



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
 - o 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
 - o 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 Jacksonville

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:
 - o Chad Youkers – Chair
 - o Al Powers – Vice Chair
 - o Bob Piske – Advisor
 - o Tyler Van Dyke – Advisor
- Tap Objectives:
 - o *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.*
 - o Compliment the Education Committee's efforts for Tech Apprenticeship and Journeyman Certification.
 - o Promote the OnSite Power Industry as a very viable and lucrative career path that has limitless possibilities Worldwide
 - o Provide a mutually beneficial path for up and coming talent to work with EGSA Member Companies to fill our ever-expanding void
 - o Allow all EGSA member companies a chance to participate
- TAP Progress to Date
 - o The Tap Working Group has accomplished the following so far:
 - o Identified two levels of participation to attract the widest selection of Technician Talent
 - o Approached a number of Technical College / Trade Schools to gauge interest in the program
 - o Conducted a Survey with all DD's, Military and Student members to gauge interest in the Program
 - o Prepared an Outline of the Levels (details to follow)
 - o 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
 - o Any potential technician, recruit, ex-military, etc. eligible after being sponsored by an EGSA Member Company
 - o Designed to offer an entry level avenue into a structured apprenticeship program that is recognized by EGSA
 - o 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
 - o 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-Strokes. 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
- 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.
- 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.
- Use Linked-In to communicate with manufacturers !

Meeting adjourned at 5:10 PM