



D.P. Associates

TOTAL TRAINING SOLUTIONS: FREQUENTLY ASKED QUESTIONS



L-3 DPA is well-known as a defense contractor, but how does that reputation relate to commercial driver training?

Military operations are by nature inherently risky. Our efforts for over 25 years have focused on providing the Soldier, Sailor, Airman and Marine with training that makes them 100% ready to do their job regardless of the situation in which they find themselves. The transportation industry can also be high risk especially when things go wrong or bad decisions are made. We believe that our successful history supporting the military means that there are many areas in the transportation industry which would similarly benefit both individual companies as well as the individual driver.

One common denominator between the military and transportation industry is both must operate vehicles safely and efficiently; often in extremely challenging environments. Whether the environment involves operating a vehicle among other less skilled drivers, driving in high traffic flow, road conditions, weather, tire blow outs, etc., we've made it our business to understand and delivering training that improves the skills and abilities of these drivers who must manage such environments every moment their vehicle is in motion.

Isn't L-3 DPA primarily a company that manufactures simulator technology?

It is true we are a company that manufactures high-end, customizable driving simulators. But by themselves, our simulators are just aluminum, wires, computers and such. No one can improve their performance by driving our simulators around in a virtual world. Without a curriculum, courseware, scenarios, and in some cases an instructor who challenges an individual to master environments and situations, our training assessments prove you will not achieve better or safer driving habits. That is why we provide a comprehensive "Total Training Solution." We have a wealth of knowledge in the area of human performance allowing us to integrate simula-

tion and technology tools to provide the best written, spoken, visual, and skills based training to meet the client's needs.

What is a Total Training Solution?

Simply put, a Total Training Solution is one that incorporates a full needs analysis, custom designed training elements such as interactive online courseware, instructor led training, simulations, mobile training services and a complete evaluation process. In our construct, we can provide a driver a concept, test them to ensure they understand the situation and then provide the opportunity to practice in a simulator. The efficiency of our approach comes through the ability to provide a challenging situation every two minutes.

What type of clients and industries does L-3 DPA work with?

In addition to the military, we provide solutions for both short and long haul motor carriers and with clients whose sizes range from small private fleets to large, for hire fleets. We also support bus companies, law enforcement, emergency/fire services as well as specialty training in the mining industry.

Does a client have to be a certain size to benefit from your program?

Our training solutions are scalable to meet the needs of the client. We have found that all clients need to realize a return on investment, or ROI, for their training dollars. Therefore, we develop a training program that is designed to achieve that ROI in the most cost effective package.



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What are the key features of your simulators and your online courseware?

A mounted mobile simulator to a client's site and provide focused, high quality training which is provided to the clients' drivers. This has proven to be a great option for our clients; large and small.

What kinds of problems do your clients come to you with?

There are three primary concerns our clients bring us. They want or need to improve their safety record; they need to lower their operating costs; and finally they need to meet Federal or State mandated training requirements. So when we listen to our customers express their needs, we wrap the Total Training Solution around what they want to improve and provide a means to best achieve those results.

What is the scale of these problems and do they matter across the industry?

Bottom line, these issues do matter. If the company can conserve resources it helps the entire economy, and if they send out safer drivers then the public benefits. For instance, we have a customer who estimated that if his 2,500 drivers could just save a Tenth of a Percent on MPG, they could save \$100,000 in operating costs. After our training efforts, they saved 4.9%...that equates to \$4.9 MILLION Dollars. In addition using simulation to train means we are employing a Green Technology that reduces carbon emissions.

But most importantly, for an individual company and everybody on the road, any accident matters. Our training programs are proven to reduce accidents. In addition, a trained driver is not just a safer working driver but also a safer personal driver.

How does L-3 DPA go about working with their clients; what does that involve?

Our first goal is to listen. We learn about the issues and the improvements they want to see and also about how they measure results. From there, we work with clients to design the Total Training Solution that meets their needs. Regardless of

what we are tasked to do, our customers know we are going to evaluate our success by comparing their driver's performance before and after training to confirm the effectiveness of the solution.

Are your online courses mobile? Can drivers take them whenever and wherever they want to?

Yes. Today's technologies allow drivers to receive a wealth of information right in the cab of their truck. These communications systems allow training content to be delivered at the drivers convenience anytime, anywhere and the driver can access it, and this part is important, when they are NOT driving. This is an exciting type of training delivery option for our clients and we are proud to be one of the first providers of in-cab training. For those individuals without in cab, on line equipment, there is still the capability to take CD/DVD materials with them on the road.

What kind of results do your clients experience, and how quickly do they see results?

Common results for safety include: reduced frequency of accidents, reduced severity of accidents, and fewer preventable accidents. For operating costs: improved fuel efficiency leads to several other savings; lower maintenance bills from reducing high RPM operations, hard braking, etc. Safety improvements are typically seen within 30-60 days and fuel gains within 30 days. These results are impressive enough. However, our clients find that to sustain these improvements over time there has to be a continuous leadership focus and ongoing training effort that refreshes, stimulates and engages the driver.

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