

## Where are the drivers of the future coming from?

July 1, 2017 the Mandatory Entry Level Training program came into effect in Ontario.

In summary that means that any driver that wishes to become a fully licensed class A driver must take a course approved and registered with the Private Career Colleges of Ontario. A test can only be booked through a Private Career College.

Originally the program mandate was 200 hours. Before finally implementation the requirement was dropped to 105 hours. Most drivers will not be ready to take the test and pass it with only 105 hours. Now in saying all of this I am seeing that there are schools that are still sticking to their guns and delivering the 200 hour course. Yes there is a cost to this but at the same time this is not something that the student can overlook when shopping for a truck driver training school.

Now in saying all of this the driver has been successful and obtained the AZ licence and is out looking for a job as a truck driver. Your fleet hires entry level drivers as you see this as the way of the future and something that will help the driver shortage of the future.

I agree that as a fleet you do require a driver mentoring program. First off run it by your fleet insurance provider if they will insure an entry level driver. Then you need to document a program that you are going to follow and have it documented.

What maybe the next and biggest hurdle is getting a person to be the mentor for the entry level driver. Many fleets will assign this responsibility to the senior driver or a driver that is off on light duty. Those 2 choices might be the right fit and at the same time may be the biggest mistake. You want a person that is interested in doing the job and has skills to deal and train people.

I am offering a 3 day course for a Mentoring Entry Level Drivers. Class room time is spent refreshing the driver on Defensive Driving, Rules of the Road. Conversations will take place on the concept of Adult Learning, delivery feedback to the driver.

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## What can we expect to see next?

I was with a driver on a road test review. This and driver pre employment in cab evaluations are something that I do regularly for my customer fleets.

I am standing outside the truck and he calls over to me just want to let you know I am going to start the truck now. I only check under the hood of the truck on Monday, it was Thursday today.

He then walked around the truck continuing the inspection. He gave the tires a love tap and looked at the lights.

When we got into the cab and started to leave the yard I asked if he does any of the air tests. He replied what you mean, like pump it down until the buzzer comes on. Replying yes, plus a few other tests. No those are BS a good driver knows if he has a problem without doing these tests that we have to do to get a license.

Of course I had a reply and asked him what the push rod stroke was on the second axle left side? His reply it is stopping me just fine.

My next question is did you have any audible air leaks in the systems because you would not have known this with the brakes applied.

Lastly are your brake lights functioning? You did not check this.

Why is this happening? The quality of driver vehicle inspections is going from satisfactory to nearly nonexistent. If I see this once a year that is too much but I am seeing this happen on an ongoing basis and if I had to stick a number with it I would say that 1 in 3 inspections do not cover the air brake inspections and of the rookie drivers 99% of them do not check under the hood. By the way not sure what experience this driver had but he is not a rookie. I am not alone in my observations other driver trainers I talk to are experiencing the same poor quality vehicle inspections

I think that I am getting too old for the attitude of the drivers of today. It was a long time ago that the Knights of the Road disappeared. Now the Professional is out of Professional Driver. What is next?

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Vehicle inspections as well as blind spot and mirror set up is done in the yard.

Each driver will have the opportunity to conduct a driver evaluation and be evaluated by fellow students from the course. This is an excellent opportunity to get some feedback on a mentors driving skills as well as getting the opportunity to deliver feedback that will be absorbed by the entry level driver, used by the entry level driver and build a respect between the student and the mentor.

The goal of this course is to give a driver mentor the tools required to help the entry level driver transition into a professional driver role.

**"Selecting the right person for the right job is  
the largest part of coaching."**

--Philip Crosby, *Reflections on Quality*

## Texting and driving

My observations tell me that texting and cell phone driver distractions are not improving. I mean both the 4 wheeler and the Professional Drivers.

There is technology available to lock it out when in the driver's seat those devices will not receive or transmit. If you are looking for more information on this I can put you in touch with someone

If you are operating a fleet remind your drivers about the dangers of using the cell phone or texting while driving.

How to remind them is put it in a policy and ask each employee to sign off that they are aware of the policy. Education is part of the policy before and after the fact.

When a driver violates the policy be sure to enforce your policy and take the disciplinary action required.

## Conversations between driver trainers

Back in the summer I was sitting in the office of a fleet driver trainer and sharing stories/experiences with entry level drivers.

I was asked what do you see as the biggest challenges with entry level driver's?

I had two things right off the top of my head. The first being that the driver's entry and experienced drivers are not doing proper vehicle inspections. Most are missing key items on the air brake portions and another give away that a pre trip inspection is not being done is the fact that the driver is all over the place and is in no way doing a systematic pre trip inspection.

My second concern is that the entry level driver is taking the exit ramp at or above the posted speed limit.

My colleague agreed with my answer and shared with me that he finds many drivers are ignoring the speed limits especially when entering or leaving a small town.

These items may seem trivial but get quickly damage a CVOR and cause collisions. Talk to your drivers about these items they are a trend that most certainly is negative.

# MENTORING ENTRY LEVEL DRIVERS

# MELD

**Presenters: Mike Kroetsch and Mick Sayer**

Mick & I have put a course together to help fleets better train their drivers. Our 3 day course is for any existing mentors or up and coming mentors. Our focus of training is to address the training issues of the entry level driver. The training (105 hours) that a rookie receives to obtain an AZ license is very minimal and by no means qualifies them as a competent driver.

These drivers require mentoring to make the transition from driving school to the real world of the trucking industry.

Mick and I are noticing and getting feedback that the mentoring methods are not really offering a value to the student and often times helping the rookie to make the decision that a truck driver's job is not for them.

This course can be eligible for funding for the student and the trainer time. In addition within time, collision will be reduced. Maintenance costs will decline. Fuel economy will show an improvement. You should expect an improvement in your driver retention as well as a decrease in the cost of driver recruiting.

Our next course is running in Kitchener September 21, 22 & 23<sup>rd</sup>

As well Sept 23, 25 & 26th

Call 519 748 34420 for more details.

Space is limited.