

Dispatching and Beyond



# ***Free Dispatcher Course***

For Kyrgyz community entering  
the US Trucking Industry

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## **5. Driver Relationships**

## THE IMPORTANCE OF STRONG RELATIONSHIPS

**GOOD RELATIONSHIPS  
=  
SUCCESSFUL  
OPERATIONS**

**Build trust and job satisfaction  
Enhance communication and efficiency**

# Understanding Your Driver



## Driver Profile

- **Works under MC authority**  
(Company Driver/Owner-Operator)
- **CDL required; daily driving limits**
- **Preferences:**  
preferred routes, load types, home time



## Income Factors:

Revenue  
Miles  
Ownership status

# Onboarding New Drivers

01

Collect contact and personal details

02

Set goals and expectations

03

Access to GPS, ELD, and monitoring tools

04

Confirm special requirements and home base

05

Request Photos

- CDL and registration documents
- Truck (side view) and trailer (inside and sides)
- Empty scale ticket

## Additional Details:

- Ask about specific driver characteristics
- Find out if the driver travels alone, with someone, or has pets
- Confirm the driver's residence
- Obtain truck and trailer numbers

Endorsement code	Description
<b>T</b>	Double/Triple Trailers
<b>P</b>	Passenger
<b>N</b>	Tank vehicle
<b>H</b>	Hazardous materials
<b>X</b>	Combination of tank vehicle and hazardous materials endorsements
<b>Sn</b>	School Bus

SET UP

# Setting Up for Success

```
graph LR; A((Check tools  
securing equipment,  
permits)) --- B((Agree on  
reporting routines  
and feedback)); B --- C((Regular  
check-ins and  
communication))
```

## Check tools

securing equipment,  
permits

Agree on  
reporting routines  
and feedback

Regular  
check-ins and  
communication

## Driver Duties

### Professionalism at **Pickup/Delivery** :

Understand the importance  
of making a good  
impression

### **Load and Document** Handling:

- Confirm responsibility for the load
- Monitor ELD balance
- Report arrival times and send necessary photos:  
Documents, load, seal,  
reefer temperature

### **Post-Delivery** Procedures:

- Weigh at nearest scale
- Send all documents and verify for discrepancies

## COMMUNICATION





# Driver Preferences & Priorities

## Common Priorities:

- Regular home time
- Specific load preferences
- Avoid waiting times

Discuss approach to  
multi-stop loads and driver  
assists



# What Drivers Expect from Dispatchers

Maximize their potential and earnings

Professional support and problem-solving

Clear, timely information

Planned home trips and special accommodations



# Daily Operations with Drivers

## Start of Day:

- Address urgent issues first
- Remind of appointments and updates

## End of Day:

- Confirm driver has all info for the next steps
- Leave notes for night dispatch if needed