

July 14, 2019 National Pilot Car Association conference call featuring Jeff Vaughan

Bill: At this time I would like to turn everything over to Michael J. Morgan. Michael, please, sir.

Michael: Thank you Bill, and welcome everybody to the call; thank you guys for being here. I'm very happy this month to have Jeff Vaughan with the Evergreen Safety Council with us. Jeff has been the President, Executive Director of the Evergreen Safety Council for just about two years now. The Evergreen Safety Council is a nonprofit based in the State of Washington and was founded way back in 1932, so they have a lot of history regarding safety in different area, traffic, flagging, traffic control and everything like that. I guess to start Jeff if you want to kind of explain briefly more into detail what the Evergreen Safety Council does and kind of its connection both in the P/EVO industry, and just in general highway safety overall. I'm sure everybody would love to hear it.

Jeff: Great. Thank you. And thanks for the introduction. It's an honor to be with you guys today. As you've stated, the Evergreen Safety Council has been around a long time, about 87 years. We're a nonprofit organization that's dedicated to safety. And our mission is primarily centered on what I would call roadway safety. And a big part of that, of course, is the P/EVO program which started, gosh, like 15, 20 years ago for us; and has been a very effective program in our opinion and one that's needed, and one that will have a lot of need in the future. So, it's a good program. We do a lot with flagger and traffic control, and a number of other kinds of safety initiatives, defensive driving and things like that. When we started out in 1932 as kind of a local traffic safety organization in the city of Seattle and we've grown quite a bit since then. We're solidly established as a safety resource and authority in the Pacific Northwest. But as you guys have probably seen with the P/EVO program we do a lot nationwide, a lot more than we have in the past, which is really exciting and also something that that we look forward to doing more of in the future.

So that's a little bit about us. A couple other things we do that you might not know. We have the largest motorcycle safety training program in the State of Washington. And we have a nationally recognized 3-Wheel Motorcycle Safety program that's used in a number of states across the US. And so we do quite a bit with motorcycle safety; if any of you are riders that might interest you. But again, it's very central to our role in roadway safety. And then a part of what we do is workplace safety. We do some OSHA kinds of training and that kind of thing. So that's just a little bit about us and what we do. And as Michael said, I've been with the council for a couple of years, but I've been a safety professional my entire career.

Michael: That's awesome. I know the first thing a lot of us in this industry think of when they think of Evergreen Safety Council is definitely the P/EVO program. So happy to let everybody know that there's a whole lot more that the Evergreen Safety Council touches when it comes to safety. And it's kind of really amazing, all the different areas that you guys cover. So let's see, I guess I'll start out with-- I'm trying to keep it more general highway safety and of course there are a lot of P/EVO topics we could touch along the way. So just generally speaking, what would you say are some pretty hot topics in traffic safety or highway safety nationwide, that you guys might've been hearing

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of or covering or focusing on lately, is anything going on like that?

Jeff: Oh, sure. And I'll just say this from the outset. I mean, you guys know the P/EVO industry a lot better than I do. I've only been doing this a couple of years. What I know about prior to coming to the Evergreen Safety Council, I did quite a bit with traffic signaling devices, flashing beacons and strobes and also did quite a bit of industrial safety. But it's been a little bit of a steep learning curve for me, but the principles of safety apply pretty generally across industries. And there are certain things, if you understand human behavior and you understand kind of what works and what doesn't in a work environment, a process or with people, those things can be applied pretty well. So to answer your question there's some interesting, really interesting things going on right now and it's kind of exciting and I think it's a little bit scary too, especially if you're in the industry, kind of wondering how this is going to affect you.

[There are] a couple of things that we're watching; autonomous vehicles and what's happening with autonomous vehicles; very fascinating. We're in this weird situation with autonomous vehicles where the technology isn't where it needs to be and we have a bunch of people using autonomous vehicles and in a lot of cases, using them in ways that they shouldn't. And the technology hasn't yet really identified the right way to operate or possible ways that people could use or misuse it. And so, not to say that that it's bad; it's just that we're kind of in this period where the technology is developing and so things aren't where they should be yet. And I think in a number of years that things will kind of settle in; and so there are some things that we're really watching.

We've had to change our driver training curriculum. We have kind of a fleet driver, defensive driver program that we've totally rewritten, to take into account some of these new autonomous features in vehicles and also to educate people about their limitations as well. Another thing that we're grappling with in the Pacific Northwest is this, you guys are experiencing this in other places, is the question of impaired driving. And especially in most states where marijuana has been legalized again, the technology isn't there as far as, you know, determining whether or not somebody is impaired. And there are all kinds of questions about that and there's not a whole lot we're doing with that. But again, it's just one of those things we're watching, we need to be aware of. And it's going to drive policy in a number of states and in companies that employ drivers and so on. And I know you guys are well aware of that, but it is one thing that is a concern for us. Driver distraction continues to be something that's an issue. There are some interesting things—I was telling Michael a few days ago I went to the Insurance Institute for Highway Safety and spent a day there. And one of the things that I learned is that they're finding that states that implement distracted driver laws aren't necessarily seeing a benefit from that. And they're not exactly sure why. But one of the theories is that in those states that have distracted driver laws, people are hiding their phones and still doing the behavior that they shouldn't do while they're driving, and thereby taking their eyes off the road even more. And that's one of the things that I can't stress enough.

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There are unintended consequences to policies and laws and things that get put into place, but politicians aren't real good at identifying those unintended consequences. And they all feel good when they pass a law, and think that they've done something. And in a lot of cases they've made things worse. And I've been an elected person for the last 16 years in the city where I live in Washington, and so I can kind of say that and acknowledged that I know that that's a problem; I've seen it. And it's something that we have to be careful of, but that's where you guys come in and you've got to be activists in a way. You've got to be able to step forward and say, hey, here's what we're seeing from an industry standpoint. We have an important role to educate our policy makers in various states and also federally. And we've had to do that. The Evergreen Safety Council has to do that on regular basis where we testify in hearings and things like that. So that's kind of a little interesting thing about that. There are some other things that are interesting as far as our millennial workforce. We've got the rising generation coming up through the ranks and the way that we train, and the way that we work with this new generation is going to have to be different than the way we were taught, or the way we learned, as we came into the industry. And we're having to re-do a lot of our training program, so that we can accommodate these different expectations of new workers.

And then finally, I'll just say there's a lot going on with ride share, delivery driving. We've got all kinds of cars out there, running orders around for Amazon, taking McDonald's orders to people's houses, Uber, Lyft, all those kinds of things. Some of those companies like Uber for example, have acknowledged and understand that they want to have safe drivers and they are putting requirements or have requirements in place, to make sure that those drivers are well trained and keep their customers safe, which we're behind. And so we've been working to put programs together to help some of these companies, in these new industries that have sprung up around kind of Uber and Amazon. So those are a few things that--[I] might've been a little long winded; but that's what we're looking at right now, that might be of interest to the group.

Michael: Oh, it's definitely pretty, pretty cool. I know that we spent some time discussing the State of Georgia. They just implemented a law here pretty recently. It's pretty harsh when it comes to texting and driving and being on your phone and driving. So I know that we're all kind of curious to see the effects of that. I'm not sure if anybody here has seen any direct results out of that, but it's very interesting to me that there might not be any benefit at all. So do you know by any chance off the top of your head, maybe not, but is there any sort of good way to do it? How are we supposed to maybe help a distracted driver or keep people from doing it? Other than making a law, I'm not really sure.

Jeff: Well, this is largely my opinion, just based on my years of experience in safety. But a law's not going to do it. A training class is not going to do it. It's going to be a number of things, and if you think about just-- Those of us who are old enough to remember the days when a seatbelt use was not common, at least very, very optional; there had to be this kind of cultural change happen and it

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took years and years for it to happen. And it wasn't because just because laws changed, there are a lot of other things that happen. The Insurance Industry was involved and we were teaching kids at a young age. And, then there's also the technology part of it; the car companies had to make it easy for people to use these safety features like safety belt and to understand the importance of it.

And there were a lot of myths and things that had to be overcome about safety belts. And I remember the arguments when I was a kid. How you could be badly injured by your safety belt and those things took years to overcome. And I think that's what it's going to be like with distracted driving. There's a technology component. Our vehicles are getting better at kind of integrating some of those technologies or making it so that the distraction isn't there. But it's going to be that and, laws and training and expectations and it's just going to take some time. But I think we're getting there. But I think the rush just to change a lot and increase enforcement is-- it's just part of it. It's not the only thing. It's got to be kind of a multipronged approach, when you're talking about changing people's behavior.

Michael: I understand that. I think I'm probably a little bit younger than some of the other people here, but I know that the seatbelt use in-- I'd say my generation is pretty much, most people that I know want to wear a seatbelt all the time. But I still do hear the bits and everything about people not wanting to wear seat belts and it kind of blows my mind. So hopefully, hopefully you're right, hopefully you start to see the same change happen with I guess cell phone use, texting and driving and stuff like that. It definitely needs to get better. I'm sure a lot of us can share some pretty crazy stories about things they've seen out on the road. Another thing we touched on that I really would be interested to maybe talk about it a little bit, that the millennial workforce types of training, how to do it a little bit different. Maybe I guess the millennials don't have such a long time span to pay attention; so like I would assume that that means maybe more online classes. Are there any other changes that you guys are making this sort of help out the millennials and get them more involved?

Jeff: Well, I've got three millennial sons and I kind of thought I knew and understood millennials, but I'll tell you the last two years being in this position at Evergreen Safety Council has totally changed my perspective on things. And it's not that it's -- sometimes I'll hear people say well, these young people, they're lazy; they don't work hard like we work. And that's really-- I don't think that's fair. I don't think that's true. I just think, well, certainly there are some that are lazy, but I think most of them, their expectations are very different and the way that they learn is very different. Last fall I held a panel discussion in Spokane, Washington at a safety conference where I had a panel of experts talking about the impact of the aging workforce. And we really weren't talking about millennials per se, but there was this -- the audience really got involved and had a lot of comments and questions about it. And this frustration came out in the audience. It was like you had these two factions emerged; you had kind of the old school workers; and a lot of these folks are in blue collar industries. A lot of them were just standing up saying, "Oh, we tell them you're not supposed to do it this way." And you know it's like this is the way I was trained and why don't they get it? - That

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kind of an attitude. And then you have the others, kind of the rising generation come through the workforce, say you know what? "We're not as stupid as you think we get it. We can handle this." And so there's this big disconnect between the two groups. And I think anybody who's employing younger folks is going to have to understand kind of a different way to communicate and work with them.

If you're going to be effective, now you can fight against it. But I think it's going to be to your detriment, especially in our job market, because they're going to have other choices if you don't learn how to work with them. And so that a couple of principles to keep in mind are that the way that young people learn is very different. A lot of us learned, you go sit in an eight hour class or you just go put in your time, you learn stuff. But millennials learn things in chunks and their attention span is a lot shorter than ours was. And so what we've found is in training classes with younger workers, they tend to do better if we can break up the training, or at least if it has to be an eight hour class, provide enough variety so that the information is fed to them in smaller chunks and they'll get it just like old guys like me. They just need to be fed in a different way.

And a lot of it has to do with how they learned in school. It has to do with video games, believe it or not, it has to do with cell phones and how they receive information; that's one thing. And then the second thing, and this was the big eye opener to me, a lot of these millennial workers, we don't give them enough credit and some of them are very talented, very capable individuals, but a lot of us got where we are just by putting in the time and doing the work. And there's just this system or this process you had to go through. Well, millennials, they're not down for that; they want to do things in a different way. They want results faster; they're not going to be as patient about it.

And you can lose a very talented individual on your team if you're not willing to at least give them a shot or accelerate their progress in an organization; and I understand the risks. Potentially putting somebody who's inexperienced in a position [who] are responsible for things that maybe you wouldn't have been at that age. But I'm telling you, that's where the world is going with these young people. And there's a couple of millennials that I've done that with. I've given them opportunities and they've really surprised me at their capabilities. So that's just a couple of things that I've found in our work that are kind of interesting.

Michael: That's great. Yeah.

Bill: If I could chime in real quick. What is Evergreen Safety thinking or doing and furthermore, State, if you take that explanation you just gave when it comes to a younger generation taking to the nation's highways? Are they changing any drivers' education or are they changing some of those processes? Oh, because like you said, there's obviously a huge disconnect. I see it all the time between millennial folks and the older generation such as myself. Going back to the seatbelt, I was a child of the 70's and nobody wore seatbelts and now you're looked at in a bad way if you don't wear a seatbelt. So it's taken many, many years. But, so what are states doing perhaps knowing that

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this generation of folks learn and do things in a different way? Or are they changing any of their drivers' education training or what approach are they having to the nation's highway?

Jeff: I don't get, well, yeah, in my experience they're just not at most States. And in most of my experiences with Washington State, they're behind on that. I mean they don't employ curriculum designers or developers that think about those kinds of things and develop programs that help to maximize the outcome. In fact, yeah, that's kind of the dirty little secret of the safety training industry. A lot of companies will put people through training and they don't ask, or even give much thought to whether or not the training is going to produce the result of having a safety worker or they just are a safer worker. I think there's this feeling out there that we put somebody through a class and they get a card, even if that's a driver's license that they're good to go.

And a lot of states just don't put in the research and they don't put in the time to make sure that whatever curriculum, or whatever standard that they have somebody's going to produce the results. And that's not always true; but a lot of times it is. I think some of that is changing, but it happens so slow in government. And that's where I see the big opportunity for nonprofits like ours and private industry to come up with solutions. And it's a lot easier for a governing agency to say, you know what, that program is awesome; we see that it works; we see that it's backed up by data and then have them kind of bless that program or have that program be the approved curriculum or training for a certain thing. And that's where we've been effective here in the Northwest is we've kind of developed those things.

We've applied the resources to figure those things out so that the State could just say, oh yeah, that makes sense; and then allows us to certify people on something. So to answer your question from the States, they're lagging; but the information is out there. The insurance industry has tons of information and they do lots of research and study; and they have to because they've got to get it right, their money's riding on this stuff. So if you ever want to see what works or what doesn't, that's a good place to work. But they don't even put a whole lot into the whole training aspect or looking at training programs. Which again I think is a huge opportunity for organizations like ours to bridge the gap between the data and then actually producing the results through some kind of training or I'm changing people's behavior.

Michael: I know one thing you touched on there kind of struck a chord with me is the aging workforce. I go to a lot of association meetings in the transportation industry and that's a hot, hot topic; is trying to get younger people involved in this industry. And then I know firsthand, I've had 80 year old men work for me and 18 year old kids work for me. And it's really hard to devise a system that makes both of them happy because they both want to do things completely different sometimes; and that's not necessarily bad. And at the end of the day I tell people all the time that you can't be afraid to change. And I think that's kind of something our industry has to go through at some point.

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Jeff: Yeah, and then in that situation, I think we've come to the conclusion when you've got an older person and a younger person you-- I would relate it kind of to kids. I've got three boys and the way that I taught and raised, each one of those boys was different because each of them was different. And that's kind of what I'm seeing now in the workforce as we have this disparity between generations. And you can't force one generation to kind of do things the way that the other did. Now I grew up in the 70's as well. And that's kind of how it was, you know, you just conformed. You just went through the process and did what you're supposed to do, pay your dues. But it's just not going to work that way for this generation. And so when we're designing our new training programs, we actually have to build it so that it works for all kinds of learners, which is really challenging; but it's doable. And I think what I find is that it's a little easier to have kind of older folks like myself kind of learn in a way that millennials like, than it is to try and get the millennials to do things the way we did, just in my experience.

Michael: I got you there. So just I guess to change course a little bit. You mentioned a few things that the Evergreen Safety Council's sort of focusing on. Is there anything else that you would say that the Evergreen Safety Council is focusing on in the future as far as maybe different classes or certifications you guys are looking at? Or is there anything that you're doing to the overhaul the ones you already have? What would you say in the next five years you guys are focusing on the most?

Jeff: Yeah, what we're really focused on is taking our core programs, which are good and making them even better through a few different ways. One is using new technology to make them better. So for example, imagine if you took a P/EVO class and you were able to go through some kind of a, move operation as a P/EVO driver in a simulator, or using some kind of virtual reality or even if you are able to see an actual P/EVO operating with 360 video. I don't know if you guys have seen much of that 360 video online, but it allows you to look in any direction in that video so you can see what's behind the car, what's in front, what's coming up ahead, and to see that whole thing in 360 degrees. So those are some things that we're kind of excited about bringing those forward into training.

And when I start talking about technology like that, it starts to make some people a little nervous and they're like, how's that going to affect their training programs out there? Listen, what we're trying to do is to provide options. So if there's the ability to do that or if there's some additional things, like if a company wants to have somebody go through the standard P/EVO class, but we'd like for them to get some additional training that would be beneficial to them, we'd like to be able to provide those opportunities. So those are some exciting things we're kind of working with right now. And we're at least in future versions of our training program; we're going to at least incorporate more video and more-- We're even talking about using audio clips so that people can

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hear the proper way or effective ways to communicate on the [inaudible 32:52] going on. So those are just some examples of the kinds of things we will do with our training programs in the future.

Other things that we're looking at, involve doing more with commercial vehicles, fleets, delivery drivers, with regard to online training and we've got some programs in development now for that. And I'll tell you something kind of interesting; I don't know that this is going to go anywhere, but I think it's instructive. If you're in a State like ours that legalize marijuana, we've got marijuana production facilities that have popped up all over the place. And I'm really concerned about it from a standpoint that most people don't talk about; and that is what's happening to workers in these businesses. It's the Wild West right now. In the case of Federal OSHA, these places don't exist because it's not illegal substance. So OSHA is never going to set foot in these places. And so a lot of them are operating without having the same expectations put on them, as any other business would have.

A safety council like ours in Colorado has been working with these establishments or some of them and is trying to put together a model safety program, but there are individuals that are becoming ill; that are having some problems and we just don't understand that very well. So, it's kind of interesting. I don't know that we're going to get into that kind of thing, but as I said before, I think it's instructive when you have new industries that pop up; new concerns. I talked earlier about autonomous vehicles, there are all kinds of things that are going to come out with these new things as they pop up. And we need to be vigilant and we need to look for opportunities to try and address those hazards. And you guys know this industry real well and as things change and evolve, it's really important for us to maintain that safety vigilance and to look for those opportunities to make things safer. And it's better if we do that in our industry than it is to have the government step in and trying to, cause they're not going to do it right, and they're not going to do it as well as we all will. And so that's really my goal. And we're here to help you and your industry so that we can address those hazards in the right way.

Michael: Very exciting stuff and very excited to see how you guys use technology to make the stuff you have now better because it's already pretty good. So I'm very, very excited to see that. I guess one thing I definitely wanted to touch on, it's maybe a little bit more specific to our industries, your traffic control and flagging class. That's something that some of those certifications cover, some of them don't. And either way, I know for my drivers, I recommend a lot of them take a class similar to what it seems like you guys offer. So I was wondering if you could kind of discuss that class, maybe some of the topics it covers and why you think it would be beneficial for a P/EVO to have taken that class.

Jeff: Yeah, It's a foundational class. If you're doing anything out on the road where there's a possibility, where you're going to have to pull over and get out of your vehicle, having that training is really important. From time to time there'll be a big church event or something and I'll see somebody from the church out waving a flashlight out on a road and it just-- and I know you guys

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have probably seen that from time to time now. It's interesting. We have oh, one of these so-called mega churches here in the Seattle area, has actually put some of their folks through a flagger training so that they understand how to protect themselves, when they're directing traffic, at some of these big events. Now of course they're doing a lot of these on private property, but the point I'm trying to make is that there are some foundational principles in that training that, if it's beneficial to somebody who's directing traffic to a church event I would think it makes perfect sense for P/EVO to have that in their tool kit, in terms of things that they're trained and certified and capable of doing.

And of course there are some places where it's required others where it isn't. But it's a class that covers the fundamentals that will really protect the flagger and also protect the driving public. And I think people go through it for the first time, really kind of get their eyes open to the risks. We tend not to think about it too much. I know you guys do, because you guys know the risk, but the folks in the public don't think about it too much when somebody's off the side of the road or working in one of those paddles and hey a drive by and think, gosh, that looks like an easy job. But there's risk there and it's important that we have people that know how to do that and do it right. So I highly recommend it. Our curriculum is approved in three states in Washington, Oregon and Idaho. [Inaudible 36:45] if you're familiar with them, they also provide that training certification in other states. There's possibility we may extend our program out to other states as well. But yeah, I would highly recommend it and if you guys ever want to take a look at what we have, interested to take a look at the training manual, we'd be happy to let you take a look at it.

Michael: Yeah, that's all. I think something you said that I didn't realize until I took one of the certifications is of course it tells you how to control traffic and what flagging signals you make and all that good stuff. But a lot of the focus was spent on protecting the flag and a lot of the benefit out other than that it's a dangerous thing to do. And like you said, there are some fundamental things that you can do to make it a lot safer. I mean exactly what you said. As soon as I took it, now I can drive down the road and see somebody who tried to flag traffic and I'll see something they are doing wrong and it just kind of irks me. But it's really more about protecting yourself than it is anything else. And I think that's very, very important. So I think if I didn't have one suggestion for anybody listening in right now, if you don't have a flagger certification or taking a safety program on it, I highly, highly recommend it. So yeah, I know. Right now, I guess I can open the floor up to anybody. If you have any questions or comments, or Bill, if you have anything else you want to go over, I'd like to open the floor up for questions or comments to Jeff, anybody.

Bill: Yeah, Michael I actually do, there were a couple things that I've picked up on and I'd like to ask you before, we opened it up for general. And the two questions I have go back to human behavior and you've touched on, impaired driving, which I think you're exactly right. I think little is known at this point in time on the actual statistics of folks under the influence of marijuana. And I think there's just an enormous amount of information on somebody drinking and driving and driving

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while impaired that way. So one of the things in this industry that doesn't get spoken of a lot, or if it does, it's not out loud and this type of setting or platform, is driving while hired or fatigued. And do you have any statistics on that tired driving or fatigue driving?

Jeff: I don't, but my impression is that there's a lot more data about that, than there is about impaired driving from marijuana. So, I believe the Insurance Institute for Highway Safety has some things about that. I know there have been a number of studies on tired driving, and I'm not real familiar with it, but I know that that's been looked at quite a bit. And honestly, it's a little easier to quantify right now that, than it is somebody who's using marijuana. And part of the problem is, you understand dosage and the potency of the product that's being used. There's so many different products that, that they're putting these cannabinoids in right now and the dosage that people are getting and what effect it has on them, it's just-- You talked about alcohol, we have a lot of data on that and decades of experience and it's a lot easier now, somebody to know, you know, what their limits are. But with marijuana we just don't have that. And it's a real problem in states like Colorado where they have a tourism industry built around cannabis because these people will drive in there in bus loads, and they haven't smoked pot since they were in college, if ever. And it isn't the stuff they had in college; it's very different and then bad things happen because they just don't understand dosage, or what they're getting. And it's not conveyed real well by the industry, so there's a lot more we have to learn about that. But I think with the driving tired thing, I've seen some studies on that. I think that one's a little bit tougher. It's just a behavioral thing; helping people understand their limits, and that takes quite a bit of time to help change behavior. And you guys know that, and when you're driving professionally, that's something you just learn; it's part of it. But a lot of folks just don't get that. And I think it gets in a lot of driving curricula and it just gets some kind of cursory mentioned, there's not a whole lot in it, but yeah, it's a good question.

Bill: Yeah, the other would be, you mentioned a 360 degree video or a training module. Do you have any links or anything that you could perhaps provide that we could put it up on our website and social media for somebody, a P/EVO that wanted to check that out just for themselves; or if they were training somebody new, a link to that so they could show their trainee a different way, a different approach of learning this industry?

Jeff: I'm not aware of any yet. There are some great examples of 360 video and the capability of it and it's real easy to shoot. In fact, one of my curriculum people has a 360 video camera and we've already been talking about how we might be able to shoot some good footage of that. So we haven't attempted to do that yet; we're talking about it. And if somebody else gets to it before we do, that's fine. But I think it would really help. And again, getting back to the differences between generations, our younger folks that are learning this industry, would really do well if they had video versus reading several paragraphs in a manual and to try and learn the stuff. And, that's true of just about everybody anyway. So, we're really looking to try and do something with that. If we can't get the 360 video to work, we've even talked about just mounting GoPro cameras all over, kind of

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[inaudible 44:29] cars and trying to get something. But if you guys have any thoughts on that, or you want to help out-- if you've got a load running through by Washington State sometime soon and you want to work with us, let us know. We'd love to work with anybody who'd like to give a little for the cause.

Bill: Well those were my two questions. Anybody in the audience has any questions for Jeff [inaudible 44:59]?

Jerry: Yeah, this is a Jerry Johnson.

Bill: Hey, Jerry, go ahead.

Jerry: Okay, one question I have is whether or not Washington State is going to start accepting Florida? When is that conflict going to end? Sometimes they accept it, sometimes they don't. And Florida is still accepting Washington State, but you're still required to have the defensive driving course. But it seems every time somebody complains about that back to Washington, Washington stops accepting Florida's and I'm trying to get a straight answer on that one.

Jeff: Yeah, I wish I could give you a straight answer on that. I can't. But I know somebody who can, if you don't mind if I could take a day or two and get with that person, let me kind of see where things are at. I know a little bit about it, but not enough to really give you an answer that would be a good one right now if that's okay. I'd be happy to find out where we're at.

Jerry: This has been going on for about three years now and it seems every time that somebody has got a Washington certification and they go to Florida, they get busted because they don't have the eight hour defensive driving course or a CDL; then they complain back to Washington and then Washington stops taking Florida's for two or three months. And I think that is something that needs to end. Second of all, [inaudible 46:45] I haven't taken it personally, I hear it's a good course. The problem you've got is every time the industry slows down, especially out around the [inaudible 46.55] out there, they start giving away the certifications.

I've been hit up in the last year three times and asked if I wanted a Washington certification, \$200 cash, they'd give me one. They're putting too many people out there that aren't getting the training and getting certifications out there and you know that's the problem. I'm working with North Carolina right now to re-do the school. I helped set up the original school about 10 years ago. I relocated back to North Carolina and went to the school and it was total garbage. It was open your book; that is the third paragraph, second sentence, highlight it and went through the whole book like that. And then he read the tests out in class before we took it. And I complained to the State and I'm helping try to fix that situation. But even though we've got eight hour training courses, there's nobody following up. I mean, a lot of the courses are just garbage.

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Jeff: Yeah. That's a concern of ours and something that we're actively addressing. And you're going to see some changes in the future, at least with our program. And we're working really close with the State. And I will tell you that if there are cards being issued, without the eight hour class being offered or the tests being administered in the right way, we will swiftly deal with that situation. And we even will turn over information to Washington State Patrol and we've actually had them take action against anybody who messes with that program. So we expect those that are instructors to follow the rules and if they don't then we are very swift about addressing that. So I appreciate you bringing that up and totally agree with you on that. And in the future you're going to see some changes that will help to kind of tighten that up even more.

And my objective as the president of this nonprofit is that our training programs, especially P/EVO, that the people that go through that are doing it the right way and that they're able to perform those duties safely, and any kind of shortcuts are just not going to be tolerated by our organization. So I appreciate you all sharing that and I'm going to do some checking on the Florida, kind of see what's going on there and I can get back with you all.

Jerry: Okay, thank you very much. Now who do we contact when we run across somebody like that, giving away certification?

Jeff: You can contact me and here's my email address, jeff@esc.org

Jerry: Okay, thank you very much. That's all I had.

Michael: Thank you Jerry. Is there anybody else that has a quick a question or comment here before we wrap this up? Alright, well, Jeff, thank you so very much for joining me on this call today. I definitely learned a lot. I hope somebody else out there did too. I really appreciate the time that you spent with us here. Are there any closing comments you'd like to make before you sign off?

Jeff: I just want to say thank you to all of you. I really appreciate the invitation today and if you guys ever have any questions or suggestions, please let me know. Just love to hear from any of you and I wish you all the best in the work that you're doing. It's important and I really appreciate the association.

Michael: Thank you. Thank you. Thank you. All right, well Bill, I'll send it over back to you.

Bill: Okay, thank you very much, Jeff Vaughan. That was very enlightening. I certainly learned a lot. There are several things that I'm going to look into tomorrow or the next day; do some Internet research and familiarize myself even more. That concludes our July of 2019 conference call. I certainly appreciate everybody tuning in tonight - board members that are on the call. Let's have our call in about 15 minutes or so. That would be, 8:15 central time and again, hats off and thank you very much Jeff, and we also wish you well in your endeavors and certainly appreciate the Evergreen Safety Council and all the hard work that you guys do. So thank you all very much.

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