

## **Primary Functions or Duties: Professional Tractor-Trailer Driver**

A professional tractor-trailer driver should be able to perform the following functions:

- Read and interpret control systems
- Perform vehicle inspections
- Exercise basic control
  
- Back and dock tractor-trailer
- Couple trailer
- Uncouple trailer
- Perform visual search
- Manage and adjust vehicle speed
- Manage and adjust vehicle space relations
- Check and maintain vehicle systems and components
- Diagnose and report malfunctions
- Identify potential driving hazards and perform emergency maneuvers
- Identify and adjust to difficult and extreme driving conditions
- Handle and document cargo
- Deal with accident scenes and reporting procedures
- Deal with environmental issues
- Plan trips and make appropriate decisions
- Use effective communication and public relations skills
- Manage personal resources and deal with life on the road
- Record and maintain Hours of Service requirements

# SKILL STANDARDS FOR PROFESSIONAL SOLO TRACTOR-TRAILER DRIVERS

## PERFORMANCE SKILL: READ AND INTERPRET CONTROL SYSTEMS

***While seated at the controls of the truck, the driver will identify, locate, read, and correctly interpret the vehicles instruments and controls.***

### **Performance Criteria:**

- Identify and locate each of the vehicular driving controls and the various monitoring devices (gauges, alarms, lights, etc.) required to operate the vehicle safely and efficiently.
- Read instruments and gauges accurately.
- Operate, control, and switch correctly each time.
- Supplement gauge and control information with other data.
- Make appropriate adjustments for all types of company-specific equipment and operations.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA**

1. Identify, locate, read and operate each of the primary controls, including those required for steering, accelerating, shifting, braking and parking.
2. Identify, locate, read and operate each of the secondary controls, including those required for control of lights, signals, windshield wipers and washers, interior climate, engine starting and shutdown, suspension and coupling.
3. Identify, locate, read, operate and indicate the acceptable reading range of the various instruments required to monitor vehicle and engine speed as well as the status of fuel, oil, air, cooling, exhaust and electrical systems.
4. Augment with displayed information from other sources, given that instruments may malfunction or not be entirely accurate.
5. Make appropriate adjustments for company-specific equipment, especially for various transmissions, engines, types of trailers, types of loads, and other factors.
6. Identify typical problem points in equipment specific to Swift's fleet.

## PERFORMANCE SKILL: PERFORM VEHICLE INSPECTIONS

***The driver will conduct pre-trip, en-route, and post-trip inspections of all types and correctly complete required reports.***

### **Performance Criteria:**

- Inspect and make a correct determination of the condition of various critical vehicle components, including instruments and controls; engine and drive train; chassis and suspension; steering system, braking system; tires; wheels and rims; lighting and signaling system; emergency equipment; and cargo securement device(s).
- Perform pre-trip inspections in a regular, systematic sequence that is legal, accurate, uniform, and time efficient using pre-trip inspection outline in driver quick notes.
- Perform en-route inspections by checking mirrors for signs of trouble; checking connections, hoses, and gauges; and monitoring instruments and looking, listening, and feeling for indications of malfunctions.
- Make periodic roadside stop inspections of critical items and meet en-route requirements for transporting various cargoes.
- Perform post-trip inspections by making accurate notes of actual and suspected component abnormalities or malfunctions that occurred during the trip using a Daily Vehicle Inspection Report (DVIR)(Macro32).
- Refuse to operate a vehicle found to be in unsafe (for vehicle, drivers, and other road users) operating condition, either prior to a trip or en-route.
- Deal with issues such as vehicle registration, permits, tags, road-based inspections, border crossings, scaling, and other situations.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Perform each type of inspection according to rules and policy and as adjusted for specific equipment or cargo.
2. Inspect and determine the condition of critical vehicle components, including the instrument and controls, engine and drive train, chassis and suspension, steering system, braking system, coupling system, emergency equipment, and cargo securement devices.
3. Perform pre-trip inspections in a regular, systematic sequence that is legal, accurate, uniform, and time efficient using pre-trip inspection outline in driver quick notes.
4. Perform en-route inspections by checking mirrors for signs of trouble, monitoring instruments and looking, listening, and feeling for malfunctions, making periodic roadside inspections of critical components, and meeting en-route requirements for transporting all types of cargo.
5. Perform post-trip inspections by making accurate notes of actual and suspected component abnormalities or malfunctions, accurately complete required reports (Macro 32) in a timely fashion.
6. Deal effectively with all types of external inspections such as road-based inspections and border crossings, as well as issues such as permits, tags, vehicle registration.

# TRAINING PRE-TRIP INSPECTION CHECKLIST

Tr#      1      2      3      4      5      6      7      8      9  
           10     11     12     13     14     15     16     17     18

Check Daily			Days of the week to be checked:						
			Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Walk Around</b>	<b>Reefer</b> – Check setting, record temp at reefer unit. Do a pre-trip on reefer.	<b>Record</b> temp, at rear door.							
	<b>Reefer Fuel</b> – Check and record fuel level. Never let it drop below a quarter tank.								
	<b>Tires</b> – Check the tread, rims, lugs, pressure and overall condition. Check mud flaps also.	<b>Windows &amp; Mirrors</b> – Not cracked or broken.	<b>Lights &amp; Reflectors</b> – Turn on headlights and four-way flashers. Check the high and low beams on the headlights.		<b>Leaks</b> – Look for water, oil, gas, transmission or other fluid leaks under the vehicle.		<b>Coupling Devices</b> – Check glad hands, lines and electrical plug. Check fifth wheel and trailer pin setting.		
	<b>Under Hood</b> – Check fluids, oil, coolant and washer. Check belts and electric connections.				Check front brakes, hoses, shocks, springs, etc. Check steering mechanism and overall condition, etc.				
<b>Interior</b>	<b>Record</b> starting mileage each day.	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
	<b>Emergency Equipment</b> – Check fire extinguisher (on board, fully charged, secured), triangle warning kit, extra fuses, lights and chains (when applicable).		<b>Windows &amp; Mirrors</b> – Not cracked or broken, set and adjusted for you while driving with the seat belt on and without having to lean forward.				<b>Cleanliness/Items Secured</b> – Check for cleanliness: no debris to roll under the pedals, all cab and bunk items secured (e.g. maps, spray cleaners, drinks, luggage, etc.)		
	<b>Qualcomm</b> – Make sure you have done all messages before driving.  Trip Planning – Make sure you have done your routes and exits, where to scale if needed, fuel stops, checked		<b>Training Packet</b> – Make sure you have done all you need to do in it before driving.				<b>Log Book</b> – Make sure you have done your paper log book before driving to understand it if the Qualcomm were to go out.		
	<b>Trip Planning</b> – Make sure you have done your routes and exits, where to scale if needed, fuel stops, checked for weigh stations, possible places to do bathroom breaks every 3 hours, and where you will likely stop for the day before driving.		<b>Door, Windows</b> – Check that door is locked, and windows are clean and in good working order before driving.				<b>Seat Belts/Safety Restraints</b> – Check that all are available, functioning and in good condition (no fraying or other wear). And utilize yours before driving.		
	<b>Radio/Communication</b> Equipment – Phone is off. Audio device(s) settings and preferences chosen before driving. No use of CB while driving.		<b>Refreshments</b> – Make sure you have drinks or snacks that are easy to reach without distracting you and that they are secure to not shift or obstruct your safe operation while driving. Nothing should be on the dash ever.				<b>Remember</b> , as a precaution so no one gets left behind, the person in the bunk will put the Qualcomm in the driver's seat if stepping out after the other driver stops while they are in the sleeper.		
	<b>Trainer verify</b> and sign off before you sat to drive.	Mon	Tues	Wed	Thur	Fri	Sat	Sun	
	<b>Date Performed</b>	/	/	/	/	/	/	/	

# 

Tr#      1      2      3      4      5      6      7      8      9  
 10      11      12      13      14      15      16      17      18

Check Daily			Days of the week to be checked:											
			Mon	Tues	Wed	Thur	Fri	Sat	Sun					
<b>Walk Around</b>	<b>Reefer</b> – Check setting, record temp at reefer unit. Do a pre-trip on reefer.	<b>Record temp,</b> at rear door.												
	<b>Reefer Fuel</b> – Check and record fuel level. Never let it drop below a quarter tank.													
	<b>Tires</b> – Check the tread, rims, lugs, pressure and overall condition. Check mud flaps also.	<b>Windows &amp; Mirrors</b> – Not cracked or broken.	<b>Lights &amp; Reflectors</b> – Turn on headlights and four-way flashers. Check the high and low beams on the headlights.		<b>Leaks</b> – Look for water, oil, gas, transmission or other fluid leaks under the vehicle.		<b>Coupling Devices</b> – Check glad hands, lines and electrical plug. Check fifth wheel and trailer pin setting.							
	<b>Under Hood</b> – Check fluids, oil, coolant and washer. Check belts and electric connections.					Check front brakes, hoses, shocks, springs, etc. Check steering mechanism and overall condition, etc.								
<b>Interior</b>	<b>Record</b> starting mileage each day.	Mon	Tues	Wed	Thurs	Fri	Sat	Sun						
	<b>Cleanliness</b> – Clean and debris and spills, do the cleaning routine. Sanitize your hands, the steering wheel and shifter, sweep and take out the trash as well as spraying air freshener inside and washing the windows, mirrors and lights.			<b>Qualcomm</b> – Make sure you have done all messages before driving.				<b>Training Packet &amp; Log Book</b> – Make sure you have done all you need to in it before heading to the sleeper. Also make sure you have done your paper log book before heading to the sleeper.						
	<b>Remember</b> , as a precaution so no one gets left behind, the person in the bunk will put the Qualcomm in the driver's seat if stepping out after the other driver stops while they are in the sleeper.													
	<b>Sleeper</b> – Proper attire will be worn at <b>all</b> times in truck.  You must never use the top bunk when I am driving.													
	<b>Trainer verify</b> and sign off before you sat to drive.	Mon	Tues	Wed	Thur	Fri	Sat	Sun						
	<b>Date Performed</b>	/	/	/	/	/	/	/						

## PERFORMANCE SKILL: EXERCISE BASIC CONTROL

***The driver will drive and steer the (loaded or unloaded) tractor-trailer effectively and efficiently.***

### **Performance Criteria:**

- Start and drive tractor-trailer such that he/she scores acceptable proficiency rating on an operational checklist for basic controls in areas such as executing left and right turns, centering the vehicle, and maneuvering in restricted areas.
- Keep tractor-trailer in center of traffic lane.
- Avoid obstacles on both sides, front, and back.
- Achieve smooth and effective acceleration and stopping.
- Position tractor-trailer to begin and complete turns in proper lane.
- Perform all necessary adjustments for equipment, cargo, and conditions.
- Demonstrate safe operating procedures.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Get into and out of cab using 3 points of contact, adjust seat, and fasten seat belt.
2. Start, warm up, cool down, and shut off engine.
3. Make correct adjustments for company and cargo-specific equipment.
4. Monitor controls, instruments, gauges (every 1-3 sec.), and mirrors (every 4-6 sec.).
5. Get Out And Look for obstructions, position, and paths or use appropriate spotters with clearly understood signals (SDD Take the Path of Least Resistance).
6. Judge path of tandems and clearances of trailer.
7. Activate warning flashers prior to moving into reverse gear. Tap horn periodically if tractor does not have a backup alarm. (Keep window open and radio off.)
8. Position vehicle correctly before beginning a backing/docking maneuver.
9. Execute reverse steering of an articulated vehicle.
10. Back slowly (using idle speed) in straight and curved lines.
11. Check constantly on both sides and to the rear when backing—look in mirrors; watch for things that could tilt trailer; watch for overhead obstructions; watch behind tractor tires.
12. Pull up and start over when necessary.
13. Park trailer in 90 degree and parallel positions.
14. Parallel park rig.
15. Use and adjust for sliding tandems on trailers (SWM Wheel Smart).
16. Demonstrate correct use of speed control and engine brakes.
17. Demonstrate safe operating procedures for driving in all types of situations.
18. Demonstrate appropriate driving behavior for all types of high-risk areas, in various conditions, in different climates, and in unfamiliar surroundings.
19. Demonstrate use of Qualcomm communication device.

## PERFORMANCE SKILL: BACK AND DOCK TRACTOR-TRAILER

***The driver will back and dock the tractor-trailer safely and efficiently. (ref: SDD Take the Path of Least Resistance).***

### **Performance Criteria:**

- Back trailer on performance test to acceptable criteria with at least 40 complete backs.
- Back and park in appropriate safe locations.
- Back in straight and curved lines.
- Park at alley docks, in 90 degree and parallel positions.
- Safely execute “blind-side” backing.
- Pull away from dock safely and efficiently.
- Execute backing and docking maneuvers in a reasonable amount of time.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

#### **\*PROPERLY ADJUST MIRRORS AS TAUGHT AT MIRROR ADJUSTMENT STATION**

1. Get out and check dock area for obstructions, position, and paths.
2. Judge path of tandems and clearances of trailer, by **Getting Out And Looking**.
3. Activate warning flashers prior to moving into reverse gear. Tap horn periodically if tractor does not have a back-up alarm. (Keep window open and radio off.)
4. Position vehicle correctly before beginning a backing/docking maneuver.
5. Use appropriate spotter with clear signals, as necessary, explain how to stop traffic and warn of backing process.
6. Avoid blind-side backing where/when possible; where blind-side backing must be done, get out and look at situation.
7. If doors have to be opened and properly secured prior to backing, in use of SWM “Open Slow, Be In The Know”
8. Execute reverse steering of an articulated vehicle.
9. Back slowly (using idle speed) in straight and curved lines.
10. Perform serpentine backing slowly and using idle speed.
11. Back into restricted space.
12. Constantly check when backing—look in mirrors; watch for things that could tilt trailer; watch for overhead obstructions; watch behind tractor tires.
13. Pull up and start over when necessary.
14. Park trailer in 90 degree and parallel positions.
15. Parallel park rig.
16. Adjust to differences at a given customer location.
17. Follow audio and visual directions, as necessary, for authorized personnel.
18. Execute backing and docking maneuvers in a reasonable amount of time.

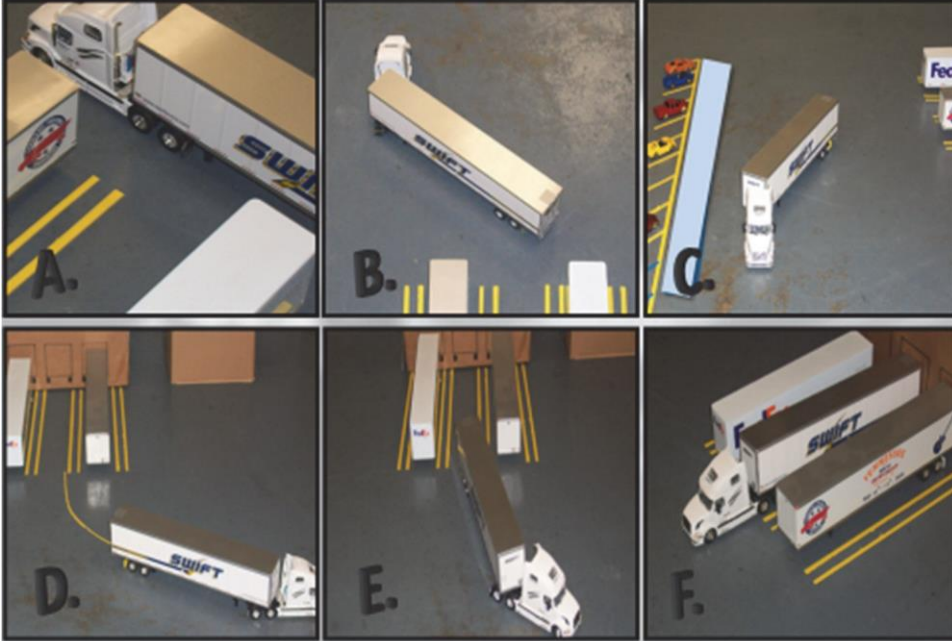


**\* NOTE – Instructor Positions**

- If you are instructing a student in the truck, you must not be any closer than 5'-10' from driver side open window and must not be in contact with moving truck.

- If you need to talk to a student during their driving time, you must instruct them to stop, set the brakes, and turn the motor off. The student observers must be with you during this time as well.

## Basic Backing Diagram

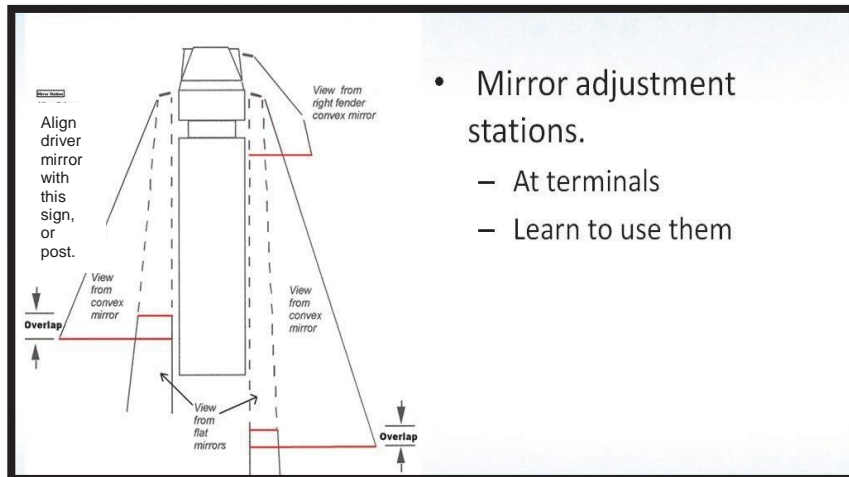


## Basic Backing Diagram

- A. Set Up-Align the rear of the second set of drives at the edge of your hole. The direction you are facing is 12 o'clock.
- B. Turn your steers to the right and slowly turn out until you're facing 3 o'clock. Stop. (Space available and type of tractor will cause this to vary)
- C. Turn steers to the left and proceed slowly until you're facing 12. Stop, straighten your steers, and pull forward 3 feet.
- D. G.O.A.L. Check for hazards and walk your backing path.
- E. Tap city horn and slowly drive your trailer along the path to the hole. GOAL frequently to check distance from hazards.
- F. A successful back is a safe back. Send your GOAL message before you attempt any back and remember, never think, KNOW!

**Refer to LCQT for complete backing training**





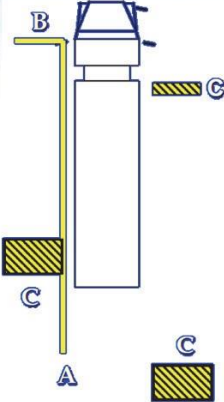
- Mirror adjustment stations.
  - At terminals
  - Learn to use them

## Eliminate Blind Spots

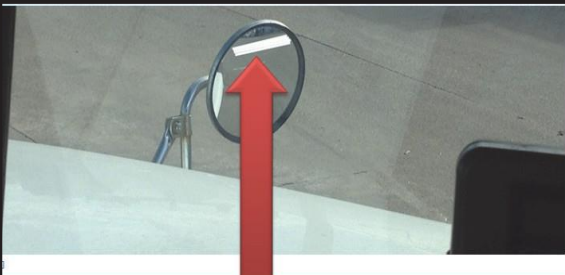
Position truck parallel to and as close to Line "A" as possible  
 Stop truck with mirror over Line "B"  
 Use the "C" Targets to adjust mirrors



**REMEMBER**  
Line "B" aligns with your mirror  
*NOT* the front of your truck!

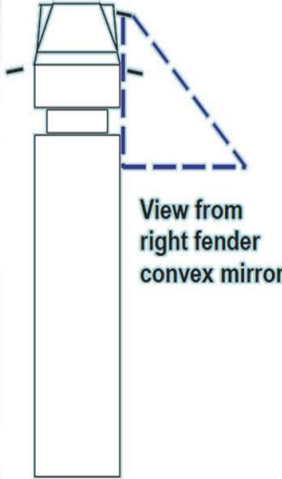


## Mirror Adjustment Station



- The Target should be on the upper portion of the mirror
- The front drive tires should be on the inside portion of the mirror

*Remember : Properly adjusted mirrors are only useful if used, Check mirrors every 4-6 seconds*



View from right fender convex mirror

## PERFORMANCE SKILL: COUPLE TRAILER

***The driver will demonstrate safe coupling of typical tractor-trailer units.***

**Performance Criteria:**

- Couple tractor-trailer units within a reasonable amount of time, often 8 to 10 minutes.
- Complete coupling in accord with SWM “Down Under”.
- Complete coupling with secure connections, including air lines and electrical cables.
- Make specific adjustments to deal with company equipment, cargo needs, or rules/regulations.
- Check trailer connections and conformance to regulations.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Check and adjust mirrors.
2. Check trailer numbers to ensure match of specific trailer to paperwork.
3. Align tractor and trailer units and back to position where fifth wheel plate just touches apron of trailer. Get out and check height of fifth wheel.
4. Secure trailer against movement and recheck trailer height.
5. Connect and check air lines.
6. Connect and check electrical cable.
7. Back tractor slowly and straight into trailer kingpin at right level and with appropriate force, check coupling and pin engagement.
8. Visually check kingpin to ensure connection has been made and locked in; also tug on trailer to check connection.
9. Check connection for security by pulling tractor forward gently. If it is okay, release brake; if not, secure connection.
10. Check for symptoms of improper/incomplete connections and make necessary adjustments.
11. Set in-cab air brake controls, retract and secure landing gear, and adjust mirrors and remove chocks (if used).
12. Adjust tandems, as necessary.
13. Make any necessary adjustments for company-specific equipment, state/provincial regulations, and/or to adjust weight distribution and axle limits.

## PERFORMANCE SKILL: UNCOUPLE TRAILER

***The driver will demonstrate safe uncoupling of typical tractor-trailer units, SWM Wheel Smart.***

### **Performance Criteria:**

- Make any necessary adjustments for company specific equipment, cargo, or location.
- Uncouple tractor-trailer units within a reasonable amount of time, often 5 to 7 minutes and in accordance with approved procedures.
- Complete uncoupling in accord with safety requirements and approved practices.
- Secure trailer from movement.
- Follow correct sequence for disconnecting electric lines and air hoses.
- Pull away safely and efficiently.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Spot trailer on surface capable of supporting weight, adjust for surface conditions, and secure vehicle against movement, SWM Safe Landing.
2. Set in cab air brake controls and trailer brakes.
3. Lower gear to raise trailer to correct height and check support.
4. Let tension off the fifth wheel so it is easier to uncouple.
5. Uncouple trailer and disconnect dolly.
6. Disconnect and secure air and electrical units prior to uncoupling.
7. Pull tractor partially clear of trailer.
8. Secure tractor check trailer supports and brakes/chocks.
9. Pull tractor completely clear of trailer.
10. Complete paperwork, as necessary.

## PERFORMANCE SKILL: PERFORM VISUAL SEARCH

***The driver will efficiently, effectively, and continually conduct a systematic visual search of the road for potential hazards and critical objects.***

### **Performance Criteria:**

- Demonstrate adequate, appropriate, and effective visual search technique by pointing out important obstacles in various types of traffic, using the “commentary driving” technique.
- Demonstrate appropriate visual scanning behavior through use of 5-minute commentary driving drills.
- Demonstrate use of SDD “Watch other Motorists and Pedestrians” techniques.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Correctly adjust any type of rear-view mirrors to appropriate specifications.
2. Correctly calculate speed and distance to maintain a minimum 12 to 16 second vehicle lead time (Speed section of SDD).
3. Scan both sides of the road using quick glances to observe roadside activity and vehicles nearby.
4. Check mirrors for hazards (every 4-6 sec.), and always before changing speed or direction.
5. Check instrument panel frequently (every 1-3 sec.).
6. Look ahead as far as possible during turns and on curves.
7. Check to the side before turning or changing lanes.
8. Monitor overtaking traffic in order to be aware of vehicles behind and in blind spots.
9. Avoid diverting attention from the path ahead.
10. Maintain a straight-line path whenever necessary to divert attention/eyes from the path ahead.
11. Check all intersections and crossings using proper technique.
12. Recognize and adjust for blind spots.

## PERFORMANCE SKILL: MANAGE AND ADJUST VEHICLE SPEED

***The driver will read/identify conditions, adjust speed, and manage speed effectively in response to various road, terrain, weather, and traffic conditions using techniques identified in SDD “Speed, appropriate for conditions”.***

### **Performance Criteria:**

- Adjust speed correctly to the configuration and condition of the roadway; terrain, weather, and visibility conditions; traffic conditions; and vehicle, cargo, and driver conditions.
- Maintain ramp speed 10 mph or more below posted speed, under ideal conditions; reduce ramp speed to 50 percent of posted speed for top-heavy loads.
- Proper use of deceleration lane & off ramps.
- Obey the legal speed limit.
- Drive at speeds appropriate to road condition, traffic, and necessary stopping distances.
- Proper use of Engine brakes

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Judge maximum safe speed at which a curve and on/off ramps can be entered and adjust speed to under maximum.
2. Obey speed limit.
3. Maintain proper speed to manage the space around the truck from other vehicles.
4. Judge maximum safe speed that traction will permit and adjust speed accordingly.
5. Recognize and interpret all types of driving conditions and road surfaces.
6. Adjust speed appropriately and effectively to various conditions and load.
7. Judge and adjust maximum safe speed at which vehicle control can be maintained under traffic conditions, crosswinds, road conditions, weather conditions, and limited visibility along with allowable traction.

## PERFORMANCE SKILL: MANAGE AND ADJUST VEHICLE SPACE RELATIONS

***The driver will properly manage the space required for safe vehicle operation by using techniques in SDD “Follow Other Vehicles Safely”.***

### **Performance Criteria:**

- Select a lane offering the best mobility and least traffic interruption, in accordance with the law, to cause minimum interference to other vehicles, SDD “Take the Path of Least Resistance”.
- Ensure a safe gap before changing lanes, passing other vehicles, merging, and crossing or entering traffic; position vehicle correctly in the lane and relative to crosswalks so as to minimize hazards to other road users.
- Position tractor-trailer appropriately before initiating and completing a turn so as to prevent other vehicles from passing on the wrong side and to minimize encroachment on other lanes, SDD “Watch Front, Sides and Mirrors” Ground viewing habits.
- Maintain a following distance appropriate to traffic, road surface, visibility, and vehicle weight; maximize separation from traffic when vehicle is disabled.
- Avoid structures having inadequate overhead clearance.
- Demonstrate safe following distance guideline.
- Manage space in relationship to speed and speed in relationship to safe distance.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Explain basic formula for determining safe following distance.
2. Demonstrate capacity to calculating safe following distances and apply general 6-8 second following distance rules according to SDD “Follow Other Vehicles Safely”.
3. Adjust following distances for loads, road conditions, environmental factors, and traffic density.
4. Judge adequacy of gaps in traffic for passing, crossing traffic, entering traffic, changing lanes, and dealing with vehicles moving at different speeds.
5. Use proper visual scanning techniques (SIPDE) to determine and achieve appropriate space.
6. Properly position vehicle for making all driving moves and avoiding getting other drivers or pedestrians in the wrong spot.
7. Judge clearances on all sides of truck in motion, especially above the trailer.

## PERFORMANCE SKILL: CHECK AND MAINTAIN VEHICLE SYSTEMS AND COMPONENTS

***The driver will check each system function, correctly note indications of problems for various systems, and fix those within his/her jurisdiction. Systems to check include engine, steering, cooling, electrical, tires, fuel, air intake and exhaust systems, brakes, drive train, coupling systems, and suspension.***

### **Performance Criteria:**

- Explain proper range of function for all key vehicle systems.
- Check each component and vehicle system.
- Correct problems within jurisdiction.
- Explain company policy on maintenance and repair, Macro 55.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Check and service engine, fuel, oil, coolant, battery, and filters.
2. Perform simple emergency repairs to enable a vehicle to reach a maintenance facility.
3. Check tire air pressure.
4. Check for proper tire and wheel mounting. Report problem.
5. Drain moisture from air brake supply reservoirs and fuel system.
6. Check brakes. Report problems or adjust according to regulation, certification, and company policy.
7. Clean and repair light bulbs and lenses.
8. Change fuses and reset circuit breakers.
9. Differentiate among company policy for driver-controlled maintenance items, shop maintenance, and vendor maintenance.



## PERFORMANCE SKILL: DIAGNOSE AND REPORT MALFUNCTIONS

***The driver will troubleshoot symptoms, identify vehicle malfunctions, and report problem.***

### **Performance Criteria:**

- Identify symptom and vehicle systems and match symptom to likely problem.
- Troubleshoot/identify problem, and/or identify if a problem exists.
- Report problem accurately and according to guidelines.
- Fix problems within jurisdiction of driver, as described by company policy and regulation.
- Follow company policy on repairs and reporting, Macro 55.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Know and recognize the types of issues or typical breakdowns for the company specific equipment operated by the driver.
2. Check each component and vehicle system. Identify vehicle systems or components that are functioning properly, are in imminent danger of failing, or are functioning improperly.
3. Identify and interpret symptoms of malfunction.
4. Match symptom to possible list of problems.
5. Describe symptoms of improper operation completely and accurately to maintenance personnel.
6. Correct problems within jurisdiction.
7. Avoid attempting to perform maintenance for which driver is unqualified.
8. Follow company procedure for arranging for other repairs.
9. Properly report breakdowns occurring en route within company policy.
10. Properly complete Daily Vehicle Inspection Report (DVIR).

<p><b>PERFORMANCE SKILL: IDENTIFY POTENTIAL DRIVING HAZARDS AND PERFORM EMERGENCY MANEUVERS</b></p>
---

***The driver will recognize the potential dangers in the driving environment and take appropriate action(s) before the dangers develop into emergency situations or will respond appropriately to an emergency.***

***Driver will apply techniques in SDD “Watch other motorists and pedestrians” and affectively use techniques like SIPDE.***

**Performance Criteria:**

- Identify road conditions and other road users that are a potential threat to the safety of the tractor-trailer, through use of 5-minute commentary driving drills.
- Suggest appropriate adjustments, as indicated by demonstrating skill.
- Explain causes of and techniques to avoid skids and jackknifes.
- Explain how to deal with skid.
- Demonstrate through proper speed and space management and proper acceleration and braking techniques that he/she should be able to avoid a skid.
- Explain how to perform emergency evasive maneuvers, for example dealing with and avoiding head on collision with vehicle that has crossed over.
- Explain what to do in case of a front axle blowout.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Perceive immediately a potential threat from visible characteristics and actions of other road users, road conditions, and the environment.
2. Match and initiate prompt defensive or evasive action.
3. Use proper evasive steering techniques.
4. Practice good visual search techniques.
5. Identify and explain situations where skids and jackknifes are likely.
6. Use brakes in a manner that will stop the vehicle in the shortest possible distance while maintaining directional control.
7. Oversteer and counter steer out of a skid in a way that will regain directional control and not produce another skid.
8. Operate brakes properly to provide maximum braking without loss of control.
9. Judge maximum safe speed for slippery surface conditions.
10. Deal with blowout with proper steering and stopping, never immediately brake.
11. Maintain control.

<b>PERFORMANCE SKILL: IDENTIFY AND ADJUST TO DIFFICULT AND EXTREME DRIVING CONDITIONS</b>
---

***The driver will identify the level or difficult or extreme driving conditions and make the appropriate defensive adjustments before the dangers develop into emergency situations.***

**Performance Criteria:**

Explain and demonstrate correct defensive adjustments for at least the following conditions and SDD “Speed, appropriate for conditions”:

- night operations
  - cold weather operation
  - hot weather operation
  - mountainous terrain
  - wet conditions
  - windy conditions
  - foggy conditions
- 
- ✓ Check for weather information before and during trip.
  - ✓ Never use cruise control in any of these conditions.
  - ✓ Student drivers will not be allowed to drive unattended in severe weather conditions.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

**Night Operations**

1. Judge and adjust speed, distances, and separation under nighttime conditions so as to operate safely and not overrun headlights/outdrive visibility.
2. Demonstrate improved scanning techniques from SDD “Watch other motorists and pedestrians” and effectively use techniques like SIPDE.
3. Use high beams legally; dim headlights in accord with law and safety.
4. Respond safely to glare of other vehicles.
5. Manage driver’s fatigue.
6. Use proper signaling techniques.
7. Make appropriate physical adjustments for night operation such as cleaning mirrors and lights, removing glasses, taking frequent breaks, and so forth

### **Cold Weather**

1. Prepare for operation in cold weather, including removing snow and ice from windows, mirrors, brakes, lights, and hand holds.
2. Inspect for cold weather operation by paying special attention to coolant level and mixture, heater, defrosters, wipers, washers, tire tread, brakes, lights, reflectors, wiring system, hoses, fuel, exhaust system, and fifth wheel.
3. Make sure that moisture is expelled from the air tanks after each trip.
4. Check weather information before and during trips and adjust plan accordingly.
5. Check for ice accumulation (and remove it) on brakes, air hoses, electrical wiring, and radiator shutters during operation.
6. Adjust operation of vehicle to weather conditions and ice, including speed selection, braking, direction changes, and following distance to maintain control and avoid jackknifing.
7. Ensure safe operation of brakes after driving through deep water.
8. Use windshield wipers, washers, and defrosters to maintain visibility.
9. Start engine in cold weather.
10. Observe road surface for changes in conditions, what' the spray telling you?
11. Continually check for changing road conditions and adjust rate of change in speed and direction to road conditions to avoid skidding.
12. Carry additional food, water, and clothing to deal with "stop" situations.
13. Deal with fuel mixtures and additive for extreme cold weather.
14. Be prepared for BLACK ICE when outside temperatures are 40 degrees F or under the possibility for Black Ice exists, watch for spray coming off of the vehicles around you, look for a shine/wet look on the road surface, shaded areas of the road, overpasses are all potential areas for Black Ice to form.

### **Hot Weather**

1. Check tires, lubrication, levels and operation of cooling system, fan belts, fans, and hoses and check the radiator for debris.
2. Carry an ample supply of drinking water.
3. Inspect tires frequently.
4. Avoid leaving the vehicle if it is disabled in the desert and keep extra supplies.

### **Mountains**

1. Check brake adjustment prior to mountain driving.
2. Use right lane or special truck lane going up grades.
3. Place transmission in appropriate gear for engine braking before starting downgrade.
4. Use proper braking technique and maintain proper engine braking before starting downgrades.
5. Use Snub braking, apply just enough brake pressure to hold your speed.
6. During poor traction conditions use winter driving techniques.
7. Use special speed reduction devices properly; e.g., engine brakes.
8. Use truck escape ramp, if available, when brakes fail on a downgrade.
9. Observe temperature gauge frequently when pulling heavy loads up long grades.
10. Use four-way flashers, on uphill and downhill grades.

### **Fog**

1. Use lights appropriately.
2. Adjust speed and distance for safe operations.
3. Do not drive on another driver's lights; if unable to see safe following distance, stop.

## **MORE SAFETY TIPS**

- ✓ Give snowplows plenty of room. If you need to pass, do it carefully. Snowplows usually have to move over towards the center to clear bridge abutments so don't pass near a bridge.
- ✓ Swirling snow behind your trailer can cover your tail light and brake lights. Make sure you clean them as needed. Also, the lights or other vehicles may be obscured by snow.
- ✓ Watch for white out conditions caused by blowing snow whenever one vehicle passes another. When a truck passes a car, expect it to brake hard as the driver is blinded by the snow.

## **SKID AVOIDANCE & CONTROL**

- To understand what happens in a skid, think of friction as a force holding you back. When a set of tires skids, they lose most of their friction with the road. Since they no longer have as much force holding them back, they try to "pass" the other sets of tires that still have friction. Drivers who have been in a jackknife have commented that it felt as if they were actually picking up speed.
- Tires will follow the path of least resistance. Normally, roads are crowned for drainage. Even though this is slight, it is enough to affect the skid.
- A steering tire skid (caused by oversteering) will cause the front of the tractor to move to the right (following the crown of the road "downhill").
- A drive tire skid (caused by over acceleration or braking too hard) will cause the drive tires to move to the right (following crown of the road "downhill"). Since the drive tires are no longer held back by friction, they will attempt to "pass" the slower moving steering tires. This type of jackknife develops very quickly.
- A trailer tire skid (caused by use of the trailer brakes only or unevenly adjusted brakes) will cause the trailer tires to move to the right (following the crown of the road "downhill"). Since the trailer tires are no longer held back by friction, they will attempt to "pass" the slower moving drive and steering tires. This type of jackknife tends to develop more slowly because of the greater distance between the trailer tires and the drive axles.
- Think of your sets of tires as a parade. As long as the steering tires steer, the drive tires drive, and the trailer tires trail, your parade stays in line. If any of the tires skid, they will try to "lead" the parade.
- If you ask your truck to do more than it has traction to do it will jackknife. Most jackknives are associated with winter driving, but remember, even in wet conditions water can build up between your tires and the pavement causing you to hydroplane and jackknife.
- If you are in a jackknife and start to skid: look at the left mirror only, steer and counter steer as fast as you can to get back in front of the trailer. Keep fighting it.
- One point that should be stressed is: Good drivers don't get good at pulling out of jackknives; good drivers get good at avoiding jackknives.
- To avoid jackknives; don't ask your unit to do more than it can do!

## **COMMENTARY DRIVING**

This is a method of teaching the student all the important steps to driving safely while speaking what action and surroundings are taking place at the time.

## PERFORMANCE SKILL: HANDLE AND DOCUMENT CARGO

***The driver will perform all cargo handling safely and complete documentation procedures accurately according to bill of lading or cargo list, 393 of the FMCSR.***

### **Performance Criteria:**

Verify nature, amount, and condition of cargo on both pickup and delivery.

- Verify load is distributed and tied down correctly to meet legal requirements.
- Verify information on bill of lading and properly record and report discrepancies and damage to the cargo.
- Obtain appropriate signatures on delivery receipts and other required forms.
- Properly prepare a manifest.
- Move heavy loads safely, as verified by a performance test.
- Obtain hazardous materials endorsement prior to carrying hazardous materials.
- Follow company procedure on handling cargo.
- Ensure safe and secure locations to park and/or drop cargo.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Prepare manifest, as required.
2. Verify cargo types, nature, amount, and condition on pickup and delivery.
3. Verify seals, if used.
4. Cover cargo, as necessary.
5. Obtain appropriate signatures.
6. Verify information on bill of lading and properly record/report discrepancies and damage.
7. Adjust/verify that load distribution on trailer fits within regulations.
8. Adjust/verify that placards match load and meet regulations; correct placards, as necessary, Hazmat Hotline Driver Quick Notes.
9. Safely operate common types of cargo handling equipment; demonstrate correct use of cargo handling equipment such as a pallet jack.
10. Select proper sizes of chain, cable, nylon webbing, steel strapping, or rope.
11. Secure load with chains, cables, webbing, or strapping and correctly use the binding system.
12. Block and brace cargo properly.
13. Stop to inspect cargo, according to regulations.
14. Demonstrate knowledge of proper lifting techniques required to safely load and unload cargo, SWM "Carry Wise, No Surprise".
15. Adjust controls or elements of tractor and/or trailer for cargo and load.
16. Ensure secure places to park and/or drop cargo.
17. Open, close, and secure doors safely and appropriately.
18. Choose routes and stops to avoid theft risk.

<b>PERFORMANCE SKILL: DEAL WITH ACCIDENT SCENES AND REPORTING PROCEDURES</b>
--

***The driver will follow safe and legal procedures at an accident scene and properly report accidents, according to company procedure and send Macro 52.***

**Performance Criteria:**

- Discuss or demonstrate practices outline in company procedures. Among the topics to include are guarding the scene of an accident to prevent further injury or damage and obtain assistance; obtaining all information needed for accident reports to law enforcement, the employer, and the insurance company; rendering assistance to any injured parties, including providing first aid, provided he/she has had proper training; extinguishing fire including cargo, engine, electrical, and tire fires; and discussing liability only with law enforcement, the company, or the company's representative.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

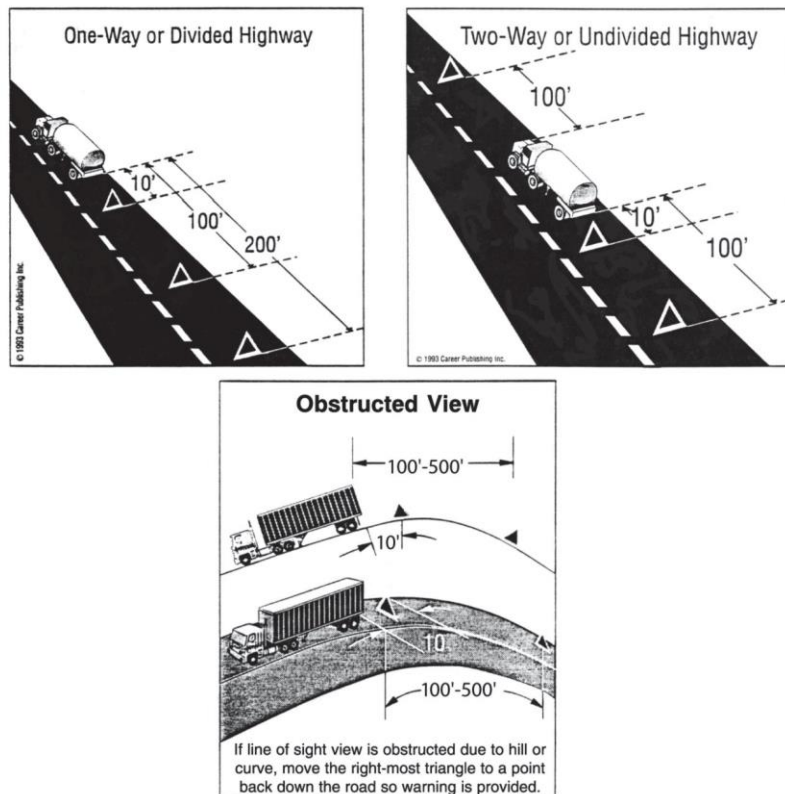
1. Stop and park truck in safe location.
2. Notify police; call for assistance; place warning devices.
3. Apply first aid as necessary, especially in relation to shock and stopping bleeding.
4. Protect injured persons from others, except from trained emergency personnel.
5. Choose and operate fire extinguishers correctly.
6. Protect self from bloodborne pathogens.
7. Direct traffic, as necessary.
8. Obtain information for accident reporting, including photographs.
9. Discuss accident details only with appropriate officials.
10. Make sure any truck cargo that is spilled is cleaned up. Arrange for cleanup as necessary. If hazardous materials are involved, call appropriate authorities.
11. Stay at scene until law enforcement and company say it is okay to leave.
12. Follow company policy on issues involving accidents.

**Crashes**

**CRASH KITS ARE REQUIRED IN ALL SWIFT TRUCKS, THIS INCLUDES THE CAMERA. (2 KITS ARE RECOMMENDED)**

- 1 **STOP.** Failure to stop at the scene of a crash is against the law and may result in serious penalties.
- 2 **SET OUT WARNING DEVICES.** Secure the scene by immediately putting out your triangles or flares.





3. **ASSIST THE INJURED.** Give the injured aid to the best of your ability and training. Do not move the injured, keep them warm and comfortable.
4. **NOTIFY THE POLICE.** If a telephone is not available, ask a passing motorist to call for you. Never leave the equipment and cargo unattended to seek help, except to save a life.

Macro 52 is to be sent as soon as involved in any crash. This Macro goes to a claims representative and is monitored 24 hours a day 7 days a week.

ATTN SAFETY!! I HAVE HAD AN ACCIDENT  
 DATE & TIME \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 LOCATION/MILE MARKER \_\_\_\_  
 CITY \_\_\_\_ STATE \_\_\_\_  
 ARE YOU OR ANYONE ELSE INJURED? (Y/N):  
 AMBULANCE REQUIRED? (Y/N):  
 TYPE OF INJURIES:  
 MY VEHICLE IS DRIVEABLE (Y/N):  
 THERE'S A FUEL/OIL/FLUID LEAK (Y/N):  
 SEND A TOW TRUCK (Y/N):  
 MY CELL PHONE NUMBER IS:  
 MESSAGE: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

YOU MUST CALL 800-467-2793 TO FILE CLAIM

Send this Macro:

When involved in ANYCRASH.  
 To notify Safety of ANYFUELSPI.  
 To notify Safety of ANYHAZMATSPILLS/LEAKS.

5. **STATEMENTS.** Your statement at the scene can and will be used to determine who, if anyone, is at fault. DO NOT GIVE A STATEMENT TO ANYONE, EXCEPT POLICE, UNLESS YOU ARE INSTRUCTED BY **SWIFT** CLAIMS.
6. **COMPLETE CRASH KIT.** Complete the crash forms as instructed in packet. Get as much information as possible, be accurate and print clearly.
7. **8. TAKE PHOTOS.** Photos can help determine who is at fault, whether an incident is preventable or nonpreventable. Always take photos, even if there is no damage.

**When taking photos remember:**

- ✓ Get a photo with your truck number visible.
- ✓ Include photos of damaged vehicles including license plates.
- ✓ Include photos of license plates of eyewitness vehicles.
- ✓ Get photos of signs or landmarks that can identify the location of the crash
- ✓ Get photos of skid marks.
- ✓ Be sure to photograph the eight "corners" of the vehicles.
- ✓ Take photos of anything that you feel had an impact on the crash, such as limited visibility due to buildings or trees, bad designs in construction areas or intersections.
- ✓ Fill out the information on the bottom of the camera and be sure you include a picture with your truck number on it.

**Take photos showing NO DAMAGE!!!!!!**

<b>PERFORMANCE SKILL: DEAL WITH ENVIRONMENTAL ISSUES</b>
--

***The driver will recognize environmental hazards/issues and obligations and act to meet responsibilities.***

**Performance Criteria:**

- Identify potential hazards and appropriate responses that may exist in or around equipment.
- Indicate idle requirements and demonstrate how to monitor and adjust.
- Follow company policy and regulations on environmental issues.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Check hoses, couplings, and other components that may contribute to environmental issues, leaks.
2. Monitor idle time and make appropriate adjustments.
3. Check regularly for signs of leaks.
4. Fuel carefully to avoid spills.
5. Recognize and report spills en route.
6. Make appropriate adjustments in operation, especially idle, as indicated in state/provincial regulations.
7. Act to mitigate spill as indicated by company policy and the Emergency Response Guide.

## PERFORMANCE SKILL: PLAN TRIPS AND MAKE APPROPRIATE DECISIONS

***The driver will lay out and plan trips attending to breaks, sleep, permits, regulations, money, fuel, weather, time of arrival, and other issues, as necessary.***

*\*Swift provides most effective route for time, budget, load, and conditions.*

### **Performance Criteria:**

- Plan all trips to follow DOT regulations.
- Correctly identify necessary/required permits.
- Estimate time of arrival to within 30 minutes.
- Identify fuel stops and amount of fuel to purchase at each fuel stop.
- Calculate and budget money correctly to within \$10.
- Identify and prepare for all adjustments such as bridge regulations, anticipated traffic conditions, weather, scales, and so forth.

### **PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

#### **\*COMPLETE TRIP PLANNING EXERCISE 1 - 3**

1. Plan a route from one point to another (using the fuel route provided) potential hazards; and federal, state, and local travel restrictions.
2. Arrange to secure permits required by the nature of the vehicle, its cargo, and route to be traveled.
3. Arrange a secure place for vehicle on layovers, especially when transporting hazardous materials.
4. Use math to calculate miles, fuel use, and expenses.
5. Interpret maps and regulations.
6. Estimate travel time and plan rest stops and layovers to ensure adequate rest.
7. Estimate fuel consumption and plan fuel stops.
8. Estimate needed expense money and obtain funds and/or company credit cards.
9. Accurately document expenses according to policy and regulation.
10. Scale loads.

## Trip Planning Trip# 1 Load Assignment Origin

(Ask your mentor to assist you with the following trip planning exercises)

```
      ** LOAD ASSIGNMENT ORIGIN **  
TRIP #: JC82150  ADDT'L STOPS 00  
LOAD AT: IMEX/SAMSUNG  
        2112 ENRICO FERMI DR  
  
        SAN DIEGO ,CA  
LOAD AT PHONE#: 619-661-5909  
LOAD AT CONTACT: SEE PROFILE  
P/U DT & TIM 03/24 13:55 - 03/24 14:15  
CUST PO#: 001750312450  
_ More...
```

Notes:

---

---

---

---

---

---

---

---

```
CUST PU#: NONE  
WEIGHT 008128  PIECES 00448  
PRODUCT FREIGHT ALL KINDS  
B/L# 7468122      TRLR TYP D3  
** PRELOADED OR CURRENT TRAILERS **  
TRLR 1          536579  
TRLR 2  
TRLR 3  
*** COMMENTS/SPECIAL INSTRUCTIONS ***  
PO:001750312450  
_ More...
```

Notes:

---

---

---

---

---

---

---

---

```
PU# LPU68585 TRLR 150274 **DETN:
CHECK IN & OUT TIMES MUST BE ON BOL &
SIGNED BY CUSTOMER. NO TIMES=NO DETN
PAY** SECURE LOAD WITH ENFORCER
PADLOCK, APPLY CORRECTLY THROUGH BOTH
HOLES OF CENTER SECURITY HASP. VERIFY
ENFOCER PADLOCK AND SEAL INTEGRITY
AFTER EVERY STOP. TRAILER WILL HAVE
NO LIGHTS, DRIVER MUST SEE IMEX GUARD
FOR A SET OF LIGHTS FOR TRAILER NO
_ More...
```

Notes:

---

---

---

---

---

---

---

---

```
LEFT TURN IS ALLOWED ENTERING OR
EXITING FROM IMEX YARD NO LEFT TURN
SIGNS THAT ARE CLEARLY VISIBLE IT IS
A SAFETY ISSUE IF LEFT TURNS FOR ALL
TARGET LOADS PLEASE MAKE SURE TO SCAN
IN D.T(DRIVER RECIEPT) AND SIGNED BOL
BETTER OPTION IS TO BOBTAIL IN.
_ Bottom
```

Notes:

---

---

---

---

---

---

---

---

## Load Assignment Destination

```

      ** LOAD ASSIGNMENT DEST **
CONSIGNEE COSTCO WHOLESALE #175
      10 COSTCO DR

      MONROE TOWNSHIP ,NJ
CONSIGN PHONE#: 732-992-2050
CONSIGN CONTACT: D175APT2@COSTCO.COM
DEL DT & TIM    NO DELIVERY APPT. YET
      DEST TIME ZONE: ET
      CUST DELIVERY#: NONE

```

Notes:

---

---

---

---

---

---

---

---

```

DL: N    P/L: P    DUL: N    L/D: L
LOADED MILES 00352    EMPTY MILES 00021
PTA (AVAILABLE TO RELOAD) 03/28 02:01
*** COMMENTS/SPECIAL INSTRUCTIONS ***
**DETN: CHECK IN & OUT TIMES MUST BE
ON BOL & SIGNED BY CUSTOMER. NO
TIMES=NO DETN PAY** **ATTN: DRIVER
**MUST** SCAN IMEX BOL THAT IS SIGNED
BY THE CONSIGNEE AND CLEARLY MARKED
AS A P.O.D. DO NOT DROP DELIVER LOADS
      _ More...

```

Notes:

---

---

---

---

---

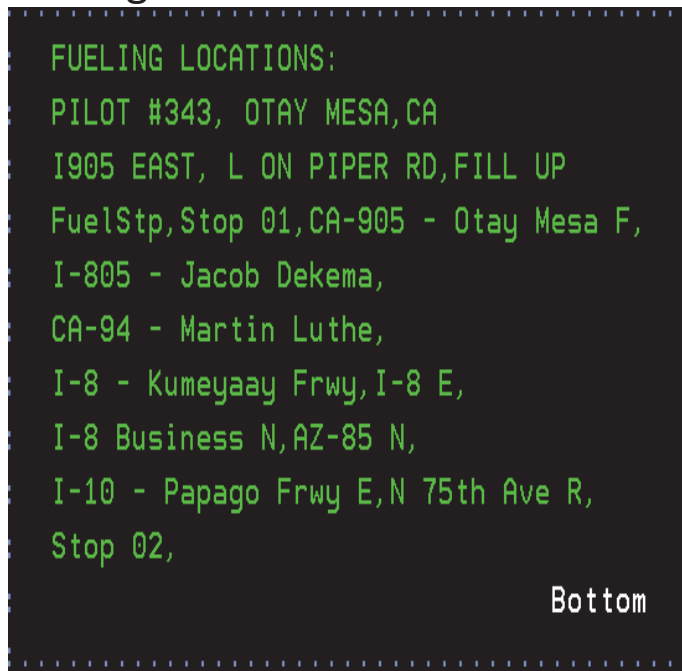
---

---

---



## Fueling Locations



Notes:

---

---

---

---

---

---

---

---

## Fill in the blanks for Trip 1:

Pick Up Date & Time: \_\_\_\_\_

Pick Up Location: \_\_\_\_\_

Delivery Date & Time: \_\_\_\_\_

Delivery Location: \_\_\_\_\_

Time zone changes: \_\_\_\_\_

What are the trip factors? \_\_\_\_\_

How many states am I crossing?

State Names

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Restricted Routes per  
State

State

Restricted Route

_____	_____
_____	_____
_____	_____
_____	_____

Low Clearance per State

State

Low Clearance

_____	_____
_____	_____
_____	_____
_____	_____

Toll Roads per  
State

State

Toll Roads

_____	_____
_____	_____
_____	_____
_____	_____

**Are there any Ports of  
Entry on your route?**

**Comments**

---

---

---

---

---

---

---

---

---

---

---

---

**Kingpin Settings  
State**

**Comments**

---

---

---

---

---

---

---

---

---

---

---

---

**What is your  
route?**

**State**

**Hwy**

**Distance**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**Breaks**      **8hrs, 10hrs and 34hrs  
reset.**

**City and State**

**Which break? 8hrs, 10hrs and 34hrs reset.**

---

---

---

---

---

---

---

---

## Trip Planning Trip #2

### Load Assignment Origin

```

      ** LOAD ASSIGNMENT ORIGIN **
TRIP #: JC61938  ADDT'L STOPS 00
LOAD AT: GENERAL MILLS OPERATIONS
        904 WOODS RD

        CAMBRIDGE ,MD
LOAD AT PHONE#: 410-901-8625
LOAD AT CONTACT: *SHIP-4423 PUT 208#
P/U DT & TIM 03/25 13:00 - 03/25 17:15
CUST PO#: NONE

_ More...

```

Notes:

---

---

---

---

---

---

---

---

---

---

```

CUST PU#: NONE
WEIGHT 042278  PIECES 06154
PRODUCT FREIGHT ALL KINDS
B/L# 0037908479      TRLR TYP D3
** PRELOADED OR CURRENT TRAILERS **
TRLR 1      503086
TRLR 2
TRLR 3
*** COMMENTS/SPECIAL INSTRUCTIONS ***
WT:042278 PC:06154 PO:0035302572

_ More...

```

Notes:

---

---

---

---

---

---

---

---

---

---

```

WT:042278 PC:06154 PO:2085225569
FOOD QUALITY TRL-NO SMELLS*MUST SWEEP
B4 ARR* 10 MINS SWEEPING CLD SAVE U
HRS HUNTING TRLS. GOOD CUST SRVC!
SEND MAC22 IF DELAYED. THX!

_ Bottom

```

Notes:

---

---

---

---

---

---

---

---

---

---

## Load Assignment Destination

```

      ** LOAD ASSIGNMENT DEST **
CONSIGNEE GENERAL MILLS (FE)
      12747 BLUFFTON RD
      DEL PLUS 1
      FORT WAYNE ,IN
CONSIGN PHONE#: 260-247-7812
CONSIGN CONTACT: PLUS 1 24/7
DEL DT & TIM 03/25 13:01 - 03/27 03:30
      DEST TIME ZONE: ET
      CUST DELIVERY#: NONE

_ More...

```

Notes:

---

---

---

---

---

---

---

---

---

---

```

DL: N    P/L: L    DUL: N    L/D: D
LOADED MILES 00618    EMPTY MILES 00155
PTA (AVAILABLE TO RELOAD) 03/27 04:00
*** COMMENTS/SPECIAL INSTRUCTIONS ***
WT:042278 PC:06154 PO:0035302572
WT:042278 PC:06154 PO:2085225569

_ Bottom

```

Notes:

---

---

---

---

---

---

---

---

---

---

## Fueling Locations

```

FUELING LOCATIONS:
PILOT #253, CARNEYS POINT,NJ
I295 EXT 2-B    JERSEY TURNPIKE,FILL UP
PILOT #503, MORGANTOWN,WV
I79 EXT 146,FILL UP
US-1 Business S,I-95 S,
Walt Whitman Brdg -,I-295 S,FuelStp,
US-13 S,US-40 W,US-301 S,US-50 E,
Stop 01,US-50 W,US-50 - Blue Star Me,
William Preston Lane,US-50 W,

_ More...

```

Notes:

---

---

---

---

---

---

---

---

---

---

```

US-50 - John Hanson,
I-95 - Capital Beltw,
I-495 - Capital Belt,
I-270 - Washington N,I-70 W,
I-68 - National Frwy,I-68 W,US-119 S,
FuelStp,US-19 S,I-79 N,I-70 W,I-470 W,
I-70 W,Exit 108B K,I-270 - Outerbelt N
US-33 - Columbus Mar,
US-33 - Mitchell-Dew,US-33 W,US-33 N,
I-469 S,Stop 02,

_ Bottom

```

Notes:

---



---



---



---



---



---



---



---

## Fill in the blanks for Trip 2:

Pick Up Date & Time: \_\_\_\_\_

Pick Up Location: \_\_\_\_\_

Delivery Date & Time: \_\_\_\_\_

Delivery Location: \_\_\_\_\_

Time zone changes: \_\_\_\_\_

What are the trip factors? \_\_\_\_\_



**How many states am I crossing?**

**State Names**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Restricted Routes per  
State**

**State**

**Restricted Route**

_____	_____
_____	_____
_____	_____
_____	_____

**Low Clearance per State**

**State**

**Low Clearance**

_____	_____
_____	_____
_____	_____
_____	_____

**Toll Roads per  
State**

**State**

**Toll Roads**

_____	_____
_____	_____
_____	_____
_____	_____

**Are there any ports of  
Entry on your route?**

**Comments**


**Kingpin Settings  
State**

**Comments**


**What is your  
route?**

**State**

**Hwy**

**Distance**


**Breaks**      **8hrs, 10hrs and 34hrs  
reset.**

**City and State**

**Which break? 8hrs, 10hrs and 34hrs reset.**


# Trip Planning

## Trip# 3

### Load Assignment Origin

```
      ** LOAD ASSIGNMENT ORIGIN **  
TRIP #: JB50238  ADDT'L STOPS 00  
LOAD AT: SWIFT TRANSPORTATION  
        9400 NW 10TH ST  
  
        OKLAHOMA CITY          OK  
LOAD AT PHONE#: 800-258-0035  
LOAD AT CONTACT:  
P/U DT & TIM 03/12 07:30 - 03/12 23:00  
CUST PO#: NONE
```

   More...

Notes:

---

---

---

---

---

---

---

---

```
CUST PU#: NONE  
WEIGHT 021154   PIECES 00074  
PRODUCT FREIGHT ALL KINDS  
B/L# BYH249037      TRLR TYP V3  
** PRELOADED OR CURRENT TRAILERS **  
TRLR 1           108092  
TRLR 2  
TRLR 3  
*** COMMENTS/SPECIAL INSTRUCTIONS ***
```

   Bottom

Notes:

---

---

---

---

---

---

---

---

## Load Assignment Destination

```
      ** LOAD ASSIGNMENT DEST **  
CONSIGNEE SIGLERS & REEVES  
      9702 W TONTO STREET  
  
      TOLLESON ,AZ  
CONSIGN PHONE#: 623-388-5104  
CONSIGN CONTACT: JKRAMER@SIGLERS  
DEL DT & TIM 03/18 07:00 - 03/18 07:00  
  DEST TIME ZONE: MT  
CUST DELIVERY#: NONE  
  
_ More...
```

Notes:

---

---

---

---

---

---

---

---

---

---

```
DL: N   P/L: P   DUL: N   L/D: L  
LOADED MILES 01005   EMPTY MILES 00000  
PTA (AVAILABLE TO RELOAD) 03/18 09:00  
*** COMMENTS/SPECIAL INSTRUCTIONS ***  
LOAD CAN ONLY DLVR AT SCHLED DLVRY  
DATE & TIME  
  
Bottom
```

Notes:

---

---

---

---

---

---

---

---

---

---

## Fueling locations

FUELING LOCATIONS:  
LOVES #385, HINTON, OK  
H281 X I40 EXT 101, FILL UP  
Stop 01, NW 10th St L, I-40 W, FuelStp,  
I-40 W, US-54 W, US-70 W, I-10 W, Stop 02,

Bottom

Notes:

---

---

---

---

---

---

---

---

## Fill in the blanks for Trip 3

Pick Up Date & Time: \_\_\_\_\_

Pick Up Location: \_\_\_\_\_

Delivery Date & Time: \_\_\_\_\_

Delivery Location: \_\_\_\_\_

Time zone changes: \_\_\_\_\_

What are the trip factors? \_\_\_\_\_

How many states am I crossing?

State Names

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Restricted Routes per  
State

State

Restricted Route

_____	_____
_____	_____
_____	_____
_____	_____

Low Clearance per State

State

Low Clearance

_____	_____
_____	_____
_____	_____
_____	_____

Toll Roads per  
State

State

Toll Roads

_____	_____
_____	_____
_____	_____
_____	_____

**Are there any ports of  
Entry on your route?**

**Comments**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Kingpin Settings  
State**

**Comments**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**What is your  
route?**

**State**

**Hwy**

**Distance**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Breaks**      **8hrs, 10hrs and 34hrs  
reset.**

**City and State**

**Which break? 8hrs, 10hrs and 34hrs reset.**

_____	_____
_____	_____
_____	_____
_____	_____

<p><b>PERFORMANCE SKILL: USE EFFECTIVE COMMUNICATION AND PUBLIC RELATIONS SKILLS</b></p>
--

***The driver will communicate effectively with all those around him/her as well as those with whom the driver must communicate to complete his/her work.***

**Performance Criteria:**

- Clearly communicate intentions.
- Deal effectively with dispatch; receive and send clear messages from/to dispatcher from Qualcomm.
- Present a good public image.
- Maintain a professional attitude and appearance because to our customers and the public YOU are Swift Transportation.
- Keep up the appearance of your truck, inside and out.
- Promote safety and drive safely.
- Follow company policy when communicating/using communication equipment.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Signal intentions such as lane changes, hazards, and backing up.
2. Use horn, headlights, and other lights appropriately.
3. Establish and use eye contact with drivers and pedestrians as a warning.
4. Avoid making decisions only on basis of another's signal.
5. Interact tactfully with customers and general public, family, and company.
6. Use effective and appropriate conversation with customers, company personnel, and family.
7. Demonstrate proficiency in the use of the Qualcomm and policies on its use.
8. Ask effective questions, including clarifying questions.
9. Avoid directing traffic while operating vehicle.
10. Use conflict resolution techniques to help resolve issues with others.



<p><b>PERFORMANCE SKILL: MANAGE PERSONAL RESOURCES AND DEAL WITH LIFE ON THE ROAD</b></p>
---

***The driver will actively manage own life and resources so as to take care of self and job, as well as meet responsibilities.***

**Performance Criteria:**

- Correctly identify problems and strategies that deal effectively with personal resources by describing, demonstrating, and matching problems and solutions for issues such as
  - ✓ fatigue
  - ✓ diet
  - ✓ exercise
  - ✓ personal hygiene
  - ✓ stress
  - ✓ financial issues
  - ✓ free time/entertainment

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Employ fatigue reducing strategies.
2. Use stress reducing techniques, as needed.
3. Exercise restraint with diet and recreation while on the road.
4. Get exercise while on the road.
5. Make good decisions about where to stop and stay; remain always aware of surroundings.
6. Practice good personal hygiene.
7. Practice good communication skills with family, stay in touch.
8. Manage financial resources prudently, both those of self and of company.
9. Actively work to resolve conflict with company or within family.
10. Find effective ways to stay connected to family or significant others and to company.
11. Manage rest time, given the circumstances, so that loads can be picked up and delivered in compliance with federal motor carrier rules.

## Stress Management

What is it – How Can We Respond?

In the days of prehistoric man stress was easy to define: the tiger in the jungle, an attack by a hostile tribe, or any other threat to survival. Now stress is much more complicated, and pinpointing a simple definition isn't easy.

Stress Can Be Broken Down into Two Types:

1. Physical stress
2. Mental stress

Physical stress triggers our body's "fight or flight" biochemical mechanism. Adrenalin is released which tenses our muscles, dilates our pupils and increases our heart rate. We are physically poised to respond. Once the stressful situation is overcome, our body returns to normal and we stop producing adrenalin.

Mental Stress is Much More Complicated Because:

- It is harder to identify.
- It usually involves complex and highly emotional issues that are often difficult to view objectively.
- It often involves other people and their emotions, values and behavior.

People, Situations or Events That Cause Us Mental Stress Do So for One of Four Reasons:

1. We feel threatened.
2. We experience change.
3. We lose our sense of control.
4. Our expectations aren't realized.

Regardless of Whether the Case of Stress is Mental, or Physical We Can Respond in Three Basic Ways:

1. Resist. We can fight the tiger, our coworkers, our spouses or anyone else.
2. Avoid. We can bury our heads in the sand and hope whatever is making us feel bad will go away.
3. Confront/Adapt. We can work to identify the real cause of our stress and eliminate it.

Things You Can Do:

- Understand that with change comes stress
  - Anticipate change
  - Help prepare for change
  - Help accept change

## HOW TO MANAGE CONFLICT

Conflict is a Fact of Life, it is inevitable.

The Chinese symbol for conflict is a product of two Chinese words: danger and opportunity. Conflict is neither positive nor negative. Resolution can move in either direction. With this definition conflict is manageable.

### The Three Stages of Conflict

1. Daily events
2. Challenges
3. Battles

### Characteristics of Conflict

- as conflict escalates, concern for self-increase.
- Desire to win increase with a rise on self-interest.

### Looking for Solutions

a one alarm fire does not require full gear and every truck in the fire dept. The intensity of a fire determines the response of a fire department. The level of conflict determines the strategy you should use.

### The Three Stages of Conflict Require Different Management Strategies:

1. Stage One conflict and the accompanying emotions can best be addressed by both parties. At this stage a “live and let live” attitude works pretty well. Early warning signs.
2. Stage Two conflicts require some management involvement. We are here to help you.
3. Stage Three conflicts require intervention.

### Whenever You Are Trying to Handle Conflict Remember the Following:

- ✓ Create a safe atmosphere.
- ✓ Be hard on the facts not on the people.
- ✓ Look for middle ground.
- ✓ Remember two people looking at the same things can see something completely different. (Illusions Test)

## **A New Attitude**

### **The Importance of a Positive Mental Attitude**

Experts estimate that success is 80 percent attitude and 20 percent aptitude. If this is the case, it's easy to see why a positive mental attitude is an important ingredient to success.

Are you a Pessimist or an Optimist?

#### **Pessimism Can Lead to the Following:**

- Hard time getting up
- Require more sleep
- Sick more often
- Argue more
- Less patience
- Make more mistakes
- Engage in self-destructive behavior

### **Developing and Maintaining a Positive Mental Attitude**

The Self-fulfilling Prophecy – Change Negative Self talk into Positive Self talk.

- Visualize the positive
- Attack problems head-on
- Look for the bright side
- Put your sense of humor to work
- Making work fun
- Accentuate the positive
- Verbalize positive experiences
- Reward yourself
- Be open-minded

Help set expectations with your trainees. Train to Retain (Retrospect – remember when you were new.) Remember your attitude will go a long way in your success and the success of your trainees.

## RECOGNIZING SLEEP DISORDERS

### COMMON SIGNS OF SLEEP DISORDERS

Experts recommend at least eight hours of uninterrupted sleep each night. Sleep disorders prevent or disrupt this quality sleep and greatly increase crash risks. Most people who have them don't realize it and have not been diagnosed or treated.

Do You ...

- Feel groggy or sleepy all day?
- Fall asleep during the day when you want to be awake?
- Take a long time to fall asleep?
- Wake up feeling tired?
- Snore and gasp for air while asleep?

Did you answer yes to any of these signs? If so, you may have a sleep disorder and should see a doctor.

### MANAGING FATIGUE

Get to know your own "biological clock" and pay attention to it.

*When are you most alert?*

*When are you most drowsy?*

*Comply with Hours of Service regulations.*

- ✓ Take a 10-45-minute nap before a long trip. This helps maintain performance and alertness.
- ✓ Take a break every three hours or 150 miles. Stretch, take a walk, get some exercise, or do a safety check.
- ✓ Keep to a regular meal schedule on the road and at home. Avoid heavy meals and junk food before bedtime since digestion disturbs sleep.
- ✓ Avoid using alcohol and taking medications that may affect your driving ability. Both interfere with sleep quality and affect next day performance.
- ✓ If driving alone, listen to the radio or music. If driving in a team, talk to your codriver. If you are both too sleepy, find a safe place to pull over and rest.
- ✓ Avoid smoking. If you are tired, it will make you feel more tired.
- ✓ Avoid caffeine near bedtime. It can cause poor quality sleep.
- ✓ Stay fit. Get regular exercise but do so well before sleeping.
- ✓ Develop a sleep routine and stick to it every day.
- ✓ Get plenty of rest during off duty time.

<p style="text-align: center;"><b>PERFORMANCE SKILL: RECORD AND MAINTAIN</b></p> <p style="text-align: center;"><b>HOURS OF SERVICE REQUIREMENTS</b></p>
--

***The driver will adhere to the legal requirements of the Hours of Service Regulations and complete a driver's daily log. (FMCSR Section 395.)***

**Performance Criteria:**

- Comply with Hours of Service requirements.
- Properly log into Qualcomm E-logs.
- Change duty status as required. **(LOG WHAT YOU DO, DO WHAT YOU LOG).**
- Review logs daily for accuracy i.e. (fuel stops, pick up & deliveries, vehicle inspections), make any necessary correction to ensure logs are accurate & legal.
- Approve logs daily.
- Ensure student understands time zone to be logged is their own home terminal time zone, may differ from mentors.
- Have the ability to complete a paper log if necessary. Trainees are required to keep a paper log for training purposes throughout the training process.
- Know location of required HOS information card.

**PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA:**

1. Use and follow Hours of Service regulations correctly.
2. Have an understanding and ability to operate E-log system to include logging in changing active driver, changing duty status, reviewing logs, making any necessary corrections, approving logs.
3. Keep time accurately and adjust to changes in time zones.
4. Determine driving hours remaining on a particular day or tour of duty.
5. Keep pickup & delivery records.
6. Submit paper logs as required by company policy and using Kiosk scanning systems
7. Know location of required HOS information card.