

# CTP Insider

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

Spring 2015

## Quarterly Highlights

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## April 26-28 CINCINNATI NPTC 2015

*You must be present to win!*

Later this month, a record number of private fleet professionals are expected to converge on Cincinnati and the **NPTC Annual Educational Management Conference and Exhibition**. Planning for the NPTC 2015 Annual Conference has been in the works since last summer. “Our Conference Planning Committee has made great strides to ensure 2015 is the best return-on-investment value event in our history,” says Bill Hartman, CTP, Committee Chair. Made up of 46 enthusiastic member representatives from both fleet and allied companies, the Committee concentrates its year-long efforts on making sure the “latest and best” topics and speakers are presented. This year’s conference is packed with tremendous take-home value:

### INFORMATION



**Carey Lohrenz**

NPTC is pleased to announce a professional and stimulating lineup of keynote speakers and general sessions including Carey Lohrenz, the U.S. Navy’s First Female F-14 Fighter Pilot and Team-Building, Leadership and Strategy Expert; Jack Van Steenburg, Chief Safety Officer and Assistant Administrator of the Federal Motor Carrier Safety Administration; and Kenny Veith, President and Senior Analyst, ACT Research.

In addition, NPTC General Counsel Rick Schweitzer delivers his highly anticipated Legislative and Regulatory Update on Monday morning, April 27, as part of the NPTC Annual Business Meeting and Professional Leadership Awards presentation.

### EDUCATIONAL WORKSHOPS

22 workshops and five general sessions featuring some of the nation’s leading private fleet professionals speaking on best practices in private fleet management. Some of the hard-hitting lineup of educational workshops for the 2015 Annual Education Management Conference and Exhibition include:

- Positioning the Private Fleet for Success in the Supply Chain
- Best Practices in Driver Retention
- Best Practices in Driver Recruiting
- Best Practices in Fuel Economy
- Fleet Optimization Techniques



**Jack Van Steenburg**



**Kenny Veith**



*continued on page 2*

## NPTC 2015 *Continued*

- Enhancing Trailer Utilization
- From Here to There: Routing Effectiveness
- CSA Compliance: Monitoring and Understanding your CSA Scores
- Managing the Generation Gap
- Best Practices in Driver Compensation and Incentives
- Natural Gas for Transportation
- Equipment and Maintenance Data Management: Identifying and Controlling Maintenance Costs
- For-Hire Capacity & Backhaul Opportunities
- Vehicle Spec'ing for Safety: How to Invest in Safety Technology
- Driver Wellness Programs
- Operating a Truck in California? New Air Quality Regulations Affect You
- The Importance of the Final Mile Delivery
- The Evolution of Electronic Logs
- Best Practices in Driver Training
- Modern Tire Programs for The Private Fleet
- Managing Big Data
- High Touch in a High Tech Environment: What the Data Is and Is Not Telling You
- Striving for Data Integrity: Contextual Analytics
- Environmental Sustainability Can Help in Private Fleet Justification

**EXHIBITS:** NPTC 2015 features an extensive and impressive array of fleet products and services from leading industry suppliers. Come participate in a virtual showcase of solutions and take advantage of this unparalleled opportunity to learn first-hand about potential business solutions. Sample resources from more than 185 trucking industry suppliers exhibiting the latest in product development and state-of-the-art technology solutions for today's demanding private fleet operations.

**NETWORKING:** Unparalleled peer-to-peer interaction.

**RECOGNITION:** Honoring the private fleet community's best and brightest practitioners for their achievements: the Certified Transportation Professional (CTP®) Class of 2015; the Driver Hall of Fame and Fleet Safety Award winners, and the NPTC Professional Leadership Award winners for 2015.

**SOCIAL:** NPTC's outstanding host-city partners—the Hilton Cincinnati Netherland Plaza Hotel and the Duke Energy Convention Center—provide the highest level of customer service in quality food, beverages, lodging and meeting rooms to ensure that all events and social activities take place in an optimized, engaged and enjoyable learning atmosphere.

**LOCATION:** Our host city Cincinnati provides the “best value” convenient and cost-effective “home” location for NPTC that

allows you to minimize your travel time and expense. Our outstanding host-city partners—the Hilton Cincinnati Netherland Plaza hotel and the Duke Energy Convention Center—continue to deliver the highest levels of customer service ensuring that quality food, beverages, lodging, and meeting rooms are all premium grade experiences for everyone!

**BENCHMARKING SUMMIT:** Back by popular demand is a special, sneak-preview of the preliminary data from the 2015 Benchmarking Survey, with breakout sessions in which participants can do a “deep dive” into key operational metrics.

**TAKE-AWAY VALUE:** This event is an experience in learning about new stuff and better ways; improve performance; greater efficiency; enhanced technology optimization; savings of time and cost; and much more.

### HOTEL ALERT

The Headquarters Hotel for NPTC 2015, the Hilton Cincinnati Netherland Plaza, as well as overflow accommodations at the Hyatt and Westin Hotels are at or near full SELL-OUT. Additional overflow accommodations are now available at the **Renaissance Cincinnati Hotel** located within 2-3 blocks of the Hilton. Please [click here](#) to make your reservation online or call the Renaissance Hotel at (800)228-9290 or (513)333-0000 and request the NPTC \$159.00 discount.

## NPTC/J. J. KELLER & ASSOCIATES

# 2015 WEBCAST SERIES

**M**ore than 750 people registered to attend two webcasts sponsored by NPTC/J. J. Keller & Associates. The first on **Driver Recruiting in an Era of Driver Shortages: How to Effectively Qualify and Screen Drivers** featured **Doug Simpson, CTP**, Driver Recruiting Manager for the Castellini Group of Companies. With the driver shortage leading to more expansive recruiting efforts and the urge to lower hiring standards (potentially leading to hiring more problems), he shared how it is more important than ever that carriers review their hiring process and shared strategies that can be used to keep you from “hiring your next problem.”

The following day, **Mike Walker**, Director of Transportation for Metal Sales Manufacturing Corporation, talked about **Physical Qualifications of Drivers**. Discussed were driver qualifications requirements, the CDL/federal medical merger; and the changes carriers should have in place to deal with these issues.

NPTC and Keller will be offering six more free webcasts on topics that are of high interest to unlocking improved fleet productivity, performance and efficiency. Future sessions include:

May 20	<b>The DVIR Rules and Maintenance Policies and Practices</b>
May 21	<b>Hours of Service and ELDs</b>
July 15	<b>Active Safety Technologies</b>
July 16	<b>Predictive Analytics and Driving Behavior</b>
October 14	<b>CSA Update</b>
October 15	<b>Successful DataQs Strategies</b>

For more information, please visit [www.jjkeller.com/nptcinfo](http://www.jjkeller.com/nptcinfo)

## In the News



**Scott Mishoe, CTP**, has been named Vice President and Director of Business Development - Lease Finance at Ryder System, Inc.



**Alex Popov, CTP**, is now Vice President Operations at Clarke Power Services, Inc



PeopleNet has named **John Krumheuer, CTP**, (left) Vice President of Sales (Regional Markets) and **Bryan Coyne, CTP**, (right) as Vice President National Account Sales & Account Management.



**Brian Benicewicz, CTP**, has been named Vice President of Financial Services for AmeriQuest Business Services.



**Olen Hunter, MBA, CTP**, has been named Director at PACCAR Inc.

### THREE ELECTED TO NPTC INSTITUTE BOARD OF GOVERNORS

Three candidates were elected to serve on the NPTC Institute Board of Governors during the group's January 20 meeting in Jacksonville. The three were: **Adam Kahn, CTP**, SmartDrive Systems; **Del Lisk, CTP**, Lytx, Inc.; **Larry Ogg, CTP**, Perdue Farms.

## Q&A

**Q** *How many private fleet members are doing internal or using a contractor to audit the FMCSRs for the fleet(s)?*

**A** *This question was distributed to the NPTC Safety Committee and following are some of the responses received:*

"We used too, don't anymore since we got compliance software."

"We enlist the service of our lease provider's safety department and have their safety director come in once a year and do a "spot" audit of 10-20% of our drivers."

"We do our own internal audits."

"All of our audits are performed internal within our department, and just this past summer we went through a corporate internal audit."

"We enjoy an annual audit by our insurance carrier assessing overall 'Carrier Fitness'. It was co-developed by us and the insurance carrier. And since we have two terminals based in CA, those are assessed through the CHP's "BIT" program. We have enjoyed ten consecutive Satisfactory BITs over the last 20 years."

"We do perform internal audits on all of our locations annually and require the local sites to perform a 'self-audit' which is reviewed (at the time of the audit) and later in the year during the 'official audit'."

"We have an outside firm audit us annually. They are hired by our legal counsel to limit discoverability. The results are shared officially within our counsel and we discuss afterwards."

"Internal."

**Q** *How often are these being done? Annually, bi-annually? Or what other frequency?*

"Used to do yearly."

"Annually."

"Generally once a year."

"Following is the schedule for our internal audits:

- HOS = weekly audits
- DQ Files = annually
- Maintenance = quarterly
- Drug/Alcohol = monthly"

"Each site is audited annually, and the 'self-assessments' are required between 4 and 8 months after their official assessment."

"Annually or as needed."

**Q** *How is the feedback from the audit shared? Formal write ups, team discussions, use of corrective action plans with leadership checks?*

"All of the above."

"Information is shared as follows:

- HOS and DVIR audits result in formal discipline against the driver
- Other audit results are followed up with team discussions and corrective action"

"Feedback is shared in a variety of methods:

- Official communication from the auditor to all levels of management (both locally and corporately) upon completion of the 'official audit'
- Audit scores are shared with the local teams drivers, admin, mechanics through the local management team
- Audit scores are tracked and score carded nationally
- Audit scores factor into managers annual performance reviews
- Audit scores are factors into national awards"

"If we find an issue, we use the team approach for corrective action. Being a small company there is no formal leadership check."



# CTP PROFILE

BY GARY PETTY  
PRESIDENT AND CEO  
NATIONAL PRIVATE TRUCK COUNCIL



**Jim Angel, CTP**

Vice President Video Intelligence Solutions, PeopleNet

## “HUNGER FOR KNOWLEDGE”

**J**im Angel, CTP, came to the NPTC for the first time as a private fleet manager with a track record of transportation experience in truckload, LTL, private fleet management, distribution, safety, and intermodal management including 16 years in private fleet start-ups and backhaul operations. This varied background was such that, while attending the Private Fleet Management Institute in preparation for his CTP Examination, Jim was invited to speak as a faculty member of the Institute in two separate sessions. He graduated with the CTP Class of 2006.

Jim was born and raised as a “preacher’s kid” in Fort Collins, Colorado, by parents who were both ordained as ministers in an evangelical Christian denomination. His boyhood and teen years were faith-centered in a life of church attendance twice on Sunday and Wednesday evenings, visits to nursing homes and hospitals, and avoiding temptations like seeing a movie—which Jim did not experience until age 15. Jim’s father—who at age 85 still preaches each Sunday to a small group of believers—wanted his youngest son to enter the ministry if he could be “an example to your flock”. But this was not to be.

Jim, however, credits growing up in this environment for shaping his life values and ethical character.

After high school, Jim took a pass on college and worked for a year before acting on his father’s suggestion that he enroll in the Los Angeles-based Pacific Coast Bible College to study theology and become a minister. Jim’s primary interest was playing basketball—not studying theology—and for four years he played starting point guard on the varsity team while working part time after school hours and weekends loading trucks for J.C. Penney’s dedicated fleet provider. He subsequently earned his CDL and drove truck as a Teamster member, later working as dispatcher and dock supervisor.

Leaving college one semester shy of graduation, Jim headed to Bryan, Texas and worked in the mobile home business for a short time, then became an agent for Mistletoe Express Package Delivery and for a while owned 27 of his own trucks. When Mistletoe filed for bankruptcy, Jim was hired on as a manager and as-needed truck driver of the brand new Bryan terminal operation of Arkansas Freight-way. Later he worked for as terminal manager at another company for a few years until taking a private fleet job as transportation manager hauling window products.

A few years on, switching sides, he moved to Dallas and began working for a dedicated service provider when the company, Atrium Companies, outsourced its private fleet. While there, Jim earned “Top Logistics Manager of the Year” recogni-

tion, but lost his job to company cutbacks the following year. He hired on for a short management stint with a for-hire carrier while looking for more permanent work.

In due course, Jim got a called “out of the blue” from his old boss asking him to return to the Atrium Companies as the company had decided to bring back its private fleet operation. He accepted on the spot and eventually was promoted to Director of Fleet Operations.

Within a few years, Jim work won for Atrium an industry innovation award for driver score-carding, backhaul optimization, and a \$1.2 million in private fleet cost savings over the dedicated fleet it had replaced. His innovations at Atrium included a successfully creative driver performance scoring system which was showcased in an NPTC/J.J. Keller webinar, a featured article in *Fleet Owner Magazine*, and later in a panel presentation at an NPTC annual conference.

Jim also developed a model backhaul program for Atrium which operated through C.H. Robinson’s (CHRW) national network. This model eventually became the template for the NPTC/CHRW Fleet Optimization Center which has operated for several years and is available free to NPTC Fleet Members through a special sponsored partnership.

Jim’s reputation in fleet management leadership at Atrium caught the attention of the industry and led to his joining NPTC’s Allied/Supplier member companies T-Chek Systems/C.H. Robinson Worldwide (CHRW) as Director of Business Development in 2007 and later PeopleNet in 2009 where he served as Director of Safety and Compliance Solutions until 2013 when he join Drive-Cam (now Lytx, Inc.) as GM—Trucking until being invited to return to PeopleNet in his current position as Vice President Video Intelligence Solutions.

Getting his CTP and engaging NPTC’s culture have been turning points in Jim’s career. “It is really cool to see how NPTC has grown and continues to bring value year after year. It helped me a lot especially in finance and maintenance. I learned a ton of information, giving me a better understanding of what fleets really need,” said Jim.

“NPTC events bring real life education to practitioners—both Fleet and Allied members alike. The quality of professionalism continues to rise. People keep participating in Council activities year in and year out. The great majority find fulfillment in their hunger for knowledge.”

# 2015 PRIVATE FLEET MANAGEMENT INSTITUTE

A record attendance of 118 private fleet professionals attended the **Private Fleet Management Institute** in Jacksonville January 17-21, 2015.

The Institute is a concentrated, five-day immersion into the private fleet management's core subject matter curriculum which is designed to meet the demanding needs of today's professional private fleet practitioners. This curriculum includes the broad topics of: Fleet Finance, Operations, Safety and Security, Human Resources, and, Maintenance and Equipment. Attendees registered to take the Certified Transportation Professional (CTP®) Examination scheduled for February 14, 2015, found the program especially beneficial.

This year's Institute featured some 40-hours of in-depth discussions, mostly through multiple rotational break-out sessions, on subjects like Sustaining Upper Management Support for Fleet Justification; Converting Data into Actionable Intelligence and Behavioral Change; Lean Transportation Management Disciplines; Establishing Key KPI's; Strategies to Drive Operational Excellence; Financial Strategies and Tools; Human Resources: Building the Quality Driver Team; Safety and Compliance; and, In-House vs. Outsourced Maintenance: Management Best Practices and Standards.

This year's faculty included **Mike Ahart**, *Dean Foods Company*; **Meghan Chan, CTP**, *Mondelez International*; **Jeremy Decker, CTP**, *The Mennel Milling Company*; **Chris Fada, CTP**, *Ross Transportation Services*; **David Gadberry, CTP**, *Toyota Quality Parts Express*; **Bill Hartman, CTP**, *NEP Broadcasting*; **Mike Little, CTP**, *Service First Distribution*; **Laura McMillan**, *Instructional Technologies, Inc.*; **Keith McWilliams, CTP**, *Kellogg Company*; **Bedford Monday, CTP**, *Schwan's Consumer Brands*; **Dan Norris, CTP**, *Pepsi Beverages Company*; **Todd Porter**, *Sentinel Transportation*; **Mari Roberts, CTP**, *Frito-Lay*; **J. Scott Roberts, CTP**, *Daryl Flood Relocation and Logistics*; **Kirk Rutherford, CTP**, *Bridgestone Americas Tire Operations*; **Douglas Sanford, CTP**, *The Britt Hunt Company*; **Ed Schultes**, *Walgreens Oshkosh*; **Mike Schwersenska**, *Brakebush Transportation*; **Doug Simpson, CTP**, *Castellini Group of Companies*; **Stacey Stivers, CTP**, *Kellogg Company*; **Gary Strausbaugh, CTP**, *The Mennel Milling Company*; and **Ed Welch, CTP**, *Perdue Farms*.

NPTC expresses its thanks and appreciation for the time and talent which these leaders contributed to making the 2015 PFMI events the "biggest and best" in our history.

## 2015 BENCHMARKING SURVEY

**THE BENCHMARKING SURVEY** has been sent out to the NPTC fleet members. NPTC conducts an annual Private Fleet Benchmarking Survey, sponsored by PeopleNet, designed to (1) validate private fleet performance based on comparative peer data, (2) identify areas of improvement and opportunity, and (3) identify the significant trends affecting private fleet practitioners. This survey is designed for the benefit of our members and the private fleet community. The purpose is to help members benchmark their operation to other best-in-class performers, thereby validating performance and identifying areas of opportunity. A preliminary report will be presented at the Benchmarking Summit at the Annual Conference and the final report will be released August 1, 2015.

Once again this year, and free to all registrants of the Annual Conference, we will be releasing a preliminary report of the survey results.

We also offer special thanks to the 19 companies which sponsored the Monday evening networking reception held on January 19. Their support is greatly appreciated.

## CTP EXAM RESULTS

The CTP Exam was held on Saturday, February 14, with 103 candidates sitting in 32 separate locations. There were three no-shows and 79 candidates passed both portions – a 77% pass rate. For comparison purposes in 2014 the pass rate was 79%; in 2013 it was 77%. Of the 24 who failed, 16 candidates failed both portions of the Exam, three failed the short answer essay portion only and five failed the case study portion only.

Special thanks go out to those CTP volunteers who helped with grading the case study portion of the CTP Exam:

**Keith Bailey, CTP**, *CPC Logistics*  
**Val Beasley, CTP**, *Hill's Pet Nutrition*  
**Kari Bartley, CTP**, *Oldcastle*  
**Jamie Bates, CTP**, *Mountain Valley Transport*  
**Lee Cummins, CTP**, *Schwan Food Company*  
**Mike Eccleston, CTP**, *PeopleNet*  
**Tim Geddig, CTP**, *PeopleNet*  
**John Gillenwater, CTP**, *Gates Corporation*  
**Scott Groff, CTP**, *PeopleNet*  
**Bill Hartman, CTP**, *NEP Broadcasting*  
**Tim Hubbard, CTP**, *Castellini Group of Companies*  
**Barry Lorenz, CTP**, *Ryder System, Inc.*  
**Beth Mars, CTP**, *Frito-Lay, Inc.*  
**Jon McCutcheon, CTP**, *Frito-Lay, Inc.*  
**Keith McWilliams, CTP**, *Kellogg Company*  
**Cal Morton, CTP**, *Frito-Lay, Inc.*  
**Dan Norris, CTP**, *Pepsi Beverages Co.*  
**John Rickette, CTP**, *Fleet Advantage*  
**Mari Roberts, CTP**, *Frito-Lay, Inc.*  
**Doug Simpson, CTP**, *Castellini Group of Companies*  
**Dale Smith, CTP**, *Telgis*  
**Ron Tartt, CTP**, *DRC, Inc.*  
**Mick Wenger, CTP**, *XRS Corp*

## COMING EVENTS:

**NPTC ANNUAL CONFERENCE 2015**  
April 26-28, 2015, "You Must Be Present to Win," – Cincinnati, OH

**NPTC/J.J. KELLER WEBCASTS:**  
May 20: *The DVIR Rules and Maintenance Policies and Practices*  
May 21: *Hours of Service and ELDs*

**NPTC/J.J. KELLER WEBCAST**  
July 15: *Active Safety Technologies*  
July 16: *Predictive Analytics and Driving Behavior*

**NATIONAL SAFETY CONFERENCE**  
September 10-11, 2015 – Dulles, VA

## NPTC INSTITUTE BOARD OF GOVERNORS

*CHAIR:* Mari Roberts, CTP, Frito-Lay, Inc.

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Marius Karoy, Instructional Technologies

Adam Kahn, CTP, SmartDrive Systems

Stephen J. Katz, CTP, Telogis

Joe Laskowski, CTP, MedTrans LLC

Mike Lickert, CTP, Talon Logistics, Inc.

Rick Linville, Custard Insurance Adjusters

Del Lisk, CTP, Lytx, Inc.

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Gayle Robertson, BOLT System

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Ryan L. Streblow, J.J. Keller & Associates, Inc.

Neil Vonnahme, PACCAR Leasing Company

David Wehymeyer, CTP, Safety Vision

Duane Woods, CTP, Albertson's/Safeway

# NPTC/IDEALEASE SAFETY & COMPLIANCE SEMINAR

**N**PTC, in partnership with Idealease of North America, will continue its series of one-day Safety & Compliance Seminars throughout North America. These 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 are 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.

For more information and to register for an upcoming seminar in 2015 [click here](#).

## Seminar Schedule:

Tuesday, April 7 *Cincinnati, OH*  
Wednesday, April 8 *Columbus, OH*  
Thursday, April 9 *Elkhart, IN*  
Tuesday, April 14 *Linden, NJ*  
Tuesday, April 14 *Phoenix, AZ*  
Wednesday, April 15 *San Leandro, CA*  
Thursday, April 16 *Lodi, CA*  
Tuesday, April 21 *Santa Fe Springs, CA*  
Tuesday, April 21 *Harrisburg, PA*  
Wednesday, April 22 *Ventura, CA*  
Wednesday, April 22 *Landover, MD*  
Thursday, April 23 *Baltimore, MD*  
Tuesday, April 28 *Oklahoma City, OK*  
Thursday, April 30 *Milwaukee, WI*  
Tuesday, May 5 *Kelowna, BC*  
Wednesday, May 6 *Lexington, KY*  
Thursday, May 7 *Denver, CO*  
Tuesday, May 12 *Tampa, FL*  
Tuesday, May 12 *Detroit, MI*  
Thursday, May 14 *Minneapolis, MN*  
Wednesday, May 20 *Altoona, IA*  
Thursday, June 25 *Santa Rosa, CA*  
Wednesday, October 14 *Grand Rapids, MI*  
Tuesday, October 20 *Las Vegas, NV*  
Thursday, October 22 *San Martin, CA*

## WASHINGTON REPORT CONFERENCE CALL

**A**ll NPTC members are invited to attend the Washington Report (the monthly Legislative and Regulatory Advisory Committee teleconference call), which happens the second Monday every month at 11:30 a.m. EST. The



NPTC Washington Report features Rick Schweitzer, General Counsel and Government Affairs Representative giving the latest update on key legislative and regulatory compliance issues of interest to private fleets.

## Training Whitepapers for Fleet Managers

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