 **Benchmarking TC-02**

CHAIRMAN: Ryan Fraley, Halvor Lines

VICE CHAIRMAN: Norm Blagden, Searcy Trucking

AGENDA COMMITTEE: Nichole Morrison, Prime Inc.

Benjy Smith, Barber Trucking

Chad Vittone, PGT Trucking

MODERATOR: Jack Porter, TCA Profitability Program

Chris Henry, TCA Profitability Program

**AGENDA**

**DATE AND TIME:** Tuesday, May 15, 2018

Wednesday, May 16, 2018

PLACE: Kimpton Hotel Monaco - Chicago

Chicago, IL

**Tuesday, May 15, 2018**

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

* **Call to Order at 8AM**
  + - Opening Comments from the Chairman
    - Review the Agenda & Housekeeping
    - Anti-Trust Review
    - Roundtable Introductions:
      * Name, Role
      * Favorite part of your job
      * If you weren’t in trucking, what would you likely be doing?
  + **“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?
    - ELD affect since December, since enforcement?
    - Demand since last meeting?
    - Any warning signs on the horizon?
  + **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 January BPG Composite on inGauge
    - Miles per driver and miles per tractor with our driver shortage issue.
    - OO vs Company Driver trends?
    - How are you balancing the issue of pushing the drivers we have in order to meet customer demands etc. Side effects?
* **Break at 10:00AM**
* **Driver Recruiting: (Meeting Survey Due April 15, 2018)**
  + - Turnover Rate Review. 30/90/180 Day vs 1 Year
    - What is your most successful Recruiting Source for Applicants?
    - Do you hold your recruiters accountable for retention? How?
    - What unique things are you doing to find Applicants?
    - Discuss the Referral Bonuses Policy you employ?
    - Sign-On Bonus success/failures?
    - Ratio of recruiters to annual hires?
  + **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?
    - Re-training existing workforce
    - Information from anyone using simulators. Internal or External services
    - Driver discipline (incidents, accidents, fuel) in a high turnover industry.
    - Finishing Programs – Do you have one? How long? Results?
    - If you have a Finishing Program (formal / informal), how do you incentivize your trainers?
  + **Special Meeting Survey Results #1 – Your True Cost of Recruiting** 
    - We will review the results of the “Driver Recruiting and Onboarding Cost Survey”
    - Did the results come close to previous internal estimates?
  + **Lunch at Noon**
* **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?
    - What are the Key Conditions that the New Driver is looking for Today? (Hometime, Dwell, Mileage Pay, Incentives, Benefits etc.)
* **Orientation / Remedial Training – Equipment**
  + Equipment
  + Chains / Binders
  + Straps
  + Tarp (size[s])
  + Edge Protectors
  + Ladders
  + Tools / Aids
* **Orientation / Remedial Training – Training / Evaluation**
  + Customer Requirements
  + Live Training vs. Static Loads
  + Instructions / Documentation
  + Orientation – Instruction
  + Proper Techniques to Prevent WC Injuries (Lifting, Slips, Trips, Falls, 3-Points of Contact)
  + **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.
  + **Driver Retention**
* Do you have someone in your organization that handles driver retention?
* What is that person’s title?
* What tools do they use to retain drivers?
* What, if any, Performance Data do you report/share with your LP/IC drivers?
* If yes, do you have any incentive programs to improve LP/IC performance?
* To determine and address driver Turnover concerns… Do you use Driver Survey’s? Predictive Analytics? Social Media?
* Do you like to create programs internally or do you tend to hire/purchase programs to address Turnover trends/concerns?
  + **Special Meeting Survey Results #2 – Group Survey** 
    - We will review the results of the Special Group Survey
    - Retention/Turnover Data
    - Current Driver Force
    - Hiring Criteria
    - Orientation
    - Preferred sources
* **Non-Driver Recruiting and Training**
* Where are you finding success with respect to recruiting non-drivers? (College/University, Internships, other industries, etc)
* Current challenges versus five years ago
* Hiring for skill or attitude?
* Tech-savvy vs. Industry savvy
* Are you hiring strategically (hiring for future automation and sophistication) or back-filling existing roles?

**Wednesday, May 16, 2018**

**Meeting Room open for Light Breakfast**

* **Administration:**
  + Old Business
  + New Business & Membership
  + Meetings: November – Prime – Salt Lake City
* **Best Idea Session:**
  + Identify your Best Practice you have implemented to either increase Driver Recruiting, or improving Driver Retention.
  + Forward me and Eddie Wayland an Electronic version of your presentation by April 15th
  + 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!
* **Break at 10:00am**
* **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?
  + Industry safety awards.
  + Remediation and penalties for safety violations, such as required driver training/re-testing, escrow accounts, etc.
* **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?
* **Detailed Group Equipment Specs**

**Adjourn**