

TRUCK DRIVER, LIGHT (LAST-MILE DELIVERY) (Time-Based)

APPENDIX A

O*NET-SOC CODE: 53-3033.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

Light truck drivers operate a light vehicle, such as a truck or van, with a capacity of less than 26,001 pounds Gross Vehicle Weight (GVW), primarily to pick up merchandise or packages from a distribution center and deliver.

WORK PROCESSES

	Approximate Hours
A. Workplace Knowledge	40
1. Follow all workplace policies and procedures and maintain compliance with all standards of the workplace.	
2. Describe workplace organizational structure.	
3. Adhere to all local, State, and Federal regulations (such as the Department of Transportation, and the Federal Motor Carrier Safety Administration).	
4. Understand and adhere to traffic laws and regulations.	
5. Complete other duties and assignments, as required.	
B. Vehicle Maintenance	40
1. Recognize the different types of delivery vehicles (box and light-duty trucks, vans, walk-ins, etc.), and their specifications (size, speed, width, height, etc.).	
2. Perform pre-, en-route, and post-trip inspections of vehicle elements to ensure proper and safe operation.	
3. Inspect and maintain vehicle supplies and equipment (such as gas, oil, tires, lights, etc.).	
4. Identify and record maintenance issues and note any abnormalities or malfunctions; promptly report malfunctions, breakdowns, or maintenance issues to dispatch.	
5. Adhere to vehicle maintenance schedules and other legal requirements to maintain a safe and compliant delivery vehicle.	

C. Drive Operations and Practices

920

1. Operate vehicles with capacities under three tons to transport materials to and from specified destinations, such as warehouses, transportation centers, residences, offices, commercial and industrial sites, etc.
2. Conduct a visual search to respond to hazards, and recognize how different situations can impact visibility (such as weather conditions, terrain, day/night, etc.).
3. Learn to operate vehicles in accordance with proper safety procedures and protocols:
 - a. Properly enter, start, and place vehicle in motion.
 - b. Manage speed and shift properly to ensure safe driving and delivery.
 - c. Place vehicle in reverse, and bring to a full stop.
 - d. Safely enter and exit parking spaces and areas; learn to dock in an appropriate and safe manner.
 - e. Maneuver vehicle through obstacles or hazards (i.e., serpentine method), and to avoid or recover from distractions or skids.
 - f. Navigate turns (left turns and three-point turns) and tail swings based on vehicle turning radius.
 - g. Navigate traffic conditions; enter and merge with traffic and recognize blind spots.
 - h. Respond appropriately to intersections and crosswalks; navigate around pedestrians.
 - i. Interact with other vehicles on the road, and maintain proper spacing between vehicles for safe operation, and to avoid hazards.
 - j. Recognize how tailgating can impact navigation and safety on the road.
 - k. Exercise appropriate precautions at railroad crossings, when crossing bridges, or travelling under overpasses.

D. Delivery Operations and Logistics

100

1. Understand the operations and logistics of the delivery process (the transportation of goods from a distribution center to a final location), and the elements that comprise the process, such as:
 - a. Accepting orders (via in-person, phone, electronic, catalogue) and ensuring availability of inventory;

- b. Processing orders and entering into a database for distribution; sending orders to transportation centers based on routes/locations;
 - c. Scanning orders, loading onto vehicles, and transporting to destinations.
2. Understand the responsibilities of management, shipping managers, and delivery supervisors.
 3. Recognize the roles and duties of vehicle maintenance teams, warehouse workers, loaders and transporters, and dispatch in the delivery process.

E. Delivery Process

650

1. Load vehicles
 - a. Safely load shipments, belongings, and materials on and off vehicle; organize shipments adhering to weight and capacity limitations.
 - b. Enter and exit vehicle while holding a package safely; use three points of contact, handlebars, and other safety features to exit safely and properly.
 - c. Handle packages without placing stress on the body by utilizing carts and other tools.
 - d. Communicate appropriately with company dispatch operators and others involved in the loading and receiving of goods.
 - e. Use technology (such as scanners, computer systems, and centralized databases) to manage delivery items, large orders transported over multiple boxes, and increased packages generated from online orders.
2. Transport cargo
 - a. Verify cargo information and specifications against shipping invoices, and the condition of cargo at pick-up and delivery.
 - b. Transport goods over short distances, in a timely and sanitary manner, avoiding damage to products.
 - c. Appropriately secure and protect high risk and high value cargo, such as medical supplies and devices, perishables, high-end electronics, etc.
 - i. Obtain insurance coverage, if necessary.
 - ii. Adhere to all applicable local, State, and Federal rules and regulations in the transport of high risk and high value cargo, such as health and food

safety guidelines, and Health Insurance Portability and Accountability Act (HIPAA) requirements.

- iii. Follow regulations and procedures to obtain special permits, and complete necessary paperwork.
 - d. Maintain and exhibit appropriate customer service during deliveries; be polite and courteous, and immediately report any incidents to dispatch.
3. Navigate routes
- a. Understand maps and navigational tools (such as GPS) for geographic directions.
 - b. Plan efficient routes, considering fuel, conditions, hazards, and regulations.
 - c. Plan routes based on delivery times and locations (such as evening, weekend, rush-hour, holidays, and deliveries in rural and urban areas).
 - d. Monitor communications and utilize technology (such as dispatch software and automated route planning) to improve delivery times.
4. Notify dispatch of emergencies, problems, or hazards (such as delays, accidents, or other traffic and transportation situations), using radios and other appropriate communication devices.
5. Maintain records, such as vehicle and route logs, fuel usage, records of cargo and load weights, or billing statements, in accordance with regulations.
- a. Log driving activity using an electronic logging device.
 - b. Comply with hours of service regulations, and recognize when exemptions apply (i.e., short haul 100/150 air mile exemptions).
 - c. Complete cargo claims in the event of loss, damage, or refusal upon delivery; submit in a timely manner.
 - d. Collect payment from customers, when appropriate.

F. Safety and Awareness

250

1. Operate vehicles to minimize impact on personal and environmental health and safety.
2. Use seat belts in compliance with State and Federal regulations.
3. Maintain personal health while on the road to minimize stress, fatigue, and other health issues that may occur.

4. Adhere to proper lifting techniques for heavy and bulk loads.
5. Safely enter and exit vehicles (including walk-in vehicles), navigating traffic, pedestrians, hazards, and other conditions; exercise safety precautions in walk-in vehicles to minimize exposure to hazards and other elements.
6. Verify mechanical, safety, and emergency equipment is functioning.
7. Demonstrate proper use of dash cams, security cameras, and video event data recorders (VEDR).
8. Use appropriate signals, sensors, and communication devices to navigate vehicles and interact with other drivers.
9. Identify safe operating conditions and recognize how to navigate vehicles in various conditions (such as weather, terrain, day/night, construction areas, school zones, etc.).
10. Recognize different types and causes of skidding (e.g. front and rear wheel skidding, braking, accelerating, etc.), and identify conditions that impact stopping distance, such as speed, weather, vehicle, maintenance, and reaction time.
11. Recognize the hazards of impaired driving.
12. Respond appropriately during and after an accident (or injury) has occurred, and complete proper documentation.
13. Demonstrate appropriate response to animal attacks, and immediately report any encounters or injuries.

Approximate Total Hours 2,000

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>.

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APPENDIX B

RELATED INSTRUCTION

Workplace Safety and Health

1. Basic Workplace Safety and Workplace Policies
2. Sexual Harassment Prevention Training - must comply with Section 201-g of the Labor Law
3. First Aid/CPR (minimum 6.5 hours)
4. Basic Industrial Safety or OSHA 10-Hour General Industry Course
5. HAZMAT (Hazardous Materials) and HAZCOM (Hazard Communication) training
6. Right-to-Know/Safety Data Sheets (SDS)
7. Federal Motor Carrier Safety Administration (FMCSA) Regulations
8. Federal Compliance, Safety, and Accountability (CSA)
9. Department of Health (DOH) Rules and Regulations (if applicable)

Trade Science and Theory

1. New-hire Introduction and Orientation
2. Driving Skills
 - a. Entry-level and Defensive Driver Training
 - b. Tailgating
 - c. Merging
 - d. Turns and Turning Radius
 - e. Signaling
 - f. Intersections
 - g. Vehicle Size and Speed
 - h. Spacing
 - i. Visibility and Blind Spots
 - j. Stopping Distance
 - k. Reversing
 - l. Right of Ways
 - m. Parking/Docking

- n. Navigating Hazards and Other Conditions
 - o. Inclement and Extreme Weather Awareness
 - p. Interacting with Pedestrians and Other Vehicles
3. Delivery Skills
- a. Loading and Transporting Cargo
 - b. Communicating with Dispatch
 - c. Route Training and Navigation
 - d. Driver Assignments
 - e. Log-in/Log-out Process
 - f. Pre/Post-trip Inspections
 - g. Tracking and Management
 - h. Special Delivery Procedures
 - i. Health Insurance Portability and Accountability Act (HIPAA), Department of Transportation, and Health and Food Safety Guidelines (if applicable)
 - j. End-of-Day Duties
 - k. Records, Documentation, and Paperwork
 - l. Hours of Service Requirements (and Exemptions)
 - m. Basic Mathematics
 - n. Counting, Weighing, and Measuring
 - o. Customer Service Skills

Additional Topics as Required

A minimum of 144 hours of Related Instruction is required for each Apprentice, each year.

Appendix B topics are approved by New York State Education Department.