



## Benchmarking TC-05

CHAIRMAN:	Jim Subler, Classic Carriers
VICE CHAIRMAN	Sam Burrer, Dutch Maid
FINANCIAL ADVOCATE:	Pam Wiers, Dutch Maid
TCA STAFF LIAISONS:	Debbie Sparks
DECISIV MODERATOR:	Jack Porter

### AGENDA:

DATE AND TIME: September 21st, 2017  
September 22nd, 2017  
PLACE: **PIER B**  
Duluth, MN

**Thursday, September 21<sup>st</sup>**

**Meeting Room Opens at 7:30am with Breakfast**

- I. Call to Order at 8AM**
  - Opening Comments from the Chairman
  - Review the Agenda & Housekeeping
  - Anti-Trust Review
  - Roundtable Introductions: **What is the Biggest Challenge Facing your Department or Company in 2017?**
  
- II. “Hot Topics”- Opportunity to go around the room and have Members discuss what they are seeing in their Freight market, and their Customer demand compared to last year at this time?**
  
- III. Special Meeting Composite Review:**
  - We will spend time reviewing the whole composite and the comparable data between the individual Carriers. We will take a look toward changes in company’s results toward Revenue and Gross Margin, and efficiencies. Please review the **MAY COMPOSITE**.
  - Miles per driver and miles per tractor with our driver shortage issue.
  - How are you handling the issue of pushing the drivers we have pretty hard in order to meet customer demands etc.
  - Driver wage per mile across the different fleets to see if this is rising due to driver shortage. (compare current to a year ago?)
  
- IV. Break at 10:00AM**

**V. Driver Recruiting: (Meeting Survey Due Sept 8th)**

- Turnover Rate Review.
- What is your most successful Recruiting Source for Applicants?
- What unique things are you doing to find Applicants?
- Explain and Referral Bonus Policy you May employ?

**VI. Driver Hiring & Training**

- When do fleets “pull the trigger” and terminate for Safety reasons? Where do folks feel they have gray area/wiggle room, vs. black-and-white and have to terminate
- Have fleets been changing hiring standards? What have fleets ‘eased up’ on? What are the absolute/no-go areas?
- Information from anyone using simulators.
- Driver discipline (incidents, accidents, fuel) in a high turnover industry.
- What is your hiring criteria fir drivers? Age, years of experience, accidents. Have you had to lower your criteria the last two years.

**VII. Lunch at Noon**

**VIII. Driver Orientation Discussion:**

- Orientation, what is enough, right balance
- How to take the pain out of orientation?
- Hair testing? Good, bad or is the jury still out ??
- How do you Train new drivers which have just graduated from driving school.

**IX. Driver Utilization:** We will ask all the members to come prepared to discuss the following;

- Do you use forced dispatch or have minimum standards (miles, days worked, etc.) that drivers have to meet weekly?
- Do you require drivers to get days-off approved ahead of time, or do they let them take days off whenever they want?
- How do you determine full/part time employment status for their drivers. What criteria they use to transition low performing drivers to part time and removing benefits
- Driver scorecards – how do you measure, what do you measure & do they work?
- Driver development and training, risk assessment tools, driver performance Evaluation Processes used?
- Cameras how is it working for you. If not do you plan on putting them in.

**X. Break @ 2:45PM Facility Tour**

- 3:00 pm Depart PIER B for Halvor Lines
- 5:00 pm Depart Halvor Lines
- 6:00 pm Depart PIER B
- 6:15 pm Arrive Dinner Site
- 9:00 pm Depart Dinner Site
- 9:10 pm Arrive PIER B

## **Friday, September 22nd**

### **XI. Meeting Room open for Light Breakfast**

### **XII. ADMINISTRATION:**

- Old Business
- New Business & Membership
  - Meetings: **April 12<sup>th</sup> & 13<sup>th</sup> – Scottsdale, AZ**

### **XIII. Best Idea Session:**

- Identify your Best Practice you have implemented to either increase Driver Recruiting, or enhancing Driver Retention.
- Forward me and Eddie Wayland an Electronic version of your presentation BEFORE THE MEETING!
- Each Carrier will put \$40 in the Pool; after all presentations, we will vote for the top 2 Presenters, and they will split the pool 60/40. Good Luck!

### **XIV. Break at 10:00am**

### **XV. Driver Safety:**

- How many fleets allow subjective factors in determining safety discipline (such as attitude, driving willingness) and what measures are taken to make the risk acceptable if keeping a driver with checkered history?
- Beyond compliance – what are the technologies that you're using to be safer, do they work?
- How to write a safety application for safest fleet in NA that wins?
- Remediation and penalties for safety violations, such as required driver training/re-testing, escrow accounts, etc.

### **XVI. Recruiting Personnel Discussion:**

- Recruiter incentive plans/programs, Training?
- What are the most effective recruiting tactics for recruiters?
- After Hire Recruiter Incentives used?
- Recruiting Dept. Structure: verifications and background paperwork by whom, advertising by whom?

### **XVII. Adjourn: Safe Travels Home & Thank You for Your Business!**