

# focus

FleetNet's Customer Newsletter

Changing the Direction of Fleet Maintenance®

fleetnetamerica.com

## FleetNet America Employee Recognized as Certified Transportation Professional

A FleetNet America® national account executive recently earned designation as a Certified Transportation Professional®.

Scott Bryers joins more than 1,600 transportation executives who have earned the Certified Transportation Professional (CTP) designation. The National Private Truck Council (NPTC) introduced the CTP® program in 1993.

CTPs are recognized as professionals who have demonstrated the organizational skills and technical knowhow essential to successfully manage a safe and productive operation. Candidates are tested on five core subjects of private fleet management: finance, safety, human resources/legal, vehicle equipment and maintenance, and operations.

According to the NPTC, the CTP designation confirms that a professional has "the knowledge and ability to understand complex operational and regulatory issues, identify and evaluate potential costs and savings, and develop systems and practices that best meet their company's transportation needs and objectives."

Scott recently was recognized at the 2017 CTP Awards Ceremony, held during the NPTC's Annual Education Management Conference.



(Photo courtesy of NPTC)

## Reducing the Impact of Driver Miscommunication

Do you have trouble getting the right information from your drivers to handle a breakdown or roadside event?



Downtime can be extended due to driver miscommunication. Drivers don't always know their exact location when reporting a breakdown event nor do they always report the extent of the issue. One example we heard was a driver called with a "flat tire". When the service provider arrived on scene to fix the tire, the vehicle was 30 feet off the road and needed a wrecker before the tire issue could be addressed. Not having all the information in the beginning delayed this event from being completed in a timely manner. Situations like this could cause your company to miss a delivery, drivers to run out of hours and much more.

The Service Center Specialists at FleetNet America are skilled in interviewing drivers to gather the right information to handle the event properly and quickly. Our proprietary system also presents the important "next" question dependent on the previous response to guide the driver to reveal the needed information. Call us today to help you manage your events quicker by avoiding driver miscommunication.

How to contact us:

Roadside: 800.972.8872  
TMCare: 800.280.1244Corporate Office: 800.438.8961  
Sales & Marketing: 855.836.3912

## FleetNet Continues to Expand Sales Team

FleetNet America continues to expand our team by adding additional sales personnel. With a mission to change the direction of fleet maintenance, FleetNet's sales consultants become a partner with customers helping them get their fleets back on the road faster than anyone else; assisting in reducing maintenance events by providing data and information to make even better maintenance decisions; and delivering best in class PM compliance (>97%) at the lowest total maintenance cost.

Rick Joyce recently joined FleetNet as a National Account Executive. Rick has over 20 years of experience in the transportation industry with such companies as Penske Logistics, YRC Logistics, and Greatwide Logistics. He will be based in Fort Worth, TX.



Rick Joyce

## Tire Maintenance and Safety Tips

Driving on worn-out or damaged tires is dangerous and is against Federal Motor Carrier Safety Administration (FMCSA) rules. If a truck driver is caught driving on unsafe tires, the FMCSA will assign points that can majorly impact a carrier's CSA score. Avoid violations and poor CSA scores by following these tips to keep your tires in good shape:

- Perform a pre-trip inspection
- Wash the tires and wheels
- Inflate to recommended PSI
- Get tires rotated regularly



more at  
[fleetnetamerica.com/blog](http://fleetnetamerica.com/blog)

## ArcBest Leadership Community Project

The 2016 class of the ArcBest Leadership Academy announced their partnership with the Together We Rise organization in January. Together We Rise is a non-profit organization dedicated to transforming the way kids experience foster care in America. The leadership academy graduates, including FleetNet's Sharon Arrowood and Michael Hammack, set a goal to raise \$15,500 for foster children between January and April 2017. Through various fundraisers, we reached and exceeded our goal by raising over \$30,000 corporate wide.

Working with Together We Rise, we committed to provide foster children in our area with Sweet Cases and Bicycles. Sweet Cases are a way for foster children to have a personalized bag to carry their belongings with them. We decorated and filled the bags with stuffed animals, blankets, hygiene kit, coloring books and crayons, as well as assembled the bicycles onsite. FleetNet assembled 20 Sweet Cases and 17 bicycles at our Cherryville location.

