

HUMAN PERFORMANCE COMMITTEE

MINUTES OF MEETING

JULY 14-15, 2008

Chairman, Mike McDonal was unable to attend. Wes Pemble chaired the meeting, with Pete Worthington as recording secretary.

The committee did not have any outstanding issues to carry forward from the winter meeting. A general discussion ensued and the following topics we put on the table for discussion: Driver recruitment and retention; Return to duty/ Fitness for duty; Fatigue; and Driver overload.

Driver recruitment and retention

There was considerable discussion to this on going problem. There were instances within the committee where a couple of members actually said that due to the economic climate, the issue had somewhat resolved itself. Others felt the problem still existed. The following were suggestions that various companies have tried with some success.

- Driver referral program with compensation to the driver that did the recruiting. The recruiting driver would also be responsible for mentoring the new driver
- Treat drivers well, and they will stay with you as well as speak well of the company to other drivers or potential employees, thereby bringing in new drivers
- Be honest during the interviewing/ application process. Do not make the job out to be something it is not. Be sure to mention working schedule which includes nights week ends, vacations and other periods of time that other industries don't work. Also show the good side of the job.
- Be lenient with seniority when drivers request leaves of absence. Allow drivers to have leaves during off seasons and still retain their basic seniority. This may keep some of the older drivers around a bit longer. Some unions may not allow this, but if you have the ability, it should be considered.
- The following was not part of the discussion, but submitted by Pete Van Beek as his view of the issue. He viewed it as a pie with 7 required pieces to be successful in recruiting and retention.
 - Hiring selection
 - Training
 - Safe workplace
 - Monitor/measure employees performance
 - Company policy enforcement
 - Mentoring
 - Treat employees right.

It was generally agreed by the committee and by Pete Van Beek that one of the most important issues is to treat the employee right. Treating an employee with respect and as an important team member goes a long way with job satisfaction. Most companies that employ this have fewer problems with retention.

RETURN TO DUTY/ FITNESS FOR DUTY:

This topic also had considerable discussion since the regulations seem to leave some open doors for violations. The topic centered around whether or not DOT's return to duty is adequate, and if not, what do we do to ensure compliance in the spirit of the regulation.

The following are suggestions of things that either ought to be done, or are currently being done by one of more members of the committee.

- Develop more stringent company requirements
- Use a 3rd party for physicians review
- One year physicals instead of two year
- Review regulations for possible input to suggest changes when available
- Standardize training for physicians
 - There is a website you can use to see some of the register physicians that have attended a course in this regard. www.NADME.org
- Employ "Fit for Work" to assist in return to duty
 - Company is base in San Antonio, but has affiliations throughout US

It was generally agreed that each of the committee members thought that it could be tighter and many view personal instances within their own company.

Much like return to duty, fatigue is an issue that can become an issue, while being technically in compliance. The question is how do you define/ measure fatigue. Like return to duty, a driver wants to work and get his pay. We cannot mandate what a driver does or does not do during his off duty time. We can only be vigilant in our acceptance of work and assigning drivers to minimize fatigue situations. Beyond that, the companies do have a responsibility to do what it can to eliminate fatigue issues. Suggestions and or policies of members follows:

- Train for fitness, ie nutrition, life style, exercise
- Educate dispatchers to recognize symptoms and provide alternative
- Educate dispatchers in the importance of keeping stress levels low for drivers prior to dispatch. IE: If a dispatcher has an issue with a driver, bringing it up before departure is probably not the best time. Wait for another opportunity to discuss an issue.
- Provide information to spouse and family regarding the importance of the drivers job and ask their help with regard to stress levels prior to work as well as allowing proper rest.

- Use hotels that will provide rooms that are quiet and away from traffic etc. In the case of charters, ask to have the driver on another floor and away from the group for proper rest.

DRIVER OVERLOAD:

This topic was a last minute thought that was brought to us as a suggested topic. The issue at hand has to do with all of the new technology and systems that a driver has to monitor or has available to him or her as they travel down the highway.

These include, but are not limited to: monitoring fire suppression systems; tire pressure; vehicle stability; exhaust regeneration; PFS; lane change (radar) systems; GPS; Video equipment for passengers; numerous wireless communication systems; security systems; and soon to be passenger briefings.

While some of these are passive and do not require input, they do require a constant monitoring as with cooling and engine oil pressure as well. Add to that, ensuring that passengers are safely seated and the ever constant looking in the rear view mirror for situational awareness, to say nothing about the fact that the driver must always be looking forward. Put this all together, and the workload is certainly climbing out of the reasonable aspect.

Given all that the committee came up with the following:

First and foremost; THE DRIVER'S PRIMARY RESPONSIBILITY IS TO ENSURE A SAFE OPERATION OF THE MOTORCOACH.

In addition:

- Training should be on going. Training should be equipment specific. Drivers should not be sent out in a vehicle that they are not familiar with all aspects of the vehicle.
- Develop a procedure for each component that does require input while operating the coach
 - IE: cell phone policy, GPS policy
- Consider all wireless communications for emergency only situations, and define emergency
- Minimize any control inputs while operating the coach.

DOUBLE DECKER COACHES.

The committee was asked to look at the safety aspects of operating a double decker coach. Since non of the committee members own any, nor do they have experience with them, it was decided that it should be brought up in the future after some research had been done into what is out there now for information.

Respectfully submitted,

Pete Worthingto

Acting Secretary