A total of 95 companies participated in the survey.

The survey delved into key operational, safety, technology, equipment, maintenance and labor metrics. One of the primary take-aways is that private fleets remain incredibly buoyant about the future. Fully two-thirds of the respondents reported that their private fleet would grow or handle more of its company's freight over the next five years.

[Click here](#) to receive your copy. Gary Petty, NPTC President and CEO wrote an op-ed piece in the August 28 edition of *Transport Topics*, summarizing key results.





# CTP PROFILE

BY GARY PETTY  
PRESIDENT AND CEO  
NATIONAL PRIVATE TRUCK COUNCIL



**Mike Little, CTP**

Director, Service First Distribution, Mid-South Baking

In less than a few short years, **Mike Little, CTP**, has become one of NPTC's most active and engaged members. He attended the Private Fleet Management Institute; passed his Certified Transportation Professional (CTP) exam and became a member of the Class of 2014; served as a member of the NPTC Benchmarking Survey Report Advisory Committee, served as a speaker/panelist at the NPTC 2014 Annual Conference, become a member of the NPTC Annual Conference Planning Committee, and hosted an on-site company visit and tour for NPTC during the summer, 2014

Born in Ft. Leavenworth, Kansas, Mike is the son of an U.S. Army officer whose work assignments required that his family move every 18 months or so—for more than 20 years. Mike spent many of his formative years in countries like Saudi Arabia, and in schools as varied as a military school in the Rio Grande Valley of Texas to a church-related private school in Oregon, later enrolling in a junior college at Kilgore, Texas, and the University of Texas at Arlington. "Moving around most of my life taught me the importance of managing change," says Mike.

For 12 years before joining Mid-South Baking in 2007, Mike served in a variety of transportation and logistics positions—including both operational and management roles—at the Martin-Brower Company based in the Dallas/Fort Worth Metroplex.

The opportunity to join the management team at Mid-South Baking came at a critical time when the company was looking for new leadership direction in transportation services which are so critical to both customer service success and company sustainability.

"Going from a very large company to a smaller organization allowed me the opportunity to use my experience and "people skills" in a unique way," says Mike. "I came to a company which was in transition from old to new ways of providing transportation services. In a fairly short time, with strong support from the owners and upper management, I was able to help revitalize the culture in the entire transportation department by focusing on building a climate of trust and safety for front-line supervisors and drivers, by giving everyone time and training to get up to speed with technology in particular. This really gave me a chance to make a leadership difference."

**"I got involved in NPTC because I saw an opportunity to strengthen our company's program of continuous improvement, and to fill in "gaps" in my own background."**

A major challenge was how to manage a new onboard technology system which the company had purchased but not implemented prior to Mike's arrival. The problem was that supervisors and drivers were still operating under an old system which required neither technology-based skills nor the gathering and assessing of data on a regular basis.

"The fundamental component was providing supervisors with the time and training to absorb, learn and adapt before demanding results of using the new technology," he says. "People need to be able to learn to use computers, programs and resources before being able to effectively integrate modern technology-based processes into their daily routines to manage personnel and processes."

Little first learned about NPTC by hearing a presentation about its programs and services at a customer conference conducted by a major technology company. "I got involved in NPTC because I saw an opportunity to strengthen our company's program of continuous improvement, and to fill in "gaps" in my own background." Mike refers to the five core disciplines of private fleet management taught at the Private Fleet Management Institute and tested on the CTP examination. "I knew I needed help in finance and equipment maintenance. Going through the Institute and the CTP program really helped."

Mike notes that transportation is becoming an increasingly important part of the manufacturing world. Mid-South Baking is a fast growing company which at their Bryan, Texas, plant produces 1,100 hamburger buns every 60 seconds. Their major customer is opening a new store or two every few months in Texas which is adding 1,400 new residents every day.

Managing the raw ingredients coming into the plant—and delivering finished product out to customer locations—are all part of a critical, ever-demanding cycle of continuous improvement in performance for transportation. "We must not only be effective, but efficient as well. We have gone from a standard of 'getting it done' to 'getting it done better and better'. My involvement with the NPTC in attending training/networking events and earning my CTP has made a tremendous difference helping make this happen."

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- Tiffany Winzell, L-3 D.P. Associates
- Duane Woods, CTP, Safeway, Inc.

# 2014 NATIONAL SAFETY CONFERENCE

**N**PTC expresses thanks and appreciation to its membership for the extraordinary participation in this year's **National Safety Conference** held September 11-12 near Dulles International Airport. This year recorded the highest number of registrations in the history of NPTC safety conferences – 227 (an increase of 20% over last year's record attendance) – and the largest number of sponsors at 28. In a day and a half, the conference covered twenty critical subject matter topics from the expert perspective of twenty-two speakers. Thanks to the following members of the faculty for sharing their insights and perspective:

- P. Sean Garney, Manager, Safety Policy, American Trucking Associations**
- Kris Wylie, Fleet Safety and Compliance Manager, Univar USA, Inc.**
- Adam Gregori, President and CEO, Sentinel Transportation, LLC**
- Larry Minor, FMCSA Associate Administrator for Policy**
- Laura Fredrickson, Director of Marketing, NIC Technologies**
- Clint Wenger, CTP, CDS, Logistics Manager, Coborn's Incorporated**
- J. Scott Roberts, CTP, CDS, Director of Safety, Compliance & Risk Management, Daryl Flood Relocation & Logistics, Agent for Mayflower Transit**
- Todd Young, Driver, Marathon Petroleum Co. LP**
- Jeremy Decker, CTP, Transportation Safety Manager, The Mennel Milling Company**
- Carol Heinowski, Logistics Manager, Meijer, Inc.**
- Rebecca Richard, Fleet Safety and Compliance Supervisor, East Penn Manufacturing Co. Inc.**
- Randy Perry, CTP, East Division Fleet Safety Manager, Frito-Lay, Inc.**
- Brent Pitzer, Fleet Manager, Metal Exchange Corporation**
- Bill Hartman, CTP, Fleet Director, NEP Broadcasting**
- Tim Johnson, USIG Fleet Manager, Praxair Inc.**
- Doug Sanford, CTP, Vice President of Distribution, The Britt Hunt Company**

- Scott Carey, Nashville Managing Shareholder, Baker, Donelson, Bearman, Caldwell & Berkowitz, PC**
- Sean Dubman, Transportation Safety Coordinator, Wegmans Food Markets**
- Keith McWilliams, CTP, Regional Transportation Manager, Kellogg Company**
- Victor Hart, Transportation Safety Manager, DOT Transportation, Inc.**

Impressive as the numbers are, the success of this event was driven by the unique "You Must be Present to Win" value proposition made possible by the typical NPTC audience of quality professionals. In an informal, safe environment of mutual trust and respect, confidence, and security, NPTC Fleet and Allied/Supplier member representatives alike intensely engaged in give-and-take dialogue found in general sessions, breakout groups, and one-on-one business networking.

**Carol Heinowski**, Logistics Manager, Meijer, Inc., and Chair of the NPTC Safety Committee said, "Everyone seemed very pleased with the discussions, the invaluable networking, and tremendous take-away value. I think the conference reached another high water mark for NPTC members – so many wonderful people, several dozen first-timers from new member companies, so much great information and ROI economically packed in a short time frame!"

NPTC wishes to thank the Safety Committee for helping plan the program for this year's successful event. The largest NPTC standing committee with nearly 100 members ([click here for roster](#)), the NPTC Safety Committee meets quarterly to help plan safety content for all major NPTC events – Private Fleet Management Institute, Annual Conference, and National Safety Conference. The Committee also sponsors an On-Site Summer Meeting held on location at an NPTC member company. For more information about joining the Committee, contact Tom Moore, CTP, at [tmoore@nptc.org](mailto:tmoore@nptc.org)

## COMING EVENTS:

### 2015 CTP ELIGIBILITY APPLICATIONS DUE

*Deadline extended to December 1*

### NPTC/J. J. KELLER & ASSOCIATES WEBCAST: REGULATORY UPDATE

*October 22, 2014*

### 2015 CTP EXAM APPLICATIONS DUE

*November 15, 2014*

### 2015 CTP EXAM PREP WORKSHOP

*January 16, 2015, Jacksonville, FL*

### 2015 PRIVATE FLEET MANAGEMENT INSTITUTE

*January 17-21, 2015, Jacksonville, FL*

### 2015 CTP® EXAM

*February 14, 2015, offered at locations across the country*

### NPTC ANNUAL CONFERENCE 2015

*April 26-28, 2015, Cincinnati, OH*

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