Minutes of EGSA DD Committee Spring Conference – March 21, 2016

Start: 3:00 PM Eastern - End: 5:10 PM Eastern
Location: San Antonio, Texas

Organizer: Lyndon Risser, Kurt Summers
Attendees: Per Roster
Minutes Respectfully Submitted By: Chad Youkers

Team Communication Flow Chart
- Discussed the Team Communication Flow Chart and the Existing Leadership
- Attendees should see any of the Committee Leadership if interested in becoming involved
  - Bob Piske – Board Liaison
  - Lyndon Risser – Chair
  - Kurt Summers – Vice Chair – Working Group Leader
  - Chad Youkers – Secretary
  - Kim Giles – Staff Liaison
- Working Group Chairs
  - TAP (Technician Apprenticeship Program) – Chair – Chad Youkers
  - TLAA (Technician Lifetime Achievement Award) – Chair – Bob Piske
  - TOYA (Technician of the Year Award) – Chair – Al Powers
- Looking for plenty of Volunteers!

Attendance
- Sent roster list around – Please add your information if it is not already on the list and check for accuracy

First Time Attendees
- Recognized – looked like about 18

Survey
- Al Powers and Kurt will send the list around
- Chad Youkers will review the results and send to leadership

Meeting Ground Rules
- We agree... to leave our EGO’s at the door!
- We agree... to create value for Generator Dealers and Distributors to grow EGSA products and services
- We do not... use this platform to sell anything but EGSA value and services
- We are committed to... stick to our agenda and park your ideas and suggestions to better serve our members with excellence
EGSA Mission

- Under the leadership of its Board of Directors and operating through its various committees and staff
  
  - EGSA strives to:
    
    - Educate
    - Provide networking opportunities
    - Share relevant knowledge and trends with Industry Professionals including manufacturers, distributor, dealers, engineers, manufacturer representatives, contractors, integrators and others who serve the Industry.
  
- To provide an environment where
  
  - On-Site Power Generation Industry Experts Unite and Share knowledge to drive the Industry to higher levels of Service and Performance.

EGSA Goals

Provide... the On-Site Power Generation community with education and industry enrichment

Maintain... financial viability to ensure a strong EGSA future

Develop... programs that promote long-term membership value.

Bob Piske discussed the Load Bank Certification program. They are looking for 15 technicians to be involved a course to be involved in the first version of the program. Cost is $400 per technician plus expenses. August 16, 17 and 18 in Atlanta, GA. This is pending Board Approval. First come, first serve.

Agenda

- Goals and YTD Performance Report
- TAP Updates... Technician Apprenticeship Program
- TOYA Updates... Technician of the Year Award
- Best Practices Panel... Service Truck Rodeo

2015 – 2016 DD Goals

75 / 300 / 1500

75 - Conference Attendees – 71 in Denver – Down 14 in Jacksonvillle

300 - DD Members YTD – 292 – Down 4 from Denver

1500 - LinkedIn Industry Professionals – 1,500 – SCORE !
Fast Facts – Linked IN
- Linked IN: Contributors needed! Content Limited to Educational Industry Relevant
- Member Opportunity – Contributors Welcome – 6 month Opportunity

TAP
- Chad Youkers gave a short presentation on TAP
- The Team was introduced:
  - Chad Youkers – Chair
  - Al Powers – Vice Chair
  - Bob Piske – Advisor
  - Tyler Van Dyke – Advisor
- Tap Objectives:
  - Provide an EGSA sponsored and clearly designed path that will attract students that are attending, or planning to attend, a Trade or Technical School, to choose the OnSite Power Industry as their Career.
  - Compliment the Education Committee’s efforts for Tech Apprenticeship and Journeyman Certification.
  - Promote the OnSite Power Industry as a very viable and lucrative career path that has limitless possibilities Worldwide
  - Provide a mutually beneficial path for up and coming talent to work with EGSA Member Companies to fill our ever-expanding void
  - Allow all EGSA member companies a chance to participate
- TAP Progress to Date
  - The Tap Working Group has accomplished the following so far:
  - Identified two levels of participation to attract the widest selection of Technician Talent
  - Approached a number of Technical College / Trade Schools to gauge interest in the program
  - Conducted a Survey with all DD’s, Military and Student members to gauge interest in the Program
  - Prepared an Outline of the Levels (details to follow)
  - Prepared a Communication to the Board to ask for consideration of EGSA resources to launch the TAP Program at the Fall Conference
- Tap Levels
  - Level 1 – EGSA Member Company Sponsored
    - Any potential technician, recruit, ex-military, etc. eligible after being sponsored by an EGSA Member Company
    - Designed to offer an entry level avenue into a structured apprenticeship program that is recognized by EGSA
    - Once a technician at this level is ready for, and passes the Apprenticeship Certification, the technician moves to Level 2
  - Level 2 – Graduated Student or Technician from Level 1
    - Any technician that has successfully passed the Apprenticeship Certification Test
Any student from Post Secondary Education facility that has passed the Apprenticeship Certification Test
- **Level 3** – Technician has completed the requisite 3 years of experience and has successfully passed the Journeyman Certification
  - One of the methods to measure the success of the TAP Program
- **Tap Goals**
  - Further define EGSA’s role in the administration of TAP
  - Obtain Board Approval to roll out TAP Version 1.0 in Sacramento
  - Full Implementation goal is Spring Conference in 2017
- **Q & A**
  - Several questions and comments from the audience.
  - Program still needs refining

TOYA

- Team TOYA – is:
  - Al Powers – Chairman
  - Keith Heid – Vice Chairman
  - Tom Wein – Advisor
  - Rick Hodgkins – Advisor
- The WHY
  - Increase awareness of generator technician career track by recognizing industry talent
  - Promote and award excellence
  - Member Tool – For EGSA Members to reward top performing technicians
  - Member Tool – Creating an industry standard for us to measure Tech performance and behaviors
- What's in it for you?
  - More engaged workforce. If we reward excellence – will get more of it!
  - Increase our talent pool
  - It’s a way to give an “Atta boy” to your Top Techs
  - Some really great PR for the winners company
- TOYA – Where are we going ?
  - We will continue to build on our past successes to enhance this program. We appreciate any suggestion to improve this program.
  - We are soliciting EGSA members to serve on the jury. See me to get on this list.
  - We are exploring ways to expand the program to recognize Techs at different levels.
- Misc.
  - Keith Heid and Kurt Summers discussed the benefits of being a juror.
Service Truck Rodeo

- Kurt introduction to the Rental Panel
- Customer Service Panel Introduction
  - Steve Belcher – FM Generator
  - Brent Stephens – Loftin Equipment
  - Leroy Larson – Zierke Built Manufacturing
  - John Kelly III – Kelly Generator

- First Topic – Love Your Truck!
  - Asked panel to describe fleet attributes to give sense of panels experiences, etc.
    - Steve:
      - Consists of ¾ and 1 ton pickup truck style – enclosed utility and pickup truck cabs
      - Limited use for open body type
      - Can’t utilize vans – need to be able to respond off-road, etc.
    - Brent:
      - Loftin has 50 services vehicles
      - Dually truck – open service body – diesel – look for 220,000 miles
      - 4WD trucks for use in the oil fields
      - Van pictured on the bottom is a trial. Horrible fuel mileage and headwinds are a consideration
    - John:
      - Chevy Silverado – 1 ton – work body – 4WD
      - Larger truck for senior technicians – equipped with a crane
    - Kurt asked how many people have implemented some of the newer walk in vans, etc.
      - Several did

- New Products / Innovations, etc.
  - Steve:
    - First vehicles – diesels – Ford and Chevy – Performed own fueling, etc.
    - DEF issues – especially Ford. 170,000 miles on Ford engines
    - Shutdowns, DEF quality, etc.
    - 2015 – GM’s prohibiting the use of tire chains
    - Roto-Chains
    - 8 years ago – business was split
      - Now – back and forth with Chevy
    - Another question about recouping costs on 4WD vehicles
      - Brent:
        - Some areas they are a must
        - West Texas in particular
        - Don’t charge more for it
      - Chevy’s – all have been holding up good
      - Two year old vehicle – 130,000 miles already!
  - Steve:
- Branding recoups the cost
- Advertising abilities wins them more business to be able to pay for difference
- 9 – 11 MPG for vehicles
  - John:
    - Diesel since Tier 4 are a $10 - $12k adder
    - 13 – 14 MPG while towing
    - Majority of fleet is gasoline
    - Diesel vehicles are 200 – 250k miles
  - Kurt:
    - Fleet is all gas basically
    - One thing they do is to have all vehicles equipped with lift gates
- Don’t Look Now – You’re Being Followed
  - Leroy:
    - “Special Mobile Vehicle”
    - 26,000 miles or less – no inspection or DOT sticker needed
    - If you cross state lines and are over 10,000 pounds – need them
    - Certain states have different requirements
    - Hauling fuel is another consideration
    - Gasoline – 118 gallons
    - Diesel fuel – 1,000 gallons before tanker consideration is needed
    - Maintenance side of the trailers – tire wear chart – always good to have weight lifted off of trailer if possible
    - Retorque lugnuts after 50 miles
    - Maintenance schedule and torque charts available as a handout after program
  - Steve:
    - 15 trailers in rental fleet – compatibility of brakes, etc.
    - CT doesn’t like surge brakes
  - Kurt – Question about Lube Trailer
    - HazMat endorsement or 1000 gallon + = Tanker endorsement
    - MN regulations above
- “Pay Me Now or Pay Me Later”
  - Brent:
    - Fleetmatics
      - Can track Field Techs as a major benefit
      - Techs don’t give a lot of pushback
      - Helps track location, mileage, etc.
      - Really good reporting system – Route Replays, etc.
      - Can track how well technicians drive, etc.
  - John:
    - Use a company called Telogis
    - Uses tracking system to dispatch for emergencies, etc.
    - Underground parking structures are an issue sometimes
  - Brent:
    - Hasn’t dealt with many dead zones
Kurt:
- Audience member brought up about technician safety

Steve:
- Screen shot showing typical disbursement of technicians
- Red means they are stopped and hopefully working
- All employees vehicles are on the map
- Lots of benefits and tracking and measuring
- Driving incentives to help improve routes, etc.
- Dispatch system integrates with Fleetmatics
- Shows a breadcrumb trail – shows speeding, etc.
- Cost is something like $38 - $45 per unit

Kurt:
- More audience questions:
  - When is CDL required?:
  - Leroy – Over 26,000 pounds
  - Steve employs a couple CDL drivers
  - CDL trigger is 26,000 pounds – Medical Card is 10,000 pounds
  - Cables with load banks:
  - Leroy – Need to be sure to let manufacturers know what they will be hauling so they can take this into consideration
  - John – Re-rented a load bank with a tool box that had major trailer sway issues. Cable needed to be in box to balance load

Audience questions:
- What is used with large oil changes?
  - John: 55 gallon drums are used most of the time. 12 or 120 volt pumps are a requirement. Honda gas engine is vast overkill. 5 gallon buckets used most option.
  - Brent: Pumper trailer used on larger units.
  - Steve: Same as most of the others – use 5 gallon or 25 gallon.
- How often do you have problems with pumps on these pumper trailers?
  - John: Learning curve for the 12 volt suction pumps. Must be easy on cold oil, etc.

Text Question: Truck stock – Protocol or specific material list, etc.
- Steve: Telecommunication companies have pretty standard stock. Remote techs have storage facilities where they stage parts.
- Brent: Developed training program for Level 1, 2 or 3 for certain level stocks. Specific mainly for Kohler as they are a Distributor for Kohler.

Audience question:
- Gas Vs. Diesel?
  - Steve: Up until 2011 / 2012 – Diesel. With the advent of DEF, breakdowns and performance – they are now neck and neck. Running out of fuel during disasters is a huge consideration and may negate the switching back over to gasoline.
  - Ford Vs. Chevy?
• Steve: Chevy – DEF was an issue in the beginning. Chevy handled it very well where Ford did not.
• Bob: Ford guy up until 2010 – Switched to Ram
• John: At one time whole fleet was 6.0L Power-Stormes. Downtime crippled their fleet. Big reason why they have moved away from diesel. Have had some suspension problems. 90k miles the transmission grenade.
• Brent: 120 – 130k Chevy – transfer pumps between tanks has caused issues – looking at Dodges
  o Talking about doing a Vehicle Round-Up Part 2. Nick may join us at an upcoming conference. Look for this possibility at an upcoming conference.
  o Lyndon: Asked about service vans. Al Powers – Trying some Freightliner with limited towing availability but has a lot of storage area. Joe Haffich runs Sprinters. John: 5 or 6 years ago tried Sprinter but had issues with it. Inline 5 cylinder diesel.
  o Use Linked-In to communicate with manufacturers!

Meeting adjourned at 5:10 PM